

MISSOURI PUBLIC SERVICE COMMISSION
File No. EC-2026-0218

In the Matter of the Complaint of
Brett Felber, Complainant,
v.
Ameren Missouri, Respondent.

EXHIBIT A

Transcript Analysis – Ameren Call

This exhibit provides a formal, expanded analysis of a recorded transcript between the Complainant and an Ameren Missouri representative.

Key Findings

At approximately timestamp 23:49–24:12 of the transcript, the Ameren representative acknowledges a discrepancy involving a [REDACTED] payment instruction.

Highlighted Transcript Excerpt:

“the system online should match what it states on our ends I'm not exactly sure why it stated you know for you to pay five dollars...”

“I don't understand why the system online would say something different versus what we have in our system.”

Analysis:

1. The Ameren representative explicitly acknowledges the system-generated [REDACTED] payment instruction.
2. The representative admits uncertainty and inability to explain why the system displayed this amount.
3. The representative confirms a discrepancy between Ameren's internal system and the customer-facing system.

Conclusion

The transcript demonstrates a clear inconsistency in Ameren Missouri's billing and payment systems. The acknowledgment by the representative that she does not know why the \$5.00 amount appeared supports the Complainant's position that conflicting and unreliable payment information was provided.

Respectfully submitted,

Brett Felber

Complainant

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing Exhibit A was served upon all parties of record in File No. EC-2026-0218 on this 22nd day of April, 2026, by electronic mail and/or other authorized means of service in accordance with Commission rules.

Brett Felber