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BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI
TRANSCRIPT OF PROCEEDINGS
PREHEARING CONFERENCE

Brett Felber and Lisa)
Lambert,)
Complainants,)
v.) File No. EC-2024-0372
Union Electric Company,)
d/b/a Ameren Missouri)
Respondent.)

TUESDAY, SEPTEMBER 17, 2024
2:00 p.m.

Jefferson City, MO 65101
via WebEx

VOLUME 2

RILEY FEWELL, Presiding
REGULATORY LAW JUDGE

Reported by:
Melissa Eicken

1 LAW JUDGE FEWELL: And the commission has
2 set this time for a prehearing conference in the case
3 captioned as Brett Felber and Lisa Lambert,
4 complainants versus Union Electric Company, doing
5 business as Ameren Missouri, respondent. That's file
6 number EC-2024-0372.

7 My name is Riley Fewell. I'm the
8 regulatory law judge in this matter. We will begin
9 with the attorneys and parties making their
10 appearance. We do not have a court reporter with us
11 this afternoon, but the conference will be recorded to
12 be later transcribed.

13 Why don't we start with Mr. Felber. And is
14 Ms. Lambert there as well?

15 BRETT FELBER: Yes, she is, Your Honor.

16 LAW JUDGE FEWELL: Okay. Ameren Missouri.

17 BRETT FELBER: You just have to say who you
18 are. Do you need her to state --

19 LAW JUDGE FEWELL: No. I --

20 BRETT FELBER: Okay.

21 LAW JUDGE FEWELL: We're good. Thank you.

22 MS. HERNANDEZ: Good afternoon. This is
23 Jennifer Hernandez appearing for Ameren Missouri.

24 LAW JUDGE FEWELL: Okay. The commission
25 staff.

1 MR. PRINGLE: Good afternoon, Judge. This
2 is Travis Pringle appearing on behalf of the
3 commission staff.

4 LAW JUDGE FEWELL: Okay. And the Office of
5 Public Counsel. I didn't anticipate them being here.

6 So this procedural conference was called to
7 address Mr. Felber's recent filings last week. It
8 seems like there's confusion on what amount is or was
9 owed and the pending disconnection as well as a
10 payment agreement.

11 Mr. Felber, you requested that we treat
12 those filing as amendments or requests to amend
13 your -- your complaint with -- with Ms. Lambert;
14 correct?

15 BRETT FELBER: Correct.

16 LAW JUDGE FEWELL: Okay. Ms. Hernandez, is
17 there any clarity we can bring on this or is this
18 something you believe we would need to address in the
19 hearing in November?

20 MS. HERNANDEZ: No. We certainly can
21 explain where the -- where the charges are and what
22 was due, when and what for.

23 LAW JUDGE FEWELL: Sure, if you can. I
24 appreciate it.

25 MS. HERNANDEZ: Sure. So I guess we first

1 received an e-mail from Mr. Felber, that's myself and
2 Ms. Krcmar on September 12th at 12:57 asking for a
3 payment and due date information, and we were working
4 on responding to him when he filed his motion to cease
5 and desist of disconnection on 9/12/24, and that was
6 at 1:37 p.m. So the -- as far as the 171 -- \$171,
7 that was due on September 12th because Mr. Felber
8 entered into a payment extension, and I believe he
9 states that in his filing. So that was due on
10 September 12th, and he made that payment. The balance
11 which was the 278.59, that was for current charges on
12 his account. So if you add the 278.59 to the 171
13 payment that he made, that is the 449.59, that he saw
14 on the dashboard when he logged into his account.
15 That was -- that was the total amount that was due.
16 The 278.59 was due September 16th. There were some
17 other things that he put in the pleadings in terms
18 of -- that I would like to address. When a customer
19 has an open formal complaint, it's our procedure to
20 send all inquiries to Ms. Krcmar --

21 BRETT FELBER: Uh-huh.

22 MS. HERNANDEZ: -- as -- as the regulatory
23 liaison. So that is why the customer service
24 representative stated that she could not speak to him
25 but that -- the information would be provided to

1 Ms. Krcmar, and we were working on responding to him,
2 but then we have these filings that afternoon, and
3 then the order from the commission stating that these
4 were in dispute and not caused for disconnection at
5 that time, so. We were sort of unclear in terms of
6 responding to Mr. Felber on what amount was due when.
7 So we were to talk about that today at this hearing.

8 BRETT FELBER: Can I respond to it? Your
9 Honor? It takes two seconds for you to type an e-mail
10 quickly. That's all it takes. And I believe your
11 under -- your counsel said, Ms. Krcmar, my cause of it
12 is harassment. So if it goes to the person that's
13 claiming harassment, why would you keep a file on
14 there with harassment? You guys' story is all over
15 the place. I mean, I'm willing -- I don't want money
16 from you guys at this point. I want transparency from
17 you guys. I was nice. I didn't yell one bit. And
18 that's the way I get treated every time regardless if
19 I'm nice or not. You guys have a -- you guys have a
20 problem. You guys have a serious problem. I'm
21 attacked three to one. That staff member, Mr. Pringle
22 right there, has mentioned me in other stuff to
23 people. I found -- all I want you guys to do when you
24 guys file -- find a violation that is mentioned, I
25 want you to act on it. That's all I want you guys to

1 do. Okay? You found a violation in my matter, you
2 found another lanky violation with Nancy Herr, you
3 found another lanky violation with some other party as
4 well, too. Okay. So how responsible is it if I have
5 to do what is told, but then they don't have to do
6 what's told? What incriminating evidence does Ameren
7 hold on you guys that you don't want to enact on it?

8 LAW JUDGE FEWELL: Mr. Felber, I'm going to
9 stop you here because something that's happened in a
10 lot of these filings, and we've already -- I've
11 already issued an order saying that we need to
12 litigate what is in this current matter, you know, the
13 395 case is -- is resolved.

14 BRETT FELBER: Right.

15 LAW JUDGE FEWELL: And while that may not
16 have been in your favor, we're not going to -- the
17 commission is not going to take that in -- and rely on
18 that ruling and order to decide this case. We are
19 going to decide this case on its merits.

20 BRETT FELBER: Right.

21 LAW JUDGE FEWELL: But we need to -- to
22 focus on just this matter and the -- the claims that
23 are brought in this, so. With that said, are you
24 still wanting to amend your complaint regarding the
25 278.59? I'm not positive -- I believe that's the

1 correct amount. I think that's what Ms. Hernandez
2 said. Are you still wanting to amend that and add
3 that to your complaint that you have pending in this
4 case 372?

5 BRETT FELBER: No. That's all I wanted.
6 And it takes two seconds regardless.

7 LAW JUDGE FEWELL: Okay.

8 BRETT FELBER: You could have easily
9 responded after the order and said, hey, Mr. Felber,
10 this is this. Listen to the audio yourself. I mean,
11 come on here. I mean, do you agree with Ms. Hernandez
12 on a little bit of this stuff? Could there have been
13 a little bit better training on it? You guys have
14 been talking with me for eight years. And any
15 complaint that I've addressed, we've had some sort of
16 issue. Okay? And then --

17 LAW JUDGE FEWELL: I'm sorry for your
18 frustrations there.

19 BRETT FELBER: I mean, I'll tell you what,
20 Ms. Hernandez.

21 LAW JUDGE FEWELL: Sure.

22 BRETT FELBER: I stand by -- I stand by my
23 promise today. I want to end it today. You admit to
24 me that you guys are going to do customer service
25 training on your employees, and you guys are having --

1 have a better transparency, and I'll get rid of it
2 right now at nothing. It leaves me alone. It leaves
3 my wife alone. It gets us back on track. I don't
4 want to bother you guys. But when I don't have
5 transparency, that's all it comes down to. Okay?
6 That's all. I'm not here to be mean towards anybody.
7 I'm not here to, you know, rile anybody up or become
8 argumentative. I get argumentative because of what's
9 on paper; okay? When -- and I'm -- again, I'm not
10 trying to relitigate things, but when you have
11 somebody that types up a piece of paper that says,
12 bring all personal and corporate-owned computers and
13 service to a deposition, it takes 0.0 dollars and zero
14 cents for you to file those off to me. That's why I
15 put that there.

16 LAW JUDGE FEWELL: Well, Mr. Felber, we're
17 not going to address that today.

18 BRETT FELBER: I know.

19 LAW JUDGE FEWELL: Those things are still
20 pending, and there are motions to quash on those, and
21 we still need the -- the certificate of service in
22 order for me to rule on those motions.

23 BRETT FELBER: And then the next thing, you
24 want a copy of all those reports? If you want a copy
25 of them, you need to go to the DOJ because the DOJ has

1 that in their possession now. They responded back and
2 filed a report number. And they're finding it as a
3 civil rights violation. But I'm willing to put that
4 on the back burner if you sit here and tell me today,
5 there's a transparency problem with -- internally with
6 Ameren. That's all I want you to do. That's all I
7 want you to do, based off of those tapes that were
8 done. That's my whole point and position. We can get
9 this done now. We don't have to worry about an
10 evidentiary hearing. We don't have to worry about
11 anything else. All you have to say to me is,
12 Mr. Felber, I'm sorry for the way that the customer
13 service representatives treated you. There was no
14 reason for the way they acted like that. And go from
15 there. That's all I want. That's all I want. And
16 we'll go that way. All I want you to do is, take a
17 partial of responsibility of actions. That's all I
18 want. I don't want no money back. I don't want
19 anything. I believe businesses are founded by
20 customer service and implementation of customer
21 service and how customer service is driven. As a
22 person that values customer service and does it in all
23 states, it's very key and crucial. If you can't have
24 transparency, you shouldn't be in business. You
25 shouldn't. You shouldn't be where you're at.

1 LAW JUDGE FEWELL: Ms. Hernandez, would you
2 like to respond or --

3 BRETT FELBER: Please.

4 LAW JUDGE FEWELL: If you'd like to
5 respond, you can.

6 MS. HERNANDEZ: Sure. I'll just quickly
7 say, I mean, transparency and customer training are
8 things that we take very seriously, and we do that on
9 a daily basis, so. I would just say that that's
10 something we continually do. We take into account
11 comments from customers, and we consider that
12 information, but I think that's something that we do
13 on an ongoing basis.

14 LAW JUDGE FEWELL: And I just want to
15 reiterate that we have the evidentiary hearing on
16 November 5th. If the parties are able to work and
17 come to resolution outside of that, I would encourage
18 that. But otherwise, we do have the hearing on the
19 5th. I appreciate everyone coming today. And -- and
20 discussing this issue and at least resolving a
21 portion, potentially, at this. Is there anything else
22 anyone would like to discuss? Go ahead.

23 MS. HERNANDEZ: Sorry, Your Honor. I did
24 want to see if we could maybe discuss it very shortly.
25 There seemed to be a statement made by Mr. Felber. We

1 were using his wrong phone number.

2 BRETT FELBER: Yeah.

3 MS. HERNANDEZ: And we have no record of
4 him changing the primary contact phone number. So I
5 just want to ask him today if he would like to do so,
6 and if so, what is the number that we should be
7 contacting him from or calling?

8 BRETT FELBER: It should -- sorry. It
9 should be the secondary number. It should be the 8208
10 number. It still has for some reason the 0626 in
11 there. I'm not sure.

12 MS. HERNANDEZ: So the number that ends in
13 8208?

14 BRETT FELBER: Correct.

15 MS. HERNANDEZ: And that's where you would
16 like all communication, telephone calls to go to?

17 BRETT FELBER: Yes.

18 MS. HERNANDEZ: Okay.

19 LAW JUDGE FEWELL: All right.

20 MS. HERNANDEZ: Thank you.

21 LAW JUDGE FEWELL: Thank you, everyone.

22 And hopefully, won't see you on the 5th, but
23 otherwise, I'll see you November 5th. Have a good
24 day. This is adjourned.

25 BRETT FELBER: Thank you.

1 MR. PRINGLE: Thank you, Judge.

2 (Audio ended.)

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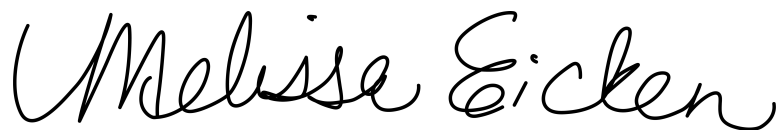
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