

EC-2023-0395

Brett Felber
VS
Ameren Missouri

To whom this may concern. I reached out to Ameren Missouri this morning and talked to a Ameren Missouri representative 10:58 AM. I tried to setup a cold weather rule payment plan and I was denied by the representative this morning for any setup of a cold weather payment plan while it is in complaint with the Missouri Public Service Commission.

I have the complete recording of it. At this point Ameren is being allowed to manipulate the agreements they give out and they are violating 20-CSR 4240-13.055 of the Cold weather rule.

I don't want to hear that I owe a payment, or that Ameren wants a payment for services. I was denied it period. Being denied it without allowing me to setup an agreement violates commission rules 20-CSR 4240-13.055.

At this point, I am asking the Honorable Judge Clark and the Commission to make a ruling on this matter today.

Enough is enough. Ameren needs to be penalized and fined for their illegal practices. Violating commission rules, statutes, etc doesn't constitute them getting a payment in return. They denied me the setup, regardless.

If I have to open another complaint, I will, as this technically isn't part of the complaint, however, they failed to set it up, which is illegal.

I'm tired of their after the fact excuses and adfter a complaint if filed giving excuses.

I ask at the mercy of the PSC the people that I trust, that they will get involved immediately and demand that Ameren restore services. This is pure neglect on Ameren. The only one's manipulating anything, is Ameren Missouri.

Brett Felber

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