
From: CLAUDE SCOTT <claudio17scott@gmail.com>
Sent: Monday, May 06, 2019 11:56 AM
To: Missouri Public Service Commission <pscinfo@psc.mo.gov>
Subject: File No. EC-2018-0371

This is a formal objection to the PSC ruling on May 2, 2019, regarding case number EC-1018-0371 (Scott vs. Ameren UE Missouri).

Claude Scott (Complainant) objects to the PSC ruling on May 2, 2019 pertaining to Ameren UE over-billing and the PSC failure to provide valid cause to support its ruling when Ameren UE Committed the following:

- 1) Ameren UE violated: PSC Rule 4 CSR240-13.050 by failing to comply with the complainant's "Motion For Discovery" to provide documents to disprove the complainant's claim of over-billing. Ameren UE chose not to provide such information which the PSC is aware would cause a case ruling in favor of the complainant. Ameren has failed to provide any reason for its failure to rule of Ameren's violation of this rule.
- 2) Ameren UE failed to notify the customer (Claude Scott) that a service assistance agency is obligated to notify the customer of the budget billing option once the service is reconnected due to the energy assistance agency's pledge.
- 3) Ameren UE failed to provide the requested (3) facts involved in this case regarding:
 - A) Dollar Amount of Customer Billing (including Budget Billing).
 - B) Dollar Amount of Actual Energy Usage by the customer during the period of dispute.
 - C) Amount actually paid to Ameren UE by the customer during the period of dispute.
- 4) Ameren UE failed to show how the over-payments by the customer were credited to the customer's bill and how they arrived at the amount due of \$ 198.00.
- 5) During the hearing, Ameren UE failed or refused to explain why they told the energy assistance agency that the service was not in danger of disconnection, which prevented the agency from providing energy assistance and would have prevented any service interruption, then immediately interrupted the service, only to charge a reconnection fee which was never credited to the account.

Claude Scott
Ameren UE Customer/Complainant