

# BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION

In the Matter of:

Brett Felber & Lisa Lambert, Complainants

v.

Ameren Missouri d/b/a Union Electric Company, Respondent

Case No. EC-2026-0128

## COMPLAINANTS' NOTICE REGARDING UNDATED PRESORTED FIRST-CLASS MAIL AND DEFECTIVE NOTICE

COME NOW Complainants Brett Felber and Lisa Lambert and state as follows:

### I. INTRODUCTION

1. Complainants received correspondence from Ameren Missouri through the United States Mail.
2. The exterior envelope contains a "Presorted First-Class Mail – U.S. Postage Paid Ameren" permit imprint rather than a United States Postal Service dated postmark.
3. The envelope bears the marking "Address Service Requested."
4. The envelope contains no USPS cancellation stamp, postage meter date, or other indicia establishing the exact date the item was deposited into the United States mail stream.

### II. DATE OF RECEIPT

5. Complainants received the referenced correspondence on March 11, 2026.
6. The notice relates to a potential disconnection of electric service.
7. The March 11, 2026 receipt date occurred six (6) days after the alleged disconnection date asserted by Respondent.
8. The receipt occurred fifteen (15) days beyond the deadlines required under the Missouri Public Service Commission's rules, regulations, and applicable tariffs.

### III. ABSENCE OF VERIFIABLE MAILING DATE

9. Because the envelope contains only a bulk presorted permit imprint, there is no verifiable date indicating when the item entered the United States mail system.
10. Without a dated postmark or meter imprint, it is impossible for Complainants or the Commission to independently determine the actual mailing date.
11. The lack of a mailing date allows Respondent to assert mailing timelines without independent verification.

### IV. APPLICABLE COMMISSION RULES

12. Missouri Public Service Commission regulations governing discontinuance of electric service are set forth in **20 CSR 4240-13.050**.
13. Specifically, **20 CSR 4240-13.050(1)(C)** requires that a utility provide written notice prior to discontinuance of service.
14. Additionally, **20 CSR 4240-13.050(1)(D)** requires that such notice be mailed or otherwise delivered sufficiently in advance of the proposed discontinuance date to allow the customer an opportunity to

respond.

15. Without a verifiable mailing date, compliance with these Commission rules cannot be independently confirmed.

#### **V. PREJUDICE TO COMPLAINANTS**

16. The notice was received six days after the alleged disconnection date and fifteen days beyond the required notice period.

17. The absence of a verifiable mailing date prevents confirmation that Respondent complied with the Commission's notice requirements.

#### **VI. REQUEST FOR COMMISSION REVIEW**

18. Complainants request that the Commission take notice of the absence of a verifiable mailing date.

19. Complainants further request Respondent produce documentation establishing the actual mailing date, including USPS bulk mail acceptance records, presort documentation, and internal mailing logs.

**WHEREFORE**, Complainants respectfully request such relief as the Commission deems just and proper.

Respectfully submitted,

Brett Felber

Complainant

Lisa Lambert

Complainant

#### **CERTIFICATE OF SERVICE**

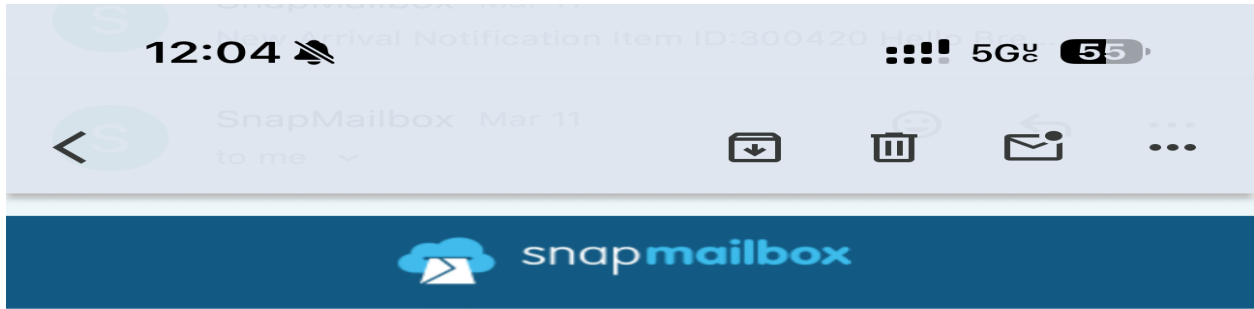
I hereby certify that a true and correct copy of the foregoing was served upon all parties of record via the Commission's electronic filing system on this 16th day of March, 2026.

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Brett Felber

## EXHIBIT A

Envelope showing presorted first-class mail permit imprint without USPS dated postmark.



## New Arrival Notification

Item ID:300421



Brett Felber,

have received a new mail.

se login to your online account at [snapmailbox](https://snapmailbox.com) to take action on  
or click on any of the action buttons below. Keep in mind in pe  
up is not available.



to get your items to scan automatically? Click below to view...

