

EC-2023-0395

Brett Felber
VS
Ameren Missouri

Cold Weather Rule Response

In response to Ameren Missouri offering me a cold weather rule payment or plan. They have not offered it to me personally. I called again today Monday November 13, 2023 to discuss the options and I was told by customer service that I would have to discuss it with someone in regulatory.

I have a copy of the recording as well. Them sending me an email doesn't constitute helping me, especially when I call Ameren Missouri's customer service center to discuss the options.

I don't agree with the balance I owe, but come on here. I'm trying to pay a company I don't agree with the balance of the amount that Mrs. Krcmar stated in the email.

These are the tactics this company does. As for transparency, there is none, because obviously even their regulatory department doesn't make notes on the account for what customer service representatives are allowed to do.

What is the point of having a customer service team, when they are going to blow me off and have to put an email in to regulatory.

They should have the amount of what regulatory stated for me to have to pay to setup a payment agreement for the CWR, but they don't.

This is the EXACT reason why I don't feel comfortable giving Ameren Missouri money upfront to have services restored, as their transparency is scattered and I believe they won't restore services if I was to make a payment.

If Ameren want's a payment prior to restoring services, I want assurance from their regulatory department and counsel in writing and signed by us all.

However, as of November 13, 2023, I have not been offered a cold weather rule plan or payment, despite the email Mrs. Krcmar sent.

Attached is a copy of the call as well.

I'm asking the Commission and the Honorable Judge Clark to please issue a ruling on this matter today. I shouldn't have to beg at the Mercy of the PSC and Ameren shouldn't be allowed to continue these practices. It's about ordering them to do the right thing and restore services.

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I'm tired of hearing excuses and I shouldn't be subjected to the constant excuses. Again, I'm asking the Commission and the Honorable Judge Clark to please order Ameren do the right thing and restore utility services.

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