



City of
MARYLAND HEIGHTS
OFFICE OF THE MAYOR

212 Millwell Drive
Maryland Heights, MO 63043-2512
Tel: 314-291-6550
Fax: 314-291-7457
www.marylandheights.com

January 2, 2007

Missouri Public Service Commission
Governor Office Building
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

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Missouri Public
Service Commission

Dear Commission Members:

We are writing as the elected representatives of the City of Maryland Heights on behalf of our 27,600 residents and 1,600 businesses to express our deep concern regarding AmerenUE's response to the Nov. 30-Dec. 1, 2006, winter storm that left thousands of people without power for days.

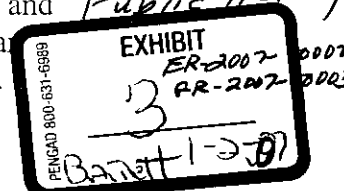
The latest storm, combined with the significant power outages following the violent thunderstorms our region experienced last summer, have heightened our concern not only in regards to the immediate follow-up to these weather-related emergencies by AmerenUE, but also with respect to the more serious concern about the utility's long-term failure to provide regular tree-trimming and system maintenance that would have lessened the impact of these storms on our community.

We realize that major storms tax the ability of everyone to quickly recover service and return to normal. However, our perception—shared by residents, business owners and community leaders alike—is that AmerenUE has failed to act sufficiently on an ongoing basis in a manner that would mitigate the disruption of vital electric service caused by severe weather.

We strongly urge the Public Service Commission to utilize your regulatory power to influence and bring about change in AmerenUE's tree-trimming and maintenance program. A more aggressive, consistent and thorough maintenance program would halt, or at the least greatly reduce, the power outages caused by overgrown limbs damaging power lines.

Further, a number of residents have brought to our attention their concerns—which we share—about regularly occurring power outages resulting from minor storms as well as electric failures that seem to have no discernable cause. We can only attribute this to AmerenUE's lack of maintenance of its infrastructure. Again, we urge you to exercise your influence in enforcing the utility company's obligation to ensure consistent and efficient service to our community—whether that be through improved maintenance, greater investment in new technologies and the replacement of aging equipment.

*St Louis Co
Public Hearing*



Finally, we want to encourage AmerenUE to review its website to make it less cumbersome and difficult to navigate in order that customers can report and correct service problems, whether occurring after storms or in the normal course of life. By improving its overall, day-to-day communications efforts, we believe AmerenUE can avoid difficulties in responding to the public during crisis situations. Maryland Heights stands ready to do all we can to assist AmerenUE in communicating to our citizens—their customers—helpful information that will bring about better service delivery, reduce public frustration and educate consumers on the best manner to address problems that arise.

Our city circulates a monthly newsletter to all households and businesses as well as operates a website and a government-access cable television channel. We are happy to put these resources to good use so as to ensure the public's electrical needs are met during the normal course of life as well as during times of crisis.

Thank you for your consideration and for the opportunity to provide input and express our sincere and urgent concerns about the power outages and service problems that have plagued our community in recent months. We look forward to your speedy action in bringing about change and improvement in AmerenUE's tree-trimming and maintenance program and its overall service-delivery and communications efforts.

Sincerely,

A handwritten signature in cursive script, appearing to read "Michael Moeller".

Mayor Michael Moeller and
Members of the Maryland Heights City Council



11-17-06

6852 Lason Rd



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