

FILED

APR 22 2025

FORMAL COMPLAINT FORM

Missouri Public
Service Commission

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Leah Gay Goessling
(Your name here)

Complainant,

v.

Ameren Missouri

(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

(Address of complainant)

(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)

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3. Respondent's address is:

1901 Chouteau Ave

(Address of complainant)

St Louis MO 63103-3003

(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: \$

(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.)

See attached
Reimburse me for the cost
of repairs I was required to
have from the electrical
surging.

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.)

See attached

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6. Requested Relief

Roth Heating and Cooling Inv 23869 9/23/2024 \$ [REDACTED] For Repairs to damaged Air Conditioning Unit

IAL LLC Electrician Inv 1415 11/11/2024 \$ [REDACTED] Repairs to chandelier due to power surges, Ameren replacing Service conductors, and adding equipment to correct and prevent the damages created by the Ameren Service surging.

7. Violated Commission regulation

General Rules and regulations Item J: Continuity of Service states: " Company will make all reasonable efforts to provide the service requested on an adequate and continuous basis, but will not be liable for service interruptions, deficiencies or imperfections which result from conditions which are beyond the reasonable control of the company."

FAILED to meet "Reasonable efforts" - the first technician's failure to follow through with checking the service line to the home and subsequent lack of sending out a technician for almost two months.

The company had plenty of control to correct this action. The damage to my home, electrical items, along with the negative effects for the months this issue went unresolved for my own health and well being, along with the fire risk created by the damaged wire. I am lucky to have been home, in the room with the chandelier and able to act quickly when my chandelier caught fire, or this could have been a very different outcome.

8. December 2024 A claim filed directly with Ameren - that was denied

Jan 30, 2025 A claim filed with BBB

Review Emails with communications with BBB

Feb 14, 2025 Missouri Public Service Commission review

Timeline of events involving Ameren

August 2024 called ameren because I was feeling electrical surges. I am sensitive to the electrical currents around me. Towards the end of the month the lights started to flicker any time things turned on with a draw. Ameren sent out a technician who claimed there were no issues found. At this time they did not take the time to check the lines running from the pole on the street to the house, they simply checked the transformer out on the street.

September 2024 the lights continued to flicker and increased in occurrence as time went. The whole house would flicker when the air conditioning unit would turn on, eventually blowing out the start capacitor costing \$237.60 on 9/23/24. The lights on the same circuit would surge when things such as simple printers would be used as well.

September 26, 2024 Called Ameren again, speaking with Jessica, stating the issues again with the electrical surges with in the house, that I can feel and hear the buzzing sounds, and requesting them to check on the problem once again. Ameren did not follow up or take any action on this request.

October 15, 2024 I once again called Ameren and spoke with crystal, once again explaining that the power continues to surge, I can see, hear, and feel the fluctuations. Frustrated with the lack of response and priority of what is obviously a significant problem with the electrical service from Ameren.

October 18, 2024 Ameren finally sent out a technician that thoroughly checked the lines. Discovering a grounding line was damaged and frayed. The line was indeed a service line from Ameren and was replaced along with the other lines that were also had frayed damaged. This action resolved all of the surging that I experienced throughout my home.

October 29, 2024 My chandelier caught fire. The electrician who came out on October 31, 2024 to repair the damage and evaluate issues in the home stated, the fire started due to fused wires from the electrical surging over the previous months, the electrician further repaired and installed equipment to prevent continual issues from Ameren's failures to act. (see the 11/11/2024 invoice)

The concerns are,

1. Is there any other damage throughout the home from Ameren's service surging over an extended period of time.

When I called in August of 2024, the issues had just started and the eventual problems the surging creating could have been prevented. The mental stress and strain could have been prevented as I continually had lights surging, I could hear the changes in the currents, and feel the changes as well.

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Ameren's technician that came out originally failed to act with due diligence and investigate the complaint thoroughly, Checking the transformer out at the main line and failing to check the service lines, of less than 50' to the home, or following through with the complaint to witness the problems was the first failure of action on Ameren's end. This could have prevented the damage and stress.

After several calls to report continual problems, Ameren finally followed through on October 18, 2024. This was unfortunately too late and has already caused the p[roblems in the home.

I Tried to resolve the issues with Ameren personally through their company filing a claim.

Their response came from a third party and stated that indeed the failure was Ameren's equipment, but failure happens from time to time.

This may be true but the liability lies with Ameren due to their lack of follow through by their technician and their lack of actions with continual complaints.

23869

REMARKS

IAI, LLC

8651 Hwy N, Ste 100-107
Lake Saint Louis, MO 63143
(314) 267-6434

Invoice#
1415

Customer:
Gay Goessling

Contact / Project Manager:

Date:
11/11/16

Project Address:

Permitting Municipality:
n/a

PO:
n/a

Description	Cost
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Repair chandelier	\$ [REDACTED]
Add GFCI protected receptacles in grow room	\$ [REDACTED]
Add whole house surge protector, no open spaces in panel, rewire and relocate circuits as necessary, correct improperly sized breakers	\$ [REDACTED]

Materials

10/29 Metro Electric
10/31 Metro Electric
10/31 Lowe's
11/4 Home Depot

\$ [REDACTED]
\$ [REDACTED]
\$ [REDACTED]
\$ [REDACTED]

Notes:

Total:

\$ [REDACTED]

Chandelier socket burned due to voltage surge. Ameren replaced service conductors.

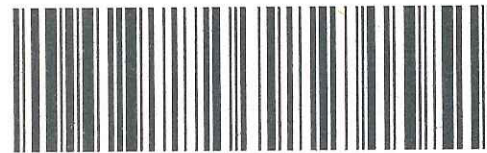
Labor warranty, lifetime

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CERTIFIED MAIL®



Ms Leah Gay Goessling



9589 0710 5270 2444 4146 79

Retail



RDC 99



65102

U.S. POSTAGE P
FCM LG ENV
PACIFIC, MO 630
APR 19, 2025

\$10.72

R2305K142926-2

**RETURN RECEIPT
REQUESTED**

Missouri Public Service Commission
ATTN Data Center
PO Box 360
Jefferson City MO 65102-0360

RECEIVED

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MAIL ROOM