

## **REPORT OF THE STAFF**

FILED  
October 19, 2017  
Data Center  
Missouri Public  
Service Commission

**TO:** Missouri Public Service Commission Official Case File  
Case No. EC-2017-0281, Jerreld Fisher vs Ameren Missouri

**FROM:** Justin Edwards

**DATE:** July 20, 2017

/s/ Justin Edwards / 07/20/2017  
Consumer Service Department/Date

/s/ Nicole Mers / 07/20/2017  
Staff Counsel's Office/Date

### **INTRODUCTION AND BACKGROUND**

This complaint concerns Complainant Jerreld Fisher's dispute against Ameren Missouri regarding a billing dispute where Mr. Fisher claims Ameren Missouri is denying him service due to his high arrearage billing balance. The debt includes unpaid charges from two prior addresses located at 3712 N Euclid and 5103 Page Boulevard. The unpaid balances owed at both addresses were transferred to Mr. Fisher's last address located at 2519 St. Louis Avenue in St. Louis, Missouri. Mr. Fisher has an unpaid debt from all 3 addresses totaling \$4,770.05. Mr. Fisher claims he did not live at the 3712 N Euclid address and is disputing owing the unpaid balance from that address in this formal complaint.

Ameren Missouri's account records reflect that Mr. Fisher's unpaid balance is in the amount of \$4,770.05. Ameren Missouri final billed the account in the amount of \$4,870.05 on April 28, 2014. The \$4,870.05 balance was charged off and sent to collections on June 11, 2014. A payment of \$50.00 was made on September 23, 2014 lowering the amount owed to \$4,820.04. A payment of \$50.00 was made on November 4, 2014 lowering the balance to what it currently is owed in the amount of \$4,770.04. No payments have been made towards Mr. Fischer's unpaid balance since the November 4, 2014 payment. Mr. Fisher did not dispute owing the \$4,770.04 balance until he filed his informal complaint (C201700779) on October 19, 2016, claiming he did not live at the 3712 N Euclid property during the informal complaint investigation.

By Commission Order issued April 27, 2017, Staff was ordered to investigate this formal complaint and file a report no later than June 27, 2017. On July 21, 2017 Staff requested an extension, and was granted an extension to file its report since Ameren Missouri filed an Amended Answer on June 23, 2017. As discussed below, Staff's investigation of this complaint has not uncovered what it believes to be any violation by Ameren Missouri of any applicable statutes, Commission rules, or Ameren Missouri's Commission-approved tariff.

## **THE INFORMAL COMPLAINT**

### **Informal Complaint C201700779**

Before this formal case, Staff learned of this matter on October 19, 2016, when Mr. Fisher filed an informal complaint (C201700779) against Ameren Missouri. Mr. Fisher requested Staff to investigate his account due to Mr. Fisher disputing his balance owed, because Mr. Fisher claimed he did not live at an address service to which Ameren Missouri is holding him responsible for.

On October 25, 2016, Staff received a response from Ameren Missouri through EFIS as follows:

- The service at 2519 St. Louis Avenue, St. Louis, MO 63106 was placed in the name of Jerreld Fisher effective June 11, 2012. At that time, an unpaid balance of \$2,343.65 transferred from a previous account in his name and social security number at 3712 N Euclid Unit 1, St. Louis, MO 63115 from October 12, 2010 through June 30, 2011. Mr. Fisher received energy assistance pledges totaling \$608.00 (\$308.00 on August 30, 2011 and \$300.00 on October 7, 2011) while 3712 N Euclid was active in his name. The transferred balance included usage from 5103 Page Boulevard, St. Louis, MO 63113 from May 14, 2010 through May 2, 2011. Mr. Fisher received energy assistance pledges totaling \$345.00 (\$75.00 on September 28, 2010 and \$270.00 on March 25, 2011) while 5103 Page was active in his name.
- On April 10, 2014, Mr. Fisher's service was disconnected for non-payment and a final bill was mailed in the amount of \$4,870.05. (Per Ameren Missouri records, every payment made while this account was active was an energy assistance pledge.)
- On April 28, 2014, Mr. Fisher was advised to pay \$3,299.00 for reconnection.
- On June 11, 2014, the final bill balance of \$4,870.05 was charged off and forwarded to a collection agency to attempt to collect.
- On September 23, 2014, Ameren Missouri received a payment of \$50.00 from the collection agency.
- On November 4, 2014, Ameren Missouri received a payment of \$50.00 from the collection agency.
- On January 22, 2015, Ameren Missouri received two pending pledges totaling \$952.00 (\$233.00 and \$719.00 to cover 12% of the balance plus the average bill) and a reconnect order was issued. The agency was advised to have Mr. Fisher contact Ameren Missouri as the reconnect order will be held until Ameren Missouri received a wiring inspection since the service had been off for more than 6 months.

- On March 12, 2015, the pledges totaling \$952.00 were returned to Urban League because the wiring inspection was never received.
- On May 10, 2016, Mr. Fisher was advised to pay \$3,816.00 (80% of the balance) for reconnection. Ameren Missouri also advised Mr. Fisher a wiring inspection would still be required before the reconnection of service could be completed since the service had been off for more than 6 months. Mr. Fisher advised Ameren Missouri that he is a veteran and Ameren Missouri should waive his bill.
- On September 9, 2016, Mr. Fisher called Ameren Missouri letting the Company know he was going to file a lawsuit against them because he has not had electricity for over 2 years and vandals have removed all of his wiring and piping.
- Per Ameren Missouri records, prior to the informal complaint C201700779 Mr. Fisher has never disputed any portion of the amount due and has received multiple pledges on all of the account involved. Mr. Fisher will be required to pay \$3,816.00 (80% of the balance) for reconnection and Ameren Missouri must receive a completed wiring inspection prior to reconnecting the service.

On October 25, 2016, Staff reviewed Ameren Missouri's response and requested Ameren Missouri to provide and verify additional information. Staff asked Ameren Missouri to verify that it has never received a fraud packet from Mr. Fisher for any of his accounts. Staff also asked Ameren Missouri to provide the dates they mailed disconnection notices to Mr. Fisher prior to the April 10, 2014 disconnection of service.

On October 25, 2016, and October 26, 2016, Ameren Missouri provided an updated response to the additional questions as follows:

- Ameren Missouri searched the account records for Mr. Fisher from 2009 to present and could not find any bill dispute from Mr. Fisher for any of his accounts.
- Disconnection notices were mailed to Mr. Fisher on March 25, 2014 and March 27, 2014 requiring Mr. Fisher to pay \$3,299.79 by April 8, 2014 to prevent disconnection.

On October 26, 2016, Staff spoke to Mr. Fisher regarding the details of its informal complaint investigation. Staff advised Mr. Fisher that Ameren Missouri had no record of him disputing any charges on his accounts, including his last open account at the St. Louis Avenue property. Staff advised Mr. Fisher that at the time he started service at the St. Louis Avenue property on June 11, 2012 a balance of \$2,343.65 was transferred to his account. The transferred balance included debt from 3712 N Euclid and 5103 Page Boulevard. See attached Account Statement History (**SCHEDULE1**). Staff also advised Mr. Fisher that Ameren Missouri's records reflected that he received several energy assistance pledges for billings for service provided at both the 3712 N Euclid address and 5103 Page Boulevard address. Staff also discussed Ameren Missouri mailing

disconnection notices to him on March 25, 2014 and March 27, 2014 requiring him to pay \$3,299.79 by April 8, 2014, to prevent disconnection. Due to non-payment Ameren Missouri disconnected the service on April 10, 2014, and mailed a final bill to him in the amount of \$4,870.05 on June 11, 2014.

Mr. Fisher disputed Staff's findings claiming he never lived at the N Euclid address and therefore is disputing the amount Ameren Missouri transferred to his bill for service to that address. Mr. Fisher advised Staff that he was living with a friend during the time Ameren Missouri believes he lived at the N Euclid property. Staff asked Mr. Fisher if he had proof of where he was living during the time the debt was incurred at the N Euclid property. Mr. Fisher advised Staff he did not. Staff advised Mr. Fisher that Ameren Missouri provided information that he lived at the N Euclid address during the disputed period, including energy assistance pledges he received at the address. Mr. Fisher still wanted to dispute the findings. Staff advised Mr. Fisher of the formal complaint process and explained the process to him. Mr. Fisher requested a formal complaint packet. Staff mailed a formal complaint packet to Mr. Fisher as requested on October 26, 2016.

On April 4, 2017, Staff re-opened its informal complaint investigation due to Mr. Fisher calling Staff. Mr. Fisher advised Staff that his lawsuit against Ameren Missouri and the Commission was dismissed on March 23, 2017, and that he was requesting our office to force Ameren Missouri into providing documents he did not get in his lawsuit. Staff asked Mr. Fisher if he was going to file a formal complaint against Ameren Missouri with the Commission, as he indicated he would be on October 26, 2016. Mr. Fisher advised Staff that he was working on filing a formal complaint. Staff advised Mr. Fisher that if he wanted to continue his dispute he would need to file a formal complaint against Ameren Missouri. Staff also advised Mr. Fisher that once he filed his formal complaint case he could file a request to have Ameren Missouri provide the documents he wanted. Mr. Fisher advised Staff that he understood and would be filing a formal complaint against Ameren Missouri.

In reviewing all of the information Staff received from Ameren Missouri in the informal complaint investigation for the complaint number C201700779, Staff concluded that, based on its investigation regarding Mr. Fisher's account, Ameren Missouri was in compliance with the statutes, Commission rules, and Ameren Missouri's Commission-approved tariff.

### **THE FORMAL COMPLAINT**

On April 26, 2017, Mr. Fisher filed this formal complaint with the Commission initiating Case No. EC-2017-0281. In his formal complaint Mr. Fisher continues to dispute his Ameren Missouri account balance and Ameren Missouri denying him service. Mr. Fisher did not file a formal complaint form when he filed his formal complaint. Mr. Fisher sent an email to Curtis Stokes at the PSC titling the subject of the email as Formal Complaint.

Mr. Fisher stated in his complaint:

*Ameren Missouri in violation of PSC document "Denial of Service" published guide lines. Wrongfully terminated my service in 2014 and denial continued until this day.*

Mr. Fisher did not fill out a formal complaint form so he did not fill out the section letting the Commission know what steps he took to present this complaint to Ameren Missouri.

For relief Mr. Fisher's complaint is not clear on what he is requesting, but does mention the following:

*Ameren Missouri to grant him service and a review of his disputed account balance.*

### **STAFF FINDINGS**

Staff completed thorough investigations of both Mr. Fisher's informal complaint and his formal complaint, as described in this report. Staff has reviewed Mr. Fisher's initial allegations and concerns from the informal complaint (C201700779), as well as Ameren Missouri's response to information requested by Staff. Based on all of the information Staff has reviewed during its investigation of this matter, it appears that, as to the allegations Mr. Fisher raises in his formal complaint, Ameren Missouri is in compliance with Commission Rules.

On June 19, 2017, Staff requested additional information from Ameren Missouri regarding the formal complaint case. Staff requested Ameren Missouri to provide Staff with the amount Mr. Fisher must pay to get service turned back on and if a wiring inspection was still required before service could be turned back on at the 2519 St. Louis Avenue property. Staff also requested Ameren Missouri to provide a copy of the denial of service letter sent to Mr. Fisher. Lastly, Staff requested Ameren Missouri to find out if Mr. Fisher requested service after the account final billed and, if so, when did Mr. Fisher request service.

On June 19, 2017, Staff received the requested information from Ameren Missouri regarding the formal complaint case. Ameren Missouri advised Staff that Mr. Fisher must pay 80% of his unpaid balance in the amount of \$4,770.05 in order to get service, and that a wiring inspection would be required if he would like service at the 2519 St. Louis Avenue property. Ameren Missouri also advised Staff that no denial of service letter was sent to Mr. Fisher. Ameren Missouri also advised Staff that Mr. Fisher requested service to be turned back on in November 2014.

Staff contacted Ameren Missouri back regarding the denial of service letter referenced under Commission Rule **4 CSR 240-13.035 Denial of Service (1)**. Ameren Missouri did not believe a denial of service letter was required due to Ameren Missouri stating it was not denying Mr. Fisher service.

Staff reviewed Ameren Missouri's response to the requested denial of service letter with Staff Counsel. On advice from Staff Counsel, Staff requested Ameren Missouri to provide a letter to Mr. Fisher letting him know what is needed for him to get service. On June 23, 2017, Ameren Missouri mailed a letter to Mr. Fisher letting him know what he needed to do in order to get service (**SCHEDULE 2**). Staff was provided a copy of the letter on June 27, 2017.

On June 23, 2017, Ameren Missouri filed an Amended Answer. The Amended Answer fixed some incorrect balances in the original Answer filed in response to the formal complaint. The Amended Answer also included a change in Ameren Missouri's position in paragraph number 4 of its original Answer that it had denied service. It now claims it is not denying Mr. Fisher service. This change is under paragraph number 4 on page 1 of the Amended Answer.

Although Staff has requested it, to date Mr. Fisher has yet to provide Staff with any documentation or proof that contradicts Ameren Missouri's records holding him responsible for the debt. In reviewing the updated information that Ameren Missouri provided Staff, including the letter mailed to Mr. Fisher on June 23, 2017 (**Schedule 2**), it appears Ameren Missouri was in compliance with Commission Rule **4 CSR 240-13.050 (1) (A)** in disconnecting Mr. Fisher's service for non-payment and Commission Rule **4 CSR 240-13.035 (1) (A)** in denying Mr. Fisher service.

## **CONCLUSION**

Based upon Staff's review of Mr. Fisher's informal complaint and the information available to Staff during its investigation of this formal complaint, Staff is unable to conclude that Ameren Missouri has incorrectly charged him. It appears that Ameren Missouri complied with Chapter 13 Rule **4 CSR 240-13.050 (1) (A) Discontinuance of Service** when Mr. Fisher's service was disconnected for non-payment on April 10, 2014. The rule states:

**(1) Service may be discontinued for any of the following reasons:**

**(A) Nonpayment of an undisputed delinquent charge;**

Disconnection notices were mailed to Mr. Fisher on March 25, 2014 and March 27, 2014 requiring Mr. Fisher to pay \$3,299.79 by April 8, 2014 to prevent disconnection. Mr. Fisher did not dispute the balance prior to his service being disconnected on April 10, 2014. Since Ameren Missouri provided Mr. Fisher with the disconnection notices it appears to Staff that Ameren Missouri was in compliance with Commission Rules in disconnecting Mr. Fisher's service for non-payment.

Since Ameren Missouri mailed a letter to Mr. Fisher advising him what he needs to do in order to get service (**SCHEDULE 2**), it appears Ameren Missouri is in compliance with Chapter 13 Rule **4 CSR 240-13.035 Denial of Service (1) (A)**. The rule states:

**(1) When the utility refuses to provide service to an applicant, it shall inform the applicant in writing, and shall maintain a record of the written notice. A utility may refuse to commence service to an applicant for any of the following reasons:**

**(A) Failure to pay a delinquent utility charge for services provided by that utility or by its regulated affiliate that is not subject to dispute under applicable dispute review provisions of 4 CSR 240-13.045. Outside of the Cold Weather Rule period, if the utility asserts that a dispute is frivolous, it may defer commencing service until a decision is rendered under 4 CSR 240-13.045(4).**

As a result of Ameren Missouri providing Mr. Fisher a letter on June 23, 2017, it appears to Staff that Ameren Missouri is in compliance with Commission Rules in denying Mr. Fisher service. In reviewing the case with Staff Counsel, Staff views this case as Ameren Missouri denying Mr. Fisher service.

Staff's investigation has not uncovered any violation by Ameren Missouri of any applicable statutes, Commission rules, or Ameren Missouri Commission-approved tariff provision related to this complaint. However, if a prehearing conference is scheduled for this matter, Mr. Fisher would have the opportunity to present additional information concerning this matter. A prehearing conference might also provide the opportunity for a satisfactory resolution of this matter to be reached.

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

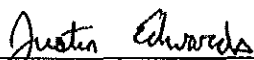
Jerreld Fischer,	)	)	
	)	)	
Complainant,	)	)	
	)	)	
v.	)	)	<b><u>Case No. EC-2017-0281</u></b>
	)	)	
Union Electric Company,	)	)	
d/b/a Ameren Missouri	)	)	
	)	)	
Respondent	)	)	

**AFFIDAVIT**

State of Missouri     )  
                              ) ss.  
County of Cole        )

**COMES NOW** Justin Edwards and on his oath declares that he is of sound mind and lawful age; that he contributed to the attached Report; and that the same is true and correct according to his best knowledge and belief.

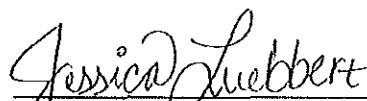
Further the Affiant sayeth not.

  
Justin Edwards

**JURAT**

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 20<sup>th</sup> day of July, 2017.

JESSICA LUEBBERT Notary Public - Notary Seal State of Missouri Commissioned for Cole County My Commission Expires: February 19, 2019 Commission Number: 15633434
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NOTARY PUBLIC



## \*\*\* Account Information \*\*\*

Account Number: 80081-05161  
 Account Status: Written Off  
 Customer Name: JERRALD FISHER

Mail To:  
 JERRALD FISHER  
 SAINT LOUIS MO 63106

Requested By:  
 JERRALD FISHER  
 (314)459-5417 Extension:

## \*\*\* Current Account Status \*\*\*

Credit Amount:	\$0.00	New Charges:	\$0.00
Deposit Requested:	\$0.00	Current Bill:	\$0.00
Deposit On-Hand:	\$0.00	Billed Prior:	\$4770.05
Suspended Charges:	\$	Balance Due:	\$4770.05
Service Address:		2519 SAINT LOUIS AVE	
SAINT LOUIS MO 63106			

Current Rate(s): 1. Rate 1M Res Elect Service - RSC 5.  
 2. 6.  
 3. 7.  
 4. 8.

TRANSACTION DATE	TRANSACTION	BILLING PERIOD	CHARGES/DEBITS	PAYMENT/CREDITS	TOTAL BILL	PREVIOUS BALANCE	DUE DATE	Usage: KWH/THERM/CCF	BILLED KW/DEMAND
09/28/2012	DEPOSIT		\$117.33						
09/28/2012	ELECTRIC SERVICE	08/20/12 TO 09/19/12	\$111.90					908	0
09/28/2012	ELECTRIC SERVICE	07/22/12 TO 08/20/12	\$111.66					906	0
09/28/2012	ELECTRIC SERVICE	06/20/12 TO 07/22/12	\$100.71					810	0
09/28/2012	ELECTRIC SERVICE	06/11/12 TO 06/20/12	\$16.43					122	0
09/28/2012	Transferred From Acct # 1124115152								
09/28/2012	Transfer Debit		\$2343.65						
09/28/2012	Bill Amount - Regular Bill				\$2801.68	\$0.00	10/11/12		
10/19/2012	DEPOSIT		\$117.33						
10/19/2012	ELECTRIC SERVICE	09/19/12 TO 10/18/12	\$161.28					2402	0
10/19/2012	Bill Amount - Regular Bill				\$3080.29	\$2801.68	11/01/12		
10/25/2012	Payment Agreement			\$2594.63					
11/09/2012	Payment			\$251.00					
11/20/2012	Budget Bill Behind \$183.41		\$171.00						
11/20/2012	ELEC. SRVC \$354.41	10/18/12 TO 11/19/12						5881	0
11/20/2012	PAYMENT AGREEMENT		\$216.21						
11/20/2012	Unbilled Pay Agree Amt \$2,378.42								
11/20/2012	Bill Amount - Regular Bill				\$387.21	\$0.00	12/04/12		
12/18/2012	Late Payment Charge		\$2.04						
12/20/2012	Default PAG Reversal			\$2378.42					
12/20/2012	Default PAG Reversal			\$216.21					
12/20/2012	Budget Bill Behind \$427.66		\$171.00						
12/20/2012	Default Unbilled PAG		\$2378.42						
12/20/2012	Debit Default PAG		\$2367.32						
12/20/2012	ELEC. SRVC \$415.25	11/19/12 TO 12/19/12						6977	0
12/20/2012	Bill Amount - Regular Bill				\$2938.67	\$2767.67	01/07/13		
01/21/2013	Late Payment Charge		\$6.52						
01/23/2013	Budget Bill Behind \$924.79		\$171.00						
01/23/2013	ELEC. SRVC \$668.13	12/19/12 TO 01/22/13						10629	0
01/23/2013	Bill Amount - Regular Bill				\$3116.19	\$2945.19	02/05/13		
02/19/2013	Late Payment Charge		\$9.19						
02/21/2013	Budget Bill Behind \$1340.81		\$171.00						
02/21/2013	ELEC. SRVC \$587.02	01/22/13 TO 02/20/13						8571	0
02/21/2013	Bill Amount - Regular Bill				\$3296.38	\$3125.38	03/06/13		
03/19/2013	Payment Agreement			\$2496.38					
03/22/2013	Budget Bill Behind \$1758.40		\$171.00						

CUAR03809/00

Ameren  
Account Activity Statement

Date: 10/25/16

Page: 2 of 3

Account Number: 80081-05161

TRANSACTION DATE	TRANSACTION	BILLING PERIOD	CHARGES/ DEBITS	PAYMENT/ CREDITS	TOTAL BILL	PREVIOUS BALANCE	DUE DATE	Usage: KWH/ THERM/CCF	BILLED KW/DEMAND
03/22/2013	Unbilled Pay Agree Amt \$2,357.38								
03/22/2013	Bill Amount - Regular Bill				\$1110.00	\$800.00	04/05/13		
04/19/2013	Late Payment Charge		\$4.65						
04/23/2013	Default PAG Reversal			\$139.00					
04/23/2013	Default PAG Reversal			\$2357.38					
04/23/2013	Debit Default PAG		\$2496.38						
04/23/2013	Budget Bill Behind \$2051.73		\$171.00						
04/23/2013	Default Unbilled PAG		\$2357.38						
04/23/2013	ELEC. SRVC \$464.33	03/21/13 TO 04/22/13						6685	0
04/23/2013	Bill Amount - Regular Bill				\$3643.03	\$3472.03	05/06/13		
04/25/2013	Payment			\$800.00					
05/20/2013	Late Payment Charge		\$15.75						
05/22/2013	Budget Bill Settlement		\$2307.44						
05/22/2013	ELEC. SRVC \$255.71	04/22/13 TO 05/21/13						3478	0
05/22/2013	Bill Amount - Regular Bill				\$5166.22	\$2858.78	06/05/13		
06/19/2013	Late Payment Charge		\$50.59						
06/25/2013	Payment Agreement			\$3016.81					
06/27/2013	Payment Agreement			\$3016.81					
06/27/2013	Cancel PAG Reversal			\$3016.81					
06/27/2013	Budget Bill Ahead \$-195.62		\$320.00						
06/27/2013	Cancel Unbilled PAG		\$3016.81						
06/27/2013	Debit Cancel PAG		\$3016.81						
06/27/2013	ELEC. SRVC \$124.38	05/21/13 TO 06/25/13						901	0
06/27/2013	ELEC-RECONNECT FEE-CUT OUT NP		\$30.00						
06/27/2013	Bill Amount - Regular Bill				\$2550.00	\$2200.00	07/11/13		
07/12/2013	Payment			\$600.00					
07/12/2013	Payment			\$700.00					
07/23/2013	Budget Bill Ahead \$-397.03		\$320.00						
07/23/2013	ELEC. SRVC \$118.59	06/25/13 TO 07/22/13						856	0
07/23/2013	PAYMENT AGREEMENT		\$252.00						
07/23/2013	Unbilled Pay Agree Amt \$2,764.81								
07/23/2013	Bill Amount - Regular Bill				\$1822.00	\$1250.00	08/05/13		
07/25/2013	Late Payment Charge		\$5.24						
07/26/2013	Payment			\$300.00					
08/19/2013	Late Payment Charge		\$10.13						
08/21/2013	Default PAG Reversal			\$252.00					
08/21/2013	Default PAG Reversal			\$2764.61					
08/21/2013	Budget Bill Settlement			\$253.83					
08/21/2013	Debit Default PAG		\$3016.81						
08/21/2013	Budget Bill Settlement								
08/21/2013	Default Unbilled PAG		\$2764.81						
08/21/2013	ELEC. SRVC \$143.20	07/22/13 TO 08/20/13						1047	0
08/21/2013	Bill Amount - Regular Bill				\$4048.35	\$4048.35	09/04/13		
09/18/2013	Late Payment Charge		\$44.59						
09/20/2013	Payment			\$600.00					
09/20/2013	ELECTRIC SERVICE	08/20/13 TO 09/19/13	\$144.73					1059	0
09/20/2013	Bill Amount - Regular Bill				\$3637.67	\$3492.94	10/03/13		
10/17/2013	Late Payment Charge		\$41.75						
10/21/2013	ELECTRIC SERVICE	09/19/13 TO 10/20/13	\$132.01					1600	0
10/21/2013	Bill Amount - Regular Bill				\$3637.67	\$3492.94	11/01/13		



June 23, 2017

Jerreld Fisher  
2519 Saint Louis Ave  
Saint Louis MO 63106

Dear Mr. Fisher,

The following information is being provided to you pursuant to an agreement between counsel for Ameren Missouri and Chief Staff Counsel for the Missouri Public Service Commission.

In November of 2014, you requested that your residential electric service to 2519 St. Louis Ave., St. Louis Missouri 63106 be reconnected. Ameren Missouri agreed to reconnect your service, provided that a specified portion of your \$4,770.05 outstanding Ameren Missouri account balance was paid. Ameren Missouri issued an order to reconnect your service (a "connect order") and placed the order on hold, pending Ameren Missouri's receipt of the required payment. In January of 2015, due to the length of time your service had been disconnected, and pursuant to the Code of the City of St. Louis, Ameren Missouri also required that you obtain (and pass) a wiring inspection in order for the hold to be lifted and your service to be reconnected. In January of 2015, Ameren Missouri received energy assistance pledges from a community action agency to cover the required payment, and in February of 2015 Ameren Missouri received the pledged funds. However, you did not obtain the wiring inspection, so your electric service could not be reconnected. As a result, in March of 2015 the funds were returned to the community action agency.

The connect order is still in effect and still on hold. The payment required for reconnection is \$3,816.00. Upon receipt of that payment, and upon passing the wiring inspection, Ameren Missouri will lift the hold on the connect order and reconnect your service. You can then contact the Company about entering into a payment arrangement to pay the remainder of your outstanding account balance in installments.

If you contact the Company during the period November 1 through March 31 (the "Cold Weather Rule period") about reconnecting your service, you can ask for a Cold Weather Rule payment agreement. At that time, Ameren Missouri will calculate the required initial payment to be paid to be eligible for reconnection, and the installment payments to pay off the remaining balance (payable in no less than twelve monthly installments), per the requirements of the Missouri Public Service Commission Cold Weather Rule. Often, there is energy assistance available from local community action agencies to assist you with the initial payment. If you and the Company agree, you may be allowed to pay the preexisting arrears over a period longer than twelve months. Note that the wiring inspection will still be required during the Cold Weather Rule period.

Respectfully,

  
Judy Farnam  
Manager Customer Service

Schedule 2