

EC-2024-0217

Brett Felber
VS
Ameren Missouri

Personally, I want Ameren to admit that www2.ameren.com is not a valid email address or an external email address for utilization of sending and for parties to receive emails. (Pretty simple)

I also want to admit that the PAG Terms aren't correct either, as they don't include the installments and the amount. (Pretty Simple)

I would also like for Ameren to name that so called "senior software engineer." Does the "senior software engineer" have a name? (Aubrey Krmar, it is) I mean I want a proper name to address, I think it is fair to say or ask?

There was no payment date for May 18, 2023, it was for May 22, 2023. It's a counterfeit and forged document used to deceive. I don't care if that part was address in EC-2023-0395, however, the document brought to the attention was never investigated or addressed.

I can rest assure that this wasn't addressed in any other matter or presided on. I think the main reason why I'm getting pushback by both Ameren Missouri and the Staff of the Commission, is because they know it is a forged, counterfeit document that lists violations and illegal and deceptive behaviors.

Also I would like for Ameren Missouri to further elaborate on what makes them think if I dismiss a matter that they can go and re-apply a new deposit to the account? Where in my filing did I mention that I agreed with Ameren Missouri's decision, etc? I would also like for Ameren to cite a Statute or Regulation that is written or indentured into Commission rules, regulations and tariffs that if a party dismisses a complaint that they can re-apply a deposit? I'm pretty sure there is none.

This is a deceptive practice that Ameren Missouri forces with their own changing of policies to benefit them. Pretty sure I said I was tired of excuses? So how does someone stating they are tired of excuses interpret that they agree with a deposit?

I'm also deeply concerned with the violation that Staff of the Commission found, in which in their investigation they specifically stated dealt with a denial of service letter? I'm confused? You found a violation, but didn't find a violation, but then Ameren knew about the violation and they are addressing it? Really doesn't make sense?

Now I will bring up EC-2023-0395, because I did complain about the denial of service letters, in which Ameren Missouri stated they followed all rules, regulations and tariffs in that matter, when it was address, however now they admit they failed to follow the correct process in the denial of service. (Which means they lied) Further Staff even lied.

Also, maybe someone can recommend that the customer service representative that work within the Commission have better attitudes when talking to customers that have concerns. Honestly if the customer service team and Staff of the Commission actual did their jobs we probably wouldn't be talking about this.

I'm concerned as to why I as a customer who wants answers shouldn't be upset about this matter? After all it seems the customer service team and the Staff thinks this matter is a joke. If the tables were turned the otherway, I'm sure them as customers would be upset too.

I've been lied to, deceived, taken advantage of, extorted, manipulated and whatever else you can think of.

Can't wait to see what their alteration specialist or counterfeit team responds with on April 4th.

Brett Felber
March 27, 2024