FILED
September 22, 2026
Missouri Public
Service Commission

Subject: FW: Ameren Missouri Account

From: Aquilla Canada <[redacted]>
Sent: Monday, September 21, 2026 7:56 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>; [redacted]
Subject: Fwd: Ameren Missouri Account

---------- Forwarded message ---------
From: **Aquilla Canada** <[redacted]>
Date: Mon, Sep 21, 2026 at 7:52 PM
Subject: Re: Ameren Missouri Account
To: [redacted]

I have made a payment for our account
Account number is as follows:
[redacted]
The amount of the payment made for the prevention of disconnection is $[redacted].
As stated in the previous email communication.
This is all we can afford at this time.
Now that a payment has been made and completed. The confirmation number is as follows:[redacted]
Since the system excepted this amount. We feel that this should prevent a disconnection from taking place.
Again we have been reaching out to you since last week. With no return call or communication from you to date.
Please respond as soon as possibl. At your earliest convenience will NOT work for us. We expect a prompt response to prevent disconnection. We have made a payment without missing any payment request. Disconnection and the amount of the complaint should not be reflected on our account at this time. Please explain why our account amount is constantly increasing instead of decreasing the amount of the bill. While the payment is made monthly. This makes no sense and I am requesting that the PSC follows up with a actual activity statement and audit yet again. Do to these issues with the account and payment made for the account.
It would be different if we were not making any payment at all.
But now it is effecting other funds allocated for other purposes.
Again, kind regards.

Aquilla Canada and
Dranel Clark
On Mon, Sep 21, 2026 at 7:03PM Aquilla Canada [redacted]> wrote:

Thank you so much for understanding.
I have just now received this email message from you today. After reviewing my previous Ameren Missouri email communications.
I have left you several messages from me in regards to the requested amount of the bill due today.
We cannot afford to make a payment for $[redacted] by today.
And this is after trying to reach out for help from multiple resources including friends and family.
I am sending in a payment in the amount of $[redacted]. The remainder of $[redacted] . We can pay on the first of October. When we receive my benefits for the month.
I have now made 3 payments between August and September for electric service. We cannot afford to be disconnected. But when I am trying to get financial assistance through the website or inquire about it from a representative. I am being told that there is nothing available at the moment.
Please except this payment and allow us time to pay the remaining balance without service interruption.
The fact that we have made a payment today and knowing it is preventing us from being able to afford other utilities to be paid on time is ridiculous. Especially while having an open complaint in process. We hope to finally hear back from you today. Even though we have been reaching out to you directly. With no response since last week.
Therefore, I am sending a payment for an amount that I can somewhat afford. With assistance from my family. Which is extremely embarrassing . I hope you can except it and deflect from any disconnection. Since a payment is being made and excepted.
Which is another issue. Why are we in jeopardy of being disconnected for electricity. As we make a payment every month without failure. Sometimes even more than once. And still getting emails with different due dates. Which is effecting my quality if life drastically stressing over if I'll have electricity or not. And knowing that all the technology used within my household depends on electric service. It's pointless to pay my electric bill if I can't afford to pay my mortgage. Something has to be able to be done. To help cut these cost and stress. I look forward to your prompt response. Payment is being made after the complexion of this email communication. I will be forwarding confirmation.
Kind regards.

Aquilla Canada and
Dranel Clark
Again please respond contact information as follows:
[redacted]

On Mon, Aug 24, 2026 at 6:35 PM [redacted] > wrote:

> Good evening! I received your voicemails regarding the payment that was due today. I've noted your account to reflect that the $[redacted] payment will be made on 8/29 instead of today, and that is perfectly fine.
>
> Thanks for reaching out!
>
> [redacted] :: Manager, Regulatory Engagement :: T[redacted]

Ameren Missouri : : 101 Madison St : : Jefferson City, MO 65101

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