

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Brett Felber,)	
)	
Complainant,)	
)	<u>Case No. EC-2026-0004</u>
v.)	
)	
Union Electric Company d/b/a Ameren)	
Missouri,)	
Respondent.)	

ORDER DIRECTING COMPLAINANT CLARIFY COMPLAINT

Issue Date: July 1, 2025

Effective Date: July 1, 2025

On July 1, 2025, Brett Felber filed a complaint against Union Electric Company d/b/a Ameren Missouri. Felber's complaint states that Ameren Missouri illegally shut off service even though multiple payments had been made. Felber's complaint states that Ameren Missouri has received all payments and that his electric service should be restored.

Felber is familiar with practice before the Commission. Facially, his complaint meets the minimal requirements of Section 386.390, RSMo, for filing a complaint. However, Felber does not state with particularity what Commission rule, utility tariff, or Commission order was violated.

Commission Rule 20 CSR 4240-13.050, Discontinuance of Service, provides that service may be disconnected for nonpayment of a delinquent charge. Felber has not provided sufficient information for the Commission to determine whether Ameren Missouri disconnected his service over this disputed amount, because Felber has not provided any information about his service disconnection beyond alleging that his service was disconnected. Felber has also not provided sufficient information to determine that

Ameren Missouri timely received payment of the disputed amount prior to disconnection. There are no dates or a timeline included in Felber's complaint other than the attachments showing a return payment made on June 5, 2025, and what appears to be a receipt for a payment of \$5.00 on July 1, 2025, the date this complaint was filed.

The Commission will direct Mr. Felber to file a pleading explaining what rule, tariff, or order was violated and how Ameren Missouri's actions violate that rule, tariff, or order. Prior to issuing notice of the complaint or directing Ameren Missouri to restore Felber's electric service, the Commission will also direct Felber to provide sufficient information for the Commission to determine that his service was wrongfully disconnected.

THE COMMISSION ORDERS THAT:

1. No later than July 7, 2025, Felber shall provide the information clarifying his complaint as discussed in the body of this order to the Commission's Data Center for filing in this case. Felber may provide the filing via email to dcsupport@psc.mo.gov; by U.S. mail to Missouri Public Service Commission, P.O. Box 360, Jefferson City, MO 65102; or delivered to Missouri Public Service Commission, 200 Madison Street, Jefferson City, MO 65101.
2. This order is effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

John T. Clark, Senior Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

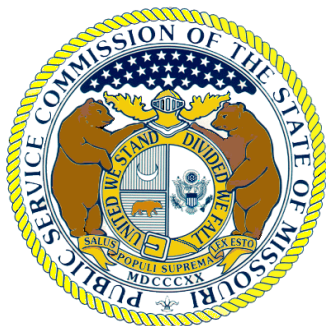
Dated at Jefferson City, Missouri,
on this 1st day of July, 2025.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 1st day of July 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

July 1, 2025

File/Case No. EC-2026-0004

MO PSC Staff

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Brett Felber

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Union Electric Company

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.