

FINAL NOTICE PRIOR TO DISCONNECTION



Notice Date Jul 16, 2008

*Too late to mail.
Present at an authorized pay agent.*

AMOUNT DUE	ACCOUNT NUMBER
\$94.36	74485-00116

Amt Paid \$ _____

DELORES MCMILLAN
8307 GARFIELD AVE
SAINT LOUIS MO 63114

et 2
FILED

OCT 3 2008

AMEREN
PO BOX 66700
SAINT LOUIS MO 63166-6700

Missouri Public
Service Commission

5030000 0074485001106 00094360 00094360 00094360

FINAL NOTICE **IMPORTANT - PLEASE READ THIS IMMEDIATELY**

WITHOUT FURTHER NOTICE YOUR UTILITY SERVICE AT 8307 GARFIELD
SAINT LOUIS MO 63114

WILL BE DISCONNECTED UNLESS THE AMOUNT DUE OF \$94.36
IS PAID ON OR BEFORE JUL 28, 2008

FOR THE REASON(S) MARKED BELOW

Past Due Balance Deposit Due Payment Returned

<u>Account Number</u>	<u>Service to Date</u>	<u>Last Payment</u>	<u>Was Received on</u>
74485-00116	JUN 10, 2008	\$140.43	JUN 19, 2008

PLEASE CONTACT US NOW BEFORE YOUR SERVICE IS DISCONNECTED.

NOTICE:

If the amount due shown above has not been paid by the date indicated, your service is subject to immediate disconnection. If your service is disconnected, you will be required to pay the full amount due plus a reconnection charge before service can be restored and you may be asked for a deposit. Should your service be disconnected, we will try to restore your service on the day we receive payment or the next business day. If this notice is regarding a returned item, a service charge will be billed to your account on your next bill.

If you cannot pay the above amount, it may be possible to arrange a payment plan. If you have any questions, you may call our Customer Contact Center during regular business hours of 7 a.m. to 7 p.m., Monday through Friday at 314-206-1234. For customers using Relay, dial 711.

IF PAYMENT OF THIS ACCOUNT HAS BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU.

EPH - Exhibit No. 1

Date 9-17-08 Case No. ER-2008-0318

Reporter PAH

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

000	PREV RDG	USE	READING	RATE	AMOUNT
06740	05719	1021	ACTUAL	1M	88.11
Vinita Park Muni Chg					4.15
LATE PAY CHARGE @ 1.5%					2.10
PRIOR BALANCE					140.43
AMOUNT DUE ON 06/24					\$234.79

99 B-000012178
Auto 5-Digit

FIRST CLASS MAIL
U.S. POSTAGE
PAID 1 OUNCE
AMEREN

Service at: 8307 GARFIELD

Service from 05/08 to 06/10/08 Days 33
Acct. No. 74485-00116 Bill Date 06/12/2008

6/18/08

*pd \$140.40
6/18/08*

If the prior balance has been paid, pay current amount only.
Due date and delinquent date apply to current charges only.

Bal \$94.

RETURN THIS STUB WITH PAYMENT TO:
AmerenUE
P.O. BOX 66529
ST. LOUIS, MO 63166-6529

ADDRESS SERVICE REQUESTED

*****AUTO**5-DIGIT 63114

DELORES MCMILLAN
8307 GARFIELD AVE
SAINT LOUIS MO 63114-6217

Amt Due \$234.79
Due By 06/24
Delinquent After 07/03

[Signature]

IF YOUR SERVICE IS OFF

- If the CWR you established after 11/1/05 has defaulted and your service is OFF, you can have your service restored by paying 80% of your account balance.
- If you have not been on a Cold Weather Rule payment plan, service will be restored for 12% of your total account balance, plus one month's average bill and an agreement to pay a monthly budget billing amount for your current use and a payment plan to pay your arrears. A reconnection charge will be applied to your account.

FINANCIAL ASSISTANCE

Eligibility for the Low Income Home Energy Assistance Program (LIHEAP) is based on household size and household monthly income. The grant is paid to your primary heating provider. For more information, call your local community action agency. In St. Louis, call 314-535-7607. In St. Louis County, call 314-863-0015. The application deadline is March 31, 2006, or sooner if funds are depleted.

If you receive an energy assistance grant, you will be placed on a monthly payment plan.

Form 4425NS Rev. 08/24/05





MISSOURI COLD WEATHER RULE INFORMATION

The Cold Weather Rule is in effect from Nov. 1, 2005 through March 31, 2006. During this time, you can make arrangements to make it easier for you to pay your utility bill each month and prevent an interruption in service. Call AmerenUE at 314-342-1111 in the St. Louis area and 1-800-552-7583 in Outstate Missouri, if you need to discuss payment arrangements on your utility bill.

If you have not entered into a CWR payment plan since 11/1/05, you can avoid disconnection or have your service restored:

- By making an initial payment of 12% of your total account balance, plus one month's average bill amount; and
- By agreeing to, and maintaining a monthly payment plan for the balance owed. In addition to the payment plan, you must continue to pay for current service by paying your monthly budget billing amount or your current monthly bill.

If you have entered into a CWR after 11/1/05 and your service is ON, you can avoid disconnection:

- By paying the amount needed to bring your CWR payment plan current and having the payment plan reinstated.

see 11-6-05

Scramble for warmth

POWERLESS COPE • PLACES TO STAY ARE AT PREMIUM



By Aisha Sultan and Jessica Bock
ST. LOUIS POST-DISPATCH

More than 250,000 area residents face another bitterly cold day without power this morning, their frustration mounting as the ice storm's aftermath claimed at least four more lives and led others to extreme measures to stay warm.

"I am on the edge," said Regan Hobbs of Webster Groves, who has been staying with friends.

Others moved into their offices, shunted between shelters and lingered in public spaces to find ways to cope.

Officials warned those trying to survive so many days in a home without heat. Two men were found dead from carbon monoxide poisoning in St. Louis on Sunday morning. Another St. Louis man was found dead in his backyard, probably of hypothermia. And a fourth man, also from St. Louis, died after tumbling down the stairs of his home, possibly because he had difficulty seeing the steps with the power out.

Altogether, at least eight deaths in the St. Louis area can now be attributed to the storm.

Mayor Francis Slay on Sunday urged St. Louisans to be cautious.

"If you don't have heat, you should not be using alternative ways to heat (your) home," said Slay. Using a fireplace for heat

...daughter Chase Woolfolk, 1, as her two other children, Charm Woolfolk, 4, and Chelse

Scramble for warmth

○ The efforts were of little comfort to those experiencing their second round of extended power outages in less than five months.

Jennifer Swanson of St. Ann lost electricity for nine days after the summer storms. When the power at her house died Thursday, she slept in a hospital bed at the psychiatric hospital in St. Charles County where she works.

The staff set up two hospital rooms for employees, gave them scrubs to sleep in and kept patients away from those rooms. A manager slept in her office.

Swanson's family found a motel room in Troy, Mo., for the weekend and plan to stay with her parents in St. Charles until they can go home.

Deborah and Robert Schitt of Webster Groves moved into their office building and have been sleeping on a sofa bed in the waiting room.

"We're told we're going to be there a while," Robert Schitt said. There are only eight homes on their power line, which puts them pretty low on the priority list. Deborah Schitt said she has used the office sink to wash her hair.

Hobbs tried to buy a kerosene lamp to keep the pipes in her house heated, but every store she checked was sold out. Her parents bought one in Cape Girardeau and drove it to her Saturday night.

"I've been hanging out at local malls and coffee shops to stay out of people's hair," she said, concerned about overstaying her welcome at friends' houses.

Even those at local emergency shelters had to change plans when a second wave of power outages hit. A busload of people from the Salvation Army shelter in Belleville ended up at the shelter in Maryland Heights after the Belleville site lost power Sunday morning.

Larry Clark, 44, works as a bell ringer at the Belleville Wal-Mart and made the move to Maryland Heights. Otherwise, he would lose his ride to work, and the fast-food restaurant where he also works is shut down due to lack of power. His wife, 10-month-old baby and a stepson are staying with family in Granite City.



Kyle Giesler, an Ameren employee, waits for another worker to help repair the main power line behind a home at 78 Greendale Drive in Greendale, south of UMSL. In the background are trees still loaded with ice. Sam Leone | Post-Dispatch

"I covee up, and that's it," he said.

The Ameren line workers know the trick to staying warm.

"You just have to keep moving," said Rob Carter after eating a sandwich in his Ameren truck on Sunday afternoon near Trampe Avenue. "Otherwise, that's when you get cold."

For the widow of an Ameren line repairman who died while working during July's outages, the past few days have been painful.

"It's impossible on a daily basis not to think of him," said Mary Tackett, whose husband, Robert, was 56 when he was killed after touching an energized power line partially hidden in brush.

"A repeat of the scenario surrounding his death — 16- to 18-hour days for utility workers trying to restore power to hundreds of thousands — brings those memories rushing back.

"I'm scared to death for those guys out there," Tackett said Sun-

whatever sleep they can and go back to it. They wear three or four layers of clothes. When it's dark, spotlights or lamps on their hard hats light their work area.

Out-of-town crews are scattered at hotels throughout the St. Louis area. They begin with a 5 a.m. breakfast, then board a bus over to the staging area at Ameren's headquarters where hundreds of vehicles are parked.

Mike Joslin, an Entergy safety specialist from Arkansas, arrived in St. Louis on Saturday afternoon with about 100 others. They packed enough clothes for a week.

"Fatigue is a killer. That's one of the reasons we have eight hours rest after 16 hours of work. But over time, that's still not enough," said Joslin, who is staying at the Adam's Mark Hotel in downtown St. Louis.

The last major ice storm the Entergy Arkansas workers dealt with at home was in 2000. That's when Ameren workers came to

2 men trying to keep warm are found dead

They had lighted charcoal in a bowl inside a shed.

By Bill Bryan
ST. LOUIS POST-DISPATCH

Two men died early Sunday, apparently of carbon monoxide poisoning, after they lighted a pile of charcoal briquettes in a metal mixing bowl to keep warm and then fell asleep, St. Louis police said.

An autopsy will be performed today on Hoang Phan Le Nguyen, 37, and Khanh Q. Nguyen, 36.

The two, who were friends but not related, were discovered dead about 8 a.m. Sunday in a 5-by-8-foot utility storage closet connected to the back porch of Hoang Nguyen's home in the 3900 block of Castleman Avenue, where the power was out.

The two deaths brought to eight, and possibly nine, the number of deaths in the area linked to last week's ice storm.

Also on Sunday, James Dickerson, 56, was found dead by his mother in the backyard of

his home in the 900 block of Clarendon Avenue in St. Louis. Dickerson had various health problems, but the apparent cause of death appeared to be hypothermia. An autopsy is scheduled for today.

Another death, of an unidentified man in the 4800 block of Bessie Avenue in St. Louis, apparently resulted when he had trouble finding his footing on darkened steps and tumbled down the stairs. The home had no power, authorities reported.

On Saturday afternoon, a motorist, Thomas R. Benoist, 56, of Park Hills, was killed when he lost control of his vehicle on Old Highway 8 near Highway M in St. Francois County, slid off the road and overturned, authorities said. The Missouri Highway Patrol said the road was ice-covered.

Three other deaths in the area were previously reported, and St. Louis officials said Saturday that they're awaiting autopsy results on another death to determine whether it was storm-related.

Detective Richie Williams of the St. Louis police bomb and

arson squad said the two men on Castleman, who were Vietnamese immigrants, had curled up fully clothed with blanket and pillows in the small, unventilated storage facility and had placed the bowl of burning charcoal briquettes near them to keep warm.

"Unfortunately, there was nowhere for the vapors to go," Williams said. "They probably died in their sleep."

Inside the house, Hoang Nguyen's family member — his father, mother, grandmother and brother — had used a propane tank hooked up to a burner to boil water and produce steam heat to keep them warm in an upstairs bedroom, Williams said.

The victims were seen alive about 1:30 a.m.; Hoang Nguyen's family found the bodies.

Khanh Nguyen lived in the 3800 block of Chippewa Street and was spending the night with his friend, Williams said. Police issued a warning Sunday about the dangers of carbon monoxide poisoning.

bbryan@post-dispatch.com | 314-340-8950

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AMEREN FROM A

Outage credits are a good idea, Ameren says

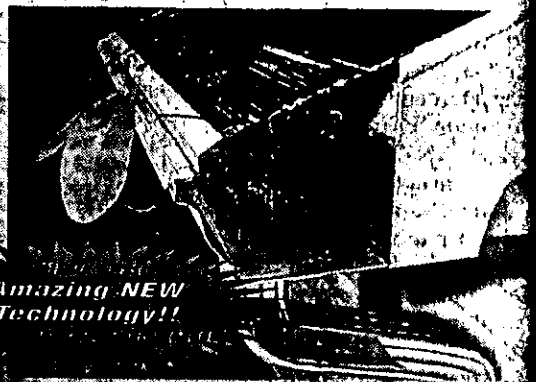
Rainwater spent more than eight hours being questioned as part of a three-day hearing by the state Public Service Commission on Ameren's bid to

raise rates in Missouri.

"As a form of penalty or fine or punishment as a result of weather that was beyond the control of the utility company, I don't think

that is appropriate," he said, answering a question from Coffman, a lawyer for the Consumers Council of Missouri. The consumer group

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Movie."

EVERYDAY | E1

CARDS QUESTIONS

The Redbirds start the final stretch of spring training with their rotation looking better than expected but with questions remaining in the bullpen and the outfield.

SPORTS | D1

ELSEWHERE

DEADLY BLAST

Russia's worst mining disaster in a decade, a methane gas explosion, also leaves 50 trapped.

WORLD | A6

NEW POSTAGE RATE

Starting May 14, it's time to buy new stamps — these costing 41 cents each. But consumers also can avoid new stamp purchases in the future by buying the "forever" stamp.

NATION | A2

ONLINE



RESTROOMINATIONS

This week's captionless cartoon of a man and woman dashing for the restrooms at Busch Stadium has drawn dozens of suggested words to match the picture. You still have time to add yours. View our Punch Line blog, online at STLtoday.com/punchline.

Kelly Waymon gives a thumbs down to protesters marching in front of the Federal Building. About 175 marchers were held back by police. D-Mo., who was not in her St. Louis office. Organizers are...

Robert Cohen | Post-Dispatch

ELECTRICITY RATES

Ameren calls outage credits a bright idea

But chief executive says utility shouldn't bear cost.

By Jeffrey Tomich and Kevin McDermott

ST. LOUIS POST-DISPATCH

With public scrutiny over rates and performance intensifying, Ameren Corp. executives on Monday declared themselves open to reform in Missouri and Illinois. But the utility stopped well short of making any promises.

Gary L. Rainwater, chief executive of St. Louis-based Ameren, said Monday in Jefferson City that he would support a plan to provide credits to AmerenUE customers in Missouri who suffer extended storm-related power outages. But he said the costs must be "socialized." While Rainwater never fully explained the term, he made it clear that the company shouldn't have to bear the cost.

PLEASE SEE AMEREN 1, A5

MALL SECURITY

Under means

NEW RULES • Youth and Saturdays

2 BRAWLS • On dispersed large

By Bill Bryan and Patrick M. O'Connell
ST. LOUIS POST-DISPATCH

RICHMOND HEIGHTS

Louis Galleria will soon limit its to unescorted youth on much of Fridays and Saturdays to cut down on rowdy behavior, general manager said Monday.

The Galleria joins St. Louis in Hazelwood, which started a similar policy in November.

Reaction was mixed after announcement that Galleria officers would clamp down on p.m. Fridays and Saturdays starting April 20.

STLtoday.com/current
Talk about it in Current

NEWSTRACKER | UPDATES ON CONTINUING STORIES

PROSECUTOR FIRINGS Senate debates changing attorney general's role Nation | A2

NYPD OFFICERS Three charged in killing of grocer plead not guilty Nation | A2

SUPREME COURT Justices tackle students' free speech rights Nation | A5

JACKPOT Isle of Capri will buy Caruthersville casino Business | C1

SKY RIVAL China says it will build commercial jets Business | C1

Ramping up



POST-DISPATCH WEATHERBIRD

posing a plan that would provide \$25-a-day credits for customers who lost electric service for more than 48 consecutive hours, up to a maximum of \$100. It is based on similar a plan by San Francisco-based Pacific Gas & Electric Corp., which is entirely paid for by the company.

Rainwater said it may be appropriate to create a pool of money — an insurance fund — that would compensate customers for long storm-related power outages. Precisely how the pool would be funded wasn't discussed in detail.

Ameren officials have said that the hundreds of thousands of power outages that followed back-to-back thunderstorms in July and ice storms in November and January were solely the product of bad weather and not poor maintenance of its electric distribution system or a lack of tree-trimming.

Rainwater said it is appropriate for Ameren to compensate customers when it is to blame.

"When we make a mistake and it's the fault of the utility com-

pany, the utility company should compensate the customer," Rainwater said. He has read a "couple hundred" pages of testimony from the dozen public hearings held in eastern Missouri about AmerenUE's request to raise rates, and acknowledged that the utility's standing with its 1.2 million customers has slipped as a result of the storm-related outages.

But, Rainwater added, surveys by J.D. Power and the University of Michigan show that AmerenUE is above average. The surveys provide a better view of customer satisfaction than the "small cross-section" who attended the public hearings, he said.

Rainwater added that AmerenUE is following up with every customer complaint made during the hearings to make sure problems are resolved.

"We will more than acknowledge (the complaints). We will follow on every single complaint," he told Commissioner Steve Gaw.

In Springfield, Ill., Ameren's Illinois electric utilities offered to reinstate a canceled \$20 million relief package designed to ease the pain of ratepayers — but only

STLtoday.com/current
How would you like to see Ameren respond to rate hikes and power outages? Talk about it in Current Affairs.

if the Legislature stops threatening to roll back the new rates.

That offer by Ameren President Scott Cisel comes on the heels of Cisel's suggestion over the weekend that Illinois should consider reregulating his industry as a long-term solution to the state's rate crisis, just three months after it was deregulated following almost a decade of frozen rates. In Missouri, rates are fully regulated.

"Deregulation ... has not worked as intended, especially for Illinois' downstate residential ... customers," Cisel wrote in an opinion column that appeared in several downstate newspapers Sunday.

The newly deregulated rates in Illinois rose Jan. 2 by as much as 50 percent — leading to a frenzied political debate in the Legislature over whether the state should step back in. Lawmakers have proposed an immediate rate rollback and freeze.

Ameren maintains that a rollback and rate freeze would drive it into bankruptcy.

jtomich@post-dispatch.com | 314-340-8320

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\$5

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ST. LOUIS, MO
MARCH 22 THRU 25
CHESHIRE LODGE
4304 CLAYTON RD.
TEL: 314-647-7300
(Ask for Mr. S. Daswani)

CHESTERFIELD, MO
MARCH 22 THRU 25
MARRIOTT HOTEL
660 MARYVILLE CTR. DR.
TEL: 314-878-2747
(Ask for Mr. K. Daswani)

FOR ADVANCE APPT. CALL, 800-635-7848

A2 Nation

Six children perish in fire in Chicago apartment

THE ASSOCIATED PRESS

CHICAGO • An apartment fire killed six children ages 3 to 14 early Sunday. Authorities suspect that the blaze was caused by a candle used for light because there was no electricity.

The fire also injured the victims' mother and three siblings.

The third-floor, three-bedroom apartment on the city's North Side also had no smoke detector, said a visibly shaken Fire Commissioner Raymond Orozco.

"I mean, it's children," he said. "It's difficult for everyone involved."

Commonwealth Edison spokesman John Dewey said the apartment had lacked electricity since May. But he declined to say why it had been turned off, citing confidentiality reasons.

Firefighters found most of the victims huddled in the apartment's front room, not far from the spot where the fire probably started, said Fire Department spokesman Larry Langford.

The fire broke out just after midnight, Langford said.

"Then the mother came running out with one child in her arms, screaming to the neighbors that there were other children inside," said Cmdr. Will Knight.

The dead were identified by the Cook County medical examiner's office as Vanessa Ramirez, 14; Eric Ramirez, 12; Suzette Ramirez, 10; Idaly Ramirez, 6; Kevin Ramirez, 3; and Escarlet Ramos, 3.

Although officials at first said all were siblings, the medical examiner listed a different address for Escarlet Ramos. As of late Sunday, nobody could say how Escarlet was related.



A soot-covered child safety seat is among the debris after a fire in a Chicago apartment killed six children. A candle is believed to have started the blaze. Scott Olson/ | Getty Images



Jasmine Lamb (center) is embraced by Nichola Davis (left) and Yvonne Jenkins outside the apartment where six children died in a fire early Sunday. Julio Cortez | Associated Press

ICE STORM'S RELENTLESS WRATH

Ameren lands on the hot seat

PSC CHAIRMAN: Company has 30 days to answer questions about outages this year.

RATE HIKE REQUEST: Tension over losses adds dimension to Ameren's proposal.

By Jeffrey Tomich
ST. LOUIS POST-DISPATCH

Missouri's top utility regulator put AmerenUE on notice Tuesday: Find a way to stop the mass power outages.

Missouri Public Service Commission Chairman Jeff Davis gave the utility 30 days to come up with a plan.

"The response that these things just happen — that's well and good — but that line only works once a

decade," Davis said in an interview while en route to St. Louis to get a firsthand look at last week's storm damage.

The storm marked the fourth time in Davis' 2½-year tenure as head of the PSC that hundreds of thousands of customers were left in the dark after a major storm. About 95,000 Ameren customers in Missouri and Illinois still were without power as of 10:30 p.m.

PLEASE SEE AMEREN | A4

AMEREN | FROM A1

Ameren on the hot seat with PSC chair

○ Tuesday. While nothing can be done to completely storm-proof the local power grid, Davis said he's tired of answering questions from upset customers.

"We've got to get some answers to people, and we've got to get them now," Davis said. "I don't want to be back here six months from now with 500,000 customers out of power."

The heightened tension between Missouri's largest electric utility and the five-member body that regulates it, comes as the commission is considering a request to increase electric rates by \$361 million a year. Increases for homeowners would be capped at 10 percent. Commercial and industrial customers would pay more.

AmerenUE said last week's storm that left a thick coat of ice on trees, poles and power lines, prompting many to snap, is unprecedented in its 100-year history. The utility made the same argument when back-to-back thunderstorms left almost a million people without electric service in the bistate area in July — some for as long as nine days.

The utility, too, is exasperated. "We understand the commission's frustration," Ameren spokeswoman Susan Gallagher said Tuesday. "We share that frustration. Everyone is looking for an easy answer. Everyone wants to make this better, but our priority is getting everyone back on."

Davis and three other commissioners said they couldn't comment on the pending rate case, which comes down to the utility's costs and determining how big of a profit AmerenUE is allowed to earn.

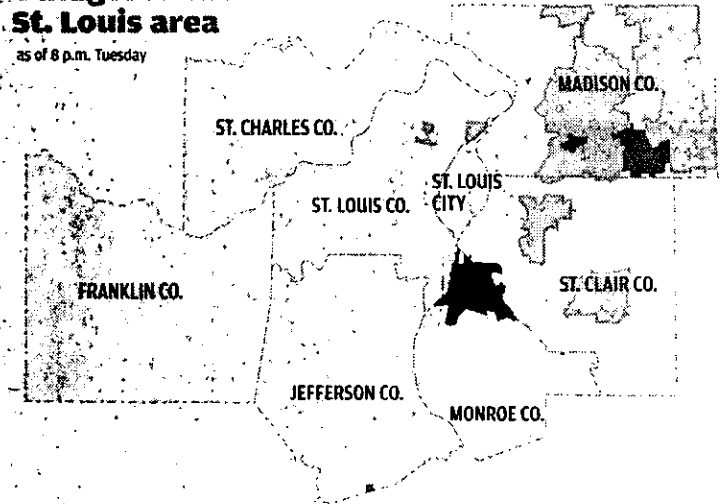
But customer service also could be considered by the commission.

"In general, performance is a factor that can be taken into account in setting a return," Commissioner Steve Gaw said.

Like Davis, a Republican, Gaw and Commissioner Robert Clayton, both Democrats, said they're frustrated with the severity of

Outages in the St. Louis area

as of 8 p.m. Tuesday



■ 75.1% - 100% ■ 50.01% - 75% ■ 25.01% - 50% □ 25% or fewer

SOURCE: AmerenUE Post-Dispatch research by Jaimi Dowdell Post-Dispatch

Who's watching the power companies?

Higher electric rates are heading to Illinois and perhaps Missouri.

In Illinois:

Metro East residential rates are estimated to rise by 40 percent next month. Rates had been frozen since 1997 and neither the legislature nor the Illinois Commerce Commission decided to continue the freeze.

Illinois Commerce Commission

Each commissioner is appointed by the governor and has a salary of \$99,414, with a \$14,422 premium for the chairman.

Name	Appointed	By whom
Charles E. Box*	2006	Blagojevich
Robert F. Lieberman	2005	Blagojevich
Lula Ford	2003	Blagojevich
Erin M. O'Connell-Diaz	2003	Blagojevich
Kevin K. Wright	2002	Ryan

In Missouri:

The Public Service Commission is considering a rate increase that Ameren proposed last July. The proposal calls for a 10 percent increase for residential customers.

Public Service Commission

Each commissioner is appointed by the governor and has a salary of about \$99,000.

Name	Appointed	By whom
Jeff Davis*	2005	Blunt
Connie Murray	2003	Holden
Steve Gaw	2003	Holden
Robert M. Clayton III	2003	Holden
Lin Appling	2004	Holden

*Chairman

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"In general, performance is a factor that can be taken into account in setting a return," Commissioner Steve Gaw said.

Like Davis, a Republican, Gaw and Commissioner Robert Clayton, both Democrats, said they're frustrated with the severity of power outages in the St. Louis area and want the company to develop a strategy to make the local power grid more resistant to storms.

"I want to hear what decisions need to be made to improve reliability," Clayton

■ 75.1% - 100% ■ 50.01% - 75% ■ 25.01% - 50% □ 25% or fewer

SOURCE: AmerenUE Post-Dispatch research by Jaimi Dowdell Post-Dispatch

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* Chairman

Source: Post-Dispatch

wants Illinois Commerce Commission to investigate Ameren's response to last week's storm that kept thousands of Metro East customers in the cold for days.

cent set to kick in on Jan. 1, CUB executive director David Kolata said more steps should be taken to ensure that customers are getting what they're paying for.

"Given the situation, the commission should inves-

airman

doing everything they can to get power turned back on," Kolata said.

Richard J. Mark, Ameren's vice president of energy delivery in Missouri, whose job it is to guarantee reliable service, said the utility is always looking for ways to better prepare for severe storms and respond to them.

Mark cited a PSC staff report that generally gave the company high marks for its response to the July storms and said the company is implementing initiatives to make its system more resistant to storm damage. Doing so, however, comes at a cost, and Ameren hasn't had a rate increase in Missouri in 20 years.

"In order to do all of these things that we're doing it's going to cost money," Mark said. "We think it points out our need for a rate increase."

Outages from accumulations of ice were unavoidable, Ameren said. The ice was so thick in some areas that it snapped power lines that can only withstand a half an inch of ice. In other cases, the weight of the ice toppled tall trees on private property that fell on wires.

"You cannot go out and start cutting down every property owner's trees," Mark said. "If Mr. Davis wants to give us the permission to do it, the legal authority, then I guess we'll do it."

Ameren's response to last week's storm is unprecedented in Missouri history, Mark said. The company anticipates restoring power to 95 percent of customers by today, while it took Kansas City area utilities almost two weeks after the ice storm of 2002 in western Missouri and it took Ameren, then Union Electric, a week and a half after the 1978 storm.

"We've responded to this ice storm faster than anything the state of Missouri has ever seen," he said.

Linemen and crews from 14 states are working 18-hour days, often in perilous conditions, to

Questions about tree-trimming

For the second time in five months, hundreds of thousands of AmerenUE customers were left in the dark after severe storms toppled trees and power lines. As in July, the utility's tree-trimming practices are again under examination:

Isn't AmerenUE behind schedule on tree-trimming?

The Missouri Public Service Commission found in 2004 that budget cuts caused AmerenUE to fall behind. AmerenUE increased its budget to \$32.2 million from \$23.5 million and is on schedule to meet its tree-trimming backlog by December 2008, according to a PSC staff report.

How often does Ameren have to trim?

In Missouri, the PSC requires the utility to trim along power lines in urban areas every four years and in rural areas every six years.

Did a lack of tree trimming contribute to the outages?

AmerenUE says the storms last week and in July were so severe that no amount of trimming could have prevented the damage. The staff of the PSC, however, is recommending that the utility trim more aggressively and, in some instances, more often. Even so, the staff's report last month noted that tree trimming is meant more to prevent small day-to-day problems than major storm-related outages.

Why not put more power lines underground as they do in some newer developments?

in a word: Cost. The cost of digging up streets and sidewalks and replacing equipment would be about \$1 million a mile, or roughly \$50,000 per customer.

employees are pitching in to scout for downed power lines or help provide meals and hotel rooms to out-of-town workers.

Some St. Louis County municipal officials said they may write letters to the PSC opposing Ameren's rate increase.

Black Jack Mayor Norman McCourt said his home went without power for 15 days this year

in July and four after last week's storm. He blamed what he called Ameren's lack of emergency planning.

much worse winters. Omaha has much worse winters, and they get through it and they don't have outages like this too often."

In Calverton Park, Mayor Robert A. Bradley said he is "not too keen" on a rate increase, but doesn't agree that Ameren was to blame for the outages.

"I would prefer that they not (raise rates), but can you imagine how much money they've lost not providing power to half a million customers?" he said.

Warren Wood, head of utility operations for the PSC staff, inspected the storm damage Monday in north St. Louis and was returning with Davis on Tuesday. What he saw reinforced the need for the commission to adopt a series of recommendations made last month as part of a 153-page report on the summer power outages, he said.

The PSC will conduct a public hearing on the recommendations on Dec. 27 in Jefferson City.

The staff recommended that Ameren be required to trim trees more aggressively.

The PSC in 2004 found that budget cuts caused Ameren to fall behind. Ameren increased its annual budget to \$32.2 million from \$23.5 million and is on schedule to meet its tree-trimming backlog by December 2008, according to last month's report. The utility is required to trim along power lines in urban areas every four years and in rural areas every six years.

Complaints that AmerenUE isn't doing enough to keep up its power distribution system are unfounded, Mark said, because the utility has steadily increased its investment in new hardware as well as its operations and maintenance budget.

Davis said addressing the tree-trimming backlog and other actions clearly don't go far enough.

"People want solutions and people are looking to me as chairman of the commission to get them solutions," he said. "Offer us some solutions or it's going to be us offering the solutions."

Shane Graber, Virginia Young and Jeremy Kohler of the Post-Dispatch contributed to this report.

jtomich@post-dispatch.com | 314-340-8320

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Numbers without electricity dwindle



Firefighters search through rubble of New Haven Lumber in New Haven on Tuesday after the roof collapsed.

J.B. Forbes | Post-Dispatch

Shelters report reduced traffic.

By Tim O'Neil and Tim Bryant

ST. LOUIS POST-DISPATCH

Demand for cots in overnight shelters fell with the number of darkened homes Tuesday as utility crews chipped-away for a fifth day at the area's widespread power outage.

Ameren held to its prediction that most customers will get power back by this evening. Another 330 repair workers arrived Tuesday from other states, bringing the total at work to more than 7,000.

As of 10:30 p.m. Tuesday, about 95,000 Ameren customers in Missouri and Illinois were still without power. Of those, about 68,000 were in the St. Louis area.

In St. Charles County, authorities blamed the storm for the death Friday of a man who tried to free his car from snow and ice on Highway 94 near Augusta. They said Lynn Siler, 62, of St. Charles, collapsed while shoveling snow. Passers-by administered CPR, but he was

of a hardware store had to scamper for their lives Tuesday as the roof collapsed beneath ice and snow. They said the roof had been creaking and popping for a couple of hours.

Chief Bill Halmich of the Washington Volunteer Fire Department said weight snapped the wooden truss in the center of the one-story New Haven Lumber building.

Philip Pelster, a store clerk, said a manager examined the roof and was about to close the store when the ceiling fell.

"I just ran like crazy," Pelster said. "We were lucky. Everybody was close to a door."

In the St. Louis area, the neighborhoods with the biggest outages as of Tuesday were in Edwardsville and Collinsville, followed by parts of north St. Louis County.

Illinois Gov. Rod Blagojevich declared 49 counties state disaster areas, making them eligible for some state assistance. Among them are Calhoun, Jersey, Macoupin, Madison, Monroe and St. Clair counties.

At the VFW Post 5691 in Collinsville,

40 percent of the city remained without power Tuesday.

"They have a lot of people here," Knabel said of Ameren. "I give them credit for that. But there's just so much work to do."

On the Missouri side, the Red Cross maintained four shelters and the Salvation Army one — down from a combined 12. A total of 191 people slept at the Red Cross shelters Monday, down from a high of 357 on Saturday.

Still, frustration was easy to come by. Jefferson County Commissioner Ed Kemp said he had been getting 20 calls daily from residents and other officials. He blamed Ameren's tree-trimming practices.

"If I responded with the same quality to this county's needs that AmerenUE has, I would have been a one-term commissioner," said Kemp. "It's not to take anything from the workers in the field. My gripe is with the upper management."

Richard Mark, Ameren's senior vice president for energy delivery in Missouri, said the company is working as



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In St. Charles County, authorities blamed the storm for the death Friday of a man who tried to free his car from snow and ice on Highway 94 near Augusta. They said Lynn Siler, 62, of St. Charles, collapsed while shoveling snow. Passers-by administered CPR, but he was pronounced dead at the hospital.

His was the ninth death attributed in the St. Louis area to the storm and power outage.

In New Haven, 60 miles west of St. Louis, seven employees and customers

of a hardware store had to scamper for their lives Tuesday as the roof collapsed beneath ice and snow. They said the roof had been creaking and popping for a couple of hours.

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At the VFW Post 5691 in Collinsville, volunteers made ready Tuesday evening for about 20 refugees, far fewer than the 71 who stayed Monday night. Commander Rodney Dunaway said the shelter was to close at 1 p.m. today.

City Manager Bob Knabel said about

40 percent of the city remained without power Tuesday.

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Richard Mark, Ameren's senior vice president for energy delivery in Missouri, said the company is working as quickly as it can.

"Everyone is frustrated," he said. "Ice storms of this type take a long time. We don't want anyone injured or killed."

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Ice loosens grip on area



"I guess you could say this is the new refrigerator," said Amilla Woods, 15, of Bellefontaine Neighbors, who unloads groceries into her neighbor's backyard. Woods' family has been without power since late Thursday. Woods also said she has been wearing five pairs of pants, two sweaters, two shirts, a hat and scarf. Laurie Skrivan | Post-Dispatch

POWER OUTLOOK • Most are expected to have lights back by Wednesday evening.

By Tim O'Neil
ST. LOUIS POST-DISPATCH

Steady work by 7,000 line repair workers along with melting ice means most of the lights in the St. Louis area should be on by Wednesday evening, according to an Ameren Corp. executive.

"By far, the bulk of our customers will be back by sometime Wednesday," Ron Zdellar, vice president of energy delivery, said Monday in the company's first specific prediction. "Areas that will take longer are those with much more significant coatings of ice. We still have some outages going on now. Some tree limbs are still breaking. Ice storms are crazy."

But he said the company was logging

HEAT SHELTERS

For locations:
United Way of Greater St. Louis:
1-800-427-4626

American Red Cross: 314-516-2800

Many cities have opened shelters. Check with your local government office.

The Humane Society of Missouri has opened a temporary pet shelter at its St. Louis city headquarters, 1201 Macklind Avenue. Pet owners need proof of current vaccinations and must certify that the animals are in good health. Call 314-951-1562.

STLTODAY.COM
Go online for up-to-the-minute on restoration of power, plus a blog on Ameren's performance, a poll on how long your power was out, photos from the Post-Dispatch staff and from readers and more.

MOUNTING COST • Motels, dining, generators add up for those driven from homes.

By Bill Smith and Shane Graber
ST. LOUIS POST-DISPATCH

Disaster officials may not know for weeks just how high the final price tag will be for Thursday night's devastating ice storm that crippled a wide swath of Missouri and Illinois.

But Catherine Swims knows how much it is costing her: about \$100 a day for a \$35-a-night, one-bed motel room and enough pizza and "junk food" to fill the bellies of her 12 children.

"And \$5 for the key deposit," the unemployed East St. Louis cashier said Monday.

"I can't do nothing but sit here and take it," she said as she waited to return to her powerless home.



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But he said the company was logging far fewer new outages, a problem that dogged repair efforts over the weekend.

As of 7 p.m. Monday, more than 229,000 Ameren customers in Missouri and Illinois were still without power. Of those, about 155,000 were in the St. Louis area.

The storm glazed a wide stretch of the bistate area with ice late Thursday and

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INSIDE

What to do and not to do when trying to heat your powerless home. Graphic | A6

About 20,000 turkeys are killed at farms near Jefferson City when barns collapse from the weight of sleet on the roofs. Business | C1

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"And \$5 for the key deposit," the unemployed East St. Louis cashier said Monday.

"I can't do nothing but sit here and take it," she said as she waited to return to her powerless home.

Swims is among tens of thousands of bistate residents who are feeling a squeeze on their pocketbooks in the days after the big storm.

Many have abandoned their dark, frosty homes or apartments for motels; others have spent \$400 or \$500 for portable generators, not to mention the \$2-plus per gallon of gasoline to fuel them.

POWER | FROM A1

Ice loosens grip; Ameren expects most to have power by Wednesday evening

Friday. Heavy snow fell to the west of that line. Altogether, the storm knocked out power to about 510,000 customers from the Arcadia Valley in southeastern Missouri to north of Decatur, Ill.

About 100,000 customers got their power back Sunday. Monday's progress was numerically smaller, partly because crews are having to rewire more single homes than they typically do after windstorms, Zdellar said. Ice is harder on backyard electric lines, he said.

The progress allowed operators to close two local heating shelters, one in Arnold and one of two in Florissant. Shelter operators said their occupancy overnight Sunday was down from the previous nights, but they promised to keep the lights on as long as they're needed.

"We'll take care of them," Florissant Mayor Robert Lowery said, referring to those who need the remaining shelter, at the John F. Kennedy Community Center.

But in Ferguson, Mayor Brian Fletcher was still unhappy that a major power outage came just months after one in July. He said he planned to send a letter to the Missouri Public Service Commission to urge the panel to reject a rate increase requested by Ameren.



Lynn McIntosh and her mother-in-law, Mickie McIntosh, try to talk Mickie's husband, David, into leaving their High Ridge home Monday afternoon because the electricity was still out. "He's stubborn and set in his ways," said Mickie. She wanted David to go with her to her sister's home in Byrnes Mill, where the power came back on Saturday. J.B. Forbes | Post-Dispatch

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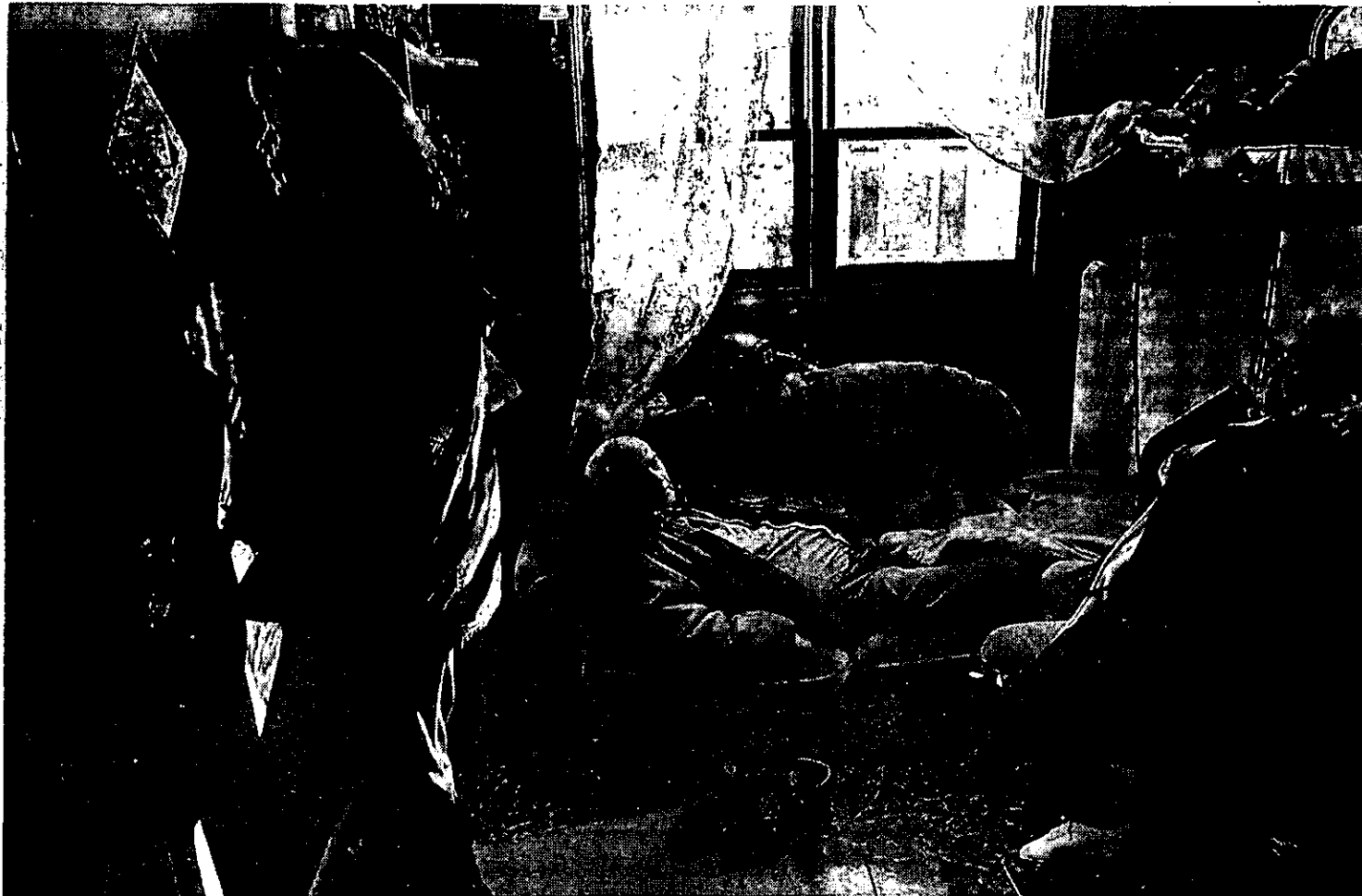
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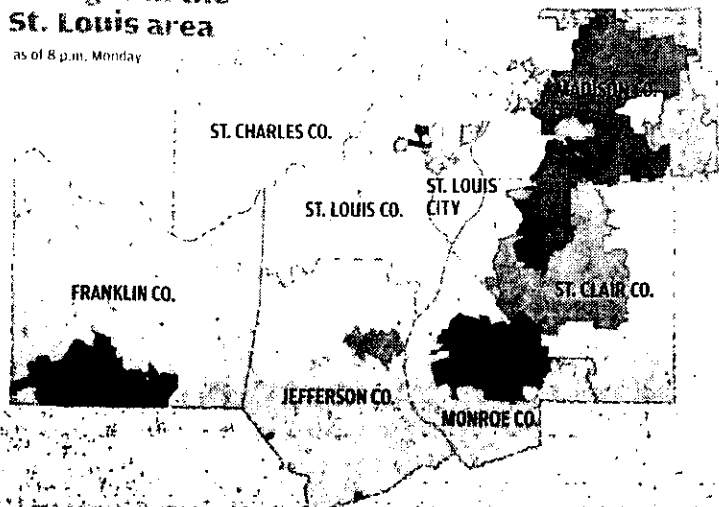


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St. Louis.
He said soldiers had searched about 4,500 households and were working with emergency responders to identify people who might need special aid.
Blunt said state emergency officials were assessing how much the area could qualify for federal aid. Property damage was a factor.
"It's possible we might reach the sort of threshold we need to hit to receive any aid," Blunt said.
In other developments Monday:
• Many students returned to school, but a few districts still kept some buildings closed because of lingering power outages. In St. Charles County, most schools remained closed because of icy roads.
• Amtrak promised full service from St. Louis to Chicago and Kansas City today.
Amtrak ran only to Springfield, Ill., by rail from St. Louis on Sunday but got four of its five trains to Chicago on Monday. Its normal twice-daily service to Kansas City, which runs across a line that was hit with 16 inches of snow near Jefferson City, had been reduced to a single run through Monday.
The local line — MetroLink

Outages in the St. Louis area

as of 8 p.m. Monday



■ 75.1% - 100% ■ 50.01% - 75% ■ 25.01% - 50% ■ 25% or fewer

SOURCE: AmeriGenIE Post-Dispatch research by Jaimi Dowdell

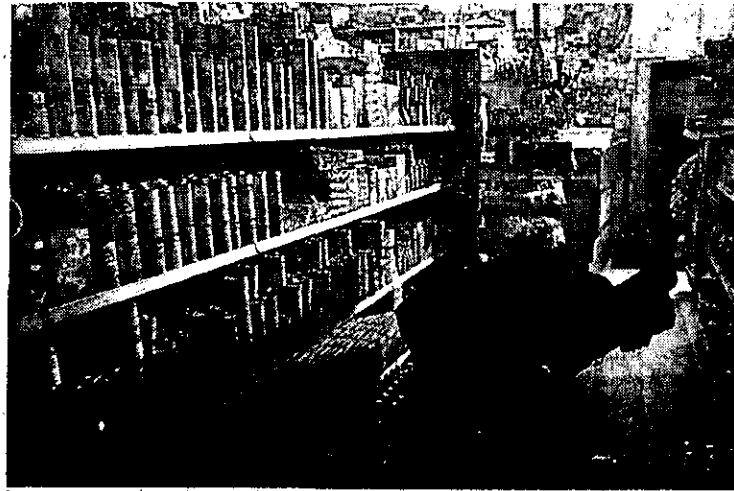
Post-Dispatch

duced that number by more than half Monday.

Decatur remained the hardest-hit in Illinois, and National Guard troops were expected to arrive today to help with house-

to-house checks and cleanup.

More than 350 Missouri Guard troops remained on duty in the St. Louis area, but that number likely will go down as the week goes on, said Gov. Matt Blunt.



"I really wanted some cold cuts," said Juanita Davis as she settled for a can of beef stew while shopping at a powerless Omar's Food Shop at 1307 Goodfellow Boulevard on Monday. Owner Omar Yossef was able to run one of his freezers, his cash register and some shop lights with two generators. But Yossef's main business, his hot food department and his popular gyro sandwich, has been shut down until the power returns. "I've lost at least 75 percent of my business," he said. Robert Cohen | Post-Dispatch

"It will basically be based on local need," Blunt said after taking a tour of the Homer G. Phillips Senior Living Community in

— has been running full service since Sunday afternoon.

- Cell phone companies trucked in heavy portable generators to keep their towers powered. A Cingular spokeswoman said fewer than 1 percent of its towers were out Monday, down from 14 percent at the height of the storm.

- Plumbers have reported few calls about frozen pipes, said spokesmen for the local Plumbing Industry Council. They continued to recommend that homeowners close their main shutoff valves and drain their pipes if they don't expect electricity to be restored soon.

"It's cold enough (for burst pipes), but it hasn't lasted long enough yet," said Joe Beetz of Beetz Plumbing Co.

Bill Bryan, Stephen Deere, D. Paul Harris, Terry Hillig and Jerri Stroud, all of the Post-Dispatch, contributed to this report.

toneil@post-dispatch.com | 314-340-8132

Chavez will face pressure to deliver

By Natalie Obiko Pearson
THE ASSOCIATED PRESS

CARACAS, VENEZUELA
— Hugo Chavez's re-

Prime Minister Tony Blair said it would be unwise to give up a nuclear deterrent.



World

A8

...has to be a maintenance problem," Fletcher said. "We have this mess with tree limbs again."

More thaw

Temperatures are expected to be a bit higher today and Wednesday. The National Weather Service forecast a high in the low 40s over the next two days.

The warmer weather is likely to melt more ice, but enough has fallen off trees and wires that Ameren doesn't expect the latest thaw to cause major problems.

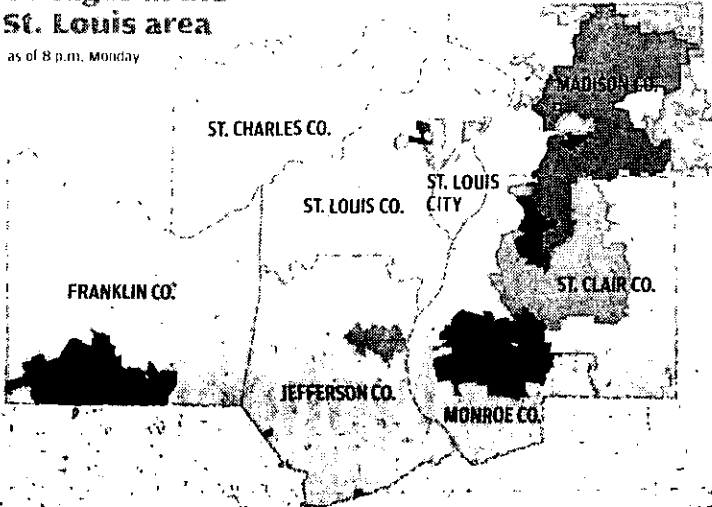
As of Monday evening, outages remained widespread across much of Jefferson County, and parts of north St. Louis County and the Metro East area, roughly from Millstadt to north of Edwardsville.

The outages were roughly equal on both sides of the Mississippi River.

In Belleville, where 27,000 customers remained without power Sunday morning, repairs had re-

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