

EC-2026-0004

Also, the informal complaint process is rather discriminatory. How so? Let me explain. You give your complaint to the customer service advocate, then you send in your supporting document to show your proof. Then [REDACTED] or [REDACTED] reach out to you and tell you that you are wrong. Without supplying any detail or reasoning behind it. Then you ask [REDACTED] or [REDACTED] for documentation from the utility provider. That's where the whole complaint process flips itself around. [REDACTED] will yell at you. [REDACTED], tells you the provider, specifically, the utility provider isn't required to. (That's called withholding discovery, even in the informal side, under commission rules, regulations and tariffs.)

When you ask for Ameren to supply documentation, you are told you are either harrasing them or that it is frivolous. The [REDACTED] nor [REDACTED] can answer simple yes or no questions. Then try to change the subject, deflect on the question. Then claim it is frivolous or harrassment.

In fact, that's the exact same response that Ameren gives too. When you ask for documents or proof, they respond it is harrassment or frivolous. Can't answer simple yes or no questions. Like the informal side of the Commission, and probably like the Staff that is handling my matter right now. In