

EC-2023-0395

Brett Felber

Vs

Ameren Missouri

Respondent's oppositions are very hypocritical and label themselves as a what is common among predatory businesses that practice deceptive and deceitful practices. Respondent claims they haven't got their discovery items, in which they've requested. Respondent wants to compel DR's, yet Respondent doesn't want to give the Complainant their DR's requested. It is very hypocritical among Ameren.

I could go through my email log and show where I emailed Ameren Missouri for the health waiver, however, I am sure that Respondents Counsel will make more absurd, baseless, false, untrue claims about that too. Just like they have done with the legal copy of the payment agreement submitted, and a copy of the agreement along with coding indexes from Twilio.

I invited Respondents to engage in a conference call for today September 19, 2023 between a Twilio Channel Representative, the Respondent and I. Sent two emails, just like Respondents usually do, they go into their usual hiding tactic of ghosting. Common among predatory utility companies that get caught in a lie, especially when it would resolve the matter within 5-10 minutes and would show who is correct in this matter. (me)

Respondent has been caught in another one of their and most likely biggest pathological lie. They hire a con company and they hire con artist attorney's and representatives.

Pretty sure it is also illegal to keep services off, when the Respondent failed to oblige by a payment agreement and a battery of other things.

Oh and it is also illegal to coerce someone into paying money, money they don't owe at the time of a payment agreement and coerce them into paying money to restore services.until

It was a payment agreement, not a "pending" payment agreement as counsel claims. Their system index of coding even shows it. Obviously their "senior software engineer" failed to crucially exist of putting accurate information into their blank piece of paper they submitted in exhibit D-C.pdf. You are looking at the work of master manipulator, their main regulatory liaison, Mrs. Krcmar, who rushed to put together an opinion piece of paper with coding indexes, that lacked what Twilio or SendGrid utilize their services for and left out three large pieces of information in that coding index.

Respondents broke the law and didn't have consent from any government agency or the permission of the [REDACTED] to trespass private property and on

top of that, they allowed an unlicensed sub-contractor to carrying on duties without carrying the proper responsibility of insurances required under Missouri State law .

Instead of Respondent continuing to drag this matter on, I once again am inviting the Respondents to a conference call between Twilio, I and the Respondent today and can arrange for a conference call that will essentially prove who is right and who is wrong on this matter. (I'm right and Ameren is wrong, we know this.) Therefore

This will clear up the payment agreement , etc.

If Respondents aren't prepared to have conference call today, then Respondent should be immediately prepared to restore utility services to the premises by no later than 3 pm today.

The law doesn't allow for Respondent to manipulate the terms and conditions on their own. in fact, I believe Respondents wants to further stall this matter, therefore , it gives them more time to create more pathological lies.

In fact, if Respondent wants a copy of the agreement that shows I applied their medical hardship program, upon introudction of that article, I would like assurance that the Respondent is going to restore utility services ASAP.

Regardless, they should be restoring utility services ASAP, it shouldn't have to take an Commission order or the Honorable Judge Clark to order them to restore utility services.

However, this is exactly what happens when you have a predatory practicing utility company. They continously practice predatory methods and try to force them upon the consumer.

Respondents know how to get ahold of me. If they want to take advantage of a simple conference call today. Otherwise, I look forward to the Con Artist and Predatory practicing business restoring utility services today prior to 3 pm today.

Sorry I keep calling them a predatory utility company, but they are what they are and the paper trail exhibits prove it. Until the Commission, AG's office , and other numerous Government Agenices take swift action against Ameren or the predatory utility company, they are going to continue their con-artist practices.

They've earned each and every complaint and essentially each of those companies are going to keep those complaints active and open because of the discrepanices that Ameren has submitted in each of their stories.

In fact Respondents business was recently severely downgraded from their A rating to a rating of NR from the BBB as a result of their history of communication issues, billing issues, and other severe matters in which the company fails to address.

Don't believe me, go directly to the source themselves. The BBB.

Respectfully,
Brett Felber