

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Kelvin Dudley
(Your name here)

Complainant,

v.

Michael L. Moehn

Ameren Missouri
(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address]
(Address of Complainant)
[Redacted City] (City) [Redacted State] (State) [Redacted Zip] (Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

[Redacted Address]
(Address where service is provided, if different from Complainant's address)
[Redacted City] (City) [Redacted State] (State) [Redacted Zip] (Zip Code)

3. Respondent's address is:

1901 Chouteau Ave
(Address of complainant)

St. Louis
(City)

MO.
(State)

63103
(Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ [redacted] plus recurrence every month
(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Stop all funding going to Ameren Missouri until this matter is resolved. I want this presentment settled every month with the proper endorsement and any securities tender to me.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

TITLE 18 sec 1601, The Uniform Value of Coin Acts UCC-3-811, UCC 3-802, UCC 3-603, Interference with Commerce, Violation of Check 21 and the 73rd Congress see I CHS 48, 49 June 5, 1933

8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

<i>tried to settled this matter by discharging this debt with an negotiable instrument. See attached documents</i>

12/08/2023
Date

Kevin Dudley
Signature of Complainant


Complainant's Phone Number

Kevin Dudley
Complainant's Printed Full Name

Alternate Contact Number


Complainant's E-mail Address

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.

September 11, 2023

Kelvin-Dudley: Dudley



VIA CERTIFIED MAIL RETURN RECEIPT 

AMEREN MISSOURI

PO BOX 88068

CHICAGO, IL 60680-1068

Instructions to Tender Payment

Notice to Agent is Notice to Principal

Notice to Principal is Notice to Agent

Silence is Acquiescence, Agreement, and Dishonor

NOTICE: This document is not intended to threaten, harass, hinder, or obstruct any lawful operations. It is for the sole purpose of obtaining lawful and legal remedy as is provided by law and tendered with honorable intent.

RE: ACCOUNT NUMBER: [REDACTED]

To whom it may concern:

Enclosed is **payment method sent (i.e.: Money On Account Order number 10001)** made out to **AMEREN MISSOURI** to discharge the above referenced account for full settlement and closure.

The attached Negotiable Instrument was presented under the authority of House Joint Resolution 192, Public Law 73-10, UCC 3-104©, Spencer v. Sterling Bank, 63 Cal Ap. 4th 1055 (1998), Guaranty Trust Co. of NY v. Henwood et al, 307 U.S. 247 (FN3), the within Negotiable Instruments, Vol. III (including 2006 Supplement) on the Undersigned's UCC Contract Trust Account. "The entire taxing and monetary systems are hereby placed under the U.C.C." (Uniform Commercial Code) - The Federal Tax Lien Act of 1966.

Please send receipt for discharge to the address above in care of my Notary public/attesting witness within 3 days of deposit.

As everyone should know, lawful money was removed from our economy by congress in 1933 by **HJR 192 (House Joint Resolution)** and replaced with negotiable instruments. These negotiable instruments are considered as legal tender on the same par and category as Federal Reserve notes. They represent a mortgage on all the homes and personal property of all the American people. This mortgage was placed without proper legal authorization by congress and the Supreme Court required that a remedy had to be given to the American people who were principals and sureties for the national debt. This remedy is to discharge debt for the people who demanded it. **We the People were made private bankers according to the law with the authority to issue notes to discharge lawful debts.** This must remain in effect until lawful money and the property is returned to. We the People without any encumbrances.

HJR 192: "Now, therefore be it. Resolved by the Senate and House of Representatives of the united States of America in Congress assembled. That (a) every provision contained in or made with respect to any obligation which purports to give the oblige a right to require payment in gold or a **particular** kind of coin or currency, or in an amount in money of the United States measured thereby, is **declared to be against public policy;** and no such provision shall be contained in or made with respect to any obligation hereafter incurred. Every obligation,

heretofore or hereafter incurred, whether or not any such provision is contained therein or made with respect thereto, shall be discharged upon payment, dollar for dollar, in any coin or currency which at the time of payment is **legal tender** for public and private debts."

LEGAL TENDER DEFINED

Legal tender under the Uniform Commercial Code (U.C.C.), Section 1-201(24) (Official Comment); "the referenced Official Comment notes that the definition of money is not limited to legal tender under the U.C.C.

The test adopted is that of sanction of government, whether by authorization before issue or adoption afterward, which recognizes the circulating medium as a part of the official currency of that government. The narrow view that money is limited to legal tender is rejected."

In light of the holding of Guaranty Trust Company vs. Henwood. 307 U.S. 247 (1939), a Federal US court of appeals ruled on Title 31 USC 5118. As of October 27th, 1977, legal tender for all discharge of debt is no longer required. That is because legal tender is not in circulation at par with promises to pay credit. Requirement of repayment of debt is against Public Policy, since legal tender was not in circulation]

they cannot demand payment in any particular] form of coin or currency or legal tender and repayment [or payment] need only be made in equivalent kind; A negotiable instrument.

HJR 192, Public Law 73-10 and Title 31 USC 5118 prohibits Banks/creditors from demanding any specific specie of payment. All Banks must process lawful United States currency. Failure to do so is "interference with commerce", a felony under the RICO ACT, 18 USC 1951. If you believe you have a lawful reason to "Dishonor" this negotiable instrument you must return it to the Agent above with lawful reasons) fully stated and cited, sworn under your unlimited liability. Failure to provide lawful reason(s), or to misdirect this instrument, is grounds for a complaint to the FTC under the FDCPA (Fair Debt Collection Practices Act), 15 USC 1692a. It is your duty to honor this instrument for payment, to know, abide by and operate under the law. 18 USC 8 **applies.** Commercial instruments are legal tender for the payment of debt in accordance with 31 USC 5118 and other statutes/code. Failure to process and credit the intended account will result in a request of the Postal inspector's office [to investigate and audit the account balance

sheet? Optional] and file IRS Form 3949A information referral to the CID (Criminal Investigation Division) of the IRS.

The UCC (Uniform Commercial Code) defines a negotiable instrument as an unconditional writing that promises or orders the payment of a fixed amount of money. To be considered negotiable an instrument must meet the requirements stated in Article 3. U.C.C - ARTICLE 3 - NEGOTIABLE INSTRUMENTS § 3-104. NEGOTIABLE INSTRUMENT. (a) "negotiable instrument" means an unconditional promise or order to pay a fixed amount of money.

Failure to accept this Note for deposit and discharge of this debt is lawfully considered theft, fraud, conspiracy, collusion, racketeering, and denial of due process. I believe there is no evidence to the contrary. Otherwise, provide lawful proof of claim by presenting to me lawful document/s that show that you have the lawful authority to dishonor my Note. Failure to provide lawfully documented evidence that is certified lawful, true, and correct by notarized affidavit that is signed under penalties of the law including perjury will be default. Failure to honor this legal tender requires you to; surrender all public hazard bonds, corporate bonds, blanket bonds, insurance policies, CAFR funds, 401-K(s), 801k(s), retirement funds, personal wealth and properties, or any other source of revenue as needed to cure your dishonor in commerce and submit to the authorities for criminal prosecution.

"Checks, drafts, money orders, and bank notes are not lawful money of the United States". State v. Neilon 73, Pac. 3211, 43 Ore. 168

A national bank cannot lend its credit to another by becoming surety, endorser, or guarantor for him, such an act being ultra vires " Merchants Bank v. Baird 160 F. 642

September 11, 2023

Date

Kelvin Dewan: Dudley

Kelvin-Dewan: Dudley

Authorized Representative

2014U.C.C. §1-201(35)

All Rights Reserved

Void where prohibited by law, Public Policy, or statute

My Note No. 10001 Presented in a Secured Transferrable Negotiable instrument meeting all requirements of U.C.C. Article 3, as a Money Order named an MOA {Money On Account Order), This Note, credit agreements, bills of exchange and checks are defined as legal tender, or money, by the statutes such as 12 USC 1813{1)(1), UCC §1-201(24), §3-104, §8-102(9), §9-102(9), (11), (12) b, (49), 964)

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached and not the truthfulness, accuracy, or validity of that document.

Using a notary on this document does not constitute any adhesion, nor does it altar my status in any manner. The purpose of a notary is verification and identification only and not for entrance into any foreign jurisdiction.

NOTARY PUBLICS JURAT

BEFORE ME, the undersigned authority, a Notary Public of the County of

St. Louis . Republic of Missouri, this 11 day
of September in the year of our Lord two thousand twenty-three A.D.,
Kelvin-Dewan: Dudley mailer/server did appear and was identified to me, the undersigned Notary Public, and who upon first being duly sworn and/or affirmed, deposes and says that the foregoing asseveration is true, correct, and certain to the best of his first-hand knowledge and belief.

WITNESS my hand and Seal:

/s/ Karen C. Felton

Seal:



Notary Public

My Commission Expires

March 13, 2027 A.D.

Public Corporate Transaction

MONEY ON ACCOUNT ORDER
A NEGOTIABLE INSTRUMENT
AT PAR

Serial No. [REDACTED]

DATE 09/10/2023

Pay to the order of **AMEREN MISSOURI**

(Payee) \$ [REDACTED]

[REDACTED] DOLLARS

(Drawee) St. Louis Federal Reserve Bank

KELVIN DEWAN DUDLEY

Charged/Drawn on Account # [REDACTED]

Passed Through EIN Account [REDACTED]

KELVIN DEWAN DUDLEY ESTATE TRUST^{©®TM}

Memo Account: [REDACTED]

(Drawer) Kelvin-Dewan: Dudley
Authorized Signatory

Done in Good Faith

VOID WHERE PROHIBITED BY LAW

[REDACTED]

Kelvin-Dewan: Dudley

Sum Certain \$ [REDACTED]

Kelvin-Dewan: Dudley

[REDACTED]

AMEREN MISSOURI

AMEREN MISSOURI

St Louis Federal Reserve Bank
Broadway and Locust, 1
Federal Reserve Bank Plaza
St Louis, Missouri 63102

Reference: [REDACTED]

Kelvin-Dewan: Dudley

[REDACTED]



- Pay by phone: 1.866.268.3729
- Pay by mail: PO Box 88068, Chicago, IL 60680-1068
- Pay online or manage your account: AmerenMissouri.com
- Customer Service: 1.800.552.7583

FOCUSED ENERGY. For Life.

Account Number [REDACTED]
 Customer Name **KELVIN DUDLEY**
 Service Address [REDACTED]

AMOUNT DUE \$ [REDACTED]
Due Date **09/22/2023**

Current Detail for Statement 08/31/2023

Total Electric Charges \$ [REDACTED]
 Additional Charges (» see details pages) \$ [REDACTED]
 Prior Balance \$ [REDACTED]

Total Amount Due \$ [REDACTED]

Amount After Due Date \$ [REDACTED]
 Previous Statement \$ [REDACTED]
 Total Payments \$ [REDACTED]

Full Payment Not Received



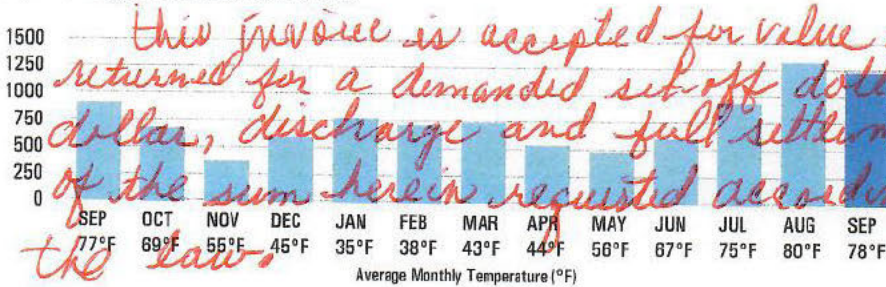
Stay informed about your energy usage anytime. Go to **AmerenMissouri.com** and create an account. It's simple and free!

Your account has a past due amount of \$ [REDACTED] and may be subject to disconnection. Please pay the amount required to avoid interruption of service.

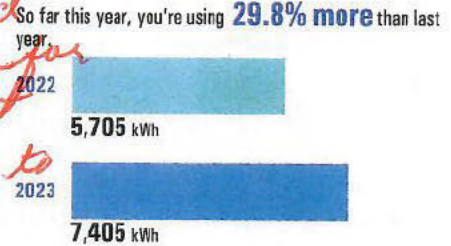
Due date applies to current charges only.

Electric Usage History

Electric Usage in Kilowatt Hours (kWh)



Electric Usage Summary (kWh)



65854 13073 02330 2233827 004659 009317 0001/0002



» See next page for service details.

Keep this portion for your records.

Page 1 of 4



Check if you have address changes on back.

Please return this portion with your payment.

Amount Due	Due Date
\$ [REDACTED]	September 22, 2023
Delinquent Amount After Due Date	Account Number
\$ [REDACTED]	[REDACTED]

Amount Enclosed \$ _____



>002330 2233827 0001 092139 10Z
 02330 1 AV 0.498 5-D 63113
 KELVIN DUDLEY



AMEREN MISSOURI
 PO BOX 88068
 CHICAGO IL 60680-1068

40633000 0019181351008 000000201910 000000562300

U.S. Postal Service
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

Chicago, IL 60680

OFFICIAL USE

Certified Mail Fee	\$4.35
Admin. Services & Fees (check box, add fee as appropriate)	\$3.55
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00

0204
16

Postmark
Here

Postage \$1.58

09/12/2003

Total Postage and Fees \$3.16

Address Missouri

Gen'l. No. DL30X 88068

Box and Apt. No., or PO Box No.

Chicago, IL 60680-1068

City, State, ZIP+4®

7022 1670 0002 0215 5738

in - Devon: Dudley



Ameren Missouri
PO BOX 88068
CHICAGO, IL 60680-1068

Registered Mail Number: [REDACTED]

Kelvin-Dewan: Dudley for
KELVIN DEWAN DUDLEY, Estate

[REDACTED]

Principal

ATT’N: C.F.O. Michael L. Moehn for
AMEREN MISSOURI
1901 Chouteau Ave.
ST. LOUIS, MO 63103
Respondent

November 30, 2023

RE: CONDITIONAL ACCEPTANCE FOR VALUE FOR PROOF OF CLAIM UPON CORPORATION’S CONTRACT, FOR DETERMINATION OF ‘MEETING OF THE MINDS’, ‘FRAUD ON THE CONTRACT’, AND/OR AN ‘UNCONSCIONABLE CONTRACT’ AND/OR AGREEMENT FOR COMMERCIAL DISCHARGE, Account # 1918135108

Dear Michael L. Moehn C.F.O.:

I am in receipt of and conditionally accept for value (honor) your statement for September 15, 2023, dated Approx. DATE Presentment Sent to your Company. A copy of the letters/documents is enclosed.

It has come to my attention that, as applied to the above matter, there may not have been a true, qualified **‘meeting of the minds’**- that there may be fraud or misrepresentation on the contract, and/or the contract itself may be an unconscionable contract, or other controversies may exist within this contract/transaction.

As I want to resolve this matter as soon as possible, I am initiating this private, administrative remedy to determine such matters, and I agree to continue making payments predicated upon your **‘proof of claim’**.

The necessary **‘Proofs of Claim’** are set out below, to wit:

1. **PROOF OF CLAIM** that Respondent gave **FULL DISCLOSURE** to all matters dealing with said contract as to the U.S. bankruptcy, form of payment, what was loaned, etc.;
2. **PROOF OF CLAIM** that the agent sending the Undersigned a **DEMAND FOR PAYMENT OF DEBT** letter via U.S. Mail does not constitute a mailing of a fraudulent claim and/or committing mail fraud (U.S.C. Title 13, Sect. 1331);
3. **PROOF OF CLAIM** that Respondent, as an **‘artificial entity / creature’** created under the laws of the STATE OF MISSOURI and doing business in the STATE OF MISSOURI, by and through its officers, board of directors, employees, and agents are not

MISSOURI, by and through its officers, board of directors, employees, and agents are not bound to support Article I, Section X, of the U.S. Constitution that, as a 'state-created entity', reads, "No State shall... make any Thing but gold and silver Coin as Legal Tender in Payment of Debts", and that any such thing in lieu of gold and silver coin exists as legal tender in payment of debts;

4. **PROOF OF CLAIM** that of the value (substance) demanded in the DEMAND FOR PAYMENT OF DEBT is in the nature of a Valuable Consideration called 'money' and is in compliance with Title 31 UNITED STATES CODE § 371 and 12 UNITED STATES CODE § 152;
5. **PROOF OF CLAIM** that Respondent inquired or knew that the Undersigned had, or has access to, 'lawful money of account' to 'pay' the contract debt(s) at law without becoming a tort fear.
6. **PROOF OF CLAIM** that the Undersigned had/has access to 'money' that constitutes 'lawful consideration';
7. **PROOF OF CLAIM** that the use of a (Federal Reserve) 'Note' or instruments certifying conveyance of Federal Reserve Notes is not only a promise to pay. See *Fidelity Savings v. Grimes*, 131 P2d 894;
8. **PROOF OF CLAIM** that Legal Tender (Federal Reserve Notes), or instruments certifying conveyance of Federal Reserve Notes, are good and lawful money of the United States. See *Rains V. State*, 226 S.W. 189;
9. **PROOF OF CLAIM** that Federal Reserve Notes or instruments certifying conveyance of Federal Reserve Notes are not valueless. See I.R.S. Codes Section 1.1001-1 (4657) C.C.H. (Note: Federal Reserve Bank says "**Federal Reserve Notes... have no value.**");
10. **PROOF OF CLAIM** that Federal Reserve Notes or instruments certifying conveyance of Federal Reserve Notes do operate as payment in the absence of an agreement that they shall constitute payment. See *Blackshear Mfg. Co. v. Harrell*, 12 S.E. 2d 766;
11. **PROOF OF CLAIM** that the Undersigned had a 'meeting of the minds' with Respondent pursuant to the contract / agreement with respect to full disclosure and that said contract contained or contains no elements of fraud by Respondent;
12. **PROOF OF CLAIM** that Respondent did not make their contract/agreement beyond the scope of its corporate powers, and the contract is not unlawful and void. For reference, see *McCormick v. Market Natl. Bank*, 165 U.S. 538);
13. **PROOF OF CLAIM** that the Negotiable Instrument Law was not designed to cover commercial paper which **IS** the currency. La. Stat. Ann. -R.S., 71 et. seq. LSA-C.C., Art. 2139 (refer to the **Affidavit of Walker Todd**);
14. **PROOF OF CLAIM** that Respondent did not loan their 'credit' and that the Undersigned is not only obligated to pay back in something other than 'like kind', i.e., debt instruments;
15. **PROOF OF CLAIM** that the U.S. bankruptcy did not impair the obligations and considerations of contracts through the "Joint Resolution to Suspend the Gold Standard and Abrogate the Gold Clause" of June 5, 1933 as it may operate within the STATE OF MISSOURI;
16. **PROOF OF CLAIM** that the STATE OF STATE did not adopt, in some capacity, the Uniform Commercial Code and that all transactions included but not limited to courts are governed under the U.C.C. and/or the Negotiable Instrument Law as designed to cover

commercial paper which is currency. La. Stat. Ann. -R.S., 71 et. seq. LSA-C.C., Art. 2139;

17. **PROOF OF CLAIM** that under the Negotiable Instrument Law, 'commercial Paper' not limited to Bills of Exchange are not 'money' (currency) in respect to the National Emergency and the Uniform Commercial Code and are not to be accepted to discharge debt;
18. **PROOF OF CLAIM** that the Undersigned cannot accept for value any public or private presentment, invoice, Bill, etc. for fine, fee, tax, debt, or judgment and discharge the same with a Bill of exchange or other commercial paper as necessary to carry on commerce;
19. **PROOF OF CLAIM** that Respondent, by and through its employees, knew or did not know that this transaction was beyond the scope of its Charter and that Respondent did not intend to bind the Undersigned to an unconscionable contract;
20. **PROOF OF CLAIM** that Respondent, by and through its employees and agents, did not commit fraud on the contract in respect to the account / contract referenced above in any capacity;
21. **PROOF OF CLAIM** that your **DEMAND FOR PAYMENT OF DEBT** letter does not, therefore, constitute an attempt by Respondent at unjust enrichment;
22. **PROOF OF CLAIM** that the commercial instrument or Bill of Exchange tendered was not refused and returned within three days pursuant to *Niggard v. Continental Resources, Inc.* (598 N.W. 2d 851 (1991), 39 U.C.C. 2d 851) "The court held that, under 2-511 (2), tender of payment is sufficient when it is made by means current in the ordinary course of business, unless the seller demands payment in legal tender. Here, Nygaard spoke to Continental several times after receipt of the sight draft and never requested payment in legal tender. Payment to extend the lease was due by January 4, 1988, and the rejection of the sight draft did not occur until January 8, 1998. Nygaard rejection was, thus, untimely and tender of sight draft was sufficient to extend the lease." (emphasis added); and
23. **PROOF OF CLAIM** that the Undersigned, as the authorized representative of the Debtor, does not have the standing or capacity to accept for value the offer / contract / presentment and discharge the same via Bill of Exchange or other appropriate commercial paper for discharge via the remedy provided by Congress, HJR-192 of June 5, 1933 and under Article 3 of the Uniform Commercial Code.

General acquiescence or non-response by Respondent to provide the above '**Proofs of Claim**' will constitute agreement and formal acceptance. Respondent will have, by your non-response, failed to state a claim upon which relief can be granted. Otherwise, it shall operate as general acquiescence relative to this presentment. Respondent will have admitted there is no valid Claim of Action arising via contract and/or compelling the Undersigned into an unconscionable contract and that there was no meeting of the minds in respect to the alleged contract.

You will have formally accepted each and every fact herein as they operate in favor of the Undersigned due to your silence, and estoppel is in effect.

You admit to your non-response to bring forth **'Proof of Claim'** in support of a **'clean hands doctrine'**, **'full disclosure'**, **'good faith dealing'** pursuant to the **FAIR DEBT COLLECTIONS PRACTICES ACT** as it may apply to your presentment in regards to this transaction / contract as referenced above.

Therein, presumption will be taken in regards to your refusal, failure, default, and dishonor, admission, and confession of injury and damage and failure to state a claim by you, Respondent. This **'Conditional Acceptance'** becomes the security agreement under commercial law, or in the alternative, you agree and stipulate that the Undersigned can only discharge the demand payment letter / Bill / presentment / etc. with a Bill of Exchange or other appropriate commercial paper and that Respondent will accept said instrument as tendered to discharge the debt under necessity.

If the previous 'instrument' (Money On the Account Order) was tendered and not accepted, you agree that the matter / account / debt is discharged as an operation of law in tender of payment and/or bankruptcy.


Due to the time-sensitive nature of this private matter, under necessity, you are to respond with **'Proof of Claim'** within ten (10) days, plus three (3) days grace granted by return service by certified priority return mail to Principal's address and to the Third Party's address below.

Should you fail or refuse by non-response to provide **'Proof of Claim'** within the time frame specified in this private matter, general acquiescence and acceptance will be taken on your part as formally exercised and performed pursuant to your silence and dishonor.

This agreement shall have the effect of an instrument under seal.

Sincerely,

Without Prejudice
Authorized Representative, Attorney-in-Fact


Kelvin-Dewan: Dudley – Secured Party Creditor
For KELVIN DEWAN DUDLEY©, ENS LEGIS

Third Party's Address:

Notary Mailer Karen C Felton


NOTICE

Using a notary on this document does not constitute any adhesion, nor does it alter my status in any manner. The purpose for notarization is verification and identification only and not for entrance into any foreign jurisdiction.

ACKNOWLEDGEMENT

Saint louis County)
) ss.
Missouri State)

As a Notary Public for said County and State, I do hereby certify that on this 30th day of November, 2023, that Kelvin Dewan Dudley, the above-mentioned, appeared before me and executed the foregoing. Witness my hand and seal:

Karen C. Felton
NOTARY PUBLIC

My Commission Expires: March 13, 2027

Notary Signature: Karen C. Felton



August 14, 2023

Kelvin Dudley

Dear Kelvin Dudley,

We are in receipt of your recent letter regarding payments and the conditions of terms of service with AT&T. Thank you for the opportunity to respond.

We respectfully dispute all your claims and decline all demands. A customer's relationship with AT&T is governed by the AT&T Consumer Service Agreement. You can find the agreement here. <https://www.att.com/legal/terms.consumerServiceAgreement.html>

If you are attempting to cancel your account, you can find the process under section 1.5 Termination or Suspension of AT&T Services.

Sincerely,

AT&T Services, Inc.



MAIDA J. COLEMAN
Commissioner

KAYLA HAHN
Commissioner

Missouri Public Service Commission

SCOTT T. RUPP
Chairman

POST OFFICE BOX 360
JEFFERSON CITY, MISSOURI 65102
573-751-3234
573-751-1847 (Fax Number)
<http://psc.mo.gov>

JASON R. HOLSMAN
Commissioner

GLEN KOLKMEYER
Commissioner

November 29, 2023

Kelvin Dudley
[REDACTED]

Dear Mr. Dudley:

This letter is a follow up to the complaint you filed November 9, 2023 against Ameren Missouri (Ameren). In your complaint, you indicated Ameren was going to disconnect your services today. You need to pay them \$ [REDACTED] in order to keep your connection. You would like to try to arrange for things to be taken care of. You are unable to pay online or in any other way. Your account has been locked. On September 12, 2023, you submitted a money order for \$ [REDACTED] with the confirmation number [REDACTED]. Not only are they unable to accept the payment, but they also refuse to return it.

After my initial review of your complaint matter, I contacted the company to obtain additional information. I tried to contact you via telephone on November 28, 2023 at 8:07 a.m., to discuss the information obtained in response to your informal complaint, but have been unable to reach you. Since my attempts have been unsuccessful, following are the details of our investigation.

Ameren advised your disconnection order was voided on November 13, 2023 automatically by their system since it had not been completed. You have had two payments return. The account is cash only. You are eligible for a cold weather rule payment agreement in the amount of \$ [REDACTED] down with the remaining balance in 12 installments of \$ [REDACTED]. The next bill will cycle around December 1, 2023. You would

need to contact customer service at 800.552.7583 to set up the payment agreement. They are not able to return the check to you since it has been shredded.

I have reviewed the information provided by both Ameren and yourself and found that it appears Ameren has acted in accordance with both the rules and regulations of the Commission and Ameren's filed and approved tariff. This concludes our investigation of your informal complaint. Receipt of this letter serves as your notice of closure into this matter.

I hope that I have been able to address your concerns. Thank you for contacting our office regarding this matter. If I can assist you further in any way, please do not hesitate to contact me at 1-800-392-4211.

Sincerely,

Charm

Lead Customer Service Representative
Missouri Public Service Commission

Enclosures: Chapter 13, Account Summary