

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

FILED  
January 25, 2024  
Data Center  
Missouri Public  
Service Commission

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

Dranel Clark and Aquilla Canada \_\_\_\_\_ )  
 (Your name here) \_\_\_\_\_ )  
 Complainant, \_\_\_\_\_ )  
 v. \_\_\_\_\_ )  
 \_\_\_\_\_ )  
 Ameren Missouri \_\_\_\_\_ )  
 (Utility's name here) \_\_\_\_\_ )  
 Respondent, \_\_\_\_\_ )

File No.

(PSC fills this in)

**FORMAL COMPLAINT**

1. Complainant resides at:

9240 waldorf Dr.

\_\_\_\_\_  
(Address of complainant)

St. Louis

Missouri

63137

\_\_\_\_\_  
(City) (State) (Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

\_\_\_\_\_  
(Address where service is provided, if different from Complainant's address)

\_\_\_\_\_  
(City) (State) (Zip Code)

3. Respondent's address is:

Ameren Missouri P. O. Box 88068

(Address of complainant)

Chicago

Illinois

60680

(City)

(State)

(Zip Code)

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

5. The amount at issue is: \$ 311.49

(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.)

<p>I am seeking a fair and through investigation into the billing amount and meter reading for service provided at our current place of residence and business. 9240 Waldorf Drive St. Louis, MO 63137. Bill prices do not accumulate to the service provided. We have requested (Around the Clock billing. Rather than peak time rates, which we previously paid in full at our last residence. The evidence provided to the informal investigators, was overlooked. Evidence provided from myself and a third party company. Prior investigation at the informal level upon submission. Admitted to missing information pointed out by our review of billing statement. Please review our evidence thoroughly. Furthermore, we are disabled and require electric services for C-Pap and blind services are necessary.</p>

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.)

<p>Chapter 536  536.010 Affected small minority business home based business. will cause direct and significant economic burden.  Also (G) a specification of the prices to be charged for goods and services sold by an agency as distinguished from a license fee or other fees.  As of November 1st through March 31st. Without missing a payment and some months making more than one payment. Ameren would be violating the Missouri Commission Cold Weather Rule. We have been put into a position where this can effect our quality of life as a Missouri resident and U.S. citizen. (Regulation set forth since 1977)</p>

