

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

Timothy Boyle,)	
)	
Complainant,)	
)	
vs.)	<u>Case No. EC-2026-0095</u>
)	
Union Electric Company d/b/a Ameren,)	
Missouri)	
)	
Respondent.)	

JOINT STATEMENT OF UNDISPUTED FACTS

COMES NOW the Staff of the Missouri Public Service Commission (“Staff”), by and through counsel, on behalf of itself and the parties, and files the following *Joint Statement of Undisputed Facts* in satisfaction of the Commission’s January 12, 2026, *Order Setting Procedural Schedule* in the above-captioned proceeding:

1. Respondent is a Missouri corporation with its principal office and place of business at 1901 Choteau, St. Louis, Missouri 63103
2. Respondent is an “electrical corporation” and a “public utility” as those terms are defined in Section 386.020(15) and (43), RSMo, and is subject to the jurisdiction and supervision of the Commission as provided by law.
3. Respondent is authorized by the Commission to provide electric service in ** [REDACTED] ** including at ** [REDACTED] **.
4. Complainant has had service as a customer of Respondent at the property located at ** [REDACTED] ** since August 23, 1996, including on September 13, 2024.

5. On September 13, 2024, Respondent was contacted concerning a power outage experienced at Complainant's home at ** [REDACTED] [REDACTED] **.

6. On September 13, 2024, Respondent was notified that there was a broken neutral conductor in their provision of service to ** [REDACTED] [REDACTED] **.

7. After a service technician was dispatched to Complainant's home by Respondent on September 13, 2024, the electrical service was restored to Complainant's home at ** [REDACTED] **.

8. On September 14, 2024, Complainant contacted Respondent and stated that they had incurred damage to their home associated with the power outage that had occurred the previous day.

9. On October 22, 2024, Complainant filed a Claim Statement (#GL20240004492) with Respondent alleging equipment damage / losses that occurred at their home at ** [REDACTED] ** on September 13, 2024, related to electric operation.

10. Complainant's Claim Statement (#GL20240004492) alleged that their A/C unit and oven were not working, and two power strips and a ceiling fan were damaged as a result of a power outage experienced on September 13, 2024, at their home.

11. Respondent denied Complainant's claim (#GL20240004492).

12. Ameren Missouri's applicable tariff rule states:

MO P.S.C. No. 6, Original Sheet 105, General Rules and Regulations,
I. General Provisions, J. Continuity of Service:

Company will make all reasonable efforts to provide the service requested on an adequate and continuous basis, but will not be liable for service interruptions, deficiencies or imperfections which result from conditions which are beyond the reasonable control of the Company. The Company cannot guarantee the service as to continuity, freedom from voltage and frequency variations, reversal of phase rotation or single phasing. The Company will not be responsible or liable for damages to customer's apparatus resulting from failure or imperfection of service beyond the reasonable control of the Company. In cases where such failure or imperfection of service might damage customer's apparatus, customer should install suitable protective equipment.

13. Complainant filed an Informal Complaint against Respondent with the Commission on December 10, 2024.

14. On October 2, 2025, Complainant filed a Formal Complaint against Respondent with the Commission.

15. The Commission is a regulatory body of limited jurisdiction having only such powers as are conferred by statute, and cannot require a refund, order damages or grant equitable relief.

WHEREFORE, the Staff respectfully submits its *Joint Statement of Undisputed Facts* in this case for the Commission's information and consideration.

Respectfully submitted,

/s/ Carolyn H. Kerr
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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 7th day of May, 2026, to all parties and counsel of record.

/s/ Carolyn H. Kerr