

To begin, I would like to state that this IS NOT the first complaint of this type against Ameren d/b/a Ameren Missouri. *EC -2023-0395, EC-2024-0217, and our complaint EC-2024-0111).

Referring to these complaints protects Missourians and ourselves as we are the complaint.

Ameren Missouri's objections shows incriminating of themselves. On several of our evidence and exhibits Ameren claims "Hearsay".

However, "Hearsay", cannot be propounded of exhibits that have Ameren Missouri direct letterhead of mailing articles, exhibits, or evidence. Therefore, there is no "hearsay", and Ameren must in fact be directly denied their objection. For this claim if Hearsay. Furthermore, by stating Hearsay, Ameren Missouri has incriminate themselves.

As history of at least the last two years. Ameren Missouri, in all the complaints filed against them. The respondent, Ameren Missouri, has consistently placed blame on their software vendors. Especially, in those instances where staff finds and/or discovered a violation has in fact occurred. As in our complaint shows. In fact, it has recently come to my attention. In researching and reviewing my complaint and the complaint of others. Through the use of public record resources, and Google. To name a few sources off hand. Ameren Missouri has utilized software programs. To commit fraud. Furthermore, they have repeatedly abused the terms and conditions. Of their agreement with their software vendors. (I e. SendGrid) to commit fraud. In this example, the software company would not do or allow Ameren Missouri to cover up.

Therefore, Ameren Missouri's dealings with the software vendor (SendGrid) was terminated or dissolved.

The relevance this serves in regard to our complaint. Is as follows:

-Repeatedly violation found on the respondent, Ameren Missouri. To evidence and exhibits. Including ours as the complainants in this case. Is historically the same claim and objected to. Blaming yet another violation found against them. Is the fault of the vendor. Not Ameren Missouri. Repeatedly!

-The dates in which Ameren Missouri claims of being filed late. Are incorrect in every example or accusation given. Throughout every step of the Formal Complaint process. We as the complainants have met every due date

Given to us at the request or deadline of the Commission.

April 22nd- Last day to request discovery

May 14th-List of issues/Position

Statement/Exhibits/ and Witness list.

May 21st- Evidentiary Hearing

May 24th Late Evidence filing due to technical issues granted by Judge Fewell.

Which was turned in and completed on May 23rd and May 24th by the deadline date. Entered into EFUCS database by the Data entry department. By the Commission staff. Completed on Wednesday May 29th.

All of which Aneren Missouri representative Jenifer Hernandez.

Received via email on the May 23rd and May 24th dates. As did all other parties involved with our complaint EC-2024-0111.

- The exhibits submitted by us as the complainants have come with company letterhead, directly from Ameren Missouri. Although, Ameren Missouri blames software vendors. For issues and causing a violation that effected 1066 accounts. Ameren Missouri failed to submit any evidence in which a software vendors name or company letterhead was attached. Or submit such a statement from a software vendor admitting any fault, or any kind. To justify removing any guilt from that of Ameren Missouri in totality. If these documents do in fact exist . I am confident that the respondent Ameren Missouri would have presented them.

- Of the 1066 accounts effected by the violation, found by Staff. How many were also a direct violation of the FCC regulation. Dictating NO

DISCONNECTION, is to take place before 9: 00am to 5pm, Monday through Friday. Did Staff check for the actual time of our disconnection. For that would serve as a second violation taking place.

Unfortunately, Ameren Missouri failed to disclose this information to us. In regard to our claim.

As the complainants in complaint EC-2024-0111. WE REQUEST the Commission to deny the objection set forth by Ameren Missouri. Based on the formentioned grounds of improper documentation. Terms and conditions of agreements made with ourselves and software vendors. FCC VIOLATIONS, and mis appropriations of objectary claims. That were fakse and inaccurate. To continue to allow Ameren Missouri to abuse the process. In

EC-2024-0111, EC-2023-0395, and EC-2024-0217.

Whether Ameren Missouri documents are counterfeit or forgery is a severe piece of the puzzle. However, the contradictory products that reassemble forgery to continuously deceive Missourians is insulting.

In fact suggestions have been made. In which we as the complainants in EC-2024-0111, strongly agree. To run documents in the 3 aforementioned complaints. Through tracers, forgery, and counterfeit documents through Inscribe, Ocrolus, Parascript, Reasisting, Regula, ZignSec. To see if in fact, if they claim these programs do NOT exist. To once and for all. Set the record straight for all Missourians to be able to access via Public record.

Furthermore, we do accept the offer proposed by Mr. Brett Felber. To testify on our behalf. As a creditable witnesses, in regard to our complaint EC-2024-0111. If it is deemed necessary in resolving our complaint. Or any litigation we may pursue, be it a Civil litigation or otherwise. To show the counterfeit documentation Ameren Missouri utilizes.

It is interesting, I must admit. That Aubrey Kchmer repeatedly is Ameren Missouri witness. As the complainants, there were several Ameren Missouri employees. That misinformed, misguided, miseducated (unless questioned as admitted by Ms. Kchmer under oath). And mistakenly underestimated and knowingly tampered and/or mishandled our account. On numerous occasions. Our evidence alone shows recordings and records of

communication with not just Ms. Kchmer. Her co-worker Terry in her department at Ameren Missouri. But other advisors, as they are now called. Reviewing and adjusting our account. Even after the date of the one violation which occurred in March of 2022. Resulting in our as the complainants and 1065 other accounts being mathematically incorrect. The fees acquired unnecessarily. Have been calculated into the billing cycle and activity statements ever since. An activity statement in which we have never seen but was submitted as evidence on Ameren Missouri behalf. Again lacking the letterhead of the activity statements emailed directly to us from the company. Therefore, to credit our account a mere \$95.00, which we respectfully declined. Is the minimum of financial lose resulting since. After respectfully rejecting this

insulting offer. And after receiving all correspondence via email As did all other parties pertinent to the case. To knowingly object. When no merit for objection was deemed necessary as Ameren Missouri's Representative. Is ridiculous and outlandish and ignorant legal redirect. To diffuse and deter the fact that our evidence was sound, and relevant to the overall complaint of the account and its current charges. To which I might add. NO PAYMENT TO DATE HAS BEEN MISSED. MAYBE LATE, BUT NEVER MISSED. Especially within the last 2 years from the prior meter, to the current meter. Not to repeat but to reiterate. Our evidence and exhibits submitted, were communications and/or documentation received by us from Ameren Missouri directly. Again incriminating themselves by objection. Even our witness statement

and witness testimony. Of more than one individual. Showed truth and knowledge in regard to the effect this complaint has on the health of Mr. Clark. (written witness statement from Crystal Hurley Registered Nurse) Also testimony from a tenant, who rents from us. As we have previously made Ameren Missouri and the Commission aware of our home based minority business. Which the account also effects directly. That was in fact in operation at the time of the of the found violation.

When it is all said and done a violation, is a violation. Regardless of when it was discovered, period. There is no justification of the circumstances surrounding it it is a VIOLATION! No matter how Ameren Missouri or the I r legal counsel may try to minimize it. 1066 accounts is more than a minimal number

of Missourians effected by Ameren Missouri disregard. The icing on the cake, is to know FCC REGULATIONS AND AGREEMENTS WERE ALSO VIOLATED. In regard to AMI meters and the experimental FCC license. Did staff research how many disconnections in fact did occur before 9:00am.

I surely intend to inform FCC regulators, that they indentured into the experimental 2 year license they agree with the FCC on. So that does mean they are using cellular data at the 900MHZ LTE that they enter into agreement with to commit fraud.

(Brett Felber objections to Ameren Missouri objections of evidence EC-2024-0111)

If a violation of a simple time agreement can be berched. We as Missourians must speak up when information such as this . Is brought to our attention. 1066 Ameren

Missouri account holders should not be left in the dark. Literally! While it is overlooked and minimized yet again.

In conclusion, my litigation against Ameren Missouri as a monopoly organization. Will press on.

Yet, it is desperately important for residents of Missouri. To know that the authorities and government regulators of Missouri. Like the Public Service Commission. Us truly in the business if supporting and upholding the rules set forth to protect us as Missourians. From monopoly companies. Especially, those who control our utilities and access to them I have the full intentions of urging the FCC to launch an investigation into the upholding of the terms and conditions of LTE data at 9000 MHZ. To get ahold of the data Ameren Missouri AMI meters have.

Which we will know the result if in fact Ameren Missouri does find itself wirelessly disconnected. It is in fact illegal for a utility company to defraud a senior/disabled person. Or Missourians, for that matter. That have health conditions or health related issues. That require a UT. Which is the case in our complaint EC-2024-0111.

We respectfully ask the Public Service Commission to rule fairly and justly in regard to this complaint.

Aquilla Canada and Dranel Clark