

EXHIBIT "E"

May 3, 2024

Missouri Public Service Commission
Governor Office Building
Attn: Consumer Services Unit
200 Madison St., P.O. Box 360
Jefferson City, MO 65102-0360

RE: Ameren Missouri Acct# [REDACTED]

To Whom It May Concern,

Enclosed are documents detailing some extreme usage that Ameren billed me for the months of January 2023 through April 2023. Due to budget billing, the issue was not truly understood until the budget billing went from \$[REDACTED] to \$[REDACTED] in July 2023.

I contacted them on January 3rd, 2024, and spoke to a CSR who was not able to assist. A supervisor, Shaquita, called me back and said she would refer my issue to another department for investigation and I should receive a call or a letter from them. We were in Florida for the month, and I never heard back.

I mailed the attached letter (#1) to the Billing Department on February 12th. I never received a response.

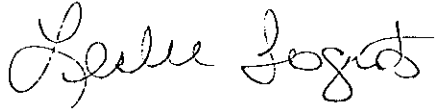
I called on March 28, 2024, and spoke to Robin. I explained the issue and she said that there is a note in my file from February 13, 2024, that a review of the meter was furnished (I never received anything) and that the daily use readings were accurate. I asked for a copy of the report, and she said she would put a request in from the department that did the review. She also sent me an Account Activity Statement (#2) that shows usage from March 2022.

I have created a Usage Spreadsheet documenting what Ameren shows as my usage by month from April 2022 through present (#3) as well as copies of bills from November 2022 through present (#4). As you can see, our usage is very consistent over the last 2 years (and over the last 23 years we have lived here). It is only me and my husband who live here. We do not run any external heaters or anything in the winter and we have gas heat. The excessive usage during the months of January 2023 and April 2023 makes no sense. Something is NOT right.

I would like to ask that Ameren provide proof of this excessive usage since they claim that their readings are right (how do they verify that?). If that cannot be provided, then I would like to be refunded for the excessive amount that was paid for inaccurate readings.

I appreciate the commissions time to review my account and look forward to a reply and remedy.

Sincerely,

A handwritten signature in cursive script, reading "Leslie Fogarty". The signature is written in black ink and is positioned below the word "Sincerely,".

Leslie Fogarty