

EC-2023-0395

Brett Felber
Vs
Ameren Missouri

To whom this may concern with the Commission. I contemplated writing this letter, however I believe it is best. While it is up to you to make the decision. Ameren Missouri continues to fool everyone and despite their counsel stating they are making efforts to change anything, they haven't.

I looked on their website and looked at their deferred bills, in which, Ameren never reached out to me about and even mentioned that you could do on final bills as they call it. I talked to a representative Friday evening and recorded the conversation. I entered into a payment agreement to see if Ameren Missouri ever changed the terminology or the way their agreements are written, as they stated in Commission reports that they are changing. Directly from their counsel Eric Banks and Jermaine Grubbs. Despite that the agreement that I am going to submit shows that this is a misleading and deceiving business and nothing has changed and they've stated that therefore the Commission or the Honorable Judge Clark wouldn't immediately recommend that they restore services.

Attached is a copy of the agreement they submitted and I am submitting it without a watermark. Notice it clearly states that your "your final bill agreement has been established." There is nothing in there that leads to the assumption or terminology that Ameren Missouri has changed their ways and/or has changed the way their agreements are written. In fact, I asked the gentlemen I was talking to if I was ever to move into an area and re-establish services, if I would have to pay the balance upfront and the gentlemen clearly stated "if I was to re-establish service, just give them the address and Ameren would make arrangements to make a payment arrangement with the existing arrears at the new address.

I am not only attaching the payment arrangement, but also a copy of the recording. Ameren itself is a broken company that can't be trusted. They have simply not only lied to me, but also the Commission and the Honorable Judge Clark in multiple transcripts about their transparency and their commitment to changing their ways. This audio clip and payment agreement will clearly show that Ameren has not changed their ways or their writing.

It is simply illegal, deceiving and defrauding consumers. I have already reached out to Governor Parson's Office about this matter, who referred me to the AG's Office and Public Corruption unit. Just to let Ameren know, that the complaint process will not be stopped until Ameren satisfactorily restores services to the premises in question immediately.

I have pressed and pressed on this issue for an immediate restoral of services and answers have not been given or answered. I believe this is the last piece to the key that clearly shows that Ameren Missouri has neglected and deceived I as a customer, but also sold many lies to the Commission and the Honorable Judge Clark to deceive them from an immediate reconnection of services.

I hate pressing to get services reconnected, however, this is clearly an Ameren issue in which they have avoided and to date have failed to change and this payment agreement clearly shows that they haven't taken the commitment to change their policies or that they will. They clearly told the Commission and the Honorable Judge Clark that , therefore they could keep services off and therefore the Commission and the Honorable Judge Clark wouldn't find them in immediate fault of any Commission rules, regulations and tariffs.

We have two options here. I'm willing to abide by the terms, conditions and setforth agreement outlined in this agreement of paying \$ [REDACTED] on October 27., 2023 and the deffered amount of \$ [REDACTED] over 9 months as the agreement implies with an installment amount of \$ [REDACTED], plus whatever my utility usage is per month, if Ameren complies with restoring my services on Monday by no later than the end of business on Monday October 16, 2023. I think that is fair, given that they have lied to the Commission clearly, Honorable Judge Clark and me personally.

Otherwise, Ameren Missouri and the Public Service Commission, Staff and Members can deal with the St. Louis County Police and Prosecuting Attorney's Office and can explain why they've allowed and continued to allow Ameren Missouri to practice business in a deceptive and fraudulent manner. FYI, it becomes a criminal matter when a Utility neglects to enact on restoring utility services and fraudelently decieve not only the customer, but the Commission and the Staff.

These are agreements, not pending payment agreements. I ask that the Honorable Judge Clark and The Commission immediately hand down the ruling by no later than the close of business Monday October 16, 2023, that Ameren Missouri comply with an immediate reconnection of services and abide by the agreement setforth that was sent to me on Friday October 13, 2023.

It's time for the Commission and the Honorable Judge Clark to stop letting the utility company continuing with their lies. Don't believe me that I reached out to the Governor's Office either, feel free to give him a call. I reached out the Governors Office this past Wednesday and made their office aware of Ameren admitting to altering documents.