

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED

JUN 07 2004

Name: Deborah L. Lollar
Complainant

vs.

Company Name: Ameren U.E.
Respondent

Missouri Public
Service Commission

Case No.

COMPLAINT

Complainant resides at 10186 Lollar Rd, Mineral
(address of complainant)

Point, mo 63660

1. Respondent, Ameren U.E.

(company name)

of Potosi mo, 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:

- please see attached letter -

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

[illegible]

WHEREFORE, Complainant now requests the following relief:

I am asking the Public Service Commission to investigate my claims, by whatever means necessary, and force Ameren U.E. to take responsibility for the destruction of my private property, and compensate me for the items they have destroyed.

May 28, 2004
Date

Date _____

Richard L. Lacey
Signature of Complainant

Signature of Complainant _____

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

Please understand that when these occurrences first began, we were not keeping track of dates, because we didn't know they were going to wind up being power surges.

On, or about March 11, 2004, our television went out. The TV was on and the electric started flashing on and off. We jumped up and started turning off appliances, but before we got to the television, it made a sizzling sound and we lost our picture. We had sound, but no picture. We still did not associate this with our electrical problem, because we had experienced problems with our electric for years.

We called our repairman. He said it would be next week before he could make it out to look at our TV, so we went to town and rented a small television. The following week, Chris Warren, our local repairman, came to our house because our TV was too large to transport. Although this television was several years old, we had never had any problems with it. It had never been repaired before. The back had never been off the television.

Once inside, it didn't take him long to find the problem. He told us our power supply board had been fried and it would be difficult to find this part, but that he would try. We remained optimistic as a couple of weeks passed.

During this time, on March 28, a beautiful, bright, Sunday afternoon, the town of Mineral Point, which is approximately a mile and a half as the crow flies away from our home, experienced a massive electrical surge. Several families lost appliances and we heard later that one home had even caught fire where the electrical service enters the dwelling. It was at this time that we began to make the connection, after we had seen Ameren UE across from our home working on the lines and a little silver box that is attached to a pole. For the last two years, whenever we had power problems, they always showed up at that pole.

We attend church in the small town of Mineral Point, so once we started hearing those people tell about the power surge and the way their appliances had been hit, we were beginning to put two and two together. In the meantime, we are having power outages daily.

Our repairman called and told us that he was sorry, but he couldn't find a replacement part for our TV, because Pioneer only produces replacement parts for five years. There was nothing he could do. We asked him if it was possible that our television had been power surged and he said there was no doubt in his mind. So, sometime during the first part of April, we filed a claim with Ameren UE.

During April, we began to hear people talk about how poorly and rudely they had been treated by Ameren UE, and that they were saying the power surge in Mineral Point was due to lightning, when everyone remembered that day so clearly, because it was one of the first, truly beautiful warm Sunday afternoons we had experienced this Spring. We also noticed that Ameren UE began stretching new power lines through the small community of Springtown, which is between Mineral Point and our home. During this time, we were still having problems with the power on and off all the time. We rarely made it though a

day or two, that we didn't come home and set all the clocks, so keep in mind that all these things I am telling you about is instances that we just happened to be home from work. It is hard telling how many things went on around here that we are unaware of.

Near the end of April, I called Ameren UE's claim department to discuss our TV. A lady by the name of Heidi Douglass had been assigned to our case and she told me that our claim had been denied and that they were not responsible. She was very rude, and she tried to blame it on everything from lightning to tree trimmers. She told me to contact my insurance company and file a claim with them. I told her that I had no intention of filing a claim with my insurance company, because they were not responsible for the destruction of my property, Ameren UE was. I was infuriated with her lack of professionalism and told her I wasn't done fighting and that I wasn't surprised because I had heard about the way they were treating people in Mineral Point.

Keep in mind that I had had to stop coming through Springtown all week long because of all the service trucks in the road stringing new lines. Through the month of April and on into May, they came through Springtown, all the way down the service road, which runs in front of our home.

I was on vacation from work from May 7th till May 17th. On Friday morning, May 14th, our power flickered off and on a couple of times, and then it went to about half power. The lights got dim and hummed, the refrigerator was running at half power, and the telephone began to ring constantly. When I say the phone rang, I don't mean it rang like it does when there is an incoming call. I mean it rang constantly, like a siren. I made my rounds unplugging everything in the house. An hour or two later, this very same incident happened again. I called Ameren UE. They said it was because there was a tree across the line at Potosi Lake and there were about 30 customers without electric. Anyone that knows this area, knows there are more like 300 homes between us and Potosi Lake. They told me this as I stood watching out my kitchen window at three or four Ameren UE trucks up across the road.

On May 16th, another beautiful, bright Sunday morning, at approximately 7:50 am, we experienced another one of those half-power experiences. The lights went dim, the phone began its siren, and I was frantically trying to turn off my computer at half power. Once again, I called Ameren UE and reported the problem. A couple of hours later, my mother called and asked me if I had noticed the electric going down before and said they were watching television when it occurred and their TV had went out while they were watching it. She said they had sound, but no picture. Sound familiar?

Since this time, my mother, Nina Smith, has also filed a claim with Ameren UE, although Chris Warren was able to repair their television, and he said that it was due to a power surge.

On the following day, May 17th, while I was at work, my live-in partner was home alone and heard a noise that sounded like paper being wadded up. She got up to see what it was,

and the electric baseboard heater in our living room had caught fire. She said sparks were flying out of it, there was a brief flame and a puff of smoke. She made sure it was off, but she was afraid to lay down and go back to sleep. She works night shift at the hospital. Now, things are getting pretty bad when it gets to the point that one is afraid to lay down and go to sleep in their own home, because they may never wake up. We replaced the batteries in the smoke alarms and tried our best to resume our life. That evening I sat down, turned on our rented TV and our satellite dish, and everything was messed up. Our satellite receiver had lost its program, the dish would move, but the receiver wouldn't count. I have called our local satellite guys, but they said they are covered up and it would be a week or two before they could make it out. I told them no rush, I know what is wrong with it, and I would imagine that by now, so do you.

I have filed an informal complaint with Mr. Allan Bax, of the Missouri Public Service Commission, and I spoke with him on the phone, telling him briefly what we were experiencing in this area. He was kind enough to send me these forms. It has taken me a while to respond, because every day the plot continues to thicken.

Last week, a gentleman by the name of Richard called me from CenturyTel, our local phone service. He is the supervisor there and he asked me if I had been having phone problems. I told him yes, but that it was not our phone service messing up, it was the power surges. He told me that they had had to replace many parts and do a lot of work because these guys they had hired to run the new wires through Springtown, and down old 8 Highway, were laying these high-voltage wires across their phone lines and shorting them out. I asked him how they were doing dealing with Ameren UE and if they were taking responsibility. He said they were well aware of the problem and that he had been in Mineral Point, working with Allan Bax about the problems they had had down there.

To the commission, I would like to say that you seem to be our only hope for justice around here. We are paying Ameren UE for their service each and every day of our lives and we have no choice. They have a monopoly. What Ameren UE has done to the people of this community is a gross injustice. We all have to take responsibility for our mistakes. If Ameren UE had maintained and updated their equipment when it began to fail, probably none of us would be in this situation now. What they have done to us is nothing more than destruction of property. It wouldn't have been any more detrimental than if they had walked into our houses and hacked our appliances to bits with an ax. They have a license to destroy, because they know all they have to do is yell "lightning", and they will not be held responsible for their injustices.

We are a Class C County here and the wages are very poor. Eight dollars an hour is an extravagant wage. We have been violated and we are asking you to intervene and see that justice is done. As many families that have turned in claims proves that this is not some sort of ploy to "screw the power company".

And where do we go from here? I am paying \$13.00 per week to rent a tiny television where a \$3000.00 Big Screen used to set. If I go out and buy a new one, the same thing

may happen. Now, I also have to have a new heater installed before winter, and an \$800.00 satellite receiver is nothing more than an ornament. Where is it going to end?

I wish I had known that Allan Bax was in the area a few weeks ago. I would like to have invited him into our home and showed him the destruction they have caused. I would like to have taken him down the road and showed him all the work they have been doing the last couple of months to cover up their vandalism.

That is all I have to say. I have been extremely truthful. There is no need to over dramatize this situation. The truth is bad enough. We are pleading for your help in this matter. You are our only hope.

Mr. Bat,

Here is the statement
given to us by our TV
repairman, Chris Warden,

573-779-3552. Mr.

Warden said he would
be happy to answer

any of your questions.

Robert Lollar

WARDEN T.V.

779-3552

298419

NAME B. LOLLAR						DATE April 7, 04	
ADDRESS 52 PIONEER T.V.						ORDER NO. 438-4380	
CITY, STATE, ZIP Power Surge Damages							
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	
QUAN.	DESCRIPTION				PRICE	AMOUNT	
1	UNIT HAS A BAD						
2	POWER/SWEEP BOARD						
3	THAT NEEDS TO						
4	BE REPLACED. DUE						
5	TO MAKE 4 AGE						
6	BOARD IS NOT AVAILABLE						
7	THROUGH MY SOURCES						
8	I CANNOT GIVE ESTI-						
9	MATE TO REPAIR						
10	BECAUSE OF LACK						
11	OF PART AVAILABILITY						
12							
13	SERVICE CALL						
14	CHECKOUT FEES						35.00
RECEIVED BY						TAX	
						TOTAL	35.00

Mr. Bax,

Here is A photo of
the pole & metal CLAN
that is located Across 8
Hwy from our home. ~~The~~
Ameren U.E. Appears here
everytime we have trouble.
They were here when we
reported our problem
on May 14, 2004.

Deb Lollar

