

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

Filed
Sept. 24, 2013
Data Center
Missouri Public
Service Commission

Charles Harter,

Complainant,

v.

Union Electric Company d/b/a
Ameren Missouri,

Respondent.

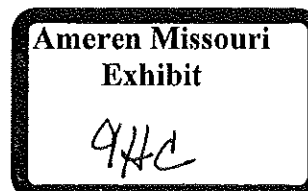
File No. EC-2013-0491

JOINT STIPULATION OF NON-DISPUTED MATERIAL FACTS

COMES NOW Staff of the Missouri Public Service Commission ("Staff"), by and through the undersigned counsel, and on behalf of Staff, the Complainant, Union Electric Company d/b/a Ameren Missouri ("Ameren Missouri") and the Office of the Public Counsel ("OPC"), known together herein as the "Parties", files this *Joint Stipulation of Non-Disputed Material Facts* to comply with the Missouri Public Service Commission's ("Commission") *August 28, 2013 Order Adopting Procedural Schedule*. Staff, on behalf of the Parties, states the non-disputed material facts are as follows:

1. Ameren Missouri is a Missouri corporation with its principal place of business at One Ameren Plaza, 1901 Chouteau, St. Louis, MO 63103. Ameren Missouri is engaged in the business of providing electric services in Missouri to customers in its service areas.

Ameren Exhibit No. 9 HC
Date 9-19-13 Reporter RSC
File No. EC-2013-0491



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HC

2. Ameren Missouri is an “electrical corporation” and a “public utility” as those terms are defined in Section 386.020, RSMo (Supp. 2010), and is subject to the jurisdiction and supervision of the Commission as provided by law.

3. ** On December 17, 2012, Ameren Missouri issued the Complainant a Disconnect Notice. **

4. ** On December 18, 2012, Ameren Missouri issued the Complainant the bill marked Exhibit A. **

5. ** On December 20, 2012, Ameren Missouri issued the Complainant a Disconnect Notice. **

6. ** On or about December 21, 2012, the Complainant and Ameren Missouri entered into a cold weather rule payment arrangement that called for an initial payment of \$157.14 by January 2, 2013. **

7. ** Complainant made a payment of \$157.14 pursuant to and in accordance with said cold weather rule agreement, as agreed, received by Ameren Missouri on January 2, 2013. **

8. ** On January 21, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit B. **

9. ** On February 13, 2013, the Complainant called Ameren Missouri to determine the amount owed. **

10. ** Complainant made a payment of \$177.01 received by Ameren Missouri on February 14, 2013. **

11. ** On February 19, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit C. **

12. ** On March 19, 2013, Ameren Missouri issued the Complainant a Disconnect Notice marked Exhibit D. **
13. ** On March 20, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit E. **
14. ** On March 22, 2013, Ameren Missouri issued the Complainant a Disconnect Notice. **
15. ** Complainant made a payment of \$162.66 received by Ameren Missouri on April 1, 2013. **
16. ** On April 19, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit F. **
17. ** On April 23, 2013, Ameren Missouri issued the Complainant the Disconnect Notice marked Exhibit G. **
18. ** Complainant made a payment of \$278.00 received by Ameren Missouri on May 6, 2013. **
19. ** On May 20, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit H. **
20. ** Complainant made a payment of \$150.00 received by Ameren Missouri on June 3, 2013. **
21. ** On June 19, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit I. **
22. ** On July 18, 2013, Ameren Missouri issued the Complainant the Disconnection Notice marked Exhibit J. **

23. ** On July 19, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit K. **

24. ** On July 23, 2013, Ameren Missouri issued the Complainant a Disconnection Notice. **

25. ** Complainant made a payment of \$176.99 received by Ameren Missouri on August 2, 2013. **

26. ** On August 16, 2013, Ameren Missouri issued the Complainant the Disconnection Notice marked Exhibit L. **

27. ** On August 19, 2013, Ameren Missouri issued the Complainant the bill marked Exhibit M. **

28. ** On August 21, 2013, Ameren Missouri issued the Complainant a Disconnection Notice. **

WHEREFORE, Staff, on behalf of the Parties, files this *Joint Stipulation of Non-Disputed Material Facts* for the Commission's information and consideration.

Respectfully Submitted,

**STAFF OF THE MISSOURI
PUBLIC SERVICE COMMISSION**

/s/Jennifer Hernandez

Jennifer Hernandez
Senior Staff Counsel
Missouri Bar No. 59814

Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 751- 8706 (Telephone)
(573) 751-9285 (Fax)
jennifer.hernandez@psc.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served this **11th day of September 2013** by: United States Postal Mail, postage prepaid, to Charles Harter, 827 S. Sappington, St. Louis, MO 63126; electronically to Charles Harter at harleycharter@sbcglobal.net; electronically to Sarah E. Giboney, counsel for Ameren Missouri, at giboney@smithlewis.com; and electronically to the Office of the Public Counsel at opcservice@ded.mo.gov.

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
88535	86987	1548	Actual	1M	104.54
Fuel Adjustment Charge					4.16
Energy Efficiency Pgm Charge					.62
Crestwood Muni Chg					6.61
Late Pay Charge @ 1.5%					6.21
Prior Balance					413.84
Amount Due on 01/02					\$535.98

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at 827 S SAPPINGTON RD
Service from 11/14 to 12/16/12 Days 32
Last Payment 12/04/12 \$263.26
Acct. No. 57228-08124 Bill Date 12/18/2012

If the prior balance has been paid, pay current amount only.
Due date and delinquent date apply to current charges only.

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66529, ST. LOUIS, MO 63166-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due	\$535.98
Due By	01/02
Delinquent After	01/11

HC

Exhibit A

1.800.552.7583

AmerenMissouri.com

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com.

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

Thank you for your business.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-6529

Amount Due	\$535.98
Due By	01/02
Delinquent After	01/11

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO.57228-08124
AMOUNT ENCLOSED

\$

9010000 0057228081204 00535980 00122140 00535980

HC

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
90454	88635	1919	Actual	1M	128.41
Fuel Adjustment Charge					5.16
Energy Efficiency Invest Chg					3.17
Crestwood Muni Chg					8.27
Payment Agreement					32.00
Amount Due on 02/01					\$177.01

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at 827 S SAPPINGTON RD
Service from 12/16 to 01/17/13 Days 32
Last Payment 01/02/13 \$157.14
Acct. No. 57228-08124 Bill Date 01/21/2013
Payment agreement amount/months remaining
after this bill: \$346.84 / 11

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66629, ST. LOUIS, MO 63166-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due	\$177.01
Due By	02/01
Delinquent After	02/12

HC

Exhibit B

1.800.552.7583

AmerenMissouri.com

Late, partial or missed payments of the full amount due each month will result in termination of a payment agreement.

Effective January 2, 2013, the Missouri Public Service Commission approved a 10.1% increase for the Company's Electric Delivery Rates. For information about these charges, please visit AmerenMissouri.com or call us at 1.800.552.7583. Your electric charges for this period may have been prorated, which occurs when part of your bill is calculated at the old rate and part is calculated at the new rate.

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-6529



SIGN UP FOR PURE POWER
to support clean renewable energy in Missouri and the Midwest. By checking the box, a 1.5 cent per kilowatt hour charge will apply. You may cancel at any time.



Dollar More is a year-round program that helps needy families survive. To give just a dollar more a month with your payment, please check the box below.

Amount Due \$177.01
Due By 02/01
Delinquent After 02/12

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO. 67228-08124
AMOUNT ENCLOSED

\$

6013307 0057228081204 00177010 00177010 00177010

HC

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
91974	90454	1520	Actual	1M	111.12
Fuel Adjustment Charge					7.07
Energy Efficiency Invest Chg					5.02
Crestwood Muni Chg					7.45
Payment Agreement					32.00
Amount Due on 03/01					\$162.66

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at: 827 S SAPPINGTON RD
Service from 01/17 to 02/17/13 Days 31
Last Payment 02/14/13 \$177.01
Acct No: 57228-08124 Bill Date 02/19/2013
Payment agreement amount/months remaining
after this bill: \$314.84 / 10

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66529, ST. LOUIS, MO 63166-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Am Due	\$162.66
Due By	03/01
Delinquent After	03/12

HC

Exhibit C

1.800.552.7583

AmerenMissouri.com

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

Pure Power lets your home or business support wind power and other forms of renewable energy in Missouri and the Midwest. Learn more at: AmerenMissouri.com/purepower.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-6529



SIGN UP FOR PURE POWER
to support clean renewable energy in Missouri and the Midwest. By checking the box, a 1.5 cent per kilowatt hour charge will apply. You may cancel at any time.



Dollar More is a year-round program that helps needy families survive. To give just a dollar more a month with your payment, please check the box below.

Am't Due	\$162.66
Due By	03/01
Delinquent After	03/12

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO. 57228-08124
AMOUNT ENCLOSED

\$

1013307 0057228081204 00162660 00162660 00162660

HC



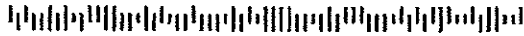
March 19, 2013

DISCONNECT NOTICE

Ex 1

AMOUNT DUE	ACCOUNT NUMBER
\$162.66	57228-08124

Amount Paid \$ _____



>03568 2050769 0001 092139 03568 1AV0.380 5-D 63126
 CHARLES A HARTER
 & MARY HARTER
 827 S SAPPINGTON RD
 SAINT LOUIS MO 63126



Ameren Missouri
 PO Box 66700
 Saint Louis MO 63166-6700

3020000 0057228081204 00162660 00162660 00162660

NOTICE

IMPORTANT - PLEASE READ THIS IMMEDIATELY

YOUR UTILITY SERVICE AT
 827 S SAPPINGTON RD, SAINT LOUIS MO 63126

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$162.66
 IS PAID ON OR BEFORE APR 04, 2013

FOR THE REASON(S) MARKED BELOW

☒ Past Due Balance ☐ Deposit Due

<u>Account Number</u>	<u>Service to Date</u>	<u>Last Payment</u>	<u>Was Received on</u>
57228-08124	FEB 17, 2013	\$177.01	FEB 14, 2013

NOTICE:

If the amount due shown above has not been paid by the date indicated, your service is subject to disconnection. If your service is disconnected, you will be required to pay the full amount due plus a reconnection charge before service can be restored. Should your service be disconnected, we will try to restore your service on the day we receive payment or the next business day.

Payments should be made using either a credit card or debit card through Speedpay (1.866.268.3729) or in person at an AUTHORIZED pay agent. To find the nearest AUTHORIZED location, please visit AmerenMissouri.com or call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711. If you choose to pay at a location not authorized to collect Ameren Missouri payments, the payment may not be posted immediately and your service could be disconnected.

If you cannot pay the above amount, it may be possible to arrange a payment plan. You may call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711.

IF PAYMENT OF THIS AMOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.

Ameren Missouri
 PO Box 66700
 Saint Louis MO 63166-6700

DC1132

13362



HC FORM 13359

Exhibit D

00001/00001 00001/00001 00001/00001 00001/00001

PRES RDO	PREV RDO	USE	READING	RATE	AMOUNT
93421	91974	1447	Actual	1M	107.14
Fuel Adjustment Charge					6.73
Energy Efficiency Invest Chg					4.78
Crestwood Muni Chg					7.17
Late Pay Charge @ 1.5%					2.44
Prior Balance					477.50
Amount Due on 04/02					\$605.76

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at 827 S SAPPINGTON RD
Service from 02/17 to 03/18/13 Days 29
Acct. No. 57228-08124 Bill Date 03/20/2013

Payment agreement has defaulted due to a missed payment.

If the prior balance has been paid, pay current amount only.

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66529, ST. LOUIS, MO 63166-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due	\$605.76
Due By	04/02
Delinquent After	04/11

HC

Exhibit E

1.800.552.7583

AmerenMissouri.com

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66528 ST. LOUIS, MO 63166-6529

Amount Due	\$605.76
Due By	04/02
Delinquent After	04/11

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO. 57228-08124
AMOUNT ENCLOSED

\$_____

4010000 0057228081204 00605760 00128260 00605760

HC

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
94563	93421	1142	Actual	1M	90.52
Fuel Adjustment Charge					5.31
Energy Efficiency Invest Chg					3.77
Crestwood Muni Chg					6.02
Late Pay Charge @ 1.5%					6.66
Prior Balance					443.10
Amount Due on 05/01					\$555.38

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at: 827 S SAPPINGTON RD
Service from 03/18 to 04/17/13 Days 30
Last Payment 04/01/13 \$162.66
Acct. No. 57228-08124 Bill Date 04/19/2013

If the prior balance has been paid, pay current amount only.
Due date and delinquent date apply to current charges only.

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66629, ST. LOUIS, MO 63166-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due	\$555.38
Due By	05/01
Delinquent After	05/10

1.800.552.7583

AmerenMissouri.com

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-6529

Amount Due	\$555.38
Due By	05/01
Delinquent After	05/10

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO. 57228-08124
AMOUNT ENCLOSED

\$_____

8010000 0057228081204 00555380 00112280 00555380



April 23, 2013

FINAL NOTICE PRIOR TO DISCONNECTION

EM2

AMOUNT DUE	ACCOUNT NUMBER
\$443.10	57228-08124

Amount Paid \$ _____

|||||01114 2054853 0002 092139 01109 1 AT 0.384 3-D 631

CHARLES A. HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS MO 63126

|||||01114 2054853 0002 092139 01109 1 AT 0.384 3-D 631

Ameren Missouri
PO Box 66700
Saint Louis MO 63166-6700

7030000 0057228081204 00443100 00443100 00443100

FINAL NOTICE IMPORTANT - PLEASE READ THIS IMMEDIATELY

WITHOUT FURTHER NOTICE YOUR UTILITY SERVICE AT
827 S SAPPINGTON RD, SAINT LOUIS MO 63126

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$443.10
IS PAID ON OR BEFORE MAY 03, 2013
FOR THE REASON(S) MARKED BELOW

☒ Past Due Balance ☐ Deposit Due ☐ Payment Returned

Account Number	Service to Date	Last Payment	Was Received on
57228-08124	MAR 18, 2013	\$162.66	APR 01, 2013

**PLEASE CONTACT US NOW BEFORE YOUR SERVICE IS DISCONNECTED.
NOTICE:**

It is now too late to mail a payment, or to make an online payment with an electronic check. Payments should be made using either a credit or debit card through Speedpay (1.866.268.3729) or in person at an authorized pay agent. To find the nearest authorized location, please visit AmerenMissouri.com or call customer service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711. If you choose to pay at a location not authorized to collect Ameren Missouri payments, the payment may not be posted immediately and your service could be disconnected.

If the amount due shown above has not been paid by the date indicated, your service is subject to immediate disconnection. If your service is disconnected, you will be required to pay the full amount due plus a reconnection charge before service can be restored and you may be asked for a deposit. Should your service be disconnected, we will try to restore your service on the day we receive payment or the next business day. If this notice is regarding a returned item, a service charge will be billed to your account on your next bill.

If you cannot pay the above amount, it may be possible to arrange a payment plan. If you have any questions, you may call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711.

IF PAYMENT OF THIS AMOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.

Ameren Missouri
PO Box 66700
Saint Louis MO 63166-6700

DC1134



HC

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
95516	94563	953 Actual	1M		80.22
Fuel Adjustment Charge					4.43
Energy Efficiency Invest Chg					3.14
Crestwood Muni Chg					5.31
Payment Agreement					93.00
Amount Due on 05/31					\$186.10

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at: 827 S SAPPINGTON RD
Service from 04/17 to 05/18/13 Days 29
Last Payment 06/06/13 \$278.00
Acct. No. 57228-08124 Bill Date 05/20/2013
Payment agreement amount/months remaining
after this bill: \$184.38 / 3

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 65529, ST. LOUIS, MO 63166-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due \$186.10
Due By 05/31
Delinquent After 06/11

HC

Exhibit H

1.800.552.7583

AmerenMissouri.com

Seasonal Rate Change -Your electric usage for the next four months will be billed at the summer rate which reflects the higher cost of generating electric power in the summer. Look for ways to control your summer bills by visiting AmerenMissouri.com for tips on using energy efficiently.

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-6529



SIGN UP FOR PURE POWER
to support clean renewable energy in Missouri and the Midwest. By checking the box, a 1.5 cent per kilowatt hour charge will apply. You may cancel at any time.



Dollar More is a year-round program that helps needy families survive. To give just a dollar more a month with your payment, please check the box below.

Amount Due \$186.10
Due By 05/31
Delinquent After 06/11

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO.57228-08124
AMOUNT ENCLOSED

\$

2013307 0057228081204 00186100 00186100 00186100

PRES RDO	PREV RDO	USE	READING	RATE	AMOUNT
96797	95516	1281	Actual 1M		155.09
Fuel Adjustment Charge					7.07
Energy Efficiency Invest Chg					4.23
Crestwood Muni Chg					10.06
Late Pay Charge @ 1.5%					.54
Prior Balance					220.48
Amount Due on 07/01					\$397.47

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at: 827 S SAPPINGTON RD
Service from 06/16 to 06/17/13 Days 32
Last Payment 06/03/13 \$150.00
Acct. No. 57228-08124 Bill Date 06/19/2013

Payment agreement has defaulted due to a missed payment.

If the prior balance has been paid, pay current amount only.

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66529, ST. LOUIS, MO 63166-0529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due	\$397.47
Due By	07/01
Delinquent After	07/11

HC

Exhibit I

1.800.552.7583

AmerenMissouri.com

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com

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RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-6529

Am't Due	\$397.47
Due By	07/01
Delinquent After	07/11

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO. 57228-08124
AMOUNT ENCLOSED

\$

0010000 0057228081204 00397470 00176990 00397470

HC



July 18, 2013

DISCONNECT NOTICE

AMOUNT DUE	ACCOUNT NUMBER
\$176.99	57228-08124

Amount Paid \$ _____



>02641 2520042 0001 092139 02641 1AV03605-D 63126
 CHARLES A HARTER
 & MARY HARTER
 827 S SAPPINGTON RD
 SAINT LOUIS MO 63126



Ameren Missouri
 PO Box 66700
 Saint Louis MO 63166-6700

6020000 0057228081204 00176990 00176990 00176990

NOTICE

IMPORTANT - PLEASE READ THIS IMMEDIATELY

YOUR UTILITY SERVICE AT
 827 S SAPPINGTON RD, SAINT LOUIS MO 63126

**WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$176.99
 IS PAID ON OR BEFORE AUG 02, 2013**

FOR THE REASON(S) MARKED BELOW

☒ Past Due Balance ☐ Deposit Due

<u>Account Number</u>	<u>Service to Date</u>	<u>Last Payment</u>	<u>Was Received on</u>
57228-08124	JUN 17, 2013	\$150.00	JUN 03, 2013

NOTICE:

If the amount due shown above has not been paid by the date indicated, your service is subject to disconnection. If your service is disconnected, you will be required to pay the full amount due plus a reconnection charge before service can be restored. Should your service be disconnected, we will try to restore your service on the day we receive payment or the next business day.

Payments should be made using either a credit card or debit card through Speedpay (1.866.268.3729) or in person at an AUTHORIZED pay agent. To find the nearest AUTHORIZED location, please visit AmerenMissouri.com or call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711. If you choose to pay at a location not authorized to collect Ameren Missouri payments, the payment may not be posted immediately and your service could be disconnected.

If you cannot pay the above amount, it may be possible to arrange a payment plan. You may call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711.

IF PAYMENT OF THIS AMOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.

Ameren Missouri
 PO Box 66700
 Saint Louis MO 63166-6700

DC1132



HC

Exhibit J

FORM 13

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
98463	96797	1666 Actual	1M		199.29
		Fuel Adjustment Charge			9.20
		Energy Efficiency Invest Chg			5.50
		Crestwood Muni Chg			12.94
		Prior Balance			397.47
Amount Due on 07/31					\$624.40

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at 827 S SAPPINGTON RD
Service from 06/17 to 07/17/13 Days 30
Acct No. 57228-08124 Bill Date 07/19/2013

If the prior balance has been paid, pay current amount only.

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66529, ST. LOUIS, MO 63166-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due	\$624.40
Due By	07/31
Delinquent After	08/09

HC

Exhibit K

1.800.552.7583

AmerenMissouri.com

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-0529

Amt Due	\$624.40
Due By	07/31
Delinquent After	08/09

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO.57228-08124
AMOUNT ENCLOSED

\$

0010000 0057228081204 00403920 00226930 00624400

HC



August 16, 2013

DISCONNECT NOTICE

AMOUNT DUE	ACCOUNT NUMBER
\$226.93	57228-08124

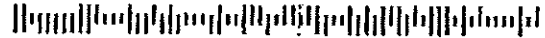
Amount Paid \$ _____



>03161 2554597 0001 092139

03161 1AV0360 5-D 63126

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS MO 63126



Ameren Missouri
PO Box 66700
Saint Louis MO 63166-6700

4020000 0057228081204 00226930 00226930 00226930

NOTICE

IMPORTANT - PLEASE READ THIS IMMEDIATELY

YOUR UTILITY SERVICE AT
827 S SAPPINGTON RD, SAINT LOUIS MO 63126

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$226.93
IS PAID ON OR BEFORE SEP 03, 2013

FOR THE REASON(S) MARKED BELOW

☒ Past Due Balance ☐ Deposit Due

Account Number
57228-08124

Service to Date
JUL 17, 2013

Last Payment
\$176.99

Was Received on
AUG 02, 2013

NOTICE:

If the amount due shown above has not been paid by the date indicated, your service is subject to disconnection. If your service is disconnected, you will be required to pay the full amount due plus a reconnection charge before service can be restored. Should your service be disconnected, we will try to restore your service on the day we receive payment or the next business day.

Payments should be made using either a credit card or debit card through Speedpay (1.866.268.3729) or in person at an AUTHORIZED pay agent. To find the nearest AUTHORIZED location, please visit AmerenMissouri.com or call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711. If you choose to pay at a location not authorized to collect Ameren Missouri payments, the payment may not be posted immediately and your service could be disconnected.

If you cannot pay the above amount, it may be possible to arrange a payment plan. You may call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.877.206.1234. For customers using Relay Missouri, dial 711.

IF PAYMENT OF THIS AMOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.

Ameren Missouri
PO Box 66700
Saint Louis MO 63166-6700

DC1132



HC

Exhibit L

PRES RDG	PREV RDG	USE	READING	RATE	AMOUNT
99912	98463	1449	Actual	1M	174.38
Fuel Adjustment Charge					8.00
Energy Efficiency Invest Chg					4.78
Crestwood Muni Chg					11.31
Prior Balance					447.41
Amount Due on 08/29					\$645.88

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE PAID
AMEREN

Service at 827 S SAPPINGTON RD
Service from 07/17 to 08/16/13 Days 29
Last Payment 08/02/13 \$176.00
Acct No. 57228-08124 Bill Date 08/19/2013

If the prior balance has been paid, pay current amount only.
Due date and delinquent date apply to current charges only.

RETURN THIS STUB WITH PAYMENT TO:
AMEREN MISSOURI
P.O. BOX 66529, ST. LOUIS, MO 63166-0529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63126

Acct. No. 57228-08124

Amt Due	\$645.88
Due By	08/29
Delinquent After	09/10

HC

Exhibit M

1.800.552.7583

AmerenMissouri.com

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the delinquent date.

SPEEDPAY offers residential customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at AmerenMissouri.com

Direct Pay Makes Paying Bills Easier. To enroll, go to AmerenMissouri.com, or call 1.800.552.7583 to request an enrollment form.

RETURN THIS STUB TO: AMEREN MISSOURI P.O. Box 66529 ST. LOUIS, MO 63166-6529

Amount Due	\$645.88
Due By	08/29
Delinquent After	09/10

CHARLES A HARTER
827 S SAPPINGTON RD
ACCT. NO.57228-08124
AMOUNT ENCLOSED

\$

3010000 0057228081204 00425400 00198470 00645880

HC