

EC-2024-0372

I respectfully ask the Commission to grant an extra week for me to be able to file the subpoena returns. Mail has become non-existent in my area over the last month and I'm lucky if I get my mail once a week. Plus two of the subpoena cannot be served until the later part of this week as the service company is backlogged.

In addition, therefore it is fresh in my mind and I really don't have to elaborate much on it during our scheduled hearing.

Ameren Missouri has had seven years to perfect their customer service and still to the date, their customer service is atrocious. I encourage the Commission to look through all my complaints I've ever filed. Even Ameren themselves have openly stated "they need to do better on customer engagement," and they are "working to do better."

Nothing in the audio recordings presented. Show Ameren Missouri, or the parties from Regulatory and Legal, that Ameren is going to exceed the quality of customer service engagement.

Ameren's claim of harassment is a distraction from the real problem. Plus the party that claims "harassment" has control of my account and manipulates my account. There is no reason, why customer service shouldn't be able to give me account information. If the party claiming "harassment" believes it is harassment, she shouldn't hold onto the account and should assign someone else.

In addition, to date Ameren Missouri hasn't responded back with a simple balance inquiry. To date, including weekends, it has been 96 hours without a call back regarding account information.

I believe we have two violations directly from the audio. The first, is regarding the account information and that under Commission rules, regulations and tariffs during normal business hours Ameren Missouri is supposed to have someone readily to overview account concerns, questions, billing and service questions. Which they didn't.

In addition, they gave misinformation about the process as well and the customer service representative got combative when she was being recorded, yet Ameren Missouri openly admits prior to the representative getting on the phone that they will record the phone call.

Missouri is a one party state, which requires ONLY one party. I was the consenting party, therefore the audio recording is legal under Missouri State Statutes. (Just in case Ameren Missouri tries to distract that.

Regardless of me being curious, I still get treated like dirt by Ameren Missouri representatives. You would think with how many times they've told the Commission that they would do better or try to do better they would execute on doing it.

As for Staff, their claim of "repetitive" filings is a distraction from the actual matter.

When Staff finds a violation you enact on it, not throw it on the back burner and allow them to continue to get away with it.

At this point it is a 2 against 1 matter. The only reason Staff doesn't want to allow it, is because it shows the poor work that was done and the errors that were clerically done.

Ameren doesn't want it admitted because the information clearly is a rebuttal to what they say.

If Ameren's Regulatory Department wants to hold onto this account and make it to where I can only talk to them and they don't respond back, I should have a better protection in place, in which is why I'm also asking the Commission to grant a more permanent cease and desist of any disconnection.

Ameren does a great job using that threatening word of disconnection, however, nobody is allowed to discuss my account information, which simply takes two seconds for either customer service or regulatory to tell me the amount. It shouldn't be the Commission's responsibility to tell me my actual account information.

While you can say that EC-2023-0395 order was final, some of the objects, such as customer service promises or misrepresentations and combative employees still continue.

The only reason Ameren won't respond is because the audio concludes combative and rogue customer service and Ameren can't manipulate the recording or erase it.

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