

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of a Motion for an Emergency                    )  
Order Establishing a Temporary Moratorium                )  
on Utility Discontinuances to Protect Public                )  
Health and Safety by Mitigating the Spread                )  
of the COVID -19 Pandemic.                                        )           File No. AO-2021-0164

**NOTICE**

COMES NOW Union Electric Company d/b/a Ameren Missouri (“Ameren Missouri” or "Company"), and hereby provides this *Notice of Ex Parte Communication* ("Notice"), as follows:

1.       On December 15, 2020, Consumers Council of Missouri filed its *Motion for an Emergency Order and Request for Expedited Treatment*, which seeks a moratorium on residential disconnections through March 31, 2021.

2.       On December 14, 2020, Ameren Missouri filed its *Reply to Consumers Council's Request for a Residential Disconnection Moratorium* ("Reply").

3.       Also on December 14, 2020, Ameren Missouri issued a press release about its efforts to assist customers during the COVID-19 Pandemic. Some of the information in the press release related to the Company's *Reply*. On the same day, the press release was provided to Missouri Public Service Commissioners.

4.       The press release contained facts also included in the Ameren Missouri *Reply*, although it did not discuss any of the arguments set forth in the *Reply*. However, in an abundance of caution and in order to assuage any potential concerns that a communication contrary to 20 CSR 4240-4.020(1) may have occurred, the Company makes this filing under 20 CSR 4240-4.020(2)(A), and attaches a copy of said communication to this pleading.

**WHEREFORE**, Ameren Missouri respectfully provides this Notice.

Respectfully submitted,

*/s/ Wendy Tatro*

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**Wendy K. Tatro**, #60261

Director & Assistant General Counsel

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**d/b/a Ameren Missouri**

**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that the foregoing reply has been served on counsel for the parties of record by electronic mail on this 15<sup>th</sup> day of December, 2020.

*/s/ Wendy Tatro* \_\_\_\_\_

Wendy K. Tatro

**From:** [Suggett, Gave L](#)  
**To:** [Shelley Brueggemann](#); [Chairman Ryan Silvey](#); [Commissioner Bill Kenney](#)  
[Commissioner Scott T. Rupp](#); [Commissioner Maida Coleman](#)  
[jason.holsmar](#); [Burton, Kim](#); [cherlyn.voss](#);  
[alexander.anta](#); [Ketchum, Charlene](#)  
[kristy.manning](#); [Natelle Dietrich](#); [Eastlick, Jay](#); [Redmon, Craig](#)  
[justin.edwards](#); [Kremer, Lisa](#); [Claire Eubank](#)  
[charles.poston](#); [Poston, Marc](#); [Marke, Geoff](#)  
**Cc:** [Wood, Warren](#); [Byrne, Thomas M](#); [Krcmar, Aubrey M](#); [Engelbrecht, Terri L](#); [Mertens, Frank J](#)  
**Subject:** FW: News Release: Ameren Missouri reminds customers energy assistance dollars remain available  
**Date:** Tuesday, December 15, 2020 8:36:21 AM

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Good morning,

Below please find a news release reminding customers there are still energy assistance dollars available. Ahead of the holiday season, Ameren Missouri has voluntarily suspended service disconnections for residential and business customers through Jan. 5, 2021. While the temporary suspension is in place, we're urging customers to contact us today for energy assistance and/or flexible payment options.

Please let me know if you have any questions or concerns.

Gave

#### **IMMEDIATE RELEASE**

## **Ameren Missouri reminds customers energy assistance dollars remain available**

*Company also voluntarily suspends disconnections for the holidays*

ST. LOUIS (Dec. 15, 2020) – Ahead of the holiday season, Ameren Missouri will voluntarily suspend service disconnections for residential and business customers today through Jan. 5, 2021. While the temporary suspension is in place, the company is urging customers who are struggling to pay their bill to take action now to avoid unmanageable balances next year. Help is available for customers needing assistance with their energy statements.

"We understand this time of year can be particularly difficult for families facing financial hardship, and this year is no exception as many have been affected by COVID-19," said Tara Oglesby, vice president, Customer Experience, Ameren Missouri. "We care about our customers and we have several solutions available to help them, including energy assistance grants and flexible payment options. Any customer needing help with their energy bill should contact us today."

Customers can learn more about Ameren Missouri's energy assistance programs at [AmerenMissouri.com/EnergyAssistance](https://www.amerenmissouri.com/EnergyAssistance).

Throughout the pandemic, Ameren Missouri has provided [\\$5 million in energy assistance](#) and a wide range of payment agreements to support customers in need and avoid disconnection. Working with partners, including Heatupmissouri.org, community action agencies, and the United Way, among others, Ameren Missouri is encouraging customers to apply for all available assistance, including federal assistance through LIHEAP for those who qualify.

In addition, since Nov. 1, Missouri is operating within the Cold Weather Rule, as directed by the Missouri Public Service Commission, which helps customers avoid service disconnections when the weather is below freezing during the winter months. As part of the rule, additional payment arrangements are available to customers needing help.

**About Ameren Missouri**

Ameren Missouri has been providing electric and gas service for more than 100 years, and the company's electric rates are among the lowest in the nation. Ameren Missouri's mission is to power the quality of life for its 1.2 million electric and 132,000 natural gas customers in central and eastern Missouri. The company's service area covers 64 counties and more than 500 communities, including the greater St. Louis area. For more information, visit [Ameren.com/Missouri](http://Ameren.com/Missouri) or follow us on Twitter at [@AmerenMissouri](https://twitter.com/AmerenMissouri) or [Facebook.com/AmerenMissouri](https://facebook.com/AmerenMissouri).

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