

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

Charles A. Harter,)	
)	
Complainant,)	
)	
v.)	File No. EC-2023-0281
)	
Union Electric Company)	
d/b/a Ameren Missouri,)	
)	
Respondent.)	

**UNION ELECTRIC COMPANY d/b/a AMEREN MISSOURI
ISSUES LIST**

Comes now, Union Electric Company d/b/a Ameren Missouri (“Ameren Missouri” or “Company”) pursuant to the Commission’s *Order Setting Procedural Schedule and Deny Complainant’s Request to Appear Via Telephone* dated June 21, 2023 and for its Issues List states:

Issues

1. Did Ameren Missouri violate 20 CSR 4240-13.050(5) or (6) by not requiring that a postmark be placed by the U.S. Postal Service on the notice of disconnection for non-payment sent to Complainant? If so, what relief is the Complainant entitled to?

2. Did Ameren Missouri's notice of disconnection violate 20 CSR 4240-13.050(4)(F)? If so, what relief is the Complainant entitled to?

3. Did Ameren violate 20 CSR 4240-13.050(4)(F), which requires that a Notice of Disconnection include “[a] telephone number the customer may call . . . and the address of the utility prominently displayed where the customer may make an inquiry. . . .,” given that when Complainant called the provided number, he was unable to converse with the first agent to answer due to a crying baby at the agent’s location and the second agent was unable to answer

Complainant's question about where disconnection notices are mailed from? If so, what relief is the Complainant entitled to?

Respectfully submitted,

Banks Law LLC

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**Counsel for Union Electric Company d/b/a
Ameren Missouri**

CERTIFICATE OF SERVICE

I hereby certify that on June 26, 2023, I caused the aforementioned document to be electronically filed with the Secretary of the Public Service Commission of the State of Missouri who will send a copy to counsel for all parties of record.

/s/ Eric Kendall Banks _____