

From: Nancy Hurt [REDACTED]

Sent: Wednesday, September 27, 2023 10:07 AM

To: Marke, Geoff [REDACTED]

Subject: Re: formal complaint attached/ [REDACTED]

Geoff, thank you for your follow up email and phone message.

I will not be filling out the attached form. I am a living, breathing person. That is all that I need to provide an essential services provider. The essential services I hired Ameren to provide to [REDACTED] is for electric service to my existing meter. Ameren has no need for knowledge of my individual critical needs, as an essential services provider in the state of Missouri. I am current in my bills they have sent me.

There is still no electrical power to this address.

Batting 301.

Kindly,

Nancy Hurt

Sent from ProtonMail Mobile

From: Nancy Hurt [REDACTED]

Sent: Wednesday, September 27, 2023 8:53:18 AM

To: [REDACTED]

Subject: formal complaint attached/ [REDACTED]

Geoff,

Please confirm your receipt of the attached formal complaint. I have no other means to fill the form out. My apologies for any unclearly written words.

At this time I have no power to this address, and am unable to leave my property because I cannot reach my emergency pull cord above my car in my garage. The food and medicine in my refrigerator is defrosting and nearly at room temperature and is going to waste, due to Ameren Utilities shutting the electricity supply off to this address.

My Ameren electric utility bill is current. The power was on and working correctly and safely prior to the unprecedented process Ameren Utility Co took to disconnect my service.

Ameren is calculated to receive an additional \$ [REDACTED] per MONTH if their [REDACTED] customers pay [REDACTED] per Month to not request a working meter be replaced with S M A R T meter. An additional [REDACTED] one time payment for [REDACTED] customers is [REDACTED]. This is unconscionable, unethical, deceptive, and potentially life threatening to

the civil liberties granted by the Missouri Constitution, placed by bills of legislation of the Missouri Legislature, with regulatory oversight by the Missouri Utilities Commission of this business granted approval to provide **essential services** to Missouri residences. This may also be in violation of Anti-trust regulations, of which Ameren Utilities is the only provider of electric line and transformer service to this address and operates interstate commerce. Ameren Utilities is penalizing customers who OPT OUT of the S M A R T meters, onto their customers with existing working meters. If a customer WANTS a S M A R T meter, then that customer should pay for their new S M A R T meter.

I have left two voice messages with you this morning. I have spoken with a(nother) customer service supervisor this morning. I have attached the formal complaint form.

My power needs to be turned back on immediately. I will be notifying the attorney general of missouri of this unconsonable behavior by Ameren Utilities Co. at 12:00 noon today if this matter is not resolved (power restored by Ameren Utilities Co.) by 12:00 noon today.

Thank you for your time and attention to my concerns.

Kindly,

Nancy L. Hurt
[REDACTED]

Sent from ProtonMail Mobile