

FILED
October 17, 2023
Data Center
Missouri Public
Service Commission

From: Nancy Hurt <[REDACTED]>
Sent: Thursday, October 5, 2023 11:11 AM
To: Huber, Tammy <[REDACTED]>
Cc: Marke, Geoff <[REDACTED]>
Subject: RE: Commission Order for Case No. EC-2024-0108

Good Morning Tammy,

Thank you for contacting me regarding this formal complaint the commission is processing. I have cc'd Geoff Marke.

This email is to confirm our discussion regarding my concern about the financial impact Ameren put forth (never in writing did I receive notice) by the customer service representatives and supervisors. This individual personal property financial impact is only one aspect of my formal complaint, which was not introduced on the Missouri Utility Commission's Order # EC-2024-0108.

The financial impact placed upon me by Ameren is \$ [REDACTED] Per Month (per billing cycle) PLUS a \$ [REDACTED] upfront fee or one time charge, for Opting Out of the S M A R T meter installation electric service. Since I chose to OPT OUT, as a reasonable person would expect, the matter would be closed. All three Ameren service technician's I spoke with while they were on my property, stated my existing meter was and is working correctly. At least one Ameren customer service operator told me my meter was obsolete, one told me it was analogue and would not work with their "system or network", because it was 17 years old. I continued to decline this unrequested and unnessesary and arbitrary S M A R T meter service, while paying for the electric service, as billed. Why would I pay a fee one time or monthly for something I was given a choice to OPT Out of? Why would I pay for someone else to recieve this "upgrade" who needed or wanted the S M A R T sevice?

Potentially, over 15 years, which is how long I anticipate owning this property, Ameren would receive from me the following financial hardship for a service I do not want:

Year 1 [REDACTED]) = [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Likewise, or additionally, I took photos of the full refrigerator and freezer of the food and medicinal products defrosting and spoiling due to the unprecedented action by Ameren shutting off my electric service, intentionally, without written notice, having a current paid billing status. I estimate my loss at or above \$ [REDACTED] plus replacement expenses

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and spoilage disposal, due to the shut off electric service for nearly 80 hours. When I asked an Ameren Customer service rep early one morning after a day or so without electric service about this immediate and potential problem, she referred me to a business entity called [REDACTED] for me to file a claim and phone number [REDACTED].

I have not contacted or called this business entity referred to me by Ameren.

I would not want any other Ameren customer to be affected by this process which has been imposed upon me, so arbitrarily.

Thank you for your time and notifying your team of formal complaint staff, of my concerns above.

Kindly,

Nancy Hurt

Sent from ProtonMail Mobile

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