

**MOTION FOR IMMEDIATE RESTORATION OF UTILITY SERVICES AND EXPEDITED  
HEARING**

COMES NOW, the Complainant, and respectfully states as follows:

1. The Complainant possesses audio recordings from Ameren Missouri's Regulatory Department which identify numerous inaccuracies and inconsistencies regarding the discontinuation of utility services.
2. The discontinuation of services appears to have been carried out without proper notice. Representatives of Ameren Missouri failed to provide a consistent disconnect notice date. When questioned, the representative stated March 24, 2026, then March 23, 2026, and then March 22, 2026.
3. During communications, Ameren Missouri representative Aubrey Krcmar became agitated and made statements shifting blame onto the Complainant, including: "Mr. Felber, you are just looking for a way to get your utility services reconnected."
4. When questioned regarding Ameren Missouri's IVR system and previously submitted payment evidence, the representative dismissed the evidence, stating: "I don't believe in that," and failed to provide any explanation for the discrepancies shown.
5. The Complainant asserts that these inconsistencies and statements demonstrate improper conduct and procedural deficiencies in the discontinuation of services.
6. The Complainant respectfully requests access to EFIS to upload full audio recordings demonstrating Ameren Missouri's admissions, discrepancies, and potential liability.
7. Due to the essential nature of utility services, the Complainant requests:
  - a. An expedited hearing within one (1) day; and
  - b. Immediate restoration of utility services pending final adjudication.

WHEREFORE, the Complainant respectfully requests that the Commission grant this Motion and provide all relief requested herein.

Respectfully submitted,

Brett Felber

Phone: [REDACTED]

Dated: April 8, 2026