

FILED  
September 5, 2024  
Data Center  
Missouri Public  
Service Commission

# Exhibit No. 100

Ameren – Exhibit 100  
“Star Wars” Denial of Service Letter  
File No. EC-2024-0108



February 29, 2024

LUKE SKYWALKER  
1234 TATOOINE DR  
FESTUS MO 63028

**\*\*\*TEST\*\*\***  
12.7

**PLEASE CONTACT US TO AVOID DISCONNECTION**

**Service Address** 1234 TATOOINE DR  
FESTUS MO 63028

**Account Number** 12345-67890

Dear Customer,

We have made multiple attempts to contact you about making sure you stay connected to the electric system by upgrading your electric meter to an advanced meter at  
1234 TATOOINE DR  
FESTUS MO 63028

You have still not allowed Ameren Missouri to access the meter at that address so we can replace it. It is very important that you grant us safe access and choose between upgrading your meter or enrolling in our Non-Standard Metering Service as soon as possible so that we may schedule a date and time that works best for you and for our crews to provide you a new meter and keep you connected to electric service. It's important to understand that your existing meter will soon be outdated and will not work with our updated network.

If you do not want an advanced electric meter installed, you can avoid disconnection by enrolling in our Non-Standard Metering Service, which also requires safe access to your property to change your meter. Enrollment in non-standard metering service requires both access to your property to properly change your meter to a manually read meter and monthly access to the meter located on your property so that manual readings can be obtained by a meter reader.

**If you enroll in our Non-Standard Metering Service, you will see additional charges on your bill: a one-time \$100 non-refundable non-standard meter setup charge, and a \$40 monthly fee for manual meter reading.** These charges have been approved by the Missouri Public Service Commission for Non-Standard Metering service. The monthly manual meter reading charge will only be added to your bill when your meter has been changed.

We want to help you avoid the inconvenience of disconnection, **please contact us at 1.866.665.7873 at your earliest convenience** to provide Ameren Missouri access and either approve the meter upgrade or enroll in our Non-Standard Metering Service .

Please be aware that if Ameren Missouri is not able to resolve this concern to your satisfaction, you do have a right to make a complaint with the Missouri Public Service Commission, 200 Madison Street, PO Box 360, Jefferson City, MO 65102-0360 and 800.392.4211, as they regulate investor-owned utility companies in the state.

**If you do not grant us safe access to either install a non-standard meter or upgrade your meter to a smart meter, your electric service will be subject to disconnection on or after MARCH 11, 2024.**

Si usted no lee en inglés, pídale a alguien que lo hace que le traduzca este aviso; también puede contactar a un asesor de atención al cliente al 1.800.552.7583 y solicitar que un intérprete de español le ayude.

Sincerely,

System Meter Division

Ameren Missouri  
PO Box 790098  
Saint Louis MO 63179-0098

Exhibit 100



March 8, 2024

MARA JADE  
1234 CORUSCANT ST  
ARNOLD MO 63010

**\*\*\*TEST\*\*\***  
12.7

**PLEASE CONTACT US TO AVOID DISCONNECTION**

**Service Address** 1234 CORUSCANT ST  
ARNOLD MO 63010

**Account Number** 98765-43210

Dear Customer,

We have made multiple attempts to contact you about making sure you stay connected to the natural gas system by upgrading your gas communications module to an advanced module at  
1234 CORUSCANT ST  
ARNOLD MO 63010

You have still not allowed Ameren Missouri to access the meter at that address so we can make the upgrades. It is very important that you grant us safe access and choose between upgrading your gas meter communications module or enrolling in our Non-Standard Metering Service as soon as possible so that we may schedule a date and time that works best for you and for our crews to provide you an upgraded gas communications module and keep you connected to gas service. It's important to understand that your existing module will soon be outdated and will not work with our updated network.

If you do not want an upgraded gas communications module, you can avoid disconnection by enrolling in our Non-Standard Metering Service, which also requires safe access to your property to change your gas communications module. Enrollment in non-standard metering service requires both access to your property to change your module to a manually read module, and monthly access to the meter located on your property so that manual readings can be obtained by a meter reader.

**If you enroll in our Non-Standard Metering Service, you will see additional charges on your bill: a one-time \$100 non-refundable non-standard meter setup charge, and a \$40 monthly fee for manual meter reading.** These charges have been approved by the Missouri Public Service Commission for Non-Standard Metering service. The monthly manual meter reading charge will only be added to your bill when the meter has been changed.

We want to help you avoid the inconvenience of disconnection; **please contact us at 1.866.665.7873 at your earliest convenience** to provide Ameren Missouri access and either approve the meter upgrade or enroll in our Non-Standard Metering Service.

Please be aware that if Ameren Missouri is not able to resolve this concern to your satisfaction, you do have a right to make a complaint with the Missouri Public Service Commission, 200 Madison Street, PO Box 360, Jefferson City, MO 65102-0360 and 800.392.4211, as they regulate investor-owned utility companies in the state.

**If you do not grant us safe access to either install a non-standard gas communications module or upgrade your module, your gas service will be subject to disconnection on or after MARCH 18, 2024.**

Si usted no lee en inglés, pídale a alguien que lo hace que le traduzca este aviso; también puede contactar a un asesor de atención al cliente al 1.800.552.7583 y solicitar que un intérprete de español le ayude.

Sincerely,

Ameren Missouri Gas Operations

Ameren Missouri  
PO Box 790098  
Saint Louis MO 63179-0098

Exhibit 100



February 9, 2024

Customer Name  
Address 1  
Address 2

## DENIAL OF SERVICE

Dear Customer,

Thank you for your recent request for service at (address populates here).

At Ameren Missouri, we value our commitment to our customers and the communities we serve. After extensive research of the information you provided to us, we have determined that we are unable to establish new service at the address listed above. The reason for denial is:

Drop Down Choices for Letter:

- A) Failure to pay an undisputed bill and/or abide by a settlement agreement whether in your name or the name of a tenant still residing at the address
- B) Failure to allow access to the meter for inspection, maintenance, replacement, or meter reading of utility equipment
- C) Misrepresentation of Identity
- D) Unauthorized use by you or a person still residing at the address
- E) Failure to post a deposit

If you have any questions or need additional information regarding this matter, please contact a Customer Care Advisor at 1.800.552.7583. If this matter has been resolved, please disregard this letter.

Please be aware that if Ameren Missouri is not able to resolve this concern to your satisfaction, you do have the right to file a complaint with the Missouri Public Service Commission, 200 Madison Street, PO Box 360, Jefferson City MO 65102-0360 and 800.392.4211, as they regulate investor-owned utility companies in the state.

Si usted no lee en inglés, pídale a alguien que lo hace que le traduzca este aviso; también puede contactar a un asesor de atención al cliente al 1.800.552.7583 y solicitar que un intérprete de español le ayude.

Sincerely,

Ameren Missouri Customer Care

Ameren Missouri  
PO Box 66149  
St Louis, MO 63166

Exhibit 100

CC8090