

# ***PADDOCK FOREST RESIDENTS ASSOCIATION, INC.***

***Trustee for Paddock Forest***

***12774 Partridge Run Drive***

***Florissant, MO 63033***

***May 28, 2008***

Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

**FILED**  
**June 2, 2008**  
**Data Center**  
**Missouri Public**  
**Service Commission**

Dear Commissioners,

This letter is written on behalf of the more than 434 homeowners and more than one thousand residents of the Paddock Forest subdivision in unincorporated north St. Louis County. Please consider this a formal complaint against Ameren U E the sole provider of electrical service to this area. Also, please consider this a formal request for an investigation by the Public Service Commission into the operations of Ameren U E and their willingness to serve the public interest.

Once again, Ameren U E has fallen into a previous pattern of failing to adequately maintain their equipment and service lines in such a manner to avoid power outages. Once again, residents are experiencing power outages more frequently and of longer duration. Since March of 2008, our subdivision has experienced at least one outage a month for March, April and May. In some cases, there has been more than one outage a month to various sections of our subdivision. Not only are we experiencing more frequent outages again, they are increasing in duration of two hours or more. The latest outage beginning May 11, 2008 lasted more than fifty-four (54) hours before complete restoration to our entire subdivision. Many residents had to endure thirty-eight (38) hours or more without electrical power.

As frustrating as the outages are, of equal concern is the apparent lack of concern on the part of Ameren U E with respect to customer service and the process for reporting outages. I can honestly say that in recent months there had appeared to be a sincere effort on the part of Ameren U E to be concerned about customer service. There had been follow-up calls surveying customers regarding how service calls were handled and whether or not Ameren U E employees were responsive and understood the concern. I was impressed with the concern and obvious effort on the part of Ameren U E to improve their service, response time and image. It was almost as though someone was watching, and Ameren U E wanted to impress whoever was watching.

Apparently, whoever was watching is no longer watching or the survey results are in, and Ameren U E feels they can now go back to the unresponsive behavior as usual. On May 11, 2008, at approximately 6:35 A. M. the power in my home and the homes of most, if not all, residents in this subdivision went out. I called Ameren U E and attempted to report the outage. I was put in a loop stating they appreciated my call, they were glad I was able to hold, and they would get to my call as soon as possible. While on hold, I was able to prepare for the day. At 7:50 A. M., an hour and fifteen minutes later, my call still had not been answered, but I was still periodically getting the message stating they were glad I had not hung up and they would get to me as soon as possible. Unfortunately, I was no longer able to hold as I needed to leave for church.

After twelve hours with no electrical service (6:45 P.M.), I again attempted to call Ameren U E. for a status up date and an expected time, for service restoration. At this time there, was a recording basically saying you can stay on the line if you like to report something, but we are overwhelmed, and it will be some time before anyone will be able to talk with you. I hung up.

Ameren U E's record of unreliable service to our subdivision has been documented to you going back at least seven years and actually since Ameren U E took over from the former Union Electric Company. On October 5, 2006, we wrote the Public Service Commission, Case No. EO-2007-0037, outlining our concerns and the service outages we have experienced.

On March 14, 2008, this subdivision authorized a subcontractor of Ameren U E to "trim and cut down trees as necessary to clear Ameren wires.." This work was to begin within three or four weeks of the authorization. To date, NO such work has begun in Paddock Forest.

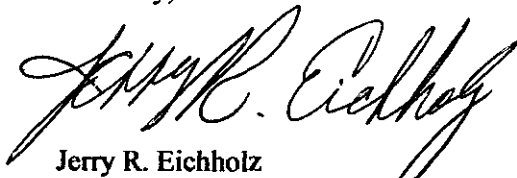
Ameren U E management does not have a priority to provide uninterrupted electrical service to the public. Rather than spend the money necessary to maintain and improve their grid system, management chooses to spend money on advertising and staff to improve their public image. Why is it necessary for the sole provider of electrical service to an area to advertise? They acknowledge in their advertising that "a power grid is as strong as its weakest link." If Ameren U E would provide the service, maintenance and improvements expected by consumers, there would be no need for them to talk about how good they are. Everyone would know how good they are because they would be spending money to eliminate the "weakest link" resulting in uninterrupted service, or in the rare instances of outages, power would be restored within a reasonable, tolerable time frame.

As Public Service Commissioners, we respectfully request that the Public Service Commission investigate, audit and make recommendations or cause recommendations to be made and imposed on Ameren U E to provide the service reasonable customers expect. We also request Ameren U E be required to justify all expenses not directly related to providing service, maintaining service or maintaining and improving their infrastructure. We do not need Ameren U E spending money telling the public how great they are. We need Ameren U E to spend money providing electrical service and maintaining and improving their system and on staff necessary to reestablish service in a timely manner should situations arise that cause electrical service outages.

Ameren U E's approach to restoring service to the greatest number of customers first also needs to be reexamined. Why should the same customers repeatedly and continually be without electrical service time after time when Ameren U E has not done everything possible to maintain and improve their infrastructure when others who rarely experience outages have service restored?

Thank you for you attention to this matter. Please advise us as to any and all action you are taking regarding our request at the above address.

Sincerely,



Jerry R. Eichholz  
Trustee, Paddock Forest Residents Association, Inc.  
Electrical Utility Liaison

Enc. 5 page addendum

## ADDENDUM

**The following are statements from individuals of the Paddock Forest subdivision in north St. Louis County telling the impact of the May 11, 2008 and other too numerous on going power outages as the result of the intolerable maintenance practices of Ameren UE.**

The power went out about 6:00 A.M. on Sunday, May 11, 2008 and was restored Monday, May 12, 2008 about 10:00 A. M. Besides losing the food in the refrigerator for the 3<sup>rd</sup> or 4<sup>th</sup> time in the last 2 years, the power outage is a major inconvenience for my family as my wife is disabled with progressive Multiple Sclerosis and is unable to tolerate much variation from normal room temperature. For any electrical power outage more than a few hours, we have to find another location for my wife to stay. Because she requires special adaptations such as bathroom grab bars and wheel chair ramps, this is a significant inconvenience and safety risk, especially if the power outage lasts overnight.

Mike Mueller 12756 Merribrook Dr. (Paddock Forest) Florissant, MO

The power in our home went out around 6:00 A.M. on Sunday morning, May 11. The power was restored on Tuesday afternoon around 3:00 P.M. The outage resulted in changes in routine that caused us additional expense and inconvenience. My husband normally works from the home, but the absence of electricity necessitated him driving to and from the office two days resulting in extra gasoline and food expense (eating lunch away from home). Fortunately, we were able to salvage most of our perishable food by loading it into two large coolers and several bags and hauling it to my mother-in-laws home to store in her freezer. Without that option, I would have lost about \$300.00 in food. Even so, it was a major inconvenience and left us with nothing to eat at home. And then there was the additional inconvenience of hauling the food home when the power was restored. Finally, more time and money was spent driving to and eating at restaurants. We don't typically dine out often since it is costly to do so, and we are a single-income family. This was yet another disappointing response from Ameren (UE) to an all too common problem.

Chris Biernbaum 3 Crookham Court (Paddock Forest) Florissant, MO

We lost power at approximately 6:42 A.M. Sunday, May 11, 2008. Our power was restored at approximately 10:00 A.M. Monday, May 13, 2008; we also experienced a couple instances on Tuesday (May 13), and Wednesday (May 14) where we lost power for a couple of minutes, but the power was restored within a minute or so. We have been residents in Paddock Forest since March of 1994 and have experienced many, many power outages. I can remember experiencing as many as 5 days without power, 4 days on another occasion, 3 days in the winter and many other instances. Each time we experience a power outage for periods of time longer than 24 hours, we've had to leave our home to stay with relatives, lost everything in our refrigerator/freezer and had to file an insurance claim for the loss, and most of all, it's been a big inconvenience to me and my family.

Ann Wills 6498 Fairford Ct. (Paddock Forest) Florissant, MO

Our power went out around 6:00A.M. on Sunday (May 11, 2008 – Mother's Day). It was restored around 10:15 A.M. on Monday, May 12, 2008. I was having the family over for brunch, but was unable to cook due to lack of power. All o f the food had to be transported to another family member's home at a great inconvenience. We have lived in this subdivision going on **forty years, and we are always the ones without power – even on a sunny day with no wind, rain or storm.** It seems to us that in this time frame the problem should have been solved.

Jude & Carol Pauli 6780 Ryan Crest (Paddock Forest) Florissant, MO.

## ADDENDUM CONTINUED

5-11-08 between 0545 and 0600 power went out. 05-12-08 between 2030 and 2040 power came back on. Problems caused by outage include:

Depleted 3 ea Oxygen Tanks (unable to get additional tanks from Apria, due to insurance company guidelines). Waiting for approval to get additional tanks. Unable to use CPAP machine. Unable to use or move O2 concentrator to hotel because of its size and weight. Had just gone to Shop N Save on Saturday (\$75.82). I had to throw most of it away, along with the stuff I already had.

Every time it rains or the wind blows too hard, we lose power. This is the second time we lost power since 05-01-08. On 05-12-08 Nelson Tree Service was in front of my house around 0730 with 2 large trucks. They sat in the trucks until after 1 P.M. They did nothing all day. I even showed them the trees that were causing the problem.

Cheryl Williams      12824 Partridge Run Dr      (Paddock Forest)      Florissant MO

I live at 6444 Chilham. My power went out at approximately 6:40 A.M. on Sunday, May 11<sup>th</sup>. It did not come back on until May 13<sup>th</sup> at approximately 2:30 in the afternoon. This outage affected my household in many ways. My mother is diabetic and her medication had to be removed and taken to another home. When she needed injections, we had to go retrieve the medication, then take it back. I had most of the food in my refrigerator to spoil, and many things in my freezer melted and were ruined. I was scheduled for some recommended testing for cancer, that had been scheduled weeks in advance, but I had to cancel and reschedule because I couldn't prepare properly. It is very hard to see the people all around you with power, while your power remains out, with no explanation.

Melanie Calhoun      6444 Chilham      (Paddock Forest)      Florissant, MO

We lost power at about 6:00 A.M. Sunday morning 5/11/08. We did not get power until 3:00 P.M. Tuesday 5/13/08. I feel that Ameren (UE) is not doing their jobs. We are the 1<sup>st</sup> to lose power and the last to get power restored. I would like to have the problem resolved completely.

Stacy Ware      12700 Verwood Dr.      (Paddock Forest)      Florissant, MO

My power went out around 5:00 A.M. I think. Was sleeping but that is when I woke up. My power came back on around 6:00 A.M. the same day. I am sick and tired of the power in this area going off every time the wind blows. I actually get nervous when the wind blows or it is storming outside cause I know that the power is going off and there is nothing I can do about it. I am not compensated when the power is out. I still pay my electric bill.

Stacy Bailey      12623 Bay Tree Drive      Florissant, MO

#3 Waterways Ct. lost power just after 6:05 A.M. Sunday morning (May 11, 2008) and regained around 8:30 P.M. Monday evening (May 12, 2008) Had to arrange plans to prepare Mother's Day dinner at another person's home. Needed to remove recently purchased meat to prevent spoilage and throw out dairy products. I believe the outage affected the ice dispenser on my refrigerator, waiting on repair service.

Beverly G. Phillips      3 Waterways Ct.      (Paddock Forest)      Florissant, MO

Our power went out Sunday, May 11 between 9-9:30 A.M. Power was restored Tuesday, May 13 between 9-10 P.M. Naturally after that length of time most things in our refrigerator were bad, and things in the freezer were thawing. All of our food had to be replaced. When we ask our friends that reside elsewhere in the metro area, it seems that we alone experience outages this frequently.

Tom Tate and JoeAnn Baker      12 Waterways Ct.      (Paddock Forest)      Florissant, MO

Power went out about 3:00 A.M. 5/11/08. Power was restored 9:45 A.M. 5/12/08. The outage affected my computer, our health and my Mother's Day.

Bonita Penny      12717 Merribrook      (Paddock Forest)      Florissant, MO

## ADDENDUM CONTINUED

The power went out at 7:20 A.M. on Sunday morning (May 11, 2008) and was restored sometime Monday afternoon (May 12, 2008). We were cold in the house and had to get ready for work on Monday morning in the dark. Our food in the refrigerator and freezer spoiled and the cost to replace it is much higher now than when we bought and preserved it. Every storm causes great concern that we will have to go through the same ordeal again.

Fay Calkins      6478 Fariford Court      {Paddock Forest}      Florissant, MO

11:00 A.M. and left for relatives. Finally, around 7:30 P.M. our answering machine started working again, indicating our power was finally back on. This is difficult to deal with, and I understand these things occur. But really, if Ameren UE knows where these things occur, as far as I am concerned, cut the trees down, and plant the homeowners new, smaller trees. We were glad that we only lost power for twelve hours and that it was not 90 degrees out. The next time, we may not be so lucky. The Ameren UE site said our problem was caused by trees touching the lines. I believe them. Please ask them to trim a little more, particularly in areas that affect the most people.

Michael T. McManus      6288 Lake Paddock Drive      (Paddock Forest)      Florissant, MO

Our electrical power went out before dawn on May 11, 2008. The power came back on as my family was preparing to eat dinner by candle light, May 12, 2008 at 8:15 P. M. The power outage cost my family about \$500.00 worth of food. We had a lot of chicken, fish, beef and frozen veggies in the refrigerator. We do not have a generator. The food had to be disposed of because it had began to defrost. I saw multiple Ameren trucks on our streets early May 11 with no results. We always seem to go out. Our power went out several weeks before this for several hours. There was no storm, the weather was clear. I feel Ameren is patching the problems and not fixing it. Why is my Bill the same? Does the meter keep going during the outage?

Mad Customer Hooper      5 Waterways Ct      (Paddock Forest) Florissant MO

Power out Sunday, morning May 11, 2008 between 5-6 A.M. Restored at 6:30 P.M. We could not do anything but sleep all-day. Could not eat or microwave any food. Whole day was interrupted by no power. Everything we do on a daily basis has to do with electricity.

Ida Harris      6268 Lake Paddock Dr      (Paddock Forest)      Florissant, MO

Power outage 6:00 A.M. Sunday, May 11, 2008 Power restored Tuesday, May 13, 2008 2:30 P.M. Food spoilage from freezer and refrigerator. Left home at dusk on Sunday, May 11, 2008 to reside with relatives until power was restored. Three days without power was a huge inconvenience as is the financial burden of replacing the spoiled food. Because of the above reasons, I am not a happy Ameren customer.

Maggie Causey      8 Crookham Ct.      (Paddock Forest)      Florissant, MO

Our power had gone out about 6:00 A.M. on Sunday, May 11, 2008 and restored Monday, May 12, 2008 approximately 8:00 P.M. This has been an on going problem in our area for years, especially due to light storms. Being a resident for fifteen years, we have noticed that problems are getting worse such as: restoring power, we are the first to go out and the last to be restored, we are left in the heat or cold for more than 72 hours in some cases, there is no one from Ameren UE to talk with, lost hundreds of dollars of food spoilage and our family of four has been forced to get a hotel room as well as eating out which cost us too much money. I am very unhappy and dissatisfied with the service of Ameren UE's services. Ameren UE has failed a long time customer and do not deserve a penny increase due to lack of up keeping. You all should pay the billions dollars yourself from all the years of profiting.

Vonnie E Reese      6833 Foxbend Ct.      Florissant, MO 63033

## ADDENDUM CONTINUED

Power went off at 6:35 P.M. Sunday, May 11, 2008 restored 8:30 P.M. Monday, May 12. However, power went off & on several times on Wednesday, May 14 during the late afternoon. Later received message from Ameren that it was an maintenance problem after long outage & short ones both. Don't know what that means? It was necessary to run a generator after deciding if I didn't, I would be losing food in the refrigerator & freezer. I am paying twice for power to my home. (Ameren UE & high gasoline prices). Certainly reminded me of last year when I did lose food & finally decided I couldn't count on Ameren any more & in Sept. purchased the generator.

Leona Price

13 Waterways Cr. (Paddock Forest)

Florissant, MO

My power went out on Sunday at approximately 6 A.M. and was restored on Monday at approximately 10:00 P.M. At the same time my computer, house phone and TV were off until about 6 P.M. on Tuesday. My last and loved uncle died on Sunday and I didn't receive the email about it until Tuesday evening. That time, I had called a brother on my cell phone about another matter and found out. I was able to be at the funeral as it was on Wednesday but it was too late to send flowers.

Janet Rosson

6523 Dolphin Circle East (Paddock Forest)

Florissant, MO

The power was out early Sunday morning. I had no power when I work up that morning. The power was out until 8:30 P.M. on Monday. It was a very bad time for this to happen. I had family here from out of town, for my Dad's funeral, which was on Monday morning. It was difficult trying to dress in the dark. We had no TV and couldn't prepare meals. It was hard getting through to Ameren UE. Their response was slow. It was a big inconvenience. I realize they cannot control the weather, but they should not charge for services they don't deliver during power outages. Food spoiled and had to be thrown out. It's an additional expense for the consumer. Ameren UE's services are not satisfactory, and the consumers don't have a choice! They should move more quickly when power outages occur. Even if they have to get assistance, from surrounding counties, to help restore the power! This was a very unpleasant time for me, and my family. Something needs to be done, to improve service for the consumers. Ameren UE does not take into consideration power outages, when they bill the consumer! They want all of their money even though, they only provide partial services to the consumer! That's just wrong!

Meretha Hamilton

I believe our power went out a little before 6:00 A.M. on Sunday, May 11<sup>th</sup>. The power was restored on Monday, May 12<sup>th</sup>, at 10:00 A.M. It was a nice Mother's Day gift of not having power for the new TV I got for Mother's Day. Even though we had a generator to keep the food in the fridge cool, we slept bundled up in comforters and blankets. We kept the generator in the garage trying not to disturb the neighbors, so we had to prop the garage door open to keep the fumes out of the house. By doing this the extension cord had our kitchen door cracked, which means if someone wanted to break into our house, they could have by crawling under the garage door and through the kitchen. My husband slept in the front room so he could hear any intruders and my children and I slept in the same bed to keep them warm.

D. Emanuel

12613 Partridge Run Dr Paddock Forest) Florissant, MO

Our power went off a 6:30 A.M. Sunday, May 11, 2008 I came back on at 8:5 P.M. Monday, May 12, 2008 The power has been going out too often, we seem to be the first ones to be without power and the last one to be restored. It was Mother's Day. Our daughter was here from Virginia to celebrate with us. We had started preparing dinner but never got a chance to put it in the oven before the power went off. This has happened many, many times since then, in the summer, I believe it was in 2007, the electric went off. It stayed off several days longer than other subdivisions, and most times our power goes off it is not raining or storming and no one else's power is off. We have been living out here for fifteen years. We moved here in June of 1993 and on November (Thanksgiving) 1993 the power went off the first year and every year since then it just goes off for no reason. It seems as though Paddock Forest power is always the first to go off, the last to be restored, (by last I mean an extra day, or a couple of days).

John & Christeen Homes

12837 Merribrook Dr. (Paddock Forest) Florissant, MO

## **ADDENDUM CONTINUED**

Our power went out about 5:45 A.M. Sunday morning and was restored Tuesday at 2:30 P.M. When the power is out we have to replace/buy more produce, meat, milk, fruit and other perishable/non perishable items, and trying t keep the family warm and safe in the winter and comfortable in the summer. Some of us have sick family members to take care of.

Odell Gandy                      6774 Chilham              (Paddock Forest)              Florissant, MO

Our power was off when we woke up on Sunday morning (May 11, 2008 approx. 7:00 A.M.) Power was not on when I went for physical therapy on Monday morning (May 12, 2008) at 9:30 A.M.; however, it was on when I returned at 11:00 A.M. The greatest inconvenience that we experienced was the cold due to lack of heat (overnight). I was not able to use my electric heating pad for the knee on which I had surgery. The heating pad sometimes helps wit the pain.

Sherman and Barbara Farrow              12704 Partridge Run Dr              (Paddock Forest)              Florissant, MO