FILFD² BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

JAN 2 3 2006

Donald Taylor, Alex Walters, Minnie Henderson,

Name: Stephen Carroll, Micheal McClinton Complainant

VS.

Missouri Public Service Commission

Case No.

Ameren UE Company Name: Respondent

COMPLAINT

Complainant resides at 4819, 4823, 4825, 4831 and 4833 Maffitt Avenue (address of complainant)

St. Louis, Missouri 63113

1. Respondent, Ameren UE Electric Company (company name)

P.O. Box 66529 St. Louis, MO 63116-6529 , is a public utility under the (location of company) сf

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

We believe the Ameren UE electric company is solely and totally responsible for the series of electrical power surges which occurred on Saturday August 13, 2005. We base this on the neglect and poor vegetation management that they maintain. These power busts attributed to the loss and disrepair of numerous electrical appliances and equipment and a concern for the safety of our homes. The neutral line had development slack in it, and had begin to bow from the weight of the tree branches that grew on it. The power lines that extended from the power transformer were and still are somewhat bare with little, or no insulation to prevent contact with the neutral line Over the years many of my neighbors have witness electrical sparks and some form of electrical arcing taking place at or near these same power lines and transformer. Attached are photos which would substantiate this claim.

Photo A: Clearly visible is were the neutral line had been cut and spliced together with a brass

connector also is the new transformer. Note the thick vegetation recently trimmed and cleared

away to repair the line and replace the transformer. Still evident are those tree branches,

although trimmed, but soon to be a danger to those lines again.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Contacted Ameren UE by phone on the date of August 17, 2005 to register the claims after discussing this and the damage we concurred with the Ameren lineman about cause of the power surges. He than hand out claim card with the telephone numbers to Corporate Claims Management company that handles claims against Ameren UE. Written claims and forms were submitted but rejected without investigation or farer inquires into our claims

-also-see-attached-statements				
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WHEREFORE, Complainant now requests the following relief:

Alex Walters 4833 Maffitt Avenue \$600.00	
Stephen Carroll 4819 Maffitt Avenue \$465.00	
Minnie Henderson 4831 Maffitt \$3,000.00	
Donald Taylor 4825 Maffitt Avenue \$4,456.67	
Micheal McClinton 4823 Maffitt Avenue \$1303.43	
	£
Jan 12, 2006	NED
Date Attach additional pages, as necessary. Attach copies of any supporting documentation.	Signature of complainant Gelf Walter minnie mHenderson Michael M/Schuton



CLAIM STATEMENT

#

		(office use)
LEASE READ CAREFULLY THE ATTA OMPLETING THIS CLAIM FORM.		
ame: DONALD U TAYLOR	کی کی ۔ ۲۰۰۶ ۲۰۰۶ ۲۰۰۰	Owner 1 Tenant
Mr. Mrs	Ms	
ddress: 4825 MAFEITT QUE	· · · · · · · · · · · · · · · · · · ·	
Street		
State State	6313	
elephone Number: (home) <u>(314) 38</u>	<u> 3-0563</u> (work) (3	314) 622-3400 Ex7 34
ccount Number:		
failing address if other than above:		
lace of Incident: <u>HBZS MAFFITT</u>	have Salary MAD	13113 (Nome)
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Pate of Loss: <u>08 13</u> Month Day	<u> </u>	<u> </u>
oss is related to: Electric Opera	ations G	Sas Operations
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AmerenCILCOAmerenCIPS	AmerenIP	AmerenUE
escribe the events causing the damage, in	clude names of any Amer	en employees and/or
ontractors involved.		
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Did you contact Ameren (prior to contacting the Claims Department) regarding the problem which resulted in your loss? _____ Yes _____ No

If yes, list date of call and identify with whom you spoke, if known.

ist items damaged, include make, model, and date epairs. TOSHIGH SUPER SCREED 32 ^{"TEI}	-		U
THOPPON CENTRAL AW CONDITIONER			
THOPOLO CENTRAL AW CONDITIONOR	AND ADP ALA	em System Replacem	<u>.</u> 64 26
340			-
otal amount of claim: \$ 3388,96 4450	5.67		•
oes this constitute the entire claim resulting from (his incident?	Yes No	
as anyone injured? Yes 🛛 📈 No			•
yes, provide names and describe injuries.			
<u></u>			-
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	· · · · · · · · · · · · · · · · · · ·		
ave you made a claim for this loss against your ins	urance carrier or oth	ers?YesNo	,

NOTE: PAID BILLS OR ESTIMATES MUST BE ATTACHED AND WILL NOT BE RETURNED

The claimant(s) acknowledge that they have read this Claim Form carefully, that they are the Owners of the damaged property, and the information provided is true and correct. It is understood that request for this information is not an indication that the Company is honoring the claim.

Signature

Dated: SEPT 13, ZOUS

Don Taylor 4825 Maffitt Avenue St. Louis, MO 63113 Tel. (314) 383-0563 home (317) 362- 7687

On August 13, 2005 after the storm, about 6:45 I was watch television in my living room at the above address, when sudden my large screen television made a strange sound and blinked out seconds later the ceiling light in my dinning room begun to dim and than glow dangerously bright, I also heard my refrigerator making a strange noise like a out of control high revving sound. I open the refrigerator door and was amazed to find its light also glowing frightful bright. At that point I begin to unplug and turn off as many appliances as I could, until I could find out what was going on. Suddenly the lights went complete out, I immediately then when outside to see what was going on.

After being outside for about a minute I saw Miss Henderson who lives at 4831 Maffitt and she ask me If my lights had went out, I told her that my lights did go out but before they did, I believe I was experiencing a Series of power surges. I mention to her what had occurred in my house and she said the same things happened in her house, later that night at about 9:30 p.m. I was awaken by a lot of popping noise inside my house the last of which was my television in my bedroom. It seems the power surges the transformer was emitting had burnout my television even though it was turn off. I also heard louder popping noise outside in the alley. I looked out my bedroom window just in time to see the transformer on the telephone post in alley sparking and it blew out another light on another light-post. I tried to phone this in, but that night the lines were still busy I could not get through. I decided to go out see if any of my neighbors had called in to report this problem. After talking to some of the neighbors some did manage to get through. They said that one of the Ameren UE representative said that our power would be restored by 2- 3:00 a.m. Sunday morning.

Early Sunday morning I got up and realized that the power had not been restored, after noon I was talking with some of the neighbors and they said that Ameren said that they would restore power by Monday morning. I decided to stay home that Monday August 15, thinking that it might be restored that day and nothing happen. I decided to go work Tuesday August 16 and that I would come home at lunch. About 2:00 p.m. I was able to come home and check to see if my electricity was on, The electricity was still off, however some of the neighbors electricity was on. Perplexed about this situation I call Ameren from the my office and told the representative about my situation and she ask me why didn't I call earlier, I told her I did but could not get through, but some of the neighbors did report it.

She said she would report it and that I should be hearing from someone soon, by the time I arrived home that evening a Ameren UE technician had just drove-up in the alley behind my house. As I approach him, he asked me if I was the one who called in, I told I did and explained to him that almost everyone around here had electricity except one neighbor and myself. He checked the overhead power lines and said that the nearest transformer had been disconnected and the power was rerouted from a different transformer, and that power-lines going into my house were hot and I should be getting some power, he also said that he would have come in to my house and check the main power switchbox. After checking the main switchbox, his conclusion was that I may have experienced a power surge, it probable tripped the main power switch and that switch at this point was not function properly and the main power breaker switch would have to be replaced. He assured me that if the breaker switch was replaced, I would have power in my house.

After having a electrician replace the main power switch I had electricity in my house.

I went through my house and start checking all of the electrical appliances in the house. I found out that (4) televisions were burned out, along with my microwave oven, my stereo equipment, my central air-conditioner, and my home security alarm system.

Don Taylor

My list of electronic equipment damage and needed to be replaced during this event

1. Toshiba 32" Superscreen HD television	Cost \$1400.00	comparable Sony TV at Sam's \$880.00
2. Toshiba 20" Flat Screen television	\$375.00	Sam's \$120.00
3. Toshiba 20"	\$375.00	Sam's \$120.00
4. Curtis Mathis 20"	\$149.00	Sam's \$120.00
5. Magic Chef Microwave Oven	\$360.00	RCA Sam's \$119.00
6. Sharp Stereo Receiver, Turntable, CD p	layer, Cassette, P	ower-Amp \$1500.00
		Sony 5 Disc cd Changer BestBuy \$284.99
		Sony Dual Cassette Deck BestBuy \$149.99
		Audio Technica Turntable BestBuy \$284.99
		Pioneer receiver/Power Amp BestBuy \$499.99
7. VCR	\$75.00	\$75.00
8. Central Air Condition repair		Jerry Stegall Electrical Repairs \$230.00
9. Electrical Main Power Switch repair		Jerry Stegall Electrical Repairs \$332.21
10. ADP Alarm System replacement		Proposed \$469.00
11. Electrical Transformer		\$11.50
12. Groceries		\$10.00
13. Redler & Seigel, P.C. Attorney at Law		\$350.00
14. Brushworks Graphics Document Prep	(documents and	graphics needed to prove claims) \$400.00

(1) Toshiba Superscreen HD television Model C232V61 Serial Number 98504382

- (2) Toshiba 20" Model CF2026A Serial Number 10440545
- (3) Toshiba 20" Model CF20c30 Serial Number 65513201
- (4) Curtis Mathes Model Tronics 19001 Serial Number 3C0K09821W
- (5) Majic Chef Microwave Oven Model MA1C- 10P Serial Numbed 0147210661
- (6) Sharp Stereo Component Rack

CD 5 Disc Changer

- Tuner Stereo Synthesizer
- Stereo Control Receiver Amp System 9850AV Serial Number 40225764

Dual Cassette Deck

Turntable Model RP9850 Serial Number 40225345

- Power Amp Serial Number 40225410
- (7) Magnavox VCR

THE HOME DEPOT 3011 3202 S.KINGSHIGHWAY ST. LOUIS, MO 63139 (314)865-0700

SALE

3011 00010 96098 08/16/05 11 CH13GB 08:26 PM



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	SALES TA)	2.28
	TOTAL	\$32.21
XXXXXXXXXXXXX0075	DEBIT	42.21
AUTH CODE 360564		

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> ALTY SALES ASSOCIATES. STORE OR ON-LINE AT: DT.CON/SPECIALISTS

N A \$5,000 DEPOT GIFT CARDI

Four Opinion Counts! We would like to near about your shopping experience. Enter to vin a \$5,000 Home Depot Gift Card by completing a brief survey about your store visit at:

www.HomeDepotOpinion.com

You will need the following to enter on-line:

User ID: 195496 192495

Password: 5416 192485

Entries must be entered by 09/15/2005. Entrants must be 18 or older to enter. See complete rules on vebsite. No purchase necessary.

(Esta encuesta también se encuentra en español en la página del Internet.)

PAGE 02/02

PROPOSAL FOR

TAYLOR RESIDENCE 4825 MAFFITT AVE ST. LOUIS, MO. 63113

CQN	TROL, KEYPAD, 2 DOOR SENSORS,	• · · ·
1 MC	DTION DETECTOR, 1 BATTERY BACK UP	
	ONE CONNECTION, 1 TRANSFORMER,	
1 SO	UNDER	\$349.00
LAB	OR\$60.00/PER HOURX2	\$120.00
TOT	AL:	\$469.00
ł		:

ANY QUESTION CALL:

MARK GOODRICH ADT SECUIRTY SERVICE RESIDENTIAL SPECIALIST 314-292-3467 618-530-3441 — tyca

Fire &

ADT

Security

ADT Security Service, Inc 3401 Rider Trail South Earth City, MO 63045 314-621-4600 314-292-3590 Main/Admin

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Date: 8-31-05

To: Don TAY/OR Fax Number. 314-622-3413

Proposa!

2

From:

Subject

Number of pages: (including this one)

Corporate Claims Management, Inc.



Claims Administration Services

Ameren Dedicated Unit (314) 554-3382

September 23, 2005

Donald H Taylor 4825 Maffitt Avenue Saint Louis MO 63113

RE: Our Client: Date of Loss: Claim #: AmerenUE August 13, 2005 AG0508344

Dear Mr. Taylor:

Corporate Claims Management, Inc. is the third party administrator handling claims on behalf of Ameren. This letter is in response to your claim.

On the date reported this area experienced a series of major storms. During these storms, electric service to many customers was disrupted. Ameren put the Storm Restoration Program into effect immediately and repair crews restored service as quickly and safely as possible.

While we regret any loss or inconvenience you have experienced, it is impossible for Ameren to guarantee a time for service to be restored from outages caused by acts of nature. Due to this, we are unable to make any voluntary payments regarding this matter and must respectfully decline your claim.

Sincerely,

Corporate Claims Management, Inc. Niley/Brandor

Account: Manager, State and an UK COM guar

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9666 Olive Boulevard – Suite 795 St. Louis, Missouri 63132 Telephone (314) 647-1900 Facsimile (314) 647-1950

Craig S. Redler* Brian R. Seigel* Tabitha L. Atwell

*Licensed in Missouri & Illinois

October 6, 2005

Mr. Wiley Brandon Account Manager Corporate Claims Management, Inc. 782 Spirit 40 Park Chesterfield, MO 63005

> Re: Our Client: Your Client: Your Claim No.: Date of Loss:

Donald Taylor Ameren UE AG0508344 August 13, 2005

Dear Mr. Brandon:

Please be advised that our office has been contacted by Mr. Donald Taylor with regard to the above-referenced claim. Unfortunately, your correspondence of September 23, 2005, to Mr. Taylor fails to even address the purpose of Mr. Taylor's claim.

Mr. Taylor believes that the electricity in his residence experienced a series of power surges. These power surges occurred subsequent to any storms of August 13, 2005. As a result, Mr. Taylor experienced damage to all of the televisions in his residence as well as his microwave oven, stereo system, air conditioning system, electrical main power switch, alarm system, and electrical transformer. Accordingly, I would strongly suggest that you reconsider Mr. Taylor's claim.

Your response to this correspondence would be greatly appreciated within fourteen (14) days from the date of this letter. If I do not receive any response within 14 days, I will advise Mr. Taylor of his legal rights, including his right to file a lawsuit wherein he will seek damages in excess of what he is now requesting. Thank you for your anticipated cooperation.

Very truly yours, BRIAN R. SEIGEL

BRS/wlg cc: Donald Taylor csredler@redlerseigel.com bseigel@redlerseigel.com tatwell@redlerseigel.com



Claims Administration Services

Ameren Dedicated Unit (314) 554-3382

October 19, 2005

Brian R Seigel Redler & Seigel, P.C. Attorneys at Law 9666 Olive Boulevard Suite 795 Saint Louis MO 63132

Re:

Your Client:Donald TaylorOur Client:AmerenUEOur Claim No.:AG0508344Date of Incident:August 13, 2005

Dear Mr. Seigel:

Corporate Claims Management, Inc. is the third party administrator that provides claims management on behalf of AmerenUE and this letter is to acknowledge your letter dated October 6, 2005 concerning the above reference matter.

Please be advised that our investigation indicate there is no liability on the part of AmerenUE, therefore our position has not changed since our letter of September 23, 2005 to Mr. Taylor.

We regret any inconvenience and any loss your client experience. We have found no negligence or absence of care on the part of AmerenUE and must, respectfully, deny the claim.

Sincere v. Wiley Brandon

Account Manager wb

CONTRACTOR STREET, CONTRACTOR ST CONTRACTOR STREET, CONTRAC ANTESTOR STREET, CONTRACTOR STREET, CONTRACTO

782 Spirit 40 Park • Chesterfield, Missouri 63005 • (800) 781-2075 • Fax (636) 519-0227



9666 Olive Boulevard – Suite 795 St. Louis, Missouri 63132 Telephone (314) 647-1900 Facsimile (314) 647-1950

Craig S. Redler* Brian R. Seigel* Tabitha L. Atwell csredler@redlerseigel.com bseigel@redlerseigel.com tatwell@redlerseigel.com

*Licensed in Missouri & Illinois

October 24, 2005

Mr. Donald H. Taylor 4825 Maffitt Avenue St. Louis, MO 63113

Re: Donald Taylor v. AmerenUE

Dear Don:

Enclosed please find a copy of correspondence received from Corporate Claims Management, Inc., with regard to your electronics.

Please contact me at your earliest convenience so that we may discuss the possibility of a lawsuit against AmerenUE. I look forward to hearing from you.

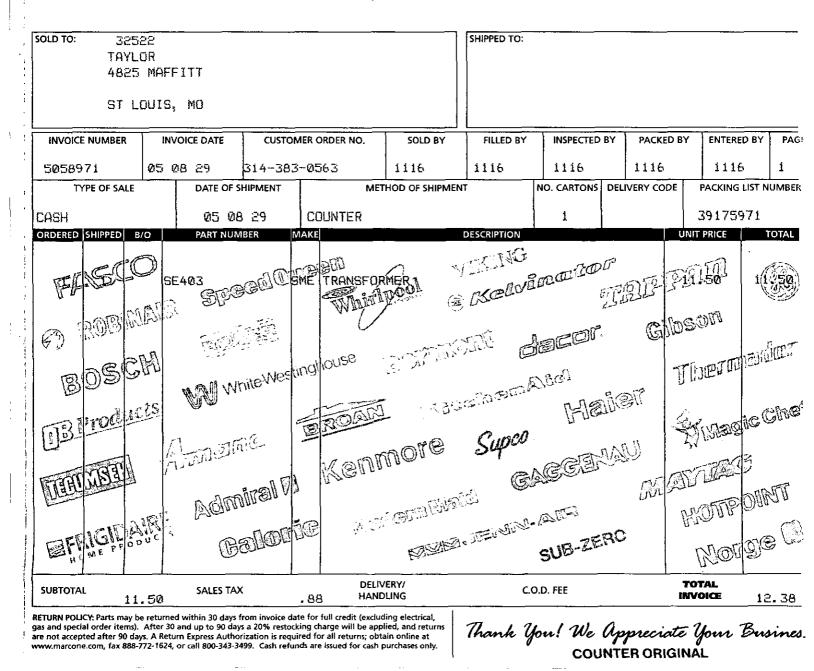
Very truly yours, .

BRIAN R. SEIGEL

BRS/wlg Enclosure



REMIT PAYMENT TO: PO BOX 952237 * ST. LOUIS, MO 63195-2237 * 314-231-7141



Electrical 19 51. Tel,	Contracting and Repairs Louis, Mo 63119 (314) 962-7983 Legal Owner/Operator	Address 48 city 51.1 Tel. (314)	0190 TAXLOR 25 MAFCITT AUG 2013 MO, 63113 383-0563 19001 AND 16,2005
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PAGE 02/02

PROPOSAL FOR

TAYLOR RESIDENCE 4825 MAFFITT AVE ST. LOUIS, MO. 63113

TOTAL:.....\$469.00

ANY QUESTION CALL:

MARK GOODRICH ADT SECUIRTY SERVICE RESIDENTIAL SPECIALIST 314-292-3467 618-530-3441 — tyca

Fire &

ADT

Security

ADT Security Service, Inc 3401 Rider Trail South Earth City, MO 63045 314-621-4600 314-292-3590 Main/Admin

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Date:

Don TAYlor humber: 314-622.3413 To:

Dog A !

8-31-05

From:

Fax Number: 2

Subject:

Number of pages: (including this one)

MICHERC MCCUNTON On the night of 8. -05, the power in C autside to my nighbox ent to, Mr. - Carrol ()on have I Denald they both was talking Apen in their Kerpli d about Thou , brightly an glaring they dimming til So ow as much Char -on for (3) three more day litry this the the Ameran UE gingt Came and seplace the old Trans Lormer Che Spoke to My Sitter Tup Que house about, he regative relys lusin autom lon, days nothing to do 6 with Od have ben seplace long ago. On a personal level, for some five witness the same transfe 24 fire Transformer riching electritic Sopping. for some the Wires an expose Which time indes that bicance efte - had s true are the limber among the Cours insulations.

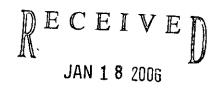
(DAMAGES) KITCHEN KENMORE REFRIG. (REPAIRED - 250.00) U.C. PENNY MICRO WAVE = MODEL 0213. FRIED \$173.64 WH. WESTING LOSE & 13"TV (FRIED) \$150,00 MODEL WTV-13 (LIVING ROOM) Solid STATE FLOORWADEL-TU (FRIED) EST. #200.00 (PARENTS ROOM) SMAIL DA DIGITAL CLOCK (FRIED)#12.00 Digital Clock - 10,00 FRED. SmAll CORDLESS PHONE \$47.79. GE MODEL 2-9750 FRIEL J.C. TENNY 19" COLOR TU MODEL NO. 685-2417 #120.00 MIRSON VCK FRIED=#50,00 - SONY PHAYSTATION \$100.00 CENTRAL AIR / FURNINGE REPAIR Bill.

. م د ولا . آ Alex Walters 4833 Maffitt Avenue St. Louis, MO 63113 Nov. 7, 2005

Below is a written statement of what I experienced and witness on Saturday August 13, 2005. At about 7:00 p.m. that evening my lights begun to glow real bright and then go deem and bright again my refrigerator started to make loud noises and than my cordless phone blew- up in a cloud of smoke, it was than I begin to unplug my deep freezer and my television, I try to unplug my refrigerator but I could not make it to fast enough before the surge of electricity blew it out. At that time I though of the "Pot" (The Electrical Transformer) Behind my house which is the main electrical source for our area and had been leaking for about three years must have finally started to overloaded itself.

On Sunday August 14, an Ameren repairman came out to repair the "Pot". I noticed that the top ground wire had sagged down and was touching the hot wire and causing the power surges. The repairman went up on the lift and resagging the line by cutting and pulling the line and inserting a sleeve in it.

Don Taylor 4825 Maffitt Ave St. Louis, MO 63113 518-1890



UTILITY OPERATIONS DIVISION

Dear Mr. Allen Bax Please review the contents of this packet as per our last discussion. The information contain in this packet should prove the validity of our claims I have also listed persons and or agencies that have showed interest in this issue incase there is a need to be further proceeding.

Alex Walters	Stephen Carroll	Minnie Henderson	Donald Taylor	Micheal McClinton
4833 Maffitt Ave.	4819 Maffitt Ave.	4831 Maffitt Ave.	4825 Maffitt Ave.	4823 Maffitt Ave
382-0016	381-1231		Cell 518-1890	261-0563

Gary Rainwater, President AmerenUE
Allen Bax, Public Service Commission
Brandon Wiley, Corporate Claims Management
NAACP St. Louis Branch
Lacy Clay, Congressman, The State of Missouri
Matt Blunt Governor, The State of Missouri.
Francis G. Slay, Mayor City of St. Louis, Missouri
O.L. Shelton, Alderman 4th Ward City of St. Louis, Missouri
Channel 4 KMOV







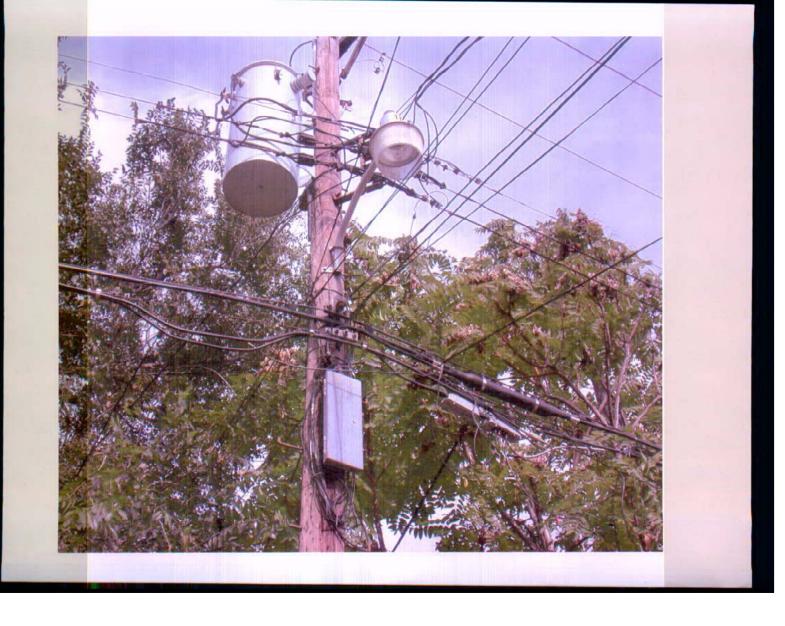


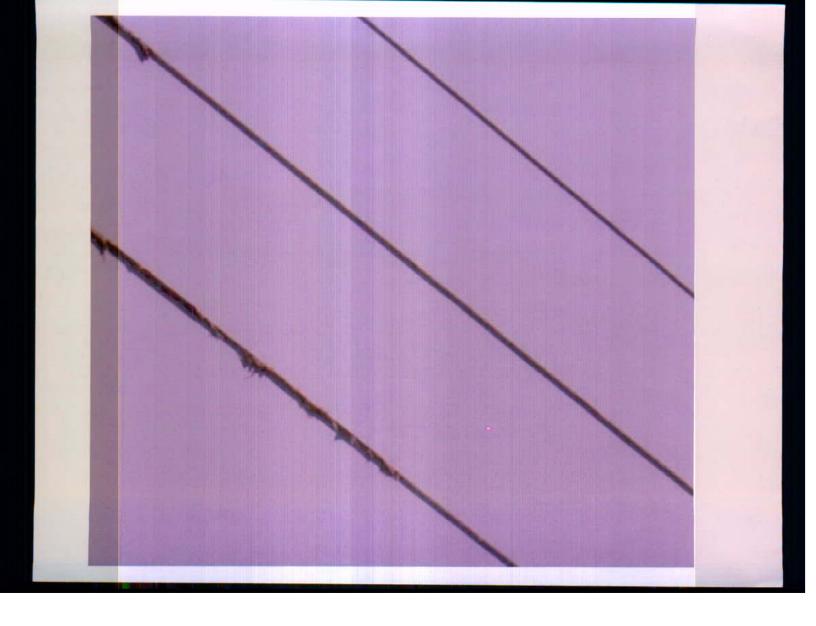
Photographed on August 7, 2005 was used with the attached work order called in SLDC maintenace for cleanup. The work order was called in on the August 8, 2005. As you can see the tree branches have overwhelmed the power lines as well as the telephones line

Work Assigned To Trash and Debris Crew Ward 4 Address 4826 ST LOUIS AV Parcel ID 5014000020 Usage Vacant Lot Front 40.07 Side 1 150 Contact GRAPHICS-DON TAYLOR Phone	Priority Routine	Dat	te 08/09/05	Complete	Date 08/29/05	2.15
Usage Vacant Lot Front 40.07 Side 1 150 Contact GRAPHICS-DON TAYLOR Phone Pho	Work Assigned]	o Trash and De	bris Crew		Ward	4
Contact GRAPHICS-DON TAYLOR Phone Assigned/Done Work to be Performed Image: Secure REMOVE DUMPED ITEMS IN THE REAR Image: Image: Secure Image: Secure Image: Image: Secure Started on 8-26-05 REMOVED 4 LOADS OF TRASH/BRUSH ON 8-29-05 REMOVED 2 LOADS OF TRASH Image:	Address 4826 S	T LOUIS AV			Parcel ID	50140000
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Assigned/Don: Vork to be Performed REMOVE DUMPED ITEMS IN THE REAR REMOVE DUMPED ITEMS IN THE REAR Veeds/Cut Tree Removal Tree Trim Veeds/Debris/Bulk Removal Started on 8-26-05 REMOVED 4 LOADS OF TRASH/BRUSH ON 8-29-05 REMOVED 2 LOADS OF TRASH	Contact GRAP	HICS-DON TAY	LOR		Phone	
Image: Started on 8-26-05 Removed 4 Loads of TRASH/BRUSH on 8-29-05 Removed 2 Loads of TRASH Image: Image: Started on 8-29-05 Removed 2 Loads of TRASH/BRUSH on 8-29-05 Removed 2 Loads of TRASH Image: Imag	□ □ Weeds/C □ □ Tree Ren □ □ Tree Tri □ □ Trash/De □ □ Secure	ut noval n :5ris/Bulk Remov	0	JMPED ITEMS I	N THE REAR	
	□ □ Post and	Tow	STARTED OF TRASH/BRU	N 8-26-05 REMO		
		a ricures				











Picture "D" Photographed on August 22, 2005, shows Post # and were the new tranformer was installed on the post and the brass connecter was spliced into the neutral line Ref. to Homes Affected by The Electrical Power Surge







