

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

MAY 7 2012

Missouri Public
Service Commission

Name: Craig Mershon
Complainant

vs.

Case No.

Company Name: Ameren Missouri
Respondent

COMPLAINT

Complainant resides at 11923 El Sabado Drive
(address of complainant)

St. Louis, MO 63138

1. Respondent, Ameren Missouri
(company name)

of _____, is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

1. Threatening disconnection notices - feels like Co. is harassing him by sending them. Would prefer past due notices
2. Several yrs ago neighbor was stealing electricity from him \$200-\$300 worth and Co. told him his responsibility.
3. Do not have a formal due process ~~process~~ system set up ~~to address~~ ~~to address~~ ~~to address~~ to address customers concerns.
4. Poor customer service - extremely poor.
5. Co. is monopoly.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

WHEREFORE, Complainant now requests the following relief:

1. Better way of notifying people about past due accts w/o threatening them.
2. Would like that amount credited back. Didn't know was being done til he repeated.
3. Begin giving phone #'s of people you besides CS - like Administration.
4. ~~3.~~ Work on customer service - very poor - extremely poor.

5/7/2012
Date

Signature of Complainant

314-355-0002
Complainant's Phone Number

Complainant's E-mail Address

Attach additional pages, as necessary.
Attach copies of any supporting documentation.