

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

DEC 16 2004

Name: Thomas A. Tompkins / Tompkins Farms
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: Ameren U.E.
Respondent

COMPLAINT

Complainant resides at 3119 Rt CC

(address of complainant)

Jefferson City MO 65109

1. Respondent, Ameren U.E.

(company name)

of One Ameren Plaza 1901 Chouteau Ave. 90 Box 66149, is a public utility under the
(location of company) St Louis, MO 63166-6149

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

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

The accident happened while clearing scrub brush and encroaching trees on pasture where we keep and maintain our cattle. I hit an unmarked guy wire, which was in an area grown up by trees. The trees had gotten so tall many had the tops burned out by contact with UE electric lines. At the time the lineman arrived, I pointed out the wire was unmarked and not visible. After the repair, I noted the new guy wire was marked and the pole had been upgraded to a noticeably better class. I discontinued clearing believing the UE crew would cut down trees that were just out of contact with wire, they are still there. I have been told other rural electric companies do not charge farms for contact with unmarked guy wires in farming areas, if it is not a habit. I have cleared for over three years on this farm, which has miles of lines, with no accidents. This accident did not result in any customer electric loss; the pole cracked and broke, but never fell. I feel I was charged extremely excessive labor and replacement cost. After the bill arrived, I spoke to Terry Kicielinski about the upgraded pole and she immediately reduced the bill by a small amount, as noted on a separate letter, This gesture was appreciated, but does very little to explain the excessive bill.

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

I spoke to AmrenUE Credit & Collection (Terry Kicielinski) about no farm charge; she stated she researched it and it was not their policy. I asked Ms. Kicielinski if Amren could send a person to physically look at the site conditions; she stated it was her job and she felt that by reading a written dispatcher report, an on site view was not needed. I stated the guy wire was unmarked and obstructed from view, Ms. Kicielinski stated their position on unmarked guy wires is they are all over in the country side and they do not have to mark them. She then stated the bill was all on me; they are not accountable for any of the repair. I then went to the site in an effort to document the area with pictures.

WHEREFORE, Complainant now requests the following relief:

I request a review of the billing costs to farm while tending to operations and improvements of pastures and fields. If it is found the guy wire not being marked was a contributing factor to this accident, we ask for AmrenUE to accept some of the liability and reduce cost accordingly.

Dec 14 2003
Date

Tompkins Farms / Thomas A. Tompkins
Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.



Tompkins Farms
c/o Tommy Tompkins
3119 Route CC
Jefferson City, MO 65109

AMOUNT DUE	ACCOUNT NUMBER
\$3,281.83	11070-77000
Due Date: Nov. 28, 2003	

AmerenUE
PO Box 66301
St. Louis, MO 63166-6301

ACCOUNT NUMBER	11070-77000
CLAIM NUMBER	4040X

BILL DATE	Nov. 17, 2003
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Total Amount Due By Nov. 28, 2003 \$3,281.83

LOCATION	Tavern Creek Rd. Henley, MO
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DAMAGE BILLING
CHARGE DATE: 10/26/2003

Dist Elec Property
PER ATTACHED DETAILS

Current Amount Due	\$3,281.83
Prior Amount Due	\$0.00
Total Amount Due	\$3,281.83


P. O. Box 66301
St. Louis, MO 63166
1-800-906-4380
www.ameren.com

AMOUNT DUE	ACCOUNT NUMBER
\$3,281.83	11070-77000

TOMPKINS FARMS
% THOMAS TOMPKINS
3119 ROUTE CC
JEFFERSON CITY MO 65109

AmerenUE

P. O. Box 66301
St. Louis, MO 63166-6301



90600000 0011070770000 00000000 000003281830 000000000000

CLAIM #	4040X
ACCOUNT NUMBER	11070-77000

BILL DATE	November 17, 2003
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SITE	TAVERN CREEK HENLEY MO
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\$3,281.83

QUANTITY	DESCRIPTION	COST/ UNIT	AMOUNT
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DAMAGE BILLING DETAILS

TOTAL LABOR, SMALL TOOL AND TRANSPORTAION EXPENSES

2,576.48

MAJOR MATERIAL

1	GUY ANCHOR	25.15
3	INSULATOR	276.60
1	CROSSARM	44.52
1	40' POLE	359.08

COST TO REPAIR DAMAGE, HIGHLIFT HIT GUY WIRE BRAKING 40' POLE



Total Amount Due

\$3,281.83

P. O. Box 66301
St. Louis, MO 63166-6301
1-877-906-4380

November 26, 2003

Tompkins Farms
%Thomas Tompkins
3119 Route CC
Jefferson City, MO 65109



Ref: Property Damage
Location Tavern Creek in Henley, MO
Loss Date October 26, 2003
Claim #26-4040X3

Dear Mr. Tompkins:

Enclosed please find copies of the bill for the above reference damaged claim.

This letter also is confirming the offer to settle this claim for \$2791.83.

If you wish to make monthly agreements on this I am able to offer 16 monthly agreements on the balance. Please contact me if you wish to make monthly agreements.

Sincerely,

A handwritten signature in cursive script that reads "Terry Kicielski".

Terry Kicielski
AmerenUE Credit & Collection
314-206-0493

December 3, 2003

Tompkins Farms
Tommy Tompkins
3319 Route CC
Jefferson City, MO 65109

Ref: Property Damage \$3,281.83
Location Tavern Creek
Loss date October 26, 2003
File # 26-4040X3

Dear Mr. Tompkins:

This letter is to confirm the offer of 15 month agreements on the above referenced damage to AmerenUE facilities.

You agreed to an initial payment of \$500.00 which will be due on January 3, 2004. Your monthly payments of \$152.78 will be due on the 3rd of each month. Your last payment will be in the amount of \$152.91. I have enclosed envelopes to be used for the mailing of your payments.

Please use the enclosed postage paid envelope when submitting your payments. Please sign this letter and return to me in one of the envelopes provided.

Sincerely,

Terry Kicielinski
Ameren Credit & Collection
314-206-0493

Encl.

I Tommy Tompkins accept the payment plan sighted above.

