

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Timothy Boyle, )  
Complainant, )  
v. ) **Case No. EC-2026-0095**  
Union Electric Company d/b/a, )  
Ameren Missouri, )  
Respondent. )

## **STAFF REPORT**

**COMES NOW**, the Staff of the Missouri Public Service Commission ("Staff"), by and through counsel, and tenders its *Staff Report*, as directed by the Commission's *Order Giving Notice of Case Filing, Directing Answer, and Directing Staff Investigation*, issued on October 3, 2025, as follows:

1. On October 2, 2025, Complainant Timothy Boyle filed a *Complaint* against Union Electric Company d/b/a Ameren Missouri (hereafter “Ameren Missouri” or “the Company”).

2. Mr. Boyle alleged that he experienced power fluctuations at his home on September 13, 2024, that were ultimately attributed to a broken neutral cable utilized in the electric service received from Ameren Missouri at his residence which caused an outage and subsequent material damage to personal equipment within the home.

3. On October 3, 2025, the Commission issued an *Order Giving Notice of Case Filing, Directing Answer, and Directing Staff Investigation* (“Order”). In its *Order*, the Commission directed Ameren Missouri to file an answer no later than

November 3, 2025, and Staff file a report and recommendations with the Commission no later than November 17, 2025.

4. Ameren Missouri filed its *Answer and Affirmative Defenses* on November 3, 2025.

5. Staff now tenders a report of its investigation, a copy of which is attached hereto and incorporated herein as Attachment A.

6. Specifically, Staff cannot definitively conclude that Ameren Missouri violated any statutes, regulations, commission orders, or tariffs, and therefore recommends this matter be set for a hearing for a determination of such issues.

**WHEREFORE**, Staff prays that the Commission enter an order in accordance with the recommendation of Staff, specifically, setting the matter of whether Ameren Missouri violated any statutes, regulations, orders, or tariffs for an evidentiary hearing, and to grant such other and further relief as the Commission considers just and reasonable under the circumstances.

Respectfully submitted,

**/s/ Carolyn H. Kerr**  
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Attorney for Staff of the  
Missouri Public Service Commission

**CERTIFICATE OF SERVICE**

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 17th day of November, 2025, to all counsel of record.

/s/ Carolyn H. Kerr