

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

Lovely Deloch,)	
)	
Complainant,)	
)	
v.)	<u>Case No. EC-2026-0354</u>
)	
Union Electric Company d/b/a Ameren)	
Missouri,)	
)	
Respondent.)	

**ORDER GIVING NOTICE OF COMPLAINT
AND DIRECTING RESPONSE**

Issue Date: June 8, 2026

Effective Date: June 8, 2026

On June 5, 2026, Lovely Deloch filed a complaint against Union Electric Company d/b/a Ameren Missouri. A copy of the complaint accompanies this notice.

Provisions governing procedures before the Commission are found in Commission Rule 20 CSR 4240, Chapter 2. In particular, the procedures relating to discovery are found at Commission Rule 20 CSR 4240-2.090.

Pursuant to Commission Rule 20 CSR 4240-2.070(8), Ameren Missouri has thirty days from the date of this notice to file an answer or a notice that the matter complained of is satisfied. Ameren Missouri's response is due no later than July 8, 2026. The Commission will also order a report from its Staff.

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a written request for mediation, the Commission may suspend the deadlines set forth in this order.

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint, with the attached exhibits, to Ameren Missouri, at:

1901 Chouteau Ave.
P.O. Box 66149
St. Louis, Missouri 63166-6149

2. Ameren Missouri shall file its response to this complaint no later than July 8, 2026. All pleadings shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360,

or shall be filed using the Commission's electronic filing and information service.

3. The Staff of the Commission shall file a Report or alternative pleading no later than July 23, 2026.

4. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Ronald D. Pridgin, Deputy Chief
Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 8th day of June, 2026.

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:


(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:

[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 ~~3/25~~ 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 _____

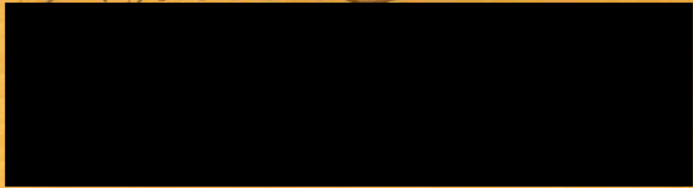
Complainant's E-mail Address _____

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

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PUBLIC

L. Delach



Retail



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U.S. POSTAGE PAID
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SAINT LOUIS, MO 63104
JUN 01, 2026

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*Secretary
Missouri Public Service
Commission
P.O. Box 360
Jefferson City, Mo.
65102-0360*

RECEIVED

JUN 04 2026

NO PUBLIC SERVICE COMMISSION
MAIL ROOM

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PUBLIC

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 8th day of June, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

June 8, 2026

Case No: EC-2026-0354

MO PSC Staff

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

**Office of the Public Counsel
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Lovely Deloch

Lovely Deloch
9108 Glen Garden Drive
Saint Louis, MO 63136
mamalove41@aol.com

Union Electric Company

Legal Department
1901 Chouteau Avenue
P.O. Box 66149, Mail Code 1310
St. Louis, MO 63103
amerenmoservice@ameren.com

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).¹

Sincerely,



**Nancy Dippell
Secretary**

¹

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