

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

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

STAFF SUBMISSION ON BEHALF OF COMPLAINANT

COMES NOW the Staff of the Missouri Public Service Commission, and hereby respectfully submits into the case record the attached information emailed to Staff by Ms. Middleton on April 17, 2018, for her response to the Commission's April 9, 2018 order.

WHEREFORE, Staff submits the attachment on behalf of the Complainant.

Respectfully submitted,

/s/ Marcella L Forck
Marcella L. Forck
Associate Staff Counsel
Missouri Bar No. 66098
Attorney for the Staff of the
Missouri Public Service Commission
P.O Box 360
Jefferson City, MO 65102
(573) 751-4140 (Telephone)
(573) 526-6969 (Fax)
Marcella.forck@psc.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been hand-delivered, transmitted by email, or mailed, First Class, postage prepaid, to all counsel of record this 18th day of April, 2018.

/s/ Marcella L. Forck

Forck, Marcella

From: Dora Middleton <doram36@yahoo.com>
Sent: Tuesday, April 17, 2018 8:10 AM
To: Forck, Marcella
Subject: Re: EC-2018-0076 prehearing conference

I would like for you to file this with the judge. The reason why I missed the April 6 th hearing is because I was having problems with my garage I went to let it up and it had totally stop working with my car stuck inside. I tried to open it manually and it almost fell on myself and my two children that was trying to help me open it the door had totally jumped off of the rail. I've tried to get the rental company to fix it and they refused so hud has stepped in do to the fact of discrimination that I've been dealing with regarding renting from this company I wouldn't have missed this meeting on the 6th of April just because because I would've hurt myself to do so. I tried logging in and I logged into someone else's meeting so there's my reason for not making it to the April 6th meeting. I also wanted to add that today to add to my issues I get a wake up call about a death in the family after having one a few weeks ago I am dealing with a lot and and I'm trying my best to make the meetings that you set Ameren isn't being honest they know that I had that service disconnected but they are a big corporation and it's just me I have to deal with what they issue out like most of their customers that's being wronged and because their employees didn't do their job I'm paying for it by being stuck with with a bill that isn't mine I can't force you to understand but it's just so convenient that Ameren doesn't have the recording of me calling in to disconnect my services so because they decided to keep service on at that address I'm being made to have to pay for it even though I wasn't there and have witnesses that was there with me when I called and had all of the services disconnected and also the company sold the property and wasn't communicating with the new staff so everything was working against me and others in that complex and that's not fair to me because I'm paying for Ameren UE mistake of not disconnecting service like I ask them to do. I am trying my best to follow every rule that you've given me but I couldn't control what happened on April 6 and I can't control how you want to rule all I can say is that I'm being honest and Ameren knows that but but again when you have a big corporation and little old me trying to fight them with honesty they will always win due to the fact that they employ their High price attorneys that I can't afford and I think that it's safe to say that I never stood a chance because of the power and money that Ameren has but I was raised to fight back if someone has wronged me but fight back with honesty and still be respectful and without harming anyone verbally or physically and I wish that Ameren employees had the same morals but they don't it's a fact that big companies step on little people like myself and all we can do is try to get people to see the truth and that's all we can do so no it's not my bill I told Ameren to stop the service and they didn't I wasn't living there had been moved out the company changed hands when I left and that's the truth Ameren dropped the ball I didn't and they are making me pay for what they didn't do and that's shut off the electric service like I had requested them to do so. I am not one to give up when I know that I'm being honest and truthful and I'm asking for you to allow me to prove that and not close or dismiss my case against Ameren UE.

Sent from Yahoo Mail for iPhone

On Friday, April 6, 2018, 2:38 PM, Dora Middleton <doram36@yahoo.com> wrote:

Hello I wasn't able to get to the meeting when I logged in it was someone else's meeting I've been having problems with my garage I was trying to get out to come to the meeting and the door was stuck and still is so my car is stuck in the garage I logged into the meeting but it was someone else's meeting. I was wondering what I missed and what I need to do right now?

Sent from Yahoo Mail for iPhone

On Monday, April 2, 2018, 11:30 AM, Forck, Marcella <Marcella.Forck@psc.mo.gov> wrote:

Good morning,

I just wanted to remind everyone of the prehearing conference scheduled for this Friday, April 6, at 11:00 am in the Wainwright State Office Building at 111 N. 7th Street, St. Louis, MO 63101. If anyone wishes to participate by telephone, the call in number is (573) 526-5808 or (866) 630-9351. Additional information can be found in the Commission's *Order Setting Procedural Schedule and Other Procedural Requirements*, filed on February 23, 2018.

Very Respectfully,

Marcie Forck

Associate Staff Counsel

Missouri Public Service Commission

Marcella.forck@psc.mo.gov

573-751-4140

Forck, Marcella

From: Dora Middleton <middletondora42@gmail.com>
Sent: Tuesday, April 17, 2018 8:14 AM
To: Forck, Marcella
Subject: Reply back in 10 days regarding dismissal of Ameren case

I would like for you to file this with the judge. The reason why I missed the April 6 th hearing is because I was having problems with my garage I went to let it up and it had totally stop working with my car stuck inside. I tried to open it manually and it almost fell on myself and my two children that was trying to help me open it the door had totally jumped off of the rail. I've tried to get the rental company to fix it and they refused so hud has stepped in do to the fact of discrimination that I've been dealing with regarding renting from this company I wouldn't have missed this meeting on the 6th of April just because because I would've hurt myself to do so. I tried logging in and I logged into someone else's meeting so there's my reason for not making it to the April 6th meeting. I also wanted to add that today to add to my issues I get a wake up call about a death in the family after having one a few weeks ago I am dealing with a lot and and I'm trying my best to make the meetings that you set Ameren isn't being honest they know that I had that service disconnected but they are a big corporation and it's just me I have to deal with what they issue out like most of their customers that's being wronged and because their employees didn't do their job I'm paying for it by being stuck with with a bill that isn't mine I can't force you to understand but it's just so convenient that Ameren doesn't have the recording of me calling in to disconnect my services so because they decided to keep service on at that address I'm being made to have to pay for it even though I wasn't there and have witnesses that was there with me when I called and had all of the services disconnected and also the company sold the property and wasn't communicating with the new staff so everything was working against me and others in that complex and that's not fair to me because I'm paying for Ameren UE mistake of not disconnecting service like I ask them to do. I am trying my best to follow every rule that you've given me but I couldn't control what happened on April 6 and I can't control how you want to rule all I can say is that I'm being honest and Ameren knows that but but again when you have a big corporation and little old me trying to fight them with honesty they will always win due to the fact that they employ their High price attorneys that I can't afford and I think that it's safe to say that I never stood a chance because of the power and money that Ameren has but I was raised to fight back if someone has wronged me but fight back with honesty and still be respectful and without harming anyone verbally or physically and I wish that Ameren employees had the same morals but they don't it's a fact that big companies step on little people like myself and all we can do is try to get people to see the truth and that's all we can do so no it's not my bill I told Ameren to stop the service and they didn't I wasn't living there had been moved out the company changed hands when I left and that's the truth Ameren dropped the ball I didn't and they are making me pay for what they didn't do and that's shut off the electric service like I had requested them to do so. I am not one to

give up when I know that I'm being honest and truthful and I'm asking for you to allow me to prove that and not close or dismiss my case against Ameren UE.

Forck, Marcella

From: middletondora42@gmail.com
Sent: Tuesday, April 17, 2018 8:16 AM
To: Forck, Marcella
Subject: Dismissal and Ameren UE Dora Middleton

I would like for you to file this with the judge. The reason why I missed the April 6th hearing is because I was having problems with my garage I went to let it up and it had totally stop working with my car stuck inside. I tried to open it manually and it almost fell on myself and my two children that was trying to help me open it the door had totally jumped off of the rail. I've tried to get the rental company to fix it and they refused so hud has stepped in do to the fact of discrimination that I've been dealing with regarding renting from this company I wouldn't have missed this meeting on the 6th of April just because because I would've hurt myself to do so. I tried logging in and I logged into someone else's meeting so there's my reason for not making it to the April 6th meeting. I also wanted to add that today to add to my issues I get a wake up call about a death in the family after having one a few weeks ago I am dealing with a lot and and I'm trying my best to make the meetings that you set Ameren isn't being honest they know that I had that service disconnected but they are a big corporation and it's just me I have to deal with what they issue out like most of their customers that's being wronged and because their employees didn't do their job I'm paying for it by being stuck with with a bill that isn't mine I can't force you to understand but it's just so convenient that Ameren doesn't have the recording of me calling in to disconnect my services so because they decided to keep service on at that address I'm being made to have to pay for it even though I wasn't there and have witnesses that was there with me when I called and had all of the services disconnected and also the company sold the property and wasn't communicating with the new staff so everything was working against me and others in that complex and that's not fair to me because I'm paying for Ameren UE mistake of not disconnecting service like I ask them to do. I am trying my best to follow every rule that you've given me but I couldn't control what happened on April 6 and I can't control how you want to rule all I can say is that I'm being honest and Ameren knows that but but again when you have a big corporation and little old me trying to fight them with honesty they will always win due to the fact that they employ their High price attorneys that I can't afford and I think that it's safe to say that I never stood a chance because of the power and money that Ameren has but I was raised to fight back if someone has wronged me but fight back with honesty and still be respectful and without harming anyone verbally or physically and I wish that Ameren employees had the same morals but they don't it's a fact that big companies step on little people like myself and all we can do is try to get people to see the truth and that's all we can do so no it's not my bill I told Ameren to stop the service and they didn't I wasn't living there had been moved out the company changed hands when I left and that's the truth Ameren dropped the ball I didn't and they are making me pay for what they didn't do and that's shut off the electric service like I had requested them to do so. I am not one to give up when I know that I'm being honest and truthful and I'm asking for you to allow me to prove that and not close or dismiss my case against Ameren UE.

Sent from my iPhone