

EC-2023-0395

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VS
Ameren Missouri

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Data Center
Missouri Public
Service Commission

This letter is intended for the Commission and the Commission only. As I sit here and write this letter, i go back upon the last 90 days. What have the last 90 days been? A manipulation hold at the power and expense of Ameren Missouri. There have been some extreme heat temperatures and some low temperatures.

As everyone knows i filed a complaint with the PSC about Ameren Missouri because of an illegal disconnection of services. Whether Ameren wants to admit it or not, it was illegal. It was. That is a fact. However, as I have said from the beginning of this matter it is not about money. It is about doing right and fixing the wrong.

Ameren Missouri has been able to manipulate a system that is quite frankly disgusting and inhuman to anyone that has to suffer at their expense. Luckily for me I can afford to keep the premises powered by a generator system that will power the entire place, therefore I can supply power to keep the premises, cool, and in livable condition. However, there are thousands that are suffering like me, only they can't afford to power or got out and purchase a generator system that can sufficiently power a premises, in which they have to live in extreme heat?

What kind of message does that send to hard working individuals who work hard and gett robbed by the utility provider and told to meet pretty much their demands? Because that is exactly how it goes.

While I have been no stranger to uploading documents to EFIS to suffice proof, sorry. I'm a straight to the point type of person and get exactly to the point. However, I have been pretty much robbed until I meet the demands of Ameren Missouri, regardless of a payment agreement, Ameren Missouri and the Staff of the Commission admitting that Ameren no longer has a copy of the agreement and also Staff and Ameren stating that they failed to send out a default letter to the payment agreement in the report.

Now, I'm not trying to lay and blame on the Staff of the Commisison, but I find it very suspicious that the payment agreement was left out as an exhibit by the Staff, along with my carrier phone logs, that prove Ameren failed to reach out to me to even start the process.

Ameren's responded with opinion written documents, that the Staff of the Commisison seemed to be acceptable with. Since when did a paper trail of evidence or exhibits that show clear facts, ever seemed to be ignored and any acknowledgment fail over typed up letters from Ameren Missouri?

I believe I'm entitled to answers prior to an evidentiary hearing, however, I'm not going to get them. From either the Staff of the Commission, The Commission itself and Ameren Missouri.

Prime example: Ameren was given a dispute of debt letter and verification of debt letter on July 8, 2023 in which they completely ignored doing the exact items in that verification letter. Instead they decided to type an opinion letter, which doesn't suffice any valid proof..

If you are going to allow a company to walk over people, at least have another service option available, therefore people can have the choice to switch to another business.

What is it exactly called when a business uses deceptive tactics, and deceiving tactics to keep utility services off? What's it called when a utility company breaches a agreement? What is it called when a utility company and staff admit certain things that Ameren didn't follow, but yet fail to act in restoration of services? What exactly is that called?

There have been numerous complaints filed by me because of exactly that. Complaints usually get filed when a party fails to do a certain action and the party continues to ignore the matter. However, I see exactly why Ameren chooses to ignore them. The Public Service Commission has done nothing to even penalize them in this matter.

The sad part is this is an open and shut case. There is no argument . Ameren has already admitted they can't produce a copy of the agreement because they failed to keep a copy and it was recycled by their provider. I find this hard to believe considering they can tell me what my bill balance was from three years ago, but can't save a simple email agreement? Does that make sense. They have a copy, they just want to ignore it. However, Ameren has been able to stall the process at the helm of the PSC allowing I the consumer to carry on the additional expense.

Am I a bank? Where in my name or any businesses I own does it say I have expendable money to continue coming out of pocket for Ameren's failures ? I don't . I've had to spend more in gas keeping a generator operative than anything at all. In fact, I've developed relationships with people in the gas industry as a result of this. However, it is inhuman that I continue to pay for these expenses because of Ameren's failures.

One more thing, should I have to submit deadlines and times for Ameren to restore services and do the right thing? Does the Commission feel that is acceptable? Should I have to? Should I have to tell Ameren Missouri that I'm filing a lawsuit outside of the PSC matter, therefore they will be sanctioned and punished later on down the road?

Lets put this together, anytime I submit something factual, respondents legal counsel writes uploads a letter to the Commission to impose a sanction or state that they "haven't" received the data requests or discovery requests. Oh, I can assure you that Respondents Counsel has received what he directly asked for , but knows the data doesn't benefit the Respondents. Every time.

I believe Respondents don't want this to be involved in litigation outside of the PSC, because the Respondent and their Counsel know that there's an excellent chance that they would lose outside of the PSC matter. However, does that allow for Respondents Counsel to lie to the Commission in a report and state Ameren isn't involved in litigation outside of the PSC matter? No it doesn't allow Counsel to like.

Last, because I forgot. I'm not an attorney, but what is the Missouri State Statute when a business uses deceptive business tactics and deceiving business tactics? What is the Missouri Statute for failure to restore and purposeful neglect for failure to restore utility services? What is the Texas State Statute for credit/debit card/bank fraud and use within a credit card device? What's the Missouri State Statute for property damage committed by the Respondent? What's the Missouri State Statute for breach of contract with the intent to defraud? What is the Missouri State Statute for telephone spoofing and impersonation of a Government Entity?

Now, out of several things I mentioned right above, what are they? Or is it something, I'm going to be ghosted on with an excuse, again? My guess is I will be ghosted, again.

Now, I'm not a lawyer nor a prosecutor , however I believe those are all matters than can be brought to the Prosecuting Attorney's Office for prosecution, correct? So why shouldn't I prosecute Ameren Missouri and the responsible parties for this matter?

What compelling evidence or exhibits can the Commission tell me prior to an evidentiary hearing that I should willingly participate in an evidentiary hearing and not bring these matters to the Prosecuting Attorney's Office, prior to an evidentiary hearing ?

Why should I attend a evidentiary hearing so that my answers continue to be brushed under the rug and filled with more excuses?

I believe I'm entitled to that, correct? Prior to a hearing? I believe so, I really do.

Last word of advice, there are only so many chances that you can give someone before enacting and taking it to a higher authority to be handled and investigated, I believe that this one that warrants that. If I can submit a numerous amount of compelling exhibits and documents that show the

Respondent is in the wrong, however they aren't punished or sanctioned for those matters. Instead I have been frowned upon because I've submitted a ton of documents that show different than the Respondents story.

There is only so much time that one can willingly participate and give chance after chance after chance.

Ameren and the PSC as far as I'm concerned have burned their chance. The agency that I was suppose to go to for a fair and protect the consumer has done far from that. If anything the PSC has allowed Ameren to walk all over me and get away with it.

No one should be without power for over 90 days, and they certainly shouldn't have to run a generator and live off backup power for over 90 days, especially with how hot it is. It's not only unethical, but inhuman.

Ameren has been able to get away with inhuman practices, as a result of not being punished or imposed fines by the PSC. Don't believe me. Here's some facts for the Commission.

Outside of PSC matters, Ameren Missouri has a horrible practice of litigation which has resulted in fines and sanctions by BOTH State and Federal Courts. I'm not going to bring up those matters, as Ameren already knows them, along with the PSC.

I believe that I am entitled to answers, instead of excuses on this matter and I'm entitled to a restoration of services, based on the compelling amount of evidence , exhibits and documents presented.

I appreciate the time for the Commission to take a read this letter. As of today, I haven't decided if I want participate in an evidentiary hearing or if I should proceed with pressing charges and filing a criminal complaint against Ameren Missouri.

If the PSC and Ameren believe that is acceptable for someone to live without electric during the hottest days of the year, well that is unacceptable. If the PSC and Ameren feel that because I have a generator supplying power to the premises and they feel that is acceptable, its not.

However, don 't abuse the numerous chances I've given to rectify this matter, as there's a strong chance I go to the Prosecuting Attorney's Office about this.

The choice is the Commissions to make, I believe I'm entitled to the relief requested and Ameren is in the wrong. I also believe I'm entitled to answers over excuses.

If I don't get those answers and continue to get excuses, I will file a criminal complaint with the Prosecuting Attorney's Office.

I believe the moral of this is I've been taken advantage of by Ameren and the PSC and the Staff.

Sincerely,
Brett Felber



8/22/23

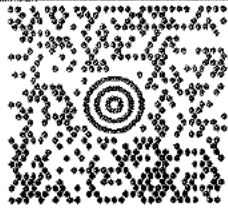


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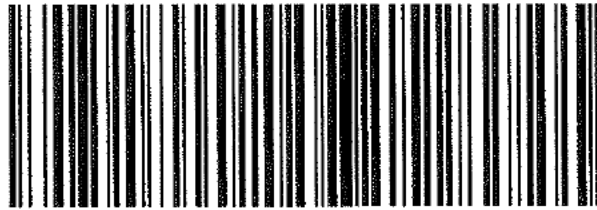


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