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Filed Sept. 24, 2013 Data Center Missouri Public

Service Commission

May 3, 2013

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CHARLES A HARTER & MARY HARTER 827 S SAPPINGTON RD SAINT LOUIS MO 63126 00137 1 AT 0.384 3-D 631

Date 9-19-12 Reporter PSC

EXHIBIT

Sign Complainant #1

9/19/13 PS9

PAYMENT AGREEMENT DETAILS

Service Address 827 S SAPPINGTON RD SAINT LOUIS MO 63126

Account Number 57228-08124

Dear Customer,

This letter confirms the terms of the Deferred Payment Agreement that you recently established with Ameren Missouri. We appreciate your cooperation in keeping your account current with this agreement:

Terms of Payment Agreement

Amount Deferred Monthly Installment Amount

\$555.38 \$93.00 6

Number of Installments

Deposit charges are not included in payment agreements and must be paid in full on or before the due date.

• The monthly installment amount will be included in your total amount due each month.

Any payment that is less than the full amount due or that is received after a bill's due date will
result in default of your payment agreement. Upon default, the balance of your agreement will
be billed to your account.

• Failure to meet the terms of this agreement may result in disconnection for non-payment. In the event that a disconnection occurs due to a defaulted Cold Weather Rule payment agreement, Ameren Missouri may require a payment equal to 80% of the amount due for reconnection and you may be able to enter into a new agreement.

Please retain this agreement letter for future reference.

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In the event that you default on this year's Cold Weather Rule payment agreement (i.e. miss a
payment), Ameren Missouri is allowed to require an initial payment of 80% of the total balance
owed in order to obtain a new payment agreement in the next Cold Weather Rule agreement
period, which starts November 1 of each year.

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.

Sincerely,

Customer Service

Ameren Missouri PO Box 66700 Saint Louis MO 63166-6700

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