

EXHIBIT "B"

Leslie & James Fogarty

Ameren Missouri
P. O. Box 790098
St. Louis MO 63179-0098

RE: Account [REDACTED]

February 5, 2024

Billing Dept,

Back in June 2023, our budge billing amount jumped from \$[REDACTED] per month to \$[REDACTED] per month. We cannot figure out why the sudden increase in usage during the months of January – April 2023. We did not change any of our habits and have nothing new to justify this spike in usage over these months.

Attached are copies of our bills from November 2022 thru February 2024. In November 2022, we had a credit on our account of \$[REDACTED] with a decrease in our budget billing from \$[REDACTED] to \$[REDACTED]. In December 2022, our usage from 2022 was 22% LESS than 2021, according to the bill.

January 2023, our usage spiked from 1604 kWh to 6928 kWh in ONE month and we were already over \$[REDACTED] behind. February, same story. Our usage is exponentially higher than the previous year (2,797 kWh vs 13,153 kWh. (Our furnace is gas so that rules out a winter related spike)

Something is not right here! I called on January 2nd or 3rd and spoke to a customer service rep who gave us the "well, that's what the meter says" line. I asked to talk with a supervisor, which of course I could not be connected right away, so they took our information and said a supervisor would call us back. On Friday, January 5th, a supervisor called us back. Unfortunately, I was driving and was not able to write down her name. I explained the issue and she said that she would have to refer this to a different department who would look at our account history to see if something had been keyed incorrectly or if another issue might have caused this huge spike. As of today, I have never received a return call.

I ask that someone please review our account and get back to us with an explanation of this drastic spike from last year. So far in 2024, it shows our usage as back to normal (3,588 kWh vs. 13,153 kWh 72.7% less) from 2023. It doesn't make any sense.

The number to reach me is [REDACTED]

Thank you,

A handwritten signature in black ink, reading "Leslie Fogarty". The signature is written in a cursive style with a large, stylized "L" and "F".

Leslie Fogarty

Cc: Attachments