

FW: URGENT: Formal Complaint Regarding Ameren Billing Ledger
Discrepancies, Arrearage Manipulation, and Imminent Disconnection Threat –
Account # [REDACTED]

FILED
August 10, 2026
Missouri Public
Service Commission

From: shequela collins <[REDACTED]>

Sent: Monday, August 10, 2026 3:45 PM

To: Missouri Public Service Commission <pscinfo@psc.mo.gov>

Subject: URGENT: Formal Complaint Regarding Ameren Billing Ledger Discrepancies,
Arrearage Manipulation, and Imminent Disconnection Threat – Account # [REDACTED]

Dear Missouri Public Service Commission,

I am writing to file a formal complaint regarding billing ledger discrepancies, unauthorized or uncredited payments, and improper utility practices by Ameren related to my account (Account # [REDACTED]), alongside ongoing disputes regarding housing subsidy and utility allowance calculations that have left my household facing an imminent threat of utility disconnection.

Complainant & Account Information:

Name: Shequela M. Covington

Service Address: [REDACTED]

Ameren Account Number: [REDACTED]

Departmental Identification (DCN): [REDACTED]

Summary of the Issue: Despite ongoing communication and attempts to secure emergency energy relief through local channels (which have faced administrative barriers and exhausted summer funding allocations), my utility billing ledger reflects severe discrepancies, inaccurate past-due balances, and mounting charges that fail to correctly account for housing authority utility allowances and assistance pledges.

Because these ledger manipulations and billing errors threaten my household with imminent service disconnection—compounding severe housing and safety vulnerabilities—I am requesting that the Public Service Commission intervene to investigate Ameren's billing

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practices on this account, audit the ledger for accuracy, and place an immediate hold on any disconnection activities while this dispute is formally reviewed.

Please let me know what documentation or additional details your office requires to process this formal complaint and protect my service.

Thank you for your prompt attention to this critical matter.

Sincerely,

Shequela M. Covington

