



Brett Felber [REDACTED]

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**Ameren Missouri Account - [REDACTED]****Krcmar, Aubrey M** <AKrcmar@ameren.com>

Mon, Nov 13, 2023 at 1:06 PM

To: [REDACTED]

Good afternoon Mr. Felber. I was notified that you reached out to our Call Center again this morning to inquire about the Cold Weather Rule payment agreement option. Please see below message where I provided the CWR payment agreement details for your account. You can reply to this email if you plan to take advantage of the option and make the initial payment required.

Thank you!

**Aubrey Krcmar** :: Regulatory Liaison :: T 573.681.7216

**Ameren Missouri** :: 101 Madison St :: Jefferson City, MO 65101

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**From:** Krcmar, Aubrey M <AKrcmar@ameren.com>

**Sent:** Wednesday, November 1, 2023 4:40 PM

**To:** [REDACTED]

**Subject:** Ameren Missouri Account - 2865 Dividend Park Dr

Mr. Felber –

I was notified that you reached out to our Call Center this morning to request to set up a payment arrangement. As you're aware, the Missouri Public Service Commission's Cold Weather Rule (CWR) takes effect November 1 and remains in effect until March 31, 2024. This rule allows for more lenient payment terms permitting reconnection of service for both natural gas and electric customers. Due to the pendency of your formal MPSC complaint (EC-2023-0395) all communication between you and Ameren Missouri should be handled within our Regulatory or Legal departments, so I'm reaching out in response to your call this morning to provide your CWR option.

If you would like to take advantage of the Cold Weather Rule for reconnection in your name at [REDACTED], your account is eligible for a CWR payment agreement as of today, 11/1/23.

The Cold Weather Rule in Chapter 13 of the Commission Rules - 20 CSR 4240-13.055 (10)(C) - states that "for a customer who has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to 80% of the customer's balance, unless the utility and customer agree to a different amount." Your account defaulted on a CWR payment agreement in 2021. Our internal policy for customers who have defaulted on a CWR payment agreement is to accept 50% of the balance instead of 80% - an option for the customer which is more

beneficial than what is required of us to offer.

If you would like to take advantage of this Cold Weather Rule payment agreement option, an initial CASH ONLY (which includes cash, money order, cashier's check or credit card) payment of \$ [REDACTED] would be needed and we would set the balance up in 12 installments of \$ [REDACTED]. Once the initial payment has posted and the agreement is activated, the monthly installment amount would be included in your total amount due each month. Please note, late, partial or missed payments will result in cancellation of the agreement, at which time the entire remaining balance of your CWR agreement would become due immediately.

You can reply to this email if you plan to make the initial payment required to set up a CWR payment agreement. Since your prior account is no longer active, once the payment of \$ [REDACTED] towards account # [REDACTED] would be confirmed, a new account in your name would need to be established and the remaining \$ [REDACTED] balance transferred in once active. The CWR payment agreement on the remaining balance would be established on the new account and that account number would be provided once activated. We would need the telephone number and mailing address that you would want added to the new account.

Thank you!

**Aubrey Krcmar** :: Regulatory Liaison :: T 573.681.7216

**Ameren Missouri** :: 101 [Madison St](#) :: Jefferson City, MO 65101

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