

EC-2025-0165

Also, while it is on my mind. Please pay attention to the payment agreement, not “pending” like Ameren wishes to imply. These are exactly how the agreement reads.

Ameren tries to put the words. “Complainant activated a pending Cold Weather payment agreement.”

If you look specifically in the email sent to Mr. Felber under the words GMAIL it states the following

“Payment Required to Activate Payment Agreement”

Nowhere in the portion of that sentence does it state the words that Ameren Missouri’s counsel adds to alter the wording and alter the document to state the words “pending” Cold Weather Rule Payment Agreement.” It states the words payment agreement.

Ameren chooses to alter the words and insert the word “pending” into it.

If you look directly in the dialouge box in blue the exact wording states

“Your payment agreement is pending initial payment.”

Again, nowhere before the words payment agreement is there the word “pending” like Ameren Missouri chooses to imply, modify, alter, edit and insert the words “pending.”

Ameren Missouri is simply modifying, altering, changing,swapping, interchanging the wording of what is directly written on their agreements.

It’s a payment agreement. Not “pending” like they try to sneak the word in there.

The “pending” portion of the agreement refers to the initial payment, not the payment agreement, itself.

If Ameren Missouri wanted it to state, “pending” payment agreement, the proper sentence structure or wording would have to be exactly as written below.

“Your pending payment agreement is pending intial payment.”

However as it is written the agreement is a payment agreement, as nowhere before the word payment does it clearly state “pending. Refers to the “pending” portion regarding payment.

However, as it stands it is clearly a payment agreement, until Ameren Missouri satisfactorily along with the Commission agrees to a modification of the terminology and Ameren Missouri and the Commission agree to modify 20 CSR4240-13.060.

This goes to show that Ameren Missouri and Staff in EC-2023-0395, in which Ameren Missouri promised to change their "payment agreement" language, still has the same language and the article specifically states the the same payment agreement.

Ameren Missouri has been in violation of this for two years almost.

Besides the point, clearly as a day, a day before the payment agreement was due, not "pending" sent out a disconnection notice demanding the full balance on the account, prior to the payment agreement, not "pending" to \$ [REDACTED] or they would disconnect services on the specific date on the disconnection notice, that the notice is dated November 19, 2024.

Ameren chooses to alter, modify and add the words in paragraph 23 of their grounds of defense to alter it to the words "pending Cold Weather Rule payment agreement."

Ameren Missouri chooses a pattern to commit deceptive business practices and this is no more than an elaborate scheme organized by Ameren Missouri, in which they don't think people pay attention to the wording of their agreements, so Ameren chooses to alter , modify , change , delete, forge, and sneak words that aren't stated in the sentence structure, in there.

Ameren Missouri is a con artist, no matter what way they try to spin, create a delusional story, try to defraud the customer, until they change the wording to state .

"pending payment agreement." in that order,

Until then, it is a payment agreement, like it specifically states in its direct wording, regardless of what Ameren's legal counsel tries to sneak the extra words like "pending " in front of the word payment agreement.

Ameren Missouri is not entitled to "do-overs" on their language. They've had almost two years to change it. They not only lied to Staff of the Commission, but also the Commissioners themselves.

As for their "promise" they made to Judge Clark , they defaulted on that promise, otherwise, they would have corrected their payment agreements that still continue to state in the exact same format payment agreemnt. They are a CON Artist.

Which leads me to my next question for discovery against Ameren Missouri.

- 1) Please admit that Ameren Missouri and its legal counsel is altering the wording of their payment agreements and modifying them and sneak the word "pending" in front of the words payment agreement?
- 2) Please admit that the payment agreement doesn't state in any order of what Ameren Missouri altered the words to state of "pending Cold Weather payment agreement?"
- 3) Please admit in paragraph 23 of Ameren's affirmative defenses that Ameren chooses to alter the wording and sentence structure and sneaking in the words "pending?"
- 4) Please admit that Mr. Felber's payment agreement copies do not have the words "pending Cold Weather payment agreement in any sentence or language structure of the payment agreement?"
- 5) Please admit Ameren Missouri chooses to alter the document and wording to make it state "pending Cold Weather payment agreement?"
- 6) Please admit that they are payment agreements? As instructed and specifically stated in the payment agreements sent to customers.

Ameren Missouri is no more than a Con Artist and their legal counsel is as big of a Con Artist if she thinks the document states it is a "pending Cold Weather Rule payment agreement, and states those words.

This is the biggest amount of fraud that I've ever seen a Commission allow a business to conduct. It's purely illegal what they are doing and its a pyramid scheme for all I care. They are con artists, always will be con artists and they have no consideration who they hurt, try to steal from and what they steal.

Ameren Missouri is no more than an organized business of criminal crime. It takes a sick and twisted individual and business to continuously alter their words and and paperwork to definitions and words that aren't stated. Just sickening.

This is not only criminal, but illegal and I don't care if the Commission isn't a court. If the Commission is and represents and practices themselves as a court, Ameren Missouri is clearly on the wrong side of it.

Brett Felber  
1/5/2025