

WEBVTT

00:00.000 --> 00:05.760

Otherwise, I used your phone number to pull up your account.

00:06.640 --> 00:12.180

For security, I have that your service address starts with [REDACTED].

00:12.940 --> 00:13.660

Is that right?

00:13.900 --> 00:14.200

Yes.

00:18.040 --> 00:18.640

Thanks.

00:19.000 --> 00:24.780

I see we got your payment of [REDACTED] earlier today.

00:25.240 --> 00:26.800

Thanks for sending that in.

00:24.660 --> 00:31.280

It looks like your electric service was disconnected due to non-payment.

00:33.480 --> 00:37.240

Sorry, you can say repeat that or press one.

00:39.600 --> 00:42.840

All right, let me get you over to a customer care advisor.

00:43.640 --> 00:48.920

Just so you know, we might listen to or record this call to make sure we're getting great service.

00:46.780 --> 00:58.180

Amarin values your feedback.

00:58.820 --> 01:03.720

Following the call, you may be randomly selected to take a short survey about your experience today.

01:03.880 --> 01:06.460

If you would like to take the survey, press 1.

01:10.460 --> 01:11.880

All agents are busy.

01:15.220 --> 01:16.460

Thank you for calling in.

01:16.460 --> 01:17.860

This is Peggy.

01:15.720 --> 01:18.940

Who am I speaking with?

01:19.480 --> 01:20.120

Brett Felber.

01:23.080 --> 01:24.380

Thank you, Mr. Felber.

01:24.600 --> 01:29.180

And I got an account pulled up for \$ [REDACTED].

01:29.320 --> 01:30.420

Is this the correct account?

01:30.700 --> 01:31.320

Yes, ma'am.

01:32.800 --> 01:33.700

All righty.

01:33.760 --> 01:37.100

And for security purposes, can you verify the last four digits of your social?

01:37.440 --> 01:38.720

Can I give you my account number?

01:40.120 --> 01:41.020

You sure can.

01:38.880 --> 01:46.300

It is [REDACTED].

01:47.880 --> 01:51.619

Okay, I have that here. Thank you for verifying the account. How can I help you today?

01:52.100 --> 01:58.840

Yeah, so we kind of have a problem in everything. My service was disconnected, as you can tell, and all that.

02:00.020 --> 02:01.460

Okay, yeah, I see that.

02:02.020 --> 02:08.840

So I went through the automate. So the amount that is claiming to be due is what I disagree with.

02:06.700 --> 02:11.340

That is actually in a commission complaint right now.

02:11.960 --> 02:23.260

The amount that you guys are saying, and I've been given different amounts, and your regulatory department that I talked to earlier gave me inconsistent dates with everything of when they sent disconnect notices and all that stuff.

02:23.380 --> 02:24.600

But that's besides the point.

02:25.880 --> 02:33.540

When I went through the system online to go ahead and make my payment, it said to make a payment of [REDACTED] and a [REDACTED] reconnection fee.

02:31.400 --> 02:38.880

So I made two payments, one for the [REDACTED] and one for the other [REDACTED] for the reconnection amount.

02:39.720 --> 02:41.799

So my service should have been turned back on.

02:42.140 --> 02:52.079

That being said, I got an email earlier as well, too, that in the email, it shows that my total amount due.

02:53.060 --> 02:54.480

I'm looking right at it.

02:52.340 --> 02:57.579

This was at 1151 a.m.

02:59.160 --> 03:04.880

That my service disconnected for non-payment minimum due for reconnection was ■.

03:07.859 --> 03:11.359

It's even what it says in the email that I received from you guys.

03:11.899 --> 03:12.859

Now, do you guys have it?

03:13.079 --> 03:17.959

I'm not sure if you can tell of some other email or if there's a way I can send you a copy of it.

03:18.780 --> 03:20.339

Or can you go from there?

03:18.200 --> 03:24.320

Can you send a copy to

03:24.320 --> 03:25.840

ConstructionHotline

03:25.840 --> 03:27.960

At Ameren.com for me

03:27.960 --> 03:29.540

Wait what

03:29.540 --> 03:31.500

You said Construction

03:31.500 --> 03:32.780

ConstructionHotline

03:32.780 --> 03:35.060

At Ameren.com

03:35.060 --> 03:36.700

Send that over

03:36.700 --> 03:39.460

I can pull it up and show it to a leader

03:39.460 --> 03:41.700

Hold on one second

03:41.700 --> 03:44.360

Construction

03:44.360 --> 03:46.780

Hotline

03:44.640 --> 03:53.980

at amarin.com?
03:55.420 --> 03:55.900
Correct.
03:56.900 --> 03:57.420
Okay.
03:58.280 --> 03:59.860
Do I need to put my account number on it?
04:01.400 --> 04:02.220
Yes, please.
04:03.660 --> 04:04.960
Okay, let me get my account number.
04:11.460 --> 04:12.820
How's your day going, ma'am?
04:10.680 --> 04:15.299
it's going well
04:15.299 --> 04:16.500
I'm doing pretty good
04:16.500 --> 04:18.420
can't complain
04:18.420 --> 04:19.620
that's awesome
04:19.620 --> 04:21.339
I wish
04:21.339 --> 04:23.800
I wish I could say better
04:23.800 --> 04:25.180
I wish your day was better
04:25.180 --> 04:28.360
I got yelled at
04:28.360 --> 04:29.659
I got yelled at by
04:29.659 --> 04:32.360
one lady who didn't want to hear it
04:30.220 --> 04:53.480
And I even have a screenshot of what it told me through the IVR system to pay.
04:56.600 --> 04:57.040
Okay.
04:57.040 --> 04:57.140
Okay.
04:55.000 --> 05:01.159
Do you want me to send that too?
05:03.240 --> 05:05.560
You can send everything that you have in the email.

05:06.719 --> 05:07.280
Okay.

05:07.280 --> 05:10.320
Let me do this.

05:15.020 --> 05:17.320
I think I sent the email.

05:18.800 --> 05:19.240
File.

05:24.520 --> 05:25.039
Okay.

05:22.900 --> 05:28.800
There we go.

05:30.020 --> 05:30.500
Shoot.

05:31.860 --> 05:33.680
I'm not online right now.

05:34.040 --> 05:34.560
Where am I?

05:36.560 --> 05:38.320
Okay, hold on here a second.

05:49.900 --> 05:51.200
Hold on one second.

05:51.200 --> 05:52.740
I have to reconnect my internet.

05:52.960 --> 05:53.420
I apologize.

05:51.280 --> 05:55.080
Guys, I'm running the generator right now.

05:56.020 --> 05:56.600
It's okay.

05:57.040 --> 05:57.560
You're fine.

05:57.660 --> 05:58.280
Take your time.

05:58.420 --> 05:59.340
You know, you got to have power.

06:01.140 --> 06:01.680
I understand.

06:01.960 --> 06:02.460
I get it.

06:02.540 --> 06:02.980
I know.

06:03.300 --> 06:03.820

12:11.180 --> 12:18.820

There we go.

12:18.940 --> 12:22.000

I am sending that right now.

12:23.520 --> 12:24.160

Okay.

12:28.160 --> 12:29.200

It's a sent.

12:39.580 --> 12:40.260

Okay.

12:40.420 --> 12:41.240

Give me one moment.

12:41.240 --> 12:42.040

Uh-huh.

13:11.240 --> 13:41.220

Thank you.

13:41.240 --> 14:11.220

Thank you.

14:09.100 --> 14:22.920

It must be taking a while to come over just one moment.

14:22.920 --> 14:23.560

All right.

14:50.780 --> 15:18.459

I don't see anything yet.

15:18.520 --> 15:19.560

What's your email address?

15:17.420 --> 15:23.079

bfelber14 at gmail.com

15:31.819 --> 15:32.459

yeah

15:32.459 --> 15:33.619

sent 404

15:33.619 --> 15:35.719

construction

15:35.719 --> 15:37.739

let's take a few minutes

15:37.739 --> 15:41.099

construction hotline

15:41.099 --> 15:42.479

at amron.com

15:42.479 --> 15:43.500

at amron.com yeah

15:41.360 --> 16:12.920

Some things have to go with the
16:10.780 --> 16:16.180
security, so just give me one moment. Let me see if it comes over.
16:27.560 --> 16:28.900
I just got a do not
16:28.900 --> 16:31.300
reply, Amron. You need the inquiry number?
16:33.800 --> 16:35.300
No, I should see it now.
16:35.300 --> 16:39.020
Let me see. I mean, if you got that,
16:36.880 --> 16:40.500
I mean it went through.
16:40.939 --> 16:41.260
Okay.
16:42.140 --> 16:43.740
I think I see it.
16:43.740 --> 16:53.740
okay
17:11.599 --> 17:33.960
Okay, let me push you on a brief hold.
17:33.960 --> 17:35.900
I did review the screenshots.
17:35.900 --> 17:38.980
I'm going to call over to a leader.
17:38.980 --> 17:43.420
I know the regulatory department, I know you've spoken with someone there.
17:41.280 --> 17:45.420
Let me just place you on a brief hold one moment.
17:45.420 --> 17:47.420
All right, thank you.
18:15.420 --> 18:28.040
Oh, my God.
18:45.420 --> 19:15.400
Thank you.
19:15.420 --> 19:45.400
I'm going to go.
19:45.420 --> 20:15.400
Thank you.
20:15.420 --> 20:45.400
I'm sorry.
20:45.420 --> 21:15.400
I'm sorry.

21:15.420 --> 21:45.400

I'm going to go.

21:45.420 --> 22:15.400

Thank you.

22:15.420 --> 22:45.400

The End

22:45.420 --> 22:59.420

so

23:15.420 --> 23:45.400

Thank you.

23:43.280 --> 23:49.140

much for holding I do appreciate your patience I did call over and speak with

23:49.140 --> 24:00.540

the leader and regulatory was involved in on the decision and so that is correct

24:00.540 --> 24:06.420

the system online should match what it states on our ends I'm not exactly sure

24:06.420 --> 24:12.900

why is stated you know for you to pay five dollars you have to honor it come on

24:10.760 --> 24:16.920

You have to talk to the regulatory department.

24:18.020 --> 24:19.780

That's like the highest form.

24:19.980 --> 24:20.860

You went to the PSE.

24:21.440 --> 24:24.220

It's nothing for us to do, honestly.

24:24.500 --> 24:28.100

They said that you have to pay the [REDACTED]

24:28.480 --> 24:29.960

That's their final answer.

24:30.440 --> 24:31.640

You have to go by regulatory.

24:32.460 --> 24:38.340

Yeah, I understand what you're saying, but that's verbatim switching and everything.

24:38.540 --> 24:39.140

I get it.

24:39.140 --> 24:41.100

I mean, look, I'm a customer, too.

24:38.959 --> 24:48.060

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

24:48.219 --> 24:53.500

But again, regulatory got involved. You went to the PSC. They're the highest form of

the complaint.

24:53.699 --> 24:56.360

They make the decision. That was their decision.

24:56.840 --> 25:01.020

OK. Yeah. All right. Thank you. Bye bye.

25:01.540 --> 25:05.679

You're welcome. Thanks for calling Ammon Missouri. If you did, I put the survey.

Please stay in the line.

25:05.680 --> 25:06.180

Bye-bye.