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Missouri Public
Service Commission

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Missouri Public Service Commission
Adjudication Division – Data Center
P.O. Box 360
Jefferson City, Missouri 65102-0360

Reference Case No. EC-2008-0385

Result of letter from Paddock Forest Residents Association, Inc. date May 28, 2008

To Whom It May Concern:

This letter is in response to the **NOTICE OF DEFICIENCY** dated June 11th, 2008 I received stating that the complain made by me as an elected Trustee of Paddock Forrest Residents Association, Inc. on behalf of and at the request of the residents of the subdivision cannot receive action by the Commission at this time. Therefore, please consider this letter **MY** formal complaint and request for an investigation by the Public Service Commission into the operations of Union Electric Company, d/b/a 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, I am experiencing power outages more frequently and of longer duration. My neighbors are also experiencing outages. Since March of 2008, outages have occurred at least once a month for March, April, May and now June. In some cases, there has been more than one outage a month. Not only am I experiencing more frequent outages again, they are increasing in duration of two hours or more. The outage stimulating the original letter of May 28, 2008 and this letter began May 11, 2008 and lasted more than 38 hours before restoration to my home occurred. Many of my neighbors had to endure 54 hours 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 me 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 would 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 me and the residents of Paddock Forest has been documented to the Public Service Commission going back at least seven years and actually since Ameren U E took over from the former Union Electric Company. On October 5, 2006, I wrote the Public Service Commission, Case No. EO-2007-0037, outlining our concerns and the service outages we have experienced. Did the Commission not act on that communication? I did not receive a **NOTICE OF DEFICIENCY** at that time and in fact was encouraged at a hearing prior to October 2006 to put my complaints on behalf of our subdivision in writing. Given the information cited in the **NOTICE OF DEFIECEY** of June 11, 2008 apparently the Commission violated its own Commission Rule 4 CSR 240-2.040(5) at a hearing held in St. Louis County when I testified on behalf of the residents of Paddock Forest. The record should show that I did appear before the Commission and testified as a resident and for the residents of Paddock Forest. Be that as it is.


On March 14, 2008, I, as Trustee of Paddock Forest, 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 Forrest and my electrical service has been interrupted several times as has the electrical service of many of my neighbors.

As Public Service Commissioners, I respectfully request you have the Public Service Commission investigate, audit and make recommendations or cause recommendations to be made and imposed on Ameren U E to provide the reliable electrical service reasonable customers expect. I 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. I do not need Ameren U E spending money telling me how great they are. I 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 I 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 providing service to me, when others who rarely experience outages have service restored?

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

Sincerely,


Jerry R. Eichholz
Resident Paddock Forest