

Craig Mershon

11931 El Sabado Drive
St. Louis, MO 63138

FILED

JUL 18 2014

Missouri Public
Service Commission

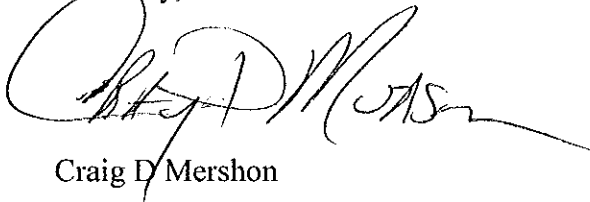
July 8, 2014

Missouri Public Service Commission Data Center
Missouri Public Service Commission
200 Madison Street
Post Office Box 360
Jefferson City, Missouri 65201

To Whom It May Concern:

Here is a complete Preliminary Response to the Report and Order drafted by Mr. Daniel Jordan, former Regulatory Judge. It has caused me a great deal of problems trying to get all of this information together and it is still causing me problems. I just wanted you to have a copy so you could send it to the appropriate people that need it. I have included a cover page and a signature page. I have two more of these documents to complete and I am in the process of giving a more detailed response to the Report and Order. Please do not expect this right away because it takes time to type it and send it to my typist will be gone for a week or more because of some illness. Once she receives this letter she can type it and send out the documents as soon as possible once I receive it you will get it. Thank you very much.

Sincerely,



Craig D Mershon

cc: Mr. Morris Woodruff, Secretary, Missouri Public Service Commission
Missouri Public Service Commission
Post Office Box 360
9th Floor
200 Madison Street
Jefferson City, Missouri 65201

FILED

JUL 18 2014

**Missouri Public
Service Commission**

**PRELIMINARY RESPONSE TO
THE REPORT AND ORDER
SUBMITTED BY MR. DANIEL JORDAN
FORMER REGULATORY JUDGE
TO MR. MORRIS WOODRUFF, SECRETARY
OF THE MISSOURI PUBLIC SERVICE COMMISSION
AND MR. DANIEL JORDAN, FORMER REGULATORY
JUDGE AND ALL OF THE COMMISSIONERS**

SUBMITTED ON JULY 11, 2014

RESPECTIVELY SUBMITTED BY

CRAIG D. MERSHON

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

FILED

Craig Mershon)
Complainant,)
)
)
)

File No. EC 2013-0521

JUL 18 2014

Missouri Public
Service Commission

vs

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

**PRELIMINARY RESPONSE TO THE FORMER
REGULATORY JUDGE'S REPORT AND ORDER**

Comes now, Mr. Craig Mershon in a disputed response to the unfair and discriminatory Report and Order by Mr. Daniel Jordan, former Regulatory Judge and Mr. Morris Woodruff, Secretary of the Missouri Public Service Commission. Mr. Mershon is still working on a longer version of this discriminatory and unfair Report and Order ordered by these two gentlemen. This is only a preliminary response to this unfair and discriminatory document. A completed version will be given and not facsimiled to Mr. Woodruff. The document will be available for his review once it is completed and sent to the Missouri Public Service Commission Data Center.

REPORT AND ORDER

This report is discriminatory because it does not give Mr. Mershon the right to have a hearing on the merits of the case. It was ordered by Mr. Woodruff and Mr. Jordan.

Mr. Woodruff could have stopped the ongoing filing of this unfair and discriminatory document. Mr. Mershon is unable to send a list of contents since this is a preliminary document and will not be in full detail as the regular document being drafted. The reason for this preliminary document is because Mr. Woodruff contends that Mr. Mershon cannot have a hearing and everything will remain the same if a document is not sent to the Commission. Mr. Mershon has sent a Motion to Dismiss the Report and Order under 4 CSR 240-2.116. It is now in the office of Mr. Woodruff. Mr. Mershon plans to file litigation in the District Court for the poor treatment and other things that Mr. Mershon was not granted.

PROCEDURE

It is very ironic that Mr. Jordan and Mr. Woodruff want to follow procedure and they have not followed that by not giving Mr. Mershon a fair hearing which has been a complaint for quite a while. Mr. Wess Henderson promised Mr. Mershon he would send him the rules and regulations and other information to enhance his case. Now Mr. Henderson has made an excuse for not assisting Mr. Mershon. Mr. Mershon believes the Missouri Public Service Commission is discriminating against him and keeping him from trying to win his case. Mr. Jeffrey Keevil, Attorney, Missouri Public Service Commission was very rude towards Mr. Christopher Worth, Grass Roots Organizer with Paraquad Center for Independent Living.

EARLIER ACTION

Earlier Mr. Mershon filed a complaint on May 7, 2012. At the time he did not have an attorney and still does not have one because of the inability to pay for one.

In the District Court he would be allowed to get one for free because he will be filing *in forma pauperis*. In this earlier action, the Regulatory Judge was very kind and tried to work with Mr. Mershon which is the way it is supposed to be. This action has not been in Mr. Mershon's favor. In fact it has been against him wholeheartedly. Mr. Mershon and Mr. Worth have been treated with disrespect by Mr. Jordan, Ms. Sarah Giboney, Attorney, Smith and Lewis LLP and Mr. Keevil, Attorney.

THE ACTION

Mr. Mershon brought this action because of the unfair treatment he has been receiving from the Union Electric Company a.k.a. Ameren Missouri. This action has been taken place over a period of 20 years. In every prehearing Mr. Mershon has been treated badly by Ms. Giboney and Mr. Keevil. Mr. Mershon is not the only one being treated badly by this company. They treat the customers who are disabled, elderly, poor, and minorities with disrespect. They discriminate against all of these categories. This kind of discrimination has been going on for several years and no one has done anything about it.

II. PRELIMINARY RULINGS

Mr. Mershon has filed several motions and still has a motion to dismiss this Report and Order. Since he has not had any information regarding this order he is sending this preliminary response so he will have a chance to have everything appealed if necessary.

A. HALT DISCONNECTIONS

Mr. Mershon wanted the disconnection notices to stop because they are very harsh, threatening, intimidating and hurtful. Mr. Mershon did not want the company not to get their money, but there is a way of treating people which the Missouri Public Service Commission did not follow and they are still not following it. In fact, Mr. Jordan, Ms. Giboney, and Mr. Keevil wanted the disconnection notices to stay as they are and be threatening toward the customers. The disconnection notices are hurtful they try to hurt customers the way they are phrased and the company does not make it any easier for the customers to pay their bills. The problem Mr. Mershon has had with them is that they send out the yellow one first and within a couple of days they send out the pink one meaning that Mr. Mershon does not even have a week to find money to pay his bill. Mr. Mershon has offered to draft a very nice disconnection notice and allow people to have time to find money in order to pay their bills.

B. SUSPEND SCHEDULE FOR UNFAIR TREATMENT

Mr. Mershon has complained continuously about the unfair treatment he has received from Mr. Jordan, and Mr. Keevil and Ms. Giboney. The entire company as well as the Commission has treated Mr. Mershon and plenty of other customers with hatred and disdain. Mr. Mershon was never able to get any information so he could pursue his case. He has asked for documents rules and regulations and none of them have come forth. Mr. Mershon's requests have been ignored and the lies Mr. Jordan claims in this document are very untrue. Mr. Jordan has not filed any pleadings disfavoring Mr. Jordan or Ms. Giboney. Mr. Mershon asked several times for extra time to file his pleadings.

After continued harassment from the Commission he finally got his request. Now they are trying to take it away from him. Mr. Jordan has been very biased against Mr. Mershon in every sense of the word. Mr. Jordan should have a huge Civil Rights Action filed against him because he showed discrimination and hatred.

Mr. Jordan should be held responsible for not giving Mr. Mershon his right to a hearing and the discovery process which falls under 4 CSR 240-2.090 and 4 CSR 240-2110. This shows the Commission and its staff is violating their own rules that they have set.

Mr. Jordan violated the Americans with Disabilities Act 1990 by not allowing Mr. Mershon to have extra time to complete his discovery. He is trying to answer this preliminary response. Mr. Jordan allowed Ms. Giboney and Mr. Keevil to constantly interrupt Mr. Mershon when he was trying to talk. Ms. Giboney wanted to focus mainly on the rules and regulations the company is supposed to follow, but she did not listen to anything Mr. Mershon had to say about his feelings at all she constantly interrupted him and made snide remarks.

There has been only one motion heard on the unfair treatment Mr. Mershon has received from the Commission's staff and Ms. Giboney. It was dismissed as though Mr. Mershon was not telling the truth about the unfair treatment he has been receiving from all of the parties. The former Regulatory Judge states that Mr. Mershon poses no remedy and describes no conduct that unlawfully prejudices his case. In truth Mr. Mershon continued to tell the Regulatory Judge Ms. Giboney was being rude and disrespectful towards him. The Judge was so consumed with what Ms. Giboney was saying that he did not hear Mr. Mershon. Eventually Mr. Mershon left.

There was no way of getting a word in after Mr. Keevil and Ms. Giboney made their unfair observations. Mr. Keevil told Mr. Mershon several times that changes needed to be made within the Commission. Then Mr. Keevil said Mr. Mershon should have kept the conversation confidential. In the extended response to the Report and Order Mr. Mershon will detail the conversations he had with Mr. Keevil and others talking about how changes should be made within the Commission and company. This document is a preliminary document sent on the behalf of Mr. Mershon so the Commissioners will know that he is answering their unfair Report and Order. Mr. Mershon's color is a disfavor to him on top of his disability. The Commission cannot deny that there is discrimination within their agency. They do not treat the races as equals.

C. EXTENDED TIME FOR DISCOVERY

Mr. Mershon did ask for extra time to complete his discovery. Afterward he was not given the information he needed anyway. This was a moot point since he has still not been given the information he has requested from the Commission. Mr. Mershon did serve his discovery. The Commission and Ms. Giboney refused to give Mr. Mershon what he needed to win his case. Mr. Mershon has not gotten his first set of documents so there was no reason to continue trying to get more information when the Commission refused to let him have it. Mr. Jordan is a bigot and it is shown by his consistent denial of everything Mr. Mershon has tried to do in this case.

III. VIOLATIONS CHARGED

The Commission has treated Mr. Mershon very badly using its tariffs and rules and regulations to justify their unfair treatment saying that the Commission has not violated any rules or tariffs regarding Mr. Mershon's case. Mr. Mershon has no statute or a list of any regulations to prove his case because he was not allowed to have any when he tried to get these from his first set of documents he needed through production. The staff constantly had their own rules and regulations in front of them so they could use them. Mr. Mershon did not have anything he can use to prove his allegations. Almost every motion Mr. Mershon has put into place has been denied by the former Regulatory Judge. Mr. Mershon does have the burden of proof, but if he is not given the rules and regulations and the tariffs from the staff he needs in order to prove his case he cannot prove his case without information. The Commission's findings of fact do not reflect the Commissions determinations of credibility. It reflects the Commissions dishonesty and not allowing Mr. Mershon to have the information he needs to prove his case.

Customer Service is just one of the subjects Mr. Mershon wants to clear up. The Commission does not want to order Customer Service to act decent they think it is very enjoyable treating people with disrespect and then at the same time they want everyone to respect them. The way the Commission has treated Mr. Mershon warrants economic relief. The commission can see that Mr. Mershon gets monetary damages. The due process system the Commission as well as Ameren Missouri has is terrible. The only people who get to see the arrangements are the people in Customer Service and they make the decisions as to whether or not relief is granted in regards to the poor service they initiate.

The Commission wants to help people with disabilities at the same time they threaten to disconnect them. The company does not value people with disabilities, the elderly, the indigent and minorities. The company threatens those groups of people on a monthly or daily basis. The elderly, the disabled, the indigent, and those who are minorities are afraid to use their electricity because they are constantly being threatened by the company. The company has codes they used to determine where a person lives and once this is determined they charge you by where you live not by what you use but where you live. They know the areas where mostly people with disabilities live, the indigent live, the elderly live, and the minorities live. They know how to target these groups with ease especially during the time when technology has advanced. They have ways of targeting the certain groups. Mr. Mershon will discuss the various areas to the best of his ability since he does not have any rules or regulations.

A. BILLING

Mr. Mershon received energy assistance covering some of the bills he has been charged, but when this complaint was filed Mr. Mershon had an agreement to pay \$164.00 he did so and installments of \$40.00 a month because he was told that was his billing amount for payment arrangements. He paid it and before he knew anything he had a bill of \$608.00 and when he tried to contest the Customer Service told him he would have to put it in a complaint he did so he is now receiving a bill of \$1044.00 even though he pays on his bill on a monthly basis.

After paying the \$164.00 and Mr. Mershon ended up getting a bill for \$608.00 was inexcusable. When Mr. Mershon asked for payment arrangements to pay off such a large amount he was denied his request by a Customer Service Representative with the name of Abre (last name unknown). She told him he would have to pay \$300.00 in order for the Commission to accept any money from him. When he told her he could not afford to pay \$300.00 she told him to put it in a complaint. It is in this complaint at this time.

B.FINDINGS OF FACTS

Mr. Mershon does not deny that Ameren Missouri sent him bills from January 2013 through May 2013. Ameren Missouri does have codes where they know where a customer lives and charges that customer depending on the place the person lives. If you live in the African-American area you are charged a certain rate. If you are indigent you are charged a different rate. If you are a person with a disability you are charged a different rate. Usually these rates are higher than the normal rate a person uses. Mr. Mershon uses very little electricity because he is afraid as many people who are elderly and disabled are afraid to use their utilities because of a threat of disconnection if they cannot pay what the company request. If Mr. Mershon was to ever threaten one of the employees at the Commission or at Ameren Missouri he would most likely be arrested. The company can threaten the customer and nothing happens. The bills do not show how much Mr. Mershon or any other customer has paid the previous month it does show all of the information including past-due amounts, due date and delinquent date, total amount due and taxes. Mr. Mershon has never received any large print bills from the time he has been a customer with the company. The disconnection notices are threatening and

intimidating not only for Mr. Mershon, but other customers too. The company has been threatening Mr. Mershon and other customers for quite a while and nothing has been done or said about the threats. Mr. Jordan welcomes the threats as do other employees of the Commission and Ameren Missouri.

CONCLUSIONS OF LAW

Mr. Mershon knows Ameren Missouri is charging him at a high rate. Ameren Missouri does not apply the same rate to Mr. Mershon as it does to all other residential services. Mr. Mershon has let the company know numerous times he has a total electric apartment. He does not have any other service other than telephone. If Mr. Mershon were disconnected for any reason all of his food would spoil. He could not use his electric motorized scooter and would be in the dark because he has nystagmus. He cannot see very well even during the day because of his limited vision. The company is aware of these disabilities and they continue to threaten Mr. Mershon. Mr. Mershon believes Mr. Jordan and the others are practicing discrimination and something should be done about it.

There has not been a settlement agreement because Abre would not allow Mr. Mershon to make any arrangements on the amount that was due. After Mr. Mershon made his arrangements and paid \$164.00 he was denied the right to make any payment arrangements. As of this day because of what Abre has said no payment arrangements have been made. Mr. Mershon was not allowed to make any and she refused to take any information from him.

Ameren Missouri continues to violate the law by how they treat their customers. They have violated the Civil Rights Act 1964. So have Mr. Jordan and anyone who approved of this Report and Order.

DISCONNECTION NOTICES

Mr. Mershon does challenge Ameren Missouri's disconnection notices on two levels: Whether Ameren may disconnect him, and the content of the disconnection notices. The fact that Mr. Mershon's did not allow the company to threaten him for the money that he owes them shows Mr. Mershons determination to protect his rights. The content of the notices do violate every law. Except for the laws Mr. Jordan wants to follow. To threaten an individual is against the law. Many people have been put in jail for threatening others. Mr. Mershon thinks Mr. Jordan should be one of those because of the treatment he has put against Mr. Mershon as well as his coworkers.

Mr. Jordan is eager to disconnect Mr. Mershon's services even after the company has sent out information on helping those people with disconnections and using electric equipment to sustain their lives. There is no reason why Mr. Mershon or any other person with a disability using electrical equipment should be disconnected unless it is unavoidable. Nonpayment is not unavoidable.

Mr. Mershon tried to make arrangements on his bill. He was told the Commission would not honor any payment arrangement he had to offer. This has been an ongoing frustration for Mr. Mershon and many other customers dealing with this discriminatory agency and company.

Usually Mr. Mershon gets a yellow disconnection notice 10 days before he is scheduled to be disconnected, but three days later he gets the pink one. The Commission as well as the company is only looking for money they are not looking for ways to assist the customer.

Under part B of what the disconnection notices contained it says as follows: a statement of the reason for the proposed discontinuance of service and the cost for the reconnection. If a person has a problem with paying the bill charging them more for reconnection does not make very much sense. All the company is looking for as well as the Commission is more money from the customer. If the customer has problems paying their bill charging them more is defeating the purpose. The reason for their disconnection is that they did not pay their bill. Their services will never be restored if they paid the bill then have to be charged with the reconnection fee this shows that the company wants more money from the customer

Under part D of what the disconnection notices contain how a person can avoid disconnection. It is ironic that the unfair discriminatory Customer Service Representative makes the choice of what a person can and cannot pay. This is very unfair because customers can only pay so much especially if they are under a special program.

Around 1989 Mr. Mershon was disconnected without ever receiving any type of warning. No disconnection notices were sent to his home. The company demanded \$325.00. Mr. Mershon ended up getting energy assistance, but the company wanted \$50.00 in order to restore the services. After the company got this money they still refused to reconnect Mr. Mershon until he got a group of people with disabilities to ultimately find where the president of the company lived and the people threatened to

come to his home. Mr. Mershon was reconnected within hours after the threat. Mr. Mershon had to buy more food over \$150.00 of food was spoiled and the company refused to repay Mr. Mershon the money because they deliberately with malice disconnected him even after he let them know he had a disability.

Mr. Mershon never received a telephone call from the company recently when he was disconnected in 2006. The company threatens and intimidates their customers with these horrendous disconnection notices. If the disconnection notices are eminently and inherently unnerving. The Commission sympathizes with all those who face that possibility then it makes no sense for them to continue to hurt others. This phrase shows the Commission does not like its customers and they enjoy hurting others as so does the company. Again, they use an apology and call themselves sympathizing when they deliberately want to hurt. Ameren Missouri is a very discriminatory company and has been for years. If they want to continue to hurt customers they need to be charged with discrimination. The Commission is allowing Ameren Missouri to violate their customer's rights including Mr. Mershon's.

CUSTOMER SERVICE

Mr. Mershon does not allege the customer service at Ameren Missouri and the Commission is in adequate. It is in adequate because Mr. Mershon has experienced it firsthand. When Mr. Mershon was disconnected in 1989 he complained to the Customer Service Representative that this food was spoiled they ultimately told him they did not care that he should have paid his bill on time. This would not have happened. When Mr. Mershon asked for compensation for the food that has spoiled the company told him they

would not pay him anything it was his fault it was no fault of theirs. In 2006, Mr. Mershon paid his bill of \$49.50. He let the company know the money was on its way. Mr. Mershon paid the money as soon as he got the disgraceful, cruel, disconnection notice. He immediately called the company told them the money was on its way they approved and told him his services would be fine. This was not true. When Mr. Mershon returned home from a court visit all of his electricity was off and a note was on the back door telling him he would have to call in to the company. Mr. Mershon made repeated calls to the Missouri Public Service Commission and got no answer except for a gentleman kept telling him no one was available. The next day the company received his check and told him whenever they got ready to reconnect him they would do so and not before. Mr. Mershon told the Customer Service Representative he was a person with a disability and he was on medication. He needed to eat food in order to take his medication the Representative told him to "just eat crackers we do not care what problems you have." Mr. Jordan says the company has good customer service there is something very wrong with him as well as the company.

If Mr. Jordan states the Commission condemns such poor behavior that has been condemned it has been an ongoing frustration for Mr. Mershon. He has virtually stopped calling the Customer Service Department. Mr. Mershon rarely calls even the Commission because they have treated him with such disrespect it is unreasonable to even call them because he will get one excuse after the other that has been since he has been with the company since 1987. Mr. Jordan states Mr. Mershon offers no evidence in support of his allegations. In reality Mr. Jordan is one of the portions of evidence showing that the customer service within the Commission needs a lot of improving. The way Mr. Jordan

allowed the staff and Ms. Giboney to treat him with disrespect as well as Mr. Worth. Mr. Jordan knows he is guilty of treating Mr. Mershon very badly because he can "just because."

CONCLUSION

The Missouri Public Service Commission is discriminating against Mr. Mershon because they think his information is irrelevant. He has no proof to substantiate his claims. In reality Mr. Mershon has sent forth motions to receive information that has been denied to him to this day. He has not gotten any of the things he has asked for because Mr. Jordan, Mr. Keevil, Ms. Giboney have denied him the right to receive any information. The company has codes for determining what a person has to pay because of where they live. They claim to care about the indigent, people with disabilities, the elderly, and the minorities. They treat these groups of people with hatred and disdain there are a few White-Americans who are treated with disdain by the company. One such person named Leigh Rubel-Cook. Ms. Rubel-Cook tried to make arrangements with the company because they overcharged her on a bill she did not owe. They refused to make any arrangements with her. She has ultimately paid money for a bill she did not owe. Furthermore, they had her go to a pay station to pay the bill or they would have disconnected her even though her bill was paid in full. This is not a mistake from the company they just ultimately do many people as well as Mr. Mershon the same way. Most of the people they treat that way are the classifications mentioned above. Mr. Mershon one day went out on a business trip and had sent his money to the company and informed them that his payment was on its way. He sent them \$49.50 informed them the money was coming Mr. Mershon came back home and found all of his electricity had

been disconnected and a note was on the door there was no telephone call as Mr. Jordan indicated would happen. Mr. Mershon was ultimately disconnected even after he paid the company money. This Report and Order is very discriminatory and it was ordered by Mr. Woodruff as well as Mr. Jordan. These two gentlemen refused to give Mr. Mershon a hearing give him information regarding the rules and regulations yet they want him to follow them. He knows nothing about the rules and regulations. Mr. Mershon let Mr. Jordan as well as Mr. Woodruff know that he cannot read things online as clearly as they. This is part of Mr. Mershon's disability he has nystagmus and his vision acuity is as follows: 2200/20 in the right eye and 2100/20 in the left eye. The left eye being the best. Mr. Mershon also suffers with infantile paralysis known as cerebral palsy. It takes him a little bit of time to get around getting his messages out. The Commission has really denied him many rights. They make the excuse they are just following "policy" when they are really just discriminating against Mr. Mershon and trying to justify their actions, "just because." The company is a monopoly and they think because of their skin color they have the right to hurt anyone that comes in their path. They have that power. The Commission and the company are very crude and think they can just get away with doing anything they want because they are "following policy." They are really getting away with doing it because of the color of their skin. They are a monopoly and they are doing this to Mr. Mershon "just because." Without any rules and regulations Mr. Mershon will have a hard time trying to prove the Commission has violated his rights. He knows by the way he has been treated many of his rights have been violated. Mr. Mershon blames both Mr. Woodruff and Mr. Jordan for drafting such a ridiculous document it only makes it more difficult for Mr. Mershon in the long run.

Mr. Mershon has been treated badly by Mr. Jordan, Ms. Giboney, Mr. Keevil, and partly by Mr. Woodruff. Mr. Mershon has asked for many things and he has been granted very few. Mr. Keevil and Ms. Giboney have been the hardest on Mr. Mershon. Ms. Giboney has interrupted him when he was trying to speak and focused all her information on the rules she has access to and Mr. Mershon does not and her demeanor towards Mr. Mershon was horrible. She claims Mr. Mershon is not following the rules which he does not have in his possession when he asked for them they were not given. Mr. Keevil seems to agree with Ms. Giboney. Whatever Ms. Giboney says Mr. Keevil agrees with it whether she is right or wrong. There is a lot of wrong in this case. The Commission as well as the company is going along with it "just because."

Mr. Mershon plans on filing a case against the following because of the poor treatment and discrimination that has been placed against him by the Commission, the company and Smith and Lewis LLP. There is no reason for any of these entities to treat Mr. Mershon or any other customer with the disrespect "just because." Mr. Mershon has tried to work with the Commission as well as the company and Ms. Giboney.

The yellow disconnection notice reads as follows:

If the amount due shown above has not been paid by the date indicated, your service is subject to disconnection. If your services disconnected, you will be required to pay the full amount due plus a reconnection charge before the service can be restored. Should your service be disconnected, we will try to restore your service on the day we receive payment or the next business day.

Payment should be made using either a credit court or debit card through screen pay or in person at an AUTHORIZED pay agent. To the nearest AUTHORIZED location please visit Ameren Missouri corn or call Customer Service during regular business hours of 7:00 AM-7:00 PM. Monday-Friday at one-877-208-1234. For customers using Relay Missouri dial 711. If you choose to pay at a location not authorized to collect Ameren Missouri payments the payment may not be posted immediately and your service could be disconnected.

This document sounds so harsh towards the customer even though they try to be kind. The document should not pressure the customer to pay but make sure they get their money. They could be nicer a document should read as follows:

We have not received a payment on the amount listed above. We are very concerned. You have not made a payment within-----days. If there is anything we can do to make your situation any better please let us know. We will allow you to pay by debit card or credit card. If you need to go to an AUTHORIZED agent to pay your bill we will wait 3 or 4 days for the payment to reach us. We want to make your job easier, but remember we need our payment. We will help you anyway we can in order to get you to pay. We do not want to disconnect you if you have already paid just let us know that the payment has been sent. We have no other choice but to disconnect you if payment is not received within 3 or 4 days. We do not want to take this action, but it is necessary if we have not received any payments. We will work with you and try to make arrangements so you can pay some of the bill and will not hold it against you. We want you to pay because we need our payment to satisfy our creditors. If payment is received within 3 or 4 days we will not charged a reconnection fee if we received the payment within that length of time. Afterwards we will have to charge \$30.00 in order to reconnect your services if you are a person with a disability who really needs electrical equipment we will go all out of our way to see what we could do to avoid any type of disconnection. If you are an elderly, the indigent, or minority we would like to work with you the best we know how so no action can be taken on your account. Please call us at the following number-----.

As you might see Mr. Mershon's notice is a nice kind and it lets a person know that they will be disconnected if they are behind in their payments and they do not make an attempt to pay something on the bill. It is not threatening, intimidating. It lets people with disabilities, the elderly, the indigent and minorities know that the company is willing to work with them. This is the type of attitude that should be taken towards the customer. The company only treats them badly "just because."

The pink disconnection notice reads as follows:

It is now too late to mail a payment, or make an online payment with an electronic check. Payments should be made using either a credit for debit card through Screen pay 1-866-268-3729 or in person at an authorized pay agent. To find the nearest authorized location please visit Ameren Missouri corn or call 1-877-206-1234 for customers using Relay Missouri dial 711. If you choose to pay at a location not authorized to collect Ameren Missouri payments the payment may not be posted immediately and your service could be disconnected.

If the amount due shown above is not paid by the date indicated your service is subject to immediate disconnection. If your services disconnected you may be required to pay the full amount due plus a reconnection charge before service can be restored and you may be asked for a deposit. Should your service be disconnected we will try to restore your service on the day we receive payment for the next business day if this notice is regarding a return item or service charge will be billed on your account on your next bill. If you cannot pay the amount it may be possible to arrange a payment plan.

As you can see this notice is very threatening and demanding of the customer. It might be kinder if the company would have the pink disconnection notices say as follows:

Your payment has been four days late if you have sent it. We are very concerned about your payment not being here and we really want to help. Your payment should be received within 2 business days. There is no guarantee that your service will remain connected if we do not receive some type of payment within 2 days. If you have sent in your payment we will give you an extra two days before we will make any attempt to disconnect you. In our first notice we gave you 3 days to 4 days to get your payment into us. If you have any questions please call us at the following number----- . We are here to help we want to do everything we can to make it easier on you as well as on our creditors. We will not charge you a deposit because we know that is difficult since you have problems paying your bill. We would like something on the bill so that the service will not be disconnected for any reason. If you are a person with a disability, elderly, the indigent, or a minority we would do what we can to work with you in order to keep your service operating.


As you can see Mr. Mershon's notices are nicer and kinder they are not threatening and it is something that the company and the Commission should take into consideration in dealing with customers.

This document contains responses regarding the various sections proposed to Mr. Mershon by Mr. Jordan. This document is a very unfair, prejudicial, discriminatory document. It is submitted without prejudice. It is also a preliminary response to the document drafted by Mr. Jordan. This document contains information that has not been satisfied.

CERTIFICATE OF SERVICE

This document the Preliminary Response to the Report and Order is submitted to Mr. Daniel Jordan, former Regulatory Judge, Mr. Morris Woodruff, Secretary Missouri Public Service Commission and all of the Commissioners. It should be provided to any person designated to get any pleadings that have been sent in this case.

Respectively submitted



Craig D Mershon