

If Ameren tries to argue the material facts, the other material facts that come into issue, that both the PSC and Ameren Missouri cannot argue fall within the Commission rules and regulations of Disputes under Missouri Public Service Commission rules and regulations 4 CSR 240.13.045 , paragraph

(3) Failure of the customer to participate with the utility in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customers rights to continuances of service and the utility not less than five (5) days after provision of the notification required by section (9), may proceed to discontinue service, unless the customer files and informal complaint with the commission within the five (5)day period.

Mr. Felber, filed a Complaint (Informal) within the Commission, supplied a screenshot copy of the Ameren's payment subtracted from Mr. Felber's account, along with treasury statements and an electronic treasury statement from Mr. Felber's accounting provider, (formal) showing a successful payment, cleared date, with reference and authorization.

The PSC and Ameren Missouri failed to follow their own Commission rules, regulations and tariff, mislead Mr. Felber, with their frivolous statements and assertions. Failed to abide specifically by the Statute of Disputes under 4 CSR 240.13.045.

Mr. Felber's service should have never been in threat of disconnection, nor told it could be disconnected under each violation. It is the utility who enacted illegally and frivolously and failed to produce or give Mr. Felber any documentation that Mr. Felber requested.

A billing statement doesn't constitute a missed payment or applied payment, nor does Ameren stating that payments were returned. Ameren was asked to supply in audio recordings to Mr. Felber a copy of a treasury statement, in which [REDACTED] stated, "Ameren isn't required to." Therefore, it shows clear neglect on the side of Ameren Missouri to participate in any dispute of the complaint.

[REDACTED] and Ameren Missouri committed fraud. In fact, Ameren Missouri doesn't want Mr. Felber to obtain a protective order. Mr. Felber is allowed to seek a protective order when it comes to private, confidential information, by Commission rules, regulations and tariffs.

However, Ameren Missouri doesn't want Mr. Felber's information protected, therefore they can alter Mr. Felber's bank statements, while Ameren themselves have never provided a bank statement.

Ameren's altered numerous documents, clearly as well too.

Ameren Missouri and the PSC are mental manipulators of their own rules, regulations and tariffs when called out about them and clearly don't enact on protecting the consumer, as designed by this.

They are con artists, not matter what way they try to spin, it and their mental nutcase filings show it.

Brett Felber

7-27-25