

EC-2025-0165

Commission Rule 4 CSR 240-13.060 Settlement Agreement and Payment Agreement.

(1) When a utility and a customer arrive at a mutually satisfactory settlement of any dispute or the customer does not dispute liability to the utility but claims inability to pay the outstanding bill in full, a utility and the customer may enter into a settlement agreement.

As exhibited by the Complainant, Ameren Missouri entered into the agreed terms in writing via email to the Complainant on Friday November 1, 2024 at 12:03 AM . Of agreed amount of \$ [REDACTED] on 11/20/2024 amount deferred \$ [REDACTED]. 12 installments at \$ [REDACTED] per month additional.

The customer and utility where not in argument or disagreement about the money.

(A) settlement agreement which extends beyond ninety (90) days shall be in writing and mailed or otherwise delivered to the customer.

As exhibited again on Friday November 1, 2024 at 12:03 AM, then a reminder on November 20, 2024 at 7:03 AM Ameren Missouri via email to the Complainant.

Effectively at 7:08 AM on the same day the \$ [REDACTED] that was agreed on in two emails to Complainant, was effectively terminated and Mr. Felber had to now pay \$ [REDACTED] by 12/02/2024 or they were going the cut his electric service off. See attached termination and threaten to disconnect. 7:08 AM

Effectively, after they illegally, manipulated, altered, switched, changed, modified, fraudulently changed the terms and conditions, to threaten, scare , mislead, harass, Mr. Felber with an illegal disconnection letter and purposely starting the process of fraudulently disconnecting Mr. Felber's electric, without the customer being at default for the "pending payment agreement," due by the end of the day 11/20/2024

Essentially at no time, did Ameren Missouri, legal counsel or regulatory to mutually agree to re-instate, as Mr. Felber requested from Regulatory on Numerous Occassions. With the original terms and conditions.

Essentially, Mr. Felber was left ghosted despite his request to come to a mutual agreement in reinstating the settlement agreement.

Ameren Missouri failed essentially, neglected and purposely failed to reinstate the original agreement as instructed by Commission Rule 4 CSR 240-13.060 Settlement and Payment Agreement.

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(A)- settlement agreement which extends beyond ninety (90) days shall be in writing and mailed or otherwise delivered to the customer.

The last mailed or delivered article was via email to Mr. Felber demanding \$ [REDACTED] at 7:08 AM.

There was no other items or attempt by Ameren Missouri under 4 CSR 240-13.060. Ameren Missouri made no attempt to communicate electronically, via email or remote attempt to reinstate or setup a new payment agreement as required by this Commission rule, of the original payment agreement.

Ameren Missouri neglected to handle or resolve it and purposely and fraudulently and failed to agree or reinstate Mr. Felbers originally payment agreement in terms between 7:09 AM and 11:59 PM and to the date.

As required by 4 CSR 240-13.060, not only did Ameren Missouri manipulate, alter, cancel, terminate Mr. Felber's payment agreement, illegally.

However, to reinstate or agree to the same terms and conditions Ameren Missouri would have again send out a new settlement agreement, which no time after 7:09 AM November 20, 2024 has Ameren Missouri tried to send Mr. Felber any electronic correspondence in writing or mailed of a "pending payment" agreement, "payment agreement." With the original agreements terms.

Ameren Missouri simply cannot be trusted. They clearly manipulate Commission rules, regulations, tariffs, Missouri Statutes and Federal Statutes. They clearly manipulate, destroy, alter, forge, make counterfeit documents that don't add up. They once, again, clearly tried to defraud Mr. Felber, once again, on his new account over manipulating and altering documents and amounts.

Ameren Missouri simply has no respect for not only the Complainant, but the integrity of the Missouri Public Service Commission and has a lack of respect for the Rules in place, to protect both the Complainant and the Respondent.

Mr. Felber can also provide emails in which Mr. Felber asked for not only a new payment agreement in writing, but also with signatures involved, in which Ameren Missouri essentially severed all ties with the customer and lacked respect for the Commission rule.

If you read the Complainants, complaint, with Commission rule when asking for the new agreement in writing with signatures. While it doesn't require signatures, in writing is needed, as it would provide a true payment agreement was made. In which Mr. Felber, asked Ameren to comply with Commission rule 4 CSR-240-13.060, in which Ameren Missouri failed to comply after illegally terminated the agreement at 7:08 AM on November 20, 2024. At no time 7:09 AM or after did Ameren try to comply with the Commission rule.

This was no more than another one of Ameren Missouri's harassing tactics, as they've done in the past to Mr. Felber to seek more money up front.

This proves one thing. Ameren Missouri cannot be trusted and simply destroy's payment agreements they don't want the Commission to see that agree with the Complainant. Ameren can manipulate, alter, counterfeit, reproduce and has done and has the intent to do the above actions, such as they did in a matter of minutes to Mr. Felber. Ameren Missouri is knowingly committing fraud, against Mr. Felber and essentially destroying and ruining his opportunities that maybe adverse CWR payment plans, monies down, etc, payment history with Ameren Missouri and affect that.

Ameren Missouri was simply caught and effectively Ameren Missouri has been lying about their payment agreement terms, conditions, rules, regulations, tariffs, since May of 2023. Not only the the Complainant, but the Commission, Staff, etc. Ameren Missouri simply did not consider, lacked the remorse of Mr. Felber's correct demand for reinstating the agreement.

This shows in a matter of minutes, Ameren Missouri has the power to not only destroy, but manipulate, alter, make as a counterfeit, defraud and deceive customers with their payment agreements, and can try to defraud customers more money upfront, by illegally starting the process or scaring customers that their services could be shutoff and demand a higher payment, or cutoff services demanding a higher than required payment under the payment agreement terms and conditions.

I have nothing to hide and have nothing to lie about, however, Ameren on the other hand, has a lot more explaining to do? Defrauding me since May of 2023. However, I'll refrain from that and let this matter speak for that matter.

I look forward to my day before the Commission to present this matter.

Brett Felber  
November 24, 2024



