

ER-2024-0319

Last but not least to show further proof of fraud committed against me.

Page 8 of Staffs Report.

“Staff requested information for Ameren Missouri in DR 0027 regarding this email on June 27, 2023. Its response is included as Exhibit D Ameren stated that is was not able to provide a copy of the payment agreement that Mr. Felber referenced. Ameren uses and outside vendor called SendGrid to send out confirmation emails and only keeps copies for up to 30 days.”

There you go inventors. Here is all the proof that is needed . Ameren failed to keep a copy of the payment agreement dated for May 22, 2023, so they further lied and sent the Missouri Public Service Commission a fake payment agreement that is forged and fraudulent, after they openly admitted that they failed to keep a copy of the agreement and Ameren did their best to try and make a counterfeit payment agreement, which has been submitted numerous times that shows their email address of www2.ameren.com

Judge Clark and the Commission should have immediately ruled on my Motion and restored utility services off this comment made by Staff and to Staff from Ameren Missouri .

Instead they clearly failed to authentic Ameren Missouri's email address and payment terms that don't match as an email address or payment terms.

Page 10 of Staff report. Shows clear as day Ameren Missouri and Staff openly admitted they violated Commission Rules, Regulations, Tariffs on this exact comment.

“Ameren sent an agreement in writing to Mr. Felber. However, Ameren did not notify Mr. Felber by personal service or first class mail about his default prior to his disconnection.”

In clear letters right from those people that take data requests in behalf of Staff.

Failed to notfiy Mr. Felber by personal service or first class about his default.

Their own admission and Staff's own admission that Ameren Missouri failed to send out a disconnect letter or notice informing me of what date my services would be disconnected.

I ask all inventors and the Office of the Public Counsel. Is this really what you want?

A corrupt utility provider and a corrupt Commission that clearly favored and ignored not only Commission rules, regulations and tariffs, but also State and Federal laws?

EC-2023-0395 concerns a ton of fraud that not only Ameren Missouri got away with, but the corrupt Regulatory Judge and corrupt Commission allowed Ameren Missouri to get away with.

While this is just a sample of everything. Monday August 12, 2024 I will be posting all this same exact data, plus the hearings that were held. The data that the Regulatory Judge personally left out of the evidentiary hearing (in which why they waited 30 days to release the transcripts)

All this same data and information we be posted to the website www.amerenscamsmissouri.com.

It is a website we have purchased to validate and show proof of the corruption of Ameren Missouri and the Missouri Public Service Commission.

The media is welcome to all data that will be released on Monday August 12th. All hearing records, transcripts, property damage that Ameren Missouri committed , the severe fraud. All counterfeit documents.

Plus the real phone calls that the Commission and Ameren Missouri left out.

I am using Ameren Missouri's words and the Commissions own words on paper against them.

The only three people in this matter that I will not include in any comments are Commissioner Mitchell, Mr. Johnson and Mr. Lowery , as they weren't parties of this matter.

However, I believe they are working with the wrong party. If they want to make a positive impact, they should be questioning the parties that committed fraud.

As I said before, I hold no grudges. However, Ameren Missouri and the Commission picked the wrong party to commit fraud against and that fraud committed is going to be shown the the whole world.

All other inventors and the Office of the Public Counsel and any media requests or the media in general is free to use these documents to show the massive corruption within our own States Utility Commission & more importantly Ameren Missouri.

Stop utility provider fraud. Stop Commission fraud. Stop protecting the perpetrator and start protecting the victim. Stop attorney bullying .

This is my story and I'm finishing the story.

Brett Felber
August 5, 2024

A handwritten signature in blue ink, appearing to be 'Brett Felber', written in a cursive style. The signature is positioned below the typed name and date.

Illegal Disconnect
Under Commission Rules

Ameren sent an agreement in writing to Mr. Felber. However, Ameren did not notify Mr. Felber by personal service or first class mail about his default prior to his disconnection. In Ameren's response to Staff DR 0027, it stated that it has an e-mail template it uses for these confirmation e-mails. Staff has submitted a data request to the Company as of July 21, 2023, requesting a copy of the template. Without this information, Staff cannot definitively determine what is sent to customers in these situations.

Bankruptcy

In Staff's initial conversation with Mr. Felber he shared with Staff that he believed Ameren's account balance included charges which should have been discharged in his bankruptcy. He stated that he was told by an Ameren staff member that "most" of his bankruptcy debts had been removed from his account.

Staff listened to a recorded call on May 19, 2023, which Staff believes caused the confusion on this matter. The CSR stated that these amounts had been "written off" which led to confusion and what Staff believes to be a misunderstanding of the meaning of the term "written off".

On June 9, 2023⁵, Mr. Felber filed documents in EFIS which stated, "I talked with Ameren customer service on June 8, 2023, in which they are sending me a letter for around \$780.00 of the balance that wasn't discharged in bankruptcy." He also included one page from the United States Bankruptcy Court dated 9/5/18 which states that "the debtor(s) is/are granted a discharge under section 727 of title 11, United States Code, (the bankruptcy code)." Staff has attached this document as Exhibit E.

In a later EFIS filing on June 25, 2023⁶, Mr. Felber references an amount of \$699.99 that should have been discharged with the bankruptcy. Staff requested from Ameren a list of any debt that the Complainant has/had with Ameren that was discharged through the Complainant's bankruptcy in 2018. This is attached as Exhibit F Ameren provided a list of the discharged debts which included an account under Brett Felber's name at the current Dividend Parkway address for \$699.39 from 3/1/2011 to 8/3/2011, along with Brett Felber's name at other addresses between 6/24/2005 - 12/2005 (\$436.97) and 12/1/2016 - 5/31/2018 (\$38.18).

Staff also requested recorded telephone calls from the Company in which Staff reviewed but did not find a recorded call dated June 8, 2023; however, it is Staff's understanding that calls between customers and Ameren employees outside of the call center are not recorded so that could be an explanation for no call record on that date. There are no account notes reflecting this June 8th conversation. Staff also requested an Activity Statement from the Company, which dated back to when Mr. Felber's current account was created in June of 2018. Upon review, Staff found that the

⁵ Notice of Bankruptcy Discharge of Debtor(s) (Confidential)

⁶ Correspondence Regarding Disputes (Confidential)

Harassment and Property Damage

mount outside the fence; the property at 2865 DIVIDEND PARK DR FLORISSANT MO 63031 was not entered. There was also no property damage to the fence. To confirm that the service was disconnected, the line troubleman had to use binoculars to see that the meter screen was blank.” With the information provided to Staff, it is not possible for Staff to make a conclusion regarding the property damage claim as there is no way for Staff to know if the fence was damaged at this time or another time. There are also no dates or video footage of Ameren employees improperly entering the property.

As mentioned previously, Ameren disconnected service to the property at the transformer on June 15, 2023, due to concerns of potential theft of service via online fraudulent connect requests. To provide some background on these attempts, Staff refers to Ameren’s response to DR 0024 in which it explains that there was online activity generated from the User ID associated with Mr. Felber’s online account. This activity included several service orders to disconnect the account which were created by the user. This began on June 4, 2023 and continued with three other online requests on June 14, 2023. These requests were manually voided by Ameren personnel “as a temporary fix to prevent unauthorized reconnection of service.” There was a property management account for the property set up online on June 14, 2023; this account is also called the landlord leave-on program. This was done under the Dividend Park Investors, LLC name and it listed Lisa Lambert as the representative. Ameren explained, “If a premise is set up on our landlord leave-on program, once a disconnect (stop service) order is entered, a connect (start service) order is automatically generated in the landlord's name – which in this case with AMI metering, automatically issues a turn-on service order.” There was also a new connect service entered on the same day for the property under the name of “Dividend Park Investors, LLC” and, from Staff’s understanding, AMI service was inadvertently turned on for a short time due to this request but was turned back off after a couple hours as Ameren personnel were “aware that the LLC is not the owner of that property and not authorized to have service restored without investigation.”

Legal Business Missouri; Laws Entity under

20 CSR 4240-13.060 Settlement Agreement and Payment Agreement

On June 20, 2023⁴, Mr. Felber submitted a filing to EFIS alleging that Ameren sent him a confirmation email on May 18, 2023, showing that a payment agreement was entered into which included a down payment of \$2,509.00 to be paid by May 22, 2023, and additional payments which would be added to his regular monthly payment for 12 months. Mr. Felber submitted a screenshot, which was labeled “image” at the top, which showed an email from Ameren reflecting the details of this agreement. Staff requested information from Ameren in DR 0027 regarding this email on June 27, 2023. Its response is included as Exhibit D Ameren stated that it was not able to provide a copy of the payment agreement that Mr. Felber referenced. Ameren uses an outside vendor called SendGrid to send out confirmation emails and it only keeps copies for up to 30 days.

Admittance they don't or didn't keep copy

⁴ Correspondence Regarding Payment Agreement (Confidential)

called payment agreement they send

also not a sendgrid doc. Deemed Confidential in its Entirety

Ameren's 30 from www2.ameren.com