

EC-2026-0004

Ameren Missouri received a payment in the amount of \$ [REDACTED] from complainant and cleared Mr. Felber's bank account on June 3, 2025. Mr. Felber informed both the Missouri Public Service Commission and Ameren Missouri about the payment. Prior to any bank statements being submitted, Mr. Felber submitted a screenshot of the transaction from his bank's dashboard of the payment. The Commission (Informal) and Ameren Missouri were given ample time to Mr. Felber's concerns. Failed to correctly credit Mr. Felber's account and reflect payment of \$ [REDACTED]. No additional payments or amounts should have been requested for the month of June. Mr. Felber's service shouldn't have been disconnected.

Ameren violated Commission rules, regulations, tariffs, 4240-13.020, 4240-13.025 billing adjustments, 20CSR 4240-13.045 disputes and 20 CSR 4240-13.050 discontinuance of service.

Ameren Missouri didn't mail a 10-day letter to disconnect utility services as required under Commission rules, regulations and tariffs. In addition, Mrs. Krcmar sent Mr. Felber a manipulated or altered copy of what she offered as a "notification" email to Mr. Felber, that wasn't in the form of an email. Had no specific corresponding information as to what time the actual email was sent, as it had only 10:00 02. Not corresponding AM/PM. Not in the form of an email or email template or email vendor. At that time

Mr. Felber asked Ameren to forward the actual email copy which they didn't.

It is Mr. Felber's intention to show as provided by the exhibit that Mr. Felber received from Ameren Missouri is a manipulated png, jpeg file in which has no security encryption detail or actual AM/PM correspondence and is an altered and forged counterfeit document that Ameren has made to resemble a fake notification.

Ameren in audio clearly admitted that they didn't send notifications of disconnection of service to the correct number on the account. That has been supplied to the Commission.

Ameren Missouri received plenty of emails corresponding the issues and failed to have someone on hand to discuss Mr. Felber's payment when asking for a call back from a supervisor to get the balance rectified and payment properly applied to the account. Instead, Mr. Felber was hung up on.

There was no returned payment and Ameren Missouri hasn't properly apply the amount of \$ [REDACTED] to the account.

As in regard to Ameren's counterfeit document. That has been turned over to the Cole County Sheriffs department. Data Recovery Consultants LLC informed law enforcement of a counterfeit email or

manipulated document on July 1, 2025. Ameren is no stranger to sending Mr. Felber counterfeit documents, as they did that back in 2023 as well. Mrs. Krcmar has a history of crafting counterfeit documents, as she's openly admitted to editing Ameren Missouri documents. Instead of forwarding the email, she imposed upon herself to use a fake email template. Alter the arranged setting of how emails are sent, with corresponding information.

Services were restored to the premises location shortly after Data Recovery Consultants LLC made the Cole County Sheriff's Department aware of the counterfeit documents. (July 1, 2025)

The \$[REDACTED] payment that the Commission is talking about is the amount that Ameren also asked I pay to restore services. Which Mr. Felber did. The automated speed pay system as well stated the "disconnect" amount was \$[REDACTED], not \$[REDACTED], as the informal side of the PSC, Ameren might claim. (Mr. Felber has audio)

Mr. Felber is prepared to show the Commission that Ameren Missouri violated the statutes above, in addition took it upon themselves to create a counterfeit document or manipulated, forged, altered, edited screen shot file. In addition, Mr. Felber has a bank statement in possession to suffice proof that payment did in fact clear Mr. Felber's bank account and Ameren Missouri has failed to properly credit the account in the amount of \$[REDACTED].

In addition, since bank statements are usually confidential, Mr. Felber asks the Commission pursuant to Supreme Court rule 56.01 (c), and rule 20 CSR4240-2.135 that a protective order be established on this matter prior to any confidential items been electronically submitted to parties in this matter.

Mr. Felber has the right to make sure any documents that contain his personal, personal account information, any audio discussing the same confidential information supplied be protected.

Ameren Missouri will have to reach out to Data Recovery Consultants LLC further to rectify the counterfeit documents that they have in their possession from Ameren Missouri. Currently, Data Recovery Consultants LLC are moving towards filing a formal criminal complaint in the event Ameren doesn't rectify the counterfeit documents. Or Aubrey Krcmar and Mrs. Hernandez.

Ameren was given numerous opportunities by the Complainant, however Ameren Missouri declined to help resolve Mr. Felber's valid complaint.

Brett Felber

7/6/2025