

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

In the Matter of the Tariffs of Aquila, Inc.,)
d/b/a Aquila Networks - MPS and Aquila)
Networks - L&P Increasing Electric Rates) Case No. ER-2007-0004
for the Services Provided to Customers)
in the Aquila Networks - MPS and Aquila)
Networks - L&P Service Areas)

**RESPONSE OF AQUILA, INC., TO PUBLIC WITNESS TESTIMONY
IN LEE'S SUMMIT, MISSOURI ON JANUARY 22, 2007**

COMES NOW Aquila, Inc., ("Aquila" or the "Company") and provides the following responses to selected public witness testimony received by the Commission at the Public Hearing in Lee's Summit, Missouri on January 22, 2007.

1. At the time of the Public Hearing in Lee's Summit, Missouri, three witnesses offered testimony touching on the topic of service quality. As a result of those comments, Aquila has reviewed its trouble reports and repair records and offers the following additional information for the Commission to better understand the context of the remarks.

TESTIMONY OF JOSHUA BUEHRE

2. Witness Joshua Buehre testified, among other things, about his concern regarding a lack of adequate maintenance to the distribution system that serves his neighborhood. Generally, Mr. Buehre complained that he would lose power when conditions were windy. (Tr. 22-24)

3. Aquila examined its records and determined that Mr. Buehre did not report any power problems in calendar year 2006. Additionally, there did not appear to be any power outages that would have affected him during that year. His outage records for 2005 are as follows:

| | |
|---------|---|
| *11/13 | Outage for 52 minutes due to windy conditions causing the primary to slap together; |
| * 11/12 | Outage for 57 minutes unknown cause blew the fuse; |
| * 08/12 | Outage for 55 minutes due thunderstorm and lightning; |
| * 07/24 | Outage for 165 minutes because a car hit a pole; |
| * 07/18 | Outage for 36 minutes caused by trees; |
| * 06/08 | Outage for 596 minutes due to thunderstorm and trees; |
| * 05/12 | Outage for 79 minutes due to thunderstorm and trees; |
| * 01/09 | Outage for 48 minutes due freezing rain causing the breaker to lock out; and |
| * 01/07 | Outage for 472 minutes due to freezing rain and trees. |

Mr. Buehre did not report any outages during 2004. One incident in 2003 was the result of a car striking a power pole. As Mr. Buehre noted, Aquila installed an additional power pole in late 2005 or early 2006 which appears to have stabilized the distribution line and resolved the circumstance he described.

TESTIMONY OF SCOTT CRAWFORD

4. Mr. Crawford offered testimony about service restoration after the ice storm in 2002. (Tr. 47) Mr. Crawford also mentioned a concern about his lights flickering or blinking. (Tr. 48)

5. Aquila's call records do not reflect any power problems for Mr. Crawford's residence in 2006. There also is no record of any power outages that would have affected him during that year. The one reclosure on the line that serves his home did not operate in 2006. Trouble orders for the years 2004 and 2005 are as follows:

- * 6/08/05 Outage for 967 minutes due to a thunderstorm and trees;
- * 1/09/05 Outage for 48 minutes because circuit breaker locked out, unknown cause;
- * 12/21/04 Trouble order for blinking lights and outage caused by varmint;
- * 10/19/04 Outage for 56 minutes because reclosure opened, unknown cause;
- * 10/01/04 Outage for 63 minutes caused by a squirrel;
- * 9/26/04 Outage for 48 minutes because breaker locked out, caused by squirrel; and
- * 5/23/04 Trouble order for blinking lights, caused by substation operation.

TESTIMONY OF SHIRLEY CLESSON

6. Ms. Clesson also testified about service quality concerns and restoration of service after an ice storm. (Tr. 55) There is no record of any trouble orders for Ms. Clesson's address and there was no record that the Clessons placed a call to the call center to report power problems or that a call was made to the automated outage system. Aquila's service records for the years 2004 through 2006 reveal the following:

- *11-22-06 Outage for 60 minutes Fuse1499 cause unknown;
- *08-03-06 Outage for 238 minutes Fuse1499 due to limbs during thunderstorm;
- *5-23-05 Outage for 56 minutes Fuse 1499 due to material failure;
- *5-13-05 Outage for 159 minutes Fuse1499 due to limbs and lightening during thunderstorm;
- *1-06-05 Outage for 244 minutes Fuse1499 due to ice/freezing rain on tree limbs;
- *11-25-04 Outage for 41 minutes Fuse1499 melted due to overload;
- *7-04-04 Outage for 84 minutes Switch J4431 - material failure;
- *6-12-04 Outage for 428 minutes Fuse1499 - lightening during thunderstorm; and
- *6-07-04 Outage for 96 minutes Fuse 1499 - limbs during windy conditions.

Respectfully submitted,

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By:

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the above and foregoing document was delivered by first class mail, electronic mail or hand delivery, on the 21st day of February, 2007, to the following:

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