

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

Brett Felber \_\_\_\_\_, )  
(Your name here) )  
Complainant, )  
v. ) File No. )  
Ameren Missouri \_\_\_\_\_ ) (PSC fills this in)  
(Utility's name here) )  
Respondent, )

**FORMAL COMPLAINT**

1. Complainant resides at:

\_\_\_\_\_  
(Address of complainant)  
\_\_\_\_\_  
(City) (State) (Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

SAME  
(Address where service is provided, if different from Complainant's address)  
\_\_\_\_\_  
(City) (State) (Zip Code)

3. Respondent's address is:

1901 Chouteau Ave \_\_\_\_\_  
(Address of complainant)  
\_\_\_\_\_  
Saint Louis Missouri 63031 \_\_\_\_\_  
(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ \_\_\_\_\_  
(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

I would like the Commission to enforce and have Ameren Missouri enact on the payment agreement that Ameren Missouri entered into agreement on with me on November 1, 2024. On November 1, 2024, Ameren and I entered into a CWR agreement for a payment on November 20, 2024 in the amount of \$ _____, with the amount of \$ _____ deferred over 12 months at \$ _____ over 12 months. Ameren Missouri committed unjust enrichment and misrepresentation and broke the agreements terms and conditions by changing and modifying the agreement to the amount of \$ _____ due by December 2, 2024. Cancelling the agreed upon amount and asking for the full payment upfront, prior to the payment due or being in default.
On November 20, 2024, ironically, Ameren also sent a disconnect letter via email, which shouldn't have even been created as the payment of \$ _____ isn't due until the end of business today.
(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

I'm asking the Commission to find Ameren liable of unjust enrichment of the amount. Cancelling and voiding a payment agreement setup by Ameren and its Regulatory Team and I the Complainant. I want the Commission to be a mediator in ordering Ameren Missouri to modify any agreement and order Ameren Missouri to abide by the original terms which was a payment of \$ _____ and the amount's attached in the agreement.
Not only this this unjust enrichment. It is a misrepresentation of their agreements. Defaulting customers who aren't in default on their account. Harrasment and deceptive practices to get more money and force more money out of pocket, that isn't due.

For the last year and a half, Ameren has sold lies to the Commission on numerous complaints and attached it the agreement and the default letter.

**PUBLIC**


8. The Complainant has taken the following steps to present this matter to the Respondent:

(Please describe in detail what steps you have already taken to resolve this complaint.)

Ameren Missouri's legal counsel is virtually useless and so is their Regulatory manipulator, Aubrey Krcmar. When you address the situation, they avoid reaching out to you about it.

This is nothing but harassment and pure fraud from the utility provider and again, failing to abide by their own payment agreements they enter into with customers.

Not only do I want the Commission to order Ameren to abide by the agreement they made. I want the Commission to suspend any potential disconnection or any written order, as Ameren's order for disconnection is not only illegal, but not the right amount we agreed upon and the account isn't delinquent.

Subsequently I want the Commission to enter into an agreement that before the original payment agreements terms are modified, their legal counsel and regulatory department enter into a legal binding contract with the original terms of the agreement attached and physical signatures need to be collected from all parties and the regulatory Judge assigned to this matter.

The only party committing harassment is the utility by boldly cancelling payment agreements and modifying the original amount and grossly trying to abuse a disconnection, prior to a delinquent status. They are nothing but con artists and their year and a half worth of lies show they haven't done anything to change their way. I also have two audio tapes of rogue employees. Ask Ameren about that.

11/20/2024  
Date

  
Signature of Complainant

  
Complainant's Phone Number

Brett Felber  
Complainant's Printed Full Name

\_\_\_\_\_  
Alternate Contact Number

  
Complainant's E-mail Address

*Attach additional pages, as necessary. Attach **copies** of any supporting documentation. Do **not** send **originals** of any supporting documentation.*