

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

Diamond Snider,

Complainant,

v.

Union Electric Company d/b/a
Ameren Missouri,

Respondent.

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Case No. EC-2017-0111

STAFF REPORT

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and for its *Staff Report*, states as follows:

1. Diamond Snider filed her *Complaint* against Union Electric Company d/b/a Ameren Missouri (“Ameren Missouri”) on October 11, 2016, alleging that a disputed balance on her account, owed from service provided at prior residence, was the result identify theft, and that her service had been disconnected as a result. Ms. Snider requested as relief, that her service be restored immediately.

2. Thereafter, on October 13, 2016, the Commission issued its *Notice of Small Formal Complaint and Order Directing Staff to Investigate and File a Report*, ordering Ameren Missouri to file a response to the complaint no later than November 12, 2016, and Staff to investigate and file a report detailing its findings and recommendations no later than November 25, 2016.

3. On November 10, 2016, Ameren Missouri filed its *Answer, Affirmative Defenses, and Motion to Dismiss*, stating that as of October 11, 2016, the disputed charges had been removed from the Complainant’s account, all other outstanding

balances had been paid, and the Complainant's electricity service had been restored.

4. On November 22, 2016, the Commission issued its *Order Setting Time For Response*, in which the Commission set a deadline of December 9, 2016, for the Complainant to file a response to Ameren Missouri's motion to dismiss. The Commission further stated that if no response is received, the Commission may grant Ameren Missouri's request to dismiss the Complaint.

5. Staff has attempted to reach Ms. Snider to verify that her requested relief has been granted, but thus far has been unsuccessful. However, Consumer Services has independently confirmed with Ameren Missouri that the disputed balance has been removed from Ms. Snider's account, that her service had been restored to her current address, and that Ameren Missouri believes the matter has been resolved.

WHEREFORE, Staff prays that the Commission accept this pleading in lieu of a Memorandum, and grant such other and further relief as the Commission considers just in the circumstances.

Respectfully submitted,

/s/ Mark Johnson

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Certificate of Service

The undersigned hereby certifies that a true and correct copy of the foregoing has been served, by hand delivery, electronic mail, or First Class United States Mail, postage prepaid, to all parties of record on the Service List maintained for this case by the Data Center of the Missouri Public Service Commission, on this 23rd day of November, 2016.

/s/ Mark Johnson