

From: Brett Felber [REDACTED]
Sent: Saturday, October 14, 2023 8:00 AM
To: Eric Banks [REDACTED]; Grubbs, Jermaine [REDACTED]; Krcmar, Aubrey M [REDACTED]; Clark, John [REDACTED]; Lisa Lambert [REDACTED]
Subject: EC-2023-0395

Good morning, please see attached. I called Ameren Missouri Friday afternoon after I was surprised to see on their website that they have a deferred bill program for final bills. So I set one up, just to see if Ameren Missouri changed their policy and the terminology, just as Mr. Banks stated in numerous transcripts to the Honorable Judge Clark. To my surprise nothing was changed at all. In fact, it says the same exact thing that my last agreement says that my final bill arrangement has been established. Nothing it says or leads to the interpretation that it is pending. It did this to see if Ameren Missouri actually changed their terminology and/or really changed. Nothing in the agreement or the copy provided to me shows that it is "pending" like Ameren states.

In addition, I was also shocked to find out, if I was to establish new services with Ameren Missouri that Ameren would work out a payment plan with the old balance into the new account and work out an agreement. I recorded the phone call to make sure I was hearing it correctly. I've played it probably 30 times.

I have already made the Governor Mike Parson's Office aware that Mrs. Krcmar altered documents, on top of the other lies. I reached out to his office the day after Mrs. Krcmar stated that. Alteration and admitting alteration, is alteration, no matter what. His office referred me to the AG's Public Corruption unit as technically, Ameren is committing public corruption.

I've uploaded a copy of the agreement, along with the recording to of the conversation to clearly show not only Ameren still hasn't changed their policy and their terminology, but also to show that Ameren hasn't changed their policy and lied to not only I, but the Commission and the Honorable Judge Clark.

As for the Attorney General's Office, they don't plan to drop any of the complaints until Ameren restores services to the premises immediately. They've also been provided a copy of the agreement and the audio file.

We have two options here. First is Ameren complies with the agreement set forth and restores services to the premises immediately by no later than the end of business on Monday October 16, 2023. I will agree to the terms set of paying

\$ [REDACTED] on October 27, 20213 and the deferred amount would be \$ [REDACTED] and 9 monthly installments of \$ [REDACTED], plus utility usage monthly.

Two: Ameren Missouri and the Public Service Commission and their Commissioners can deal directly with the St. Louis County Police Department and the Prosecuting Attorney's Office and then can tell them why they defrauded I as a customer, breached a contract, clearly, lied about payment agreements and used deceptive practices to keep services off. FYI, while it was civil, it becomes criminal when a business clearly defrauds a consumer and lies to keep services off. Such as verbally altering payment agreement to "pending payment agreement."

Nothing in this letter states it is pending at all. Also I believe in two different transcripts that are published via EFIS and in a staff report Ameren agreed to changing their policies and how the terminology is stated. Even stated that during the evidentiary hearing.

The paper trail begs to differ. Also, before numerous government agencies already have copies of this, that is why I'm giving parties an option to make this right, before I go above the Commission to get services immediately restored.

Hope everyone makes the correct decision on Monday, otherwise, I'm prosecuting to the fullest extent of law on this! if you don't think I will prosecute all parties to the extent of law, well then, See you in court, not civil, but criminal court and you can explain it to the PA's Office!

Attached is a copy of the agreement and the audio. Have a good weekend everyone!

Brett Felber
[REDACTED]