

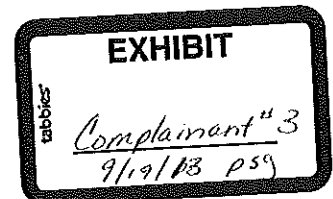


Commissioners
ROBERT S. KENNEY
Chairman
TERRY M. JARRETT
STEPHEN M. STOLL
WILLIAM P. KENNEY

Missouri Public Service Commission

POST OFFICE BOX 360
JEFFERSON CITY MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://www.psc.mo.gov>

Filed
Sept. 24, 2013
Data Center
Missouri Public
Service Commission



JOSHUA HARDEN
General Counsel
MORRIS WOODRUFF
Secretary
WESS A. HENDERSON
Director of Administration
and Regulatory Policy
CHERLYN D. VOSS
Director of Regulatory Review
KEVIN A. THOMPSON
Chief Staff Counsel

August 1, 2013

Charles Harter
827 S. Sappington Road
St. Louis, MO 63126

Harter Exhibit No. 3
Date 9-19-13 Reporter PSG
File No. EC-2013-0491

Dear Mr. Harter:

This letter is a follow up to our telephone conversation of today regarding the complaint you filed August 1, 2013, regarding Ameren Missouri (Ameren) and rules/regulations. In your complaint you stated you are in threat of disconnection on August 2, 2013 for alleged payment amounts that are in dispute before the Commission in active case EC-2013-0491 that has not yet been determined.

As we discussed, disconnection notices were issued in July because you failed to pay the current charges due on your June bill. The notices were mailed on July 18, 2013 and July 23, 2013 for \$176.99 due by August 2, 2013.

Ameren records indicate a payment agreement was made on May 3, 2013 and a letter was mailed explaining the terms of the agreement. Since the agreement was not kept Ameren was within the regulations to send out disconnection notices.

Additionally, failure to pay the amount of a bill, which is not in dispute, is grounds for an informal or formal complaint to be dismissed and your service may also be subject to discontinuance. If you and the company cannot agree on the amount not in dispute, the company may require you to pay an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions. Unless you have already paid the amount not in dispute, as determined above, you should contact the company immediately to comply with these provisions to avoid the dismissal of your complaint and the potential discontinuance of your service.

The unpaid balance at the time you filed your Formal complaint remains suspended.

Ameren has voided the disconnect order due to notification of a pending payment in the amount of \$176.99.

I have reviewed the information provided by both Ameren and yourself and found that it appears Ameren has acted in accordance with both the rules and regulations of the Commission and Ameren's filed and approved tariff. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter.

I hope that I have been able to address your concerns. Thank you for contacting our office regarding this matter. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,

Beverly

Consumer Services Specialist II
Missouri Public Service Commission