

Craig Mershon

11931 El Sabado Drive
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FILED

JUN 13 2013

**Missouri Public
Service Commission**

June 3, 2013

Mr. Morris Woodruff, General Counsel
Missouri Public Service Commission
200 Madison Street
Jefferson City, Missouri 65201

Dear Mr. Woodruff:

Please allow me to introduce myself. My name is Craig Mershon. I have been a customer with Ameren Union Electric Company since 1987. I have not been too happy with their service regarding underprivileged groups especially people with disabilities.

I had a complaint filed with the Commission on May 7, 2012. At the time I did not have a representative that was available to argue for me. I wish to re-file my complaint which was dismissed on May 17, 2013 due to failure to act. I have secured a representative who I believe will represent me quite satisfactorily. I am asking that you send me the appropriate forms so I can complete the application process. At your request I will reveal the name of my representative at a later date. This person has agreed to being present at a pre hearing conference should one be scheduled in the near future. I am asking through this letter to send me the complaint forms needed to initiate formal complaint against Ameren. I am sending this letter to the several individuals involved with the complaint process so they can be informed.

I believe Ameren is really overcharging these particular groups a huge amount of money. I will be sending you a copy of my bill and the agreement of how much I should have paid. I kept my agreement I paid the amount listed on the agreement. Now I owe \$608.00 even after I have been paying every month. This type of service has been an ongoing frustration with the company over charging people with disabilities. I will enclose the referenced documents. I will send the bill to the energy assistance for help. This bill is outrageous to say the least. You allow Ameren to treat the customers anyway they please and you do nothing about it. I have witnessed your people treating us with disrespect and that is why I believe that Ameren is treating us the same way because your people are treating us with less respect and no dignity at all. It appears that the Commission allows crude treatment so this gives the other employees within your agency as well as with Ameren to treat people with disrespect because there is no stopping them.

Your employees refused to make reasonable payment arrangements that are easy to attain. This is unacceptable behavior on the part of your employees who work within your agency. I am very confident I will address these issues in my complaint.

I will have my typist to type this letter as soon as possible so the process can begin. Your agency should not allow Ameren to treat the customers they way they do. Your agency should not allow cruel treatment which they perform I suspect on a daily basis. It appears you say nothing to them and they continue to treat us badly. Your agency treats us badly too. I hope we can come to some type of agreement so there will not be any type of litigation in the near future. I am a person with a disability. I am legally blind. I use an electric motorized scooter to get around. I am unable to get around very well without my equipment. My apartment is totally electric I cook and do other things with the electricity I use. Without electricity I could not survive. I hope you attend to this letter immediately. I look forward to hearing from you.

Sincerely,

Craig D. Mershon

cc: Mr. Kevin Thompson, Attorney
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Mr. Thomas Byrne, Employee
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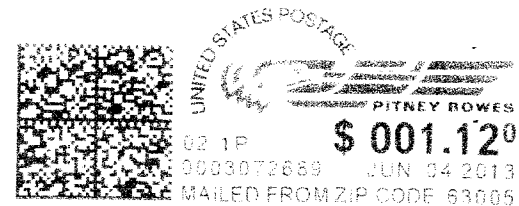
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**COMMISSION COUNSEL
PUBLIC SERVICE COMMISSION**

