

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

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

Brett Felber, Lisa Lambert)
(Your name here))
Complainant,)
v.)
Ameren Missouri)
(Utility's name here))
Respondent,)

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at: mailing address for all bills

[Redacted]
(Address of complainant)

[Redacted]
(City) (State)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

[Redacted]
(Address where service is provided, if different from Complainant's address)

[Redacted]
(City) (State) (Zip Code)

3. Respondent's address is:

1901 Chouteau Ave
(Address of complainant)

St. Louis MO 63103
(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ [REDACTED]
(if your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Complaint submitted on 5/22/24 certified letter to Ameren Missouri disputing bill amounts etc disagreeing with bill under commission rules. To date Ameren Missouri has failed to reach out or provide notice of compromise settlement discussed. Certified letter was signed for on May 24 2024 tracking number 70220410000241214154 address to Marty Lyons and legal counsel Jennifer Hernandez. ~~the~~ Ameren Missouri has no problem harassing with fake disconnection notices yet fails to rectify the dispute towards deposit billing double billing. Plus Ameren Missouri is tampering with their own meter to adjust to hire rates.

I also want the Commission to ~~so~~ order Ameren to cease any disconnection until they ~~are~~ ^{are} Ameren prices they haven't manipulated meter readings.
7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

Ameren Missouri under State Statute 569.090 is illegally tampering with their own meters to adjust users amounts to make the bill larger. Have energy assessments and video evidence of it.
Missouri Statute unjust enrichment 409.1006
20 CSR 4240-13.075 failure to suspend or reach out to rectify. No phone calls or nothing

20 CSR 4240.13030 Deposits to date have ignored
 20 CS12 4240 - 13.025 - Billing adjustment.
 20 CSR 4240 - 13.075 - Being that Ameren Missouri received certified ~~documents~~ documents acknowledging a dispute yet Ameren Missouri has failed to suspend or reach out to the Complainant about billing the Respondent: the dispute.

(Please describe in detail what steps you have already taken to resolve this complaint.)

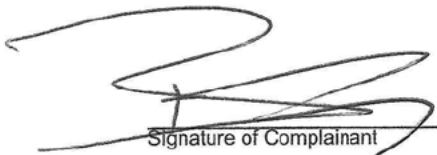
Kramer & Hernandez are aware of the disputes as they have been given copies, same with Mr. Lyon.

In addition I have a 256 GB Thumb Drive with collective data at the TCS convenience to show Ameren Missouri is manipulating and tampering with their own meters or smart meters to expend higher utility rates to customers.

I can furnish copy of the data collected to staff when they submit a DR Request

I'm encouraging staff and the Commission to take this complaint seriously. It will show Ameren Missouri failed to dispute process upon certification of certified letter on May 24, 2024

Date June 21, 2024



 Signature of Complainant


 Complainant's Phone Number

Brett Felber Lisa Lambert
 Complainant's Printed Full Name


 Alternate Contact Number


 Complainant's E-mail Address

only call if you can't get a hold of me at 

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not send originals of any supporting documentation.

If Staff of Commission needs a copy of the data collected from smart meters showing Ameren Missouri illegally tampers with their own meters to give leverage to manipulate billing.

I am willing to submit prior to staff DR request. Thumb drive showing

Copy of certified tracking already uploaded through Efis.

I have an energy monitoring service that between the months of May through June pinged or traced back to the utility provider as a manual fluctuation to increase the recorded kwh change done by the utility provider. This was done at least 5 times over the time.

I have no problem paying a bill, but not manipulated altered or tampered readings at the discretion of the utility company.

Tampering meter readings is illegal, broadcasting a change is illegal and utility providers aren't exempt.