

Forck, Marcella

From: Dora Middleton <doram36@yahoo.com>
Sent: Tuesday, May 08, 2018 9:49 AM
To: Forck, Marcella
Subject: Re: EC-2018-0076 prehearing conference

Hello Ms. Forck I would like for you to file this for me regarding my testimony questions. I Dora Middleton has decided to use the same complaint information that I used to open up this complaint. I would also like to add that I have filed for Bankruptcy and Ameren has been notified of that filing. I spoke with the Ameren Attorney that's named in this complaint on April 26th 2018 and she also spoke with someone in my attorney's office twice on that same day. Ameren and their legal staff and employees didn't follow the law dealing with my Bankruptcy they knew it had been filed and they still went on to disconnect my service and lied and said that they hadn't been notified and that my attorney sent them the wrong copy of the bill and that's when my attorney step back in and told them that their office had proof that they had spoken to them and that they had proof of when Ameren had received their notices and had verified it with an Ameren employee twice. This situation proves my point when I say that Ameren isn't being honest about my case because they just tried the same thing with the law firm when they knew that they had been given all of the documents needed regarding my Bankruptcy and yet they still claimed that they didn't receive any of it and then they claim that they received the wrong documents now look at this situation they said that I never called their company to disconnect services at 132 Fulton Street in St. Peter's, Mo when they know that I had called in to cancel service at that located but they drop the ball and want me to pay for their mistake. Ameren isn't good at following the law and being honest they went against the Bankruptcy Law and turned my service off but had to turn them right back on the same day but turned around and tried to charge me a disconnect fee and after I talk with their attorney on this complaint she asked me if I was going to pursue the complaint even though the whole bill amount is named in my Bankruptcy I still wanted to prove that I was telling the truth so I said yes so then Ameren turns around and try's to put a deposit on my account in the same amount that we are in having issues about why would they try to do something like that I will tell you why because Ameren has been cheating their customers and doing things that they know isn't legal or right because we as consumers don't have the money and the high paid attorney's that they have to fight for us but lucky for me I have an attorney that's dealing with my Bankruptcy that's helping me deal with Ameren and their wrong doings. I will say this when Ameren's Attorney and employee's told me that I should have a portable nebulizer machine after they illegally shut off my service even though legally they weren't suppose to because I had filed for Bankruptcy sickens me my children and myself need those machines because they have asthma and I have bronchitis they were basically telling me that our lives meant nothing to them and that following the law didn't either I told them that legally they had to get it back on and I was told by Ameren's employees on April 26th 2018 that they didn't know when they could get my electric back on and then my attorney contacted Ameren again and told them that they had broken the law by disconnecting my service and they got it back on. This is why I feel that the judgement should go in my favor this just proves that Ameren and their high price Attorney feels as if they can just walk over their consumers and nothing will ever be done about it and I'm being honest about the whole situation but yet Ameren has shown me and my Attorney what they are willing to do rather it be illegal just to be in control and to get money that they know they aren't owed. I see that now they want a judgement in their favor to dismiss this whole case and I'm asking you to please read this and understand that Ameren shouldn't be allowed to cheat their customers and lie and do things that they know aren't legal to put a deposit on my account that's equal to the exact amount that they claim is owed because they didn't follow my order to disconnect services just proves my point they will stop at nothing to get money that they aren't due from me so to try and put a deposit on my account to get the money that way shows that the Ameren Attorney and employees have no morals or respect for the law but this time my Attorney can prove my case as well about what they did and tried to do so here's my motion that I've filed.

Sent from Yahoo Mail for iPhone

On Monday, April 2, 2018, 11:31 AM, Forck, Marcella <Marcella.Forck@psc.mo.gov> wrote:

Good morning,

I just wanted to remind everyone of the prehearing conference scheduled for this Friday, April 6, at 11:00 am in the Wainwright State Office Building at 111 N. 7th Street, St. Louis, MO 63101. If anyone wishes to participate by telephone, the call in number is (573) 526-5808 or (866) 630-9351. Additional information can be found in the Commission's *Order Setting Procedural Schedule and Other Procedural Requirements*, filed on February 23, 2018.

Very Respectfully,

Marcie Forck

Associate Staff Counsel

Missouri Public Service Commission

Marcella.forck@psc.mo.gov

573-751-4140

Forck, Marcella

From: middletondora42@gmail.com
Sent: Tuesday, May 08, 2018 9:51 AM
To: Forck, Marcella
Subject: Re: Dismissal and Ameren UE Dora Middleton

Hello Ms. Forck I would like for you to file this for me regarding my testimony questions. I Dora Middleton has decided to use the same complaint information that I used to open up this complaint. I would also like to add that I have filed for Bankruptcy and Ameren has been notified of that filing. I spoke with the Ameren Attorney that's named in this complaint on April 26th 2018 and she also spoke with someone in my attorney's office twice on that same day. Ameren and their legal staff and employees didn't follow the law dealing with my Bankruptcy they knew it had been filed and they still went on to disconnect my service and lied and said that they hadn't been notified and that my attorney sent them the wrong copy of the bill and that's when my attorney step back in and told them that their office had proof that they had spoken to them and that they had proof of when Ameren had received their notices and had verified it with an Ameren employee twice. This situation proves my point when I say that Ameren isn't being honest about my case because they just tried the same thing with the law firm when they knew that they had been given all of the documents needed regarding my Bankruptcy and yet they still claimed that they didn't receive any of it and then they claim that they received the wrong documents now look at this situation they said that I never called their company to disconnect services at 132 Fulton Street in St. Peter's, Mo when they know that I had called in to cancel service at that located but they drop the ball and want me to pay for their mistake. Ameren isn't good at following the law and being honest they went against the Bankruptcy Law and turned my service off but had to turn them right back on the same day but turned around and tried to charge me a disconnect fee and after I talk with their attorney on this complaint she asked me if I was going to pursue the complaint even though the whole bill amount is named in my Bankruptcy I still wanted to prove that I was telling the truth so I said yes so then Ameren turns around and try's to put a deposit on my account in the same amount that we are in having issues about why would they try to do something like that I will tell you why because Ameren has been cheating their customers and doing things that they know isn't legal or right because we as consumers don't have the money and the high paid attorney's that they have to fight for us but lucky for me I have an attorney that's dealing with my Bankruptcy that's helping me deal with Ameren and their wrong doings. I will say this when Ameren's Attorney and employee's told me that I should have a portable nebulizer machine after they illegally shut off my service even though legally they weren't suppose to because I had fired for Bankruptcy sickens me my children and myself need those machines because they have asthma and I have bronchitis they were basically telling me that our lives meant nothing to them and that following the law didn't either I told them that legally they had to get it back on and I was told by Ameren's employees on April 26th 2018 that they didn't know when they could get my electric back on and then my attorney contacted Ameren again and told them that they had broken the law by disconnecting my service and they got it back on. This is why I feel that the judgement should go in my favor this just proves that Ameren and their high price Attorney feels as if they can just walk over their consumers and nothing will ever be done about it and I'm being honest about the whole situation but yet Ameren has shown me and my Attorney what they are willing to do rather it be illegal just to be in control and to get money that they know they aren't owed. I see that now they want a judgement in their favor to dismiss this whole case and I'm asking you to please read this and understand that Ameren shouldn't be allowed to cheat their customers and lie and do things that they know aren't legal to put a deposit on my account that's equal to the exact amount that they claim is owed because they didn't follow my order to disconnect services just proves my point they will stop at nothing to get money that they aren't due from me so to try and put a deposit on my account to get the money that way shows that the Ameren Attorney and employees have no morals or respect for the law but this time my Attorney can prove my case as well about what they did and tried to do so here's my motion that I've filed.

Sent from my iPhone

> On Apr 17, 2018, at 8:15 AM, middletondora42@gmail.com wrote:

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> I would like for you to file this with the judge. The reason why I missed the April 6 th hearing is because I was having problems with my garage I went to let it up and it had totally stop working with my car stuck inside. I tried to open it manually and it almost fell on myself and my two children that was trying to help me open it the door had totally jumped off of the rail. I've tried to get the rental company to fix it and they refused so hud has stepped in do to the fact of discrimination that I've been dealing with regarding renting from this company I wouldn't have missed this meeting on the 6th of April just because because I

would've hurt myself to do so. I tried logging in and I logged into someone else's meeting so there's my reason for not making it to the April 6th meeting. I also wanted to add that today to add to my issues I get a wake up call about a death in the family after having one a few weeks ago I am dealing with a lot and and I'm trying my best to make the meetings that you set Ameren isn't being honest they know that I had that service disconnected but they are a big corporation and it's just me I have to deal with what they issue out like most of their customers that's being wronged and because their employees didn't do their job I'm paying for it by being stuck with with a bill that isn't mine I can't force you to understand but it's just so convenient that Ameren doesn't have the recording of me calling in to disconnect my services so because they decided to keep service on at that address I'm being made to have to pay for it even though I wasn't there and have witnesses that was there with me when I called and had all of the services disconnected and also the company sold the property and wasn't communicating with the new staff so everything was working against me and others in that complex and that's not fair to me because I'm paying for Ameren UE mistake of not disconnecting service like I ask them to do. I am trying my best to follow every rule that you've given me but I couldn't control what happened on April 6 and I can't control how you want to rule all I can say is that I'm being honest and Ameren knows that but but again when you have a big corporation and little old me trying to fight them with honesty they will always win due to the fact that they employ their High price attorneys that I can't afford and I think that it's safe to say that I never stood a chance because of the power and money that Ameren has but I was raised to fight back if someone has wronged me but fight back with honesty and still be respectful and without harming anyone verbally or physically and I wish that Ameren employees had the same morals but they don't it's a fact that big companies step on little people like myself and all we can do is try to get people to see the truth and that's all we can do so no it's not my bill I told Ameren to stop the service and they didn't I wasn't living there had been moved out the company changed hands when I left and that's the truth Ameren dropped the ball I didn't and they are making me pay for what they didn't do and that's shut off the electric service like I had requested them to do so. I am not one to give up when I know that I'm being honest and truthful and I'm asking for you to allow me to prove that and not close or dismiss my case against Ameren UE.

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> Sent from my iPhone