

Brett	Felber		

Ameren Missouri Account -

Brett Felber < >
To: "Krcmar, Aubrey M" < >

Thu, Nov 2, 2023 at 2:30 PM

Mrs. Krcmar. I believe during the months of November, December, January and February of 2021 into 2022 there were numerous billing errors on the account and representatives stated that in notes and an AG complaint was filed then, in which Ameren Missouri worked out an original plan that I was supposed to be on at \$. I believe three months of my billing were errored on and had to be rebilled, if I'm not mistaken? Ameren's billing errors are not my problem and why Ameren Missouri seems to lack the empathy for taking responsibility for it.

This doesn't also answer the three specific questions I asked you. I notice that you failed to answer those questions.

I wasn't offered a CWR agreement plan yesterday when I called in to discuss those options, ok. I was denied, period. No questions asked at all. That was at approximately 10:57 am on the call back from Ameren. It wasn't offered and I was denied. It was a violation of 20 CSR 4240-13.055.

The fact of the matter is that you didn't even attempt to offer it, until an AG Complaint was issued for response by the AG's Office and I made a filing with the PSC. You responded back at approx 4:39 pm in the form of an email to me.

It was a violation point blank, period and there is no excuse. Offering a payment agreement several hours after Ameren Missouri received a complaint from the AG's Office and a Complaint that was filed with the Commission, doesn't constitute that Ameren properly allowed me to enter into a CWR. I was denied. I believe you offered it in hopes that the Commission doesn't find a violation of any rules, regulations and tariffs.

As for 2021, I personally don't see how I should be subjected to Ameren's faulty billing and three month mistake? Which is even written in the notes that Ameren sent me.

Again, you are grasping at excuses instead of taking responsibility? At some point you need to ask yourself when the lies are going to stop on Ameren's part?

I'm tired of excuses, Ameren needs to restore services asap today. This is pure neglect on Ameren's part and is illegal. If services aren't restored today by 5 pm I will follow through with filing a probable cause statement with the Prosecuting Attorney's Office.

I want assurance and I believe that Ameren Missouri doesn't have the intent to restore services, even if I made a payment. If Ameren Missouri restores services by 5 pm today, I will make an exception, even though the amount is currently in dispute and you specifically stated in your October 30 mailing that Ameren wasn't going to attempt to collect until a ruling was issued, I will gladly have my accountant certify mail you a cashier's check in the amount of . The sooner Ameren restores services, the sooner they will get a cashiers check, even though I don't agree with it. I believe the cutoff time for overnight is 3 pm where they are at. The sooner the better.

Quit with the excuses and restore the services. It's time for Ameren to admit responsibility.

Brett Felber