

EC-2024-0372

To whom this may concern. Attached is a recording of the audio to hear the conflict in question when I called to ask Ameren Missouri. I have been given not only conflicting information, but words that are not true.

What turned into a account balance inquiry, turned into a rogue practice by Ameren Missouri and their rogue employees. Missouri is a one party state, therefore the second I hear the words for quality and training purposes this call may be recorded, that is the consent of not only I, but to the employee of either party recording the phone call.

At no time did customer service address my issue, the issue stands on approx \$[REDACTED]. I believe this is a manipulator tactic by regulatory.

I entered into an agreement in which I agreed to pay \$[REDACTED], the conflicting information says to pay \$[REDACTED] by the end of business today September 12, 2024. Originally it was setup for installments and a payment of \$[REDACTED] would be due today.

In addition to add more conflict, it says my payment of \$[REDACTED] is due on September 16, 2024.

I have three different payment amounts and different days that conflict. I would hate to pay \$[REDACTED] and then for Ameren Missouri to try and turn around and attempt to disconnect services for an incorrect amount.

I have asked for Ameren to dispute this until clarification and Ameren has given me no luck. The audio will show the csr didn't attempt to resolve issues and further wanted to argue, instead of listening.

At this point I am afraid of Ameren Missouri. I believe they are manipulating me, I believe they are doing this in a way that threatens me into paying more than I truly owe. All I want is truth and fairness and I can get that whether I am nice, or not.

I'm asking that the Commission issue an emergency cease and desist of disconnection, until Ameren Missouri responds to this with the correct amount owed, which would be either \$[REDACTED] or the \$[REDACTED]? There is a big discrepancy in amount.

I'm asking that the Commission order Ameren to post that amount through EFIS, therefore the Commission is aware. In addition, I ask the Commission to present Ameren Missouri this audio and demand better training for their rogue employees.

I'm asking the Commission to issue a decision respectfully by 5 pm today on the cease and desist. I need to know the truthful amount actually owed.

Thank you for your time and the audio is also available for the Commission to review.

Also, Ameren Missouri didn't reach out to inform me of a disconnection via phone call at my phone number [REDACTED]. Not once. Yesterday or today.

Based off the audio recording I feel threatened and extorted by Ameren Missouri as they aren't giving tme the proper information.

Brett Felber