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FEB 05 2007

Missouri Public
Service Commission

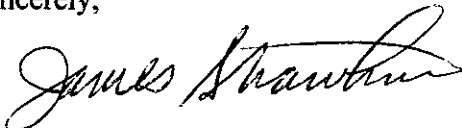
2545 St. Catherine St.
Florissant, MO
63033
12/10/06

Dear Sir,

Since September of 1992, my wife and I have logged Ameren UE power outages at our home. These power interruptions have durations of moments up to 9 days. Please take a moment to review the attached log. Would you consider this acceptable service? We communicated our concerns to Brian Ripperda (Engineer, Ameren UE) in December of 2001 (see attached response letter). These persistent, frequent power failures have taken a tremendous toll on our family. We've asked relatives, friends, church members, and others: "About how often do you lose electricity at your house?" The universal answer is "Oh, about once or twice a year". I'll ask that question to you and compare your answer to this attached log. There is a serious problem in our neighborhood with Ameren UE and you have the raw data here to prove it.

PLEASE, PLEASE, do everything in your power to get this problem fixed!

Sincerely,



James Strawhun

Copies: Matt Blunt, Missouri Govenor

Jay Nixon, Missouri Attorney General

Bruce Darrough, Missouri Sate Representative

Timothy Green, Missouri State Senator

Charles Dooley, St. Louis County Executive

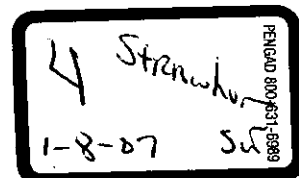
Robert Lowery, Florissant Mayor

Jeff Davis, Chairman, MO PSC

Warren Wood, Dir. Of Utility Operations, MO PSC

Gary Rainwater, CEO, Ameren UE

ER-2007-0002
GR-2007-0003



Public Hearing
Univ. of MO - St. Louis

<u>DATE</u>	<u>APPROX. TIME OF OUTAGE</u>	<u>APPROX. DURATION</u>	<u>WEATHER CO</u>
9-8-92	6 AM	1.5 HOURS	
9-10-92	8:16 PM	6 HRS. 10 MIN.	
10-7-92	8:32 AM	MOMENTARY *	
10-9-92	5:34 PM	"	
10-18-92	9 AM	"	
11-26-92	11:10 AM	40 SEC.	
11-26-92	11:45 AM	1 MINUTE	
1-8-93	?	12 MINUTES	
6-27-93	?	MOMENTARY	
6-29-93	?	MOMENTARY	
7-15-93	9:23 AM	2 MINUTES	
8-3-93	7 PM	10 MIN.	
8-23-93	5:50 PM	30 SEC.	
11-7-93	?	MOMENTARY	
4-15-94	6:35 AM	4.5 HOURS	
7-3-94	7:47 PM	MOMENTARY	
8-13-94	?	3 MIN.	
8-18-94	9:30 AM	1 MIN.	
8-18-94	9:34 AM	?	
10-18-94	5:45 PM	MOMENTARY	
4-28-96	9:45 AM	27 HOURS!!!	WINDSTORM
5-4-96	9 AM	2 MIN.	STORM
6-5-96	7 AM	2 MIN.	?
6-12-96	7:10 AM	2 MIN.	SUNNY + CLE
6-20-96	10:04 AM	4 MIN.	" "
9-21-96	4:15 PM	1 HOUR 35 MIN.	" "
2-7-97	?	"	"

4-24-97	10:25 AM	2 MIN.	?
5-30-97	8:54 AM	1 MIN.	RAINING
2-1-98	8 AM	2 MIN.	CLEAR
2-23-98	5 PM	2 MIN.	CLEAR
4-27-98	11:40 AM	1 MIN.	RAIN, WIND
5-23-98	5:47 PM	?	STORM
10-29-98	5:15 AM	40 MIN.	LIGHT RAIN
6-4-99	7 PM	4 HOURS !!!	BRIEF STOK
11-15-99	8:25 AM	1 HR 20 MIN.	SUNNY
12-15-99	2:45 PM	1 MIN.	WINDY, SNOW ^{LIGHT}
3-18-00	3 PM	20 MIN.	WINDY, CLOUD
11-14-00	9 PM	1 MIN.	CLEAR
1-26-01	5 AM	MOMENTARY	?
1-26-01	5:05 AM	MOMENTARY	?
2-21-01	8:35 PM	1 HOUR	RAINING
3-5-01	2 PM	1 HOUR	SUNNY
4-12-01	EARLY AM	2.5 HOURS	?
9-9-01	1:42 PM	?	RAINING
11-24-01	2 AM	?	WINDY, RAIN
11-24-01	3 PM	6 HOURS !!!	CLEAR, WIND
11-25-01	MID AFTERNOON	MOMENTARY	CLEAR

* MOMENTARY = OUTAGE LASTS 30 SEC. OR LESS

2-22-01 early afternoon windy

1-2-02 9:10 AM 2 MINUTES CLEAR

2-1-02 5 PM off + on ② times in 45 min. - windy
 Saw transformer at 2760 St. Catherine arching + flashing

2-10-02 8:30 AM 50 min. (Crew began replacing transformer)

2-20-02 approx. 12:15 pm ? windy

6-10-03 5:30 pm - 7 pm 1 1/2 hours Storm, rain, light

12-15-03 5:38 pm - 6:25 pm 45 min. mild

1-25-04 11:50 AM - 12:20 pm 30 min. ice

1-27-04 3:30 AM - 3:52 AM 22 min.

5-30-04 approx. 5:30 pm - 12:25 pm!!! 19 HOURS!!! Storms

6-1-04 5:30 pm - 8:30 pm 3 Hours Beautiful weather

7-5-04 10:43 AM - 10:44 AM 1 MIN. cloudy, wind

7-5-04 9:25 PM 1 MIN. Storms!

7-8-04 5:17 PM inventory clear, no wind

9-21-04 5 PM - 5:42 PM 42 min. Sunny, clear

4-26-05 1:50 pm - 2:40 pm 50 min. windy, overcast

8-28-05 12 PM - 4 PM ? 4 hrs. ? Sunny + clear

9-11-05 12:15 AM - 4:06 AM 4 hrs. Storm (Homes across street + behind us all have power)

11-15-05 4:30 AM - 5:30 AM rain, NO WIND!

11-15-05 6:10 PM - 6:15 PM 5 min. wind + rain

4-2-06 5 PM - 7:10 PM 26 HOURS!!! STORMS (House across street + behind have power)

5-17-06 2:45 PM ? - 4:18 PM brief wind + rain

7-19-06 thru 7-27-06 9 DAYS Strong Storms

8-7-06 4:21 PM 1 MINUTE Clear, Sunny, hot

11-1-06 8:24 AM - 8:28 AM 4 minutes no wind, no storms

11-30-06 11 AM Thurs. - Sat Nov 2 100 Storms.

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149
St. Louis, MO 63166-6149
314.621.3222

December 17, 2001

Mr. James Strawhun
2545 St. Catherine St.
Florissant, MO 63033

Dear Mr Strawhun:

I am writing in response to your letter regarding your frequent power outages. I have reviewed your record and note that you have had a number of outages. I understand your concerns and realize how frustrating the situation has been for you. However, I want to assure you that we are taking action to address the major cause of your frequent outages.

Of the extended outages you experienced in the past year, trees or equipment problems caused three outages. These problems were immediately addressed and corrected. The two other extended outages had unknown causes, which are often tree related. This fall, an engineer patrolled your feeder. As a result of this patrol, additional equipment has been installed in five locations on your feeder to reduce the number of customers affected by the problem. In response to your inquiry, a forestry supervisor also patrolled your feeder and several trees were identified for trimming.

We perform regular maintenance on our lines. Specifically, in the area of tree trimming, we try to maintain a regular cycle of routine trimming. Your feeder is scheduled for routine trimming again in Spring 2002.

I sincerely hope that the tree trimming and other actions we are undertaking will resolve this problem. Quality service is important both to you and us. As your service provider we continually evaluate ways to improve the level of service to all of our customers. If you have any additional concerns or questions, please feel free to contact me.

Sincerely,



Brian Ripperda
Engineer
Reliability Support Services

