

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

Latrell S. Germany, )  
Complainant )  
v. )  
 ) **Case No. GC-2026-0278**  
Spire Missouri Inc. d/b/a Spire, )  
 )  
Respondent )

Latrell S. Germany, )  
Complainant )  
v. )  
 ) **Case No. EC-2026-0279**  
Union Electric Company d/b/a Ameren )  
Missouri, )  
Respondent )

Latrell S. Germany, )  
Complainant )  
v. )  
 ) **Case No. WC-2026-0287**  
Missouri American Water Company, )  
Respondent )  
 )

**ORDER DISMISSING COMPLAINTS**

Issue Date: May 7, 2026

Effective Date: May 17, 2026

This order dismisses Complainant, Latrell S. Germany, complaints against Spire Missouri Inc. d/b/a Spire, Union Electric Company d/b/a Ameren Missouri, and Missouri American Water Company (collectively “Utilities”) for failing to follow a Commission order and failure to state a cause of action.

On April 17, 2026, Germany filed a complaint with the Commission against Ameren Missouri and Spire. On April 21, 2026, Germany filed an additional complaint against Missouri American Water Company. Germany also attempted to file complaints against the City of St. Louis City Water Division and the Metropolitan St. Louis Sewer District, both of which are municipal systems that the Commission does not have jurisdiction over for complaints.

Germany alleged billing discrepancies, failure to provide an accounting, and refusal of payment. The Commission noted that those allegations, while vague, were appropriate for a complaint before the Commission. Germany also alleged violations of the Uniform Commercial Code (UCC), federal law, and landlord tenant law. The Commission has no jurisdiction over those allegations.

The Commission directed Germany to clarify her complaint by providing facts sufficient for the Utilities to answer. Germany responded with various documents and copies of some of her bills, but did not explain the nature of her complaint. Nonetheless, the Commission issued notice and directed the Utilities to answer.

On April 27, 2026, Spire filed a motion requesting a more definitive statement of facts. Spire stated that it needed a more definitive statement of facts because Spire could not tell what allegations applied to it. Spire also stated that it could not tell what allegations would constitute a violation subject to the Commissions' authority. On her own volition, Germany filed a response that failed to further clarify her complaint.

On April 30, 2026, the Commission issued its *Order Granting Motion for More Definitive Statement of Facts* directing Germany to respond specifying "what happened,

when it happened, the disputed amount, and why she believes any billed amounts were incorrect.”

On May 1, 2026, Germany filed a response to the Commission’s order. Germany continued to refer to the UCC, federal law, and landlord tenant law. Germany failed to further explain what happened that constituted a violation, the time period when a violation occurred, the disputed amount, and why she believed billed amounts were incorrect.

Germany’s allegation that services were inadequate appears related to the Utilities’ discontinuance of service for non-payment. Germany’s allegation of refusal to acknowledge payment for service appears related to the Utilities refusal to accept a novation or bill of exchange as payment for service. None of these allegations is sufficient to establish a cause of action for a Commission complaint that would entitle Germany relief.

Commission Rule 20 CSR 4240-2.116(3) provides in part: “[a] party may be dismissed from a case for failure to comply with any order issued by the commission...” Germany’s refusal to specify the essential facts regarding the nature of her complaint fails to comply with the Commission’s April 30, 2026, order.

Commission Rule 20 CSR 4240-2.116(4) provides that the Commission may dismiss a case for good cause found after ten days’ notice to the parties. The Commission’s April 30, 2026, order informed Germany that a complaint could be dismissed for good cause shown after ten days’ notice to the parties. The Commission finds good cause to dismiss because of Germany’s failure to comply with a Commission order or establish a cause of action sufficient to form a complaint.

Therefore, the Commission will dismiss Germany's complaints against the Utilities. The Commission finds it reasonable to make this order effective in less than 30 days.

Any requests for reconsideration of this order pursuant to Commission Rule 20 CSR 4240-2.160(2), RSMo, or any application for rehearing of this order pursuant to Section 386.500.1 shall be filed prior to the effective date of this order. Pursuant to Commission Rule 20 CSR 4240-2.070(14), the Commission informs the parties that this order will become final unless a timely application for rehearing is filed. The denial of an application for rehearing under Section 386.500, RSMo, is a necessary prerequisite to filing a notice of appeal in an appropriate appellate court pursuant to Section 386.510, RSMo. In the event that a motion for reconsideration or rehearing is granted, the Commission will make appropriate orders at that time.

**THE COMMISSION ORDERS THAT:**

1. Germany's complaints against the Utilities is dismissed.
2. This order shall be effective May 17, 2026.



**BY THE COMMISSION**

A handwritten signature in cursive script that reads "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 7th day of May, 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 7<sup>th</sup> day of May, 2026.



*Nancy Dippell*

Nancy Dippell  
Secretary

# MISSOURI PUBLIC SERVICE COMMISSION

May 7, 2026

**Case No: GC-2026-0278, EC-2026-0279 and 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,

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

**Nancy Dippell**  
**Secretary**

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