From: Aquilla Canada [redacted]
Sent: Tuesday, November 24, 2026 7:50 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]; Missouri Public Service Commission <pscinfo@psc.mo.gov>
Subject: Please add the following to the efics system for discovery purposes on behalf of the complaints Aquilla Canada and Dranel Clark

FILED
November 25, 2026
Missouri Public
Service Commission

TO: Secretary of the Missouri Public Service Commission
ATTENTION: Data Center
EMAIL: dcsupport@psc.mo.gov

DATE: November 24, 2026

RE: Case No. EC-2026-0341 — Supplemental Notice of Facts Regarding the November 20, 2026 Incident and Request to Include in the Record

BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION

In the Matter of the Complaint of Aquilla A. Canada and Dranel Clark against Union Electric Company d/b/a Ameren Missouri

Case No. EC-2026-0341

COMPLAINANTS' SUPPLEMENTAL NOTICE OF FACTS REGARDING THE NOVEMBER 20, 2026 INCIDENT AND REQUEST TO INCLUDE IN THE RECORD

To the Secretary of the Missouri Public Service Commission:
Aquilla A. Canada and Dranel Clark, the complainants in the above-captioned matter, respectfully submit this supplemental notice to bring an additional incident involving Ameren Missouri to the Commission's attention. The incident occurred on November 20, 2026, and concerns restrictions on account communication and the information required from a third party seeking to verify the status of a charitable pledge toward the account.

1. Account authorization and restricted communication

Aquilla A. Canada has been an authorized representative on Dranel Clark's Ameren Missouri account since the account was opened in September 2021. Ameren Missouri was previously provided with documentation establishing that authorization.

On November 20, 2026, Aquilla A. Canada contacted Ameren Missouri regarding the account and the status of a charitable pledge. Customer service representatives stated that they could not provide the requested information because communication concerning the account was restricted to one designated employee, identified as Brad A. Loethen, Community Relations Coordinator.

The complainants understand that Ameren Missouri has an obligation to protect customer account information. However, they request clarification regarding why an existing authorized representative could not receive information within the scope of the authorization already on file.

2. Third-party verification of a charitable pledge

On the same date, Flossie Henderson, a volunteer or representative associated with St. Vincent and assistance coordination through Community Action, contacted Ameren Missouri to inquire about the status of a charitable pledge toward Dranel Clark's account.

The complainants understand that Ms. Henderson was required to provide personal information, including her residential address, and have that information added to Dranel Clark's account before Ameren Missouri would confirm the status of the pledge. Dranel Clark was required to authorize the addition of her information.

Ms. Henderson was not seeking to become an account holder, obtain unrestricted access to the account, or receive general confidential account information. Her purpose was limited to verifying the status of a charitable pledge intended to assist with the account.

The complainants question whether requiring a third party's residential address to be added to a customer's utility account was necessary for this limited verification purpose. They also request clarification as to whether Ameren Missouri offers a more limited authorization or verification procedure for charitable organizations, volunteers, or assistance coordinators.

3. Request for Commission review

The complainants respectfully ask the Commission to review the circumstances described above and determine whether Ameren Missouri's communication and verification procedures were reasonable under the circumstances.

In particular, the complainants request that Ameren Missouri identify the applicable tariff provision, Commission rule, written policy, or other authority supporting:

1. Restricting account communication to one designated employee when an authorized representative is already documented on the account.
2. Requiring a third party seeking only to verify a charitable pledge to provide a residential address and have that information added to the customer's utility account.
3. Requiring the account holder to authorize that addition before the utility will confirm the status of the charitable pledge.

The complainants are not asking the Commission to disregard legitimate customer privacy protections. They are asking the Commission to examine whether the procedures used were necessary, appropriately limited, and reasonably accessible to customers and authorized representatives seeking assistance.

4. Relief requested

The complainants respectfully request that the Commission:

1. Accept this Supplemental Notice of Facts for filing in Case No. EC-2026-0341.
2. Associate this notice with the existing complaint and include it in the case record.
3. Require or request that Ameren Missouri explain the policies and authority governing the restrictions described above.
4. Review whether the personal information required from Ms. Henderson was reasonably necessary for the limited purpose of verifying a charitable pledge.
5. Clarify any applicable procedures or deadlines concerning the submission of additional evidence and testimony in this proceeding.
6. Preserve the complainants' opportunity to present supporting documentation and testimony concerning this incident.

The complainants submit this notice in good faith so that the Commission has an accurate account of the November 20, 2026 incident and may consider it in connection with the pending complaint.

Respectfully submitted,

Aquilla A. Canada
Complainant, Pro Se

Dranel Clark
Complainant, Pro Se

Date: November 24, 2026

Public