

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

Brett Felber,)	
)	
Complainant,)	
)	<u>File No. EC-2025-0165</u>
v.)	
)	
Union Electric Company d/b/a Ameren)	
Missouri,)	
Respondent.)	

ORDER DIRECTING RESPONSE

Issue Date: February 5, 2025

Effective Date: February 5, 2025

On November 20, 2024, Complainant, Brett Felber, filed a complaint with the Commission against Union Electric Company d/b/a Ameren Missouri. Felber's complaint states that Ameren Missouri entered into a payment agreement on November 1, 2024, whereby Felber agreed to pay \$277.00 with the remaining balance at that time of \$781.10 spread over 12 months with monthly payments of \$66.00 on the past due balance. Felber claims that Ameren Missouri canceled the agreement prior to the required payment date by sending him a disconnection notice directing him to pay the full balance of his account. Felber does not explain why the disconnect notice canceled his obligation to pay \$277.00 by November 20, 2024, nor does the disconnection notice attached to his complaint indicate that it cancels or supersedes his payment agreement.

Ameren Missouri filed an answer to Felber's complaint on December 23, 2024. Ameren Missouri agreed that Felber had entered into an agreement to pay \$277.00 by November 20, 2024. Ameren Missouri agreed that a disconnect notice was sent on November 19, 2024, requesting payment of his balance of \$1,343.10. Ameren Missouri

additionally stated that it spoke with Felber on November 20, 2024, and informed him that if he paid the \$277.00 on November 20, 2024, the payment agreement would be activated, and his disconnection notice would be canceled.

Felber responded to Ameren Missouri's answer but did not address whether Ameren Missouri had explained to him that paying the initial payment would cancel the disconnection notice. Additionally, Felber's November 24, 2024, pleading states: "The customer and utility were not in argument or disagreement about the money."

It appears that the question before the Commission is one of law and not a factual dispute. Commission Rule 20 CSR 4240-2.117 provides that the Commission may on its own motion dispose of a case on the pleadings whenever such disposition is not contrary to law or the public interest. Because, the Commission is considering disposing of this complaint on the pleadings it will give Felber an opportunity to respond and explain what law supports the disconnection notice canceling his obligation to make an initial payment to activate his payment agreement.

Accordingly, the Commission will direct Felber to file a response.

THE COMMISSION ORDERS THAT:

1. No later than February 14, 2025, Felber shall file a response explaining what law supports his position that the disconnection notice canceled his payment agreement.
2. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

John T. Clark, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 5th day of February, 2025.

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 5th day of February 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

February 5, 2025

File/Case No. EC-2025-0165

MO PSC Staff

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

**Office of the Public Counsel
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Brett Felber

Brett Felber
2865 Dividend Park
Florissant, MO 63031
bfelber14@gmail.com

MO PSC Staff

Ron Irving
200 Madison Street
Jefferson City, MO 65101
ron.irving@psc.mo.gov

Union Electric Company

Jennifer Hernandez
1901 Chouteau Avenue
Saint Louis, MO 63103
amerenmoservice@ameren.com

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.