

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

Brett Felber and Lisa Lambert,)	
)	
Complainants,)	
)	
v.)	<u>File No. EC-2024-0372</u>
)	
Union Electric Company, d/b/a)	
Ameren Missouri,)	
)	
Respondent.)	

**ORDER TO CEASE DISCONNECTION OR RESTORE SERVICE FOR
DISPUTED CHARGE AND SETTING PREHEARING CONFERENCE**

Issue Date: September 12, 2024 Effective Date: September 12, 2024

On September 12, 2024, Complainant Brett Felber requested the Commission to order Ameren Missouri to cease disconnection due to a lack of understanding on amounts owed as either \$171.00 or \$449.59. Mr. Felber has also requested that his Complaint be amended to reflect those charges as in dispute. While these bills are in dispute, nonpayment of those delinquent charges do not support discontinuance of service, and the Commission will order Ameren Missouri to cease any disconnection of Complainants' service or, if disconnection has already occurred, to re-connect service pending the Commission's decision on the merits of this complaint and charges in dispute within this complaint. However, Complainants are still responsible for paying amounts not in dispute

for provision of their electric service and may be subject to disconnection for any unpaid charges not in dispute.

The Commission is setting a prehearing conference to address Complainants' request to amend the Complaint. The prehearing conference will be conducted via WebEx for the convenience of the parties.

THE COMMISSION ORDERS THAT:

1. Ameren Missouri is ordered to cease disconnection or, if disconnection has already occurred, to re-connect service as set forth in the body of this order.
2. The parties shall appear at a WebEx prehearing conference on September 17, 2024, at 2:00 p.m. The WebEx meeting number is 2631 469 0781. The telephone number to participate is 1-650-479-3207, and the password to attend is 0372.
3. This order is effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell".

Nancy Dippell
Secretary

Riley G. Fewell, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 12th day of September, 2024.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 12th day of September 2024.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 12, 2024

File/Case No. EC-2024-0372

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.