

FILED  
May 20, 2026  
Missouri Public  
Service Commission

# Exhibit No. 200

Staff – Exhibit 200  
Formal Complaint of Timothy Boyle  
Case No. EC-2026-0095

FILED

OCT 02 2025

Missouri Public Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

TIMOTHY Boyle  
 (Your name here) \_\_\_\_\_ )  
 Complainant, )  
 v. ) File No. \_\_\_\_\_ )  
 Ameren )  
 \_\_\_\_\_ ) (PSC fills this in)  
 NE of MO )  
 (Utility's name here) \_\_\_\_\_ )  
 Respondent, )

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 Chateau

(Address of complainant)

St Louis

mo

63103

(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: \$

(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.)

I would like Ameren to reimburse me for repairs and replacement parts due to damage on September 13, 2024. The damage to my home was due to a severed neutral power chord/line going into my home from their pole. There was no weather event this day nor any other recent days.

Because of the damaged line, there was an extreme imbalance of power which we experienced this day, from surges and shortages. We called Ameren to get a repair, and called several electric companies. There was damage to our HVAC, furnace, oven, power strips and ceiling fan. We are only asking for reimbursement to furnace HVAC, oven, and the repair and parts from Streich Electric and Hoffman.

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.)

Federal and state regulations require safe and adequate electric service to paying retail customers CSR 4240-23.020 (below)

① (CSR 4240-23.020)

② Section 386.020(15) RS MO SUPP 200

This includes damage caused by surges, outages and other fluctuations. Customers are required to file a claim with supporting documentation, which we did the next day. We submitted receipts, documentation and forms to Ameren (Brentwood SERVICES, and kept the broken parts per their instruction.

They said an adjustor would be sent out to meet me to discuss my claim, but they never did. We sent a hard claim as well as an email.

we finally got a response back from Katie Ellis saying our claim had been denied. The response is a form letter stating they are never at fault, not liability. No one in our neighborhood had any electric problems like this on this day, nor prior to this, nor since. Included are photos of the line after repair

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.)

- 1) Filed a claim with ALL required documentation, receipts, photos, weather reports to Ameren and Brentwood Services (Ameren claim processor)
- 2) Filed an informal complaint with the Public Service Commission of Missouri. In this complaint, we filled out all paper work AND sent in everything we submitted in our filed claim to Ameren & Brentwood.
- 3) Now filing formal complaint with supporting documents.

Sept 1, 2025

Date

[Redacted]

Complainant's Phone Number

[Redacted]

Alternate Contact Number

Timothy H Boyle

Signature of Complainant

Timothy H Boyle

Complainant's Printed Full Name

[Redacted]

Complainant's E-mail Address

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

# MISSOURI PUBLIC SERVICE COMMISSION

## INFORMAL COMPLAINT FORM

(office use only)  New  Existing  Re-Open

**Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the account.**

Name on Account or Business Contact	Last Name <b>BOYLE</b>	First Name <b>TIMOTHY</b>	Middle Initial <b>H</b>		
Name of Business (if applicable)					
Street Address					
City/State/Zip County:					
Home Phone Work Phone (include area code)					
Cell Phone/Pager E-mail Address					
Fax# Preferred Method of Contact between 8am - 5pm					
Service you have a problem with	<input checked="" type="checkbox"/> Electric	<input type="checkbox"/> Gas	<input type="checkbox"/> Telephone	<input type="checkbox"/> Water	<input type="checkbox"/> Sewer
Name of the Utility Co. Account#	Name of Utility: <b>AMEREN - MISSOURI</b>				
<b>Briefly describe problem: (You <u>MUST</u> include a copy of your bill!)</b>					
<p>ON Friday, SEPT 13, 2024, we began experiencing electrical issues including fluctuation of power in our home. An electrician came out ASAP, after hours, and after investigating, pointed out that our neutral power line from the utility pole into our home had broken. Ameren came out and repaired it (enclosed), however our A/C system and oven were fried due to the imbalance of power in our home caused by their broken neutral wire outside near the pole. WE were without A/C for a week in one of</p>					
<p>Mail to: MO. Public Service Commission, P.O. Box 360, Jefferson City, MO. 65102 Fax to: 573-526-1500 If you need additional space, please include another sheet. Do NOT write on the back of this form!</p>					

OVER →

The hottest parts of the summer. There were no winds nor storms for that day nor for weeks prior (attached), and we had to have a new furnace motor and electrical board installed for our furnace/A-C.

We were also without an oven/stove for 2 weeks, when we had a new ignitor replaced. All of these were caused by the broken neutral line. None of our neighbors experienced problems (their neutral lines were intact), and we have never had anything resembling this (damage) in the 28 years living at this address.

Ameren is refusing to pay for any of this, even after formal appeal, despite their line is off our property and these problems are a result of this. We pay for safe power every day, and their equipment failed, and destroyed our property as a result:

Enclosed and attached are all bills and receipts for all of our expenses.

(It doesn't include our ceiling fan which has stopped, too, but not repaired yet).

THANK YOU!



Claim Statement



# [Redacted]

(Office Use)

PLEASE READ CAREFULLY THE ATTACHED POLICY STATEMENT BEFORE COMPLETING THIS CLAIM FORM.

Name: Tim + Mimi Boyle Owner  Tenant

Mr:  Mrs:  Ms:  Spouse/Co-Owner:

[Redacted]

Account Number: \_\_\_\_\_

Mailing address if other than above: \_\_\_\_\_

[Redacted]

Date of Loss: 9-13-24 Time of Loss: @ 7:00 pm

Loss is related to:  Electric Operations  Gas Operations

Ameren Illinois  Ameren Missouri

Describe the events causing the damage, include names of any Ameren employees and/or contractors involved.

Beginning Friday the 13th @ lunch time, our home began experiencing power shortages, outages and surges. Lights were dimming, going on + off, the garbage disposal only half working, electrical burning smell from 2 "fried" power strips, gas smell because the pilot lights were not igniting correctly in our oven. We heard a "loud" pop in the basement, like a gunshot, and the A/C went off and then stopped working. The ceiling fan in the living room no longer works. <sup>OVER</sup> The electrician, Rob Koonce, from Streb Electric come out and inspected the house thoroughly. He went outside and saw that the NEUTRAL wire that goes into our home was broken, causing the imbalance of power in our home. He called Ameren and a tech came out

in about 30 minutes and the Ameren linemen went up and repaired the broken NEUTRAL line. Power went back to normal immediately. The electrician, Rob. Koonce, came back in and inspected everything. Unfortunately, the ECM motor in our A/C unit was "fried" from the power surge, as was our electrical board (both contained) in the furnace part of the A/C unit. Our ceiling fan in our living room is ~~also~~ also "fried". \* A very important side note to add is this... we have lived in this house for over 27 years and we have NEVER had an electrical situation like this until 9-13-24 when the NEUTRAL power line for whatever reason was compromised and caused ALOT of damage before Ameren came out and repaired the situation! \* I am including a weather data paper from September 1<sup>st</sup> - September 19<sup>th</sup> and we had No bad weather that would cause the NEUTRAL line to sever. I am including all receipts and itemized bills for everything that had to be repaired - BOTH the a/c and our oven which were both "FRIED" from the extreme imbalance of power in our home due to the "NEUTRAL" line being broken. I am also including the receipt and documentation from the electrician, Robert Koonce, who had to come out after hours on a Friday to try and fix the problem... which could only be fixed by Ameren after he saw what the problem was. The electrician bill was [REDACTED].

Did you contact Ameren (prior to contacting the Claims Department) regarding the problem which resulted in your loss?  Yes  No

If yes, list date of call and identify with whom you spoke, if known.

9-14-24 @ 8:am Saturday morning  
for the A/C outing.

The initial problem the electrician contacted Ameren @ 9:00 pm on 9-13-24. Ameren came out @ 9:20-9:30 and repaired the neutral line. Power

ECM-Blower motor in furnace - [redacted]  
Electrical board in furnace - [redacted] in our home  
Electrical Ignitor in oven

Total amount of claim: \$ [redacted]

Does this constitute the entire claim resulting from this incident?  Yes  No

Was anyone injured?  Yes  No

If yes, provide names and describe injuries.

Immediately went bed to normal however, considerable damage was already done to our A/C, our oven, two power strips and a ceiling fan. We

Went without A/C for 8 days - due to the parts not being available to fix our A/C.

Have you made a claim for this loss against your Insurance carrier or others?  Yes  No

If Yes,  Insurance Carrier  Other (explain)

And we had no oven for almost 2 weeks - again (Phone No.) parts + repair.

(Name of Insurance Company) (Address)

NOTE: PAID BILLS, ESTIMATES AND PHOTOGRAPHS MUST BE ATTACHED AND WILL NOT BE RETURNED.

The Claimant(s) acknowledge that they have read this Claim Form carefully, that they are the Owners of the damaged property, and the information provided is true and correct. It is understood that the request for this information is not an indication that the Company is honoring the claim.

Return to:  
Brentwood Services Administrators, Inc.  
PO Box 4605  
Chesterfield, MO 63006

Mimi N. Boyle  
Signature  
10-15-24  
Date

Search Locations

Log In (Login)

Ad Free



38.63 °N, 90.19 °W

History

AIRPORT STATION (/DASHBOARD/PWS/KMOSTLOU777?CM\_VEN=LOCALWX\_PWSDASH) | CHANGE

The weather for the month of September preceding the incident on 9-13-24

Daily

Weekly

Monthly

(Louis)

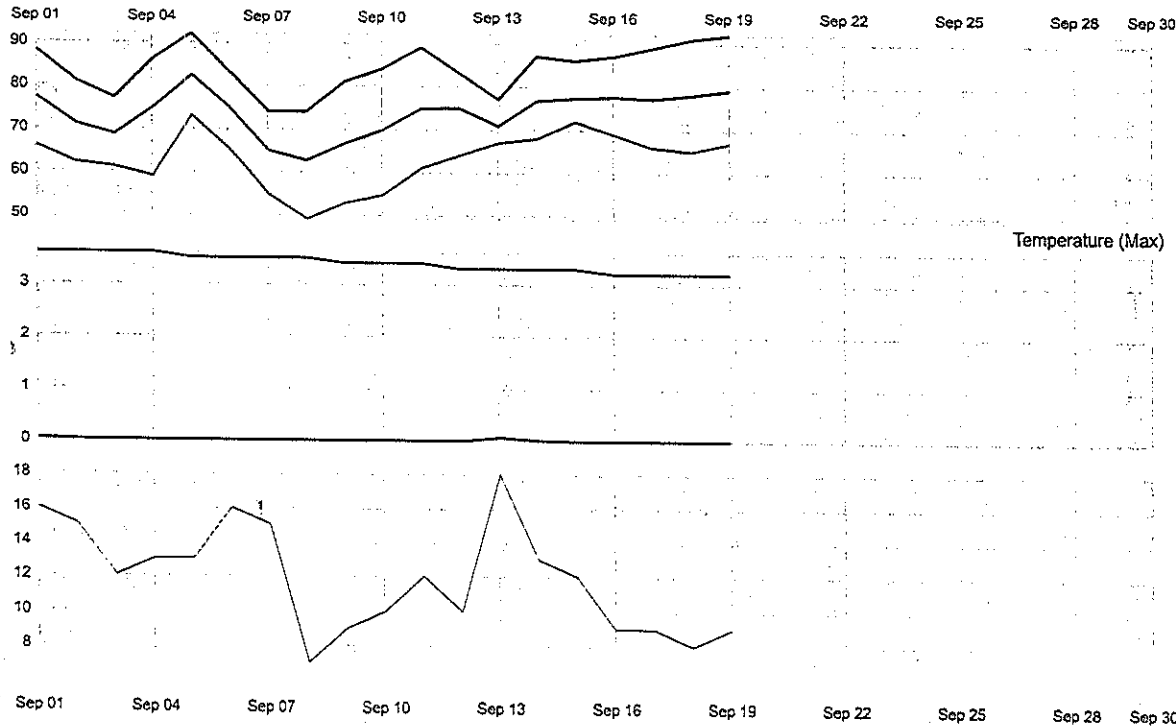
(Louis)

(Louis)

September

2024

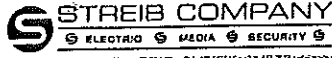
View



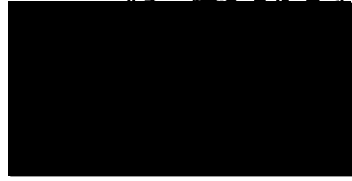
# Summary

Temperature (°F)	Max	Average	Min	▲
Max Temperature	92	84.26	74	
Avg Temperature	82.25	73.66	62.63	
Min Temperature	73	63	49	
Dew Point (°F)	Max	Average	Min	▲
Dew Point	68	55.36	31	
Precipitation (in)	Max	Average	Min	Sum ▲
Precipitation	0.07	0.01	0.00	0.10
Snowdepth	0.00	0.00	0.00	0.00
Wind (mph)	Max	Average	Min	▲
Wind	18	5.9	0	
Gust Wind	26	1.11	0	
Sea Level Pressure (in)	Max	Average	Min	▲
Sea Level Pressure	29.62	29.43	29.22	

# Daily Observations

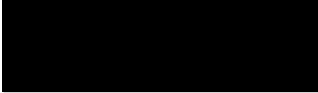


INVOICE



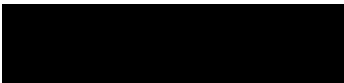
**BILL TO:**

Mimi Boyle



**SHIP TO:**

Mimi Boyle

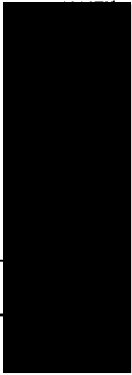


Description	Quantity	Unit Price	Total
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09/13/2024 --ER Call  
 Troubleshoot dimming lights and burnt smell from fried power strips.  
 Found broken neutral on service drop next to pole.  
 Ameren fixed and corrected issue.

Labor - Journeyman-R.Koonce

2.00



**Notes**

Please Note: If any invoiced amount is not received by the mentioned due date, then those charges may accrue a late fee of 1.50% of the outstanding balance every 30 days, or the maximum rate permitted by the law, whichever is lower.

**Subtotal:**

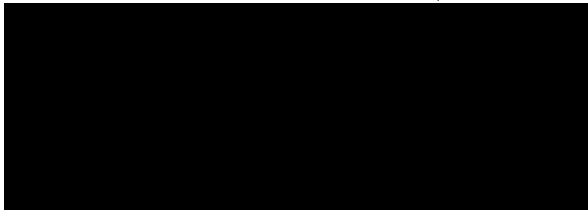
**Tax:**

**Invoice Amount:**

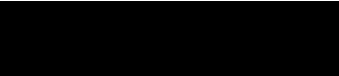
**Previous Payment(s):**

**Amount Due (USD)**

Thank you for doing business with us!



BILL TO  
Mimi Boyle



INVOICE DATE  
Sep 14, 2024

JOB ADDRESS  
Mimi Boyle



Completed Date:  
Payment Term: Due Upon Receipt

DESCRIPTION OF WORK

Today I arrived at this home for a report of a furnace indoor blower not running. Upon my inspection I found the ecm blower has failed I've tested the motor with my ecm tester today, the motor was unresponsive. Will order new oem furnace board as well just in case the board has failed.

Homeowners are also interested in whole home surge protection as a surge through the home is what caused the ecm to fail. The surge happened when the neutral wire from the outdoor line was severed.

Unable to order parts for system today due to it being a Saturday will call first thing Monday morning to order parts.

Charged 1 hour of labor today for troubleshooting system.

TASK	DESCRIPTION	QTY
1	1 Residential Service Fee: Residential Service Fee	
2	Residential Hourly: Residential Hourly	

PAID ON	TYPE	MEMO	AMOUNT
9/14/2024	Master Card		

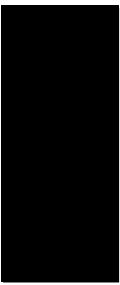
MEMBER SAVINGS

SUB-TOTAL

TOTAL DUE

PAYMENT

BALANCE DUE



Thank you for choosing Hoffmann Brothers.

**CUSTOMER AUTHORIZATION**

I authorize Hoffmann Brothers to PROCEED with the selected services and agree to pay \$236.00 upon completion. I am the person authorized to make this decision regarding service(s) at [REDACTED]. I agree to pay all collection fees, legal fees, and expenses incurred by Hoffmann Brothers in connection with or in the collection of this contract. One third down may be required for scheduling with the remainder due upon completion of the work. Any project exceeding 30 days will require progress payments to be made. All bids are valid for a period of 30 days from the date of this proposal.

Sign here

Date 9/14/2024

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**CUSTOMER ACKNOWLEDGEMENT**

I hereby acknowledge the satisfactory COMPLETION of all services at [REDACTED] USA, rendered by Hoffmann Brothers, and agree to pay [REDACTED] as previously agreed upon. I agree to pay all collection fees, legal fees, and expenses incurred by Hoffmann Brothers in connection with or in the collection of this contract.

Sign here

Date 9/14/2024

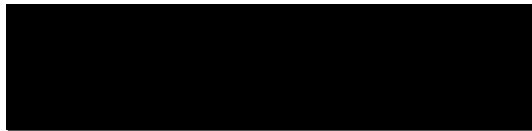
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I authorize Hoffmann Brothers to charge the agreed amount to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.

Sign here

Date 9/14/2024

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BILL TO  
Mimi Boyle



INVOICE 	INVOICE DATE Sep 19, 2024
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JOB ADDRESS  
Mimi Boyle



Completed Date: 9/19/2024  
Payment Term: Due Upon Receipt  
Due Date: 9/19/2024

DESCRIPTION OF WORK

Returned to this home to replace the furnace board and ecm motor that were wiped out during a power surge. Homeowner decided to move forward with surge protection today as well. Performed a maintenance on this system. Found no other issues all components and refrigerant are within manufactures specs today. Mimi is having issues with her oven after the surge.

York sent wrong control board ordered correct board will return incorrect board to warehouse.

Set a cross dept lead for an appliance technician to come out and look at it.

AC Tune Up

Refrigerant: 410a  
Metering device:  
Drain:pass  
Air filter: new  
Electrical connection: pass  
Outdoor ambient:85  
Contactor: pass  
Suct:67  
Dis:308  
SH:22  
Sub:11  
Return air:78  
Supply air:56  
TD:22  
Evap temp:43  
Condenser temp:98

Compressor amps:10.5  
 Condenser fan amps: 1.6 rated 2  
 Compressor cap: 44.7  
 Condenser fan cap:5  
 Sight glass: none  
 Approach temp: 6  
 Blower Amps:2.7  
 Blower Cap:ecm

Checked blower operation, electrical connections, operation refrigerant pressures and temperatures, contactors for pitting, air filter & \*\* replaced with new\*\*; visually checked for signs for refrigerant leaks; blew out condensate hose/\*\*condensate pump\*\*; cleaned condensing coil, cycled cool from thermostat; additional charges apply to remove hail guards. There is no warranty on refrigerant or refrigerant leaks.

TASK	DESCRIPTION	QTY
1	Quoted HVAC Service Work:	
2	Replace in Stock Control board or Module: Good solution for a failing Single Stage Main Control Board Unit is to replace it with an exact factory replacement part. The main control board operates the blower, gas valve, safeties and ignition system.	
3	Safety Surge Protection Single Phase: Safety Surge Protection Single Phase  Good solution for whole house surge protections. Protects electronics from damaging effects of electrical surges. Visible LED indicator displays protective status on device. 1 year parts warranty provided by manufacturer.  1 year labor warranty provided by Hoffmann Brothers.	

PAID ON	TYPE	MEMO	AMOUNT
9/19/2024	Visa		

MEMBER SAVINGS  
 SUB-TOTAL  
 TOTAL DUE  
 PAYMENT  
 BALANCE DUE

Thank you for choosing Hoffmann Brothers.  
 CUSTOMER AUTHORIZATION

I authorize Hoffmann Brothers to PROCEED with the selected services and agree to pay \$ [REDACTED] upon completion. I am the person authorized to make this decision regarding service(s) at [REDACTED]. I agree to pay all collection fees, legal fees, and expenses incurred by Hoffmann Brothers in connection with or in the collection of this contract. One third down may be required for scheduling with the remainder due upon completion of the work. Any project exceeding 30 days will require progress payments to be made. All bids are valid for a period of 30 days from the date of this proposal.

Sign here 

Date 9/19/2024

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**CUSTOMER ACKNOWLEDGEMENT**

I hereby acknowledge the satisfactory COMPLETION of all services at [REDACTED] USA, rendered by Hoffmann Brothers, and agree to pay \$ [REDACTED] as previously agreed upon. I agree to pay all collection fees, legal fees, and expenses incurred by Hoffmann Brothers in connection with or in the collection of this contract.

Sign here 

Date 9/19/2024

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I authorize Hoffmann Brothers to charge the agreed amount to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.

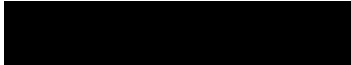
Sign here 

Date 9/19/2024

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BILL TO  
Mimi Boyle



INVOICE [REDACTED]	INVOICE DATE Sep 26, 2024
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JOB ADDRESS  
Mimi Boyle



Completed Date:  
Payment Term: Due Upon Receipt

DESCRIPTION OF WORK

Customer called for oven not working properly, found faulty igniter. Provided options. Mimi approved to repair today. Replaced bake igniter and tested operation, operating properly at present.

9-26 ran co [REDACTED]

TASK	DESCRIPTION	QTY
1	- 30 day warranty on labor 1 year warranty on Hoffmann installed parts on appliance repairs. -10% restocking fee on canceled appliance orders. -1 year parts and labor warranty on new appliances through the manufacturer. -Lifetime warranty on Hoffmann professional appliance installation.  Note: 10% Re-stock fee on special ordered parts if return service call is cancelled.	[REDACTED]
2	1 Residential Service Fee: Residential Service Fee	[REDACTED]

PAID ON	TYPE	MEMO	AMOUNT
9/26/2024	Visa		[REDACTED]

MEMBER SAVINGS

SUB-TOTAL

TOTAL DUE

PAYMENT

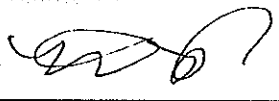
BALANCE DUE



Thank you for choosing Hoffmann Brothers.

**CUSTOMER AUTHORIZATION**

I authorize Hoffmann Brothers to PROCEED with the selected services and agree to pay [REDACTED] upon completion. I am the person authorized to make this decision regarding service(s) at [REDACTED]. I agree to pay all collection fees, legal fees, and expenses incurred by Hoffmann Brothers in connection with or in the collection of this contract. One third down may be required for scheduling with the remainder due upon completion of the work. Any project exceeding 30 days will require progress payments to be made. All bids are valid for a period of 30 days from the date of this proposal.

Sign here X 

Date 9/26/2024

**CUSTOMER ACKNOWLEDGEMENT**

I hereby acknowledge the satisfactory COMPLETION of all services at [REDACTED] USA, rendered by Hoffmann Brothers, and agree to pay [REDACTED] as previously agreed upon. I agree to pay all collection fees, legal fees, and expenses incurred by Hoffmann Brothers in connection with or in the collection of this contract.

Sign here 

Date 9/26/2024

I authorize Hoffmann Brothers to charge the agreed amount to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.

Sign here 

Date 9/26/2024



- CLAIMS & INJURY MANAGEMENT
- LOSS PREVENTION SERVICES
- PROGRAM MANAGEMENT

**Ameren Dedicated**

October 25, 2024

Tim and Mimi Boyle

RE: Our Client: Ameren  
Claim #: [REDACTED]  
Date of Loss: 09/13/2024

Dear Sir/Madam:

As you are aware, Brentwood Services Administrators, Inc. is the third-party administrator that provides claims management on behalf of Ameren.

After reviewing the circumstances surrounding this claim, we find the problem you experienced was due to an equipment failure. In this case, a service line failed, which in turn, affected your service.

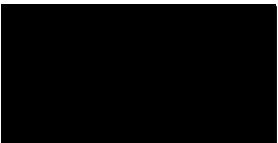
Due to the very nature of the equipment used by our client and all other electric companies, it is impossible for them to guarantee that no part of it will ever fail. Such failures and imperfections occur from time to time, but they are not the result of any fault or lack of care; to the contrary, failures occur even though due care is exercised.

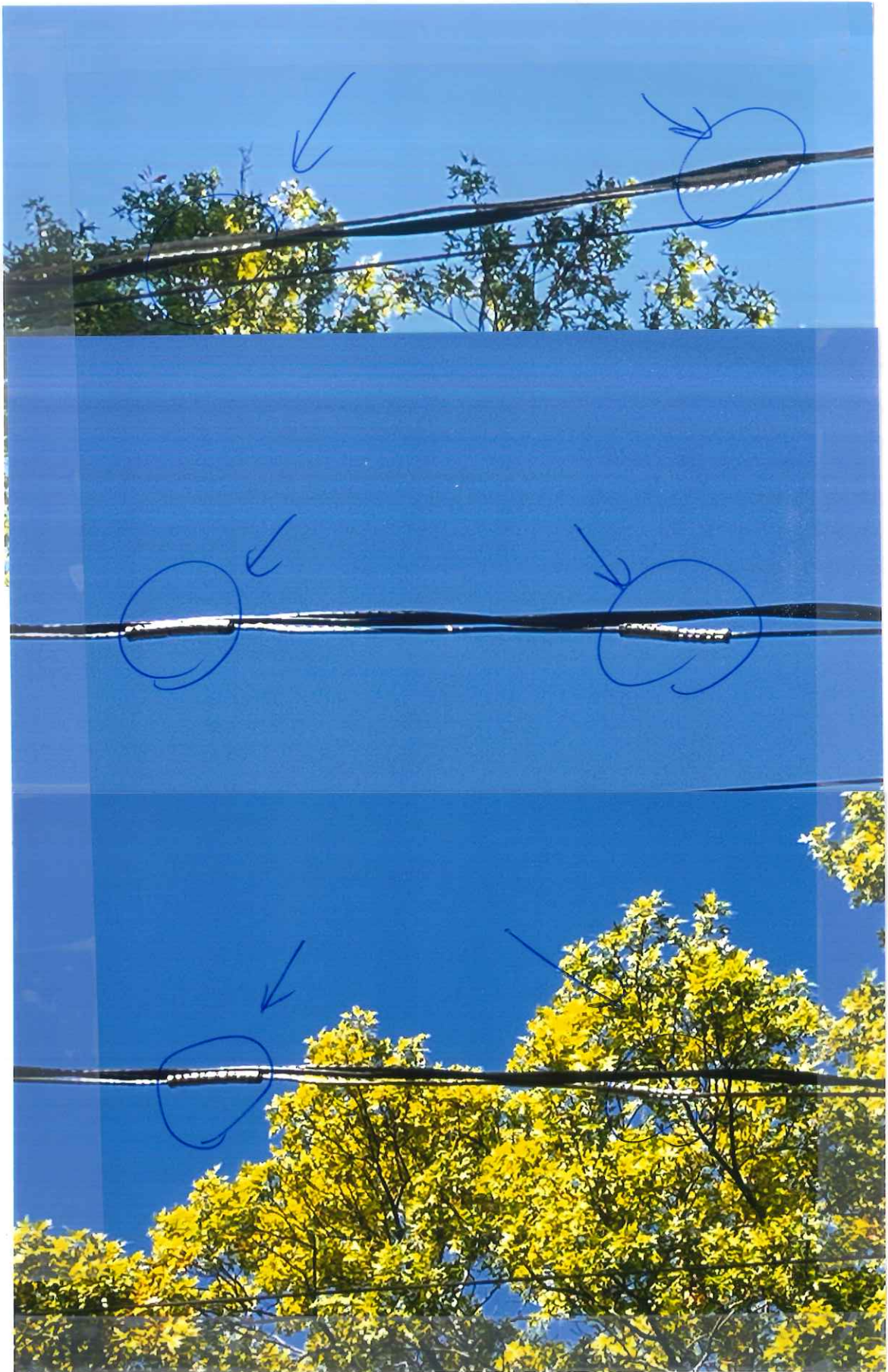
We regret any inconvenience and pecuniary loss you may have suffered. However, we find no fault on the part of Ameren and must respectfully deny your claim.

Sincerely,

Brentwood Services Administrators, Inc.

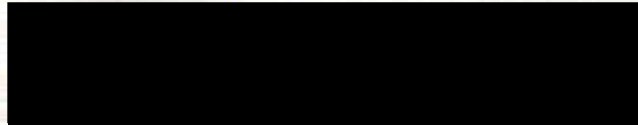
[REDACTED]  
Claims Adjuster





~~Edward~~

TIM BOYLE



Retail



65102

RDC 99

U.S. POSTAGE PAID  
FCM LG ENV  
SAINT LOUIS, MO 63131  
SEP 16, 2025

\$2.44

S2323Y500937-10

MAKING SENSE OF INVESTING  
www.edwardjones.com

SECRETARY  
MISSOURI PUBLIC SERVICE COMMISSION  
POST OFFICE BOX 360  
JEFFERSON CITY, MO

65102-0360

RECEIVED

SEP 24 2025

NO PUBLIC SERVICE COMMISSION  
MAIL ROOM