EC-2023-0395

Brett Felber

 VS

Ameren Missouri

 Storm Damage

Outside of our PSC dispute I would like to bring to the attention of Ameren Missouri and the Public Service Commission a more serious issue that I believe Ameren has neglected to attend to. As everyone knows the Florissant, Missouri area was hit hard by severe storms on Saturday July 1, 2023. About a mile up the street from my premises I made to the attention of Ameren employee that there was a utility pole (Ameren) leaning over and pretty much holding on by the wires, itself.

I reached out to Ameren’s emergency number at 5:48 pm, Saturday. The representative that I talked to cared less about taking down the information and location of where the damage was at. While it is still up and leaning, it poses a danger if it falls into a parking lot or the street, itself, etc, as they are live wires.

Meanwhile, I reached back out to Ameren’s emergency number on July 4, 2023, about it again, as Ameren hadn’t even been out there to “assess” the utility pole. At least the representative did state to me that there was a trouble ticket open, but that was really it.

Knowing that the area is going to see more severe weather today, July 5, 2023, I would think regardless, since the utility pole it is leaning and possess a potential risk, Ameren would’ve sent utility crews to stabilize the pole, therefore it isn’t bending. As of today, they haven’t.

It is sad when Ameren neglects to prioritize what they need to get to restore utility services to the community. It is also sad when an outside utility company can replace and repair downed wires, etc, before the primary utility company in our area (even) can restore a utility service.

If anything, Ameren’s response to all the storm damage in Florissant and other surrounding area’s is unacceptable, period. They cared more about it being a fourth of July weekend, instead of having the necessary amount of utility lineman and crew workers to send out to survey damage to the area. I understand that sometimes, other utility providers must come in and help, I get that. The problem is when those outside utility partners come in and survey the damage and restore power at a greater capacity than Ameren, themselves.

All Ameren cares about is themselves, and strictly themselves, in general and their record rate breaking profits. Their response methods and survey methods have been a joke to all customers that have to use them. If this isn’t an eye opening that the PSC needs to allow other utility providers to come into the area to bring competition to Ameren Missouri. Ameren is a schill and will always be a schill of a company, until they are punished by the PSC, AG’s Office and the Courts.

Enclosed is a picture of the utility pole to suffice proof.