

EC-2025-0165

Attached is in fact, just several of the problems I have with Ameren. For example. Taking a look at Speedpay's automated system, it shows that I owe a balance of \$ [REDACTED] due on Monday December 16, 2024, yet my balance was really \$ [REDACTED].

Essentially, even though I don't owe that much money, if I didn't pay attention to the amount and didn't manually change the amount due, Ameren would have committed theft of funds and diversion of funds in the amount of \$ [REDACTED].

Again, Ameren doesn't care who they hurt, what they attempt to steal and try to illegally obtain. Ameren Missouri only cares about themselves and nothing but themselves. Their filings speak for caring only about themselves.

Their online system, shows they only care about themselves, as well.

No matter what Ameren tries to spin it as. They are all the same and they clearly have no "promise." They clearly have no 2 year retention periods, and they have no promise to put matters like these on "litigation hold."

It's smoke and mirrors, just like their counterfeit, forged "payment agreement." that never existed because it had no email address inserted in the send portion. But [www2.ameren.com](http://www2.ameren.com) is an email address, right Ameren?

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12/16/24