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Witness: Ronald C. Zdellar
Sponsoring Party: Union Electric Company
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MISSOURI PUBLIC SERVICE COMMISSION

CASE NO. ER-2008-0318

REBUTTAL TESTIMONY

OF

RONALD C. ZDELLAR

ON

BEHALF OF

UNION ELECTRIC COMPANY

d/b/a AmerenUE

**St. Louis, Missouri
October, 2008**

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1 **REBUTTAL TESTIMONY**

2 **OF**

3 **RONALD C. ZDELLAR**

4 **CASE NO. ER-2008-0318**

5 **I. INTRODUCTION**

6 **Q. Please state your name and business address.**

7 A. My name is Ronald C. Zdellar. My business address is One Ameren Plaza,
8 1901 Chouteau Avenue, St. Louis, Missouri 63103.

9 **Q. By whom are you employed and in what position?**

10 A. I am employed by Union Electric Company d/b/a AmerenUE (“AmerenUE”
11 or “Company”) as Vice President Energy Delivery-Distribution Services.

12 **Q. Please describe your educational background.**

13 A. I received a Bachelor of Science Degree in Electrical Engineering from
14 Washington University in St. Louis, and a Master of Business Administration Degree, also
15 from Washington University.

16 **Q. Please describe your professional work experience.**

17 A. I joined Union Electric Company (“UE”) in 1971 as a transmission and
18 distribution engineer. From 1973-1975, I worked in UE’s Corporate Planning Department;
19 from 1975-1981, I worked in the Transmission and Distribution Performance Management
20 work group; and from 1981-1988, I was Manager of Distribution Operations, which included
21 responsibility over UE’s vegetation management. In 1988, I was promoted to the position of
22 Vice President of Transmission and Distribution. In 1995, I was named Vice President,

1 Customer Services, and in 2002, I was named Vice President Energy Delivery-Distribution
2 Services.

3 **Q. Please describe the duties and responsibilities of your current position.**

4 A. In my position, I am responsible for gas and electric distribution engineering,
5 construction, operations and maintenance for AmerenUE. Sixteen managers report directly
6 to me, including each of the Company's nine Division Managers and the Managers for
7 Distribution Operations, Reliability Improvement, System Metering, as well as the Director
8 of Labor Relations and Administration. I am involved with negotiations with the various
9 labor unions that represent AmerenUE employees and am responsible for the oversight of
10 AmerenUE's efforts to comply with the Commission's new vegetation management,
11 infrastructure inspection and reliability rules.

12 **II. PURPOSE OF TESTIMONY**

13 **Q. What is the purpose of your rebuttal testimony in this proceeding?**

14 A. The purpose of my rebuttal testimony is to respond to the testimony received
15 by the Missouri Public Service Commission at the public hearings held throughout the
16 Company's service territory, to the portion of the Staff Report on Cost of Service ("Staff
17 Report") sponsored by Jeremy Hagemeyer, which deals with the cost of AmerenUE's
18 vegetation management and other reliability programs and to the testimony filed by the Local
19 Unions by David Desmond, Michael Datillo and Michael Walter. I will not be responding to
20 the testimony submitted by Union witness Donald Giljum, as it deals with operations at the
21 power plants. Mark Birk will address Mr. Giljum's direct testimony.

1 **III. LOCAL PUBLIC HEARING TESTIMONY**

2 **Q. Let’s start with the testimony given at the public hearings. Did you**
3 **attend the public hearings?**

4 A. At each public hearing, AmerenUE ensured it had at least one member of the
5 Company’s senior management team and I attended in that capacity at 11 local public
6 hearings¹. Often, I was not the only member of senior management who attended these
7 hearings. There were other senior managers in attendance at most of the public hearings and
8 AmerenUE CEO Tom Voss attended a majority of the public hearings as well. In addition,
9 AmerenUE sent a team of employees to each public hearing. These employees had the
10 ability to access customer accounts to address billing questions or service issues. We had
11 information available to explain the various options for bill payment, how to access
12 organizations which provide financial assistance, past reliability and the corrective action
13 we’ve taken, tree trimming practices and various handouts on energy efficiency and
14 conservation. We devoted a multitude of resources to each of the public hearings because we
15 wanted to hear from our customers and address their concerns. In fact, at many of the
16 hearings, the number of AmerenUE personnel actually outnumbered the number of members
17 of the public who attended. The Company approached these public hearings as our
18 opportunity to learn what concerns our customers have and to determine how to better
19 address those concerns.

20 **Q. What do you mean by the phrase “determine how to better address those**
21 **concerns?”**

¹ I attended eight public hearings in person and three public hearings via webcast.

1 A. After each public hearing, AmerenUE followed up on each reliability or
2 operational concern expressed by a customer, whether that concern was expressed informally
3 during the question and answer sessions that preceded each hearing, during the hearing itself
4 or whether it was sent to the Commission and placed into EFIS. This investigation
5 sometimes revealed another side to the story expressed by our customers, but at other times
6 we found a situation that required us to take corrective action. In all such cases, the
7 Company has taken or has scheduled for the near future, action to correct the concern. As
8 the Commission is aware, AmerenUE has undertaken a major effort to improve the day-to-
9 day reliability of service experienced by our customers. The knowledge gained in connection
10 with the public hearings has been incorporated into that work. Attached to my testimony as
11 Schedule RCZ-RE1 is a table listing each witness who testified (or who submitted comments
12 via EFIS in this case) about reliability or other operational concerns, the results of our
13 investigation into the claim(s) and, as necessary, the work we undertook to resolve the
14 customer's concern. In addition, I wrote a letter to each of these individuals expressing the
15 Company's appreciation for their testimony and explaining the efforts the Company is
16 undertaking in order to address their concern. A copy of each of these letters is included as
17 Schedule RCZ-RE2 to this testimony.

18 It is worth noting that relatively few individuals testified at the public hearings and
19 the majority of those who did testify did not express concerns with the reliability of their
20 service. AmerenUE believes this is, in part, due to its efforts to improve its system and the
21 resulting reliability of service experienced by our customers. There were a few individuals
22 who testified who are currently experiencing a level of service that is unacceptable to the
23 Company and AmerenUE is working to find solutions for those customers. However, out of

1 the total number of individuals who testified², only 11 indicated a concern with service
2 reliability. While even that number is one we want to reduce, when compared to the
3 testimony received in our last rate case (and AmerenUE's 1.2 million electric customers), I
4 believe it demonstrates the depth of AmerenUE's commitment to improve the service
5 delivered to its customers.

6 **IV. VEGETATION MANAGEMENT AND INFRASTRUCTURE INSPECTION**

7 **Q. Are you familiar with the portion of the Staff Report which contains**
8 **Staff's recommendations for the amount of vegetation management and infrastructure**
9 **inspection costs which should be included in the revenue requirement for AmerenUE?**

10 A. Yes, I am. Staff's position is that it will not recommend an amount to be
11 included in AmerenUE's revenue requirement for vegetation management and other
12 reliability programs higher than an amount spent historically by AmerenUE.

13 **Q. Do you agree that using the historical level of expenditures on these areas**
14 **is appropriate?**

15 A. Absolutely not. In July of this year, the Commission's new rules on
16 vegetation management (4 CSR 240-23.030) and infrastructure inspection (4 CSR 240-
17 23.020) became effective. These rules were implemented, at least in part, in response to
18 concerns about reliability of electric service after particularly harsh storms hit the State of
19 Missouri in the summers and winters of 2006 and 2007. The infrastructure inspection rules
20 establish minimum standards which require AmerenUE to inspect infrastructure, such as
21 poles, transformers and other facilities, and to repair substandard or damaged infrastructure
22 found during these inspections. The vegetation management rules require more aggressive
23 trimming of tree branches and removal of other vegetation that could impact distribution and

² A total of 57 people testified at the 14 public hearings, an average of approximately 4 witnesses per hearing.

1 transmission lines as well as a mid-cycle inspection of these lines. During the course of the
2 rulemaking, the Commission acknowledged that Missouri utilities would be required to
3 spend more money than they had historically spent in order to comply with the new rules. 4
4 CSR 240-22.020(4) and 4 CSR 240-22.030(10).

5 Even though AmerenUE voluntarily began complying with the new vegetation
6 management rules prior to their effective date, one thing that is certain is that the test year for
7 this case does not represent a full year at the newly required level of spending and does not
8 include the level of vegetation management and infrastructure inspection costs the Company
9 must incur to comply with these rules. Additionally, as the Company completes inspections,
10 it is finding greater than expected need for replacement and/or repair work, thus increasing
11 the cost of compliance above that which it previously estimated.

12 The fact is that AmerenUE cannot definitively state what it will cost to comply with
13 these newly implemented rules. As AmerenUE continues to ramp-up its expenditures to
14 comply with these rules, there also remains uncertainty around these costs, which depends on
15 a number of factors, including whether or not the Company's crews are called to other
16 locations within the United States to help after a natural disaster, whether or not the
17 infrastructure inspections reveal more or less repair work to be necessary, the availability and
18 cost of labor and materials necessary to comply with the rules, etc. The Commission has
19 deemed this work necessary for the improvement of the reliability of service that AmerenUE
20 and other Missouri utilities provides to their customers. AmerenUE agrees, and in fact
21 assumed a leadership role in working with the Commission to develop these rules. Given the
22 importance of these expenditures, the fact that they are mandated by the Commission's rules,
23 and the fact that test year levels are simply not reflective of the level of costs that will be

1 necessary for compliance when rates in this case become effective, the Company needs rate
2 treatment in this case that will ensure that these costs will be recovered on a timely basis.
3 The Company should not be put in a position of under-recovering legitimate vegetation
4 management and inspection costs, mandated by Commission rules, simply because the
5 historical level of spending before these rules were put in place was lower. No party in this
6 case has argued that these costs are not legitimate or that they don't contribute to improving
7 the reliability of service to AmerenUE's customers. In fact, no party in this case has stated
8 that AmerenUE should not be able to recover these costs in its revenue requirement.
9 However, the position taken by Staff in this case unfairly relies solely on use of a historic test
10 year. That approach, if it were followed, sends the wrong signal. It certainly does not
11 suggest support for utility efforts to implement and adhere to the new rules.

12 **Q. What solution would timely allow cost recovery for these required**
13 **expenditures, demonstrate support for implementation and adherence to these new**
14 **rules, and treat both the Company and ratepayers fairly?**

15 A. AmerenUE should be authorized to implement a tracker for vegetation
16 management and infrastructure inspections/maintenance as was just approved by the
17 Commission for The Empire District Electric Co. (Empire). The tracker granted to Empire
18 set a base level of vegetation management and infrastructure inspection and repair costs in
19 rates equal to an average of Empire's budgeted expenditures in those areas over the next two
20 years. Actual expenditures are then tracked around that base level with the creation of "a
21 regulatory liability in any year where Empire spends less than the target amount, and a
22 regulatory asset where the company spends more than the target amount." The Commission-

1 approved tracker also calls for “[t]he assets and liabilities [to] ... then be netted against each
2 other and considered in Empire’s next rate case.”

3 This kind of tracker is a fair mechanism that should be adopted for AmerenUE’s
4 vegetation management and infrastructure inspection efforts.

5 **Q. Would this replace the current vegetation management-only tracker?**

6 A. Yes. In its last rate case AmerenUE agreed to a one-way tracking mechanism
7 to operate until a new rate case is concluded. Under that tracker, if AmerenUE does not
8 spend the target amount, it must make that amount up in the next year. If it spends more than
9 the target amount, it does not lessen the target requirement for the next year. This kind of
10 one-way tracker was rejected in the Empire case, with the Commission stating that, “Public
11 Counsel criticized both proposed trackers because they could have the perverse effect of
12 requiring Empire to spend money beyond what it would prudently need to spend to meet the
13 requirements of the rule. Public Counsel’s criticism is well founded. If, for example, Empire
14 can fully meet the requirement of the rule while spending only \$7 million, it should not be
15 required to spend more ratepayer money simply to meet the requirements of the tracker. The
16 Commission wants to encourage Empire to spend the money it needs to spend to improve the
17 reliability of its service, but there is no need to require the company to waste money.”
18 ER-2008-0093, *Report and Order*, p. 71. That reasoning makes sense, and it is why
19 AmerenUE believes is also the appropriate mechanism to grant AmerenUE for its vegetation
20 management and infrastructure inspection costs.

21 **Q. What is the base amount the Company is requesting for inclusion in rates**
22 **in this case?**

1 A. We are asking to set a base level equal to the amounts our budgeted amounts
2 for 2009 and 2010.³ For vegetation management this average is \$49.00 million and for
3 infrastructure inspection and repair this amount is \$17.00 million. As noted earlier, sums
4 above or below these amounts will be tracked and will create a regulatory asset (if above) or
5 liability (if below), to be netted and recovered (or returned to customers) in the next rate case.

6 **Q. What expenditures would be tracked against the base amount?**

7 A. Expenditures from March 1, 2009, to the last day of February, 2010, (the
8 12-month periods following when rates would be effective from this case) would be tracked
9 against these base amounts.

10 **Q. Are there other sums that AmerenUE would like accounted for relating**
11 **to compliance with the new rules?**

12 A. In addition to the two-way tracker, AmerenUE is requesting the Commission
13 allow it to begin amortizing over three years the actual incremental amount spent by the
14 Company in order to comply with the vegetation management and infrastructure rules
15 between January 1, 2008 and September 30, 2008. Finally, AmerenUE asks the Commission
16 to grant it the accounting authorization contemplated by the Commission's vegetation
17 management and infrastructure inspection rules for costs that are incurred in excess of the
18 costs included in its current rates for the period October of 2008 through February 28, 2009.
19 As was recognized in the Commission's vegetation management and infrastructure rules,
20 compliance costs have been and will continue to be incurred between rate cases. The
21 requested authorization allows for those costs to be deferred for treatment in the next rate
22 case, so long as that case is filed within five years.

³ These amounts represent the budgeted amounts as of September 30, 2008.

1 In recent years, the combination of an attrition of lineman caused by the retirement of
2 many linemen trained during the period of more rapid growth in the system coupled with, at
3 the same time (a) the need to maintain and repair aging equipment, much of which was
4 installed during these earlier building cycles; and (b) renewed higher electric demand caused
5 by a combination of higher per customer usage of electricity (to power our cell phones,
6 computers, and flat screen TVs, among other things) and the demand for increased levels of
7 reliability (driven in part by the increasing importance of electricity in our lives) has again
8 increased the Company's workloads. Those increased workloads simply could not be met
9 with just AmerenUE's internal workforce.

10 The union testimony reads as if AmerenUE could have a larger internal workforce if
11 it wanted to and that, for some reason, it refuses to do anything other than hire outside
12 contractors. This is a mischaracterization of the current situation. At this time, AmerenUE is
13 offering a hiring bonus of \$15,000 for persons who can qualify as a journeyman lineman.
14 The Company, and the industry as a whole, is facing a shortage of these workers. In fact, if
15 the unions could bring in 100 qualified journeyman linemen tomorrow, AmerenUE would
16 hire them on the spot. The fact is that those folks don't exist where we need them, and
17 consequently at this time, AmerenUE, and most electric utilities, have no choice but to rely
18 on outside contractors for at least a portion of their normal workforce needs.

19 **Q. Do you agree that outside contractors are not as well trained and provide**
20 **lower quality of work?**

21 A. No. I do not agree. While I believe that the training provided by AmerenUE
22 is second to none and that it improves every year as we review our procedures for
23 improvement opportunities, the various individuals employed by our outside contractors also

1 receive training. Some of the classifications have a journeymen test which the employee
2 must pass and others receive on-the-job training. As we utilize the contractors on a day-to-
3 day basis, we audit their performance for compliance with our standards for workmanship
4 and safety.

5 **Q. Will there always be a need for AmerenUE to use contractors?**

6 A. Yes. There is some work that has been outsourced to contractors for a very
7 long time, and will continue to be outsourced. For example, AmerenUE has relied on outside
8 contractors to provide tree trimmers in the metropolitan St Louis region for at least 40 years.
9 This work is very specialized and it is necessary and more efficient to rely on an outside
10 contractor to provide the required workforce at the times AmerenUE requires.

11 Additionally, outside workers are always going to be required when restoring power
12 after a major storm. By definition, this process can never be as efficient as day-to-day
13 routines and there can be issues with the quality of work which is completed. No matter how
14 AmerenUE staffs for normal work, it (and most utilities) must continue to rely on large
15 numbers of contractors who are not normally on our property after major storms. These
16 workers are certainly the best available at the time and they do enhance the restoration of
17 service to our customers.

18 **Q. Are you familiar with the lump sum bonus paid to union employees**
19 **during the test year?**

20 A. I am. I was present at and directly involved in the contract negotiations.
21 Negotiations are, of course, a time of give and take to reach a mutually acceptable outcome.
22 The outcome of our negotiations with the union, including the lump sum payment, balances
23 the interests of the Company and the unions. It is my understanding that Staff did not include

1 this lump sum amount in AmerenUE's revenue requirement. I believe that to be
2 inappropriate to disallow a portion of a larger settlement. In fact, this is the first time, at least
3 of which I am aware, where the Commission is being asked to disallow a portion of a
4 legitimate labor expense. AmerenUE agreed to this payment because it thought the
5 arrangement, in total, was the best for the Company. If the Commission disallows this
6 payment, it will have the impact of limiting future negotiations and settlement options –
7 because the Company would risk not being able to recover a valid and legitimate expense.

8 **Q. Does this conclude your rebuttal testimony?**

9 **A. Yes, it does.**

	A	B	C	D	E	F
1	Hearing Date	Name	Address	Zip	Complaint	Resolution
2	09/17/2008	Delores McMillan	8307 Garfield, St. Louis, MO	Not obtained	No specific complaint regarding reliability/infrastructure. Opposes rate increase.	N/A
3	09/17/2008	Pamela Boyd	Not Obtained	Not obtained	No specific complaint regarding reliability/infrastructure.	N/A
4	09/17/2008	Doug Marsh	Not Obtained	Not obtained	No specific complaint regarding reliability/infrastructure.	N/A
5	09/17/2008	Kathleen Logan Smith	6267 Delmar Blvd., St. Louis, MO	63130	No specific complaint regarding reliability/infrastructure.	N/A
6	09/17/2008	Sundy Whiteside	5436 Genevieve, St. Louis, MO	Not obtained	No specific complaint regarding reliability/infrastructure.	N/A
7	09/17/2008	Bob Williams	711 North Euclid	Not obtained	No specific complaint regarding reliability/infrastructure.	N/A
8	09/17/2008	Rose Stephens	3127 Norwood Ave., St. Louis, MO	63115	No specific complaint regarding reliability/infrastructure.	N/A
9	09/17/2008	Francis Bonham	4020 S.Spring St, St. Louis, MO	Not obtained	No specific complaint regarding reliability/infrastructure.	N/A
10	09/17/2008	Antionette Bullay	Not Obtained	Not obtained	No specific complaint regarding reliability/infrastructure.	N/A
11	09/17/2008	Florida Womack	4907 Lee, St. Louis, MO	63115	Testified she is a 75-year old that had to pay for a hotel when the power went out in the summer. Was able to survive at home during the winter because she has a fireplace. Was not reimbursed for the costs she incurred during the summertime outage.	While Ms. Womack did experience lengthy interruptions of service after the extreme storms of July and November '06 and she saw only 2 interruptions in '07. One of these was for 15 minutes and the other was for 43 minutes and was due to damage by the public. She has not experienced any interruptions during 2008. Ltr to customer from RCZ 10/10/2008
12	09/17/2008	Maggie Williams	4137 Peck St., St. Louis, MO	63107	No specific complaint regarding reliability/infrastructure.	N/A
13	09/17/2008	Gentry Trotter	7 Waterman Pl., St. Louis, MO	Not obtained	Testified about the difference in outage frequencies, length of time outages last and tree trimming in St. Louis and the co-operative in Defiance, MO. Believes there needs to be better program management such as tree trimming.	Complained about outages generally. He has had 1 outage in '08, 3 outages in '07 and one in '06. No systemic problems.
14	09/17/2008	Debra Penna-Fredericks	2019 Princeton Pl., Richmond Heights, MO	Not obtained	No specific complaint regarding reliability/infrastructure.	N/A
15						
16						
17						
18						

Hearing Date	Name	Address	Zip	Complaint	Resolution
09/17/2008	Mike Walter	3061 Arrowhead Point Drive, St. Louis, MO	63129	No specific complaint regarding reliability/infrastructure.	N/A
09/17/2008	Virginia Harris	5560 Oak Haven Lane, Creve Coeur, MO	63141	No specific complaint regarding reliability/infrastructure.	N/A
09/17/2008	Karen Caston	2851 West Pasture Drive, West Overland, MO	63114	No specific complaint regarding reliability/infrastructure.	N/A
09/17/2008	Sharon A. Sanders	15951 Forest Valley Drive, Ballwin, MO	63021	No specific complaint regarding reliability/infrastructure.	N/A
09/17/2008	Dan Brungard	1001 Boardwalk Springs Place, O'Fallon, MO	63368	No specific complaint regarding reliability/infrastructure.	N/A

Hearing Date	Name	Address		Complaint	Resolution
09/08/2008	Francesca Alfino	1268 Danvers Dr.	63146	Testified to 5 outages in as many weeks. Has been keeping a log. Log was given to Ameren. Feels Ameren's service performance is sketchy. According to her State Representative, AmerenUE counted only 2 outages in her area during the same 5 week period. Started calling AmerenUE after each outage to make sure there was a record of the outages. Transformer popped; is located over her yard. After the 2nd outage, requested AmerenUE tell her how they planned to rectify problem. Someone came to her home, said he saw nothing but would have a monitor on the line. After the 4th outage, was told by Customer Service there was still no monitor on the line. No one could tell her what the plan was to fix problem. Transformer near backyard was replaced, the crew requested a replacement pole, stating the pole was shot as were many in her area. Called 3 yrs ago, requesting that the pole situation be investigated. There's no status on those poles.	On August 18, 2008, A Troubleman responded to a customer report of momentary interruptions and found a failed insulator pin which allowed one condutor to be closed to another phase. Whenever the wind blew, it allowed the two wires to make temporary contact resulting in a mommentary interruption. Repairs were made immediately. However, a 20 minute interruption was required to perform the work safely. On August 28, 2008, a crew installing new cable found a bad bushing on a transformer and had to open the circuit for 20 minutes to make repairs. We have followed up with the customer providing the above.
09/08/2008	David Schilling	1665 Calle Court, Warson Woods, MO	63122	Outage on 08/05/08. No wind; 98 degrees. Limb came down. Outage partially repaired but was out again approx. 20 minutes later. Outage on 08/30/08 and 08/31/08. No wind or storms. Limb came down. Limbs falling in the same area as they did in Nov. 20 2006. Bad pole.	There were three interruptions dues to trees. One occurred when a tree approximately 20 feet away from the easement uprooted. The other two were due to a sweet gum tree at 516 Beauford where the owner has agreed to extensive trimming. The pole at the rear of Mr. Schilling's residence has been scheduled for replacement. Mr. Schilling has been shown the sweet gum tree and has been informed of all of the above.
09/08/2008	Allen, Thomas	1 Smoketree Dr., Fenton, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Hearing Date	Name	Address	Zip	Complaint	Resolution
09/10/2008	Margieann Leaming	Not Obtained	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/10/2008	Ken Jackson	Not Obtained	Not Obtained	Superintendent of Dexter Schools. No specific complaint regarding reliability/infrastructure.	N/A
09/10/2008	Jeff Dudley	Not Obtained	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Hearing Date	Name	Address	Zip	Complaint	Resolution
	Krutzman, Norman Eli	3033 Charmbrook Lane, Maryland Heights, MO	63043	Testified about problem with vines on poles and lines on property deeded by Mr. Krutzman by MSD. He controls access to property. Testified to an outage occurring as a result of a falled tree.	On review, the lines in question are all secondary/service away from our primary lines. In addition, access to the property is controlled by Mr. Krutzman. We contacted Mr. Krutzman and have gained access to the property to trim trees, remove/kill the vines. The only service interruption he mentioned was due to a tree which fell over at 3037 Berry Bell. The tree was well off the easement. Mr. Krutzman has been informed of the above. Ltr to customer from RCZ 10/10/2008

Hearing Date	Name	Address	Zip	Complaint	Resolution
09/10/2008				NO WITNESSES	

Hearing Date	Name	Address	Zip	Complaint	Resolution
09/15/2008	Kevin Lay	1116 South Ann, Kirksville, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/15/2008	Elise Crain	Not Obtained	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/15/2008	Dan Tollenaar	508 South Halliburton St., Apt. C, Kirksville, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/15/2008	John Houlehan	Kansas City, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/15/2008	Patricia Ritchie	23600 South Missouri River View, Drive, Hartsburg, MO	65039	No specific complaint regarding reliability/infrastructure.	N/A
09/15/2008	Al Mueller	1205 Elmerine, Jefferson City, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/15/2008	Richard Allen	1420 Wilmor Drive, Jefferson City, MO	65101	No specific complaint regarding reliability/infrastructure.	N/A

Hearing Date	Name	Address	Zip	Complaint	Resolution
09/18/2008	George Golston	Not Obtained	Not Obtained	Testified about the use of out-side tree trimming crews and AmerenUE's lack of supervision over these crews. No specific complaint regarding reliability/infrastructure.	Testified that AmerenUE eliminated in-house tree trimming crews and provides no oversight of contractors now doing the work. AmerenUE has utilized outside contractors for tree trimming maintenance for over 40 years and has a comprehensive program for audit and oversight with contractors losing/gaining percentage of work on AmerenUE property based on performance against several metrics. Ltr to customer from RCZ 10/10/2008
09/18/2008	Patty DeGonia	2412 Forest Shadows, St. Louis, MO	63136	Testified about issues with non-english speaking tree trimming service cotracted by AmerenUE. Testified that they left wood after trimming and removed an entire tree. Testified about an outage caused by a problem with a transformer;repair crew showed 8 hours later. Testified that area has underground lines but still have frequent outages.	Testified to poor tree trimming and crews leaving wood on property. Ms. Degonia is Vice President of the Sugar Pines Association and had agreed to allow the cutting down of any tree necessary for proper clearance of the power lines (permit attached) and leaving wood. During the trimming process there were communication issues with the crew, none of which spoke English. As a result, Ms. Degonia did not receive the resulting condition she expected. We have removed all remaining wood and have reached agreement to replace a tree near the entrance monumment. All of the above has been addressed with Ms. Degonia. Ltr to customer from RCZ 10/10/2008.

Hearing Date	Name	Address	Zip	Complaint	Resolution
09/22/08	Robin Acree	628 West Love Street, Mexico, MO	Not Obtained	Testified about the termination of tree trimmers after rate increase was approved. No specific complaint regarding reliability/infrastructure.	We have not fired tree trimmers. In fact. We have had more trimmers working on AmerenUE property the past year than ever before.
09/22/08	Jennifer Islam	Not Obtained	Not Obtained	Testified in Spanish.	N/A
09/22/08	Hazel Roberts	1524 Fair Grounds, Mexico, MO	65235	No specific complaint regarding reliability/infrastructure.	N/A
09/22/08	Robert Marty	Not Obtained	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/22/08	Darrell Enslin	901 Rhue Court, Mexico, MO	65265	No specific complaint regarding reliability/infrastructure.	N/A
09/22/08	Danny Goe	515 Holmes, Mexico, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/22/08	Representative Belinda Harris	7158 White Road, Hillsboro, MO	63050	Testified there has been aggressive tree trimming in some areas but, there is still work to be done in a lot of areas. Testified that since the last severe storm she has seen an	AmerenUE will be on 4/6 year cycles by year's end. Even so, the record rainfall of 2008 has resulted in above normal tree growth. AmerenUE WILL be adding crews in 2009 to address the increasing needs. Ltr to customer from RCZ 10/10/2008.
09/22/08	William Zoll	13549 Cedar Hollow Road, Fletcher, MO	63030	Testified that between Jan. '08 and Sept. 21, '08 he has recorded 167 outages.	Our records did not support Mr. Zoll's claim of 167 service interruptions since January 2008. On inspection, we found a loose connection in the customer's

Hearing Date	Name	Address	Zip	Complaint	Resolution
09/22/08	Jacqueline Ruby	11007 Lalumondiere Road, Potosi, MO	Not Obtained	Testified about 12 day lost of service in 1980; has experienced several outages since then. Testified line came down in 2007 causing a fire in a wooded area. Testified no tree has been cut down since 2007. Testified husband is on registry for medical.	The 12 day interruption occurred prior to AmerenUE ownership. Over the past two years ('07 & '08) the Ruby's have experienced 5 interruptions prior to 9/14 (Ike). the longest of 4 interruptions was 1 hour 38 minutes. Ike caused widespread damage across the U.S. with customer interruptions for up to 10 days (outside Texas). The Ruby's were interrupted for 27 hours 23 minutes which was less than many other AmerenUE customers. Our restoration process is clearly documented with the MPSC. Following work to restore critical facilities and address hazards, work moves from the substations to the end of the lines restoring customers along the way in decreasing numbers until services are repaired. The Ruby's live at the end of a long circuit and all repair work on the backbone of the circuit must be done to be able to get service to the Ruby's property. Mr. Ruby is on our medical equipment registry. As such, we notify Mr. Ruby about any planned maintenance and are able to recognize his need during normal conditions and minor system problems. However, after major storms, the loc
09/22/08	Virgil Ruby	11007 Lalumondiere Road, Potosi, MO	Not Obtained	Testified about a poll that needed to be replaced that was not. Testified about the lack of priority given to customers with medical conditions/medical equipment.	See Jacqueline Ruby.
09/22/08	Sharon Pickett	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
04/03/08	Michael L. Newmark	6 Colonial Hills Pkwy. St. Louis, MO	63141	No specific complaint regarding reliability/infrastructure.	N/A
04/03/08	Paul Listenberger	602 Nandale Ln., Manchester, MO	63021	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Rick Biermann	4322 Osceola, St.Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Perry Wergin	524 NaavajoRd., #1B, Four Seasons, MO	65049	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Pat Ramsey	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Steven Christensen	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Nick Farace	2040 Danelle Dr., Florissant, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Dr. Pamela Barmash	7055 Cornell Ave., St., Louis, MO	63130	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Richard Barnes	Bonne Terre, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Marie McCain	10650 Ridge, Overland, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Semion M. Dub	11719 Greengate Ln., St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Angelo Delzecchio	1500 Old Halls Ferry, Florissant, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Marc Becker	33 Grim Dr., Kirksville, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Mike Day	904 Estes Ct., Florissant, MO	Not Obtained	Has experienced 14 interruptions in 2 year period. Major interruptions lasted 5 days or more.	2 outages in '08 during thuderstorms. Customer also experienced two momentaries in July of /08 during calm weather. 8 outages in '07 - 6 were severe weather, 1 animal, and 1 cleared for safety; 3 outages in '06 all during major storms Customer claimed outages lasted 5 days or more. Customer's longest outage was the July '06 storm when she was out for 84.5 hours or approx 3.5 days. Next longest outage occurred during January '07 ice storm when customer was out for nearly 33 hours. Next longest outage occured during 4/29/06 storm when customer was out for 20 hours and 38 mins. Completed considerable maintenance work on the circuits serving area including tree trimming. Ltr to customer 09/22/08 from RCZ.
04/10/08	Rosemary Boggs	166 Walnut Grove, Eldon, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/10/08	Accent On Graphics	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/10/08	Art Myers	P.O. Box 141, Dittmer, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/14/08	Margaret Tracy	220 N. Messmer, Kelso, MO	Not Obtained	Constant outages, do not trim trees and unreliable service.	Interruption in March due to failiure of equip in a substations. Most recent interruption was from Hurricane Ike. Ltr to customer from RcZ 10/10/2008

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
04/15/08	Mary P. Holden	1125 S. Kingshighway, St.Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/15/08	Not Provided	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/22/08	Richard L. Bratton	910 Thompson Dr., Florissant, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
05/12/08	Glen C. Miller	1518 Parkway Dr., Bismarck, MO	Not Obtained	Complained about outages generally.	Two outages in '08 - one during Ike, the other was squirrel caused. They experienced 7 outages in '07. One was a public vehicle accident, four outages were safety related. One was during the major storm in August and one was a nine-minute outage due to system operating error. They had 9 outages in '06. Three of these occurred during adverse weather conditions, two were maintenance outages, two were very short outages related to safety of our crews while they made permanent repairs, one outage was a result of equipment failure and we had a 12-minute outage due to operator error.
05/19/08	Lisa Pleus	1610 Rosewood Dr., Jefferson City	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
05/20/08	Ray Duncan	2939 Sandy Creek Rd., Pevely, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
05/27/08	Barbara Jackson	304 Brewer Dr. Columbia, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
06/01/08	John Eiseman	10133 Springwood Dr., Ladue, MO	63124	Electric service abysmal. Failed to focus on preventative maintenance. Not doing enough tree trimming. Recent outage caused by downed tree.	Customer has experienced 4 outages to date in 2008 - three have been during adverse weather conditions and 1 was a planned outage to allow safe trimming. Customer experienced momentaris on 8/6/08 and 7/11/08. Customer experienced 4 outages in 2007 - 2 were weather related, 1 was an outage to allow safe trimming and 1 was related to contractor trimming. Customer did experience 8 extended outages in 2006, five of which were major storms. One was incidental tree contact, one was during a rain storm and they did have one subtransmission outage during heat. Trimming started in Dec '07 and completed in early 2008. There is one Power On project in design to convert OH to UG subtransmission lines along old Creve Coeur RR R.O.W. There is also another project under consideration to convert OH to UG primary lines WS Warson. Ltr to customer 09/22/08 from RCZ.
06/04/08	Kimberly Renee' Lewis-Walton	115 Riverside Dr., Jefferson City, MO	65101	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
06/13/08	Bob Hardester	5403 Stonehurst Dr., St. Louis, MO	63129	Quality of service complaint made to/filed with PSC. Per Memo dated June 13, 2008 - Lives on a circuit that has approximately 67 homes on it. Experiences an interruption everytime there is a storm and is always the last ones restored. Alleges to have called AmerenUE to complain and to advise that he has filled out the form to notify them of his medical condition.	Dave Wakeman spoke with Mr. Hardester on the telephone on 6/18/08. Mr. Wakeman reviewed customer's outage history and explained the outage restoration process. Customer requested that he be placed on a different feeder. Mr. Wakeman reviewed how customer is fed and explained that he really was in a good place, but Mr. Wakeman would have engineering to review for improvement opportunities. Mr. Wakeman provided customer direct number for any questions or concerns regarding his reliability. D.Wakeman spoke to Dan Beck on 6/26 to update on status of complaint and conversations with customer. Ltr to customer 09/22/08 from RCZ.
06/17/08	Robert Paster	614 Audubon, St. Louis, MO	Not Obtained	Feels tree trimming procedures are terrible. Opposes rate increase. No specific complaint regarding reliability/infrastructure.	Customer has experienced 2 outages in in '08 - One during high winds and one outage in August due to switching. He experienced 4 outages in '07, 3 of which were during extreme heat. The 4th outage was due to a cable failure. That cable issue will be resolved with Power On project currently underway. Customer experienced 4 outages in '06, 3 of which were during major storm events. Mtc tree trimming is in progress on this circuit. Mgmt patrolled line and found several trees that were removed 3/17/07. Power On projects - 1st job is replacing existing ug primary on Broadview & Hillvale toward Crestwood Dr. This job is 50% completed and projected finish date is end of July 2008. The 2nd job is to replace existing ug primary at Hillvale, Claverach & wydown this job is in design cue. AmerenUE has previous responded to customers complaint to PSC 9/14/07. Ltr to customer 09/22/08 from RCZ.
06/29/08	Donald Schulte	13492 Bluff Hills Acres, Marthasville, MO	63357	No specific complaint regarding reliability/infrastructure.	N/A
07/03/08	Jack Marks	5736 Hidden Stone Dr., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
07/11/08	John Hochstatter	10548 E. State Hwy. 47, Cadet, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
07/17/08	Patricia N. Kirby	208 W 7th St., Salisbury, MO	65281-1110	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
07/30/08	Joyce Groom	25787 Mercury Ln., Kirksville, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
07/31/08	J. P. De Le	100 Brookview Ln., Apt. 104, Elsberry, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
07/31/08	Laurie Pryor-Rhymes	10641 Spring Garden Dr., Glasgow Village, MO	Not Obtained	Customer is experiencing a lot of outages in her area.	Customer has experienced 7 outages to date in 2008. Four of these outages have occurred during calm weather - one of these was a maintenance outage. Two were during thunderstorms and one was a wind storm. Customer experienced 5 outages in 2007, three of them were during adverse weather conditions, one was related to heat and one was a 40 minute maintenance outage to replace a pole. Vegetation mgmt trimmed private property along Gelen Garry in mid-June this year. They hot spotted along the 3 phase tap at various locations removed 2 trees that were uprooting they also storm proffed dead trees at 5 locations. Trimming on this circuit is scheduled in 2008. Ltr to customer from RCZ 09/22/08. There is a Power On project for undergrounding the OH lines along Glen Garry Rd. This
07/31/08	Mary Hribernik	6803 Cottage Grove Ln., Apt. F, St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
07/31/08	John C. Federhofer	806 Clintwoode Ct., Baldwin, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/01/08	Jerry Jackson	313 Ginger Rd., Lake Ozark, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/01/08	Marie Hollenbeck	9921 Bunker Hill Dr., St., Louis, Mo	63123	No specific complaint regarding reliability/infrastructure.	N/A
08/01/08	Frank Yancer	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/01/08	Ken and Ina Strelow	P.O. Box 1016 Washington, MO	63090	No specific complaint regarding reliability/infrastructure.	N/A
08/02/08	Roger Parrish	O'Fallon, MO	63366	No specific complaint regarding reliability/infrastructure.	N/A
08/03/08	Pamela Barmash	7055 Cornell Ave., St., Louis, MO	63130	General complaints regarding reliability/infrastructure. Strongly opposes rate increase. Feels service is atrocious.	2 outages in '08. Customer experienced two momentaries recently - one 6/5/08 and one 8/3/08. 2 outages in '07, 7 outages in '06 - all but one during adverse weather which was an outage to clear for safety. Customer did experience several lengthy outages. Longest outage was 48 hours during the 7/19/06 storm. Customer was out 38 hours in the 11/30/06 ice storm and 23 hours in the 4/2/06 storm. Trimming started 5/27/08. Power On project in design to convert OH to underground PPE Midland from Delmar to Vernon in design. 5/29/07. Ltr to customer 09/22/08 from RCZ.
08/04/08	Semion M. Dub	11719 Greengate Ln., St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/04/08	Ron Habenicht	134 Bay Village Circle, Linn Creek, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
08/04/08	Phyllis J. and Gary Hornbeck	2402 Countryside, Mexico, MO	65265	No specific complaint regarding reliability/infrastructure.	N/A
08/04/08	Jean W.	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/05/08	Patricia Cardinal	325 Eucheberger St., Apt. D, St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/05/08	Michael E. Turpin	3920 Silver Ridge Dr., St., Peters, MO	63376	No specific complaint regarding reliability/infrastructure.	N/A
08/05/08	Dora Ann Scott	4525 Lindell Blvd., St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/05/08	Marilyn Buhlinger	970 Eammert Ave. St., Louis County, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/06/08	John Stegeman	4511 Rainbow Dr., Jefferson City, MO	65109	No specific complaint regarding reliability/infrastructure.	N/A
08/07/08	Charles E. Williams	320 Monroe St., Troy, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/07/08	Gloria Lutz	P.O. Box 92, Benton City	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/28/08	Perkins Family	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/29/08	Frank Reiss	#3 Linda Ln., St., Peters, MO	Not Obtained	Complained about interruptions, tree interference.	Five outages in '08 - two occurred during adverse weather, one equipment failure, one related to safety and one due to incidental tree contact. Two outages in '07 - one during major storm and one 22-minute outage for a pole replacement. Three outages in '06 - two during major storms.
08/30/08	Joan and Thomas Williams	Florisant, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/31/08	Susan Gibson	310 Berry St., Jefferson City, MO	65109	No specific complaint regarding reliability/infrastructure.	N/A
08/31/08	Bill Servis	Manchester, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/01/08	Robert Har(illegible)	Lathrop, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/02/08	Semion M. Dub	11719 Greengate Ln., St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/02/08	Tilmon Olive	1575 Schuchart Rd., Union, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/02/08	Wynell Haynes	307 S. Hunter, Versailles, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/02/08	Nancy Meeks	6443 Murdoch Ave. St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/02/08	Scott (Did not want to give last name)	Shrewsbury, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/03/08	Rose Jenkins	7224 Shaftsbury Ave., St., Louis County, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/04/08	Carylin Korff	1724 Debbie Ln. Owensville, MO	65066	No specific complaint regarding reliability/infrastructure.	N/A
09/04/08	Pam Smither	1905 State Road OO, Holts Summit, MO	65043	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
09/04/08	Betty Via	2755 Derhake Rd., Florissant, MO	63033	Experienced 5 day interruption in winter of '06-'07 and another in the summer of '07. Has experienced 3-4 interruptions in the last 3 years. Complaint of poor tree trimming and customer service.	Complained about 5 day interruption in summer/winter 06/07. No extended outages in '08. Three outages in '07 - two during major storms. She was out for 1o hours during the August storm. She had 5 outages in '06. Three were during major storms - she did have a 102 hour outage in July of '06 and an 81-hour outage in the ice storm of December '06. One outage was during heat and one was a result of a public vehicle accident.
09/05/08	Brian Boschert	424 Webster Forest, Webster, MO	63119	No specific complaint regarding reliability/infrastructure.	N/A
09/05/08	Mike Jones	475 Lewis Rd., Eureka, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/05/08	Wallace Peck	9935 Broadmoore Dr., Overland, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/08/08	Duke & Cheryl Griffin	106 Meyers Ct., Lake Ozark, MO	65049	No specific complaint regarding reliability/infrastructure.	N/A
09/08/08	Dorothy Brabdemour	4547 Fredericktown Ct., St., Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/08/08	Margaret Ann Terry	602 N. Main, Farber, MO	63345	No specific complaint regarding reliability/infrastructure.	N/A
04/17/08	Shirley Greil	3801 Lost Valley, Jefferson City, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/02/08	Regina Hollrah	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Robert O'Mara	310 Wood St., O'Fallon, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/09/08	Robina Williams	521 Highfield Dr., St. Charles, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Amanda Littlefield	1190 Sitting Bull Dr., O'Fallon, MO	63366	No specific complaint regarding reliability/infrastructure.	N/A
04/06/08	Sandra Robbins	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Susan Wilson	Florissant, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/17/08	Tom Block	329 Murphy Ford Rd., Centertown, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	5 outages in '08 - two occurred on 2/12 during the ice storm. Customer was out for 10 minutes with ice. After power was restored, public vehicle hit pole which resulted in a 2 hr 18 minute outage. The other two outages occurred during high winds in April. Customer has experienced 5 momentaries since 6/26/08. 4 outages in '07 - 2 during major storms, 1 clearance for safety, 1 tree contact. 4 outages in '06 2 were maintenance outage, 2 during major storm and one was due to tree contact. No systemic problems found. Forestry patrolled 5/23/08. and found no tree problems after wind storms. Trimming completed 12/05. Ltr to customer from RCZ 09/22/08.
04/07/08	Stephen K. Siebold	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
04/08/08	Terry Cordia	2064 Magnolia Garden Dr., O'Fallon, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/05/08	Tamela Jones	519 N. Sunset Blvd., Cape Girardeau, MO	63701	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Steve Maldonado	1230 Bertling, Cape Girardeau, MO	63701	No specific complaint regarding reliability/infrastructure.	N/A
04/11/08	Steven McSpadden	23 Birmingham Dr., O'Fallon, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/05/08	Denver King (Tammy King)	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Tom Kreuzkamp	12575 Old Tesson Rd., St. Louis, MO	63128	No specific complaint regarding reliability/infrastructure.	1 outage in '08 during thunderstorm. 1 momentary on 8/5/08 4 outages in '07 - 2 public vehicle accidents, 1 public contractor dug into underground cable, 1 outage during heat. 3 outages in '06 - 2 major storms and 1- 30 minute outage to clear for safety No systemic problems identified. 1/21/08 fuses installed at Old Tesson Ferry and Wrothington to reduce number of feeder outages. Ltr to customer 09/22/08 from RCZ explaining frequent inspections being done and programs to harden system.
04/18/08	Terri Winkler	4815 Oakbrier Dr., St. Louis, MO	63128	No specific complaint regarding reliability/infrastructure.	N/A
04/05/08	Vern Wilson	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	William Session	1525 Athens Dr., St. Peters, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Not Provided	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Terry Machaffie	5033 Washington Belt, St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/15/08	Tony Picarella	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Terry Schoenberger	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Timothy Salamon	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Doris Hale	1072 Lovett St., De Soto, MO	63020	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
04/13/08	David Ruether	685 Country Club Hills Rd., Washington, MO	63090	July 1, '06 experienced a power surge into his house. Surged caused when a crossarm on pole broke. Pole loaded with 34,500 volts and fell into a 7,200 volt wire that feeds neighborhood. Had a GFI circuit protector on his hot tub, but it was unable to control surge; blew the main control board of hot tub. Cost is over \$500 replace. AmerenUE not taking responsibility for its negligence.	Reviewed interruption in service (Jul. 1, '06). The interruption was the result of a failed crossarm on the 34,500 volt circuit that crosses North County Country Rd. between Highway A and Highway 47. The failed crossarm resulted in one wire of the 34,500 volt circuit to fall into a 7,200 volt circuit used to distribute service to homes in the area. Records indicate first responders arrived about 25 minutes after the failure. After location was identified, a 3-person crew was called in to make repairs. AmerenUE performs inspections on electrical circuits on a regular basis. Inspections included visual, infrared and pole ground line inspection. All noted deficiencies were turned in for appropriate repairs to be made. Mr. and Mrs. Ruether advised of all of the above.
04/07/08	Barry Smythe	8600 Matilda, St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/23/08	Elaine Green	308 W. Sims St., Centralia, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/24/08	Bill Winter	10722 Winthrop Ct., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/18/08	Carolyn Addenbrook	10301 Nana Ln., Des Peres, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	3 outages in '08 - 2 weather related and 1 system problem when cable joint failed. Customer experienced recent momentary 7/11/08. 1 outage in '07 during major storm. 5 outages in '06 - 3 during major storm, 1 broken tree limb during rain storm and 1 caused by snake on 34kV bus. 4/20/07 construction installed fuses to protect backbone feeder. Mtc tree trimming was completed in 2004 and is up again at the end of 2008. Ltr to customer 9/22/08 from RCZ.
04/07/08	Charles Baker	320 old Erie, Linn Creek, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Carol J. Bolazine	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/15/08	Charlena Davidson	1121 N. Desloge Dr., R-2, Desloge, MO	63601	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Cindy Kraft	2417 James St., Scott City, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/03/08	Carol A. Buzzetta	1080 Lindsay Ln., Florissant, MO	63031	No specific complaint regarding reliability/infrastructure.	N/A
04/05/08	Carol Daniel	211 S. Louisiana St. Cape Girardeau, MO	63703	No specific complaint regarding reliability/infrastructure.	N/A
04/15/08	Carol Riley	3448 Hobbs Ln., Jefferson City, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/18/08	Carol Sudduth	40 Canepa Estates Rd., Festus, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
04/07/08	Cheryl Swyers	1213 Edgewood Dr., Festus, MO	Not Obtained	Experienced interruptions in July, '06, the winter of '06/'07 and the winter of '08. Neighbors across street are not affected. Outages caused by failed transformer, an accident causing and the weather.	Customer has experienced outages in '08, two during calm weather and one in July during a thunderstorm. One outage in '07 - customer was out for 5 minutes to clear lines for safety. Two outages in '06 during major storms. Customer's longest outage was 13 hours 40 minutes during 12/1/06 ice storm. No systemic problems identified, Tree trimming completed 01/05. Ltr to customer 09/22/08 from RCZ.
04/14/08	David Ames	3712 E. 4 Ridge Rd., Imperial, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Darla Crabtree	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/28/08	E. Dale Davidson	P.O. Box 342, Park Hills, MO	63601	No specific complaint regarding reliability/infrastructure.	N/A
04/10/08	Donald L. Eoff	252 Sunset Villa Ln., O'Fallon, MO	63366-2283	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	David E. & Anita F. Foster	773 Malibu Rd., Osage Beach, MO	65065	No specific complaint regarding reliability/infrastructure.	N/A
04/05/08	Deborah M. Dausch	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/15/08	Isabell Hart	5830 Oak Branch Dr., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/13/08	Jason Crombie	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/09/08	John Ehrhardt	1189 Hwy A, Moberly, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/16/08	Edward L. & Joan v. Smith	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Felicia McName	2472 Oakland Ave., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/06/08	Fannie K. Pritchert	2533 Forest Leaf Parkway, Wildwood, MO	63011	No specific complaint regarding reliability/infrastructure.	N/A
04/15/08	Georgia Palmer	500 Atlanta Ave., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/14/08	Greg Papcun	1756 Twelve Oaks Pl., Pevely, MO	63070	No specific complaint regarding reliability/infrastructure.	N/A
04/06/08	Harry Harris	Ashland, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/14/08	Gabriel Steinbach	1004 Dolores Ave., St. Louis, MO	63132	AmerenUE has opted for profit over reliability. Opposes rate increase. No specific complaint regarding reliability/infrastructure.	Power On project converting 34kV overhead lines to underground ES I-170 from Delmar to Forest Park Pkwy is under consideration at this time. This will benefit all customers served on the Hunter 76 sub. Trimming completed first qtr 2008. Ltr to customer from RCZ 09/22/08
04/10/08	Joy Sweigart	Refused to Provide	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/09/08	Karin Bowers	405 West Flottman, Apt. A, Gerald, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
04/05/08	Mr. & Mrs. Joe Warden	601 North 11th St., Desoto, MO	63020	Has seen crews sitting on the side of road back roads throughout Jefferson County reading books or newspapers; Has seen utility poles that need replacing and wires almost dragging the ground. When he contacted AmerenUE, was told the lines belong to another company.	Under Review
04/08/08	Joseph Russell	419 South 3rd, Wellsville, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/08/08	Kelly McDonough	416 Mannington Dr., St. Peters, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Laura Battie	505 Cape St., Scott City, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/03/08	Larry Hutton	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/03/08	Karin La Cour	370 Allen Dr., Florissant, MO	63033	No specific complaint regarding reliability/infrastructure.	N/A
04/04/08	Kevin & Tina Eckhoff	Not Provided	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/07/08	Kenneth W. Chaplin, Jr.	1149 Airglades Dr., Arnold, MO	63010	Infrastructure poorly managed and unprepared. No specific complaint regarding reliability/infrastructure.	N/A
05/13/08	Robert J. O'Hara	310 Wood St. , O'Fallon, MO	63366	No specific complaint regarding reliability/infrastructure.	N/A
05/14/08	Dennis Westbrook	101 Crestview Dr., Lot #6, Foley, MO	63347	No specific complaint regarding reliability/infrastructure.	N/A
05/15/08	Louise Belt	18320 Reiger Rd., Wildwood, MO	Not Obtained	Alleges tree trimmers butcher trees; Has seen workers sitting in trucks not working; Entered as a complaint (C200804303)	Under Review
04/18/08	Midwest Plas Tech, Inc. (Kathleen Wuennenberg)	18203 Hager Ln., Chesterfield, MO	63005	Operating a manufacturing facility in Arnold, MO; Alleges previous rate increase caused losses to business; Alleges to have contacted Ameren on many occasions about interruptions that were the result of work being done on the lines; surges have forced day long shut downs; Restart of equipment result in more costs; no credit applied to them when this happens.	Customer experienced two outages to date in 2008 - a 5 minute outage on 8/5/08 and a 10 hour outage on 8/5/08. They have had 7 momentaries in '08 - three of them since 5/31/08. Customer experienced 3 momentaris in '07. The had a 6 hour 41 minute outage in '06 along with 7 momentaries. Ltr to customer 09/22/08 from RCZ re: intensive inspection/tree trimming.
05/01/08	Michael Jenkins	4763 Old School Trail, Hillsboro, MO	63050	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
05/30/08	Victor J. Shaff	6545 Dolphin Circle East, Florissant, MO	63033-4756	Is President, Board of Trustees for the Village at Paddock Lake Homeowners Association. Village of approximately 105 Seniors, recently experienced 2 interruptions. This caused considerable costs to Seniors in food and drug spoilage. Protests AmerenUE's performance, specifically in regard to tree trimming program and the maintenance of power lines that service the Village. During recent outage, was told by a lineman that Village grid was down due to lines being down from fallen trees and limbs. Wrote Commision on 8-17-05 and 8-30-05 regarding AmerenUE's lack of action and lack of an effective program of tree trimming and tree removal. In 8-30-05 letter identified (picture included) problem with overgrowth. To-date nothing has been done - overgrowth still a problem.	Under Review
04/20/08	Robert M. Wilson	609 Princeton Gate Dr., Chesterfield, MO	63017-7055	No specific complaint regarding reliability/infrastructure.	N/A
06/05/08	Holly Otto	503 W. 19th St., Eldon, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
04/10/08	James Sporleder	721 Radcliff Ave., University City, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/09/08	Joyce Urban	2115 Somerset Dr., Florissant, MO	63033	No specific complaint regarding reliability/infrastructure.	N/A
08/06/08	Richard Rogers	526 Sarah Ln. #17, Creve Coeur, MO	63141-6944	No specific complaint regarding reliability/infrastructure.	N/A
08/07/08	Julia Margraff	3728 Carondelet Blvd., St. Louis, MO	63123	No specific complaint regarding reliability/infrastructure.	N/A
08/08/08	Theresa Anderson	211 W. Simon #216, Holts Summit, MO	65043	No specific complaint regarding reliability/infrastructure.	N/A
08/11/08	Margaret Boland	Highland, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/11/08	Arthur Pope	2844 Hwy B, Doe Run, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/11/08	James Pope	316 A St., Park Hills, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/12/08	Julia Norton	3809 Shenandoah Ave., St. Louis, MO	63110	No specific complaint regarding reliability/infrastructure.	N/A
08/12/08	Rick Barnes	574 St. Francois Rd., Bonne Terre, MO	63628	No specific complaint regarding reliability/infrastructure.	N/A
08/12/08	Jackie Wagganer	26 Wood St., Park Hill, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
09/12/08	Bolazina, Carol	461 Hill Trail	63011	Reliability	Customer has experienced 1 32 minute outage in '08. Customer also had 2 momentaries on 6/7/08 as a result of a flash over at Castelwood sub. Experienced 4 outages in '08 - one during a major storm, one was a result of and underground cable failure, the other two were a result of failures on the overhead system. Customer experienced 1 - 2 minute outage in '06 during a major storm when their feeder was cleared to safely make repairs to customers affected by storm damage. 4/20/07 constr installed fuses to protect backbone fdr. Tree trimming was completed in2004 and is up again at the end of 2008. Ltr to customer 9/22/08 from RCZ.
09/12/08	Arlett, Karin J.	370 Allen Drive	63033	Reliability	Customer experienced one outage in '08 during wind storm. No extended outages in '07. Customer did experience 5 outages in '06 - 4 occurred during major storms and the 5th was a 1 hour 10 minute outage to clear for safety. Customer's longest outage was 7 days during the 7/19/06 storm and they were out just under 5 days during the 12/1/06 ice storm. Trimming completed 01/01/08.
09/12/08	Mr. Ladenberger/KEMCO Aeorspace Manufacturing	3616 Scarlet Oak Blvd	63122	Reliability	Dave Wakeman spoke with Mr. Ladenberger on 6/26/08 to review history. Mr. Ladenberger indicated some discrepancies in his records and AmerenUE's records. Mr. Wakeman advised Mr. Ladenberger he will investigate further and call him back. Ltr to customer from RCZ 09/22/08
08/12/08	Melvin & Dorothy Rhoades	201 Hill Dr., Gray Summit, MO	63039	No specific complaint regarding reliability/infrastructure.	N/A
08/08/08	Tony J. Gerke	17410 Skinner Court, Boonville, MO	65233	No specific complaint regarding reliability/infrastructure.	N/A
08/12/08	Jackie Wagganer	26 Wood St. Park Hills	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/12/08	Aleeta Vossenkemper	1806 Florine, St.Charles, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/12/08	Anna Tatham	413 S.Church St., St. Peters, MO	63376	No specific complaint regarding reliability/infrastructure.	N/A
08/11/08	Sharon Lapin	8 Serendipity Ln., St. Louis, MO	63131	No specific complaint regarding reliability/infrastructure.	N/A
08/14/08	Michele Dunaway	Labadie, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/14/08	William Hadley	1114 Hazel, Bismarck, MO	Not Obtained	Believes the Co. deserves a rate increase however not on of this magnitude. No specific complaint regarding reliability/infrastructure.	N/A
08/14/08	Carrie Chapman	3917 Sims, St. Ann, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/15/08	Kenneth Owensby	9703 Theodosia, Overland, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/15/08	Elaine Cashdollar	1515 Peachtree Ln., Pacific.MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
08/15/08	Ed Hohit, Sr.	3544 Washington, St. Ann	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/18/08	Lauren McClenathan	812 Belmont	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/16/08	Patricia Presti	10213 Eddingham Terrace, St. Louis, MO	63128-2619	No specific complaint regarding reliability/infrastructure.	N/A
08/17/08	Dan Poe	Not Obtained	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/11/08	Daniel Boyer	4732 Old State Route 21, Imperial, MO	63052	No specific complaint regarding reliability/infrastructure.	N/A
08/13/08	Vincent J. Wilga	3818 Kentucky Derby Dr., Florissant, MO	63034-3323	No specific complaint regarding reliability/infrastructure.	N/A
08/19/08	Donna Benck	602 Bonnie St., Potosi, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/19/08	Wayne Breithaupt	508 W. 8th St., Washington, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/19/08	Larry Iffrig	2570 Westrick Dr., Maryland Heights, MO	63043	No specific complaint regarding reliability/infrastructure.	N/A
08/19/08	Kyle Shy	592 Kingscross Ln. Apt. 4, Creve Coeur	63141	No specific complaint regarding reliability/infrastructure.	N/A
08/18/08	Lindell Bartao	611 Sloan St., Bismarck, MO	63624	No specific complaint regarding reliability/infrastructure.	N/A
08/02/08	Lauren McA(?)	812 Belmont Dr., Jefferson City, MO	65109	No specific complaint regarding reliability/infrastructure.	N/A
08/20/08	Joseph & Jamie Adams	7715 Benmore St., St. Louis, MO	63123	No specific complaint regarding reliability/infrastructure.	N/A
08/10/08	Lonnie R. Thurman	11095 Allen Rd., Potosi, MO	63668	No specific complaint regarding reliability/infrastructure.	N/A
08/21/08	Betty Wilcox	206 Cordie St., Potosi, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/21/08	E. A. Wolf	315 Church, Bonne Terre, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/21/08	John Gossman	4414 South Spring Ave., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/22/08	John R. Le Tourneu	317 Laramie Dr., St. Charles, MO	63304	No specific complaint regarding reliability/infrastructure.	N/A
08/21/08	Jeri Schmidt	855 Weatherwood Dr., Ballwin, MO	63021	No specific complaint regarding reliability/infrastructure.	N/A
08/22/08	Edwin R. Slogar	9518 Fantasy, St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/25/08	Andy Presti	3915 Coachella Dr., St. Louis, MO	63125	No specific complaint regarding reliability/infrastructure.	N/A
08/23/08	David A. Pecaut	18360 Hartzell Hill Ln., Marthasville, MO	63357	No specific complaint regarding reliability/infrastructure.	N/A
08/22/08	Larry Feuerstein	18019 Pine Canyon Ct., Wildwood, MO	63005	No specific complaint regarding reliability/infrastructure.	N/A
08/25/08	Loretta B. Weber	2520 Breakwater Dr., Imperial, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/16/00	Patricia Presti	10213 Eddingham Terrace, St. Louis, MO	63128-2619	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
08/25/08	Charlene Wendt	3633 Arlington Dr., St. Charles, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/25/08	Harry E. LaFoe, Jr.	478 Oak Glen Dr., Ballwin, MO	63021	No specific complaint regarding reliability/infrastructure.	N/A
08/26/08	Rosalyn Pursley	7922 Cedar Ford Rd., New Haven, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/26/08	Dru Sherman	O'Fallon, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/26/08	Danny Hale	Bismarck, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/22/08	Richard Ash, Jr.	St. Charles, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/21/08	Martha J. Koonse	1523 County Road 442, New Franklin, MO	65274	No specific complaint regarding reliability/infrastructure.	N/A
08/26/08	Todd Sutherland	1007 Willow River Ct., Florissant, MO	63031	No specific complaint regarding reliability/infrastructure.	N/A
08/28/08	Jack Gregory	Plattsburg, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
08/28/08	Wayne & Janice Amelung	7610 Fleta St., St. Louis, MO	63123	No specific complaint regarding reliability/infrastructure.	N/A
08/12/08	Bren Adams	9103 Midland Blvd., Overland, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/17/08	Sally Giorgi	4524 Butler Hill Rd., St. Louis, MO	63128	No specific complaint regarding reliability/infrastructure.	N/A
09/19/08	Lester J. Kramer	2087 Chambers Rd., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/17/08	Ken Wein	110 Creekside	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/16/08	Kelly Bush	6787 Clay Ln., House Springs, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/15/08	Jamie Crutchley	Fenton, MO	Not Obtained	Customer dislikes UE customer service. No specific complaint regarding reliability/infrastructure.	N/A
09/15/08	Bruce Kondracki	17415 Highland Way Dr., Chesterfield, MO	Not Obtained	Upset over Co's inability to provide reliable service. Ineffective tree trimming. Co's performance continues to decline. No specific complaint regarding reliability/infrastructure.	N/A
09/15/08	Gladys McKissic	5909 Waterman Blvd., St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/12/08	Jeanne Schmidt	6421 Meadowlake Dr., Washington, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/09/08	Elizabeth Moore	217 Anistasiaa Dr., Hazelwood, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/22/08	Linda L. Whittler	40 Mill Creek Dr., Silcox, MO	63377	No specific complaint regarding reliability/infrastructure.	N/A
09/16/08	John Yost	P.O. Box 35, Thompson, MO	65285	No specific complaint regarding reliability/infrastructure.	N/A
09/19/08	Richard Stis	P.O. Box 5, Hermitite, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/19/08	Max E. Wawrzyniak III	250 Freeman Dr., St. Louis, MO	63129	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
09/18/08	Billy Previtt	909 North Walnut, Steele, MO	63877	Believes AmerenUE is the worst service minded company. On the 9th and 21st power out ; 52 customers service not restored for 2 days.	Under Review
09/19/08	Gloria Chunn	1698 El Tigre Terrace, St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/18/08	Gretchen Poellot	Not Obtained	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/18/08	Jim W. Young	P.O. Box 352, Morehouse, MO	63868	No specific complaint regarding reliability/infrastructure.	N/A
09/22/08	Edward & Carol Davis	28402 Olive Dr., Rocky Mount, MO	65702	No specific complaint regarding reliability/infrastructure.	N/A
09/21/08	Karen kuhline	31 Lowery Estates, Florissant, MO	63031	No specific complaint regarding reliability/infrastructure.	N/A
09/16/08	Wilson Brown, Jr.	909 Walton Ave., St. Louis, MO	63108	Good service from the electric company.	N/A
09/23/08	Mary L. Hussman	5306 Rice Rd., Columbia, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/23/08	Araceli A. Ingram	251 Villa Dr., Apt. #3, Troy, MO	63379	No specific complaint regarding reliability/infrastructure.	N/A
09/23/08	Jeremy Moore	6 Catalina, Kirksville, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/23/08	Ann Cole	287 Bird Song Ln., St. Clair, MO	63077	No specific complaint regarding reliability/infrastructure.	N/A
09/23/08	Robert Moore	11865 Point Oak Dr., St. Louis, MO	63131	Has lived in Central Missouri, Ohio, Connecticut and Tennessee and has never experienced electrical service as undependable as experienced in St. Louis. Expreined outages in the past during the summer and winter. Recently lost powere because of Ike.	Under Review
09/24/08	Beverly Price	2316 Green Meadow Dr., Jefferson City, MO	65101	No specific complaint regarding reliability/infrastructure.	N/A
09/26/08	Holly J. Turner	10464 Cannon Holler Rd., potosi, MO	63664	No specific complaint regarding reliability/infrastructure.	N/A
09/27/08	Hilbert, & Wanda & John Strobel	315 State Route U, Centertown, MO	65023	No specific complaint regarding reliability/infrastructure.	N/A
09/25/08	Bobby Joe Taylor	P.O. Box 442, Lilbourn, MO	63862	No specific complaint regarding reliability/infrastructure.	N/A
09/30/08	Anna Cox	1177 Whispering Oaks, St. Louis, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
09/30/08	Leonard Marshall	4028 N. 22nd St., St. Louis, MO	63107	No specific complaint regarding reliability/infrastructure.	N/A
10/01/08	Paul Pohlers	2323 Sandlewood Creek Ct., Wildwood, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
10/02/08	Cheryl Alexandeer	324 Southernside Ln., O'Fallon, MO	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A
10/01/08	Michael L. Moyer	113 Donald Ave. , Jefferson, MO	65109	No specific complaint regarding reliability/infrastructure.	N/A
09/29/01	Leon & Carol Pleus	7805 Pleus Ridge, Jefferson City, MO	65101	No specific complaint regarding reliability/infrastructure.	N/A
09/26/08	Rich Bratton	Not Obtained	Not Obtained	No specific complaint regarding reliability/infrastructure.	N/A

Comment Date	Name	Address	Zip	Comment/Complaint	Resolution
10/02/08	Kevin & Ada Jordan,	5028 Steffans Ave., St. Louis, MO	63116	No specific complaint regarding reliability/infrastructure.	N/A
10/06/08	Jason Roedel	1221 S. Glenwood Ln., Kirkwood, MO	63122	No specific complaint regarding reliability/infrastructure.	N/A

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

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314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Mr. Mike Day
904 Estes Court
Florissant, MO 63031



Dear Mr. Day:

I am writing as a follow up to your concern about the reliability of electric service to your home at 904 Estes Court as recently expressed to the Missouri Public Service Commission.

We have completed considerable maintenance work on the circuits serving your area including tree trimming.

In storms, older trees continue to be the greatest cause of interruptions. I am confident the work we have done will minimize the number and length of problems in the future.

Our electric system exists in an environment which subjects it to damage from storms, lightning, vehicle accidents, animal contact, and people digging into our underground lines. We understand that we cannot eliminate all these risks and have put programs in place to both harden our system as much as is reasonable and to restore service as promptly as possible.

I want to assure you that all of us at AmerenUE are committed to providing reliable service day in and day out. When problems do occur, we will be there to restore and take additional steps, where needed, to prevent recurrence.

Sincerely,


R. C. Zdellar

Schedule RCZ-RE2-1

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

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September 22, 2008

Ms. Pamela Barmash
7055 Cornell Avenue
St. Louis, MO 63130



Dear Ms. Barmash:

I am writing in response to your concern about the reliability of electric service to your home at 7055 Cornell Avenue as recently expressed to the Missouri Public Service Commission.

Almost all the interruptions you have experienced the past few years were due to damage to our facilities by falling trees and limbs during storms.

We have begun an extensive tree trimming effort on the lines serving your area, and I am confident the work we are doing will significantly improve the reliability of electric service going forward.

We are AmerenUE are dedicated to improve the ability of our system to withstand the severity of storms we have experienced these past few years. Clearly the intensity of these storms has increased, and we have initiated several efforts to "harden" our system to both reduce the likelihood of damage and also improve our ability to restore power promptly.

Sincerely,

A handwritten signature in black ink that reads "R. C. Zdellar".

R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

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314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Mr. Tom Block
329 Murphy Ford Road
Centertown, MO 65023



Dear Mr. Block:

I am writing in response to your concern about the reliability of electric service to your home at 329 Murphy Ford Road as recently expressed to the Missouri Public Service Commission.

The ice storm of last year was one of the most severe seen in Missouri's history. We and many of our customers are still seeing recurring damage due to trees dying and branches falling. In addition, one of the interruptions you experienced this year was due to a vehicle hitting a pole.

We have been doing considerable maintenance on the circuits serving your area and will begin an extensive tree trimming effort on those lines in 2009.

We at AmerenUE are dedicated to improving the ability of our electric system to withstand and recover from the kind of severe weather we have been experiencing these past few years.

I am confident our efforts will pay off in improved service.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

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rczdellar@ameren.com

September 22, 2008

Mr. Tom Kreuzkamp
12575 Old Tesson Road
Apartment D
St. Louis, MO 63128



Dear Mr. Kreuzkamp:

I am writing in response to your concern about the reliability of electric service to your property at 12575 Old Tesson Road as recently expressed to the Missouri Public Service Commission.

The severe storms we experienced during the summer of 2006 and the ice storm at the end of the year were historic by any means. We have responded to this significant change in the severity of storms by putting in place programs to harden our system for the future. More frequent inspections and major changes to our tree trimming efforts will produce results. Even so, we undoubtedly still see interruptions of service from time to time beyond our control.

In fact, one of the two extended interruptions you experienced over the past 12 months was due to someone digging into our lines.

I am confident the steps we are taking will provide sustained improvement going forward.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

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September 22, 2008

Ms. Carolyn Addenbrook
1031 Nana Lane
St. Louis, MO 63131



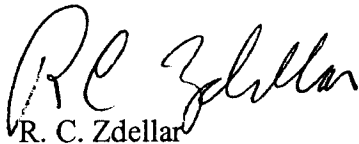
Dear Ms. Addenbrook:

I am writing in response to your concern about the reliability of electric service to your home at 1031 Nana Lane as recently expressed to the Missouri Public Service Commission.

The summer and winter storms of 2006 were certainly historic by any means. The damage to trees during those storms is still having an impact due to falling dead limbs and dying trees. We have completed considerable maintenance on the lines serving your area and will begin extensive trimming of customers' trees around our lines early in 2009.

While we recognize that all interruptions cannot be prevented, I am confident that the work we are doing will offer lasting impact in reducing interruptions and provide for prompt restoration of service when problems do occur.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

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314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Ms. Carol Bolazina
461 Hill Trail
Ballwin, MO 63011



Dear Ms. Bolazina:

I am writing in response to your concern about the reliability of electric service to your home at 461 Hill Trail as recently expressed to the Missouri Public Service Commission.

As I reviewed the service to your home, I found our records indicated only one 32 minute interruption this year. Our records are generally accurate, however, if you can provide information I don't have, I will certainly review what additional work we might need to do.

We have completed considerable maintenance to the lines serving your area since the storms of 2006 and 2007. In addition we are currently doing extensive tree trimming on these circuits.

I am confident the work we have done and are currently doing will provide improved reliability going forward.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Ms. Cheryl Swyers
1213 Edgewood Drive
Festus, MO 63028



Dear Ms. Swyers:

I am writing in response to your concern regarding the reliability of electric service to your home at 1213 Edgewood Drive as recently expressed to the Missouri Public Service Commission.

Although we have completed considerable maintenance on the lines serving your area, we cannot prevent all interruptions of service experienced in severe weather. I know that you experienced a lengthy interruption due to the remnants of Hurricane Ike on Sunday, September 14, 2008. This storm interrupted service and did considerable damage to homes and businesses in 11 states. As I write this letter, hundreds of thousands are still without electric service outside of Missouri.

I am confident the work we have done and are doing will improve the general reliability of electric service going forward.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar

Vice President

Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Mr. Gabriel Steinbach
1004 Dolores Avenue
St. Louis, MO 63132



Dear Mr. Steinbach:

I am writing in response to your concern about the reliability of electric service to your home at 1004 Dolores as recently expressed to the Missouri Public Service Commission.

After the severe storms of 2006 and 2007, we began several programs to strengthen our system and do more extensive tree trimming. As I reviewed your service records, I could only find one interruption of service this year which was on February 9, 2008, for approximately 42 minutes. Our records are generally reliable, however, if you can provide any information that we may have overlooked, I will certainly review the situation to see if there is more we need to do.

Sincerely,

A handwritten signature in black ink that reads "RC Zdellar".
R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Ms. Karin J. Arlett
370 Allen Drive
Florissant, MO 63033



Dear Ms. Arlett:

I am writing in response to your concern about the reliability of electric service at your home at 370 Allen Drive as recently expressed to the Missouri Public Service Commission.

After the major storms of 2006 and 2007, AmerenUE initiated several programs to harden our electric system to minimize the frequency and duration of interruptions.

As I reviewed the records of service to your home, I noticed that there was one interruption this year in May.

This year we have completed extensive tree trimming on the circuits serving your area; and in addition, have a number of projects in the planning phase to place some of those lines underground.

I am confident the work we are doing will pay dividends for the future.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Midwest Plastic Technology, Inc.
2018 Southway Drive
Arnold, MO 63010



Dear Sir,

I am writing in response to your concern about the reliability of electric service to your facility at 2018 Southway Drive.

I clearly understand that your business is highly dependent on the reliability of electric service provided. We have begun an intensive inspection of facilities serving your area and will begin a major tree trimming effort on those circuits in 2009.

I am confident that improvements will be forthcoming and that future reliability will improve.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Mr. Robert Hardester
5403 Stonehurst Drive
St. Louis, MO 63129



Dear Mr. Hardester:

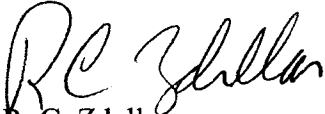
I am writing in response to your concern regarding the reliability of electric service to your home at 5403 Stonehurst Drive, as recently expressed to the Missouri Public Service Commission.

In response to the major storms in 2006 and 2007, AmerenUE began several initiatives to "harden" our system to minimize the frequency and duration of future interruptions.

I know that you have had contact with Mr. David Wakeman, Manager of Operating, regarding your past experience.

I am confident the work we have done and what we continue to do will show a marked improvement in reliability going forward.

Sincerely,


R. C. Zdellar

cc: Mr. D. N. Wakeman

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Mr. Robert W. Paster
614 Audubon Drive
St. Louis, MO 63105



Dear Mr. Paster:

I am writing in response to your concern about the reliability of electric service to your home at 614 Audubon Drive as expressed recently to the Missouri Public Service Commission.

We have several projects underway to improve the reliability of electric service in your area. We are presently doing extensive tree trimming on the overhead lines and installing new underground cable.

I am confident that these efforts will provide significant improvement in reliability going forward.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
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314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Mr. Ladenberger
KEMCO Aerospace Manufacturing
3616 Scarlet Oak Boulevard
Kirkwood, MO 63122



Dear Mr. Ladenberger:

I am writing in response to your concern about the reliability of electric service to your facility at 3616 Scarlet Oak Boulevard as recently expressed to the Missouri Public Service Commission.

I sincerely understand that your business is highly dependent on the reliability of electric service provided.

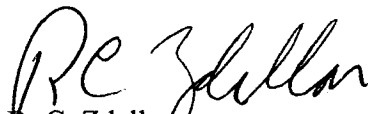
After the severe storms of 2006 and 2007, AmerenUE initiated several programs to harden our electric system to minimize the frequency and duration of service interruptions. Much more severe tree trimming which is currently occurring on the lines serving your area, coupled with the undergrounding of vulnerable overhead lines is making a difference.

In addition, a focused effort where repetitive problems exist is intended to solve local problems.

I understand Mr. Dave Wakeman who is Manager of our Operating Department has been in contact with you and he is reviewing recent history to see what improvements can be made.

I am confident improvements will be forthcoming.

Sincerely,


R. C. Zdellar

cc: Mr. D. N. Wakeman

Schedule RCZ-RE2-13

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 22, 2008

Ms. Laurie Pryor-Rhymes
10641 Spring Garden Drive
St. Louis, MO 63137



Dear Ms. Pryor-Rhymes:

I am writing in response to your concern about the reliability of electric service to your home at 10641 Spring Garden Drive as recently expressed to the Missouri Public Service Commission.

I have reviewed the service records for your home and totally agree that improvement is required.

In reviewing with the local division manager, I found that several maintenance efforts are currently underway including the placing of some overhead lines underground. Walking inspections of the circuits serving the area are also underway and extensive tree trimming will begin shortly.

In short, the level of reliability recently experienced is unacceptable and will be improved.

I sincerely understand and regret the frustration you have experienced during these momentary interruptions. I am confident that we can return the reliability of electric service to an acceptable level.

Sincerely,

A handwritten signature in black ink that reads "RC Zdellar".

R. C. Zdellar

AmerenUE

Ronald C. Zdellar

Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 25, 2008

Mr. John Eiseman
10133 Springwood Drive
Ladue, MO 63124




Dear Mr. Eiseman:

I am writing in response to your concern about the reliability of electric service at 10133 Springwood Drive as recently expressed to the Missouri Public Service Commission.

Despite the fact that we have completed considerable maintenance on the line serving your area and have recently completed extensive tree trimming, I know that you experienced a lengthy interruption of electric service on Sunday, September 14, 2008, due to the remnants of Hurricane Ike. While we have two projects underway to place some of our overhead lines underground in your area, our system will always be subject to damage due to severe weather.

The efforts we have undertaken since the severe storms of 2006 and 2007 are paying off in reducing the frequency and duration of interruptions after major storms. While we regretfully will never be able to eliminate all interruptions, we continue to work on hardening our system as much as reasonably possible.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 25, 2008

Mr. John Eiseman
10133 Springwood Drive
Ladue, MO 63124




Dear Mr. Eiseman:

I am writing in response to your concern about the reliability of electric service at 10133 Springwood Drive as recently expressed to the Missouri Public Service Commission.

Despite the fact that we have completed considerable maintenance on the line serving your area and have recently completed extensive tree trimming, I know that you experienced a lengthy interruption of electric service on Sunday, September 14, 2008, due to the remnants of Hurricane Ike. While we have two projects underway to place some of our overhead lines underground in your area, our system will always be subject to damage due to severe weather.

The efforts we have undertaken since the severe storms of 2006 and 2007 are paying off in reducing the frequency and duration of interruptions after major storms. While we regretfully will never be able to eliminate all interruptions, we continue to work on hardening our system as much as reasonably possible.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

September 30, 2008

Barrett M. Williams
4475 West Pine Blvd. #1004
St. Louis, MO 63108

Dear Mr. Williams:

This letter is in response to your written communication to the Missouri Public Service Commission regarding your recommendations to change three Ameren Distribution Construction Standards/Practices. Ameren staff members have reviewed your recommendations and this letter is to inform you of our conclusions. Representatives from all relative areas of responsibility including, Construction, Safety, Engineering, and Training were consulted providing thorough and complete consideration for each of the three recommendations. Participation included members throughout the entire Missouri Service Territory insuring no singular group, or area, monopolize the input and thus a final decision.

I hope you understand that valid material and configuration selections need to include considerations beyond price and the practices of other utilities. Some of the considerations include, but are not limited to, safety, tools, equipment and work methods. These factors can and do vary from utility to utility and can have significant impact on final selection of materials and use. All considerations were applied during the review of your recommendations and our conclusions are below.

3-Phase Pole Framing – You recommend Ameren change from ridge pin configuration to flat configuration for urban areas citing material cost savings and acceptance by other utilities.

Distribution pole framing standards were reviewed in 2006. We selected ridge pin configuration over flat configuration for three benefits; increased horizontal conductor spacing, better electrical and mechanical load, and working space. Flat construction can, in some cases, provide additional conductor clearance needed during pole replacements. However, those savings are offset during cross arm replacement activities as additional labor is needed to transfer the middle conductor. As a result no further action will be taken.

Secondary Clevis & Racks - You recommend Ameren eliminate the extended bracket design citing the added cost is not justified.

We concluded the extra climbing space provided by the extension bracket is worth the investment with the increased volume of communication equipment now installed on poles. As a result no further review is planned.

LEGAL DEPT OCT 06 2008
Schedule RCZ-RE2-17



PVC Conduit & Transformer Placement – You recommend Ameren greatly reduce the use of PVC conduit on 4kV transformer installations and construct such installations with open wire (as in 12 kV installations).

Adopting this recommendation would negatively affect energized work in 4kV areas constructed with open wire. The use of PVC conduit permits workers, with appropriate insulated gloves, to directly handle energized equipment such as conductors and connections. Normal maintenance work then can be performed while maintaining service to our customers. Open wire installations

would require such work be performed with insulated tools (commonly called “stick work”) extending time to perform equivalent task.

The practice of installing transformers below secondary conductors is required for those locations without sufficient space for the transformer to be installed above the secondary. Eliminating this standard would result in replacing poles prior to the end of their life, thus increasing cost.

As a result the existing 4kV transformer configuration standards will continue to be used.

I appreciate your sincere interest in the efficient operation of our company and assure you, your recommendations were given full and complete consideration.

Please feel free to contact Bart Angeli, Supervising Engineer, Standards (ph. 314-554-3034) if you desire further discussion.

Sincerely,



R. C. Zdejar

cc: Ms. Lena Mantel – MPSC

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Ms. Francesca Alfino
1268 Danvers Drive
St. Louis, MO 63146



Dear Ms. Alfino:

I am writing in response to your testimony at the recent Missouri Public Service Commission public hearing on the pending AmerenUE rate case.

I am aware that you have been contacted by UE representatives who explained the cause of the interruptions and the repairs completed to improve the reliability of service to your home.

I appreciate your attendance at the hearing, and hopefully we have answered your concerns.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Mr. Norman Eli Krutzman
3033 Charmbrook Lane
Maryland Heights, MO 63043



Dear Mr. Krutzman:

I am writing in response to your testimony at the recent Missouri Public Service Commission Public Hearings regarding the pending AmerenUE rate case.

I am informed that representatives of UE have contacted you and gained access to the area where you expressed concern about vines and trees, etc., and have taken action to remedy your concerns.

I appreciate your attendance at the hearing and trust that we have met your expectations.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Mr. William Zoll
13549 Cedar Hollow Road
Fletcher, MO 63030



Dear Mr. Zoll:

I am writing in response to your testimony at a recent Missouri Public Service Commission public hearing regarding the pending AmerenUE rate case.

I have been informed that you have been contacted by AmerenUE representatives who have made repairs in the meter base at your home and patrolled the line serving your area making other repairs. I understand a recording device has also been installed to monitor reliability.

I am confident the work our representatives have completed will solve the problems you have been experiencing.

I appreciate your attendance at the hearing and trust the efforts we have initiated will resolve the problems you have experienced.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Mr. David Schilling
1665 Calle Court
Warson Woods, MO 63122



Dear Mr. Schilling:

I am writing in response to your testimony at the recent Missouri Public Service Commission public hearings dealing with the pending AmerenUE rate case.

I have been informed that representatives of UE have met with you and the issues regarding trees and a pole needing to be replaced have been resolved.

I appreciate your attendance at the hearing, and I trust we have addressed your concerns.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Ms. Florida Womack
4907 Lee
St. Louis, MO 63115



Dear Ms. Womack:

I am writing in response to your testimony at the recent Missouri Public Service Commission public hearings regarding the AmerenUE rate case.

Your testified to having reliability problems, and as I reviewed the records, it appears that other than the severe storm of 2006, you have experienced two interruptions of service (both in 2007).

One of these was for 15 minutes and the other was for 43 minutes. The second interruption was due to a vehicle accident.

It appears that the work we have done to improve reliability is bringing the results intended.

From the above, you can see that all interruptions cannot be prevented.

I appreciate your attendance at the hearing and your input.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Representative Belinda Harris
7158 White Road
Hillsboro, MO 63050



Dear Representative Harris:

I am writing in response to your testimony at the recent Missouri Public Service Commission public hearing on the AmerenUE rate case.

You expressed a concern about the need of additional tree trimming, although you have seen much improvement recently.

At UE, we will be on the prescribed 4 and 6 year cycle by the end of 2008.


In addition, as we go forward, we will be trimming far more aggressively removing overhanging branches and additional tree removal.

I am confident the work we are doing will provide substantial improvement in overall reliability subject to the nature of future storms.

Please let me know if you would like more detail from one of our forestry experts.

I appreciate your attendance at the hearing and your input.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar

Vice President

Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
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314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Ms. Margaret T. Tracy
220 N. Messmer
St. Louis, MO 63758



Dear Ms. Tracy:

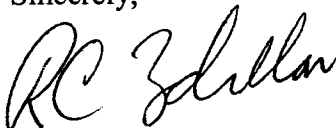
I am writing as a follow up to your concern about the reliability of electric service to your home at 220 N. Messmer.

The interruption that you experienced in March was due to the failure of equipment in one of our substations. The most recent interruption was due to Hurricane Ike on September 14th.

We have been doing a lot to improve reliability, and our tree trimming will be on cycle by the end of 2008 across all of Missouri. During the next cycle of trimming, we will be trimming much more aggressively in recognition of the severity of wind and ice storms that seem to be increasing in both frequency and intensity.

I fully expect these actions will improve reliability across Missouri.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
St. Louis, MO 63166-6149
314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Mr. & Mrs. Virgil Ruby
11007 Lalumondiere Road
Potosi, MO 63664



Dear Mr. & Mrs. Ruby:

I am writing in response to your testimony at the recent Missouri Public Service Commission public hearing regarding the AmerenUE rate case.

I want to let you know that I understand the medical condition in your home adds considerably to the need for reliable electric service and the hardship presented when power is off for a lengthy period.

However, I must also admit, that as much as I would like all our customers to enjoy uninterrupted electric service at all times, I know that our facilities exist in a very hostile environment subject to the extremes of weather, as well as vehicle accidents and animal problems.

The storms of 2006 and the recent September storm which was part of Hurricane Ike created widespread damage across large areas. Despite bringing crews in to help in the restoration process, we know from experience that some customers will go without power for days.

The choice of which customers get power the soonest after major damage is more due to where those customers are located along a line than priority to individuals. Power comes from single source and the repair work must start at that source and work down the line repairing damage at a number of locations until the last customer on the line is restored.

Unfortunately, your home is well down the line, and it would do little good to work on the line near your home if the line was also down somewhere else closer to the source.

For the above reasons, we clearly communicate with customers in our medical registry (letter attached) that while we can and do provide special consideration for those customers in day to day operations, customers need to develop back up plans for major interruptions.

Schedule RCZ-RE2-26

Mr. & Mrs. Virgil Ruby
October 10, 2008
Page 2

I sincerely understand and appreciate the frustration and concern you have during any interruption of service. We are doing considerable work to improve reliability in general across our service area.

I appreciate your attendance at the hearing and hopefully we have cleared up any misunderstanding about what we can do after major storms.

Sincerely,

A handwritten signature in black ink, appearing to read "R. C. Zdehlar". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

R. C. Zdehlar

Attachment



Date: OCTOBER 31, 2006

==
==

[REDACTED]

==
==

==
==

Service Address

[REDACTED]

Account Number

[REDACTED]

MEDICAL EQUIPMENT REGISTRY CONFIRMATION

We received information from your physician indicating your need to have electrically-operated medical equipment in your home. This letter is to inform you that your account is now identified as being part of our Medical Equipment Registry.

We realize the importance of electric service to you. However, since we cannot guarantee uninterrupted electric service, you may want to refer to the supplier of your equipment or your physician for a back-up system. You should also be aware that after major storms or other unforeseen circumstances beyond our control, it may not be possible to restore service for lengthy periods of time and a back up plan should be considered. While we will work as quickly as possible to restore service, priority treatment is not ensured.

In the event you experience a power outage, you may report your outage by calling 1-800-554-3123 or for customers using Relay, dial 711. Our Customer Contact Center is available at any time to answer your outage call.

If your physician indicated your equipment is of a very serious nature, we have enclosed a label with more specific instructions to affix on or near your home phone. If we can provide additional information or assistance, please call our Customer Contact Center.



PO BOX 66529
SAINT LOUIS MO 63166-6529
1-800-554-3123

AmerenUE

Ronald C. Zdellar

Vice President
Energy Delivery

One Ameren Plaza
1901 Chouteau Avenue
PO Box 66149, MC 650
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314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Mr. Frank Reis
3 Linda Lane
St. Peters, MO 63376




Dear Mr. Reis:

I am writing as a follow up to your concern about vines and tree trimming in your area as recently expressed to the Missouri Public Service Commission.

I understand that one of our Vegetation Supervisors has arranged for some spot trimming and vine removal with more extensive trimming to begin next year.

Hopefully, the steps we are taking will improve service going forward.

Sincerely,


R. C. Zdellar

AmerenUE

Ronald C. Zdellar
Vice President
Energy Delivery

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1901 Chouteau Avenue
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314.621.3222
314.554.6454 fax
rczdellar@ameren.com

October 10, 2008

Ms. Patty Degonia
2412 Forest Shadows
St. Louis, MO 63136



Dear Ms. Degonia:

I am writing in response to your testimony at the recent Missouri Public Service Commission public hearings regarding the pending AmerenUE rate case.

I am informed that representatives of UE have contacted you and have removed wood left during the trimming discussed, as well as arranged for the replacement of a tree.

I know you had signed a permit to allow tree removal and wood left but understand that what was done did not meet your expectations.

I trust that we have cleared up any past misunderstanding and left the project in a condition more acceptable to you.

Sincerely,

A handwritten signature in black ink, appearing to read "R. C. Zdellar".

R. C. Zdellar



VEGETATION MANAGEMENT

45

to remove

Town:

Date:

Trees located at: Along Duna Rd. Directly under the powerlines

Are trees marked?

I grant AmerenUE permission to do the following Tree work: Cut down any tree necessary for proper clearance of the powerlines

Remarks: Chip all the brush & cut 3 stack the wood in the wooded area. All wood behind the sign must be stacked along the road by the corner

Permit secured by: [Signature]

Owner's signature: [Signature]

Owner's address: Sugarloaf Sugar Trails

(For Property Owner)

If you agree with the terms as stated below, sign and hang back on you door as found. The crew will check back and respond as appropriate.

If you have any questions, call:

Local number: 314-681-2233 (Jack Johnson)

NOTE: If you are not the owner, please provide information so that we may contact them.

Completed 6/12

P3