

BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION

File No.: EC-2026-0218

In the Matter of:

Brett Felber, et al., Complainants

v.

Ameren Missouri, Respondent

EXHIBIT A – VIDEO SURVEILLANCE EVIDENCE OF MISREPRESENTATION OF PAYMENT METHODS

1. PURPOSE OF EXHIBIT

This Exhibit provides video surveillance evidence documenting interactions between Complainant Brett Felber and Ameren Missouri field representatives on April 8, 2026.

2. DESCRIPTION OF EVIDENCE

The footage shows Ameren representatives stating that only cash or credit card payments were accepted and that debit cards were not permitted.

3. FACTUAL CLARIFICATION

On April 8, 2026, Mr. Felber successfully made payments using accepted payment methods, including debit. The prior statements were false and misleading.

4. TARIFF AND REGULATORY VIOLATIONS

Ameren Missouri operates under P.S.C. Mo. No. 6 – Schedule of Rates for Electricity.

Under this tariff, Ameren must provide accurate payment methods and cannot impose unauthorized restrictions.

Ameren's systems accept debit, credit, and electronic payments.

The statement that debit was not allowed is unsupported by tariff and constitutes misrepresentation.

5. BASIS FOR NONCOMPLIANCE

Ameren engaged in misleading communication and interfered with the Complainants' ability to cure alleged arrearages.

6. RELEVANCE

This Exhibit supports claims regarding improper disconnection and tariff violations.

7. REQUEST FOR CONSIDERATION

Complainants request this Exhibit be accepted and considered in determining violations and relief.

Respectfully submitted,

Brett Felber
Lisa Lambert

Phone: [REDACTED]

Date: April 9, 2026

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing Exhibit was served upon all parties of record, including Ameren Missouri, on this 9th day of April, 2026, in accordance with the Missouri Public Service Commission rules.