Attach extra pages as necessary.

Dranel Clark and Aquilla Canada

(Your name here)

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

	Complainant,	)	
	V.	) ) File No. )	
Ameren Missouri (Utility's name here)	Respondent,	) ) ) )	(PSC fills this in)
	FORMA	L COMPLAIN	Г
1. Complair 9240 waldorf Dr (Address of complainant)	nant resides at:		
St. Louis	Missouri	6	3137
(City)	(State)		(Zip Code)
a. Co	y service complained of wa omplainant's address listed different address:		
(Address where service is pr	ovided, if different from Complainant's ac	ddress)	
(City)	(State)		(Zip Code)

3.	Res	pond	ent'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: \$\frac{\$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.)

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 peek 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.

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.)

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)

As the complainant we have contacted the	utility company on several occasions. Inquiring
	Furthermore, we have been paying all requested ed third party verification. Due to payments since
January 2023 being made through United	
conformation and receipt form. In fact w	ve have paid the requested amount making more
	asions. The credit amounts show on billing
	than credits on bills. Upon inquiry we have been onto coralate with activity statement. Which we
have received 3 different versions of.	In regard to questions of billing statements. We
have not been able to just if i audio recording of these conversations w	hetion bying steps to bye senting managementer we have with their knowledge and consent. In regard to
	s. At which point we were left with only one
nroposed to us was to seek a pledge from	cond informal complaint. The only resolution om a community resource, or agency. We are not
Spekase describe indealing and steps you have sired by aken never missed a payment. We were insuited	requesting an explanation of charges. We have by the implication. Email harrassment, and peek
time package pricing had also been appli	ed to our account without an option being given.
	r,or properly investigated. At the informal level.  2d by the Ameren corporation for service, Which
	ssed information. To the investigators, more than
	scriminated against. By being coined as hostile
	oly want a reasonable resolution to resolve all
complaints we have presented to the PSC. Thank you in advance for your assistance	e in resolving these issues with Ameren.
,	
J <b>@9</b> / <b>29</b> / <b>2029</b> Jan-24-2024	Prand Llats
Date	Signature of Complainant
(314)435-3522	Dranel Clark and Aquilla Canada
Complainant's Phone Number	Complainant's Printed Full Name
(314)679-0824	
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.