

09/18/2017 10:21 AM

FILED
October 19, 2017
Data Center
Missouri Public
Service Commission

JERRELD FISHER
2519 SAINT LOUIS AVE SAINT LOUIS MO 63106
(314) 459-5417
Account #80081-05170
Premise #800810501

-
2017-06-23

01:25 PM

Complaint - PSC/ICC Formal

FORMAL PSC Complaint - Letter to Mr. Fisher advising \$3816.00 is required for re or can call during cwr period to find out what is needed at that time to set up cwr pag (may offer up to 24 months on cwr pag as originally offered in 2014) Wiring inspection also required.

DEBRA BAILEY

-
2016-10-26

04:07 PM

Delay Record Elimination

No Remarks

DEBRA BAILEY

-
2016-10-26

04:07 PM

Complaint - PSC/ICC Informal

PSC Complaint closed 10/26/16

DEBRA BAILEY

-
2016-10-25

11:47 AM

Customer Maintained/Credit Score

Name from JERRALD FISHER to JERRELD FISHER

DEBRA BAILEY

-
2016-10-25

11:26 AM

Complaint - PSC/ICC Informal

PSC Complaint - Mr. Fisher has been advised to pay \$3,816.00 for reconnection or can call back after November 1st to discuss what would be needed to establish a cold weather rule payment arrangement.

DEBRA BAILEY

-
2016-09-12

10:34 AM

Account Information/Change

2001341372: jerrald fisher fed law suit against ameren bc no electric for 2 yrs to his property - cust had a bill of 4,000.00 - while power was off vandals took electrical wires and pipes - adv cust a subpoena has to be served to ameren advising of the is case

TERRETHA POLLARD

-
2016-09-09

01:38 PM

Account Information/Change

UE Exhibit No. 206
Date 10-12-17 Reporter XF
File No EC-2017-0281

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2001208563: adv Jerrald Fisher if he is filing a lawsuit his attny would need to contact the AUE legal dept. He said he is his own attny. He said claims dept wouldn;t help him. trnf to corp comm. (accidently dropped call)

SUE FAZEKAS

-

2016-09-09

01:10 PM

Miscellaneous

(this call was trans to me in error) spoke to Mr Fisher 314 459 5417 gave # to our claims dept 800 781 2075, he has filed a lawsuit against us for damage to his home from vandals.

LYNDA L CLAY

-

2016-08-02

07:51 PM

Meter Information Maintained

MTR:52680035 : CHANGED HAZARDOUS CONDITION FROM: PER TAMI MAHNESMITH TO: .

KAREN M OWENS

-

2016-07-22

09:25 AM

Leader Comments

I ALSO SPOKE WITH MR F. OFFERED EA BUT HE SAYS IS BEYOND THAT AS HAD VANDALS TAKE ALL WIRING AND COPPER FROM HIS HOME CAUSING HIM TO BE HOMELESS. WFM TO SEND LETR ASKING FOR ALL ACCTS THAT XFD RESULTING IN THIS LARGE BAL

JASMINE J DUEWELL-CHESNEY

-

2016-07-22

09:04 AM

Complete MO Cust Contact Center - Leader Call Back

Called Jerrald Fisher left message gave claims phone number to report claim against Ameren or to call back if there are remaining issued to discuss

RICHARD RENFRO

-

2016-07-19

05:19 PM

Issue MO Cust Contact Center - Leader Call Back

JERRALD FISHER, states has law suit agains Ameren bec of "no access to power". States our fault we let his bill get up to \$4770.05 (w/o acct #80081-05161)...states Coll Agency denied an arrangement & feels we should have made arrangments w/him...now had break ins & plumbing & electrical have been stolen out of home, req Supv to call him at 314-459-5417....

LAURA A POLACH

-

2016-07-19

05:18 PM

Move Denied - Payment Required

3001080760: JERRALD FISHER, states has law suit agains Ameren bec of "no access to power"....expl our fault we let his bill get up to \$4770.05 (w/o acct #80081-05161)...states Coll Agency denied an arrangement & feels we should have made arrangments w/him...now had break ins & plumbing & electrical have been stolen out of home, req Supv.....iss'd c/b

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LAURA A POLACH

-

2016-07-19

02:28 PM

Escalated Call

3001055465: JERRALD FISHER xfer to corp communications // states filed suit in fed courts for failure to provided electric service, states as a result of no power his home has been vandalized and is not not livable

LISA M HUELSMANN

-

2016-07-14

12:43 PM

Billing Inquiry

2001514754: JERRALD FISHER ; gave contact ph# for claims

SHARI L RAGAR

-

2016-06-09

10:40 PM

Delinquent Inquiry

2001454197: JERRALD CALLING ABOUT HOUSE BEING BROKEN INTO DUE TO NO POWER HERE AND HE'S UNABLE TO PAY AMT NEEDED FOR CUT IN-EXPLD TO MR NUMEROUS TIMES HE NEEDS TO SPEAK TO BILLING 7AM-7PM

STEFFANIE H SISSON

-

2016-05-25

04:14 PM

3rd Party Caller Billing/Delinquent

1001573184: ryan howard w/ urban league calling w/ ssn for act #

DIANE Y STEIN

-

2016-05-25

03:29 PM

3rd Party Caller Billing/Delinquent

1001566580: EDWILLA MASSEY** COMMERSON CLAY OFFICE * ADV CST 3816.00 IS DUE TO R.C SERVICES . . NO ARNGMNTS .

DEMETRIA HARMON

-

2016-05-17

11:15 AM

Account Information/Change

3001921417: jerrald fisher acct # inquiry verified 3816.00 for rc will also need wrng insp

LANA M POLK

-

2016-05-16

01:53 PM

3rd Party Caller Billing/Delinquent

3001842149: Ryan Howard w/urbanleague--advsd \$3816.00 for reconnect

SUSAN M TOEBBEN

-

2016-05-16

01:39 PM

09/18/2017 10:21 AM

3rd Party Caller Billing/Delinquent
3001840091: Ryan Howard w/urbanleague-adv acct # and \$3816 for rec//adv inspec needed for
rc

SHANNON ROOKS

-

2016-05-10

04:25 PM

Service Request

3001380623: JERRALD FISHER....CI TO GET PREMISE #

LASABRA COLEMAN

-

2016-05-10

09:01 AM

Escalated Call

3001311179: Jerrald called to get the status of the connect.. adv wiring inspection needed.. Adv
amt needed for r/c \$3,816.00 80%..cus says he is a veteran and we should waive this bill ..transfer
to leader

DONNA MOORE

-

2015-06-16

02:33 PM

Building Info Changed

No Remarks

KAREN M OWENS

-

2015-06-09

05:47 PM

Meter Information Maintained

MTR:52680035 : CHANGED METER STATUS FROM: Cut At Flying Loop TO: Cut At
Weatherhead. CHANGED HAZARDOUS CONDITION FROM: TO: PER TAMI
MAHNESMITH.

KAREN M OWENS

-

2015-05-12

03:14 PM

Void Bill Account Transfer

working aged wfms.....voiding final bill transfer from acct 80081-05161 to acct 80081-05170, no
active accts to transfer the balance to

JANIE S HOVIS

-

2015-03-12

01:33 PM

Complete Treasury Misc Non-Service Billing

debited acct.

CATHY A DANIELS

-

2015-03-12

01:33 PM

Post Misc Debit Credit

Debited \$719.00 per wfm from Gina Winton....cd.

CATHY A DANIELS

09/18/2017 10:21 AM

-

2015-03-12

01:31 PM

Complete Treasury Misc Non-Service Billing
debited acct 233.00 242-006.

CATHY A DANIELS

-

2015-03-12

01:30 PM

Post Misc Debit Credit

Debited \$233.00 refunding t State of MO per wfm from Gina Winton....cd.

CATHY A DANIELS

-

2015-03-11

07:34 AM

E/A Inquiry

i am refunding \$952.00, \$719.00 W/E back to the urban league , and 233.00 mo/ea back to the state. once the money is refunded i will cancell the order it has been more than two months for the wiring ok

GINA WINTON

-

2015-03-11

07:27 AM

Issued Treasury Misc Non-Service Billing

Please issue a one sided debit for \$233.00 payment posted on 2-06-2015 in batch 992. refunding to the State of Missouri . Please apply to account 1-21-242-001-01

GINA WINTON

-

2015-03-11

07:23 AM

Issued Treasury Misc Non-Service Billing

Please issue a onsided debit for 719.00 payment posted 2/27/2015 in batch 990, refunding to The Urban League. Please apply to account 1 21 242 006 01.....Thanks

GINA WINTON

-

2015-03-10

02:14 PM

Transfer Excess Credit to Refund

putting 233.00 credit into excess credit .. EA is handling

CLAUDIA B POUR

-

2015-03-09

08:53 PM

Transfer Excess Credit to Refund

AGED EXCESS CREDIT FOR 233.00 WAS AUTOMATICALLY REFUNDED.

BATCH PROCESS

-

2015-02-27

08:57 AM

E/A Processing Payment

09/18/2017 10:21 AM

urban league of metro st louis chk092921 chkdate 2/5/15 batch990 for \$59,436.92 amt pd for this
cust \$719

LATASHA D RUFFIN

-

2015-02-27

08:43 AM

Suspended Charge

changed pldg amt from \$716 to \$719

GAIL L LEWIS

-

2015-01-22

01:09 PM

Suspended Charge

No Remarks

TINA WOLKEN

-

2015-01-22

01:08 PM

Suspended Charge

montel with urban league. pledging 233 ea and 716.xx we.

TINA WOLKEN

-

2015-01-22

01:08 PM

3rd Party Caller Move In/Move Out

[T:UCID:00001035161421953105/09:19] montel with urban league. pledging 233 ea and 716.xx
we., gave him acct # adn told him to have mr f call us so we can go over pag policy with him and
to let him know he will need an inspeciton

TINA WOLKEN