

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

|                                     |   |                                     |
|-------------------------------------|---|-------------------------------------|
| Jerreld Fisher,                     | ) |                                     |
| Complainant                         | ) |                                     |
| v.                                  | ) |                                     |
|                                     | ) | <b><u>Case No. EC-2017-0281</u></b> |
| Union Electric Company d/b/a Ameren | ) |                                     |
| Missouri,                           | ) |                                     |
| Respondent                          | ) |                                     |

**STAFF INVESTIGATION REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission and reports on its investigation as follows:

1. This case formally started when Mr. Fisher filed his complaint against Ameren Missouri on April 26, 2017.

2. As Staff understands Mr. Fisher's complaint he is claiming that Ameren Missouri wrongfully denied him electric service at an address based on an outstanding balance owed for electric service at a different address. Mr. Fischer claims he is not responsible for that outstanding balance.

3. In response to the Commission's orders of April 17, 2017, and June 23, 2017, directing Staff to conduct an investigation and file its report, in the attached verified Memorandum labeled "Appendix A," Staff reports that, based on its investigation; Mr. Fisher is responsible for the outstanding balance owed. Staff relates that Ameren Missouri not only denied Mr. Fisher service based on the outstanding balances for service at prior addresses, it also denied Mr. Fisher service based on his unpaid outstanding balance at the address for which he is seeking service. Staff reports that Ameren Missouri has given Mr. Fisher the notice required by rule 4 CSR 240.-13,035. Staff ultimately reports that, with regard to denying Mr. Fisher

service, Ameren Missouri has violated neither its tariff, Commission rules, nor state statutes.

4. Unless Mr. Fisher or Ameren Missouri presents evidence Staff has not yet seen that would cause Staff to change its opinion, Staff recommends that the Commission deny Mr. Fisher's complaint.

**WHEREFORE** Staff respectfully files its report on its investigation of Mr. Fisher's complaint.

Respectfully submitted,

**/s/ Nathan Williams**

Nathan Williams  
Deputy Staff Counsel  
Missouri Bar No. 35512  
Attorney for the Staff of the  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102  
(573) 751-8702 (Telephone)  
(573) 751-9285 (Fax)  
nathan.williams@psc.mo.gov

### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed with first-class postage, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 20<sup>th</sup> day of July, 2017.

**/s/ Nathan Williams**