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August 5, 2013

Dear Mr. Robert Kenny, Public Service Commissioner

Fuel Adjustment Charge Refund:

Approximately two weeks ago it was found that Ameren MO collected 26. Million from customer's in Missouri with this fuel adjustment charge. This was found to be an illegal practice, then what makes me think that Ameren will be fair in issuing credits to the customer's account I don't think that Ameren has any intention on being fair about this I think that A more thorough investigation should be done of each residential customer's account starting with the actual date that Ameren started this billing practice until current and issue refunds to its residential customers in Missouri.

I would further like an investigation into the Energy Assistance Program as it relates to the elderly and disabled. Namely the guidelines eligibility what criteria come into play in order to qualify to get assistance and just how the federal dollars are distributed and to whom?

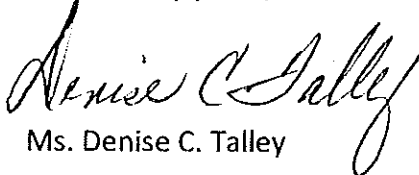
I would also like more information about the process of the low income utility rate what the status if the low income utility rate becoming a reality.

My Account number for Ameren Missouri is [REDACTED]. My account number for Laclede Gas is [REDACTED].

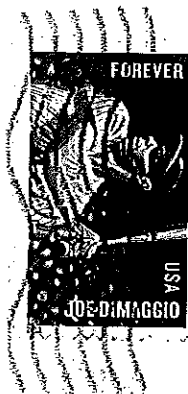
I may be contacted via us mail at the above address or [REDACTED]
[REDACTED]

I would appreciate a response at your earliest convenience.

Respectfully yours,


Ms. Denise C. Talley

Ms. Denise Talley



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Public Service Commission's Office
P.O. Box 360
Jefferson city, MO 65102

Attention: Mr. Robert Kenny, Chairman

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