

***Craig Mershon***

11931 El Sabado Drive  
St. Louis, MO 63138

**FILED**

**SEP 4 2013**

**Missouri Public  
Service Commission**

August 30, 2013

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

Dear Mr. Woodruff:

I am enclosing a copy of my new petition about the problems I have had with Ameren Union Electric Company known as Ameren Missouri so you can review it with the other Commissioners. I have listed some areas that concern me dealing with people with disabilities. I strongly believe that Ameren Missouri has violated the rights of the underprivileged groups. I cannot understand why this is happening.

My electric bill is very high. I pay on it every month. I have been sick last month and this month. I will be paying on it sometime this week. I tried to get energy assistance this summer. I was not in any disconnect mode so I was eligible. If anyone needs energy assistance they should be allowed to have it.

There needs to be some changes within your system. We have no rights as customers. We are not treated with respect. Your agency can do anything to us and we have no protection. I will answer your other pleadings when my Dragon Naturally Speaking is repaired. Right now, I am typing this letter by hand rather than dictating it as I would normally do. Thank you for your cooperation in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Craig D. Mershon', with a long horizontal flourish extending to the right.

Craig D. Mershon

Enclosures

Name: \_\_\_\_\_ )  
Complainant )  
 )  
vs. ) Case No. )  
 )  
Company Name: \_\_\_\_\_ )  
Respondent )  
 )

Complainant resides at \_\_\_\_\_  
(address of complainant)

of \_\_\_\_\_, is a public utility under the  
(location of company)  
jurisdiction of the Public Service Commission of the State of Missouri.

54  
attached  
petition

3. The Complainant has taken the following steps to present this complaint to the Respondent:


WHEREFORE, Complainant now requests the following relief:


\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Complainant's Phone Number

\_\_\_\_\_  
Complainant's E-mail Address

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

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

Name: <u>Craig Mershon</u>	)	
Complainant	)	
	)	
	)	
	)	
vs.	)	Case No. EC-2013-0521
	)	

Company Name: Union Electric Company d/b/a Ameren Missouri  
Respondent  
Attention: Legal Representative  
1901 Chouteau Avenue  
St. Louis, Missouri 63103

**PETITION**

This petition states:

1. Ameren Union Electric Company here after known as Ameren Missouri operates in parts of the state of Illinois and parts of the state of Missouri.
2. Ameren Missouri operates in the city of St. Louis City and County.
3. Ameren Missouri is regulated by the Missouri Public Service Commission hereafter known as The Commission.
4. The Commission regulates the policies and procedures of Ameren. These rules and regulations are known as tariffs.

5. Ameren Missouri chooses to target underprivileged groups such as the indigent, the elderly, people with disabilities, African-Americans when it comes to disconnecting services which they supply. There are conflicting tariffs within Ameren's rules and regulations. Ameren Missouri still wants to disconnect people with disabilities who have electrical equipment to sustain their lives, but at the same time they want to know who uses electrical equipment in order to inform them of any electrical outages immediately. The company does not guarantee they will restore services in timely manner. The information they request is a conflict.

6. Ameren Missouri operates a program called Dollar More. A customer must be in the threatening mode to receive any type of energy assistance to pay their utility bills

7. Ameren Missouri allows customers to use energy assistance provided by the United States Government to assist them in paying their utility bills. The company uses the disconnect notices as threats and uses them to enable the customer to receive energy assistance, also warns them of upcoming disconnections if payment is not made regardless of the economic status of the customer.

8. Ameren Missouri also threatens its customers through fear and intimidation. They provide disconnection notices on a monthly basis. They are not reminders as the Customer Service Representatives say they are when communicating with customers.

9. Ameren Missouri does not have a proper due process system to satisfy complaints by the customers. The administration of Ameren Missouri does not participate in the complaints that customers bring before it. It is believed the administration is unaware of any dispute that comes across their desk at all.

10. Ameren Missouri does not make reasonable arrangements for customers to pay their past-due utility bills. For example, Mr. Craig Mershon followed all of their unfair tariffs, by paying off \$164.00. He did so by paying \$40.00 on a monthly basis under the Cold Weather Rule the company has in place for customers. Once this amount was paid the company came up with a huge amount of \$608.00 for him to pay. The company expects Mr. Mershon to pay \$300.00 while putting the other \$308.00 on a budget billing plan which Mr. Mershon was on at the very beginning of the Cold Weather Rule. The company indicates Mr. Mershon did not keep his agreement when paying the \$164.00 he was required to pay this past winter.

11. Ameren Missouri does have a Cold Weather Rule which operates from November to March every year where they are not allowed to disconnect or send out hideous disconnection notices to customers. Sometimes they do not keep their promises.

12. Ameren Missouri is not allowed to disconnect any customer if the temperature drops below 32°. Sometimes the company does not keep its promises.

13. Ameren does have a Hot Weather Rule which operates from April to August every year. At this time Ameren is not allowed to disconnect anyone when the temperature is 95° or above. Sometimes the company does not keep its promises.

14. Ameren Missouri does not have very good customer service and this has been going on since Mr. Mershon was a customer since 1987 and most likely before that time. For example, Mr. Mershon was not home one day around 2006 and he came home to find that his electricity had been disconnected for a supposedly nonpayment of \$49.00 when actually he sent the money in and informed the company that the money was on its way.

Mr. Mershon informed the customer service representative she told him they would connect him once they receive their payment. Mr. Mershon informed the customer service representative he needed to take medication prescribed by a doctor and he needed to cook his food. The customer service representative informed Mr. Mershon she did not care what happened to him and that he would have to eat crackers to sustain him.

15. Ameren Missouri has disconnected people with disabilities knowing they need their electrical equipment to sustain life as well as to ambulate with their medical equipment after it is charged on a daily basis. The company continues to send out a Registry signed by a licensed physician knowing they will disconnect a customer when they choose to at any time during the year. Ameren Missouri does provide a Medical Release Form for people with disabilities who own and operate electrical equipment.

16. This is also known as the Registry Form so Ameren Missouri can notify the customer in advance of any planned outages including disconnection outages. This enables the customer to make alternate plans to maintain their equipment.

17. Ameren Missouri claims to understand the importance of electric service, at the same time threatens to disconnect those with disabilities if they are unable to pay. The company claims to want to know about the most serious customers needing electricity for life support. At the same time threatening to disconnect them whenever they choose.

18. Ameren Missouri claims they cannot control any outages. The company wants to inform people with disabilities who have electrical equipment about forthcoming outages, but they cannot control them.

19. Ameren Missouri claims they do not provide priority restoration of utility service following an outage. At the same time they are very concerned supposedly for people with the most serious life-threatening disabilities.

20. Ameren Missouri claims they need a doctor's signature to make the Registry official and a customer with a disability must get a note from a doctor stating how serious their disability is and if it is life-threatening in order for the company to not disconnect them. All disabilities require special attention especially those with electrical equipment.

21. The company claims that they will give people with disabilities priority about outages, but at the same time threatens to disconnect them for nonpayment and shows preference to those who have life-threatening illnesses when all people with disabilities who use electrical equipment have a life-threatening situation.

22. The company claims they have very good customer service when a representative has told a customer to "eat crackers" when the customer let the representative know he needed to cook his food and he had not been reconnected after paying just \$49.50.

23. The company puts the fear of disconnection in its customers in order to get them to pay their bill on time. This treatment has been resonating for quite some time and the Commission refuses to put a halt to it.

24. The Commission claims they want to make sure the company follows their tariffs. Their tariffs spread discrimination fear and hatred towards the customer.

25. Many customers hesitate to pay the company because of the poor treatment they receive on a daily basis.



26. Many customers who receive energy assistance happen to be the elderly, the indigent, people with disabilities, and African-Americans.

27. The company charges huge amounts in their utility bills. Many people who are within the protected groups have a lot of problems paying their bills on a monthly basis because of their limited income.

28. The Ameren Missouri administration probably knows nothing about how the customers are treated on a daily basis because the due process does not go any further than the Manager of Customer Service.

**Charges Brought Against  
Ameren Union Electric Company  
In Missouri Known As Ameren Missouri**

1. Ameren Missouri chooses to target underprivileged groups such as the indigent, the elderly, people with disabilities, African-Americans, when it comes to disconnecting services which the company supplies.

2. The company uses conflicting language when it comes to having people with disabilities file information about their disabilities in order to get assistance from the company.

3. The company does not guarantee they will restore services in a timely manner in the event that there is an outage, but at the same time they are very interested in assisting those with disabilities.

4. The company uses the disconnect notices as threats and uses them to enable the customer to receive energy assistance, also warns them of upcoming disconnections if payment is not made regardless of the economic status of the customer.

5. The company threatens its customers through fear and intimidation. They provide disconnection notices on a monthly basis. They are not reminders and they are very frightening to many customers.

6. The company does not have a proper due process system to satisfy complaints initiated by the customers. The administration of Ameren Missouri does not participate in the complaints the customers bring before the company even after customers ask to speak with a person on the administrative level.

7. The company does not make reasonable arrangements for customers to pay their past-due utility bills failing to realize each customer has a different income level.

8. The company expects customers to pay a huge amount on their utility bills given the fact that many people who are elderly and indigent as well as people with disabilities do not have huge amounts of money to pay for utility bills.

9. The company does not keep its promises and disconnects people even if they are on the Cold Weather Rule payment plan.

10. The company has very bad customer service given both by Ameren Missouri and the Missouri Public Service Commission.

11. The company has disconnected people with disabilities knowing they had electric equipment needed to sustain their lives.

12. The company claims to understand the importance of having electricity, but at the same time threatening to disconnect the customer for what they consider as nonpayment.

13. The company does not realize that all people with disabilities have life-threatening disabilities because it all affects their lives.

14. The company should show all people with disabilities the same type of treatment rather than show some positive treatment and then others negative treatment.

15. The company's tariffs show hatred and put fear in the customer in order to have them pay their utility bills.

16. The company charges huge amounts on utility bills where many cannot pay them on a monthly basis.

### **Relief Sought To Satisfy The Complaint**

#### **Against Ameren Missouri**

1. Ameren Missouri must use a better customer service base in order to accommodate all customers. It is not in place.

2. The company must put into place a better way of communicating with people with disabilities, the elderly, the indigent, and African-Americans. The company threatens these groups of people on a monthly or daily basis.

3. The company must use straightforward language when dealing with people with disabilities and how they should conduct the information they send out to them.

4. The company should have a better way of notifying customers that their accounts are delinquent rather than threatening and intimidating them.

5. The company should notify the customers when they believe it is time to get energy assistance to pay their utility bills.

6. The company should initiate a new due process system where the administration knows the situation and can put it into place in a proper amicable way.

7. The notices that are sent out to customers should be customer friendly rather than harsh and threatening.

8. The company should make reasonable arrangements so customers are able to pay their utility bills who happen to be people with disabilities, the elderly, the indigent, and African-Americans.

9. Both Ameren Missouri and The Commission have very poor customer service in the service needs to improve.

10. The company claims to have empathy for people with disabilities, but it does not show it. What shows is contempt, hatred, disdain and a willfulness to hurt.

11. The company is a monopoly in parts of Missouri and Illinois and should break up if they cannot serve the customers in an amicable way.

12. The disconnection notices should be friendlier more than they are at this time.

13. The administration should know what is going on in regards to the accounts where the customers are having problems.

14. Since Mr. Mershon has had so many problems with the company they should erase bills that exceed \$600.00 knowing that he is unable to pay such huge amounts on his bill.

15. Since Mr. Mershon has gone through years of torture from the company he should be entitled to damages on the compensatory level not to exceed \$3000.00.

16. Since Mr. Mershon has suffered through psychologically and physical pain from the company he is entitled to punitive damages not to exceed \$7000.00.

The information contained in this document is true to the best of my ability and will be notarized and sent to the appropriate officials.

Dated August 2<sup>nd</sup>, 2013

Respectively submitted by:

  
Craig D Mershon

I am extremely upset and it is NOT the way I feel it is the way I have been treated. I hope it does not take you another year to write me back and help me to resolve a matter that could have been resolved three years ago. Thank you for your time.

Sincerely,

  
Craig D Mershon