

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Application of Union Electric )  
Company d/b/a AmerenUE for Authority to File )  
Tariffs Increasing Rates for Electric Service )  
Provided to Customers in the Company's Missouri )  
Service Area. )

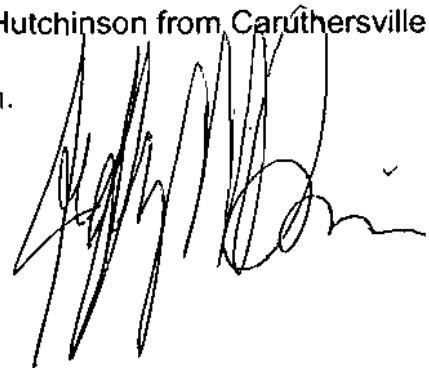
**Case No. ER-2008-0318**

**NOTICE REGARDING EXTERNAL COMMUNICATIONS**

Issue Date: January 13, 2009

On January 13, 2009, I received a call from John Hutchinson from Caruthersville, Missouri. Attached is a memo regarding the conversation.

Dated at Jefferson City, Missouri,  
on this 13<sup>th</sup> day of January, 2009.  
Davis, Chairman



## Gregory, Sheryl

---

**From:** Davis, Jeff  
**Sent:** Tuesday, January 13, 2009 5:08 PM  
**To:** Fred, Gay  
**Cc:** Gregory, Sheryl  
**Subject:** Ameren UE Electric Service Complaint in Caruthersville, MO

Mr. John Hutchinson from Caruthersville, Missouri, called concerning a multitude of issues. His lights are blinking all the time. They've got one transformer for 9 houses and 1 business - the local public defender's office that he says doesn't have good electric service either. The power line is sagging to a rent house he owns on adjacent property and the other line to his house is stretched so tight the pole is leaning. He wants to put a generator in with a power disconnect. He says Ameren UE told him that they would put two new poles in his back yard, but that he had to pay for them. He's been dealing with or trying to reach Eric Boyer at Ameren and the operators wouldn't transfer him to Mr. Boyer.

John's phone number is [REDACTED]. Please call him and investigate his issues. Sheryl will file this communication as an external communication in the rate case.