

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

Shequela M. Covington,	)	
	)	
Complainant,	)	
	)	<u>Case No. EC-2027-0044</u>
v.	)	
	)	
Union Electric Company d/b/a Ameren	)	
Missouri,	)	
	)	
Respondent.	)	

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

Issue Date: August 12, 2026

Effective Date: August 12, 2026

On August 10, 2026, Shequela M. Covington 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 September 11, 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 September 11, 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 September 25, 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 12th day of August, 2026.

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

PUBLIC

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



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 12th day of August, 2026.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

August 12, 2026

Case No: EC-2027-0044

MO PSC Staff

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

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

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

Shequela M. Covington

Shequela Covington
1503 N. Oates St.
Hayti, MO 63851
clac.collins@outlook.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.