

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

|                                  |   |                                     |
|----------------------------------|---|-------------------------------------|
| Latrell S. Germany,              | ) |                                     |
| Complainant                      | ) |                                     |
| v.                               | ) |                                     |
|                                  | ) | <b><u>Case No. WC-2026-0287</u></b> |
| Missouri American Water Company, | ) |                                     |
| Respondent                       | ) |                                     |
|                                  | ) |                                     |

**ORDER DIRECTING A STATEMENT OF FACTS FORMING THE BASIS FOR  
THE COMPLAINTS AND DENYING REQUEST FOR RESTORATION OF  
SERVICE**

Issue Date: April 23, 2026

Effective Date: April 23, 2026

On April 17, 2026, Latrell Germany, Trustee of the Germany Family Trust, filed a complaint with the Commission against Spire Missouri, Inc. d/b/a Spire and Union Electric Company d/b/a Ameren Missouri. On April 21, 2026, Germany also filed a complaint against Missouri American Water Company.

Germany alleges violations of the implied warranty of inhabitability and Section 441.234 RSMo, both concerning landlord tenant law, which is outside of the Commission’s authority. Germany alleges violations of House Bill 3512, which is not yet, and may never be, Missouri law. Germany also alleges violations Section 400 RSMo, which codifies the Uniform Commercial Code in Missouri law, and is not subject to the oversight or authority of the Commission. The alleged violations noted above are not subject to determination by the Commission.

Section 386.390 RSMo, provides that a person may file a complaint against a utility, regulated by this Commission, setting forth any act or thing done or omitted to be done by

any corporation, person or public utility in violation, or claimed to be in violation, of **any provision of law subject to the Commission's authority, of any rule promulgated by the Commission, of any utility tariff, or of any order or decision of the Commission.**

[emphasis added]

However, some of Germany's alleged violations are subject to the Commission's jurisdiction. Germany alleges billing discrepancies, failure to provide an accounting, and refusal of payment. These allegations, while vague, are appropriate for a complaint.

However, the alleged violations are insufficient for Respondents to answer. Germany has merely stated that there are billing discrepancies without explaining the nature of the billing discrepancy. Germany has not alleged an amount in dispute as to each utility. Therefore, the Commission will direct Germany to clarify the nature of her complaint with each utility with sufficient information for Respondents to answer the alleged violations.

### **Complainant's Motion for Restoration of Service**

Germany has requested that all utility services be restored. Germany states that she has a qualifying chronic medical condition that would require the continuation of essential services. Germany has not explained how each utility service is necessary for that medical condition. Germany cites to Commission Rule 20 4240-13.050. Germany misinterprets Commission Rule 20 4240-13.050(10), which provides that a utility postpone discontinuance for up to 21 days if it will aggravate an existing medical emergency. The utility may require reasonable evidence of such emergency. The rule contemplates informing the utility prior to discontinuance of service. Germany's pleading does not provide sufficient information to determine that services were wrongfully discontinued.

Therefore, the Commission will not direct Respondents to reconnect service.

**THE COMMISSION ORDERS THAT:**

1. No later than April 30, 2026, Complainant shall clarify the nature of her complaint with each utility with sufficient information for Respondents to answer the alleged violations and shall state the amount in dispute as to each utility.
2. Germany's motion for reconnection of services is denied.
3. 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 23rd day of April, 2026.

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

Pursuant to 386.290, RSMo., 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 23<sup>rd</sup> day of April, 2026.



*Nancy Dippell*

Nancy Dippell  
Secretary

# MISSOURI PUBLIC SERVICE COMMISSION

April 23, 2026

**Case No: WC-2026-0287**

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**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).<sup>1</sup>**

Sincerely,



**Nancy Dippell  
Secretary**

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<sup>1</sup>

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