

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

LOVELY DELOCH)
(Your name here))
Complainant,)
v.)
AMEREN ELECTRIC)
(Utility's name here))
Respondent,)

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address] _____
(Address of complainant)
[Redacted City] (City) [Redacted State] (State) [Redacted Zip Code] (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] _____
(Address where service is provided, if different from Complainant's address)
[Redacted City] (City) [Redacted State] (State) [Redacted Zip Code] (Zip Code)

3. Respondent's address is:

[Redacted]

(Address of complainant)

[Redacted]

(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: \$

[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.)

- Identification of actual items being charged in bills.
- Reimbursement of Energy Charges paid by me:
1/27/25 - 1/27/26 \$ [Redacted] other Appliance Item
1/28/26 - 2/25/26 - \$ [Redacted] Other Appliance Item
2/26/26 - 3/26/26 \$ [Redacted] Other Appliance Item
3/27/26 - 4/24/26 \$ [Redacted] other Appliance
\$ [Redacted] Cooling "
4/25/26 - 5/23/26 \$ [Redacted] Other Appliance
\$ [Redacted] Cooling "

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.)

- 1) No actual individual items using the energy being charged to "Other" appliances were identified that would add up to these amounts.
- 2) My air cooling system has not been turned on in use since October 2025 and is not in use at this time.
- 3) Ameren has a profile of my home which provides various systems in use. Also, Ameren's "Appliance Itemization Explained" states the following: (see attached):

"Appliance itemization is powered by disaggregation, a process that takes the energy usage data from your meter & uses software algorithm to identify the individual appliances that are actually using the energy".

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.)

- When I became aware of unusually high energy bills in early February 2026, I immediately contacted Ameren Customer Care for an explanation. On 3/2/26, two different reps told me "an algorithm as a outdoor temps affected charges. I explained that my home was heated by gas not electric. I asked to speak with a supervisor who gave me the same explanation. Eventually, I spoke with two-three additional persons. Each of them suggested that "something in my home was at fault" for continuing increases in usage.
- I then requested a meter check, which was done on March 25, 2026 (not on March 9 as stated in your letter) (see attached) (Results 100.13% accurate).
- On ~~May~~ May 5, 2026 I had my cooling system checked by HVAC company which concluded that my AC was functioning properly (see attached report).
- My A/C thermostat have not been turned on since October 2025 - present date, yet Ameren continues to identify "Cooling" & "Other" as appliances being responsible for charges.

Date June 1, 2026

Signature of Complainant Lovely Deloch

Complainant's Phone Number [Redacted]

Complainant's Printed Full Name LOVELY DELOCH

Alternate Contact Number [Redacted]

Complainant's E-mail Address [Redacted]

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

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

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

Finally, as I review ~~on line~~ my on-line account I continue to see references to "Weather, Temperature impacting usage & cost. * Yet, I continue to be told they are not factors. If I continue to state that I have not used my AC system since Oct. 2025, how does Ameren's algorithm pick up activity? Why can't items included in "Other" be identified when I continue to communicate that I don't routinely use those items described by their system? Ameren has not been able to answer these concerns I have.

see attached

Date _____

Signature of Complainant _____

Complainant's Phone Number _____

Complainant's Printed Full Name _____

Alternate Contact Number _____

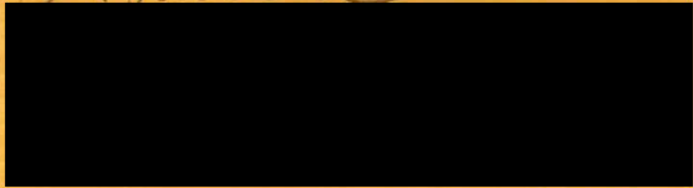
Complainant's E-mail Address _____

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