BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

John Dady & Debora Hoyle,Complainants,

v. Case No. EC-2026-0349

Ameren Missouri,Respondent.

COMPLAINANTS' RESPONSE TO ORDER TO SHOW CAUSE

COME NOW Complainants, John Dady and Debora Hoyle, acting pro se, and for their Response to the Commission's Order to Show Cause regarding non-dismissal of Case No. EC-2026-0349, respectfully state as follows:

1. Good Faith Intent to Prosecute
Complainants have actively pursued this matter in good faith since its inception. Complainants at no time intended to miss any scheduled proceeding or abandon the prosecution of this formal utility complaint.

2. Lack of Notice and Access Credentials for November 3, 2026 Webex Meeting
Complainants did not receive written notice, email notification, or telephonic contact providing login details, passwords, dial-in numbers, or Webex access credentials for the prehearing conference/meeting scheduled for November 3, 2026. Furthermore, Complainants have zero familiarity with Webex virtual software, were never provided instructions or setup assistance, and received no technical credentials or dial-in parameters to access the meeting. Without access credentials or explicit technical setup instructions from the Commission or presiding officer, Complainants had no means or technical capability to access or join the virtual proceeding.

3. Absence of Docket Entry
Complainants regularly monitor the case docket via EFIS and observed no preliminary notice or clear log-in instructions on the public filing docket regarding required attendance or access links for the November 3, 2026 meeting.

4. Request for Non-Dismissal and Re-Scheduling
Dismissal of this action due to an inadvertent failure to appear caused strictly by a lack of access

credentials and notice would severely prejudice Complainants' substantive rights regarding utility account accuracy and drop-line testing data under dispute.

WHEREFORE, Complainants respectfully request that the Commission:
A. Find good cause shown for Complainants' failure to join the November 3, 2026 Webex conference;
B. Decline to dismiss Case No. EC-2026-0349; and
C. Re-schedule the conference with proper notice and direct delivery of Webex link and access credentials to Complainants.

Respectfully submitted,

/s/ John Dady
John Dady
[redacted]

/s/ Debora Hoyle
Debora Hoyle
[redacted]

Complainants Pro Se