FILED
September 22, 2026
Missouri Public
Service Commission

Subject: FW: Ameren Missouri Disconnection Still Pending, Insufficient Payment

From: Aquilla Canada <[redacted]>
Sent: Monday, September 21, 2026 8:44 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 <[redacted]>; Aquilla Canada <[redacted]>; [redacted] Missouri Public Service Commission <pscinfo@psc.mo.gov>
Subject: Re: Ameren Missouri Disconnection Still Pending, Insufficient Payment

At the present time we are completely exhausted of any additional funds available to prevent a disconnection. However, since last week, we have been reaching out to Aubrey at Ameren in the regulatory management position. To make her aware of the situation and find out why the account is reflecting the amount of the complaint process as well. Included in the amount due for electric service. Provided to our residence and business headquarters. While the complaint is still in process.

We have made a payment for service in this account on August 21st $[redacted], August 31 and the amount of $[redacted], and another payment today in the amount of $[redacted]0. With a confirmation number showing that payment was accepted which I forwarded a copy of to all the parties involved in this complaint process included in which is the confirmation number.
Now I have received another communication saying that disconnection is still pending if they don't receive the remaining $[redacted] today.
This is affecting my quality of life greatly without electrical services. We would not be able to function or run our business and nonprofit organization successfully. Our residence is again our business headquarters.
Furthermore, electricity services are also necessary for Mr. Clarks' CPAP machine and nebulizer. Which already is in our account file with Ameren Missouri. Also it is vital for me. For my caregiver to be able to clock in and out and for me to be able to move and function throughout the residence.

The question is why is the amount of a complaint included and our total due on our bill or account why is it being reflected in the complaint process is not been completed?
Why are we subject to disconnect and we have not missed the payment in fact we have made multiple payments within the same billing cycle numerous times since the onset of this account?

In fact it seems as if every 13 to 15 days we are receiving a bill due within the same cycle. Reflecting different due dates. Which we have emails, and receipts in our bank account transaction records for.

Furthermore, why is the amount due on the account constantly increasing instead of decreasing? While they are receiving these payments and subject to disconnect? We have already been disconnected once without any kind of notification. Which we know they need to have a answer phone call from Period!
This is all taking place during this current complaint process.

Our electric service should not jeopardize whether we are able to afford our mortgage or other utilities. Which are getting pushed further and further behind to accommodate Ameren Missouri services.

With no financial assistance programs or budget billing of any sort set up on the account. And now that we are in the winter months. There is no reason why our bill should be this high.
When we ask for an explanation. None is available for us. Which is why we requested an audit of our account.
I do not understand how they could deny every so-called allegation. That is in fact purely factual information. We don't understand how investigators for the staff cannot see this reflected in our account.
Why are they so hell-bent on not giving us an audit of our account? What is the problem with that request.
Why is staff not urging or pushing for that evidence from Ameren Missouri. The the way they requested from us.
Or urging for the audit. Or requesting that Ameren submit any proof to contradict what we have filed in the complaint?
I look forward to a prompt response from the parties involved in this communication. I will also like this entered into the EFICS system.
As well as with the other email communications that I had previously sent today. For evidentiary purposes. I also am looking for a return communication via telephone call from Aubrey. Due to my blindness disability.
Because I did ask last time that we spoke why was the account balance so high?
Thank you in advance for your communication and cooperation and assistance in regard to this matter.
Kind regards.

Aquilla Canada and
Dranel Clark
On Mon, Sep 21, 2026 at 7:56 PM Aquilla Canada [redacted] wrote:

---------- Forwarded message ---------
From: **Ameren** <do-not-reply@alerts.ameren.com>
Date: Mon, Sep 21, 2026 at 7:41 PM
Subject: Ameren Missouri Disconnection Still Pending, Insufficient Payment
To: <[redacted]

[redacted]

Log In to Your Account

Disconnection Still Pending

Minimum Now Due: $[redacted]
Account Number: [redacted]
Service Address: [redacted]

We received a payment of $[redacted] on your Ameren Missouri account. However, an additional payment is required to avoid disconnection.

*Quick Pay link is valid until the next billing cycle.

Log in to your Account Dashboard to see everything related to your account, in one place. Click here to view bill inserts and information.

Visit Ameren.com for personalized payment options that let you pay your bill your way.

Thank you,
Ameren Missouri Customer Care

If you no longer wish to receive these messages, please unsubscribe here.

This email was sent to: [redacted]. Please do not reply to this message.

Ameren will never contact you by email asking you to validate your personal information such as your UserID, password or account numbers. If you receive such a request please contact us.

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