



EXHIBIT "H"

Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

GLEN KOLKMEYER
Commissioner

KAYLA HAHN
Chair

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JASON R. HOLSMAN
Commissioner

JOHN P. MITCHELL
Commissioner

June 11, 2024

Leslie Fogarty
[REDACTED]

Dear Ms. Fogarty

This letter is a follow up to a conversation we had on June 10, 2024 regarding a complaint you filed with our office on May 10, 2024 against Ameren. In the complaint you stated that your electric meter recorded excessive usage from January through April 2023. You stated you did not make any changes to your appliances or how you use your electricity and requested that we investigate the usage.

After initial review of the complaint matter, I contacted the company to obtain further account information.

As we discussed, a review of Ameren's records and your usage data shows that your usage did significantly increase in the months of January to April 2023 and then declined back to normal usage in the April to May 2023 billing cycle. The records indicate that usage for the January to April timeframe were based on actual reads obtained from the meter. Your meter was tested, per your request, on June 4, 2024 and it passed with 100.12% accuracy and the voltage was good. Because the usage did significantly decrease with milder temperatures you may consider if you were using anything additionally that could have affected your usage in relation to heating the residence. You may also view your usage online in up-to 15 minute intervals as well as prior readings to possibly assist in determining what may be using more or less usage.

Additionally, when we spoke on June 10, 2024 you stated that you were informed by the Ameren technician that you had the wrong meter at your premise. I asked Ameren about this and a meter supervisor advised that you had two (2) 200-amp breaker boxes attached to your service rather than a 320-amp meter. However, the 200-amp meter can handle the load from your service and would not have been related to the higher usage in question but your meter was replaced with the correct size on June 6, 2024.

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.

If you are dissatisfied with the resolution, it is our responsibility to advise you that under Commission rule 20 CSR 4240-13.070 (4), you may file a formal complaint. A formal complaint must be based upon the complainant's belief that a rule, regulation or approved tariff provision has been violated.

For your convenience, please contact us within 31 days from the date of this letter to request a formal complaint packet. A formal complaint must be provided in writing using the Commission's formal complaint form along with your supporting documentation. The formal complaint process is a quasi-judicial process similar to a civil court hearing, whereby all parties are responsible for presenting their facts to the Commission.

Sincerely,

Jordyn
Lead Customer Service Representative
Missouri Public Service Commission