

From: Jerreld Fisher [mailto:bigfishgggg@gmail.com]
Sent: Tuesday, August 29, 2017 9:26 AM
To: Anderson, Melissa
Cc: opportunityknocking123.jf@gmail.com; Brendan_Fahey@mccaskill.senate.gov;
Brian.williams1@mail.house.gov; libertyandjustice@gmail.com
Subject: RE: Procedural Sch

Dear Sir:

Noncompliance still Amren Missouri reluctance to provide discovery.
Clearly failure indicates unreasonable,illegal, mean spirited attempt to avoid exposure of the truth.

Attached enclosure showing very measures they are obligated to follow in response to indications of excessive usage.

Demonstrates gross inadequacy to not only investigate cause but initiation of efforts to curb excessive usage.

Requested discovery through their attorney from MPSC hearing.Still Amren Missouri reluctance and refused to fully comply with requested discovery.Sighted 2 areas of non-willingness to disclosure.

Attorney letter indicates file as enclosure,not found.

Still unresponsive in spite of certified mail to federal court requested they be compelled to answer.

Master electrian over 30 years license and bonded.

Issues raised here origin of ridiculous claims made by Amren Missouri.
Gross inadequacy to provide their burden of proof.Mean spirited termination of my service in 2014 for \$4770.00 alleged liability for services I never either authorized or received.Denial of service enforced to this day.

After 2 years without service and compulsory acceptance of arrangements with Aargon Collection Amren Missouri. refusal to restore service.

Three years approaches without service. Plunder and exploitation continues.

Police reports document 7 breaking and enterings in 2016 Month of May. May 30th thieves vandalized my home.Stole copper plumbing and wiring rended me homeless. Remained homeless 3 months before VA placed me in my present apartment.

Amren Missouri openly admitted denial of service in response to formal complaint to MPSC.

Monopoly provider error in effort to avoid liability and responsibility of losses ongoing.

Ironically noncompliance and no obligation to except responsibility for persecution and damages.

Documented hospitalization twice this year with conditions resulting from homelessness in 2016.

Stress related and debilitating physical injuries related to denial of access of power for medical equipment.

Ironically no closure as neither restoration of or responsibility for damages.

Necessary action through Department Of Justice to resolve discrimination against me.

God the ultimate judge will bring justice. Disrespect by Amren Missouri clearly spoken on in their response to formal complaint.

MPSC document "Denial of service " publication is smoking gun.
Shows tolerance to Amren Missouri behavior clearly unexceptionable for a monopoly provider.

Bring this discovery forward in total withholding nothing.

Please provide requested discovery as it was ommitted in your letter.

Jerreld Fisher
Vice Commander Tom Powell Post 77 American Legion.
Founded September 17, 1919
3144595417

Ameren Missouri CommunitySavers® Program

We're Giving You a No-Cost Energy Efficiency Makeover!

Dear Resident:

We are pleased to inform you that your apartment community is participating in the Ameren Missouri CommunitySavers program. Through this program, you will receive upgrades in your home that can make your home more comfortable and help you save energy and money – at absolutely no cost to you!

With approval from Property Management, an Ameren Missouri registered contractor wearing a security ID badge will enter your home to install new energy efficient products. You do not need to be present at the time of installation. If someone is present, that person must be 18 years of age or older for the contractor(s) to enter and complete the installation of the energy efficient products.

What to Expect

During your energy efficiency makeover, the contractor(s) will make *some or all* of these upgrades:

- LED bulbs in high-traffic areas
- Efficient showerheads
- Kitchen and bathroom faucet aerators
- Insulated wrap for water pipes
- Programmable thermostat for your central air conditioning system*
- ENERGY STAR® certified room air conditioners*
- Central air conditioning tune-up*
- Dirty filter furnace whistle

Community Name and Contact Information

Council Tower Apartments
Manager: Avis Graham
(314) 531-5706

Makeover Date

August 30 -September 9, 2017



Denial Of Service

A Publication Of The Missouri Public Service Commission

Utilities may refuse to begin providing service to an applicant for various reasons. PSC rules establish procedures to be followed by utilities to ensure reasonable and uniform standards exist for denial of service. The rules also protect applicant(s), at the time of their application, from being required to pay for the bill incurred by other individuals for service from which the applicant(s) did not receive substantial benefit.

A utility **MAY REFUSE** to provide service to an applicant for any of the following reasons:

1. Failure to pay an undisputed delinquent utility charge for services provided by that utility or its regulated affiliate;
2. Failure to post a required deposit or guarantee;
3. Refusal or failure to permit inspection, maintenance, replacement or meter reading of utility equipment;
4. Misrepresentation of identity;
5. Violation of any other rules of the utility which affects safety of the customer or other persons;
6. As provided by state or federal law;
7. Failure of a previous owner or occupant to pay delinquent utility charges where the previous owner or occupant remains an occupant;
8. Failure to comply with the terms of a settlement agreement; or
9. Unauthorized interference, diversion of utility's service by the applicant or by a previous owner or occupant who remains an occupant.

Note: A utility may refuse to provide service temporarily for reasons of maintenance, health, safety or a state of emergency until the reason for such refusal has been resolved.

A utility **MAY NOT REFUSE** to provide service to an applicant for any of the following reasons:

1. Failure to pay for merchandise, appliances or services not subject to Commission jurisdiction as an integral part of the utility service provided by the utility;
2. Failure to pay the bill of another customer. In order to deny service the utility must show that:
 - a. the applicant and the other customer lived at the same address during the time the service was provided;
 - b. the bill was incurred within the past seven years;
 - c. the utility has attempted to collect the unpaid bill from the customer of record; and
 - d. at the time of the request for service, the bill remains unpaid and not in dispute.

Note: The utility shall provide service at an existing residential service location as close as reasonably possible to the day specified by the customer for service to begin, but no later than, three business days following the day specified by the customer for service to begin provided that the applicant has complied with all requirements of this rule.

This is a summary of the Denial of Service rule (4 CSR 240-13.035).
The full text of the rule is available at the Secretary of State's Office
or on the Commission website at <http://psc.mo.gov/statutes-rules>

For more information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and priced utility services. If you have an inquiry, billing question or service-related problem that your utility pro answer, please call the PSC at 1-800-392-4211 or visit our website at www.psc.mo.gov