

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

Dominic Mikel, )  
Complainant )  
v. )  
Union Electric Company d/b/a Ameren )  
Missouri, )  
Respondent. )

**File No. EC-2025-0139**

**STAFF REPORT**

**COMES NOW**, the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, and for its *Staff Report*, states as follows:

1. On October 16, 2024, Pursuant to Commission Rule 20 CSR 4240-2.070, Dominic Mikel (“Complainant”) filed a formal complaint with the Missouri Public Service Commission against Union Electric Company d/b/a Ameren Missouri (“Ameren”) with an amount in dispute of less than \$3,000.

2. On November 18, 2024, Ameren requested mediation in this matter and, on the same day, the Commission ordered the Complainant to respond to the request. Additionally, the Commission ordered all actions in the case to cease and all deadlines to be tolled until further order of the Commission.

3. On November 26, 2024, after no response from the Complainant, the Commission issued an *Order Lifting Tolling of Time Limitations and Deadlines* (“Order”). In its *Order*, the Commission directed Ameren to file an answer to the complaint by December 2, 2024, which Ameren did file. The Commission further ordered Staff to investigate and file a report by December 16, 2024.

4. Staff requested and the Commission ordered an extension to await responses, review the information provided and determine the full content of Staff’s report. The Commission ordered Staff to file its report by January 23, 2025.

5. As mentioned in more detail in Staff's memorandum, attached and incorporated herein as Appendix A, Staff has conducted a thorough investigation of Mr. Mikel's formal complaint. The investigation included: contact with Mr. Mikel, submission of two rounds of Data Requests ("DRs") to Ameren, and review of the DR responses from Ameren. Staff reviewed account notes, recorded phone calls, billing statements, payments, and correspondence between Ameren and Mr. Mikel.

6. Having concluded its investigation, Staff is of the opinion the Complainant does not identify any violation by Ameren of applicable Commission orders, rules, regulations, Ameren's approved tariffs or statutes under the Commission's jurisdiction.

**WHEREFORE**, Staff respectfully files this Staff Report for the Commission's information and consideration.

Respectfully submitted,

**/s/ Tracy D. Johnson**

Tracy D. Johnson

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**CERTIFICATE OF SERVICE**

I do hereby certify that a true and correct copy of the foregoing document has been hand-delivered, emailed or mailed, postage prepaid, to the parties of record as listed in the Service List maintained for this case by the Commission's Data Center, on this 23<sup>rd</sup> day of January, 2025.

**/s/ Tracy D. Johnson**