



EXHIBIT "I"

Missouri Public Service Commission

MAIDA J. COLEMAN
Commissioner

KAYLA HAHN
Chair

JASON R. HOLSMAN
Commissioner

GLEN KOLKMEYER
Commissioner

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<http://psc.mo.gov>

JOHN P. MITCHELL
Commissioner

June 11, 2024

Leslie Fogerty

Re: CI202401245

Dear Ms. Fogerty

This letter is in response to our telephone conversation of today and your indication that you would like to file a formal complaint against Ameren.

During the complaint process, you must continue to pay to the utility any charges or fees that are not in dispute. Failure to do so is grounds for your complaint to be dismissed, and your service may also be subject to discontinuance. You should contact the company immediately to determine your ongoing payment obligations to avoid the dismissal of your complaint and the potential discontinuance of your service.

A formal complaint must be filed in written form and addressed to **Secretary of the Missouri Public Service Commission, ATTN: Data Center, P.O. Box 360, Jefferson City MO 65102-0360**. After filing, the Commission will give the company 30 days to either satisfactorily resolve the complaint or respond in writing with the company position. If the complaint is not settled and the company responds denying the allegations, the Commission may order the Staff to conduct an investigation and may schedule a hearing.

The hearing is very similar to a trial in a court of law. At the time of the hearing, state law requires that you present evidence which will substantiate your claim against the company. The company also will be given the opportunity to present evidence

discounting your claims. All parties, including the Commission's Staff, will have the opportunity to cross-examine the other parties' witnesses. Further, any person as defined in 20 CSR 4240-2.010(11), other than an individual must be represented by an attorney.

Please note further filing requirements in the enclosed Chapter 2 - Rules of Practice and Procedure. Please feel free to me at 800-392-4211 should you have any questions on how to fill out the formal complaint form.

Sincerely,

Jordyn

Lead Customer Service Representative
Missouri Public Service Commission

cc: Ameren

Enclosures: Chapter 2 – Rules of Practice and Procedure
Formal Complaint Form



CFL bulbs and last longer too.

all of our lights are
LED!
I have been
for years!



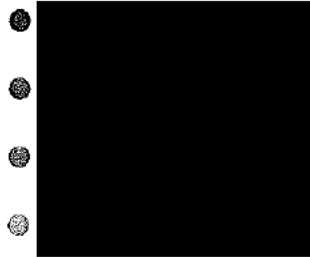
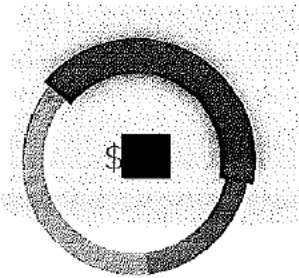
You used 30% more in Lighting in the bill period ending May 30 compared to your typical usage.

Ameren Missouri

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Your Energy Use By Category

May 01, 2024 - May 30, 2024 (LAST PERIOD)



Energy charges don't include taxes, fixed charges, rebates, credits, programs such as Budget Billing, Pure Power, Community Solar, or Payment agreements, and therefore may be different than your total bill amount. To learn more about our Appliance Disaggregation process please visit our FAQ page

Complete your home profile survey for a more accurate usage breakdown

Home
Survey

Your Bill Summary

May 01, 2024 - May 30, 2024 (LAST PERIOD)

AMOUNT

\$ [REDACTED]
1149 kWh

VS. PREVIOUS BILL

\$ [REDACTED]
10% Higher

Projected Bill

May 01, 2024 - July 01, 2024 (CURRENT BILL)

USAGE SO FAR

\$ [REDACTED]

PROJECTED

\$ [REDACTED]

DAYS LEFT IN CYCLE

14 DAYS

Bill History



Your Insights



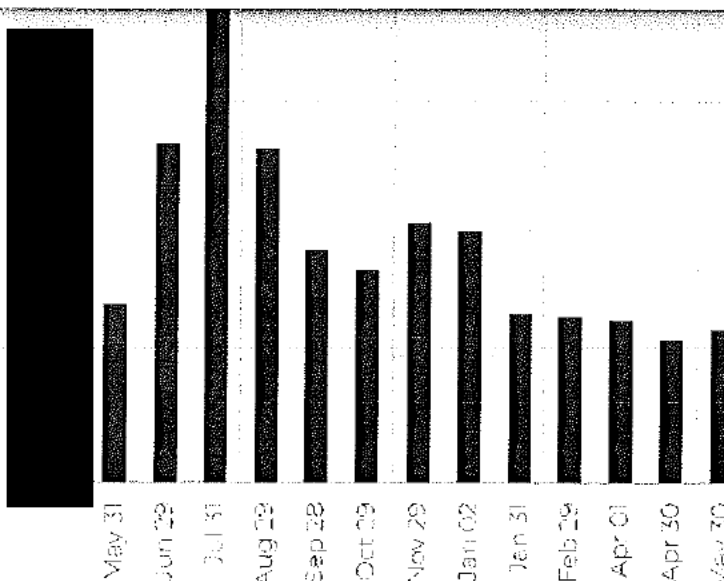
Home

Energy
Insights

My
Recommendations

Survey

FAQs



Sunday, May 19th

Recommendation

June 01, 2024

Adjust your freezer temperature settings

Freezer temperatures between 0°F and 5°F (-18°C and -15°C)

keep your food safely frozen.

Insight

June 01, 2024

Saturdays were your lowest energy consumption days during the bill period ending May 30

READ MORE

Switch to LED lights