

EC-2023-0395

Brett Felber  
VS  
Ameren Missouri

Complainants 2<sup>nd</sup> Motion To Compel DR's

Complainant submitted prior to the last hearing asking Respondent for certain DR responded in which to date the Respondent has failed to comply with or has been ordered to comply with.

The purpose of the DR responses is so that way the Complainant knows how to address the exhibits that will be presented at the evidentiary hearing this upcoming Friday October 6, 2023.

1) Paying attention to a picture that was uploaded through EFIS, what gave Ameren the right to drive through personal private property that they were not authorized to trespass on June 15, 2023. Did the Ameren have permission from the Hazelwood School District? Did Ameren have permission from any other parties to trespass private property? If so, please provide their names and phone numbers of those parties who gave permission for Ameren to trespass?

In addition, was there a public emergency on June 15, 2023 that in which Ameren had the right to avoid following all sections and subsections of Missouri State Statutes in being able to obtain access and trespassing private property without permission?

Paying attention to the 2<sup>nd</sup> technician that arrived in gray vehicle, was this an employee of Ameren Missouri, or a subcontractor? Also if they are an employee of Ameren, why are they driving their own personal vehicle and not a company authorized vehicle and why don't they have the appropriate signage displayed showing who they work for or they subcontract for. In addition, why is the employee not wearing proper identification as required when presenting himself? What State or Federal Statutes allow Ameren or subcontractors to exclude themselves from wearing proper identification in situations?

2) Paying attention to the payment agreement that was submitted to Ameren Missouri on multiple times. Why did Ameren Missouri commit an illegal disconnect of services on May 19, 2023. What actual agreements without any hand made opinions does Ameren have that show that Ameren didn't commit an illegal disconnection of services. Also from the wav file that was submitted to the Complainant, please provide a time dated with stamp marking of the recording date as pertaining to the actual date the voice communication is for and the amounts, as the recording, between the representative and I just states a payment arrangement for today. Doesn't say the actual date due, date of the call, amount agreed on, etc.

Also please submit a copy of Message Broadcasts uploaded copy of a call log showing that an actual call was made .

The Respondent cannot be trusted at this point, these are DR's that the Respondent has left intentionally blank and have withheld purposely because services should be currently on at the moment.

It would be inappropriate at this point for services to remain off as the clear argument is over material facts that cannot be rebutted.

If the Respondent isn't willing to respond to these questions by the end of the day Monday October 2, 2023, the Honorable Judge Clark and the Commission should order and Ameren should be prepared to restore utility services immediately, as they are in agreement that the material facts cannot be rebutted and the Complainant's exhibits and documents are indeed accurate.

Missouri law doesn't allow a utility provider to keep services off without proving why services should be off, it is illegal in the State Of Missouri for a utility provider to defraud a consumer and try to extort them into paying monies not owed or disputed amounts without properly answering those disputed items, in which to date the utility provider has failed to do.

In fact, uploaded prior to the last hearing was a copy of an email that went unanswered which proves the Complainant did in fact submit documentation for medical hardship and Mrs. Engelbrecht and Ms. Grubb's failed to respond . The Complainant submitted personal documentation that pertained to a child's medical record in which Respondent abused the process of the medical hardship and now the Complainant is concerned about the safeguarding of those documents as the Respondent doesn't use HIPAA complainant filters for their incoming and outgoing fax and email providers when given that information.

The Complainant is entitled to immediate restoration of utility services and it would be continued further abuse of the process and allowing the Respondent to withhold information asked for in numerous DR's.

Missouri law doesn't allow a utility provider to keep services disconnected as a result of abuse of power or overreaching their authority and fraudulent means of disconnecting services, that would endanger the welfare of parties.

If the Respondent doesn't want to answer the questions openly prior to 5 pm today, I ask the Honorable Judge Clark to compel these for me and if the Respondent fails to answer them the Complainant prays that the Honorable Judge Clark will order the Respondent to restore services immediately upon introduction of this.