

# **BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION**

**Case No. EC-2026-0218**

**Brett Felber and Lisa Lambert,**  
Complainants,

v.

**Ameren Missouri d/b/a Union Electric Company,**  
Respondent.

## **EXHIBIT FILING**

Complainants respectfully submit this Exhibit Filing before the Missouri Public Service Commission.

The attached exhibit and related statements confirm that Ameren Missouri representatives provided inaccurate and misleading information regarding acceptable payment methods.

During communications with Ameren Missouri, the representative clearly acknowledged that payments could be accepted by cashier's check, money order, and debit card. The representative further acknowledged that the field technician was incorrect regarding the alleged acceptable methods of payment.

Additionally, Ameren Missouri representatives openly stated that the alleged disconnect letter was sent to [REDACTED]

Pursuant to Missouri Public Service Commission rules, required disconnect notices are to be mailed to the actual service address. Ameren Missouri's own statements therefore establish that the alleged disconnect notice was either improperly mailed to a different address or not properly mailed at all in accordance with Commission requirements.

Complainants respectfully submit that these admissions directly contradict prior statements and filings regarding payment methods and required notice procedures. The record demonstrates substantial inconsistencies concerning the alleged disconnect process and compliance with Missouri Public Service Commission rules.

WHEREFORE, Complainants respectfully request that this Exhibit Filing be accepted into the record for consideration by the Commission.

Respectfully submitted,

Brett Felber

Lisa Lambert

Dated: May 13, 2026