

# BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION

Brett Felber & Lisa Lambert,

Complainants,

v.

Case No. \_\_\_\_\_

Ameren Missouri, d/b/a Union Electric Company,

Respondent.

## FORMAL COMPLAINT

Complainants Brett Felber and Lisa Lambert respectfully file this complaint against Ameren Missouri, d/b/a Union Electric Company, a regulated electric utility under the jurisdiction of the Missouri Public Service Commission.

**Service Address:** [REDACTED]

**Billing Address:** [REDACTED]

### Statement of Facts

1. Mr. Felber received his February electric bill in the amount of \$ [REDACTED], due February 18, 2026.
2. Mr. Felber issued a check for \$ [REDACTED] on February 1, 2026 from the corporate account of Twisted Cone Corporation, payable to Ameren Missouri.
3. The check was tendered to Ameren Missouri as payment for the February billing.
4. On March 5, 2026 Mr. Felber became aware Ameren Missouri was claiming a balance of \$ [REDACTED]
5. Ameren Missouri did not mail any written notice of disconnection.
6. Ameren Missouri did not provide 96-hour advance notice via phone, text, or other communication that service was subject to disconnection.
7. A copy of the check tendered by Twisted Cone Corporation is attached.
8. The Florissant address functions as a residence and central bookkeeping location for the business affairs of Mr. Felber and Mrs. Lambert.

### Missouri Regulations Governing Disconnection

The following Missouri Public Service Commission regulations govern disconnection procedures:

- 20 CSR 4240-13.020 – Discontinuance of Service (Electric, Gas, Water, Sewer Utilities).
- 20 CSR 4240-13.020(4) – Requirement for written notice prior to disconnection.
- 20 CSR 4240-13.020(5) – Required timing and content of discontinuance notices.
- 20 CSR 4240-13.020(6) – Procedures for postponement or dispute of discontinuance.
- 20 CSR 4240-13.015 – Billing and payment standards governing utility billing practices.

- Missouri Revised Statutes Chapter 393 – Regulation of public utilities under state law.

Complainants believe Ameren Missouri failed to comply with these regulatory requirements.

**Relief Requested**

Complainants respectfully request that the Missouri Public Service Commission:

1. Order Ameren Missouri to immediately cease any disconnection action.
2. Require Ameren Missouri to explain the sudden increase of the account balance.
3. Require Ameren Missouri to explain why no disconnect notice was sent.
4. Require Ameren Missouri to account for or return the tendered check if not applied.
5. Order Ameren Missouri to honor the original payment arrangement and apply the \$ [REDACTED] payment.
6. Grant any other relief deemed just and proper.

**Protective Order Request**

Complainants request a protective order because this complaint may contain confidential financial and account information.

Respectfully submitted,

Brett Felber

Lisa Lambert

Date: March 5, 2026