

In response to the Order. Determined by the judgement of the Missouri Public Service Commission. We request a Motion for Rehearing.

We are submitting this request. On the Grounds aof the following basis:

- We as the Complainants in case number 2024-0111 are utterly dissatisfied with the decision othe Commission. In fact we have concluded that the evidence entered into efics data system. Supports our claims against unnecessary billing issues. Negligence to inform the consumer. Also, that Ameren Missouri knowingly withheld and/or falsified documentation. To sawy the decision of the Public Service Commission. The violation found during the investigation process. Effected not only our account. The accounts of 1065 other Ameren Missouri customers.

Whom unlike ourselves, remain unaware of the gross injustice and negligence to inform the consumer. As the Complainants, we have intrusted the repermandation of the Respondents to the violation discovered. Also the clear truth to not inform consumers.

Which was clearly admitted and stated, by Aubrey Kchmar. While under oath. " If the customer does not ask. The advisor has been trained not to inform. The consumer unless they are asked a question. In regard to a specific question. Which we all heard.

- Secondly, Mr. Clark, was promised during the Evidentiary hearing. An opportunity to address the court. As the actual account holder. He would be able to present he case before the Public Service Commission regulatory Law Judge. Even if a continuance was deemed necessary. As can be reviewed via YouTube or Public Reord, via transcript.

Mr. Clark is livid for the deny of his rights. Or to the lack thereof his rights being upheld. Simply due to that supposed time constraints, would not allow. Yet a simple scheduling for questioning. Or a continuance for that matter was mentioned. Yet, never executed. It is absolutely necessary that the account holder themselves. Has the opportunity to plead his or her case. The ballient disregard by the Commission to deny this right. Rather to let it go unrecognized. That only the authorized user, on said account. Whom is only one of the two Complainants represented on the complaint were given a brief time frame. To convey the importance of the violation and overall severity of the claim.

From the onset of this Complainants case number 2024-0111. Documentation has been repeatedly submitted. To no avail. To which all was included in the communication. Between the pertaint members of the claim as instructed. Including, but not limited to the evidence submitted by the Complainants, into the EFIS SYSTEM. Numbering evidentiary exhibits that add up to be well over one hundred exhibits. Majority of the evidence presented was in fact documentation received by the Complainants. From Ameren Missouri as a company.

However, the Respondents, Ameren Missouri. Had merely 8 forms of evidence. None of the evidence they presented, showed any collaboration between the testimony of Aubrey Kchmeyer. Stating that the found violation was rectified. Therefore, how could it possibly be said. That we did NOT prove our case. When in fact hearsay is the only grounds of basis for Ameren Missouri. Yet, the Commission has found that they have in some way or regard proved theirs.

This line of reasoning, is the exact reason why. Mr. Clark opening statement to the Public Service Commission. During the Evidentiary hearing. Was to address the rumors of lobbying and pocket lining. In asking, "Is anyone within the Commission. In Cahoots, or on the payroll. From the utility companies. Or as stated, Ameren Missouri itself."

We request a Rehearing due to the fact that our evidence also shows all records and receipts of multiple payments made on our account. The actual date of the payment also is reflected in 3rd party statements throughout our evidence. Showing differences in the dates if payments as recorded by Ameren Missouri systems.

An example if such being, the dates of actual disconnection. For the violation found and proven by evidence found throughout the investigation process.

Our actual disconnection dates was March 2nd, 2022. An hour after the time of disconnection. We reconnected electric service. While simultaneously submitting two separate forms of payment. From two separate credit and debit cards. Within one telephone call. With an Ameren Missouri representative/advisor.

We were NOT disconnected from the 4th of March. Through the 7th of March, 2022.

Which further supports our claims of falsified documentation. On behalf of the Respondents, Ameren Missouri.

This again can be verified through evidence. Received in the form of receipts and bank transactions statements. Collaborating the actual date if the withdrawal and debit charge to the payment account used to submit these payments. On the date if which we allege.

We do have several other points to be considered in regards to complaint case number 2024-0111. Aquilla Canada and Dranel Clark vs. Ameren Missouri.

Lastly after expert review of the Order. We do feel that it is high time that other Missouri residents be made aware if the grave unjustified, injustice. Of misinformation and the lacking information. The disregard to the rights and tariff upholding. IT is your governmental duty. To grant a Rehearing for the Complainants in case number 2024-0111. For the opportunity to be given. To Mr Clark to have his case clearly and sufficiently addressed before the court. As stated during the Evidentiary hearing.

And to address the testimony of Aubrey Kchmar, Regulatory Liaison, for Ameren Missouri.

Who continually is the only witness time after time. For Ameren Missouri.

Especially, seeing as how her testimony was taken in regard to the violation rectification process. As the Commission deemed her testimony, convincing enough to take at her word. Which without submitted evidence collaborations. As to the software vendor admitting guilt. Which the Respondents Ameren Missouri failed to provide at the time of the Evidentiary hearing or discovery process. One would conclude, doesn't exist. Therefore, the Commission made their decision based on hearsay. As attempted to be said of our own evidence by the Respondent, Ameren Missouri.

Although, our evidence contradicts and furthermore, consist of their own company letterhead, documentation, and falsified records.

We will not continue to be overlooked or taken lightly. The mental and financial derress is unexceptable. If I have NOT been paying more than once a month for the electric service provided by AMEREN MISSOURI.

How could I possibly have more bills and bill payments receipts for the year. Every year since the account has been opened. From September 1st, 2021 to August of 2022. There are 12 months. I have more than 12 payments. And more than 13, as well. In the year from September of 2022 through August of 2023. I have more than 13 months of payments. Just like the previous year, more than 13. From the service being transferred. Now here I am, not only filing for a Rehearing.

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Again, here I am in August. Starting the entire Complaint process, from the beginning. Filing yet another Informal Complaint. For the amount charged for this Formal Complaint. Which was added into my current bill before this ordered was rendered as of today, 08/07/2024. Which is in fact illegal. To do before the Order was finalized on September 6th, 2024. Which took a year to complete. Instead of the 120 process time frame. Which goes well beyond any set forth time frame expected extension times. Due no fault to us as the Complainants. Who satisfied any and all scheduling dates. In which we never objected to, and meet. With the exception of the January date. Due to unexpected illnesses suffered by Mr. Clark, himself.

Thank you in advance for your consideration into this matter. Also, the assistance of the Public Service Commission. Submitting all communications into the efics system. Wheather or not it was

entered immediately or not. To stay within the allotted time frames. For instance, the briefing summary was submitted on the 10th of June. As was that if the Commission and Ameren Missouri. Which can be proven. Via email receiving dates. To all the pertinent parties involved in this process and case claims.

A review of all email communication from us as the Complainants. Were all sent out via email on the date requested. My blindness hinders me from submitting my communications myself.

Please enter this into the EFICS SYSTEM AS A MOTION OF A REQUEST FOR A REHEARING.

KIND REGARDS

Aquilla Canada & Dranel Clark
(Complainants case number 2024-0111)