

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

In the Matter of Union Electric Company)
d/b/a Ameren Missouri’s Tariffs to Adjust) **File No. ER-2024-0319**
its Revenues for Electric Service)

**AMEREN MISSOURI’S REQUEST FOR CLARIFICATION
OF ORDER ON LOCAL PUBLIC HEARINGS**

COMES NOW Union Electric Company d/b/a Ameren Missouri (“Company” or “Ameren Missouri”) and for its request for clarification of the Commission’s *Order Setting Local Public Hearings*, states as follows:

1. On October 9, 2024, the Missouri Public Service Commission issued its *Order Setting Local Public Hearings* ("Order").
2. The Order (paragraph 12) states that "three days before *each* local public hearing, Ameren Missouri is to provide additional notice of the local public hearing via text message or email.
3. Literally applied, the language would require the Company to provide the email or text multiple times, meaning customers would receive seven emails and/or texts from Ameren Missouri within a span of as many days since all of the public hearings are scheduled to occur within a seven-day period.
4. If this interpretation is accurate, Ameren Missouri is concerned that it will frustrate and annoy its customers. Past experience shows that frequent digital communications can spur customers to opt out of emails and/or text messages altogether. Additionally, customers may pay less attention to frequent or repeated emails/texts than customers would pay to one digital message.
5. The Company requests the Commission clarify how many emails/texts they expect Ameren Missouri to provide. The Company suggests that it be required to send one digital

communication to customers who have opted to receive email and/or text communications, and that communication be provided on the Friday prior to the first hearing, meaning the digital message would go out on January 17, 2025 (the first public hearing is scheduled for January 21, 2025).

WHEREFORE, the Company respectfully requests that the Commission issue an order clarifying its *Order Settling Local Public Hearings* as requested above.

Respectfully submitted,

/s/ Wendy K. Tatro

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to counsel of record as reflected on the certified service list maintained by the Commission in its Electronic Filing Information System on this 18th day of October 2024.

/s/ Wendy Tatro