

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

Dranel J. Clark and Aquilla Canada,	)	
	)	
Complainants,	)	
	)	
v.	)	<b><u>Case No. EC-2024-0111</u></b>
	)	
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 the undersigned counsel, and for its *Staff Report* respectfully states:

1. On September 28, 2023, Dranel J. Clark and Aquilla Canada (“Complainants”) filed a formal complaint (“Complaint”) against Union Electric Company d/b/a Ameren Missouri (“Respondent”).

2. Complainants allege that Respondent erred in billing Complainants, including billing Complainants more than once per month and not reflecting prior payments as bill credits. Complainants further allege that Respondent put them on a rate plan with peak time charges, though Complainants allegedly never requested to be put on such a rate. In addition, Complainants allege that Respondent is in violation of the Cold Weather Rule.<sup>1</sup> Finally, Complainants allege that Respondent never informed them nor permitted them to sign up for a medical hardship program.

3. Also on September 28, 2023, the Commission issued its *Order Giving Notice of Case Filing, Directing an Answer, and Directing a Staff Investigation*.

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<sup>1</sup> 20 CSR 4240-13.055.

The Commission ordered Respondent to file an Answer to the Complaint no later than October 30, 2023, and directed Staff to conduct an investigation of the Complaint and file a report no later than November 13, 2023.<sup>2</sup>

4. Staff requested additional time to file its report on November 9, 2023. The Commission granted the request on November 13, 2023, ordering Staff to file a report no later than December 20, 2023.

5. Having concluded its investigation, Staff offers its *Staff Report*, which details Staff's investigation and analysis, attached hereto as Appendixes A and B. In summary, Staff has discovered no violations of any applicable statutes, Commission rules, or Commission-approved tariffs by Respondent related to this Complaint.

6. Staff does recommend that Respondent examine its internal call center procedures to develop ways to be more proactive in identifying and guiding elderly/disabled low income customers to register under the Cold Weather Rule.

7. Staff's findings and analysis in the attached Appendixes A and B more fully explains the circumstances that led Staff to its conclusions and recommendations.

**WHEREFORE**, Staff hereby tenders its *Staff Report* for the Commission's information and consideration.

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<sup>2</sup> On October 24, 2023, Respondent filed a *Request for Mediation* that was denied by Complainants on October 25, 2023. Subsequently, the Commission extended the due date for Respondent's Answer to October 31, 2023, and for Staff's report to November 14, 2023.

Respectfully Submitted,

**/s/ Travis J. Pringle**

Travis J. Pringle

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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand delivered, transmitted by facsimile or electronically mailed to all parties and/or counsel of record this 20th day of December, 2023.

**/s/ Travis J. Pringle**