

Ticket: #76540449  
From: pscinfo@psc.mo.gov (Missouri Public Service Commission)  
Date: 9/4/2024 9:25:10 AM  
Category: Cases / Case - Filing Assistance  
Priority: Normal  
Status: In progress  
First Name: Aquilla  
Last Name: Canada  
Case Number: EC-2024-0111  
E-mail: [REDACTED]

## FW: Additional information for Request for Rehearing from the Complainants case number 2024-0111

This was received via the pscinfo general email regarding Formal complaint 2024-111.

**From:** Aquilla Canada <aquillacanada43@gmail.com>  
**Sent:** Tuesday, September 3, 2024 4:54 PM  
**To:** Missouri Public Service Commission <pscinfo@psc.mo.gov>; Pringle, Travis <Travis.Pringle@psc.mo.gov>; Hernandez, Jennifer L <jhernandez2@ameren.com>; Fewell, Riley <Riley.Fewell@psc.mo.gov>; Hahn, Kayla <Kayla.Hahn@psc.mo.gov>  
**Subject:** Additional information for Request for Rehearing from the Complainants case number 2024-0111

Additional information for our current request for Motion for Rehearing. Comes now. SEPTEMBER 3RD, 2024.

The reason for an additional request is in regards to the awarded credited amount from the Respondent, Ameren Missouri. In the amount of \$5.21, as so ordered by the Commission.

This amount of credit is insulting and unjust to the violation discovered. Resulting in mathematically incorrect amounts due. Over the last two years. As a direct result of the found violation. We paid not only a reconnection amount. Also and not limited to the required amount to be paid for that reconnection of service. From that cycle and so on.

We feel the billing amount and/or credited amount. Is unjustified. Furthermore, after numerous request for an Ameren Missouri technician. To come out and verify the meter in the current address. Located on [REDACTED] To match what the system dictates to be correct. Has not been done to date. As mentioned in the currently new Informal Complaint. And past inquiries on several different records.

This request for Rehearing did not initially include this information. Due to a lack of knowledge on our part. That this amount could in fact be challenged. Therefore, we are making the adjustment to our initial request for Rehearing at this time. To include this request as well. As the for mentioned request for Rehearing made August 8th, 2024. Within the allotted time frame of doing so. Which requires us to repond before the 6th of September, 2024. We would also appreciate the record to also state. That the current credited amount by the Commission. Has already been used on the account without our knowledge or authorization. As it has previously been done. Disregarding our request to only use any credited amounts or over payment on the account credit. To be used at our desertion. Which has been noted on our account. For more than a years time. However, Ameren Missouri has once again violated and disregarded this notation to our account.

In doing so the Missouri Public Service Commission Order, DOES NOT GO INTO EFFECT UNTIL SEPTEMBER 7TH OF 2024.

Which ballently means a obvious fact. Of disregard to dates and ordinances. Have also been violated. Before the effect date.

This is grossly irreverent to ourselves and the Commission itself.

After all, as stated within the Motion. This does not go into effect until September 7th. Yet it was used and applied to the payment due for the month of August. Without knowledge, consent, or authority to do so.

This is a result of the same disregard to disabled class Missouri state residents accounts. Pointed out during the Evidentiary hearing. At which time, a comment was made by the testimony on behalf of Ameren Missouri. In which the billing and payment type code was simply unknown. The code was referred to a payment code used for persons paying at corner stores. Which we have NEVER USED.

The payment code, referred to account holders paying through the insurance Medicare allowance. Which became in effect, January of 2023. As a means of acceptable payment means used to pay our utilities.

We demand the ignorance stop immediately. We ask for a granted Rehearing decision from the Commission, whom we have shown the upmost respect.

Please enter this immediately into the efics system.

We are submitting this Request:

September 3rd, 2024

4:47pm

Aquilla Canada and Dranel Clark  
Complainants 2024-0111



