

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

1-573-757-1847

Name: Charles Harter
Complainant

VS.

Company Name: Ameren Missouri
Respondent

Case No.

FILED³

MAY 7 2013

Missouri Public
Service Commission

COMPLAINT

Complainant resides at 827 S Springdon
St Louis Mo 63126
(address of complainant)

1. Respondent, Ameren Missouri
of St. Louis, Missouri, is a public utility under the
(company name) (location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

Respondent had placed complainant on a cold weather rule budget payment plan but did not include the payment on a bill or any notice to complainant. On March 19, 2013 respondent demanded \$162.66 (exhibit 1). On April 1, 2013 complainant paid this amount in full. Respondent then revoked the budget cold weather payment plan on its claim of nonpayment, even though complainant paid its full demand. Complainant has no obligation nor opportunity to pay an amount that is not billed, demanded nor requested. Not paying an amount that is not billed is not a failure to pay. Complainant did not fail to pay and should not have his budget agreement revoked. Respondent now threatens to disconnect today 5-3-13 unless complainant pays \$443.00 (ex 2) and refuse to reinstate budget agreement.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

He has repeatedly called respondent and requested and on occasion been allowed to speak to a supervisor. Respondent maintains this is a failure of complainant and refuses to acknowledge that they failed to give notice of payments due. Complainant filed an informal complaint by phone which was not investigated by the PSC once respondent told Tracy of PSC that they would not negotiate disconnection. Complainant then filed a complaint by internet which the PSC did not investigate.

WHEREFORE, Complainant now requests the following relief:

Respondent NOT disconnect complainant and reinstate the cold weather rule budget agreement and for such other and further relief as is proper in the premises.

5-3-13

Date

314-821-1334

Complainant's Phone Number



Signature of Complainant

MBE28059

harleycharter@sbcglobal.net

Complainant's E-mail Address

Attach additional pages, as necessary.
Attach copies of any supporting documentation.