

Keenoy, Erin

From: Suggett, Gaye L
Sent: Thursday, March 28, 2024 6:55 PM
To: Hahn, Kayla
Cc: Myers, Jamie
Subject: RE: Childcare Center Powerline Response

Good evening, Chair Hahn,

I apologize for this taking a bit longer than expected, but I wanted to visit with several people before responding. I appreciate you reaching out.

On Monday evening, March 25th Ameren experienced a storm that caused approximately 1,700 customers to be without power on 52 orders. We brought in additional 1st responders to respond to the damage. The damage was caused by high winds and thunderstorms causing tree damage and a few broken poles. The customer (Cornerstone Center for Early Learning) did call in to report that a tree had fallen onto the service lines that crossed the playground, but they still had power. Outage tickets are higher priority than service order tickets where the customer still has power. We responded to the service call within six hours, but unfortunately did not find the concern. We did not call the customer that evening because it was late, but the next morning a call was left on the answering machine advising we did not find a problem. When the customer returned our call on Tuesday morning, another service order was issued, but the co-worker entering the ticket did not make mention that the tree/wire issue was impacting a children's playground and as a result of this, the priority level of the job was not appropriately escalated.

It is our normal business practice in a situation where a customer reports tree interference with a service drop (which runs from the line directly into the premise) to explain that it is the property owners' responsibility to maintain. Customers' are encouraged to proactively request and schedule an appointment to have the service disconnected and service line dropped so they can have a qualified professional safely trim the trees – before high winds topple the tree unexpectedly into the lines. In this situation, a higher priority level of the service order ticket entered on Tuesday should have occurred; this will be an area that we can review with the team to ensure we are communicating and escalating correctly.

The customer called back on Wednesday morning, and again expressed concern that this was affecting the daycare operation; our co-worker appropriately escalated the service order, notifying our dispatch office, and we responded and removed the tree interference that morning.

Please let me know if you would like additional information.

Thank you

Gaye

Good Morning Gaye,

I read the attached article this morning regarding a powerline down near a daycare center. I was hoping you could provide additional information relating to the event, like a timeline of events (when Ameren was notified, when your crews responded initially, and thereafter, etc.). Just let me know if this is possible.

Best,
Kayla

Kayla Hahn, Ph.D

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