



Missouri Public Service Commission

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JASON R. HOLSMAN
Commissioner

GLEN KOLKMEYER
Commissioner

May 15, 2023

Charles Harter
827 S Sappington
St. Louis, MO 63126

Dear Mr. Harter:

This letter is a follow up to the complaint you filed on May 11 against Ameren Missouri. In your complaint, you indicated your electric service was turned off without notice.

After my initial review of your complaint matter, I contacted the company to obtain additional information. I tried to contact you via telephone on May 12 at 2:28 p.m. and May 15 at 3:15 p.m., to discuss the information obtained in response to your informal complaint, but have been unable to reach you. Since my attempts have been unsuccessful, following are the details of our investigation.

Ameren Missouri advised the amount of \$257.41 was placed in dispute as indicated in the recent formal complaint. A disconnect notice was sent on April 27 in the amount of \$213.43 due May 9 (amount not in dispute). A collection call was made on May 9 and a 24 hour disconnect call was made on May 10. Your service was disconnected for non-payment on May 11. A payment in the amount of \$218.43 was received, and your service was restored the same day.

I have reviewed the information provided by both Ameren Missouri and yourself and found that it appears Ameren Missouri has acted in accordance with both the rules and regulations of the Commission and Ameren Missouri's filed and approved tariff. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter.

If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 20 CSR 4240-13.070 (4), you may file a formal complaint. A formal complaint must be based upon the complainant's belief that a rule, regulation or approved tariff provision has been violated.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. A formal complaint must be provided in writing using the Commission's formal complaint form along with your supporting documentation. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

This concludes our investigation into your complaint. However, if you have additional information or would like to discuss the details of our investigation further, please contact me at 800-392-4211, at which time I will re-open your complaint for discussion.

Sincerely,

Tana
Consumer Services Specialist II
Missouri Public Service Commission

Enclosure: Statement of Account