

EC-2023-0395

Brett Felber
VS
Ameren Missouri

Complainants Motion for Immediate Resotration of Utility Services.

- 1) Complainant filed a formal complaint on the date of May 23, 2023.
- 2) Complainant stated that Ameren Missouri violated numerous rules and regulations in disconnecting services and disconnection of services were illegal.
- 3) Staff was ordered to give a report on July 24, 2023.
- 4) Staff submitted a report on July 24, 2023.
- 5) Respondent cannot supply a copy of an email or payment agreement that contradicts complainants emailed copy submitted to not only the staff, but uploaded in EFIS and also presented to respondents counsel.
- 6) Complainant not only supplied a copy of the agreement registered between both parties in JPG and in PDF with a watermark protector therefore nothing could be altered or changed.
- 7) Complainants copy submits that they payment agreed date was May 22,2023 for a down payment of \$ [REDACTED]
- 8) Respondent cannot produce an email that shows a payment agreement date of May 18, 2023 for payment due.
- 9) Staff in their own report on page 10 staff reports that Ameren "did not notify Mr. Felber by personal service or first classmail about his prior default prior to his disconnection."
- 10) By admission of staff Ameren Missouri failed to follow under section of 4 CSR 240-13.050 (3) "IF a customer fails to comply with the terms and conditions of a settlement agreement, a utility may discontinue service after notifying the customer in writing by personal service or first class mail in accordance with 4 CSR 240-13.050.
- 11) While customer has an AMI meter, this doesn't void or make an alterations to 4 CSR 240-13.050.
- 12) Ameren neglected to follow 4 CSR 240-13.050 and send a mandatory letter via personal service or first class mail with a disconnection date.
- 13) Ameren wrongfull and illegally disconnected services to complainants premises and failed to follow 4 CSR 240-13.050.
- 14) Respondent to date has failed to rectify and restore utility services as a result of failing to follow 4 CSR 240-13.050.
- 15) Services should've remained active to the premises on May 19, 2023 and were illegally disconnected.
- 16) A ten day notice should've been mailed oin May 19, 2023, if Ameren really did have an agreement set for payment on May 18, 2023, making a new effect date of 10 days later from the date of May 19, 2023 when mailed. Which would have been May 29, 2023, not May 19, 2023.

17) Ameren to date has failed to restore services based off knowing that they failed to follow 4CSR 140-13.050.

18) It would be a further amount of abuse that Ameren has been able to get away with if Judge Clark doesn't issue an immediate restoration of utility services by NO later than Friday July 28, 2023.

19) Complainant respectfully asks Judge Clark to hear his restoral motion and respectful asks that Judge Clark grant an immediate restoration of servicesx on Friday July 28, 2023, as a result of the said facts that were listed by the staff report showing Ameren conclusively failed to oblige by not only the payment agreement setforth, but failing to follow 4 CSR 240.13.050 of mailing or personal service of a default of the said agreement that was submitted.

20) Respondent has enjoyed over 68 days of an illegal disconnection of services.

21) Complainant has had an increase in costs since Ameren's illegal disconnection of services and respondent has showed no remorse or cause for concern as a result of failing to follow 4 CSR 240-13.050.

22) Complainant shall be entitled to 350 gallons of gas reimbursement at the price of \$ [REDACTED] per gallon as a result of having to run a generator system to keep the house sufficient immediately paid by respondent for failing to oblige by 4CSR 240-13.050.

Whereas the complainant submits this motion to the honorable Judge Clark for an emergency and prays that Judge Clark grants complainants motion as a resut of Ameren Missouri and staff admitting the report submitted that Ameren Missouri failed to follow 4 CSR 240.13.050 and failed to supply a default letter with a disconnection date by first class mail or personal service.

Complainant prays Judge Clark grants complainants motion and Ameren is ordered to restore services by No later than July 28, 2023.7.27

Brett Felber