

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Jerry Swartz  
(Your name here)

Complainant,

v.

Ameren  
(Utility's name here)

Respondent,

File No.

(PSC file this in)

**FORMAL COMPLAINT**

1. Complainant resides at:

(Address of complainant)

(City)

(State)

(Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

(City)

(State)

(Zip Code)

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3. Respondent's address is:

PO Box 740

(Address of complainant)

MOBERLY

(City)

MO

(State)

65270

(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$

(if your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do; the specific results you are seeking in this complaint.)

I purchased 220-224 N. Williams. It has several separate services. I requested service to be put in my name in a warehouse portion. The utilities work on when the request was made. Instead Ameron stole my meter base and cut my service at the pole. They refused to restore service or re-install my meter base.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek; the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

THEY HAVE TAKEN WHAT DOES NOT BELONG TO THEM and refuse to provide electric service.

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[illegible]

8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

I have filed an informal complaint and American contents they could remove my service entrance. They contend they have a 1983 service order. Ironically, Missouri Power and light was our provider until 1984.

Charm and Mr. Box has been helping  
to resolve this

I would Request Medication

Date \_\_\_\_\_

Complainant's Phone Number

Alternate Contact Number

~~Signature of Complainant~~

**Complainant's Printed Full Name**

Complainant's E-mail Address

*Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.*

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**Missouri Public Service Commission**

**MAIDA J. COLEMAN**  
Commissioner

**SCOTT T. RUPP**  
Chairman

**JASON R. HOLSMAN**  
Commissioner

**KAYLA HAHN**  
Commissioner

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**GLEN KOLKMEYER**  
Commissioner

October 4, 2023

Jerry Swartz  
[REDACTED]

Dear Mr. Swartz:

This letter is a follow up to our telephone conversation on October 4, 2023 regarding the complaint you filed on September 28, 2023, against Ameren Missouri (Ameren). In your complaint, you indicated that the field worker informed you while they were in the field that you would be responsible for paying for the submission of the design. After initial review of the complaint matter, I contacted the company to obtain further account information. As we discussed, Ameren advised an official request for three phase service has not been received.

I have reviewed the information provided by both Ameren and yourself and found that it appears Ameren has acted in accordance with both the rules and regulations of the Commission and Ameren's filed and approved tariff. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter.

This concludes our investigation into your complaint. However, if you have additional information or would like to discuss the details of our investigation further, please contact me at 800-392-4211, at which time I will re-open your complaint for discussion.

Sincerely,

*Charm*  
Lead Customer Service Representative  
Missouri Public Service Commission

*Alden Box*

*PSC Website: Electric Tab  
"Ask For Mediation"  
File a Claim —*