

**EXHIBIT 6**  
**CUSTOMER COMPLAINTS**

**FILED<sup>3</sup>**

**OCT 30 2001**

**Missouri Public  
Service Commission**

FILED

AUG 2 1999

Missouri Public  
Service Commission

vs.

) Case No. EC-2000-63

Respondent.

Complainant resides at 312 HWY C  
WILMAN, MO 65083

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

July 29, 1999  
Date

Frank E. Liding  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

**FILED**

AUG 2 1999

Missouri Public  
Service Commission

Marshall E Humphreys III  
(your name)

Complainant

vs.

) Case No.

EC-2000-64

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 109 Redbird Lane  
ULMAN, Mo 65083.

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

Loss of water, fans, + foggers  
during these outages has helped  
hurt our turkey egg production during  
this heat.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

We would like to see this area go to Three Rivers, if problems cannot be taken care of in a timely manner.

7-29-99

Date

Mahe E. Hughes

Signature of Complainant

FILED

Missouri Public  
Service Commission

VS.

Case No. EC-2000-71

Respondent.

Complainant resides at P.O. Box 385 Ulm, MO 65083

of St. Louis, Missouri, is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7-29-99

Date

*Justin J. [Signature]*

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

John J. Williams II )

(your name) )

Complainant )

vs. )

Case No. EC-2000-79

Ameren UE )

(company name) )

Respondent. )

COMPLAINT

Complainant resides at 154 Keyes School Rd.

Ulman, MO. 65083

1. Respondent, Ameren UE  
(company name)

of St Louis, Missouri is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

irregular service: Power outages lasting  
in excess of 2 hours 7 times in 8 days.



3. The complainant has taken the following steps to present this complaint to the respondent:

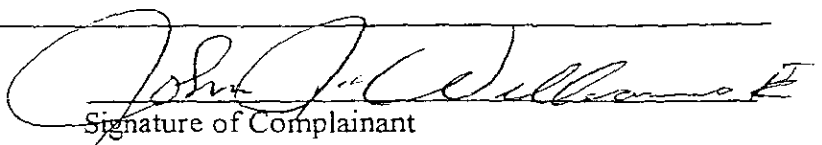
Contacted Ameren U.E. and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be efficiently handle customer load and eliminate power outages.

8-1-99

Date

  
Signature of Complainant

## 4 CSR 240-2.070 Complaints

*IRPOSE: This rule establishes the procedures for filing formal and informal complaints with the commission.*

(1) The commission, the public counsel, or any person or public utility as defined in 4 CSR 240-2.010 who feels aggrieved by a violation of any statute, rule, order or decision within the commission's jurisdiction may file a complaint. The aggrieved party, or complainant, has the option to file either an informal or a formal complaint.

(2) Informal Complaints. To file an informal complaint, the complainant shall state, either in writing, by telephone (consumer services hotline—1-800-392-4211, or TDD hotline—1-800-829-7541), or in person at the commission's offices—

(A) The name, street address and telephone number of each complainant and, if one (1) person asserts authority to act on behalf of the others, the source of that authority;

(B) The address where the utility service was rendered;

(C) The name and address of the party against whom the complaint is filed;

(D) The nature of the complaint, and the complainant's interest therein;

(E) The relief requested;

(F) The measures taken by the complainant to resolve the complaint; and

(G) If a complainant is not satisfied with the outcome of the informal complaint, a formal complaint may be filed.

(3) Formal Complaints. Formal complaint may be made by the commission on its own motion, by its general counsel or by the public counsel, or by any person as defined in 4 CSR 240-2.010, by petition or complaint in writing, setting forth any act or thing done or omitted to be done by any person, corporation or public utility, including any rule or charge established or fixed by or for any person, corporation or public utility, in violation or claimed to be in violation of any provision of law or of any rule or order or decision of the commission; provided, that no complaint shall be entertained by the commission, except upon its own motion, as to the reasonableness of any rates or charges of any public utility unless the complaint is signed by the public counsel, the mayor or the president or chairman of the board of aldermen or a majority of the council or other legislative body of any town, village, county or other

political subdivision, within which the alleged violation occurred, or not less than twenty-five (25) consumers or purchasers or prospective consumers or purchasers of public utility gas, electricity, water, sewer or telephone service as provided by law. Any public utility has the right to file a formal complaint on any of the grounds upon which complaints are allowed to be filed by other persons and the same procedure shall be followed as in other cases.

(4) The commission shall not be required to dismiss any complaint because of the absence of direct damage to the complainant.

(5) The complaint shall contain the following information:

(A) The name, street address, signature and telephone number of each complainant and, if different, the address where the subject utility service was rendered;

(B) The name and address of the person, corporation or public utility against whom the complaint is being filed;

(C) The nature of the complaint and the complainant's interest in the complaint, in a clear and concise manner;

(D) The relief requested and a statement as to whether the complainant has directly contacted the person, corporation or public utility about which complaint is being made;

(E) The jurisdiction of the commission over the subject matter of the complaint; and

(F) An association filing a formal complaint shall list all of its members as an appendix to the complaint.

(6) The commission, without argument and without hearing, may dismiss a complaint for failure to state facts upon which relief can be granted or may strike irrelevant allegations.

(7) Upon the filing of a complaint in substantial compliance with these rules, the secretary shall serve by certified mail, postage prepaid, a copy of the complaint upon the person, corporation or public utility against whom the complaint has been filed, which will be accompanied by a notice that the matter complained of be satisfied or that the complaint be answered by the respondent, unless otherwise ordered, within thirty (30) days of the date of the notice.

(8) The respondent shall file an answer to the complaint within the time provided. All grounds of defense, both of law and of fact,

shall be raised in the answer. If the respondent has no information or belief upon the subject sufficient to enable the respondent to answer an allegation of the complaint, the respondent may so state in the answer and assert a denial upon that ground.

(9) If the respondent in a complaint case fails to file a timely answer, the complainant's averments shall be deemed admitted unless good cause is found by the commission to extend the filing date of the answer.

(10) The commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint. The staff shall file a report of its findings with the commission and all parties to the complaint case. The investigative report shall not be made public unless released in accordance with section 386.480, 392.210(2) or 393.140(3), RSMo, or during the course of the hearing involving the complaint.

(11) When the commission determines a hearing should be held, the commission shall fix the time and place that a hearing will be had upon the complaint and shall serve notice upon the affected person, corporation or public utility not fewer than ten (10) days before the time set for the hearing, unless the commission shall find the public necessity requires that the hearing be held at an earlier date.

(12) All matters upon which a complaint may be founded may be joined in one (1) hearing and no motion for dismissal shall be entertained against a complainant for misjoinder of causes of action or grievances or misjoinder or nonjoinder of parties.

(13) Formal complaints must comply with the filing requirements of 4 CSR 240-2.080 and 4 CSR 240-2.040.

*AUTHORITY: section 386.410, RSMo 1994. \* Original rule filed Dec. 19, 1975, effective Dec. 29, 1975. Amended: Filed Nov. 7, 1984, effective June 15, 1985. Amended: Filed June 9, 1987, effective Nov. 12, 1987. Rescinded and readopted: Filed March 10, 1995, effective Nov. 30, 1995.*

*\*Original authority 1939, amended 1947, 1977*

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

Georgette A Patterson  
(your name)

Complainant

vs.

Case No. EC-2000-73

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at Box 396

W. L. Man, Mo. 65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

7/18/99 3 hr

7/20/99 3 1/2 hr

7/25/99 3 hr

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

8/2/99  
Date

Georgette Patterson  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

DONALD D. PATTERSON

(your name)

Complainant

vs.

Case No. EC-2000-74

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at

PO BOX 363, ULMAN, MO. 65083  
349 HWY C MILLER COUNTY

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

7-18-99 3:45

7-25-99 8:30 - 11:40 PM

7-26-99 8:00 - 8:50 AM

7-29-99 5:45 - 6:10 PM

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

Aug 2, 1999

Date

Donald D. Patterson

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

William W. Patterson  
(your name)

Complainant

vs.

Case No. EC-2000-75

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 199 HWY C  
(573-369-2774)

The Columbia Mo. 65082

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

Where I Reside & Receive MY Elec. Power. This type  
of Power outages has been happening for 1 year Now  
as my Late wife had Cancer. She was sent home  
from Boone Hosp Center on the 28th day of July 1998  
to Die She was on Oxygen for 2 wks & 1 day in 8-10-98  
They were notified by Home Hospice the Power  
was off a couple times in that 2 wks. & afterward

Schedule 579

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7-28-99

Date

*William W. Patterson*

Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

JOSEPH P. ALIEKSAITES )

(your name) )

Complainant )

vs. )

) Case No. EC-2000-76

AMEREN UE )

(company name) )

Respondent. )

COMPLAINT

Complainant resides at 217 COUNTY SIDE ROAD  
ULMAN 65083

1. Respondent, AMEREN UE

(company name)

of ST. LOUIS, MISSOURI, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

IRREGULAR SERVICE; POWER OUTAGES FOR  
PERIODS IN EXCESS OF TWO HOUR'S 7 TIMES  
IN LAST 8 WEEKS.

3. The complainant has taken the following steps to present this complaint to the respondent:


CONTACTED AMEREN WE AND REPORTED POWER OUTAGES,

WHEREFORE, Complainant now requests the following relief:

POWERLINE TO BE UPGRADED TO EFFICIENTLY  
HANDLE CUSTOMER LOAD AND ELIMINATE POWER  
OUTAGES,

JULY - 31 1999

Date

  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

Mildred Aliksaites)

(your name)

Complainant

vs.

) Case No.

EC-2000-77

AMEREN UE)

(company name)

Respondent.

COMPLAINT

Complainant resides at 9 JACKSON Cemetery Road  
WLAN MO. 65083

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

July 30 1999  
Date

Mildred Altkreiter  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

Herbert Nifday  
(your name)

Complainant

vs.

Case No. EC-2000-78

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 332 Hwy. C  
Welman, Mo. 65083

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

8/1/99  
Date

Herbert M. K. [Signature]  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

Linda Sue Nylund  
(your name)

Complainant

vs.

Case No. EC-2000-79

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at

65083 328 Hwy C Union MO

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

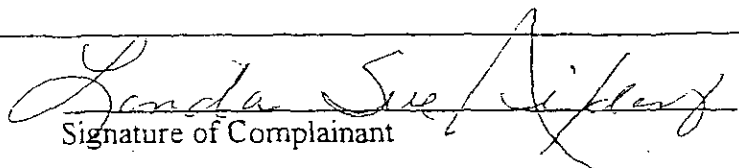
3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7-31-99  
Date

  
Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

Jo Ann Jeffries )  
(your name) )

Complainant )

vs. )

Case No. EC-2000-80

AMEREN UE )

(company name) )

Respondent. )

COMPLAINT

Complainant resides at 22 County Side Road  
Ulmah, Mo. 65083-9603

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

July 31, 1999  
Date

Joe Ann Jeffries  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

JAMES ALIASKAITES  
(your name)

Complainant

vs.

Case No. EC-2000-81

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 436 Hwy-C

Ulman, MO 65083

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours 7

times in last 8 weeks.

Low Voltage: Ameren UE's failure to upgrade powerline to accommodate existing  
customer load, with full knowledge that line is stressed due to overload and  
line is running on low volts.

Deterioration of power poles, some of which were reported to Ameren UE several  
years ago.

3. The complainant has taken the following steps to present this complaint to the respondent:


Contacted Ameren UE and reported power outages.

Contacted Ameren UE's supervising engineer, Robert J. Schnell P.E. at Lakeside District Office in Lake Ozark, Missouri, and district manager of Ameren UE, Larry Merry.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages and low voltage problem. Deteriorated poles to be replaced.

July 30 1999  
Date

  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

Betty J. Thrace  
(your name)

Complainant

vs.

Case No. EC-2000-82

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at

65083

326 Hwy C, Belman, Mo.

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7-31-99

Date

Betty J. Grace

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

James M. Myers  
(your name)  
Complainant

vs.

Case No. EC-2000-83

AMEREN UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at 361 Hwy C, ULMAN, Mo. 65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

29 July 1999  
Date

James M. Myers  
Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 03 1999

Missouri Public  
Service Commission

Lucretia Deace )  
(your name) )

Complainant )

vs. )

) Case No. EC-2000-84

AMEREN UE )

(company name) )

Respondent. )

COMPLAINT

Complainant resides at 326 Hwy Culman mo. 65083

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:  
Powerline to be upgraded to efficiently handle customer load and  
eliminate power outages.

8/1/99  
Date

*Lucretia Grace*  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 04 1999

Missouri Public  
Service Commission

David and Brenda Haley  
(your name)

Complainant

vs.

Case No. EC-2000-86

Ameren UE  
(company name)

Respondent.

COMPLAINT

Complainant resides at

216 Patterson Loop - Ulman, MO  
65083

1. Respondent,

Ameren UE  
(company name)

of St. Louis, MO is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

During the months of June and July, 1999, we have experienced low  
voltage or brief power outages on a daily basis. These power surges  
can be very detrimental to appliances, computers, etc... However, the  
greatest concern is the total power outages for 2, 3, 4 or more  
hours, more than 2 days per week, during extremely hot weather.

I am concerned about the safety of our refrigerated and frozen  
foods, the damage to our appliances, and the lack of fans or  
air conditioning for my son who has asthma,

3. The complainant has taken the following steps to present this complaint to the respondent:

I have notified Ameren UE during every power outage to report our loss of power through the telephone and their computerized voice. A meeting was held on July 28, 1999 with over 100 people attending to address the problem. Local TV stations and the local newspaper have provided coverage about the power surges and power outages. Apparently, it takes more than one voice to solve this problem.

WHEREFORE, Complainant now requests the following relief:

We request that Ameren UE correct this problem immediately! Not in a years time when their budget can provide the monies needed. An Ameren UE representative stated in the Miller County Acctg that those in great need of electricity should purchase a

August 3, 1999

Date

Brenda Haley Dandley

Signature of Complainant

generator. I hope that this is not how they plan to "solve" the problem. They provide a service that we pay for. When deregulation occurs, the citizens of the Ulman area will remember how Ameren UE handled the problem!

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 04 1999

Missouri Public  
Service Commission

Paul & Rebecca Young  
(your name)

Complainant

vs.

Case No.

EC-2000-87

Ameren UE

(company name)

Respondent.

COMPLAINT

Complainant resides at Uman, Mo

1. Respondent, Ameren UE  
(company name)

of St Louis Missouri is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

irregular service: Power outages for periods  
in excess of 2 hours 7 times in 8 days

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted AmerenUE and reported outages

WHEREFORE, Complainant now requests the following relief:

Powerlines to be upgraded to efficiently handle customer load and eliminate power outages.

~~4-31-99~~ 4-31-99

Date

Signature of Complainant

Paul M. Young & Rebecca R. Young

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 04 1999

Missouri Public  
Service Commission

Sharon K. Abbott  
(your name)

Complainant

vs.

Case No. EC-2000-88

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 21 Opal Dr, Uman, Mo 65083

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

8-2-99

Date

Sharon K. Abbott

Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

**FILED**

AUG 04 1999

Missouri Public  
Service Commission

Gene D. Bay  
(your name)

Complainant

vs.

Case No. EC-2000-89

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at p.O. Box 386, Ulman, MO 65083

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

Low Voltage: Ameren UE's failure to upgrade powerline to accommodate  
existing customer load, with full knowledge that line is stressed due  
to overload and line is running on low volts.

Deterioration of power poles, some of which were reported to Ameren UE several  
years ago.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE's supervising engineer, Robert J. Schnell, P.E. at Lakeside District Office in Lake Ozark, Missouri, and district manager of Ameren UE, Larry Merry.

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerlines to be upgraded to efficiently handle customer load and eliminate power outages and low voltage problem.

Replace deteriorated power poles

7-30-99

Date

*James L. Bay*

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 04 1999

Robert J. Sparrow )  
(your name) )  
Complainant )

Missouri Public  
Service Commission

vs. )

Case No. EC-2000-90

Ameren UE )  
(company name) )  
Respondent. )

COMPLAINT

Complainant resides at 26 Howell Loop, Uman, MO 65083  
573-369-2840

1. Respondent, Ameren UE  
(company name)  
of PO Box 38 Lake Ozarks MO is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Power outages have happened on:  
July 18 8:45 pm - 10:15 pm  
July 21 9:05 pm - 11:15 pm  
July 25 8:30 pm - 11:45 pm  
July 28 7:30 am - 8:30 am  
July 29 5:45 pm - 6:15 pm

3. The complainant has taken the following steps to present this complaint to the respondent:

I have called Ameren UE to report outages. Outages on July 25, 28, & 29 were reported to Robert J. Schnell, P.E. Supervising Engineer, Ameren UE.

Robert J. Schnell, P.E. was out in our area on July 22, at which time I expressed my concern for my livestock operation!

WHEREFORE, Complainant now requests the following relief:

Ameren UE be directed to update outdated line and equipment. To ~~be~~ able to maintain voltage and power in a dependable manner.

7-30-99

Date

Robert J. Hanaw

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 5 1999

Missouri Public  
Service Commission

Pauline Hensley )  
(your name) )

Complainant )

vs. )

Case No. EC-2000-93

AMEREN UE )

(company name) )

Respondent. )

COMPLAINT

Complainant resides at 217 Howell Loop  
W. Linn, Mo. 65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

August 3 - 1999  
Date

Pauline Hensley  
Signature of Complainant

FILED

AUG 06 1999

Missouri Public  
Service Commission

Complainant

vs.

) Case No. EC-2000-96

(company name)

Respondent.

## COMPLAINT

Complainant resides at 324 Brushy Fork Rd Uman, MO

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

8-3-99

Date

Douglas Ziegler

Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 06 1999

Missouri Public  
Service Commission

Paul R. Patterson  
(your name)

Complainant

vs.

Case No. EC-2000-97

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 147 Redbird Lane  
Wlman Mo 65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks. Our son is on a heart monitor and these  
power outages make it very hard to monitor his heart rate. We also  
have Turkeys and it is very hard on them also without water  
+ fans.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

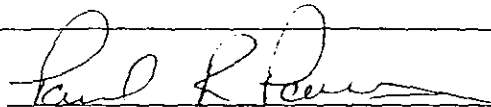
WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages. We would like to be switched to

Three Rivers electric company

7-30-99

Date



Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED  
AUG 09 1999

Missouri Public  
Service Commission

Jimmy J. Myers  
(your name)  
Complainant

vs.

Case No. EC-2000-99

AMEREN UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at 373 Hwy-C ULMAN, Mo.

1. Respondent, AMEREN UE  
(company name)  
of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours 7  
times in last 8 weeks.

Low Voltage: Ameren UE's failure to upgrade powerline to accommodate existing  
customer load, with full knowledge that line is stressed due to overload and  
line is running on low volts.

Deterioration of power poles.

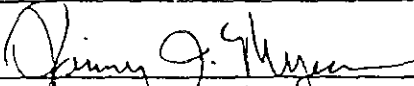
3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages and low voltage problem. Deteriorated poles to be replaced.

Aug-05-99  
Date

  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 09 1999

Missouri Public  
Service Commission

Dustin S. Myers  
(your name)

Complainant

vs.

Case No. EC 2000-100

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 509 Hwy C

Ulmans

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7-30-97

Date

Dustin J. Myers  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

**FILED**

AUG 09 1999

Missouri Public  
Service Commission.

Stephanie S. Myers )  
(your name) )

Complainant )

vs. )

Case No. EC-2000-101

AMEREN UE )

(company name) )

Respondent. )

COMPLAINT

Complainant resides at 509 Hwy C

Ulman

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7-30-99  
Date

Stephanie S. Myers  
Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 10 1999

Missouri Public  
Service Commission

James A. Parker  
(your name)  
Complainant

vs.

Case No. EC-2000-104

Ameron UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at 356 Hwy-C - 360 Hwy-C Business  
Wman, Mo. 65083

1. Respondent, Ameron UE  
(company name)  
of St. Louis, Mo. is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Almost daily we are without power  
for awhile.  
It shuts down my business,  
Also my daughter Amy has cystic fibrosis  
and needs to have breathing treatments several  
times a day. These machines are run by electricity.

3. The complainant has taken the following steps to present this complaint to the respondent:

We have contacted Ameren UE about the outages.

WHEREFORE, Complainant now requests the following relief:

For Ameren UE to upgrade the Powerlines to accomodate the needs of this growing area.

July 30-99  
Date

Amer a Pankey  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED

AUG 11 1999

Missouri Public  
Service Commission

Deitra Brouk  
(your name)  
Complainant

vs.

Case No. EC-2000-132

AMEREN UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at 147 Dog Creek School Road  
Uman, Mo 65083.

1. Respondent, AMEREN UE  
(company name)  
of St. Louis, Missouri is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7/30/99

Date

Danka Brorik

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 12 1999

Missouri Public  
Service Commission

Kenneth Carico  
Marilyn Carico

(your name)

Complainant

vs.

Case No. EC-2000-136

Ameren UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 141 Hwy Jf. Union, Mo 65083

1. Respondent, Ameren UE

(company name)

of St. Louis, Mo. is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for  
periods in excess of <sup>(3)</sup> three hours 7 times  
in last 8 weeks

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren U.E. numerous times  
to report power outages.

WHEREFORE, Complainant now requests the following relief:

Powerlines to be upgraded to more efficiently  
handle customer load and eliminate power  
outages.

Aug. 2, 1999  
Date

Kenneth Davis Marilyn Carico  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 12 1999

Missouri Public  
Service Commission

Ray E. Reed  
(your name)

Complainant

vs.

Case No. EC 2000-137

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 154 Hawken Cemetery Rd  
Wman Missouri  
65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
8 times in last 8 weeks.

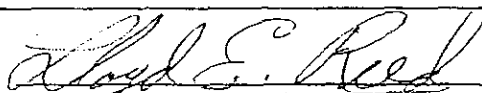
3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7/29/99  
Date

  
Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 12 1999

Missouri Public  
Service Commission

Randolph E. Shipp  
(your name)  
Complainant

vs.

Case No. EC 2000-138

AMEREN UE  
(company name)

Respondent.

COMPLAINT

Complainant resides at 264 Hwy JJ, Union MO 65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

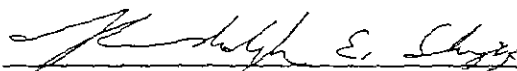
3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

August 2<sup>nd</sup>, 1999  
Date

  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 12 1999

Missouri Public  
Service Commission

Eddie Reed  
(your name)  
Complainant

vs.

Case No. EC 2000-139

AMEREN UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at 158 Hawken Cemetery Rd  
Winn Mo.  
65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

7/29/99

Date

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 16 1999

Missouri Public  
Service Commission

James Carico  
Melissa Carico  
(your name)  
Complainant

vs.

) Case No. EC-2000-147  
)  
)  
)

AMEREN UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at 823 Pea Ridge Rd.  
Brunley Mo. 65017

1. Respondent, AMEREN UE  
(company name)  
of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

Aug 8, 1999  
Date

James Carico  
Melissa Carico  
Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 17 1999

Missouri Public  
Service Commission

Tammy Byrd  
(your name)  
Complainant

vs.

Case No. EC 2000-149

Ammeren UE  
(company name)  
Respondent

COMPLAINT

Complainant resides at P.O. Box 403 (17 Chikany Rd)  
Wman Mo 65083

1. Respondent, Ammeren UE  
(company name)  
of St Louis Mo, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power Outages for  
periods in excess of two hours  
7 times in last 8 weeks

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE &  
reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently  
handle customer load and  
eliminate power outages.

7-30-99

Date

Tammy Byrd

Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 17 1999

Missouri Public  
Service Commission

Steve Byrd  
(your name)  
Complainant

vs.

Case No. EC-2000-150

Ameren U.E.  
(company name)  
Respondent.

COMPLAINT

Complainant resides at P.O. Box 403 (17 Chikony Rd)  
Wman Mo 65083.

1. Respondent, Ameren U.E.  
(company name)  
of St Louis Mo, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for  
periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE &  
reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to  
efficiently handle customer load  
and eliminate power outages

7-26-99

Date

St. Brl

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 17 1999

Missouri Public  
Service Commission

Buster M<sup>c</sup>Gowin )  
(your name) )

Complainant )

vs. )

) Case No. EC-2000-151

AMEREN UE )

(company name) )

Respondent. )

COMPLAINT

Complainant resides at #47 Hwy JJ, UMAN, MO.

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

8-14-99

Date

Buster McHowin

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 17 1999

Missouri Public  
Service Commission

Myna McGowan )  
(your name) )  
Complainant )

vs.

) Case No. EC-2000-152

AMEREN UE )  
(company name) )  
Respondent. )

COMPLAINT

Complainant resides at #47 Hwy J, Uman Mo.  
65083

1. Respondent, AMEREN UE  
(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

8-14-99

Date

*Myna McLowen*

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 20 1999

Missouri Public  
Service Commission

Steven D Patterson  
(your name)

Complainant

vs.

Case No. EC-2000-174

AMEREN UE

(company name)

Respondent.

COMPLAINT

Complainant resides at 107 Sand Rock Rd Union, Mo.  
65083

1. Respondent, AMEREN UE

(company name)

of St. Louis, Missouri, is a public utility under the jurisdiction of

the Public Service Commission of the State of Missouri.

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

Irregular Service: Power outages for periods in excess of two hours  
7 times in last 8 weeks.

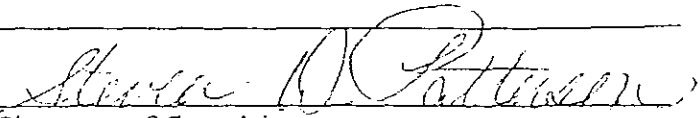
3. The complainant has taken the following steps to present this complaint to the respondent:

Contacted Ameren UE and reported power outages.

WHEREFORE, Complainant now requests the following relief:

Powerline to be upgraded to efficiently handle customer load and eliminate power outages.

08/16/99  
Date

  
Signature of Complainant



BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 25 1999

Missouri Public  
Service Commission

Ruby Otto  
(your name)  
Complainant

VS.

) Case No. EC2000-183

Ameren UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at #69 Timber Trails Dr. Brumley,  
Mo. 65017

1. Respondent, Ameren UE  
(company name)  
of Lake Ozark, Mo, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Suffered three daily power outages:  
1. No air conditioning causing distress  
to my 89 yr. old mother who is staying  
with me due to illness.  
2. No water or means of cooking meals.  
3. Power surges have been very strenuous

on my appliances.

3. The complainant has taken the following steps to present this complaint to the respondent:

I have written & called Ameren UE concerning this problem. I have received no response from them.

WHEREFORE, Complainant now requests the following relief:

Ameren UE needs to replace old & rotting electrical poles. Trim the trees that are growing into the electrical lines. Replace old lines that are no longer good.

8-19-99

Date

Ruby Otto

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

AUG 25 1999

Missouri Public  
Service Commission

Lonnie Jeffries  
(your name)  
Complainant

vs.

) Case No. EC 2000-184

Ameren UE  
(company name)  
Respondent.

COMPLAINT

Complainant resides at #3 Timber Trails Dr. Brumley, Mo  
65017

1. Respondent, Ameren UE  
(company name)  
of Lake Ozark, Mo, is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Suffered three daily power outages;

1. No air conditioning causing distress  
for younger 3yr old.

2. Adverse living conditions due to  
no power for cooking, refrigeration, or

water. This was due to no upkeep or maintenance of  
on Ameren UE part.

3. The complainant has taken the following steps to present this complaint to the  
respondent:

We have both written + called  
Ameren UE about this problem. We have  
received no response from them.

WHEREFORE, Complainant now requests the following relief:

Ameren UE needs to replace old + rotting  
electrical poles. Trim the trees that are  
growing on the wires. Replace old lines  
that are no longer good.

8-19-99

Date

Lennie J. J. J.

Signature of Complainant

BEFORE THE PUBLIC SERVICE COMMISSION OF THE  
STATE OF MISSOURI

FILED<sup>2</sup>

SEP 1 1999

Missouri Public  
Service Commission

James & Rita Jeffries )  
(your name) )

Complainant )

vs. )

Case No. EC-2000-201

Ameren UE )  
(company name) )

Respondent. )

COMPLAINT

Complainant resides at # 31 Timber Trails Dr. Brumley, Mo  
65017

1. Respondent, Ameren UE  
(company name)

of Lake Ozark, Mo is a public utility under the jurisdiction of  
the Public Service Commission of the State of Missouri.

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

Suffered through daily power outages due  
to no maintenance to electrical lines & poles.  
Complainant babysits during the day therefore  
no A/C causing distress to children ranging  
in age from 8 mo. to 11 yrs. old. We suffered  
adverse living conditions due to no power for cooking  
meals or for water. Also lost dozens of incubated  
eggs due to power outages.

3. The complainant has taken the following steps to present this complaint to the respondent:

We have written Ameren UE with no response. We have also called them about this problem and still we got no response.

WHEREFORE, Complainant now requests the following relief:

Ameren UE needs to replace outdated, rotten, & ancient equipment & utility poles. We also need the trees & brush trimmed that has not been done in years.

8-20-99

Date

Rita Jeffries  
Signature of Complainant

**EXHIBIT 7**  
**CUSTOMER NOTIFICATION LETTERS**

**FILED<sup>3</sup>**  
**OCT 30 2001**  
**Missouri Public**  
**Service Commission**

September 14, 2001



Dear AmerenUE Customer:

AmerenUE and Gascosage Electric Cooperative have had discussions on a proposed exchange of some facilities and customers. The proposed agreement, which is subject to approval by the Missouri Public Service Commission, would enable both utilities to operate more efficiently. You are one of the customers who would be served by Gascosage Electric Cooperative under the proposed agreement.

We believe that this agreement will ultimately provide more reliable service to you through planned improvements. Gascosage Electric Cooperative plans to build in 'looped' higher voltage source lines. This means that even if one supply source were lost, you would not experience an outage since you could still receive power from the other source. In addition, Gascosage Electric Cooperative plans to replace 700 poles that have deteriorated over time, plus build 12 miles of new three phase electric line along Route C from Brumley to north of Ulman.

Concerning rates, both AmerenUE and Gascosage have very comparable rates. A typical residential customer who uses approximately 10,000 kWhr per year currently pays around \$62.00 per month. Under Gascosage Electric Cooperative the same customer will pay about \$1.30 additional per month. Enclosed on a separate sheet you will find a comparison of rates for both AmerenUE and Gascosage Electric Cooperative.

Gascosage Electric Cooperative will provide quick response to any service problems you may experience through the trouble response personnel who live in or near your area. Plus additional linemen will be added to the workforce to accommodate the needs of the new customers who will be served. Local offices are available to conduct business transactions and customer outage calls are answered locally.



Also enclosed is a pamphlet providing information about Gascosage Electric Cooperative and answering some of the questions you may have. To further answer your questions, you may call or write either company as follows:

AmerenUE  
P.O. Box 1558  
Jefferson City, MO 65102  
(573) 681-7517

Gascosage Electric Cooperative  
P.O. Drawer G  
Dixon, MO 65459  
(573) 759-7522

We are able to answer your questions by phone, but should you desire to meet with us one on one, representatives from both utilities will be available on October 20, 2001 from 11:00 AM to 3:00 PM at the public school in Iberia. This will be only for customers who are affected by the exchange so please bring this letter with you if you decide to come.

You may also wish to contact the following Missouri government agencies that will be involved in this process.

Missouri Public Service Commission  
Governor Office Building, P.O. Box 360  
Jefferson City, MO 65102  
(573) 751-3234

Office of Public Counsel  
P.O. Box 7800  
Jefferson City, MO 65102  
(573) 751-4857

Once the proposed exchange is approved, you will be notified when to expect the actual exchange to take place and will receive information about your new service from Gascosage Electric Cooperative in advance. Both utilities will work together so that the transfer of electric service will be of only minimal inconvenience and at no cost to you.

Sincerely,



LARRY MERRY  
Manager  
AmerenUE



JOHN GREENLEE  
General Manager  
Gascosage Electric Cooperative

Enclosure

September 13, 2001

Ms. Martha Hogerty  
Public Counsel  
Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, Missouri 65102

RE: *Notice of a Proposed Sales Agreement between AmerenUE and Gascosage  
Electric Cooperative*



Dear Ms. Hogerty:

Union Electric Company, now doing business as AmerenUE, (AmerenUE) and Gascosage Electric Cooperative (Gascosage) are considering a proposed agreement to exchange some distribution facilities and customers in and around the Brumley area. We expect to be filing this agreement along with an amendment to the existing territorial agreement between the suppliers in the near future. AmerenUE will be notifying its affected customers of the potential transfer by letter. (Enclosed, for your information, is a copy of the notification letter and associated documentation.)

As you can see from the enclosed letter, both companies want to assure customer questions are answered. To that end, representatives of both companies will be available to answer customer questions one-on-one on October 20, 2001 from 11:00 AM to 3:00 PM at the public school in Iberia. Members of the Commission or its Staff should feel free to attend these meetings.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry D. Merry".

Larry D. Merry  
District Manager

Enclosures

cc: Dale Hardy Roberts (MPSC)  
John Coffman (OPC Staff)  
Victor Scott, Esq. (Andereck, Evans, Milne, Peace & Johnson)

September 13, 2001

Mr. Dale Hardy Roberts  
Secretary & Chief Regulatory Law Judge  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360



RE: *Notice of a Proposed Sales Agreement between AmerenUE and  
Gascosage Electric Cooperative*

Dear Mr. Roberts:

Union Electric Company, now doing business as AmerenUE, (AmerenUE) and Gascosage Electric Cooperative (Gascosage) are considering a proposed agreement to exchange some distribution facilities and customers in and around the Brumley area. We expect to be filing this agreement along with an amendment to the existing territorial agreement between the suppliers in the near future. AmerenUE will be notifying its affected customers of the potential transfer by letter. (Enclosed, for your information, is a copy of the notification letter and associated documentation.)

As you can see from the enclosed letter, both companies want to assure customer questions are answered. To that end, representatives of both companies will be available to answer customer questions one-on-one on October 20, 2001 from 11:00 AM to 3:00 PM at the public school in Iberia. Members of the Commission or its Staff should feel free to attend these meetings.

Sincerely,

A handwritten signature in black ink that reads "Larry D. Merry".

Larry D. Merry  
District Manager

Enclosures

cc: Office of Public Counsel  
Jim Ketter (MPSC Staff)  
Victor Scott, Esq. (Andereck, Evans, Milne, Peace & Johnson)

### Budget Payment Plan

Qualified members pay one steady amount for eleven months out of the year.

### Luther A. Riddle Scholarship

Ten area seniors are selected every year to each receive a \$500 scholarship to an accredited college, university, technical school or trade school.

### Distance Learning

Gascosage Electric Cooperative was instrumental in assisting local schools in the funding and installation of Distance Learning tools using fiber optics.

### NRECA Survey Results

An outside survey authorized by the National Rural Electric Cooperative Association indicated that 93% of Gascosage members would recommend the co-op to family and friends, and 90% would prefer to have their electricity distributed by the cooperative.

When asked to choose a phrase to describe Gascosage Electric Cooperative, top responses were 'excellent service' and 'member-owned'.

Receiving electricity from both Gascosage Electric Cooperative and a local company continue to be very important to members.

Overall member satisfaction with Gascosage Electric Cooperative is rated at 8.4 points out of a possible 9 point scale.

Gascosage Electric Cooperative's main objective is to provide the highest quality electric service at the lowest possible cost, while operating under the seven cooperative principles:

1. *Open membership*
2. *Democratic member control*
3. *Member economic participation*
4. *Autonomy and independence*
5. *Constant education*
6. *Cooperation among cooperatives*
7. *Concern for the communities*

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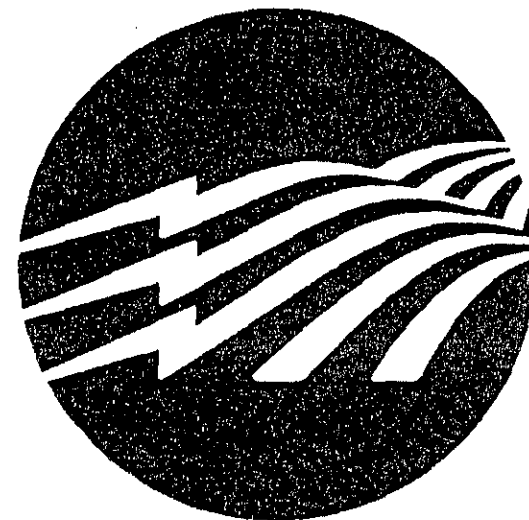
In September, 1946, Gascosage Electric Cooperative energized its first line near Iberia, and continues today to provide electrical service to the citizens of south central Missouri.

## Gascosage Electric Cooperative

&

## AmerenUE

### Proposed Exchange Agreement



P.O. Drawer G  
Dixon, Missouri 65459

*People Helping People Since 1945*

## About the Customer Exchange Agreement

The customer exchange agreement is designed to allow utilities, such as Gascosage Electric Cooperative and AmerenUE, to exchange customers who are more reliably served by the other utility company. After careful study it has been determined that some AmerenUE customers would be better served by Gascosage Electric Cooperative. None of Gascosage Electric Cooperative's current customers will be transferred to AmerenUE.

### Ownership:

A cooperative is owned by its members. Customers transferred from AmerenUE will become member-owners of Gascosage Electric Cooperative. Members have a voice in the operation of the cooperative at the annual meeting by voting on a nine member Board of Directors and any bylaw amendments. A consumer with a concern can bring it to the attention of the General Manager in Dixon, or to the Board of Directors.

### Power Supply:

The geographical areas considered in the exchange agreement will have **MORE POWERFUL DISTRIBUTION LINES BUILT** to feed electricity to the customers. Plans also include a **NEW OR REBUILT SUBSTATION** to be located in

the area. This will significantly enhance voltage conditions and reliability of the power supply.

### Right of Way (Tree Trimming Program)

One of the major causes of power outages is uncut trees or fallen tree limbs. Gascosage Electric Cooperative is committed to keeping the foliage trimmed to protect people, property, and reduce the number of outages.

### Reliable Service, Valuable Programs

At Gascosage Electric Cooperative, customer outage calls are answered locally 24 hours a day and service assistance is sent as quickly as possible. Gascosage Electric Cooperative's service reliability is built on the strength of being a part of an electric system that includes a transmission cooperative, Sho-Me Power Cooperative, Marshfield, and a generation cooperative, Associated Electric Cooperative, Inc., Springfield. Mutual aid agreements allow Gascosage Electric Cooperative to receive assistance from 39 other cooperatives in Missouri. During major outages, such mutual aid agreements provide Gascosage Electric Cooperative with crews from around the state that help restore service in a timely manner. Gascosage Electric Cooperative is a not-for-profit private enterprise where all revenues above the cost of doing business each year are

returned to the members in the form of capital credits. Consumers with memberships over twenty years are paid capital credits as the financial condition of the cooperative allows. Gascosage Electric Cooperative also offers a variety of services to their members. Some of these include:

### Personal Service:

Customers outage calls are answered locally 24 hours a day, which allows for service assistance to be dispatched quickly. The Lineman on duty will respond to your call. Employees will answer calls from the office during major outages. Our employees are just as concerned about your electrical problem as you are.

### Satellite Offices

Pay your bill, initiate service orders, and much more at Iberia City Hall, Crocker City Hall, or at Citizens Bank of Newburg.

### Automatic Payment Plan

Have your bill automatically deducted from your checking or savings account.

### Credit Card Payment Plan

Pay your electric bill with a MasterCard, Visa, or Discover credit card, by phone or at one of our payment offices.

### COMPARISON OF RATES

	<u>AmerenUE</u>		<u>Gascosage</u>
<u>Customer Charge</u>	\$7.25		\$15.00
<u>Rate for 8 months (winter)</u>			
1st 750 Kwhr	\$0.0577	1st 500 kwhr	0.065
Over 750 kwhr	\$0.0389	Over 500 kwhr	0.049
<u>Rate for 4 months (summer)</u>			
	\$0.0813	1st 500 kwhr	0.065
		Over 500 kwhr	0.049

**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that a copy of the foregoing has been served, via U.S. mail, this 29th day of October, 2001, to the following parties of record:

**John Coffman**  
Office of the Public Counsel  
P.O. Box 7800  
Jefferson City, Missouri 65102

**Victor S. Scott, Esq. / Deidre D. Jewel**  
Andereck, Evans, Milne, Peace & Johnson LLC  
700 E. Capitol  
P.O. Box 1438  
Jefferson City, Missouri 65102-1438

**Jim Ketter**  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102-0360

A handwritten signature in black ink, appearing to read "William B. Bobnar", written over a horizontal line.

William B. Bobnar