

EC-2024-0111

Dranel Clark & Aquilla Canada
vs
Ameren Missouri

FILED
October 30, 2023
Data Center
Missouri Public
Service Commission

Motion To Intervene

Comes now before the Commission, Brett Felber files this motion to intervene in the matter of EC-2024-0111.

- 1) Brett Felber is an individual who resides in both Kansas and Missouri and has a filed complaint that expresses similar interest as the complainants filing EC-2024-0111.
- 2) Brett Felber, is an individual who had a complaint that expresses similar actions as the Complainants complaint in which can be found under EC-2023-0395.
- 3) Most recently Mr. Felber filed a new complaint, that was dismissed without any investigative matters, in which expressed not only numerous billing issues, but the wording of their payment agreements and arrangements. Filing that was closed with vague information is referenced as EC-2024-0133.
- 4) Mr. Felber believes that the Commission closed EC-2024-0133 in a way to unaddress the manner of Ameren's wording and failed practices in which violate numerous rules, regulations and tariffs, in which have been stated numerous times in complaint EC-2023-0395.
- 5) Respondent Ameren Missouri overlaps their billing cycles where essentially their customers billing cycles start and end on the same day. The proper starting cycle is usually an opening day or closing day, such as 1-30, then restarting the cycle on either the 31st or 1st, depending on the month.
- 6) Respondent is essentially double dipping customers for usage that consists of overlapping into another billing period in which causes the customer to pay an additional days charges on the same day of closing and opening every month and in addition charging consumers more than the imposed taxes on their monthly bill.
- 7) Respondents are including junk fees and double dipping usage in months of July and November when they use a series of called "hybrid billing" in which the customer pays on their utility bills for winter usage and summer usage rates and vice versa in the other corresponding month.
- 8) Respondent has failed to label these fees as required by law or commission rules, regulations and tariffs in imposing them and charging them, as they have failed to mention or add a disclaimer to them.
- 9) Intervenor can prove that Respondent, Ameren Missouri's customer service and transparency between customer service representatives, supervisors, regulation

team and legal counsel is scattered as, usually you get a run around with their customer service team and each representative states a different story that contradicts the others.

10) EC-2024-0111 and EC-2023-0395 have similar markings as the inventor got a run around with the informal side of the Commission and didn't satisfactorily order the Respondent to respond to the informal complaint and allowed the Respondent to purposely stall the matter.

11) Inventor can also prove that Respondent uses a series of harassing tactics to get customers to pay their bill. From failing to validate debts, using rogue business practices in trying to get a complainant not to file a complaint. In addition, Respondent has a history of using deceptive business practices.

12) Inventor can also prove that Respondent has had a failed history of their so called numerous "medical hardship" programs as under matter EC-2023-0395, respondent failed to utilize the numerous "medical hardship" and accept an email that went to Respondents "regulatory liaison" about the status of their medical hardship application.

13) Respondents are collecting private medical documentation about customers in which they are failing to allow customers to utilize and then imposes threat to the customer as to the security of their personal medical documentation that has been sent over.

14) Respondents not allowing Mr. Clark and Mrs. Canada to take advantage of Amerens medical hardship program further doesn't allow the process of any disconnection to be stalled and qualify for a more lenient payment plan or delay in disconnection of services as they timeframe of 10 days would be upwards of 20-21 days delayed for a disconnection of services.

15) Inventor believes that Respondents are putting senior citizens in danger by the continued deceptive and deceiving tactics that this monopoly driven company is being allowed to get away with.

16) Inventor plans to prove that respondents have a history of illegal disconnections, history of not honoring payment agreements, history of failing to change the wording of their agreements, deceptive practices of collecting medical data from consumers and failing to allow customers to utilize medical hardship programs.

17) Inventor believes that the Complainant will not get a fair resolution on this matter, as already discussed in their complaint the informal complaint side failed to acknowledge or take the complaint serious.

18) Inventor believes that respondent will stall the process just as they have been able to in the past on other complaints and they will utilize their only witness they every use with the same duo of, Jermaine Grubbs or Eric Banks.

19) Respondents cannot be trusted any longer and the respondents create risk as their counsel, Jermaine Grubbs and hired outside counsel Eric Banks and their "regulatory witness have stated a prior matter that they "altered documents and it was easy."

20) Inventor, Brett Felber, believes that respondent will utilize the same exact methods and the respondents, Ameren Missouri will alter documents to create a benefit of favor to where respondents get a ruling in favor of them.

21) The Commission should order that respondent Ameren Missouri cease and desist immediately of any disconnection, not only to the Complainant's who filed this complaint, but anyone who currently has a pending disconnection of services or has a billing dispute open with Ameren Missouri.

22) Ameren Missouri should immediately restore anyone within the last year 2023 who has had services cutoff due to a billing dispute, illegal disconnection of service, failed to be allowed to utilize the medical hardship programs, cold weather rule, etc.

23) The Commission should investigate the respondent based on the failure of Ameren Missouri failing to allow customers to utilize medical hardship.

24) The Commission should investigate Ameren Missouri for their billing practices and all customers bills and every customer who has a Ameren account, as a result of overchargetment and improper taxing of accounts.

25) The Commission should investigate why Ameren imposes these junk or double dipping fees, but fails to disclose them on their bills and fails to outreach to the customer when presented with billing issues.

26) The Commission should investigate as to why Ameren Missouri neglects to allow customers to dispute their bills, and the process of their billing disputes, etc.

27) Inventor is disturbed at how a monopoly company can take advantage of our senior citizens and how and believes this monopoly company is trying to take advantage of our senior citizens who most are on a fixed income.

Whereas, I, Brett Felber, pray that the Commission will grant this motion to intervene .

Respectfully Submitted,
Brett Felber

[REDACTED]

[REDACTED]

