

EC-2024-0217

Brett Felber
VS
Ameren Missouri

I appreciate the Staff report and appreciate the time that they took to speak to me, however the violation of denial of service is something I raised awareness in EC-2023-0395, in which prior counsel, Jermaine Grubbs, co-counsel hired from Banks Law LLC and Aubrey Krcmar denied not only in writing , but to the Regulatory Judge when I presented it.

I am not part of EC-2024-0108, but it sounds like the Staff is aware of this and is sounds like Ameren is a repeat offender of it. They have put on record now twice that Ameren failed to follow this .

However, Ameren is making a name for themselves. First the SendGrid debacle, that they promised to “do better.”

Now they are allowed to use an excuse towards two seperate cases in which they failed to follow rules, regulations and tariffs on two seperate complaint matters.

I don't understand or get why Staff is protecting Ameren Missouri? Quite frankly Ameren has not fixed their implementation and they were able to get away with another lie. A lie their previous counsel, co-counsel and against their alteration specialist , Aubrey Krcmar was able to fix documents to make pivotal decisions.

A violation is a violation, period. Allowing Ameren Missouri to get away with excuses and not being imposed fines or being punished, allows them to continue the same deceptive behavior.

I amended my filing Saturday March 9, 2024 & Sunday March 10, 2024, as an exhibit they presented in EC-2023-0395 labeled as NO MPSC 0027, shows several numerical errors and also Ameren went out of their way to impose the fact that their email address is www2.ameren.com.

www2.ameren.com is not a valid email address and even if they went on to placing is as www.ameren.com, it still wouldn't send an email to them, because that is their website address, not email address. Their correspondence emails or confirmation emails come from DONOTReply@ameren.com

This pivotal finding does prove that Ameren has a master manipulator who works for them and Ameren does alter documents to change the outcome of decisions.

I'm asking the Staff investigating this complaint to go into their own email accounts and personally type in www2.ameren.com, it is broken and invalid email address. Then the Staff needs to go into their web browser and type in www.ameren.com and see where is brings you to. Ameren's website.

Look at this missing words, the missing installments of 12 that they failed to embed and the \$██████ per month in addition they failed to embed.

Ameren Missouri lied when I produced that copy and presented it in EC-2023-0395 and now they are admitting they are aware they failed to follow the policy of their denial of service letters.

I am not trying to disrespect Staff or the Regulatory Judge or the Commissioners from matter EC-2023-0395, but when I flooded EFIS system with those documents that showing that Ameren was in the wrong, my matter wasn't taken serious enough.

This violation proves that Ameren Missouri, their Regulatory Department and their legal counsel and co-counsel not only lied, but when their Regulatory Specialist Aubrey Krcmar admitted to altering documents, in fact altered documents to help the Commission draw a pivotal favorable decision in their outcome, instead of the Complainant.

I'm asking the Staff of the Commission and the Regulatory Judge in EC-2024-0217, to please overview document Exhibit D no MPSC 0027 and the denial letter uploaded through EFIS in EC-2023-0395.

This will be a key in which Ameren Missouri should be fined, punished and quite frankly prosecuted for their actions. Altering documents to obtain a favorable outcome, especially in which it extorted me out of a ton of money is a serious matter.

I come to the Commission today, the Staff of the Commission and the Honorable Judge Riley Fewell and the Commissioners and I ask you to please stop protecting the utility provider. This report shows that the utility provider lied and most likely altered the denial of service letter I sent in for matter EC-2023-0395, but now are admitting they failed and the Staff admits that Ameren is in the wrong.

At this point, I don't care about the money, money isn't the issue, otherwise I wouldn't be bring these complaints to you. I care more about that Ameren Missouri is held responsible for their actions and quite frankly it starts with their prior counsel, co-counsel, Staff, Regulatory Judge in EC-2023-0395 issuing an apology over the denial of service letter, in which Ameren Missouri lied their teeth off on paper last year when I presented it to them.

They alter paperwork to manipulate the outcome of cases. Start digging deeper Staff, please. I'm sure I'm not the first or the last and there's many more they've done the same thing to. I will not be satisfied until Ameren Missouri is forced to stop doing business in the State Of Missouri.

What they have done is wrong on so many levels.

Brett Felber March 11, 2024