

Brett Felber  
VS  
Ameren Missouri  
Union Electric Company

FILED  
October 30, 2023  
Data Center  
Missouri Public  
Service Commission

1) Complainant will prove this this complaint that Ameren Missouri monthly overbills all Missouri residents in their billing by two days, plus additional taxes per month.

2) Complainant will prove in this complaint that Ameren Missouri adds double dipping charges along with junk fees such as so called "hybrid billing " in which they don't clarify and mislead customers and fail to disclose on consumers bills.

3) Complainant will prove in this complaint that Ameren Missouri uses rogue and deceptive practices in billing disputes, in addition fails to clarify how the customer and the utility provider come to mutual agreement on billing disputes.

4) Complainant will prove in this complaint that Ameren Missouri uses deceptive practices in illegal disconnections of services, in which violate numerous commission rules, regulations and tariffs, along with misrepresentation and falsely advertising the methods of contact in disconnection of services.

5) Complainant will prove that Ameren Missouri has failed to use taxable monies built into customers monthly statements that are intended to be used towards phase upgrades to the already failing and have funneled those funds towards the lavished lifestyles of the Ameren Board Members, CEO. Executives and legal counsel to fund their outrageous lifestyles.

6) Complainant will prove in this complaint that Ameren Missouri has failed to maintain proper grid infrastructure of the area and instead of fixing their already broken area's are utilizing phase money intended to repair damages to the already existing structure are slushing the funds to project towards a approach of "cleaner energy" and 'going green."

7) Complainant will prove in this complaint that Ameren Missouri is using taxpayer monies instead of their own personal corporations money to fund the projects in keeping Rush Island in Compliance with the DOJ report. In fact instead of Ameren Missouri admitting failed responsibility on the Rush Island debris, they blame it on customers and taxpayers and screw the taxpayers out of hard earned funds, therefore Ameren can utilize to profit and make major profits.

8) Complainant will prove that Ameren Missouri is making taxpayers in St . Charles County fund the cleanup efforts for the pumping of carcinogens underground, instead of Ameren Missouri admitting responsibility and utilizing their own monies to cleanup contaminated area's, in which customers see higher bills.

9) Complainant will prove that Ameren Missouri fails to utilize their so called "medical hardship" programs to numerous customers, in fact Ameren collects

protected health data records in which Ameren Missouri doesn't have a complaint HIPAA database server to store medical data in an imposed data breach.

10) Complainant will prove that Ameren Missouri's medical hardship program is in fact a scam and a way to receive protected health data from customers and fail to utilize a program, especially for our elderly, disabled and senior citizens and in which Ameren doesn't have a protected layer in place to safeguard data.

11) Complainant will prove that Ameren Missouri in general billing ledger in non-complaint and additional fees built into customers monthly bills aren't clarified or labeled for the fees.

12) Complainant will prove that Ameren Missouri's monthly fee to be a customer of Ameren is illegal and cannot be charged in justification of a monopoly earning company. Usually the fee would be allowed, however since there is no other utility provider in the Missouri, St. Louis area Ameren cannot impose or require the fee.

13) Complainant will prove that Ameren Missouri isn't utilizing their grants and bonds towards the necessary infrastructure that is in place in the greater St. Louis region and is using monies to fund the lavish lifestyle of board members, CEO's, executives, legal counsel.

14) Complainant will prove in this complaint that Ameren Missouri most recently in a filing that they rely on a certain credit, as their bank account is depleted and they have no funds, that they are skewing their numbers, therefore they can tap into additional grant funds and Federal and State level, even though their bank account states different and they are a total profit company of [REDACTED].

15) Complainant will prove that essentially, customers of Ameren Missouri are paying for the failed regulation and oversight of Rush Island and the carcinogens pumped underground in St. Charles and customers are funding the bad business practices of a monopoly utility company that fails to take responsibility and wants to increase consumer bills, instead of Ameren using money out of their cash reserves to fund their bad business practices.

16) Complainant will prove that Ameren Missouri, nor does Ameren Missouri own the essential newly installed smart meters that they have forced onto residents and that Ameren Missouri didn't have to pay a dime for the smart meters and customers paid for the expansion of smart meters.

17) Complainant will prove that the customers of Missouri actually own the newly installed smart meters, as it was a project paid and funded by customers, not the investor owned company Ameren. In fact many utility materials Ameren Missouri doesn't have to pay for and can be passed off to be paid for by the customers.

18) Complainant will prove that the customers of Missouri should have dashboard access in real time to see the advanced of the smart meters, known as the backlog to see actual usage.

19) Complainant will prove that Ameren Missouri's smart reader savings programs are not of benefit, but are actually charging more to customers, instead of seeing "savings," in fact customers have seen over a 300% increase in bills since the smart meters have been installed.

20) Complainant will prove that Ameren Missouri has a representative that can skew the numbers or falsify the numbers and their legal counsel has knowledge of that specialist that works for Ameren Missouri, as she has admitted during a hearing in another matter that she "altered documents because it was easy!"

21) Complainant will prove that the informal complaint process is more less non-beneficial to anyone that files a complaint as majority of the informal PSC member repeat exactly what Ameren representatives state.

22) Complainant will prove that Ameren Missouri fails to turn over necessary paperwork to customer engaged in a billing dispute and rather asks for customer to turn over any and all records, but Ameren is allowed to deny and even in informal complaints.

23) Complainant will prove that in order for a customer to get a copy of complaint materials in an informal complaint they must apply for a Sunshine Request, in which can take a while to process.

24) Complainant will prove that majority of the PSC members are friends with numerous members of the Commission and PSC Staff, in which can create a conflict of interest and mislead the public and create a favorable outcome that favors the utility provider over the Complainant.

25) Complainant will prove that in some matters and to psuh through bonds and grants, imposed rate increases that Ameren Missouri makes backdoor deals not only with certain lobbyist's, but Commission members therefore , they will give a favorable outcome towards approving the deal.

26) Complainant will prove in this complaint that the Commission knowingly has allowed Ameren to impose these fraudulent matters, however at the expense of customers and taxpayers is covering up a lot of these matters for funding purposes.

27) The Complainant will prove that the Commisison and Staff, informal or formal fail to justif to see that customers and taxpayers ensure quality, safe and reliable services and aren't being burden by the utility company.

28) The Complainant will prove that the Commission and Staff, informal or formal, fail to ensure the proper billing of customers over the utility company and usually in essence agree with the provider over the consumer.

29) Complainant will prove that Ameren Missouri fails to inform customers of the process of how to file a informal or formal complaint when approaching a dispute.

Complainant plans to prove all 29 said facts attached to this complaint a looks out for the benefit of the customers and taxpayers in Missouri. Upon conclusion of this matter. Ameren Missouri should be forced to deregulate themselves as a for profit company and investor owned, and be forced to be owned by the customers. Ameren Missouri should be forced to change numerous of their outdated policies and refile new with agreements between the PSC and the utility provider. Should be required to pay taxpayers and customers back all monies for fraudulent use towards Rush Island and St.Charles County carcinogen pumping in rebated of check or credits on bills, along with overages of billing and taxes. In addition, Ameren Missouri should also be required to use their own funding to upgrade the already failed stages of the power grids in St.Louis and surrounding areas to provide safe and reliable electric services that they are charging customers for.

In addition, Complainant seeks that the Commisison allows for the competition of utility providers and for outside utility providers to seek access to coming into the greater St.Louis area and engaging in competition, as taxpayers have paid for all grid upgrades and advancements, meters, etc, and the utility provider, Ameren Missouri has failed to utilize their own funds to put towards advancements.

Complainant seeks that Ameren Missouri is held responsible and ordered to pay \$ [REDACTED] to customer refunds for wrongful billing, utilizing Federal and State funding to pay for the lavished lifesytlles of Ameren's Corporate employees and Board members. Failure to maintain a safe and reliable grid. Illegal disconnections of services to numerous customers in the greater St.Louis region. Misrepresentation of programs they offer to profit, over and collecting protected medical documentation., in the act. Charging customers for failed projects such as Rush Island and St.Charles County water well cleanup fees, etc.

Respectfully Submitted,  
Brett Felber

[REDACTED]

[REDACTED]

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