From: Aquilla Canada <aquillacanada43@gmail.com>
Sent: Sunday, August 30, 2026 11:24 PM
To: *My Man* Dranel J. Clark : Business Partner For The EIT/ Authorized (Legal) Representative For The State Of Missouri: (Non-P..O.A) The <dranelclar1984@gmail.com>; Aquilla Canada <aquillacanada43@gmail.com>; Missouri Public Service Commission <pscinfo@psc.mo.gov>
Subject: 2nd or a duplicate recording of July payment July 15, 2026 stating they received previous payment for the month of June in full keep for evidently Purposes to send to the public service commission via email to have added to the EFICS system

Keep this for evidence rep purposes during this current public service commission complaint process again. We must submit all the evidence to be planned to use in this complaint process. However, we have the right to retain any evidence that we choose to use in our civil litigation.
Missouri law dictate that we do not have to submit all evidence we allKeep this for evidence rep purposes during this current public service commission complaint process again. We must submit all the evidence to be planned to use in this complaint process however we have the right to retain any evidence that we choose to use in our civil litigation. Missouri law dictate that we do not have to submit all evidence we have made available for that. We may have to use on our behalf. Therefore, we will like to take advantage of that law or statute.
Heid current up-to-date and litigated by the state of Missouri in regards to the evidence we may or may not use to submit for the Public Service Commission of Missouri, has continued not to submit or disregard all staff request of the public service commission or the order hereby made by the judge in regard to our complaint in this case.
With this knowledge, we are also quite aware of the fact that it is simply protocol to go through the public service commission before we begin civil litigation, therefore, as a result, in the disregard of due process and protocol being violated on behalf of Union electric DBA Ameren, Missouri. And the fact that obviously they feel that they do not have to obey the statues tariffs or law set forth, including the regulations by the judge and fellow members of the public service commission, whose job is to enforce the utility companies and hold them responsible and accountable.
Yet again the motion stating they want iall of their evidence, especially regarding audio recordings as mandated by the judge and staff of the public service commission for Missouri. In fact, their response to this request and motion, notarized and signed by the judge as a court order was a blatant denial of all, and every statement complaints and etc., made by us as the complainant.
While simultaneously, having a court Motion entered into the system the EFICS system I am referring to. Requesting in this motion to this or complaint. Yet again, without any evidence submitted to justify the reasoning for this dismissal. However, there was no notification made to us as the complaints Aquilla Canada and Mr. Dranel Clark. In regards to this motion even being filed. Not to continue to. repeat or speak about prior events that have taken place or that have been dismissed in formal complaints.
Only referencing these complaints to show a pattern is,has, and will continue to occur.
Yet in reviewing the rebuttal statement made by the legal representatives for Union Electric DBA Ameren Missouri. Ms. Hernandez, has blatantly made clerical errors that drastically affect the complaints as account holders. One example would be and the example that I am using is the most pertinent and the most critical of these clerical errors.

The phone number listed on file connected to the account of the complaints is incorrect. in fact, If there was an actual investigation, taken place by not only the public service commission investigators thoroughly doing an investigation.
The department in charge of investigating or that is the staff that is investigating on the informal as well as the formal level of the complaint. Did not catch this clerical error, other incorrect telephone number. Which on the motion was stated as 314-435-3555. Which is not only the incorrect telephone number, but brings into question if that phone number has received pledges that were deed from my account or any type of payment made that incorrect phone number or credit to that incorrect telephone number that should have been linked to the Correct Number number of 314-435-3522. Which is and has always been the telephone number connected to the account of the complaint, Aquilla Canada and Dranel Clark even to date while making this email communication for yet our fifth formal complaint in regard to the repeating and repetition of cycles billing and violations. Off of Old account numbers and the incorrect telephone number and pass billing cycles on a completely and separate meter which we are no longer connected to and again has been paid. Info with Crredit, which we did not receive or authorize the use of and no check was ever issued for the amount that remained after the final payment was made. Our proof of this is the fact that we would not be able to start service at our new residence unless that final bill was paid in full or even get a new account number if the final payment was not made therefore if the old account was not completely closed and paid off. How is it possible for this new account. To be established and yet reflecting with Old account information or evidence to this is the account being opened at the new residence alone, which is common sense however, documentation is available and evidence format.
As well as other errors that in actuality should have have obviously caught the eye of the investigators as an attempt to have yet this complaint thrown out or dismissed as well by the simple clerical errors made on Miss Hernandez account again as Ameren, Missouri‘s legal representative. And the fact that this is our fifth formal complaint. She is well aware that there is no Mrs. Clark. The attempt to have it dismissed is redundant rhetorical. Insulting him by making such accusations or to insinuate such false information is a blatant attempt again for dismissal by clerical error. The true question is why are the efforts being made to have it dismissed so strongly . Not to mention why is it you are going through so much effort as a corporation as you are in electric doing business as Ameren Missouri to avoid giving us the requested audit of our account which we have the legal right to receive due to the fact, it is not only our residence, but our business headquarters, and the audit is being requested for Not personal records, only for tax purposes, as well, which makes it legally feasible. The failed attempt to dismiss,  the motion again is an elementary legal tactic an insult to Orley) telogen‘s which is blatantly clear to us is complete and so it must be made clear to those that are step investigator. Due to the fact that this is your profession, therefore, you are supposed to be professionals yet and still these errors seem to completely and continuously flip through the cracks. Which leads us to believe that you are not only not taking these complaints seriously, but again there. There must be some other kind of deceptive business practice is non-ethical business practices being used to ignore the obvious during the investigation or the so-called investigation. I am going to the state cop, and Attley, without apologizing for frankly, saying, at this point being polite is not necessary. Was something as simple as proofreading is done by anyone who is filing a legal motion again as I am using this email communication as an example of. And these are areas that I am Kedzie as a disabled and legally blind individual and then the falsify this motion that is filed by having a judge to sign off on it with incorrect names telephone communication numbers.

The question is, is our account billing, and anything else connected to account accurate. Is this incorrect information actually connected to our account?Because if so, we would be able to see it within the EFICS system due to it being a public records system that any individual whether they have a complaint filed with the commission or not. Has access to them selves. For instance, Mr. Clark and myself are not Married and my last name is not Clark. I am Aquilla Canada.
As a result of these discrepancies myself, and Mr. Clark feel that we have not only cooperated with the public service commission in their investigation of this complaint, we have made our evidence more than available. We have gone through every request and completed those request on numerous occasions on every complaint process that we are now on the fifth, one of having with still the same result, which is simply insanity. Yet Union electric, DBA Ameren Missouri has yet to rectify any of their errors. Complete an audit as listed in the complaint, which is now at this point completely justifiable because of errors that are not only made in previous motions filed and misrepresented plainly not only in the complainants face, but not ignorable by the public service commission investigators.if they are doing a thorough investigation.
The fact that no one has called these errors leads me to believe there is no way that a proper investigation can or is being taken seriously or taken place at this time of the formal complaint process. Effect how is it possible that you can dismiss a entire Formal Complaint. Therefore, we have been left with no choice but to pursue our civil litigation against Union Electric doing business as Ameren Missouri. As you can see a clerical error in that sentence is now being corrected as well as any error that was made in the motions that no one chose to rectify. Yet, you are chosen to ignore. Therefore. again Union Electric doing business as AMEREN Missouri. We will move forward with our plans for litigation proceedings to begin. And we have no problem at this point of making you aware of such clearly within this email communication. Yet because you believe that we are just talking and not using Action I will submit the other evidence that I have chosen to submit to the commission. All other evidence will be used during my civil litigation proceeds. This is being done due to the fact that Ameren has not made available by your request as a judge., Staff member or ourselves as the complainant. The question remains what evidence does Ameren Missouri truly have to back up any of the denial statements that they have made quite clear. yeah, continue to make accusations and egregious statements in regards to our evidence. That we have cooperated fully with supplying at this time.
They are not holding themselves accountable for their actions that affect not just us the complains on this case no the actions as a corporation AMEREN Missouri has made has affected numerous Missouri residents throughout the state. More than just the original thousand 65. which actually was 1066 including ourselves for what was considered a minor violation. Whether it is past or present on this complaint or prior one. Any violation made by utility company in the state of Missouri is to be addressed, held accountable and rectified immediately the fact that you have taken this with such a crash attitude to look on it. as if it only affected the little people those that were considered low income, elderly or disabled is a violation of every disabled person’s ADA rights and the rights quality of life. The denial of which Union electric DBA AMEREN , Missouri.

Now constantly has disregarded, and the insult on top of the injury will no longer be ignored by those disabled individuals, low income members of our community, or the elderly, who unfortunately cannot speak up or stick up themselves. Therefore, I am willing to make this a personal mission. The stigma of being disabled is completely an insult you have chosen to underestimate us repeatedly to deny. Services that you currently promote. Stating that they are no longer available, but yet when you go onto the Ameren Missouri website or platform excuse me. All of these programs are not only listed but instructions are listed to tell you how to apply. As well as financial assistance programs made available through Ameren Missouri. However, the funding of such programs seems to never be available to the residence that I have for mentioned upon inquiry to the representative or agent that you receive or answer the phone when you do call AMEREN Missouri‘s customer service for no other reason then to understand the charges for which you were being charged monthly on your bill and sometimes a bill that comes more than once a month with two due dates within the same billing cycle. Charges for half the month 13 days and then the charge is for the remainder of the month which you don’t receive. Until literally 2 to 3 days before the due date they are requesting which is all within the same billing cycle. and two different due dates as well, as two different amounts for the same billing cycle or within that same billing cycle, I should say. Which is simply overlapping cycles which adds stress, confusion and pressure in regards to paying the other utilities along with living expenses. And to add insult to injury by utilizing credits that a person may have on their account without their permission, completely unauthorized to the point where they inquire and say well let me use my credit they say is already been applied. With no records showing where that credit had been applied within that account holders account. Then upon a inquiry of such billing After requesting to have a technician come out which are usually the night and even asking to speak to a supervisor in which you were at so you will receive a phone call the next 24 to 48 hours. No Supervisor is available on the Customer Service floor with all of these tear one wet who are they supposed to look to it they were eggs a question by a customer that they don’t have the answer to her that is not already been previously scripted for them to use. not a lead. Not the floor manager, and not the AI response which we all have available to us these days regardless of financial means. Yet as a corporation and as the public service commission of Missouri.
Who is solely in charge of maintaining regulating that the utility companies that affect Missouri residents. are not in fact, taking advantage yet in fact, they are not only billing correctly answering questions thoroughly and regulating all charges and rate increases for those of us who do not work for the utility companies. Instead, we get a pie chart or graph on the back of our bills with no explanation of how to understand what the pie chart or grab is stating kilowatt usage and etc. So therefore again I thank you for your time. As requested, I will submit a limited amount of evidence for this complaint formal complaint. Although, the counterpart are responded to this complaint has not been held accountable by you the public service commission judges, or staff, which is the reason that I have been left with no choice but to point this out to the other organizations within the governmental and community ranks. Such as the Attorney General’s Office department of justice, the ADA, someone and so forth reporting the violations that the Polo service commission is not holding the utility companies accountable for it and that is the sole purpose of the public service commission no other purpose I thank you for your time. I thank you in advance for recognizing the efforts that have been made on me and Mr. Clark’s behalf. Although this is now affected our business at our office headquarters and a great deal of our technology and software as well. Not to mention, the escalation in the billing charges has dramatically drastically affected the ability to pay our other responsibilities due to other utility companies and beyond all of the utilities, even being able to affect our mortgage for our home, where our business. headquarters is located.

Due to the repetition of request for payments more than once a month as I have previously stated with more than one due date or period  due to the repetition of request for payments more than once a month as I have previously stated with more than one due date and or the duplicate billing charges from another meter on a peak time rate to a new meter that should've started from a zero balance and that be on P time but around the clock Billy there is no peak time from 9 AM to 9 PM and a residential property. And before I go, I would like to mention that I am quite aware of the fact that once the old account was paid off, which they tried their best to justify down to a zero we did not receive the credit or we were not sent or issued any monetary check. Rather, we receive our first bill as a disconnection bill at a new residence with a new and completely separate meter. Billing us based off of the use 1/8 completely different meter and residence from the old meter that was already inaccurate to begin with. On top of everything else they're antagonizing by representatives from Union electric DBA Ameren Missouri. Making light of this at the situation by making comments suggesting that we do not have the evidence available to us that we have stated numerous times that we do however, Ameren Missouri has failed to date to submit any evidence. Or honor any discovery request for said evidence. And then to manipulate the system and try to present falsely Documentation that was not submitted into the Ethos system, or submit it, or give them to us via any communication form to make is knowledgeable of statingdocumentation that was not submitted into the Eephus system or submitted, or given to us, via any communication form to make is knowledgeable of stating no need for a complaint at that time, yet it was dismissed and dismissed by hearing that there was no knowledge made us as the complains. The first people who should be contacted at all in any regard. In fact, we did not find out till after we submitted our discovery by the due date at that time on that former formal complaint. which the judge Heck work order both of us to do to turn in that discovery by the due date however, instead you use deceptive practices and false documentation to have it dismissed without our knowledge, and I had a court date with no knowledge being made to look up Clayton again, which is blatantly a violation of due process and in the process of us doing the discovery