

Secretary
Missouri Public Service Commission
PO Box 360
Jefferson City MO 65102-0360

Ameren UE
Attention: Katy Hart
Box 790352
St. Louis MO, 63179-0352

Please be advised that in the matter of:

- Karen Smith, 8930 Harrison, St. Louis MO, 63144 and
- Ameren UE, Box 790352, St. Louis MO, 63179-0352
- (PSC # EC-2016-0093)

both parties have come to agreement on the amount owed Ameren.

Complainant still is concerned regarding Ameren UE's practices, specifically:

- Procedures for replacing "stopped" meters; 7-8 months is too long, creating excessive amounts due at one time for households, much less the year it took for complainant's meter to be replaced.
 - Ameren is responsible for providing "working" meters. Households have no control over the meters and cannot correct the situation.
 - Appropriate procedures should be developed to identify households changing ownership, in foreclosure, etc. versus those households where a meter is malfunctioning.
- Processes for escalating customer concerns. Ameren UE should have managers available without having to keep calling the call center and being told that a "manager is not available" which results in households having to file complaints with the PSC.
- Estimation process which is questionable and which could be eliminated if Ameren UE addresses meters that have stopped in a timely manner.

Such bills as the complainant received create excessive debt due at one time and will be a hardship for many households. Given the current climate highlighting the inequities that burdensome debt creates for economically challenged households, consideration should be given to Ameren UE's processes/procedures.

Thank you.

Karen Smith
8930 Harrison
St. Louis, MO 63144