

EC-2025-0165

Your honor and the Commission. I respectfully ask that a hearing be setup immediately to discuss the harassment document that Ameren Missouri sent me. There is no way that I whipped up over \$ [REDACTED] over the course of a month in utility charges.

See attached email from Ameren Missouri at do-not-reply@alerts.ameren.com

This company firmly believes in harassing customers over disputed balances that aren't owed. Clearly designs their own policy outside of what is in the Commission rules, regulations and tariffs that the Commission gives to customers, during the course of a formal complaint and what is on the Commissions website.

I request that the Commission force Ameren to find under the CWR, settlement and payment agreements, disconnections, where it specifically states what Ameren filed in their affirmative answers and defenses. Nowhere in those sections does it state that.

Ameren simply chooses to ignore Commission rules, regulations and tariffs, and instead decides, to clearly, tweak, alter, modify, edit, delete, disregard and ignore what is clearly agreed to in their rule-making.

If the debt or amount revolves around disputed balances, you remove the amount and suspend the amount, not continue to harass a customer for balance that have yet to be decided by the Commission.

This is further proof that Ameren is the aggressor, manipulator, harasser and decides to make up a delusional policy or rule that doesn't exist.

The Commission ordered Ameren Missouri to suspend a disputed portion of the Complaint. If this balance is part of the disputed charges, this is further proof Ameren Missouri failed to suspend or put the amount of disputed into suspense and continues to bill for it. Which further means, they are overcharging on taxes as well.

I also respectfully ask that any hearings on this matter are set only for in person and not virtual. I ask for that, therefore, Ameren Missouri cannot hide, delete, modify, alter, edit any further agreements, as they've clearly shown.

I would also like the Commission to grant my motion to compel documents from Ameren as soon as possible, therefore, Complainant obtains all Ameren documents that agree with the Complainant that Ameren is in fact of numerous violations, before they try to edit and modify those.

I also respectfully ask the Commission to further suspended and remove any charges as mentioned in the complaint and suspend them until a hearing or a Commission decision is decided. Ameren Missouri chooses to interpret what they want to hear and do and further haven't properly suspended any dispute monies from the account.

I also want Motion for Sanctions against Ameren Missouri. They ignored what the Commission ordered them to do on November 21, 2024 in the Commission's order.

Respectfully Submitted,

Brett Felber
12/26/2024