

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

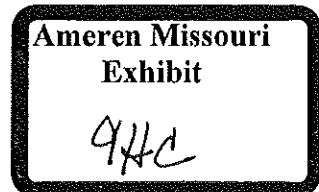
Filed
Sept. 24, 2013
Data Center
Missouri Public
Service Commission

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 PSC
File No. EC-2013-0497



34

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	PREVRDG	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 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	01/01

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 66520 ST. LOUIS, MO 63166-6529

Amr Due	\$535.98
Due Date	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 12/1/12 to 01/17/13 - Days 32
Last Payment 01/02/13 \$157.44
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 63160-6529

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63128

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	\$177.00
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 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 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

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.

Amnt 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

PRES RDO	PREV RDG	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 02/07/13 to 03/13/13 - 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 66529 ST. LOUIS, MO 63168-6529

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

PREV 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 Mun 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 - \$162.00
Acct. NO. 5722808124 B Due 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 66620, ST. LOUIS, MO 63166-0620

ADDRESS SERVICE
REQUESTED

CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS, MO 63128

Acct. No. 57228-08124

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

HC

Exhibit F

1.800.552.7583

AmerenMissouri.com

A late payment charge of 1.6% 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 60529 ST. LOUIS, MO 63166-6529

AMT 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

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 04/07/13 to 05/16/13 - 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 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	\$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 60520 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.

AMT DUE	\$186.10
DATE PAYED	05/31
DELINQUENT AFTER	06/11

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

\$ _____

2013307 0057228081204 00186100 00186100 00186100

HC

PRES RDG	PREV RDG	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 @ 1.6%					
.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. 57228-08124B 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 63166-6529

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

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

Amt 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



DISCONNECT NOTICE

July 18, 2013

AMOUNT DUE	ACCOUNT NUMBER
\$176.99	57228-08124

Digitized by srujanika@gmail.com

>02641 2520042 0001 092139 02641 1AV 0360 \$D 63126
CHARLES A HARTER
& MARY HARTER
827 S SAPPINGTON RD
SAINT LOUIS MO 63126

Amount \$ _____
Paid _____

60200000 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:

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.

American Missouri
PO Box 66700
Saint Louis MO 63166-6700

DC1132



HCC

Exhibit J

PRES RDO	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-B 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	08/08

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 1.866.288.3729. 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 63166-6528

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



DISCONNECT NOTICE

August 16, 2013

AMOUNT DUE	ACCOUNT NUMBER
\$226.93	57228-08124

Amount \$ _____
Paid _____

003163 2554597 0001 092139

031611AV03605-D63126

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	Service to Date	Last Payment	Was Received on
57228-08124	JUL 17, 2013	\$176.99	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 08/15/13 Days 29
Last Payment 08/02/13 \$176.00
Acct No: 57228-08124-B 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 63166-6529

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 66528 ST. LOUIS, MO 63168-6528

Amnt Due	\$645.88
Date By	08/29
Delinquent/late	09/10

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

\$_____

3010000 0057228081204 00425400 00198470 00645880

HC