

EC-2025-0165

To whom this may concern with the Commission. I respectfully ask that the Commission while I am contemplating filings an application for re-hearing, look into Ameren Missouri for a billing issue. I have raised awareness to Ameren on mutiple occasions without any success.

Up until December of 2024, I was getting all my bilss via mail on my new account. However looking over my records, I never received a December 2024 bill, January 2025 bill, or February 2025 bill. I raised this concern to the ONLY person that Ameren Missouri sends their complaints to for her to pass blame onto me. I never signed up for e-billing, I don't want e-billing and I want my normal paper bills to come to me. However, despite my request, Ameren either ghosts me, blames me or threatens me with "disconnection" of my service.

Last week Ameren Missouri gave me a cover page to my billing, but that was it. It took several emails to Ameren Missouri to get them to finally send me an actual billing statement with the itemized cost of utility breakdowns.

However, the same person that constantly "threatens" me with disconnect all the time, responds with issues only when it is convenient for them. They have no problem "threatening" me with disconnection of service, however they don't want to send me a bill.

In fact, when I reached out to customer service on 3/5/2025, I made them aware, only to be told from customer service that I have to reach out to the Missouri Public Service Commission to receive copies of my bill?

The following I haven't received from Ameren Missouri.

- 1) Insert mailing of rate hike hearings in January. I found that out on the PSC's website.
- 2) December 2024 bill
- 3) Janaury 2025 bill
- 4) February 2025 bill
- 5) "threatening" disconnect letter never mailed,
- 6) Never got a 96 hour prior to disconnect notice, that I asked for on 3/5/2025

In fact, rummaging through all my responses or email back. The most common word used by the ONE person that handles my account, in 99.2% of her replies back have the threatening word of disconnection of services to my account. In fact she has to throw that word "disconnection" always into the conversation.

No more than a force manipulating tactic. As an FYI, to throw out there. I would probably engage in a more productive conversation with Ameren Missouri if they didn't have to throw the words disconnection or threat of disconnection in there. Type a regular sentence without having to throw that word in there.

Even though I shouldn't go through my medical history, I was diagnosed with PTSD back in 2024, certain words trigger actions. Not only is the Commission aware of me having PTSD, as I stated it in other matters before the Commission, but Ameren Missouri is aware of that too. Them having to always insert the word "disconnection" or threatening to disconnect services is a severe trigger word. I don't enjoy getting emails that the person has to throw in the word disconnection or to threaten me with disconnection.

For example. In a recent email by the specific person. On 3/5/2025.

"Additionally, I'm including another copy of the disconnection notice on your account, advising that \$ [REDACTED] is needed to be paid today to avoid disconnection for non-payment."

I simply asked Ameren for my billing statements, in fact, Mr. Clark or your Honor, Judge Clark was attached in that email, along with Staff Attorney's, Mr. [REDACTED], and Mr. [REDACTED]. Along with Ameren of course. Ameren simply didn't respond back until yesterday giving me my billing statements. Ameren only does it when it is convenient for them.

Instead of "threatening" me with disconnection, multiple times in that sentence. Just give me my bill and tell me \$ [REDACTED] is due. You don't have to add that someones account is in threat of disconnection in every email.

In fact, I specifically in one of my emails respectfully asked them for my bills, itemized, so I could pay my bill. I'm entitled to get a bill that listed the itemized cost

breakdown, by law.

Instead, Ameren Missouri goes out of their way to make a person feel like garbage, by constantly having to insert the word into a sentence of disconnection of services or threaten a disconnection of services. Ameren treats people like they are human dirt. They are no more than corporate bullies who run a political criminal enterprise, that subject people to constant threats of their account being disconnected or subject to disconnection.

Ameren had no problem emailing me two disconnect letters, however, when asking for my itemized billing statements, I had argue with them to finally get a copy, and I'm sorry, but no one should call customer service to only be told, I have to reach out to the PSC to get a copy of my billing statement.

I also made the regulatory liasion aware that my online account had been blocked, and she didn't bring it or address one concern. I wasn't able to log into my account. I had to reach out to their web-services department to resolve my online account issue.

In fact, I have another recommendation. Maybe Ameren should look into higher some of their web-services representatives to their customer engagement team, because they treat be with respect, as to their customer service and regulatory team.

The point is, all I'm saying is that if Ameren left out the word disconnection in every email I receive from them, I would probably carry a more productive and fluent conversation with them, however, why should I carry on a conversation and have respect for a person that emails me two copies of a disconnect letter, inserts the words disconnection twice into the email and doesn't send me a billing statement that I made Ameren aware of on numerous occassions.

All I'm saying if Ameren wants to me to have respect for them, have respect for me. It's a two way street-not a one way. However, Mrs. Krcmar reminds me of a communist. Until she can learn to keep the word and Ameren Missouri can learn to keep the word out of a sentence, they'll always be a communist company and no more than a political criminal enterprise.

Brett Felber

3/6/2025