

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

Respondent,

FORMAL COMPLAINT

(City) (State) (Zip Code)

One Ameren Plaza, 1901 Chouteau Avenue

St. Louis

MO

(Zip Code)

5. The amount at issue is: \$

[illegible]

On April 1, 2026, Ameren Missouri dispatched a technician to my residence in response to a partial power outage. That technician misdiagnosed the issue and, as documented on video, gave me the all clear to restore power to all of my devices. I have video evidence of this. After the technician left, I consulted an electrician friend who suspected the problem was a burnt neutral on Ameren's service line. I contacted Ameren again and specifically told them I believed it was a neutral issue. Ameren dispatched a second technician who arrived at approximately 2:00 AM on April 2, 2026, and confirmed it was in fact a burnt neutral on Ameren's service line.

