

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

Surayya H. Ibrahim,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. EC-2018-0097</u></b>
	)	
Union Electric Company d/b/a	)	
Ameren Missouri	)	
	)	
Respondent.	)	

**STAFF INVESTIGATION REPORT**

**COMES NOW** the Staff of the Missouri Public Service Commission ("Staff"),  
by and through undersigned counsel, and submits its Staff Report.

1. On October 11, 2017, Surayya Ibrahim ("Complainant") filed a formal complaint ("Complaint") against Union Electric Company d/b/a/ Ameren Missouri ("Ameren" or "Company").

2. On October 12, 2017, the Commission issued its Order Giving Notice of Contest Case, Directing Answer, and Directing Staff Investigation ("Order"). The Order directed Staff to conduct an investigation under the requirements of 4 CSR 240-2.070(15) and file a report by December 13, 2017.

3. As Staff understands Complainant's Complaint, she claims that Ameren has not provided documents that verify the use of her social security number for addresses at which she resided; based on this, it is Staff's understanding that Complainant impliedly challenges payment of the transferred account balance at issue.

4. Having concluded its investigation, Staff offers its Staff Report, filed concurrently, which is highly confidential pursuant to 4 CSR 240-2.070(11), and which details Staff's investigation and analysis. In summary, Staff concludes that the Company has not violated any applicable statutes, Commission rules, or Commission-approved Company tariffs related to the Complaint.

5. Staff's findings and analysis in the attached Staff Report more fully explain the circumstances that led Staff to make these conclusions.

6. Unless Complainant or Ameren presents evidence Staff has not yet seen that would cause Staff to change the conclusion of its investigation, Staff recommends that the Complaint be denied.

**WHEREFORE**, Staff respectfully files its Staff Report for the Commission's information and consideration.

Respectfully submitted,

**/s/ Alexandra L. Klaus**

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**CERTIFICATE OF SERVICE**

I hereby certify that 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 4th day of December, 2017.

**/s/ Alexandra L. Klaus**