

From: Latrell Germany [REDACTED]
Sent: Tuesday, May 5, 2026 12:22 PM
To: Missouri Public Service Commission <pscinfo@psc.mo.gov>
Subject: Utility assistance/ complaint on file with your office

FILED
May 5, 2026
Missouri Public
Service Commission

Dear commissioner

I am writing to formally request an immediate update and explanation regarding the status of my case file and the continued lack of electricity at my residence.

My household includes an infant under two months old and myself, as I live with a chronic illness. Given the current cold temperatures and my medical condition, the lack of power is a critical safety issue. I understand that there are legal protections and services meant to be provided under these specific circumstances, yet my service has not been restored.

Additionally, I have received several emails from organizations intended to assist with these issues stating they cannot help. I would like an explanation as to why these requests are being denied and why there is a delay in resolving my case.

Please provide a status update on my file and an estimated time for the restoration of my electricity as soon as possible.

Regards,

Latrell Germany