

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

Dora M. Middleton,)	
)	
Complainant,)	
)	
v.)	File No. EC-2018-0076
)	
Union Electric Company, d/b/a)	
Ameren Missouri,)	
)	
Respondent.)	

**ORDER MODIFYING ORDER TO CEASE DISCONNECTION
OR RESTORE SERVICE**

Issue Date: March 21, 2018

Effective Date: March 21, 2018

On September 15, 2017, Dora Middleton (“Complainant”) filed a complaint against Union Electric Company, d/b/a Ameren Missouri (“Ameren Missouri”). The complaint states that the amount at issue is \$388.44. The complaint also states that Complainant received notice from Ameren Missouri that she was scheduled for disconnection on September 21, 2017.

On September 18, 2017, the regulatory law judge issued an order to cease disconnection or restore service stating:

“The complaint alleges that Ameren is discontinuing Ms. Middleton’s service over a \$388.44 charge. . . Ms. Middleton’s complaint puts the \$388.44 charge formally in dispute. Therefore, nonpayment of the delinquent charge does not support discontinuance of service, and the Commission will order Ameren Missouri to cease any disconnection of Ms. Middleton’s service pending the Commission’s decision on the merits of Ms. Middleton’s complaint[.]”

Complainant's complaint states that she moved and stopped service prior to the \$388.44 charge at issue being incurred. At the January 24, 2018, prehearing conference counsel for Ameren Missouri stated that at the time the complaint was filed, Complainant's account was \$593 past due. Ameren Missouri asked that the cease disconnection be limited to only the amount in dispute (\$388.44); Complainant disagreed.

Ameren Missouri was ordered to file a motion regarding the disconnection request by February 2, 2018; the motion was timely filed. Complainant was given until March 5, 2018, to respond to Ameren Missouri's motion; Complainant's response was timely received.

Ameren Missouri's motion asserted that the Commission's order is overly broad in ordering Ameren Missouri to cease disconnection, rather than cease disconnection only in regard to the amount in dispute. Ameren Missouri indicates that the order has unintended collateral consequences. By suspending the past due charges in Ameren Missouri's billing system Complainant is not receiving accurate information regarding past due amounts when she checks her account status. Also, Complainant would not show as eligible for energy assistance funding due to absence of a disconnection notice.

Complainant responded that no amount of the stay should be modified as it is not her bill and she needs a chance to prove that it is not her bill. Complainant goes on to state that the bill amounts do not belong to her.

Commission Rule 4 CSR 240-13.050(1)(A), states that service can be discontinued for, "[n]onpayment of an undisputed delinquent charge." Complainant has

alleged that the amount in dispute was from a prior address, any other delinquent amounts would be from a different address and not the subject of this complaint. Complainant has provided no support for any amount beyond the \$388.44 alleged in her complaint being in dispute, the mere assertion at a prehearing conference that other amounts are in dispute is not sufficient.

The Commission agrees that the *Order to Cease Disconnection or Restore Service* is overly broad as issued. The Commission shall order it modified to apply to only the \$388.44 alleged in her September 15, 2017, complaint.

THE COMMISSION ORDERS THAT:

1. The *Order to Cease Disconnection or Restore Service* is modified; Ameren Missouri shall not disconnect Complainant's service for the \$388.44 delinquent amount disputed in her September 15, 2017, complaint.
2. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

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

Dated at Jefferson City, Missouri,
on this 21st day of March, 2018.

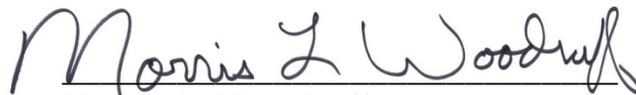
STATE OF MISSOURI

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 21st day of March 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 21, 2018

File/Case No. EC-2018-0076

**Missouri Public Service
Commission**
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
Hampton Williams
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@ded.mo.gov

Dora M. Middleton
Dora M Middleton
1107 Spencer Rd.
St. Peters , MO 63376
doram36@yahoo.com

**Missouri Public Service
Commission**
Marcella Forck
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
marcella.forck@psc.mo.gov

Union Electric Company
Sarah E Giboney
111 South Ninth Street, Suite 200
P.O. Box 918
Columbia, MO 65205-0918
giboney@smithlewis.com

Union Electric Company
Paula Johnson
1901 Chouteau Ave
St Louis, MO 63103
AmerenMOService@ameren.com

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
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.