

The following information was submitted using the Complaint/Inquiry form in EFIS.

**Date Received** 5/20/2026 3:45 AM

**First Name** Latrell

**Last Name** Germany

**Business Name**

**Address**

**Daytime Phone** Cell: (314) 498-1013

**Email Address**

**The name of the utility company involved with your complaint** Spire, Ameren Missouri, & American Water

**Account Number**

**Description of Complaint**

Medical Emergency Compliance: Respondents must disclose why disconnections were threatened or executed despite actual notice of Chronic Asthma and the residence of an infant, in direct violation of 20 CSR 4240-13.050(10). Emergency Stay: Under RSMo § 393.130, Complainant demands an immediate administrative stay of all disconnection activity and the restoration of any services terminated, as the cessation of utilities to a medically fragile household represents an immediate threat to life. IV. LEGAL BASIS The Commission has the power under RSMo § 393.140 to examine all accounts and records of utility corporations. Furthermore, under RSMo § 386.390, Complainant is entitled to a hearing on any act or omission by a public utility

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Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360

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