

EC-2024-0133

Brett Felber

VS

Ameren Missouri

Three things this complaint is going to introduce, address and discuss.

The first is that Ameren Missouri has a history of not only admitting to exploring, modifying and has the means and has actually altered documents, but that can be proven that they actually have altered documents in an admittance by their Regulatory Department representative, Mrs. Krcmar. Along with their legal counsel knowing and allowing their representatives to alter and explore and experiment documents. That can be referenced under EC-2023-0395, in which the transcript should be uploaded to EFIS hopefully within the next week.

Regardless of them stating that it was for "investigation purposes," and how the representative stated it is "very easy" to alter documents. That openly admits that their representatives have the capability to alter any document to give themselves a favorable outcome in any complaints filed against Ameren Missouri.

Two: Their payment agreements. They are designed directly by Ameren and manufactured by Ameren to state the wording payment agreement, however Ameren Missouri what Ameren fails to disclose to the customer or to the Commission itself, that they would like to alter the verbiage stated in those payment agreements, to "pending payment agreement." Nowhere in their payment agreements that they send out to customers via email or mail does it introduce state or imply that it is a "pending payment agreement." They clearly state that they are payment agreements. Ameren Missouri fails to articulate and verbiage to a meaning that benefits Ameren Missouri and not the customer on a mutual agreement of the subject. In essence this is misleading to the consumer, fails to disclose or mention that it is a "pending payment agreement," not an actual payment agreement and until Ameren Missouri takes the responsibility to modify this meaning in rules indetured by the PSC, it is a form of verbal alteration being done by Ameren Missouri.

Third" Customer disputes, again, Ameren uses a misleading way of failing to disclose to the Complainant in how the process of a dispute works and instead of disclosing it, they choose to insert or verbal add modifications, in which aren't disclosed or even remotely stated. When a customer disputes their bill for a specific reason, Ameren Missouri states they put the dispute and the amount in suspense, therefore it can be investigated, however, Ameren Missouri fails to disclose and mislead the customer who has the complaint that if they make a payment agreement, that the dispute automatically is terminated. Nowhere in the consumer bill of rights or disputes under all Missouri Public Service Commission rules, regulations and tariffs does it specifically state that at all or remotely. Ameren Missouri, again is simply without following proper procedures wanting to verbally alter the terminology, language

and process, in a way that technically manipulates the customers rights to a proper and fair dispute.

This is deeply concerning for any Missourian that has faced disconnection or is threat of any disconnection or has been disconnected. This shows that Ameren Missouri doesn't want to take the time to commit to fixing their broken policies in place, but a way for them to manipulate a customer, without giving them the correct answer to it and actually misrepresenting the structure, language and terminology of these processes.

In essence, Ameren Missouri is failing to disclose important information to consumers who have a complaint against them and verbally altering or physically altering them without putting a policy in place with the Commission.

Ameren Missouri should immediately suspend any and all Missouri disconnections that are scheduled for disconnection, until Ameren Missouri and the Public Service Commission have a physically agreement, policy in place with a better grasp or understanding of what thir verbally altered "pending payment agreement" policy is over the standard payment agreement policy.

Any Missourian that has had a disconnection of services with an agreement or agreements on file from Ameren Missouri that state payment agreement from the beginning of January 2023 that has been disconnected should have their services reconnected appropriately without any fee's etc and without any restoral fee's from the Commission and Ameren Missouri, until Ameren Missouri files a Public Service Commission report to modify, change the language of their verbally altered payment agreements. Services should be restored without action from the PSC and if Ameren fails to restore services, then it would be appropriate and deemed necessary for the PSC to take strict action.

Any Missourian that is currently in a billing dispute with Ameren Missouri's account since the beginning of 2023 bills should automatically be suspended, minus the undisputed portion, until Ameren Missouri files a proper Commission report to change and modify the terminology of the customer dispute rights and the procedures and changes that Ameren Missouri wants to implement if a customer decides to enter into a payment agreement and waive billing dispute rights.

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