

A senior software engineer was able to provide the values that were inserted by the system into the email template once it was entered, as shown below.

Payment Agreement Email:

TX_WEBAPI_SUB_KEY	TX_WEBAPI_SUB_VALUE
473755489	68134237 %AccountNumberEnding% [REDACTED]
473755490	68134237 %PAGDueBySentence% Your required payment of \$ [REDACTED] is due by 5/18/2023 in order t
473755491	68134237 %PAGAmountDue% \$ [REDACTED]
473755492	68134237 %PAGDueDate% 5/18/2023
473755493	68134237 %PAGAmtDeferred% \$ [REDACTED]
473755494	68134237 %PAGTerms% <table border='0' cellpadding='2' cellspacing='2' color='#444444' id='wutable' w
473755495	68134237 %PAGFirstParagraph% Your account will be updated when the required payment has been received. Failur
473755496	68134237 %PrimaryEmailAddress% [REDACTED]
473755497	68134237 %CurrentYear% 2023
473755498	68134237 %ExternalHostName% www2.ameren.com

Not an email

The senior software engineer also advised that if a customer downloaded the payment agreement confirmation email, they would have the ability to edit the message.

Based on the data that we have, the email Mr. Felber received on 05/18/23 reflected the required payment date of 05/18/23 and does not reflect a required payment date of 05/22/23.

Not from Sendgrid or
 Template
 Ameren's Counterfeit exhibit

1 JUDGE CLARK: Hearing no objections Exhibit 124-C
2 is admitted onto the Hearing Record.

3 Please continue.

4 Q. (By Mr. Banks) To your knowledge when did Complainant
5 identify the alleged Pending Payment Agreement email date
6 discrepancy?

7 A. To the best of my recollection it was approximately
8 June twentieth.

9 Q. On Page 2 of Ameren Missouri's Exhibit 119-C you
10 explain the Senior Software Engineer also advised that if a
11 customer downloaded the Payment Agreement confirmation email
12 they would have the ability to edit the message?

13 A. Yes. I did.

14 Q. During the course of your job as a regulatory liaison
15 and working on Complaint cases do you ever reach out to software
16 engineers for information?

17 A. Yes. I do.

18 Q. Have you personally downloaded a confirmation email
19 and been able to edit the message?

20 A. Yes. I have. During the course of my investigation I
21 personally -- well, I found out how easy it was to edit emails.

22 I downloaded emails from my personal email box and was
23 able to edit those, not only from Ameren but from other sources
24 of email that I received. And I found you don't even have to
25 actually download the email in order to edit it. You can