BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Surayya Ibrahim,	)	
	)	
Complainant,	)	
	)	
v.	)	**File No. EC-2018-0097**
	)	
Union Electric Company d/b/a	)	
Ameren Missouri	)	
	)	
Respondent.	)	
	)	

ORDER AUTHORIZING INITIATION OF DISCONNECTION ACTION

Issue Date: December 20, 2017   Effective Date: December 20, 2017

Surayya Ibrahim ("Complainant") filed a complaint with the Missouri Public Service Commission ("Commission") against Union Electric Company d/b/a Ameren Missouri ("Respondent") disputing the transfer of $1,866.24 from another address to her current residential account. The Commission issued an order on October 12, 2017, directing Ameren Missouri to refrain from disconnecting Complainant's utility services until authorized by the Commission.

At a prehearing conference held on December 20, 2017, counsel for Ameren Missouri informed the Commission that Complainant is in arrears on her account for services that are unrelated to the amount in dispute. Specifically, Ameren-Missouri states that approximately $292.60 is outstanding for utility service provided since October 2017. Pursuant to 4 CSR 4-240-13.070(7), failure of a customer to pay the amount of a bill which is not in dispute shall be grounds for discontinuance of service and dismissal of a formal complaint.

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Due to the Commission's October 12, 2017 order, Ameren Missouri is unable to provide notice to Complainant about this new arrearage, potential disconnection for this arrearage, or options for avoidance of disconnection. Ameren Missouri requests the Commission modify the October 12, 2017 order to permit Ameren Missouri to initiate a disconnection action against Complainant for unpaid amounts unrelated to the amount in dispute.

The Commission will authorize Ameren Missouri to initiate the discontinuance of services to Complainant for failure to pay a bill for services unrelated to the $1,866.24 in dispute.

THE COMMISSION ORDERS THAT:

1.   Union Electric Company d/b/a Ameren Missouri is authorized to initiate the discontinuance of service to Complainant to the extent described in the body of this order and subject to compliance with all relevant Commission Rules and Ameren Missouri's tariffs.

2.   This order shall be effective when issued.

<div align="center">

BY THE COMMISSION

Morris L. Woodruff

Morris L. Woodruff
Secretary

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Kim S. Burton, Senior Regulatory Law Judge
by delegation of authority
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 20th day of December, 2017.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therfrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 20th day of December 2017.

Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION
December 20, 2017

File/Case No. EC-2018-0097

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,

Morris L. Woodruff
Secretary

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.