

Craig Mershon

11931 El Sabado Drive
St. Louis, MO 63138

FILED

FEB 27 2014

February 14, 2013

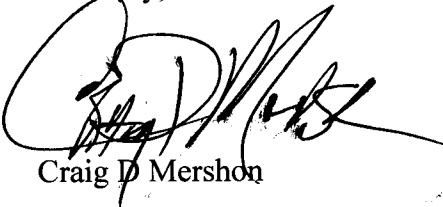
Missouri Public Service Commission Data Center
Missouri Public Service Commission
200 Madison Street
Jefferson City Missouri 65201

**Missouri Public
Service Commission**

To Whom It May Concern:

I want to apologize for any misunderstandings dealing with pleadings that were supposed to be included in my last response to you. In this group you will find there are two pleadings included in this mailing. They are Renewed Motion for Injunctive Relief. The other is a Motion for Dismissal of Charges on the Utility Bill. I apologize again for not sending the proper information in the last writing I sent to you. Thank you for filing these pleadings.

Sincerely,



Craig D Mershon

cc: Mr. Morris Woodruff, Secretary
Missouri Public Service Commission
200 Madison Street
Jefferson City, Missouri 65201

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

FILED³

FEB 27 2014

**Missouri Public
Service Commission**

Craig Mershon)
Complainant,)
)
)
)

File No. EC 2012-0521

vs

Union Electric Company a/k/a Ameren Missouri
Respondent,

**Motion To Dismiss All Charges On The
Union Electric Company's Utility Bill**

Comes now, Mr. Craig Mershon in a request pursuant to rule 4 CSR 240 2.116
that all of his charges of \$822.00 be discharged for the following reasons.

1. Mr. Mershon followed the rules and regulations and payment arrangements to pay \$164.00 and he completed and fulfilled both arrangements when all of a sudden he had an electric bill of \$608.00 and he did not know where this bill was coming from because he was constantly paying on his bill of \$164.00. Once this was completed Mr. Mershon was devastated to find that he owed \$608.00. When he called the Missouri Public Service Commission Customer Services Department asked for an extension.

A lady named Abre told him to just file a complaint about it because she was not going to make any more arrangements for him. He broke his last arrangement.

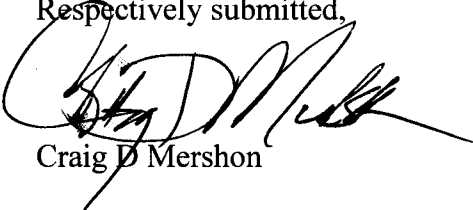
2. Mr. Mershon has been threatened twice during this complaint which was supposed to be threat free when the disconnection notices are in dispute according to Mr. Kevin Thompson, Attorney for the Missouri Public Service Commission. It has not happened as of this date. Even after the Community Action Agency (CAA) awarded Mr. Mershon \$233.00 and his bill was at \$733.00. When Mr. Mershon looked at his bill just recently the bill was \$833.00. Mr. Mershon has made it payment of \$100.00 and he had to travel on his electric motorized scooter for several blocks in order to pay this amount of money on his utility bill. The company sends out labels to put for the customers to put on their envelopes while sending their money. When Mr. Mershon did the same thing it in 2006 his services was still disconnected even though he informed the Customer Service Department at Union Electric Company a/b/a Ameren Missouri that payment was on its way. Mr. Mershon could not use his scooter because he had no electricity. The scooter must be charged daily in order to operate effectively. Mr. Mershon could not even eat since his apartment is totally electric and the company was not willing to reconnect him so that he could eat he was told by one of the Customer Service Representatives to “just eat crackers.” When Mr. Mershon let her know he had to take medication because of hypertension she told him, “that is just too bad.” She let Mr. Mershon know when the company was ready to connect him they would and just be patient.

Mr. Mershon was unable to take his medication that day because he was unable to eat food since he could not cook it due to a deliberate outage by the company.

3. Since the Cold Weather Rule is in effect the company is not supposed to disconnect their customers, but they constantly send out threatening disconnection notices frightening the customers. These disconnection notices are NOT reminders they are threats.
4. Neither Mr. Mershon nor any other customer could pay the amount of money the company is asking for from him. Mr. Mershon is on Social Security Disability Insurance (SSDI) and he is unable to pay huge amounts on any bill. Mr. Mershon needs to start fresh with a new bill that does not show a high amount of charges for usage.

Therefore, Mr. Mershon is requesting that all charges be dropped or dismissed because of the reasons stated above of the unfair treatment of the Missouri Public Service Commission and Ameren Missouri.

Respectively submitted,


Craig D Mershon .