

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

Charles Harter,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. EC-2023-0281</u></b>
	)	
Union Electric Company, doing business as	)	
Ameren Missouri,	)	
	)	
Respondent	)	

**LIST OF ISSUES**

**COME NOW** the Staff of the Missouri Public Service Commission, by and through counsel, and now tenders this *List of Issues* as directed by the Commission in its *Order Setting Procedural Schedule* of June 21, 2023. While Staff has attempted to work cooperatively with the other parties, that has not proved possible. This list of issues represents Staff's best estimate of the live issues for the hearing based upon a review of the pleadings and conversations with Mr. Harter and counsel for Ameren. However, consensus has not been possible. Staff notes that the Order of Witnesses, Order of Cross-Examination, and Order of Opening Statements have already been set by the Commission.

**Issues:**

1. Did Ameren Missouri violate 20 CSR 4240-13.050(5) or (6) by not requiring that a postmark be placed by the U.S. Postal Service on the notice of disconnection for non-payment sent to Complainant? If so, what relief is the Complainant entitled to?
2. Did Ameren Missouri's notice of disconnection violate 20 CSR 4240-13.050(4)(F)? If so, what relief is the Complainant entitled to?
3. Did Ameren violate 20 CSR 4240-13.050(4)(F), which requires that a Notice of Disconnection include "[a] telephone number the customer may call . . . and the address of

the utility prominently displayed where the customer may make an inquiry. . . . ,” given that when Complainant called the provided number, he was unable to converse with the first agent to answer due to a crying baby at the agent’s location and the second agent was unable to answer Complainant’s question about where disconnection notices are mailed from? If so, what relief is the Complainant entitled to?

4. Did Respondent, due to a failure to document by postmark or otherwise, its mail procedure, or through its mail procedure, fail to provide at least days of notice required for consumers of notices of discontinuance of service of 20 CSR 4240-13.050? If so, what relief is the Complainant entitled to?

5. Did Respondent, by discontinuing electric service to complainant during the course of this formal hearing procedure, violate due process and the rules of this Commission 20 CSR 4240-13.070? If so, what relief is the Complainant entitled to?

**WHEREFORE**, Staff, on behalf of all the Parties, respectfully prays that the Commission will accept this *List of Issue*; and grant such other and further relief as is just.

Respectfully submitted,

/s/ Kevin A. Thompson  
**KEVIN A. THOMPSON**  
Chief Staff Counsel  
Missouri Bar No. 36288

Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Mo 65102-0360  
(573) 751-6514 (Telephone)  
(573) 751-9285 (Facsimile)  
[kevin.thompson@psc.mo.gov](mailto:kevin.thompson@psc.mo.gov)

Attorney for the Staff of the  
Missouri Public Service Commission

**CERTIFICATE OF SERVICE**

I hereby certify that true and correct copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all parties and/or counsel of record **on this 26<sup>th</sup> day of June, 2023.**

/s/ Kevin A. Thompson