

FILED
May 4, 2026
Missouri Public
Service Commission

From: Latrell Germany [REDACTED]
Sent: Monday, May 4, 2026 11:49 AM
To: Missouri Public Service Commission [REDACTED]
Subject: Utility Complaint & assistance

Dear [Recipient Name],

I am writing to urgently address the fact that my electricity has been disconnected for over two weeks. I currently have an open complaint regarding this matter with the Missouri Public Service Commission.

My situation is critical as I have a six-week-old grandchild in the home and I suffer from chronic asthma. It is inhumane to be without power for this length of time given these medical and safety concerns.

I have submitted an application for energy assistance through the main DSS website. However, I continue to receive emails stating that my application was sent to the wrong office. As I am applying through the primary state portal, I expect the department to route my application to the correct local office internally. Furthermore, I have already submitted a medical waiver form directly to Ameren Missouri.

Please clarify why my assistance is being delayed and what steps are being taken to restore my power immediately. I look forward to your prompt response.

Sincerely,

Latrell Germany