

EC-2024-0244
Change of Supplier

Can't wait for Ameren Missouri to file their response tomorrow. Hopefully I get some valued feedback from Ameren about www2.ameren.com being a invalid email address. In fact, I've sat with my phone glued to ear waiting for that phone call that Ameren's undersigned Counsel was supposed to elaborate on.

Your Honor, Ameren does a great job of responding to PSC things. 100%. However, I do have concerns, complaints filed with the Attorney General or the BBB and other agencies they don't like to respond. In fact the BBB Complaint that I recently filed Ameren denied to give a response .

I would think if they were telling the truth they would want to file a response with the BBB or the Attorney General's Office?

Outside of Commission responses they have a 0% response. Oh and they whined to the BBB on my latest complaint filed with them. They don't understand why I'm raising the issue?

Let me tell you my realistic visions in this matter. I really don't expect to that my Change Of Supplier. I expect a ton of pushback. Most likely from the Staff and Ameren Missouri.

However to be fair. Ameren doesn't own the grid in the Missouri. It's owned by SERC. Who grants access for Ameren to perform enhancements, etc on the network. So to be honest , technically any electric provider could actually move into the area.

In addition, here is my biggest concern. This is where Antitrust issues become the problem. Allowing Ameren Missouri to continue as my servicable provider allows them to barrage the Antitrust factors in such continuing as a Monoply and practicing unfair business decisions which ultimately effect and manipulate me or a customer into their forced practices.

Honestly I would really be happy if Ameren Missouri returned the \$ [REDACTED] that was stolen from me and extorted from me, as a result of shotty investigation practices. I mean who in their right mind thinks that www2.ameren.com is an email address? Who believes that PAG terms are words instead of numerical numbers . Oh and they can cut the nonsense about the date of the issue, because that never got sent. I'm sure their alteration specailist is probably crafting more forged documents for other things.

Honestly if Judge Clark , Staff of the Commission and Ameren and their undersigned counsel admitted that they lied and that www2.ameren.com and the other parties just took responsibility for the document and admitted it is a counterfeit document, I'd probably be more understanding. (Not really)

Also , I do have some valuable feedback for Ameren. They are Con Artists, master manipulators and forge documents to deceive people. They should think about changing their business name to Scameren, Missouri a con artist Company.

Oh and I love their constant change in policies to benefit them. Bravo!

The last question is for the Honorable Judge Clark . I'd like to know your thoughts on the whole denial of service letters that I raised awareness on in EC-203-0395? Because in matter EC-2024-0217, Staff acknowledged that there was a viollation and that Ameren was aware they failed to follow rules and regulations on. Yet, I'm sure what's his name from that one law firm along with the alteration lady that admitted to altering documents denied it. (Yep, they lied).

I will say Ameren does the cleanest job at lying. In fact they do such a great job at lying that in their response back they lie some more and forget to coverup the lies they previously told.

Oh and the figures of speeches they uses are the sharpest in the industry. I'll name some off.

- 1) "Your Honor, we promise to do better."
- 2) "Your Honor, we are already making changes."
- 3) "Yes, we are making changes to our denial letters."
- 4) "Your Honor, we don't know who Twilio is?"
- 5) "senior software engineer"
- 6) " I did alter documents, I found it to be quite easy." (Forgery Specialist, Krcmar)

Oh last and not least, the audio recording that Ameren changed the link name to May 18, 2023 that doesn't state the date of the agreed payment, the amount of payment needed down.

- 7) "But that's a voice recording of May 18, 2023."
- 8) "I'll be back in my office on March 14th."
- 9) "I'll be back in my office March 15th."
- 10) "Your Honor, I was out of my office until March 18th) Different Matter
- 11) "We're entitled under Commission rules 30 days to file a response ." Different Matter
- 12) "Those aren't cellphone records" Has Tmobile's name dates and times of calls.
- 13) "I was in the Army for so many years." Common deflector and I wasn't there to listen to the Forgery Specialists career in the Armed Forces, I was there for an evidentiary hearing about a Complaint and illegal disconnection of services.

14) " Mr. Felber was in dispute but when you sign up for an agreement , it cancels any dispute." No Commission rule, regulation or tariff that States that it cancels the dispute.

Oh and my personal favorite was I was chastised by the Honorable Judge Clark for so called "disparaging."

I'm sorry your Honor, but I beg to differ, I was calling out the cow manure and lies I was being fed. (Hopefully the word manure is more acceptable), (If not i sincerely, apologize)

I do really apologize to everyone, as I really am a nice person. However I don't think I should be subjected to constant lies and fed more lies, especially by Attorney's themselves. I have no problem with people obtaining the profession of becoming an Attorney, however when an Attorney Subjects you to the same pathological lies and behavior I believe they should be disbarred from practicing.

Can I also give one other recommendation your Honor? I promise it will be my last for today. Maybe someone can encourage your wonderful customer service team to be a little more enthusiastic when talking a complaint or concern from someone that has a Complaint? Maybe if the Public Service Commission would have taken my Complaint when i originally filed it a little more serious , I wouldn't have to point out the obvious.

Such as www2.ameren.com not being an valid email address. Therefore the so "called" agreement that Ameren states they sent wouldn't have been sent.

Welp, can't wait until tomorrow filing from Ameren's undersigned counsel, maybe shes still trying to figure out how to email me from www2.ameren.com. I'm sure that is what it is. Or shes trying to figure out the table border, wutable, cellspacing and cellpadding, color for the installment amounts.

Brett Felber
March 27, 2024