

**FILED**

AUG 2 2024

**FORMAL COMPLAINT FORM**

Attach extra pages as necessary.

Missouri Public  
Service Commission

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

Nicholas Losciuto,

Complainant,

v.

(File No. - PSC fills this in)

Ameren Missouri,

Respondent,

**FORMAL COMPLAINT**

1. Complainant resides at:

Nicholas Losciuto  
Best Pawsible Daycare LLC



2. The utility service complained of was received at:


a. Complainant's address listed in paragraph 1.


b. A different address:

N/A

3. Respondent's address is:

Ameren Missouri  
PO Box 790098 St. Louis, MO 63179-0098

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.
5. The amount at issue is: \$ 
6. Complainant now requests the following relief:

I request the Commission to prohibit Ameren Missouri from collecting a security deposit of \$  from my business, Best Pawsible Daycare LLC, as it is unjust and

unconscionable given my 7 year history paying them within 30 days of the due date and the current economic burdens on small businesses.

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

According to the deposit FAQs listed on Ameren Missouri's website, none of the reasons for requesting a deposit pertain to my business.

<https://www.ameren.com/missouri/account/start-stop-move/deposit-faqs>

- You do not provide your social security number
- Your credit score reflects a poor history of utility payment
- You have not had Ameren service for five years and your credit score does not meet the standard
- You have an account that has been placed with one of our collection agencies
- You have a bankruptcy that has been discharged

This request for a security deposit is therefore unjustified and places an undue financial burden on my business.

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

I have contacted Ameren Missouri to dispute the security deposit request, providing evidence of my consistent payment history and arguing that their request does not comply with the reasons outlined in their deposit policy. Despite this, Ameren Missouri has insisted on the deposit.

Date & Signature of Complainant 07/19/2024



Complainant's Phone Number Complainant's Printed Full Name

Nichols Losciuto

Alternate Contact Number Complainant's E-mail Address

Please review the filled-out form, and if everything is correct, sign it and attach any supporting documentation before submitting it to the Missouri Public Service Commission.



July 8, 2024



>000972 2290709 0001 092139 10Z 00000972 61A9 0547  
BEST PAWSIBLE DAYCARE LLC

### DEPOSIT REQUIRED NOTICE

Service Address

Account Number

Total Deposit Amount

Number of Installments

Installment Amount

A deposit is required to secure your account due to one or more of the following conditions: new service, disconnection of service, meter tampering, payment history, or due to a bankruptcy filing. This deposit amount is based on the record of service used at this location.

Your first deposit installment will appear on your next regular monthly bill, and payment will be due by the due date shown on the bill. Any remaining deposit installments will be billed similarly each month. Utility service may be disconnected for nonpayment of a deposit installment.

This deposit, plus interest, will be refunded after the deposit has been paid in full for 36 months if:

- You have paid your monthly bills satisfactorily within the last 36 months.
- Your services have not been discontinued due to nonpayment.
- Your wires, pipes, meters or other services have not been tampered with.
- You have no past-due bills.

Interest will be paid based on the rate established by the Missouri Public Service Commission. Interest will be credited to your account annually. If you close your account, the deposit, plus interest, will be applied toward your final bill. Any remaining deposit money will be refunded to you automatically.

If you have any questions, you may call Customer Service during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 1.800.552.7583. For customers using Relay Missouri, dial 711.

Ameren Missouri  
PO Box 780098  
Saint Louis MO 63178-0098

DC1130