

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Brett Felber,)	
Complainant,)	
)	
v.)	<u>File No. EC-2024-0217</u>
)	
Union Electric Company d/b/a Ameren)	
Missouri,)	
Respondent.)	

**ORDER GIVING NOTICE OF COMPLAINT, DIRECTING AN ANSWER,
AND DIRECTING A STAFF INVESTIGATION**

Issue Date: March 11, 2024

Effective Date: March 11, 2024

On March 9, 2024, Brett Felber filed an amended complaint against Union Electric Company d/b/a Ameren Missouri. A copy of the complaint accompanies this notice.

As required by Section 536.067(2)(f), RSMo, the Commission informs the parties that the Commission's provisions governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found at Commission Rule 20 CSR 4240-2.090. Commission Rule 4 CSR 240-2.070(8) provides Ameren Missouri 30 days to file an answer to this complaint or notice that the matter complained of has been satisfied.

The Commission will direct the Staff of the Commission (Staff) to investigate this complaint and file a report pursuant to Commission Rule 20 CSR 4240-2.070(11).

THE COMMISSION ORDERS THAT:

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order and a copy of the complaint, with any attachments, to Union Electric Company d/b/a Ameren Missouri at:

ATTN: Legal Department
1901 Chouteau Avenue
P.O. Box 66149, Mail Code 1310
St. Louis, Missouri 63166-6149

2. Ameren Missouri shall file an answer to this complaint no later than April 8, 2024, and serve a copy upon the Complainant, Mr. Felber. All pleadings (the answer or the notice of satisfaction of complaint) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

or filed using the Commission's electronic filing and information service.

3. Staff shall investigate this complaint and file a report with the Commission no later than April 23, 2024.

4. The Commission's Data Center shall send a copy of this notice to the Complainant, Mr. Felber.

5. This order shall be effective when issued.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Riley G. Fewell, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,
on this 11th day of March, 2024.

EC-2024-0217

Brett Felber
VS
Ameren Missouri

Motion to Amend Complaint

The Complainant, Brett Felber wishes to file this Motion to Amend their original complaint to include new recently given data to the Complainant from a prior vendor of Ameren Missouri. In which Ameren Missouri dumped their provider SendGrid at the end of their contract.

Attached is a copy of an exhibit from case number EC-2023-0395. In which Ameren Missouri openly admitted that they weren't able to get a copy of the payment agreement that Mr. Felber provided in EC-2023-0395.

Mr. Felber, the complainant in EC-2023-0395 filed a jpg copy of the agreement in EC-2023-0395 and also sent Ameren a copy that was preserved with a watermark across with the words Ameren lied, therefore the original copy couldn't be tampered with and remained preserved.

Ameren Missouri followed that with a series of excuses and during the evidentiary hearing advised from Counsel, Ameren's Master Manipulator Aubrey Krcmar openly admitted to altering documents. While she didn't say what documents she altered, it is the fact that she altered documents and that Ameren had the means to internally reproduce falsify and had the intent, capability and most likely have in their possession software that can alter documents.

Attached is data request no:MPSC 0027 which was an exhibit that Aubrey Krcmar prepared for Sarah Fontaine, who is a staff member who helped with the investigation of this matter.

In the area of response, Ameren's Regulatory Manipulator states "The vendor SendGrid) who sends out our confirmation emails only retains copies for 30 days, so we are unable to obtain a copy of the pending payment agreement confirmation email."

Ameren Missouri, along with their legal counsel, co-counsel through Banks Law LLC and master manipulator or alteration specialist, Aubrey Krcmar openly admitted that these two pages I'm about to file with my amended complaint stated "this was information we were given by SendGrid. Further more if you look through the series of notes and records of EC-2023-0395, this is exactly what they told the Regulatory Judge during the evidentiary hearing."

Ameren Missouri, Banks Law LLC and their master manipulator, Aubrey Krcmar contradict their own statements in which they clearly elaborate that they couldn't get a copy, but yet submitted a copy "based" on information they got from SendGrid.

During the evidentiary hearing in EC-2023-0395, through co-counsel Banks Law LLC openly admitted to the Regulatory Judge when I provided a statement from Twilio that they "Ameren had no idea who Twilio is." That is a direct quote he told the Regulatory Judge. However, further more, if they would have really called SendGrid they would know who Twilio is because it is plastered all over SendGrid's very own website.

I the Complainant submitted a copy of page 1 of this exhibit and got a lot of data and correspondence back in which will eventually prove if this matter goes to an evidentiary hearing will show directly from SendGrid technicians that this is not a SendGrid copy, they have no correspondence and that Ameren Missouri never reached out to them to remotely obtain a copy and that page 1 of the exhibit sent to Sarah Fontaine, is an alteration, fraudulent copy in attempt to make it look like an agreement, however it lacks crucial information. Such

as the names of the representatives that they engaged in a conversation to. The date of the conversation, email addresses of the parties communicating with SendGrid.

Page 1 of this exhibit is a typed up copy that is fraudulent and an altered document, furthermore, it was used to manipulate the outcome of a very serious matter presented and also wasn't verified by the Staff of the Commission either.

I believe Staff or Sarah Fontaine, along with Banks Law LLC and their owner Eric Banks, Jermain Grubbs, Aubrey Krcmar knew that this document was an alteration, fraudulent copy, however it was further more used in extorting the Complainant, Brett Felber out of \$ [REDACTED]

Next, Page 2 of that same exhibit NO MPSC 0027. Direct quote from Aubrey Krcmar.

"A senior software engineer was able to provide the values that were inserted by the system into the email template once it was entered, as shown below.

Again, this contradicts Aubrey Krcmar's original statement in which she says that they couldn't obtain a copy. Page two of the document is an exhibit that is falsified, and has incorrect coding presented in which the "senior software engineer failed to input in values, that will be pointed out below. Furthermore, there is no name of the "senior software engineer" who inputted these values. That's because, their Master Manipulator and their legal counsel used a series of fraud to input these values.

Pay attention to line two of the coding index- there is a missing letter at the "in order t"

Ameren Missouri failed to index a final coding of "in order to" -

That's because this is an alteration copy and a fraudulent copy.

Also if the Staff of the Commission truly would have investigated it, they would have noticed it as well.

Second, line seven of the coding- Again read after the word "received. "Failur"

Again, their coding index is misspelled and their "software engineer" failed to install the word failure.

Third, look at line 10 of the coding. The email address that Ameren insisted was from www2.ameren.com.

www2 is not a valid email address, in which is broken. In addition, their confirmation emails do not come from www2.ameren.com or www.ameren.com. If the Commissioners, Regulatory Judge, Staff of the Commission actually go back and look at where Ameren Missouri's email agreements come from, they come from DONOTReply@ameren.com.

You can see that directly from a copy of the payment agreement that was submitted in EC-2023-0395.

Lastly, while it has the deferred amount of the payment amount and the amount due, even though the date is wrong and Ameren knows it was really the 22nd, not the 18th. Ameren Missouri's supposed "senior software engineer failed to insert the coding of the \$ [REDACTED] and the monthly installments.

Please go back to EC-2023-0395 and look at that and compare it to this document. Several discrepancies.

There was no "senior software engineer" and no way a senior software engineer in which Aubrey Krcmar explained as worked for Ameren Missouri for a long time, would crucially

leave out such details in the coding , broken links, the wrong email address for the email's that are issued, etc.

Those were left out because this document is a fraudulent copy , and altered product and a product that was used to deceive, I the complainant out of \$ [REDACTED]

What is even worse to top that off, is the Staff of the Commission when receiving and reviewing thsed documents failed to clearly acknowledge those discrepancies.

Aubrey Krcmar, with the advisement of her counsel, was ordered to draft up a blank piece of paper and make it look like software engineer drafted it, yet Ameren knew they were in the wrong, so they decided to manipulate and defraud the complainant in attempt to extort the complainant out of \$ [REDACTED] to obtain utility services.

Ask the one Commissioner that sits on the board that use to work for Sprint to review page 2 of the coding indexes and compare it to the payment agreement in EC-2023-0395. He should be able to clearly see the discrepancies and should then be able to validate that the exhibit that Ameren Missouri presented is a fraudulent, deceptive , deceiving , altered and a product produced by someone that has no idea how to code.

Instead, Banks Law LLC, Eric Banks knew that the Commission wouldn't pay attention to the details and used it to gain a favorable outcome and or decision, in which not only the Commission, the Staff themselves errored to seeand the Regulatory Judge, along with if the Public Service Commission itself has software engineers. Any software engineer in the industry will point that out as I just pointed out.

Look, I'm not trying to bring the past back in , however, as a result of the Regulatory Judge, the Commissioners and the Staff each time I would send a copy of a payment agreement in I was chastised. Imagine a Regulatory Judge, Staff counsel and the opposing counsel not liking the information or truth I was giving .

I lost 7 months of valuable time, most of all importance of electricity services in which I was forced without reason, even though conclusively among pointing this out extorted out of \$ [REDACTED] and over \$ [REDACTED] in other additional expenses, generators, food spoilage, etc.

I put trust in a system that was supposed to be fair. Instead I got shafted, railoraded, abused, tormented by not only Ameren Missouri, but Aubrey Krcmar, Terri Englebrecht, Jermiane Grubbs, Eric Banks, Judge John Clark, Commissioner Rupp, Commissioner Hahn, Commissioner Coleman, Commissioner Holsman and Commissioner Kolkmeyer.

I was not allowed DR requests that I requested from the Commissioners and Judge Clark and several other discrepancies I can label on. Go look at EC-2023-0395. I filed numerous motion to compels, but was denied. However, everything that Ameren requested, they were granted.

It's because the Commissioners, along with the Regulatory Judge knew that I was in the right on this matter and I the Complainant satisfactorily proved my case. Come on here, I even went as much as showing verifiable phone logs that show Ameren never reached out to me and Ameren didn't show one detailed log.

Not only do I want to amend my complaint for these expenses lost, but I want the Commissioners and the Regulatory Judge to reopend and grant me a re-hearing in EC-2023-0395, as I've clearly shown proof of the errors or fraudulent activity they allowed the ONLY untility company in my service area to deprive me of. What makes it criminal is when the Commissioners themselves infringed my rights in this matter.

Based of new transcript data, details and audio recording that I have been able to obtain over the last couple of weeks, If I am not granted a re-hearing and EC-2023-0395 isn't

reversed of its order and Ameren isn't ordered to reimburse me all expenses , including the \$ [REDACTED]

If I am not granted a re-hearing or allowing this to be introduced into my amended complaint I plan on presenting the exhibited copy and exact same data described in this filing and any new audio recordings received that possibly show that the Commissioners and the Regulatory Judge knew about this to the Attorney General's Office and to the Missouri Governor, Mike Parson, to seek removal of not only Judge Clark, but the Commissioners, for the gross amount of fraud they allowed Ameren Missouri to utilize against me.

I was taken advantage of and what Ameren did was criminal, not civil. Criminal and each and every party I named above needs to be prosecuted, fined and punished to the fullest extent of the law.

Due to the nature and detail of this, I expect a decision to be handed down about a re-hearing by no later than Tuesday March 12, 2024. Ameren Missouri is not entitled to any of the new data I have received or audio files that I have received. I will keep those in my possession and only share them with the Prosecuting Attorney's Office, Attorney Generals' Office or the Governor for review.

Ameren Missouri, their Regulatory team, counsel, Judge Clark and the Commissioners have shown that they can manipulate a matter therefore they get their hush money from Ameren. They had their chance to tell the truth, instead they continued to lie and deceive, use extortive practices, etc.

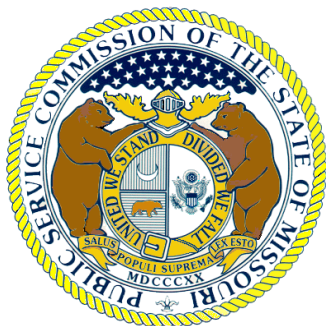
Respectfully,
Brett Felber

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 11th day of March 2024.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 11, 2024

File/Case No. EC-2024-0217

MO PSC Staff

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

**Office of the Public Counsel
(OPC)**

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@opc.mo.gov

Brett Felber

Brett Felber
2865 Dividend Park
Florissant, MO 63031
bfe14@gmail.com

MO PSC Staff

Eric Vandergriff
200 Madison Street
Jefferson City, MO 65101
eric.vandergriff@psc.mo.gov

Union Electric Company

Jennifer Hernandez
1901 Chouteau Avenue
Saint Louis, MO 63103
jhernandez2@ameren.com

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Nancy Dippell
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.