

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

FILED
May 11, 2026
Missouri Public
Service Commission

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

MARCEIA EASON
(Your name here)

Complainant,

v.

Ameren UE
(Utility's name here)

(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

(Address of complainant)

(City)

(State)

(Zip Code)

2. The utility service complained of was received at:

(a) Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

(City)

(State)

(Zip Code)

3. Respondent's address is:

1901 Chouteau Ave. St Louis Mo.
(Address of complainant)

(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ 10 [redacted]
(if your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Review the Policy and Practices of the Company. As to whether they are operating in an ethical humane manner with consideration empathy, if the company is follow mo. laws and standards. Provide Customer Service with Professionalism And accuracy.
On March 19th 2026 Ameren Disconnected my service for a payment amount I called on or around 3-16-2026 to inform them of my pay period. Every 3rd Wednesday of the Month Due to me receiving SSDI The Represent asked when I can make payment. I gave the date, company proceeded with disconnecting.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

They after contacting Missouri Public service, they then at that time offered Budget Billing. I asked them to Disconnect the additional lighting I was paying for and calculate the Budget they still included that light with Budget which still have a payment can't afford. They need to Recalculate the Budget with out the light??

They came out on April 13th and disconnected the light. After I made another phone call of concern.

8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

I contacted Ameren after I received message of disconnecting explained my monthly SSDI (Social Disability) payment schedule. Gave a date of pay the continued to interrupt my service. At the time of the phone call didn't offer me any assistance with my bill. Ameren didn't offer assistance until after me contacting Missouri Commission. I am let to believe Ameren operates in an unethical, Intentional manner.

4-10-24
Date

Marcia Eason
Signature of Complainant

[Redacted]
Complainant's Phone Number

MARCIA EASON
Complainant's Printed Full Name

Alternate Contact Number

Complainant's E-mail Address

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.

FROM:

MARCIA EASON
[Redacted]
[Redacted]
[Redacted]

Retail



65102

RDC 99

U.S. POSTAGE PAID
FCM LG ENV
SAINT LOUIS, MO 63138
APR 17, 2026

\$2.17

S2324A502220-09

TO:

Secretary of Missouri Public Service
Commission: G+H Data Center
P.O. Box 360,
Jefferson City, MO. 65102-0360

RECEIVED

MAY 11 2026

MO PUBLIC SERVICE COMMISSION
MAIL ROOM

Utility Mailer
10 1/2" x 16"

Ready **P**ost[®]