

EC-2023-0395

Brett Felber  
VS  
Ameren Missouri

Good morning, the case number regarding another involvance of Ameren's illegal practices, disconnections, fraudulent billing and etc, was case number 2023-0103, Doggie Design Team Grooming & Services Holdings LLC. Ameren within the span illegall disconnected services twice, fraudulently billed the account a deposit that was never mentioned upfront.

The first instance Ameren failed to leave a doortag which was required. Mr. Felber when talking to Ameren's credit department was told bogus lies and Ameren used the deceiving tactic that the business owner "threatened them,' therefore they would try to refrain him from filing a complaint with the AG's Office.

The second instance, which resulted in a formal complaint being filed, as Ameren committed damage to the property and again, disconnected utility services illegally, failed to mail the disconnect notice in the proper timeframe, etc. To be fair, prior to any orders being issued, Ameren, Mr. Felber and his business came to a mutual agreement on reconnection of services.

To date Ameren has failed to rectify the property damage they caused to the business in general, which again, the business forked out almost \$ [REDACTED] in repairs.

Between both EC-2023-0395 and EC-2023-0103 (proper case number) they both share common characteristics. It shows Ameren's negligence and neglect and willing to destruct and damage property to commit a illegal disconnection of services. It also shows the common characteristics that Ameren has used deceptive patterns, tactics, deceiving patterns and tactics and illegal tactics and fraudulent tactics in adding junk and bogus fees and failing within State, Federal, commission rules, regulations and tariffs.

I wish to present this as direct testimony to EC-2023-0395, which will show the Commission and the Honorable Judge Clark that Ameren has used the same deceptive patterns in multiple billing articles against Mr. Felber personally and businesses owned by Mr. Felber.

In fact Doggie Design Team Grooming & Services Holdings LLC is in the process of pursuing legal action action for the property damage and failure to rectify the additional expenses that Ameren failed to rectify in that matter.

Lisa Lambert  
Business Partner

Doggie Design Team Grooming & Services Holdings LLC