

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

Dranel J. Clark and Aquilla Canada,)	
)	
Complainants,)	
)	
v.)	<u>File No. EC-2024-0111</u>
)	
Union Electric Company d/b/a Ameren)	
Missouri)	
)	
Respondent.)	

STAFF ERRATA SHEET

1. Exhibit 200, Staff Report, Appendix A

Page 1: **Delete** “Based on Staff’s investigation and interpretation of the aforementioned rule Staff has discovered no violations of statutes, Commission rules or regulations, or Commission-approved tariffs by Ameren. However, Staff does....” **and replace with** “Based on Staff’s investigation and interpretation of the aforementioned rule Staff has discovered that Ameren violated the Stipulation and Agreement in EE-2019-0382¹ in which the parties agreed to an “enhanced disconnection notice communications schedule” as part of the agreement for a variance from 20 CSR 4240-13.050(9), 20 CSR 4240-13.055(3)(C) and 20 CSR 4240-13.055(3)(D). Staff also...”

Page 4: **Delete** paragraph 5, **and replace with** “Staff investigated the disconnection made on March 4, 2022. In its investigation it referred to the Company’s tariff and the Stipulation and Agreement in Case No. EE-2019-0382. In the Stipulation and Agreement Ameren received a variance from Commission rules 20 CSR 4240- 13.050(9), 20 CSR 4240-13.055(3)(C) and 20 CSR 4240-13.055(3)(D) while also agreeing to an “enhanced disconnection notice communications schedule”. This schedule requires, for non-medical equipment registry customers, written notice provided via US Mail 10 days prior to disconnection, a text or email alert and two outbound call attempts occurring 2-9 days prior to disconnection and, finally, a third outbound call attempt to occur 24 hours before disconnection.

In response to Staff Data Request 013, Ameren referenced a system error that occurred at the end of February and into March of 2022 which resulted in approximately 1066 accounts not receiving a second telephone call when voicemail was reached on the first call attempt. The complainants in this case were part of the 1066 customers who did not receive a second phone call. The complainants did receive a written disconnection notice generated on February 18,

¹ EE-2019-0382, Unanimous Stipulation and Agreement approved July 29, 2020, p. 4

2022; a telephone call on March 2, 2022 which reached voicemail and a 24 hour telephone call on March 3, 2022 with a delivery status of a live answer. A text or email message was not sent to the complainants as they were not enrolled in Ameren's "Alert Notification" program on the date of this disconnection. When Ms. Canada reached out to Ameren about reconnection, she was offered the opportunity to reinstate the payment plan established in December of 2021 in which she agreed and paid the down-payment to re-establish."

Page 6, **Delete** "Based on Staff's review of information provided by Ameren and Complainants, Staff's investigation did not find any violations by the Company of any applicable statutes, Commission rules or regulations, or Commission-approved tariffs." and **replace with** "Based on Staff's review of information provided by Ameren and Complainants, Staff's investigation found that Ameren violated the Stipulation and Agreement in EE-2019-0382 in which the parties agreed to an "enhanced disconnection notice communications schedule" as part of the agreement for a variance from 20 CSR 4240-13.050(9), 20 CSR 4240-13.055(3)(C) and 20 CSR 4240-13.055(3)(D)."