

EC-2023-0395

Brett Felber  
VS  
Ameren Missouri

Ameren also shouldn't be given another opportunity to respond or reply with a response. Every time they are allowed to wait an additional day or given more time, allows them to stall and build up even more lies.

The main reason why we are in this position is because they failed to honor and oblige to a payment agreement for May 22, 2023. They were given the generous time from the informal complaint and from the formal complaint response time to build more excuses.

Again, it wasn't offered until another motion was filed and complaint was registered that Mrs. Krcmar, Ameren's regulatory liaison responded.

Responding and offering after a complaint has been registered doesn't constitute that the CWR was offered. If anything, they are trying to protect themselves from being found of any violation.

Read the email. Again, they want a payment. Without sending a copy of any physical detail of the CWR. They elaborate that I can pay \$ [REDACTED] but there are no other terms given.

This is a way to bolt with the money I send them and not restore services.

The sooner they admit that they failed to offer me the CWR, prior to a complaint being filed and they send over a document signed off by their legal counsel and I showing the description, details and the deferred amount, we can end this matter.

However, I'm not going to hand over \$ [REDACTED] without a description and agreement in hand.

Attached is the email submitted back to Mrs. Krcmar and a recording.