

FORMAL COMPLAINT FORM

Attach extra pages as necessary.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Brett Felber
(Your name here)

Complainant,

v.

Amereon Missouri

(Utility's name here)

Respondent,

File No.

(PSC fills this in)

FORMAL COMPLAINT

1. Complainant resides at:

[Redacted Address]

(City)

(State)

(Zip Code)

2. The utility service complained of was received at:

a. Complainant's address listed in paragraph 1.

b. A different address:

(Address where service is provided, if different from Complainant's address)

(City)

(State)

(Zip Code)

3. Respondent's address is:

1901 Chouteau Ave
(Address of complainant)
Saint Louis MO 63031
(City) (State) (Zip Code)

4. Respondent is a public utility under the jurisdiction of the Missouri Public Service Commission.

5. The amount at issue is: \$ [REDACTED]
(If your complaint is about money state how much is in dispute here.)

6. Complainant now requests the following relief:

(Explain what you want the Commission to do: the specific results you are seeking in this complaint.)

Ameren Missouri illegally shutoff service with multiple payment posted to my account on June 2, 2025. Ameren received \$ [REDACTED] which they never posted to my account. In addition Ameren never credited the \$ [REDACTED] payment to my account. In total Ameren has received over \$ [REDACTED] in payments and failed to credit my account for payment. Ameren was made aware and the over 300 emails to resolve have gone unnoticed as not response.

7. The relief requested is appropriate because Respondent has violated a statute, tariff, or Commission regulation or order, as follows:

(Explain why the Commission should grant the relief you seek: the facts that constitute a violation of a statute, tariff, or Commission regulation or order.)

Ameren Missouri violated Commission rules regulations tariffs. My calls went unanswered. I have made multiple payments. Ameren refuses to call me at working phone numbers. Ameren has failed to supply any proof stating other

These customer service representatives
hang upon you.

See attached audio - bank screenshot
and conformation

8. The Complainant has taken the following steps to present this matter to
the Respondent:

See attached

(Please describe in detail what steps you have already taken to resolve this complaint.)

My calls go unanswered. I doubt
one Ameren what they claim
+ they failed to investigate
and are sending fake
counterfeit documents as
impersonating emails.

My service needs to be
restored as Ameren has received
all documents

7/1/25
Date

[Redacted]
Complainant's Phone Number

Alternate Contact Number

[Signature]
Signature of Complainant

Brett Felber
Complainant's Printed Full Name

[Redacted]
Complainant's E-mail Address

Attach additional pages, as necessary. Attach copies of any supporting documentation. Do not
send originals of any supporting documentation.