

FILED
December 6, 2023
Data Center
Missouri Public
Service Commission

Exhibit No. 11

Brett Felber – Exhibit 11
Payment agreement Twilio receipt
File No. EC-2023-0395



Brett Felber <[REDACTED]>
<no-reply@twilio.com>

Confirmation of payment agreement

1 message

Ameren Missouri Customer Service <DoNotReply@ameren.com>
Reply-To: DoNotReply@ameren.com
no-reply@twilio.com
To: "[REDACTED]" <[REDACTED]>

Fri Sept 22, 2023 at 5:47 PM



[Log In to Your Account](#)

Your payment agreement has been established

A payment agreement has been established for your Ameren Missouri account ending in [REDACTED]. Your required payment of [REDACTED] is due by **5/22/2023** in order to activate this agreement.

Here are the details of your agreement:

Amount deferred:	[REDACTED]
Required payment:	[REDACTED]
Required payment due date:	5/22/2023
Number of monthly installments:	12
Installment amount:	[REDACTED]

Your account will be updated when the required payment has been received. Failure to pay the full required payment amount by the due date may result in disconnection of service.

Once the agreement is activated, the monthly installment amount will be included in your total amount due each month. A confirmation letter will be mailed to you for your records.

Please note, late, partial or missed payments will result in cancellation of the agreement, at which time the entire remaining balance of your agreement will become due immediately.

If you have any questions, or feel that you have received this email in error, please call

877.206.1234 or send us an email.

Thank you,
Ameren Missouri Customer Service



Hi! (Name)

This is nice to hear! We'll support thank you for venting your business needs and thank you for printing a document that was given to you from a provider that uses our services.

Please keep in mind the copy of the documentation that you have requested is your provided copy and any other party wishing to extract this data must follow the guidelines in our terms and conditions.

I'm sorry for what you have had to go through and for the troubles and hopefully this will help clarify any misinterpretation or interpretations of the document you received.

Above is a copy of the payment agreement that the provider issued to your email address (Name)@gmail.com. The document that you submitted to our support team can confirm that this is the exact document that we have on file and you are correct. The document was created to your email address on 6/18/23 and has input values of a date due by 5/22/23. The other input date shows a deferred amount (instalment amount) months. There is nothing on our documents that show or exhibit a payment due on 6/18/23.

With or without the watermark, it doesn't change the document's status, as it only concludes the document from being altered from its original document state.

I can't speak on behalf of the provider that uses our services for integration use, but it seems as if they have a misunde standing on the date of them sending it and what date shows for the due date. Rest assured that you are correct and the document you are going to receive from (Name) is in agreement with the copy that you have sent to us.

If the provider that uses our services would like to get this document data's information, they would have to follow the terms and conditions in our guidelines of use.

If there is anything else I or my support team can be of assistance to you on, do not hesitate to contact our support team in the future.

Regards,

(Name)

2:41

5G+ 71

X IMG-0986 Payment agree...



Ameren Missouri Customer S... May 18



to me v



[Log In to Your Account](#)

Your payment agreement has been established

A payment agreement has been established for your Ameren Missouri account ending in . Your required payment of \$ is due by **5/22/2023** in order to activate this agreement.

Here are the details of your agreement:

Amount deferred:	\$
Required payment:	\$
Required payment due date:	5/22/2023
Number of monthly installments:	12
Installment amount:	\$

Your account will be updated when the required payment has been received. Failure to pay the full required payment amount by the due date may result in disconnection of service.

Once the agreement is activated, the monthly installment amount will be included in your total amount due each month. A confirmation letter will be mailed to you for your records.

Please note, late, partial or missed payments will result in cancellation of the agreement, at which time the entire remaining balance of your agreement will become due immediately.

FILED
June 20, 2023 ~
Data Center
Missouri Public
Service Commission

Public