

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

| | | |
|-------------------------------------|---|-------------------------------------|
| Brett Felber, |) | |
| |) | |
| Complainant, |) | |
| |) | |
| v. |) | <u>File No. EC-2023-0395</u> |
| |) | |
| Union Electric Company d/b/a Ameren |) | |
| Missouri, |) | |
| |) | |
| Respondents. |) | |

ORDER DIRECTING RESPONSE

Issue Date: November 1, 2023

Effective Date: November 1, 2023

On November 1, 2023¹, Complainant filed a pleading stating that he applied for reconnection of electric services pursuant to Commission Rule 20 CSR 4240-13.055, (Cold Weather Rule) and was denied.

Commission Rule 20 CSR 4240-13.055(2) provides that the Cold Weather Rule takes **precedence over other rules** on provision of heat-related utility service from November 1 through March 31.

Commission Rule 20 CSR 4240-13.055(9)(C), concerning customers requesting reconnection of a delinquent account, provides that for a customer who has not defaulted on a payment agreement under the Cold Weather Rule the initial payment for reconnection shall be no more than 12 percent of the 12-month budget bill as calculated under the Cold Weather Rule section (10). Customers who have defaulted on a payment

¹ All dates are 2023, unless otherwise specified.

agreement under the Cold Weather Rule must make an initial payment of an amount equal to 80 percent of the customer's balance.

The record in this case does not indicate whether Complainant has previously defaulted on a Cold Weather Rule payment agreement. Before opening this matter as a separate complaint, the Commission will direct Union Electric Company d/b/a Ameren Missouri to inform the Commission if Complainant has defaulted on a prior Cold Weather Rule payment agreement or explain why establishment of a Cold Weather Rule payment agreement was denied.

THE COMMISSION ORDERS THAT:

1. No later than November 2, 2023, Ameren Missouri shall inform the Commission whether Complainant has previously defaulted on a Cold Weather Rule payment agreement. If Complainant has not defaulted on a Cold Weather Rule payment agreement, then Ameren Missouri must explain why establishment of a Cold Weather Rule payment agreement was denied.
2. This order is effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell
Secretary

John T. Clark, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 1st day of November 2023.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 1st day of November 2023.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

November 1, 2023

File/Case No. EC-2023-0395

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.