FILED
JUN 03 2026
Missouri Public
Service Commission

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

John Dady Debora Hoyle
(Your name here)

Complainant,

v.

File No.

Ameren

(PSC fills this in)

(Utility's name here)

Respondent,

FORMAL COMPLAINT

1. Complainant resides at:

[redacted]
(Address of complainant)

[redacted]
(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:

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

[redacted]
(City) (State) (Zip Code)

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3. Respondent's address is:

Ameren Corp. 1901 Chouteau Ave
(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: $ to be determined
(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.)

For years we have been billed for excessive amounts of power! power we did not use, power our home is not capable of using based on known factors

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.)

We demand a real investigation which includes on site verification by Ameren to verify we dont have equipment present necessary to use the amount of power we are billed for, Ameren violates accurate measurement of kWH + refuses to prove we use the massive amounts of power they bill us for

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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 have called repeatedly, on a few occassions Ameren and/or employees who merely stated we are using the power billed for. I've been accused of not disclosing the equipment in our home, or otherwise to ignorant to understand equipment we have. The infrastructure of Ameren has not been proven to be functional. They refuse to even consider their equipment at fault. Ameren is in violation of [redacted] RSMO Section 393.140 Ameren has not acted in good faith

May 17th 2026
Date

[redacted]
Complainant's Phone Number

John Dady Debora Hoyle
Signature of Complainant

John Dady Debora Hoyle
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.*

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FORMAL COMPLAINT: STATEMENT OF VIOLATION

To: Missouri Public Service Commission

6. Complainant requests the following relief:

I demand an immediate, formal, on-site technical investigation and physical load test of the distribution transformer and service lines serving my property. Furthermore, I demand that Ameren personnel enter my home to conduct a mandatory verification of the high-efficiency equipment currently installed. This verification is necessary to refute the unfounded accusations made by Ameren employees, who have disparaged the Complainant by claiming he is misrepresenting his home's equipment or is ignorant of his own property's configuration. I request an audit of the system's integrity to reconcile the discrepancy between my documented energy usage and the excessive, unsupported billing, followed by a full reversal of all charges resulting from grid-side infrastructure failures.

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

Respondent is in violation of RSMo 393.140 by failing to maintain the efficiency and integrity of its electric supply system. Ameren has acted in bad faith by refusing to investigate infrastructure and transformer failures that cause physically impossible energy consumption readings and by engaging in unprofessional conduct through the unfounded accusation that the Complainant has misrepresented the nature of his property's HVAC and electrical configuration. Respondent must perform on-site technical load testing and equipment verification to rectify these system-side deficiencies and ensure service is provided in accordance with statutory efficiency mandates.

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STATEMENT OF DATA INCONSISTENCY & GRID-SIDE ANOMALY

Respondent's billing history for the Complainant's residence demonstrates an inexplicable volatility that is physically inconsistent with the household's energy-consuming equipment. The residence utilizes natural gas for primary space heating, limiting electric furnace demand to blower motor operation.

Billing records show:

Dec/Jan: 2,025 kWh

Jan/Feb: 1,843 kWh

Feb/Mar: 1,089 kWh

The reduction of approximately 800 kWh between the winter billing periods, despite the continuation of cold weather conditions, confirms that the previous high-usage readings were not attributable to household consumption. Respondent's repeated assertions that the Complainant's internal equipment is responsible for these massive variations are technically indefensible and demonstrably false. The radical shift in recorded usage—without any corresponding change in occupancy or appliances—provides definitive evidence of an intermittent, grid-side metering or infrastructure defect. Complainant demands a physical, on-site technical inspection of the distribution transformer and service lines to identify the source of these erratic transients.

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[redacted]

SAINT LOUIS MO 630
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Public Service Commission
P.O. Box 360
Jefferson City, MO. 65102

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