

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

Aquilla Canada and Dranel Clark,	)	
Complainants,	)	
	)	
v.	)	<b><u>Case No. EC-2026-0341</u></b>
	)	
Union Electric Company d/b/a Ameren	)	
Missouri, Respondent,	)	
Respondent.	)	

**ORDER DIRECTING A STATEMENT OF FACTS FORMING THE BASIS FOR  
THE COMPLAINT**

Issue Date: June 2, 2026

Effective Date: June 2, 2026

On June 1, 2026, Complainants, Aquilla Canada and Dranel Clark, filed a complaint with the Commission against Union Electric Company d/b/a Ameren Missouri.

Complainants previously filed a complaint against Ameren Missouri in Case No. EC-2024-0111 for overbilling, failing to credit payments, failure to advise of medical hardship options, and improper disconnections and threats thereof. The Commission held an evidentiary hearing and subsequently issued its *Report and Order* on August 7, 2024.

On November 19, 2025, Complainants filed another complaint against Ameren Missouri, Case No. EC-2026-0131. Ameren Missouri filed an answer to that complaint along with a motion to dismiss. Ameren Missouri’s motion to dismiss stated: “The allegations in this complaint concern evidence and findings from Complainants' prior complaint and Complainants do not include facts supporting that this is a new complaint.” The Commission held a prehearing conference but could not ascertain that the alleged violations had not been previously adjudicated.

On February 27, 2026, the Commission issued its *Notice of Rulings at Procedural Conference and Order Directing Response*. That order directed Complainants to respond to Ameren Missouri's motion to dismiss "with sufficient information to show that these alleged violations are new, no later than March 6, 2026." Complainants did not respond and the Commission issued an order dismissing their complaint on March 23, 2026. The dismissal did not become effective for 30 days (April 22, 2026). Complainants did not respond until April 30, 2026, after the order was effective, and their case was closed.

Complainants' present complaint states that it is not a duplicate filing and that it is "based upon newly discovered evidence, new billing activity, new communications, new threatened disconnection actions, and additional events occurring after prior proceedings." However, the pleading fails to put forth facts necessary for the Commission to determine that this is a new complaint.

Section 386.390, RSMo, provides that a person may file a complaint against a utility, regulated by this Commission, by petition or complaint in writing, setting forth any act or thing done or omitted to be done by any corporation, person or public utility in violation, or claimed to be in violation, of any provision of law subject to the Commission's authority, of any rule promulgated by the Commission, of any utility tariff, or of any order or decision of the Commission.

Complainants' June 1, 2026, complaint is insufficient for the Commission to determine a cause of action or for Ameren Missouri to answer. Complainants have made allegations without explaining any factual basis of those allegations. The Commission will not take further action in this case until facts establishing that this is a new complaint are provided.

Therefore, the Commission will direct Complainants to clearly explain each alleged violation by Ameren Missouri. Complainants must specify what happened leading to those violations, exactly when the violations happened, the disputed amounts, and why Complainants believe any billed amounts are incorrect. Complainants' response must be sufficient for the Commission to determine that this is a new complaint.

Commission Rule 20 CSR 4240-2.116(4), provides that the Commission may dismiss a case for good cause shown after ten days' notice to the parties. If Complainants' response fails to state a new cause of action sufficient for Ameren Missouri to answer and the Commission to determine, their complaint may be dismissed.

**THE COMMISSION ORDERS THAT:**

1. No later than June 12, 2026, Complainants must respond specifying the basis for their complaint explaining what happened leading to the alleged violations, exactly when those violations happened, the disputed amounts, and why they believe any billed amounts are incorrect.
2. This order is effective when issued.



**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 2nd day of June, 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 2<sup>nd</sup> day of June, 2026.



*Nancy Dippell*

Nancy Dippell  
Secretary

# MISSOURI PUBLIC SERVICE COMMISSION

June 2, 2026

**Case No: EC-2026-0341**

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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,



Nancy Dippell  
Secretary

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<sup>1</sup>

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