

## **Further Clarification by Complainant**

Complainant further submits the following clarification in this matter.

Complainant still has not received billing statements for the months of February, April, and May 2026. While Ameren may have submitted information to the Staff of the Commission, the bills should also be mailed or otherwise directly provided to Complainant, as Complainant is the responsible party on the account.

As a result, Complainant has been forced to rely solely upon Ameren's online account portal to determine the account balance. In addition, Complainant established automatic payments in order to ensure prompt payment and avoid any further service interruptions.

Further, Ameren does in fact accept debit card payments for disconnected services, contrary to statements made by customer service representatives, field technicians, and other regulatory information previously provided to Complainant indicating that only cash or credit card payments would be accepted.

Ameren's lack of transparency throughout this matter has been substantial. Different representatives routinely provide conflicting information, as reflected in the audio recordings previously submitted by Complainant in this case. Additionally, when Complainant questioned such inconsistencies, representatives allegedly became combative and raised their voices during communications.

Complainant also finds it concerning and unnecessary that Ameren dispatched technicians to the property carrying mace, particularly where Ameren ultimately remotely disconnected the service in any event. Complainant believes that dispatching field technicians under those circumstances served only to stir the pot and further embarrass the Complainants on their own property, rather than accomplish any legitimate operational purpose.

Further, the technician dispatched to the property appeared unwilling to listen to the concerns being raised by Complainant and instead provided inaccurate information regarding payment methods and restoration procedures.

For clarification, all payments made by Complainant to restore service were completed using debit card transactions, not credit card payments. This directly contradicts the information previously provided by

Ameren customer service personnel, technicians, and regulatory staff.

Complainant maintains that Ameren has a serious transparency and communication problem.

Respectfully submitted,

Brett Felber

Complainant Pro Se