

EC-2023-0395

Brett Felber

VS

Ameren Missouri

Complainants Motion for Emergency Hearing & Immediate Resotration Utility
Services.

1) Complainant's informal complaint was converted to a formal complaint on May 23, 2023.

2) Complainant's formal complaint lays a basis upon a illegal disconnect of services and that Ameren Missouri failed to follow numerous commission rules, regulations and tariffs in which Ameren Missouri failed to oblige by the payment agreement that has been submitted to the complainants email from Ameren Missouri, in which the payment agreement date was for May 22, 2023.

3) Ameren Missouri illegal disconnected services on May 19, 2023, ahead of the payment agreement date which violated the Commission rules, tarrifs and regulations.

4) Ameren Missouri, the respondent has already admitted to the Staff of the Commission, the Honorable Judge Clark and to the Complainant that they have no physical copy of the agreement, as SendGrid automatically recycles emails after 30 days.

5) Ameren Missouri, the respondent failed to maintain and keep services active upon the execution of a billing article that is being newly presented to the items.

6) Complainant wishes to submit newly gathered exhibits and evidence which thus proves Ameren Missouri's disconnection was not only illegal, but it was unjustified and have further deprived the complainant or any members from receiving services.

7) Respondents have illegally held complainant hostage, by failing to honor the payment agreement, but also more importantly failed to honor the FINAL Disconnect Notice for after May 30, 2023.

8) Respondents failed to obliged to all commission rules, regulations and tariffs in illegal disconnecting services prior to May 31, 2023, as the letter states from Ameren Missouri.

9) Ameren Missouri, the respondent has further deprived the premises from 104 days without any attempt to rectify the situation and further insisting holding the complainant hostage to demand payment for something Ameren failed to oblige to.

10) Respondents upon execution of this article in good faith should immediately restore utility services to the premises for not only failing to honor the payment agreement, but most importantly disconnecting services prior to the date on a letter sent to the complainant.

11) Complainant has seen an increased amount of expenditures due to Ameren's neglect, fraud, deceiving business practices and further deprivation of utility services.

12) It would not only be inhuman, but it would be allowing Ameren to further continue their illegal methods of keeping services off to the premises, unless an order was immediately issued by the Commission and the Honorable Judge Clark.

13) Complainant shall be entitled to the relief of immediate restoration of utility services to the premises by no later than the end of business on Thursday August 31, 2023.

Whereas, the complainant submits this motions and prays that the Commission and the Honorable Judge Clark order Ameren Missouri to restore utility services to the premises in question for not only failing to oblige by the payment agreement, but more importantly disconnecting utility services, prior to disconnection date on their mailing article to the Complainant. Whereas, this continues to show, Ameren has committed a gross amount of negligence against the complainant in this matter.

Respectfully,
Brett Felber