

Keenoy, Erin

From: Suggett, Gaye L
Sent: Wednesday, April 3, 2024 10:05 AM
To: Shelley Brueggemann (shelley.brueggemann@psc.mo.gov); Hahn, Kayla; Commissioner Scott T. Rupp (scott.rupp@psc.mo.gov); Commissioner Maida Coleman (maida.coleman@psc.mo.gov); jason.holsman@psc.mo.gov; glen.kolkmeier@psc.mo.gov; Myers, Jamie; Alexander.antal@psc.mo.gov; Ketchum, Charlene (Charlene.Ketchum@psc.mo.gov); kristy.manning@psc.mo.gov; Johnson, Mark; Busch, Jim; 'Bolin, Kim'; claire.eubanks; Poston, Marc; Marke, Geoff
Cc: Wood, Warren; Wills, Steven M
Subject: RE: Outages 4/2

Good morning,

At approximately 6:00 a.m. this morning all customers had their power restored.

Please let me know if you have questions or concerns.

Thank you

Gaye

From: Suggett, Gaye L
Sent: Tuesday, April 2, 2024 4:52 PM
To: Shelley Brueggemann (shelley.brueggemann@psc.mo.gov) <shelley.brueggemann@psc.mo.gov>; Hahn, Kayla <Kayla.Hahn@psc.mo.gov>; Commissioner Scott T. Rupp (scott.rupp@psc.mo.gov) <scott.rupp@psc.mo.gov>; Commissioner Maida Coleman (maida.coleman@psc.mo.gov) <maida.coleman@psc.mo.gov>; jason.holsman@psc.mo.gov; glen.kolkmeier@psc.mo.gov; Myers, Jamie <jamie.myers@psc.mo.gov>; Alexander.antal@psc.mo.gov; Ketchum, Charlene (Charlene.Ketchum@psc.mo.gov) <Charlene.Ketchum@psc.mo.gov>; kristy.manning@psc.mo.gov; Johnson, Mark <mark.johnson@psc.mo.gov>; Busch, Jim <Jim.Busch@psc.mo.gov>; Bolin, Kim <kim.bolin@psc.mo.gov>; claire.eubanks <claire.eubanks@psc.mo.gov>; Poston, Marc <Marc.Poston@opc.mo.gov>; Marke, Geoff <Geoff.Marque@opc.mo.gov>
Cc: Wood, Warren <WWood2@ameren.com>; Wills, Steven M <SWills@ameren.com>
Subject: RE: Outages 4/2

Good afternoon,

I wanted to give you another update on progress of customer restoration in Mississippi County.

- Equipment is onsite and crews are working on the conductor repairs and wreck out of damaged line
- Poles are onsite and the rest of the material is arriving as of 4:00 p.m. today.
- We have a crew on standby for softdig if needed for any issues with the excavations
- We have sufficient lighting onsite and weather/wind are not anticipated to be an issue
- We will continue to communicate to customers that we anticipate restoration before noon tomorrow.

We have sent out targeted social media posts (example of one below) to communicate with customers, as well as making outbound calls to those customers who have given us a phone number.

Please let me know if you have questions or concerns.

Thank you
Gaye



Severe weather in southeast Missouri resulted in damage to infrastructure, including two large transmission structures. Our teams are working to make repairs and currently anticipate service restoration to customers in Mississippi County by noon Wednesday, assuming no further weather delays. To stay updated on your outage status for all areas of southeast Missouri, please refer to the Outage Map at spr.ly/9132.



From: Suggett, Gaye L <GSuggett@ameren.com>

Sent: Tuesday, April 2, 2024 12:56 PM

To: Shelley Brueggemann (shelley.brueggemann@psc.mo.gov) <shelley.brueggemann@psc.mo.gov>; Hahn, Kayla <Kayla.Hahn@psc.mo.gov>; Commissioner Scott T. Rupp (scott.rupp@psc.mo.gov) <scott.rupp@psc.mo.gov>; Commissioner Maida Coleman (maida.coleman@psc.mo.gov) <maida.coleman@psc.mo.gov>; jason.holsman@psc.mo.gov; glen.kolkmeier@psc.mo.gov; Myers, Jamie <jamie.myers@psc.mo.gov>; Alexander.antal@psc.mo.gov; Ketchum, Charlene (Charlene.Ketchum@psc.mo.gov) <Charlene.Ketchum@psc.mo.gov>;

kristy.manning@psc.mo.gov; Johnson, Mark <mark.johnson@psc.mo.gov>; Busch, Jim <Jim.Busch@psc.mo.gov>; Bolin, Kim <kim.bolin@psc.mo.gov>; claire.eubanks <claire.eubanks@psc.mo.gov>; Poston, Marc <Marc.Poston@opc.mo.gov>; Marke, Geoff <Geoff.Marke@opc.mo.gov>; Wood, Warren <WWood2@ameren.com>; Wills, Steven M <SWills@ameren.com>

Subject: Re: Outages 4/2

Currently there are approximately 2800 customers affected by the transmission outage in Mississippi County. Estimated restoration is noon tomorrow. We are making targeted social media posts as well as outbound calls for customers affected to let them know what to expect.

Please let me know if you have questions or concerns.

Thank you

Gaye

From: Suggett, Gaye L <GSuggett@ameren.com>

Sent: Tuesday, April 2, 2024 12:13 PM

To: Shelley Brueggemann (shelley.brueggemann@psc.mo.gov) <shelley.brueggemann@psc.mo.gov>; Hahn, Kayla <Kayla.Hahn@psc.mo.gov>; Commissioner Scott T. Rupp (scott.rupp@psc.mo.gov) <scott.rupp@psc.mo.gov>; Commissioner Maida Coleman (maida.coleman@psc.mo.gov) <maida.coleman@psc.mo.gov>; jason.holsman@psc.mo.gov <jason.holsman@psc.mo.gov>; glen.kolkmeier@psc.mo.gov <glen.kolkmeier@psc.mo.gov>; Myers, Jamie <jamie.myers@psc.mo.gov>; Alexander.antal@psc.mo.gov <alexander.antal@psc.mo.gov>; Ketchum, Charlene (Charlene.Ketchum@psc.mo.gov) <Charlene.Ketchum@psc.mo.gov>; kristy.manning@psc.mo.gov <Kristy.Manning@psc.mo.gov>; Johnson, Mark <mark.johnson@psc.mo.gov>; Busch, Jim <Jim.Busch@psc.mo.gov>; Bolin, Kim <kim.bolin@psc.mo.gov>; claire.eubanks <claire.eubanks@psc.mo.gov>; Poston, Marc <Marc.Poston@opc.mo.gov>; Marke, Geoff <Geoff.Marke@opc.mo.gov>; Wood, Warren <WWood2@ameren.com>; Wills, Steven M <SWills@ameren.com>

Subject: Outages 4/2

Good afternoon,

On 4/2, Mississippi County was severely impacted when a severe thunderstorm and high winds destroyed two large transmission structures near Kelso and Miner. This outage is affecting roughly 5,500 customers. Ameren crews are working to safely restore the transmission lines. I will send further information shortly.

Please let me know if you have questions or concerns.

Thank you

Gaye