

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

Nancy Hurt,)	
Complainant,)	
)	
v.)	<u>File No. EC-2024-0108</u>
)	
Union Electric Company d/b/a Ameren)	
Missouri,)	
Respondent.)	

STAFF REPORT

COMES NOW, the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and tenders its *Staff Report*, as directed by the Commission’s *Order Granting Motion for Extension of Time to File a Staff Report*, issued on November 9, 2023, as follows:

1. On September 27, 2023, Complainant Nancy Hurt filed a *Complaint* against Union Electric Company d/b/a Ameren Missouri (hereafter “Ameren Missouri”). She filed an Amendment to her Complaint on October 17, 2023.

2. Ms. Hurt alleged that her electric service was disconnected, although she was current on her payments for her electric utility bills, and it is unlawful for Ameren Missouri to charge her a monthly fee to opt-out of replacing her regular meter with the installation of a SMART meter.

3. On September 28, 2023, the Commission issued an *Order Giving Notice of Case Filing, Directing an Answer, A Staff Investigation, and to Cease Disconnection or Restore Service*. In its *Order*, the Commission directed Ameren Missouri to file an answer or request mediation by October 28, 2023, and Staff to investigate the complaint and file a report with the Commission no later than November 13, 2023.

4. Ameren Missouri filed its *Answer and Affirmative Defenses* on October 26, 2023.

5. On November 8, 2023, Staff filed a *Motion for Extension of Time to file Staff Report*. That motion was granted on November 9, 2023, and Staff was ordered to file its Staff Report no later than December 21, 2023.

6. Staff now tenders a report of its investigation, a copy of which is attached hereto and incorporated herein as Attachment A, which is confidential pursuant to 4 CSR 240-2.070(11), and which details Staff's investigation and analysis..

7. Specifically, Staff concludes that Ameren Missouri followed its tariff for disconnection of service as it relates to remote meter reading opt-out. However, Staff concludes that Ameren Missouri has violated 20 CSR 4240-13.035(1)(C)2. D. and E. Therefore, Staff recommends that Ameren revise all its Denial of Service letters to include the statements required in 20 CSR 4240-13.035(1)(C)2.

8. Additionally, clarification in Ameren Missouri's tariff is warranted to define what is meant by standard and non-standard meters. Therefore, Staff recommends the Commission order Ameren Missouri to file to revise its tariff with definitions for standard and non-standard meter types.

9. Staff concludes that the Company violated a Commission rule.

WHEREFORE, Staff prays that the Commission order Ameren Missouri to revise all its Denial of Service letters to include the statements required in 20 CSR 4240-13.035(1)(C)2, order Ameren Missouri to file to revise its tariff with definitions for standard and non-standard meter types, and to grant such other and further relief as the Commission considers just and reasonable in the circumstances.

Respectfully submitted,

/s/ Carolyn H. Kerr

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Missouri Public Service Commission

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 20th day of December, 2023, to all counsel of record.

/s/ Carolyn H. Kerr