From: Aquilla Canada [redacted]
Sent: Tuesday, November 24, 2026 8:16 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] Missouri Public Service Commission <pscinfo@psc.mo.gov>; Aquilla Canada [redacted]
Subject: Please add to the efics system for the Complainants Aquilla Canada and Dranel Clark

FILED
November 25, 2026
Missouri Public
Service Commission

SUPPLEMENTAL CUSTOMER COMPLAINT AND REQUEST FOR FORMAL INVESTIGATION

Before the Missouri Public Service Commission

Subject: Ameren Missouri – Unrecorded Energy Assistance Pledge, Missing Payment, Incomplete Account Activity Statement, and Request for Full Account Reconciliation

Customer/Account Holder: Dranel Clark
Utility: Ameren Missouri
Account Number: [Insert account number]
Existing EFIS Docket Number: [Insert docket number, if applicable]

FORMAL STATEMENT OF COMPLAINT

I am submitting this supplemental statement to formally bring to the Missouri Public Service Commission's attention discrepancies involving an energy assistance pledge and an actual payment associated with my Ameren Missouri utility account.

Both transactions are at issue because neither is properly reflected in the account activity statement provided by Ameren Missouri.

The circumstances raise concerns regarding the accuracy, completeness, and reconciliation of the utility's account records, as well as its handling of customer payments and energy assistance commitments.

1. UNRECORDED ENERGY ASSISTANCE PLEDGE

An energy assistance pledge was made on behalf of the customer toward the outstanding utility account balance.

I am requesting that Ameren Missouri produce documentation establishing:

- The date the pledge was submitted.
- The identity of the agency that issued the pledge.
- The amount pledged.

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- The date Ameren Missouri received and acknowledged the pledge.
- Whether the pledge was accepted, rejected, processed, canceled, or otherwise modified.
- Any internal account notation or transaction record associated with the pledge.
- An explanation of why the pledge is not properly reflected in the customer account activity statement.

If the pledge was issued by the agency administering LIHEAP and qualifies under the Missouri Cold Weather Rule, I request that the Commission examine its treatment under 20 CSR 4240-13.055(10)(A).

That provision states that a qualifying LIHEAP agency pledge equal to a payment required under the rule is deemed to be the required payment.

2. ACTUAL PAYMENT NOT REFLECTED ON ACCOUNT

In addition to the missing pledge, an actual payment was made toward the Ameren Missouri account.

However, the payment is not properly reflected in the account activity statement.

I request a formal investigation to establish:

- The date the payment was initiated.
- The date the payment cleared or was completed.
- The payment amount and confirmation or transaction number.
- Whether Ameren Missouri received the funds.
- Whether the payment was posted, held, rejected, reversed, misapplied, or credited to another transaction.
- Where the funds were allocated.
- Why the payment does not appear in the customer account activity statement.

If Ameren Missouri received the payment, I request that the company identify the specific reason it was not properly credited and immeditely correct the account records.

3. APPLICABLE MISSOURI REGULATIONS

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I request that the Commission examine Ameren Missouri's handling of these transactions under the applicable Missouri Public Service Commission regulations, including:

20 CSR 4240-13.045 – Disputes

This regulation requires a utility to document a customer's dispute, investigate it promptly and thoroughly, and attempt to resolve it.

20 CSR 4240-13.055(10)(A) – Cold Weather Payment Agreements

This provision addresses qualifying LIHEAP agency pledges and their treatment as required payments under the Cold Weather Rule.

I request that the Commission determine whether Ameren Missouri complied with these requirements based on the actual circumstances and supporting documentation.

4. REQUEST FOR COMPLETE ACCOUNT LEDGER AND TRANSACTION RECONCILIATION

I am formally requesting that Ameren Missouri provide a complete and itemized account ledger, not merely another summary statement.

The ledger should identify all payments, agency pledges, credits, adjustments, reversals, transfers, and other transactions associated with the account.

I also request copies of the underlying records supporting the transactions, including payment confirmations, agency pledge documentation, processing records, and relevant account notes.

The account must be reconciled to establish the accurate balance after all qualifying payments and credits are properly accounted for.

5. REQUEST FOR CUSTOMER PROTECTION DURING INVESTIGATION

Because the disputed transactions may affect the outstanding account balance and the customer's service status, I request that the Commission examine any proposed disconnection or collection activity based on amounts that are subject to this dispute.

I further request that Ameren Missouri identify the undisputed portion of the account balance and comply with the applicable customer protections under Missouri regulations.

6. REQUESTED COMMISSION ACTION

I respectfully request that the Missouri Public Service Commission:

1. Open or incorporate this matter into the appropriate customer complaint proceeding.

2. Require Ameren Missouri to investigate both the missing assistance pledge and the missing actual payment.

3. Obtain the complete account ledger and supporting transaction documentation.

4. Determine whether the pledge was properly received, acknowledged, and processed.

5. Determine whether the actual payment was received and, if so, why it was not properly credited.

6. Require correction of any inaccurate account entries and balances.

7. Examine whether Ameren Missouri complied with applicable Missouri regulations.

8. Require a written response explaining the findings and corrective actions taken.

CONCLUSION

This complaint concerns more than a disagreement over an account balance. It concerns the accuracy and completeness of utility account records and the proper recognition and application of financial assistance and payments made toward a customer's utility obligations.

A customer should not be held responsible for unexplained discrepancies involving payments or qualifying assistance commitments.

I respectfully request a thorough investigation, a complete accounting, and appropriate corrective action to ensure that the account accurately reflects all applicable transactions.

Respectfully submitted,

Dranel Clark
Ameren Missouri Account Holder
Date: [Insert submission date]

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