

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Aquilla Canada and Dranel Clark

(Your name here) _____, _____)

Complainant, _____)

v. _____)

File No. _____)

Ameren Missouri _____, _____)

(Utility's name here) _____, _____)

Respondent, _____)

(PSC fills this in)

FORMAL COMPLAINT

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) _____

3. Respondent's address is:
1 Ameren Plaza 1901 Chouteau Avenue

(Address of complainant)

Saint Louis Missouri 63103

(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: \$ [REDACTED]
(If y

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

The relief being sought for is attempted to make Ameren Missouri accountable for violations to section 504 of ADA guidelines. In fact refusal of making Accessible Accommodations for disabled customers Ms. Canada and Mr. Clark. Resulting in repeating the same account billing charges as stated by Mr. Clark during our last Formal complaint hearing. We want justice and we are requesting a refund of all charges for over payments and inaccurate charges. We are seeking a thorough investigation of the service provider account holders charges explanation of documentations used in previous Formal complaint sources. We seek the company to be reprimanded for the actions of the provider. We expect the violations found on the account be made public and to be handled accordingly. As it is stated within the guidelines of the regulations, statutes, and tariffs consequence as well. Furthermore, a noninsulting and minimizing of the repeated attempts to make the utility provider responsible for major violations that have effected more than 1065 Ameren Missouri consumers and state residents unaware of said repeated billing violations. NOT MADE BY ANY SOFTWARE or system providers fault. That to date has remained nameless to the account holders of this state. Although blame was geared in their direction rather than the companies.

The following violations of ethical practices and statutes, regulations, and tariffs are as follows:

Billing charges with multiple due dates within the same billing cycle.

Overlapping of service dates. Falsified and falsification of transaction activity statements in relation to prior statements used for evidence purposes.

Refusal of ADA GUIDELINES of title 2& 3, and section 504. Denying Accessible Accommodations. By refusals to multiple requests from the account holders. For a service provider technician to simply check and verify the meter reading for accuracy. Regardless of smart meter capabilities.

#8 ~~We have taken~~ the following steps to attempt to rectify the situation:

As of todays date ~~Please describe in detail what steps you have already taken to rectify this complaint.~~ We have filled this being the forth complaint process to show the PSC the pattern of the intentional actions of Ameren Missouri. Every November at the beginning of the Cold Wheather rule effective date. January, between March to June. After the conclusion of the Cold Wheather rule season. Around the rate increase for summer months when AC utilization begins. We have billing charges unexplainable from representatives/agents. We have asked numerous times to be excepted to a Supervisor or above. For documentation, activities reports, a service technician to verify proper meter data, and etc. To NO AVAIL. We've recorded and numerous voicemail recordings for Aubrey Kuchmeyer, the Community liason and go to witness. For the company. Again to NO AVAIL or response, and/or a reasonable explanation for charges. As a result, rather than chance the PSC yet again overlooking or NOT reprimanded the service provider. Or the agreeing of injustices being found. Yet siding with the company. This time we have elected to file a Formal complaint with the PSC. While simultaneously filing a complaint with the Attorney Generals Office for Missouri. and filina a Demand letter for

11/17/2025

Date

Complainant's Phone Number

Alternate Contact Number


Signature of Complainant

Aquilla Canada

Complainant's Printed Full Name

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Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do not send **originals** of any supporting documentation.

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