

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

Jill Covington Beatty,)	
Complainant)	
)	
v.)	<u>Case No. EC-2019-0168</u>
)	
Union Electric d/b/a Ameren Missouri,)	
Respondent)	

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission ("Staff"), by and through undersigned counsel, and submits its Staff Report.

1. On December 5, 2018, Jill Covington Beatty filed a formal complaint against Union Electric d/b/a Ameren Missouri.

2. On December 6, 2018, the Commission issued its *Order Giving Notice of Contested Case and Directing Answer* ("Order"). The *Order* directed Staff to conduct an investigation under the requirements of 4 CSR 240-2.070(15) and file a report no later than January 21, 2019.

3 The formal complaint filed on behalf of Ms. Beatty contained a cover letter and copies of two complaints Ms. Beatty had previously filed: Case Nos. EC-2017-0198 and EC-2010-0142. Both of these cases were dismissed without prejudice.

4. On January 3, 2019, Ms. Beatty contacted the Customer Experience Department with a concern about a deposit on her account.

5. Having reviewed Ms. Beatty's previous complaints and investigating the deposit brought to Staff's attention on January 3, 2019 , Staff offers copies of its *Staff Reports* previously filed in Case Nos. EC-2017-0198 and EC-2010-0142, and its new *Staff Report* in Case No. EC-2019-0168. All three *Staff Reports* are confidential pursuant to 4 CSR 240-2.070(11).

6. In summary, Staff concludes that Ameren Missouri has not violated any applicable statutes, Commission Rules, or Commission-approved Company tariffs related to the complaint.

7. The attached *Staff Reports* more fully explain the circumstances and facts that led Staff to make these conclusions in Case Nos. EC-2017-0198 and EC-2010-0142, and now in Case No. EC-2019-0168. Staff recommends that the Commission make findings in accordance with the attached *Staff Reports*.

WHEREFORE, Staff hereby tenders its *Reports* for the Commission's information and consideration.

Respectfully Submitted,

/s/ Casi Aslin

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all counsel of record this 18th day of January, 2019.

/s/ Casi Aslin