

**EC-2024-0372**

**To whom this may concern. I appreciate today's hearing. After discussing this over with my wife. I want to move on and I think we can all agree to move on and close the book and chapter on this.**

**I appreciate Mrs. Hernandez's response back to mine about transparency and that's where I believe part it revolves around.**

**I appreciate the Commission's time, Staffs time, Regulatory Judges time enduring this and the patience.**

**I am dismissing this complaint before the Commission and I don't know if the Commission can dismiss with prejudice in this matter, but I do not plan on refiling.**

**I ask one thing in return though upon dismissal. I ask that Ameren Missouri and more importantly staff colaborate in transparency and customer service engagement. It is a integral part of any businesses communication.**

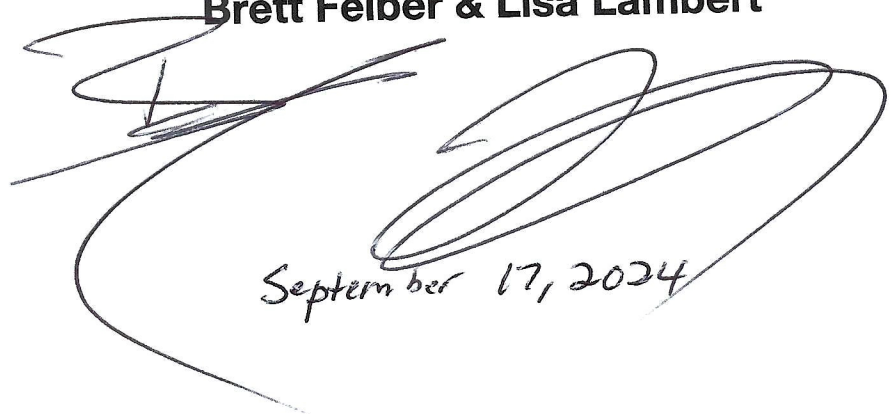
**Maybe Ameren Missouri in the near future can hold more customer service training seminars in the direct approach of customer engagement and policies.**

**I appreciate the response she gave back, along with I appreciate the Commission allowing me to give valuable feedback information.**

**I only ask of that from Ameren Missouri, that is it.**

**Respectfully,**

**Brett Felber & Lisa Lambert**

Handwritten signatures of Brett Felber and Lisa Lambert. The signatures are written in black ink and are somewhat stylized and overlapping. The signature on the left is more compact, while the one on the right is more elongated and loops around the date below it.

*September 17, 2024*