

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
JEFFERSON CITY
April 18, 2001**

**CASE NO: EC-2000-63,64,70,71,72,73,74,75,76,77,78,79,80,81,82,83,84,86,87,88,
89,90,93,96,97,99,100,101,104,132,136,137,138,139,147,149,
150,151,152,174,183,184,201**

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Enclosed find certified copy of an ORDER in the above-numbered case(s).

Sincerely,



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

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

Frank E. Dilley, et al.,)	
)	
Complainants,)	
)	
v.)	<u>Case No. EC-2000-63</u>
)	
Union Electric Company,)	
doing business as AmerenUE,)	
)	
Respondent.)	

**ORDER DIRECTING FILING
AND CLOSING CASE**

Between August 2, 1999, and September 1, 1999, 48 persons filed 43 formal complaints against Union Electric Company, doing business as AmerenUE (UE). The complaints were very similar and, in many cases, consisted of identical photocopies. Each of these complaints contended that UE had provided unreliable service resulting in repeated service interruptions. Each complaint requested that UE be ordered to upgrade its transmission equipment serving these Complainants. The Complainants all reside in Miller County, Missouri, in the vicinity of Tuscumbia. The Commission issued a Notice of Complaint in each of these cases and invited the parties to consider mediation. However, none of the parties opted for mediation and, on September 22, 1999, UE filed its Answer in each case.

Together with its Answer, UE filed a Motion to Consolidate on September 22, 1999. On October 12, 1999, the Commission issued its Order consolidating the cases and directing an investigation by the Staff of the Missouri Public Service Commission. Specifically, Staff was directed

to investigate the circumstances of each Complaint and of UE's Answer, and to file its written report no later than December 6, 1999, together with its recommendation, if any, as to the resolution of this matter.

On December 6, 1999, Staff submitted its report and recommendation as ordered, together with a motion that the Commission receive its report for filing and implement its recommendations. Staff stated in its report that the area served by UE's Brumley substation "experienced several extended service interruptions" during June and July of 1999. Staff further stated that UE had "taken steps to improve the quality of service in this area and is continuing to address the underlying causes of the outages." However, Staff noted that "UE does not anticipate completing the various repairs, maintenance, and upgrades for a number of months." Staff recommended that the Commission require UE to file status reports on February 1 and May 3, addressing its progress toward improving the quality of service provided by its Brumley substation. Staff further stated that it would monitor UE's progress and file written reports in response to each of UE's status reports.

In view of the fact that all of the Complainants were proceeding without benefit of counsel, the Commission issued its Order Directing Notice on December 17, 1999. This order explained for the benefit of the lay complainants that, if the Commission were to accept Staff's recommendations, then no hearing would be held in this case until after the filing of UE's status reports and Staff's monitoring reports, if a hearing were held at all. The Commission directed that requests for an evidentiary hearing or a local public hearing be filed no later than January 17, 2000. No such requests were received; neither did any person respond to Staff's recommendations. Consequently, the Commission adopted

Staff's recommendations on February 10 and directed UE to file status reports at intervals.

As directed, UE filed status reports on February 4, 2000, May 2, June 20, and September 15. Staff responded on March 1, 2000, March 6, May 23, July 7, and October 2. By its September 15 Status Report, UE advised the Commission that all of the planned upgrades to the facilities of the Brumley Substation were complete. UE requested that this case be closed. Staff, in its response of October 2, pointed out that another project in the same area, the replacement of some 50 poles, remained incomplete and requested that the case remain open until that work was also complete. The Commission initially accepted Staff's recommendation.

On February 14, 2001, UE filed another status report, advising the Commission that the pole replacement project would not be completed until late in calendar year 2001. Staff did not respond to this status report.

Having considered the progress made by UE in upgrading its Brumley Substation facilities and the complete lack of any further complaints by the Complainants, the Commission has determined that this case should now be closed. Staff shall monitor the progress of the pole replacement project and shall file a pleading in this case advising the Commission when it is complete. If necessary, Staff or any other party may request that this case be reopened.

IT IS THEREFORE ORDERED:

1. That the Staff of the Commission shall file a pleading in this case advising the Commission that Union Electric Company, doing business as AmerenUE, has completed its ongoing pole replacement project in the area of the Brumley Substation.

2. That this Order shall become effective on April 28, 2001.

3. That this case, and Case Nos. EC-2000-64, EC-2000-70, EC-2000-71, EC-2000-72, EC-2000-73, EC-2000-74, EC-2000-75, EC-2000-76, EC-2000-77, EC-2000-78, EC-2000-79, EC-2000-80, EC-2000-81, EC-2000-82, EC-2000-83, EC-2000-84, EC-2000-86, EC-2000-87, EC-2000-88, EC-2000-89, EC-2000-90, EC-2000-93, EC-2000-96, EC-2000-97, EC-2000-99, EC-2000-100, EC-2000-101, EC-2000-104, EC-2000-132, EC-2000-136, EC-2000-137, EC-2000-138, EC-2000-139, EC-2000-147, EC-2000-149, EC-2000-150, EC-2000-151, EC-2000-152, EC-2000-174, EC-2000-183, EC-2000-184, and EC-2000-201 shall be closed on April 29, 2001.

BY THE COMMISSION



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Kevin A. Thompson, Deputy Chief
Regulatory Law Judge, by delegation
of authority pursuant to Section 386.240,
RSMo 2000.

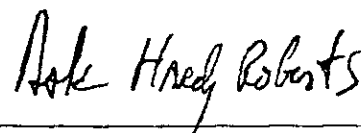
Dated at Jefferson City, Missouri,
on this 18th day of April, 2001.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and
I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City,
Missouri, this 18th day of April 2001.



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

