

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED³

APR 26 2004

Missouri Public
Service Commission

Name: Timothy C. Owen
Complainant

vs.

Case No.

Company Name: Ameren UE
Respondent

COMPLAINT

Complainant resides at 2003 Honeysuckle Ln
(address of complainant)

Jefferson City, Mo. 65109

1. Respondent, Ameren UE (Union Electric Co.)
(company name)
One Ameren Plaza
of 1901 Chouteau Ave. St. Louis, Mo. 63166-66149, is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

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

I contend that Ameren UE (Union Electric Co.) was negligent when the termination connection was made at the transformer causing the connection to overheat and finally deteriorating to the point it was providing low voltage to my Lake Residence which caused premature failure of my septic tank AIRATOR motor and possible premature failure to other appliances in the future. When the Ameren UE lineman was removing the tape around the connection, the conductor was bent so bad, that the conductor broke in two. This type of failure was caused by poor workmanship on Ameren UE's part during installation. My Lake neighbor, who is supplied power from the same transformer, lost his AIR conditioner compressor last fall. Probably from the same condition.
Lake house address: Lot #6 Sportmans Cove, Rocky Mount Mo. 65072 Account # 70764-16118

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

Issued claim (#AG0402185-TM) with Ameren UE which was denied by Todd Munger. When I contacted MR. Munger about the claim being denied, I asked him who denied the claim and responded he did based on the linesman's repairman's report (#040564177). I asked him if he had technical background to make the deny, he said no. ~~He~~ I ask him how can you deny my claim when you have no technical background. He said He read the claim and based on the linemans Report he made his decision. I cannot believe that someone, with no technical background, can make this kind of decision! This is a third party Administrator handling claims on behalf of Ameren UE.

WHEREFORE, Complainant now requests the following relief:

\$404⁸⁴ damages to septic tank airtector, with the right to future claims, during the 2004 year, as I spend more time at my lake residence and find other problems.

4/25/04
Date


Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.

I will provide other documentation at the time of a hearing. I'm not going to waste money for nine copies at this time (effect of 4bw voltage on motors and appliances). I have requested a copy of the linemans repair report but have not received a copy.

T. C. Munger
4/25/04