

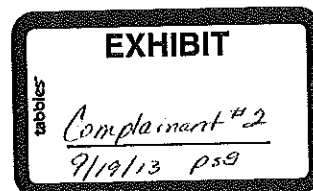
Commissioners  
ROBERT S. KENNEY  
Chairman  
TERRY M. JARRETT  
STEPHEN M. STOLL  
WILLIAM P. KENNEY



## Missouri Public Service Commission

POST OFFICE BOX 360  
JEFFERSON CITY MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
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Filed  
Sept. 24, 2013  
Data Center  
Missouri Public  
Service Commission



WESS A. HENDERSON  
Director of Administration  
and Regulatory Policy

JOSHUA HARDEN  
Secretary/General Counsel

CHERLYN D. VOSS  
Director of Regulatory Review

May 1, 2013

Mr. Charles Harter  
827 S. Sappington Road  
St. Louis, MO 63126

Harter Exhibit No. 2  
Date 9-19-13 Reporter RSC  
File No. EC-2013-0497

RE: Account: 57228-08124

Dear Mr. Harter:

This letter is in response to the complaint (C201302157) you filed against Ameren (Company) on April 30, 2013 and your indication during our telephone conversation of this afternoon at 12:56 P.M. that you wish to file a formal complaint. You will have the burden of proof in your complaint case and must submit with your formal complaint form any and all documentation/evidence to support your allegations. The complaint you filed (C201302167) after I spoke you; is the same issue that you previously submitted. We investigated that complaint and determined that the Company was acting in accordance with its tariffs, Commission regulations, and state law in its transactions with you. According to 4 CSR 240-13.070, Missouri Public Service Commission (Commission) Complaint Procedures, "The Commission staff may treat an informal complaint involving the same facts dealt with in a prior informal complaint as already decided, and may advise the complainant that this informal complaint will not be reviewed."

A formal complaint must be filed in written form and addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company thirty (30) days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to

discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

If you wish to have legal representation during this proceeding and cannot afford an attorney, the Law School at St. Louis University may be contacted at 314-977-2778. Such representation will be at the sole discretion of the law school and the arrangement between the law school and the Complainant is not governed by the Commission.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence, which will substantiate your claim against the company. The company also will be given the opportunity to present evidence discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 4 CSR 240-2.010(11), other than an individual, must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure.

Sincerely,

*Tracy*

Tracy/Consumer Services Specialist II  
Consumer Service Specialist II

Copy: Ameren

Enclosure: Commission Complaint Response Letter of 5/1/13  
Chapter 2 – Rules of Practice and Procedure  
Formal Complaint Form