

**BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION Brett  
Felber & Lisa Felber, Complainants v. Ameren Missouri, Respondent  
Case No. EC-2026-0218**

FILED  
April 14, 2026  
Missouri Public  
Service Commission

**SUPPLEMENTAL MEMORANDUM REGARDING TARIFF VIOLATIONS**

**V. VIOLATION OF FILED TARIFF**

Respondent Ameren Missouri is bound by its filed tariff, P.S.C. Mo. No. 6, which governs its obligations regarding customer records, billing accuracy, and access to information.

Sheet No. R-17 – Customer Records The Company maintains records of customer accounts, including billing history, payment history, and account activity maintained in the ordinary course of business.

Sheet No. R-21 – Inspection of Records Customer account records are required to be made available for inspection by the customer upon request.

Sheet No. R-23 – Billing Accuracy Bills rendered by the Company must be based upon accurate records, and corrections must be made where errors are identified.

Sheets R-43 through R-44 – Disconnection Procedures The Company is required to document notices, customer contact attempts, and actions taken prior to disconnection of service.

Respondent's refusal to produce these records upon request is inconsistent with the above tariff provisions.

Where Respondent asserts the existence of contradictory documentation but refuses to produce it, such conduct supports an adverse inference that the records either do not exist or would not support Respondent's position.

Respectfully submitted,

Brett Felber

Lisa Felber