

COLLEEN M. DALE, Presiding,
CHIEF REGULATORY LAW JUDGE
LINWARD "LIN" APPLING,
ROBERT M. CLAYTON III,
STEVE GAW,
CONNIE MURRAY,
COMMISSIONERS

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1 REGULATORY LAW JUDGE: Good evening. It is
2 Wednesday, October 18th, 2006. My name is Colleen M.
3 Dale. I will be conducting the local public hearing
4 portion of this meeting. I have with me Commissioners
5 Appling, Gaw and Clayton. This is a local public
6 hearing in case No. EO-2007-0037 in the matter of an
7 investigation into AmerenUE's storm restoration
8 efforts.

9 The purpose of the local public hearing is for the
10 commission to take testimony from local citizens concerning
11 AmerenUE's storm restoration efforts. If you wish to
12 testify, you should add your name to the list of speakers
13 who will be called to testify in the order in which they
14 signed the list.

15 For everyone, both those who testify and those who do
16 not, you can submit public comments in writing to P.O. Box
17 360, Jefferson City, Missouri or through our website at
18 www.psc.mo.gov. I believe Mr. Ochoa already gave you the
19 specifics on how to do that. If you have written remarks
20 prepared already, please give them to the court reporter
21 after you testify.

22 Please keep in mind that this is a formal hearing.
23 Those wishing to testify will be sworn in. There may be
24 questions from commissioners or me. The court reporter
25 will record your testimony. It is very important that the

1 person testifying be allowed to testify without
2 interruption or distraction. I ask everyone who's
3 listening to be quiet during the testimony so that we and
4 the court reporter can hear.

5 This hearing is not about AmerenUE's proposed rate
6 increase. We will be back for a series of hearings on the
7 rate increase later this fall somewhere in the vicinity.
8 At this hearing we want to hear about your own experience
9 with the storm restoration efforts and your belief about
10 what should or could have been done to avoid the loss of
11 electrical service or bringing the service back more
12 quickly after interruption and let me add that after I
13 began these opening remarks, Commissioner Murray joined us.

14 So with that, Mr. Ochoa, I don't know how many people
15 you have signed up to testify.

16 MR. OCHOA: There's three names on the list,
17 judge.

18 REGULATORY LAW JUDGE: If the first person could
19 begin, please.

20 MR. OCHOA: Representative Harris.

21 REPRESENTATIVE HARRIS: I was just here to welcome
22 everybody and I appreciate your attendance and I will
23 be available after the meeting for any more questions
24 that you would personally ask me as a state
25 representative.

1 MR. OCHOA: First witness we have is Sherry Zoll.

2 REGULATORY LAW JUDGE: Will you please raise your
3 right hand.

4 (Wherein the witness was sworn in)

5 REGULATORY LAW JUDGE: Please proceed with your
6 remarks.

7 MS. ZOLL: I'd like to thank you all for having
8 this hearing tonight in Jefferson County. I appreciate
9 that and I want to thank Representative Harris for
10 making this all possible. Thank you very much.

11 We were at the Potosi hearing. We live in Jefferson
12 County but we were at the Potosi hearing and at the time I
13 was asked to testify as to the number of power losses that
14 we had experienced in Fletcher which is where I live and I
15 made reference to a letter that my husband had sent to the
16 Public Service Commission in August and tonight I would
17 like to enter a copy of that letter into the record.

18 At the hearing in Potosi I had testified that so far
19 in 2006 we had had 22 outages. We're now up to 23. This
20 past Monday night, October 16th at approximately 9:57 we
21 experienced quite a light show in our home. We lost power
22 for a few seconds. Then it came back on. Then it went off
23 again for a few seconds. Then it came back on. We had on
24 a lamp, the TV and furnace was running. All of a sudden
25 everything just started flashing off and on, off and on,

1 off and on real quick. I tried to count it and it was so
2 fast I couldn't keep up. I counted ten but I know that it
3 was at least two or three times that much. The only thing
4 I can compare it to would be a real fast strobe light and
5 once that ended, then we lost all the power.

6 Now that was a whole new experience for us. That had
7 never happened before that and it was a bit scary. I'm
8 sure it put a strain on our furnace and our refrigerator,
9 freezer and TV and all of our appliances and as you'll see
10 in the letter, we've already had to replace an air
11 conditioner.

12 I got a flashlight, lit a candle and called AmerenUE
13 to report the outage. I was given the opportunity to speak
14 to a representative and the young lady that answered could
15 only tell me that there were 166 homes out; that
16 restoration was estimated to be about 2:30 a.m. and no
17 repair crew had been dispatched. She couldn't tell me what
18 the problem was or where the problem was. Her only
19 information was that a device was out.

20 Now I called back around 11 o'clock to see if there
21 was further information. I got a recording that listed
22 about ten zip codes and none of which were near my area and
23 the recording said there were about 1,000 people out and if
24 I didn't hear my zip code, stay on the line. I did that
25 and the representative from Ameren came on the line.

1 Again, she stated her only information was that there was a
2 device out and no repair crew had been dispatched to my
3 problem. By this time we had been out about an hour. She
4 said there were a lot of outages and as soon as the repair
5 crew got done where it was working it would be sent to our
6 area and I asked her if repair crews had been dispatched in
7 Jefferson County and she said yes, ma'am. We have repair
8 crews everywhere.

9 Well, about 11:30 I called again and again got the
10 listing of zip codes. Our zip code wasn't on the list
11 anymore. I stayed on the line as instructed. When the
12 customer representative came on to the line, I said my zip
13 code is not there. I have reported the problem and she
14 said well, they could only have so many zip codes on the
15 system. They did have my report. The dispatcher had been
16 notified of our outage, but a repair crew had not yet been
17 dispatched to our problem.

18 We went to bed and Tuesday morning we got up and the
19 power was on. Now we calculated the time being off and
20 about what time it came back on. We had one clock that's
21 not a digital and by our calculations it looked like the
22 power had come on around 2:30. We had rain most of the
23 day, a light rain but we had not had any storms.

24 Now I know your focus is on the July storms, but I
25 want to emphasize to you that these problems are not new in

1 Fletcher, in rural southern Jefferson County. We've had
2 power outages for years and the problems seem to be
3 increasing and we have to ask why. Often our power goes
4 out for no reason and why is that. An example is back in
5 April we had an outage one Saturday night. Around
6 7 o'clock the power goes out. It was a nice day. It was a
7 little breezy but there were no storms. The sun was
8 shining. We had tried to call representatives of Ameren to
9 try to find out what was going on, me and some of my
10 neighbors. It was a 20 to 30 hour wait to get someone to
11 talk to and I'm determined so I sat there and I waited till
12 they came on the line. We were told that repair crews had
13 been dispatched. Then told that they hadn't been
14 dispatched and kind of went back and forth like that.

15 The next morning when we got up, still the power was
16 out and called again. No repair crew had been dispatched.
17 It was 15 and a half hours before a repair crew got
18 dispatched to our site. Now this outage involved nine
19 customers. The repair crew once they got out there had us
20 on by within about an hour and they said that it was trees
21 on the lines or limbs on the lines.

22 I don't know exactly where the problem was or exactly
23 what the problem was. What I do know is that it took them
24 15 and a half hours to get a repair crew to us. We could
25 not get any information from the AmerenUE representatives

1 when we did finally get a person to talk to and we were
2 just nine customers. It was a warm weekend and by the time
3 we got our power up, me and several of my neighbors had
4 water in our kitchen floor from the refrigerators
5 defrosting because it had been out so long.

6 I can't stress enough to you folks that we're not
7 talking about just power outages. I know in Potosi it was
8 explained that when we lose power, we also lose water and
9 so we're not talking about just the lights are off and we
10 can't watch TV. We can't get water. It's a loss of water
11 that we need for survival. It's a loss of the ability to
12 flush our toilets. It's a loss of the ability to keep our
13 bodies clean. It's a health hazard and you can't go to
14 your neighbor and get help because they're in the same
15 situation. For many days or a week we have that problem
16 and folks in rural areas must take extraordinary measures
17 during power outages.

18 This didn't just happen in July. It's been going on
19 and the only way that I can offer for anybody who hasn't
20 experienced this to understand what we have to go through
21 is to suggest that when you go home, turn off your
22 electric. Shut off all the water supply to your home and
23 live like that for three days. Walk a half a mile in our
24 shoes and then you'll understand what we go through. Don't
25 go to your neighbor and get a bath. Don't go to your

1 neighbor and get water because your neighbors don't have
2 it. Try it for three days and you'll just kind of
3 understand a little bit about what we experience when this
4 happens.

5 The service representatives are always courteous and
6 they try to be helpful but their information is very
7 limited and often all they know is the number of customers
8 that are out and sometimes whether or not a repair crew has
9 been dispatched and that isn't always valid information.
10 They're usually not told where the problem is or what the
11 problem is and that would be very helpful if the customer
12 could find out that information and get some idea of how
13 long we really would be out of power.

14 Our concern is growing along with the power outages.
15 Now most everyone has seen the devastation on TV caused by
16 the Taum Sauk reservoir disaster. According to the news,
17 Ameren didn't correct a known problem. At least two Ameren
18 linemen who lost their lives and the news reported that
19 last month in Fenton a house exploded because a contractor
20 working for Ameren had apparently punctured a gas line and
21 according to the media, this same company had caused a gas
22 outage a few days earlier in that same neighborhood and yet
23 they just were allowed to keep on working and all of this
24 has happened in less than a year.

25 I've got to ask what's happened to our power company

1 since it became Ameren. There's been a lot of talk about
2 tree trimming and that of course was our problem in April
3 and maybe some of the other times and even now we can ride
4 down the road and along some of the other roads out in the
5 rural areas and see lines up in the tree limbs and vines
6 growing up the poles and none of them have been trimmed
7 even with all the problems that we've had.

8 Again, these problems aren't new. This didn't just
9 happen in July and I have to ask are these people really
10 qualified to provide power to our community. Do we need
11 another company who's more qualified to do the job; one
12 that's willing to do the required maintenance and
13 replacement on the lines and equipment and hire the needed
14 qualified personnel to get the job done so that our homes
15 are safe and healthy.

16 I would hope that the Public Service Commission would
17 ask these same questions. This company is a monopoly and
18 it supposedly exists to serve the public and that's a very
19 serious responsibility. I hope the Public Service
20 Commission ensures that public health and safety is the
21 number one priority and I thank you for your time.

22 REGULATORY LAW JUDGE: Thank, ma'am. If you will
23 stay there for just a second. Let me see if there are
24 questions from the bench. Commissioner Murray has a
25 question.

1 COMMISSIONER MURRAY: Good evening. How long have
2 you lived in your current residence?

3 MS. ZOLL: Since June 1994.

4 COMMISSIONER MURRAY: How many outages did you say
5 you have had in the past year?

6 MS. ZOLL: So far 23 in 2006.

7 COMMISSIONER MURRAY: And the longest one was the
8 15 hours that you spoke about?

9 MS. ZOLL: Well, the longest one was a week. The
10 15 hour one was particularly a problem because that's
11 how long it took them to get a repair crew out there.
12 As far as I know there wasn't anything else going on
13 but our outage.

14 COMMISSIONER MURRAY: And in previous years how
15 has your experience compared?

16 MS. ZOLL: Okay. So far this year we've got 23.
17 In 2005 we had 12. In 2004 we had nine. In 2003 we
18 had nine. In 2002 we had 14. In 2001 we had 25. Now,
19 I also have in this letter the outages from
20 December 1998 which is when we started keeping track.
21 It got so bad that we just started recording them and
22 keeping track and they're all detailed in this letter
23 that I'm submitting tonight.

24 COMMISSIONER MURRAY: Okay. And when you record
25 an outage, do you record just the -- I mean, anything

1 that's just out for a few seconds or are you recording
2 ones only over a certain amount of time?

3 MS. ZOLL: Any power failure that we have even if
4 it's for a few seconds or if it's for a few minutes,
5 for an hour, for a week. The fluctuations where you're
6 out a few seconds and you're on a few seconds and out a
7 few seconds, I think those are important because
8 they've got to be hard on your appliances.

9 COMMISSIONER MURRAY: And you're recording that as
10 one outage I'm assuming. Is that right?

11 MS. ZOLL: Yes.

12 COMMISSIONER MURRAY: Okay. All right. Thank
13 you. Those are my questions.

14 COMMISSIONER GAW: Thank you for coming tonight,
15 ma'am. I just have a few questions too. Can you hear
16 me okay?

17 MS. ZOLL: Yes.

18 COMMISSIONER GAW: First of all in regard to the
19 outages that you listed, you say you have a letter.
20 Has that been provided to anyone there, the letter that
21 has the outages listed in the last several years?

22 MS. ZOLL: I'm going to submit this tonight. The
23 letter was mailed to the Public Service Commission in
24 August and then with it is another letter from 2001,
25 February 2001 with additional problems. There was no

1 case number on it because we didn't have a case number
2 when it was submitted so they were going to look for
3 it. I don't know if they found it. To be on the safe
4 side, I'll submit that with the case number tonight.

5 COMMISSIONER GAW: Would you do that, please?

6 MS. ZOLL: Yes.

7 COMMISSIONER GAW: And we'll have all of it
8 together. And with regard to the outages Commissioner
9 Murray was just asking you if there was a minimum time.
10 Can you give me any idea about the number of outages
11 you might have had in the last year that lasted for
12 longer than say five minutes?

13 MS. ZOLL: Yes, I can.

14 COMMISSIONER GAW: Is that recorded where we can
15 look at it? I don't want to have you spend a lot of
16 time here necessarily but I'd like to get an idea.

17 MS. ZOLL: I have them recorded by date and the
18 time they happened.

19 COMMISSIONER GAW: Okay.

20 MS. ZOLL: If it's a fluctuation how many times it
21 fluctuated and if it was a windy or a clear day; if
22 there was more than one power failure that day; if it
23 totally failed, when it failed and what time it came
24 on. Some of the information that we were able to get
25 from calling AmerenUE at those points and some of the

1 times that we called Ameren. That's the kind of
2 information we've got.

3 COMMISSIONER GAW: Okay. So all of that is in the
4 documents that you have that you're going to submit to
5 us?

6 MS. ZOLL: Yes.

7 COMMISSIONER GAW: Or that you have already
8 submitted.

9 MS. ZOLL: Yes.

10 COMMISSIONER GAW: We'll look at those then. Let
11 me ask you another question. You were talking about
12 trees and lines. Is it possible that you have taken
13 any pictures of those or that you might be able to take
14 some pictures to submit later?

15 MS. ZOLL: I haven't taken any pictures but we
16 could take some.

17 COMMISSIONER GAW: If it's not too inconvenient to
18 do that and someone there can tell you how to get them
19 to us if they haven't already done that.

20 MS. ZOLL: Okay. Sure.

21 COMMISSIONER GAW: But I want to tell you again
22 how much -- oh, let me ask you this. Can you give me
23 the community again in which you're in?

24 MS. ZOLL: I'm in Fletcher, Missouri. It is
25 southwest Jefferson County.

1 COMMISSIONER GAW: And are you in the city limits
2 or outside?

3 MS. ZOLL: Well, it's rural.

4 COMMISSIONER GAW: I know that question is
5 probably --

6 MS. ZOLL: Yeah. The town of Fletcher is actually
7 a post office in Baptist Church.

8 COMMISSIONER GAW: Yes, ma'am.

9 MS. ZOLL: There is no specific -- it's not
10 incorporated. It's all unincorporated Jefferson
11 County.

12 COMMISSIONER GAW: So it's out of the city limits.

13 MS. ZOLL: Yeah. There are no city limits
14 basically.

15 COMMISSIONER GAW: Yes, ma'am. I'm getting the
16 picture. And anyway, do you have some neighbors that
17 may be in a position where not only is their water
18 affected but in the wintertime their heat is affected?

19 MS. ZOLL: Everybody's heat is affected and
20 everybody's water. We're all on wells.

21 COMMISSIONER GAW: Right.

22 MS. ZOLL: As far as I know everybody has electric
23 heat.

24 COMMISSIONER GAW: You and I have the same setup
25 so I can relate to what you're talking about. I live

1 outside and I have a well and electric heat and if the
2 electricity goes out everything shuts down.

3 MS. ZOLL: Exactly.

4 COMMISSIONER GAW: I understand what you're
5 talking about.

6 MS. ZOLL: Yeah. We're way past the days of hand
7 pumps for the wells and outhouses and heating with wood
8 in the houses.

9 COMMISSIONER GAW: Yes, ma'am.

10 MS. ZOLL: Those probably wouldn't even be -- you
11 probably couldn't even get that kind of a setup in your
12 county anyway, you know, now.

13 COMMISSIONER GAW: Well, let's just leave it at
14 that. Let me thank you again for coming and I haven't
15 been able to do this but I want to say thank you to
16 Representative Harris for asking for this meeting
17 because we're here tonight because of that request and
18 I'm glad that we're able to do that. Thank you.

19 MS. ZOLL: Thank you.

20 COMMISSIONER CLAYTON: Ma'am, I just wanted to say
21 thank you. I'm Robert Clayton, one of the
22 commissioners here and I don't have any questions for
23 you but I also want to thank the representative for
24 organizing this. I want to say we've been taking
25 testimony now for a number of days from well over 100

1 people and I must say that your presentation is
2 probably the most organized and will be very helpful as
3 we discuss how to move forward on these reliability
4 issues. So thank you very much for coming tonight.

5 MS. ZOLL: Thank you.

6 REGULATORY LAW JUDGE: There are no other
7 questions. Thank you very much, ma'am.

8 MS. ZOLL: Thank you for your time.

9 MR. OCHOA: I have two people that signed up in
10 the next line. I don't know if they both want to
11 testify, Bev and Dick Went or do just one.

12 MR. WENT: I'll do it.

13 MR. OCHOA: Okay. You're both welcome to.

14 REGULATORY LAW JUDGE: Mr. Went, will you raise
15 your right hand, please.

16 (Wherein the witness was sworn in)

17 REGULATORY LAW JUDGE: Thank you. You may proceed
18 with your remarks.

19 MR. WENT: Let me go through our endurance of the
20 major outage that's brought us here. I was at a church
21 meeting and we got a heads up by telephone from the
22 wife of one of the people who said there's a tornado on
23 the way. Some said I'm going to stay in the church and
24 I said I'm going home. I took off and at about 9:15 or
25 a little earlier than that, I rolled into my garage

1 just as my good wife called me on my cell phone. She
2 said don't come home. Well, I was home.

3 We sat around for a while. I was home about 9:15 and
4 about 9:45 the power went off. There was no flickering, no
5 agonies. It just went off and fortunately there are just
6 the two of us and there are five toilets so we could flush
7 a little bit. We had enough water in the balance tank that
8 we could get a drink and we've gotten disciplined enough
9 that we don't immediately open the refrigerator when the
10 power goes off. A few candles and we had a rather pleasant
11 time with a battery operated radio. So we were ready to
12 endure for a while. We went to bed. At 5:30 in the
13 morning I woke up and the power was back on.

14 Now jump back to my reporting. As soon as the power
15 went off, I grabbed the landline telephone. It was live.
16 Dialed the number. Got a human operator. Wanted to know
17 where I was and how long it had been out. Took down all
18 that and said we don't know when we'll be able to get to
19 you. I thought that was extremely honest and about two
20 hours later we called back and they still didn't know when
21 they could get to us. Well, they got to us somewhere in
22 the wee small hours and I really thought that we were
23 lucky.

24 Back in 2005 the UE contractors who were clearing back
25 tree growth came down and they pretty well cut it back.

1 Some people who got their symmetry of their trees disturbed
2 were unhappy but it didn't hurt us so it was just fine by
3 us. This I think was what saved our community is that both
4 on our street which is called Fawn Ridge Lane and in the
5 primary lines that came from the nearby substation the
6 trees had all been cut back so that we were not quite
7 invulnerable, but something had to be upstream from that
8 substation and I guess they got to that earlier. We didn't
9 really get our toes stepped on, but we're here because I
10 think we need to show the balance of experience that people
11 had on that instance. So our outage went from 2145 to
12 sometime in the morning. End of message.

13 REGULATORY LAW JUDGE: Thank you, sir. Questions
14 from the bench?

15 COMMISSIONER GAW: Thank you very much for coming,
16 sir. We appreciate your participation.

17 REGULATORY LAW JUDGE: There are no other
18 questions from the bench. Thank you very much for
19 coming out and testifying and you are dismissed.

20 MR. OCHOA: The next name I have on the list is
21 Darla and I'm not going to attempt the last name.

22 REGULATORY LAW JUDGE: Could you say and spell
23 your last name?

24 MS. NARZINSKI: Narzinski, N-A-R-Z-I-N-S-K-I.

25 REGULATORY LAW JUDGE: Thank you, Ms. Narzinski.

1 Would you please raise your right hand.

2 (Wherein the witness was sworn in)

3 REGULATORY LAW JUDGE: Thank you. Please proceed
4 with your remarks.

5 MS. NARZINSKI: My name is Darla Narzinski and my
6 husband and I have lived in the Fletcher area on Cedar
7 Hollow Road for approximately 11 years and concerning
8 our utilities, especially our electric in the Fletcher
9 area, it has been very difficult to live there because
10 it is so rural and basically because of all of the
11 power outages that we have. Unfortunately, I didn't
12 bring the number of outages but I am a close neighbor
13 with Sherry so her number is pretty close to my number.

14 The reason that I'm here to speak is to let our
15 electric company and the Public Service Commission know
16 that because of the many power outages and because of the
17 duration of the outages, my husband and I feel like we have
18 been forced into purchasing a whole house generator because
19 it is so disruptive when we have these power outages and my
20 husband and I own a small business, so going between the
21 business and the home it is very hard to keep it all
22 together. So again, you know, we feel like we were forced
23 into doing this.

24 We have had a small generator that we use to keep our
25 refrigerator and our freezer going, but it's not enough and

1 so we feel like if we're going to stay out there we have to
2 do this in order to survive. We also feel that or I feel I
3 should say that since the merger of UE with Ameren that the
4 quality of our service has just been really bad and by this
5 I mean that for repairs we are always the last on the list
6 especially if there's a lot of outages, a lot of homes
7 without electric, we are always the last on the list and it
8 is not rare for us to have several days without electric
9 when our electric does go out.

10 So it's really -- we love living in the country and we
11 have come to learn that this is part of this. Part of
12 living in the country is to have all these utility problems
13 especially with the electric company. So that's basically
14 what I wanted to say.

15 REGULATORY LAW JUDGE: Thank you. Are there
16 questions from the bench?

17 COMMISSIONER MURRAY: No questions here. Thank
18 you though.

19 COMMISSIONER GAW: Just a few questions. Thank
20 you for coming tonight. Can you give me an idea about
21 how often you have outages and do you have any idea
22 about if there's some particular cause that's evident
23 when you do have them?

24 MS. NARZINSKI: Yes. The last outage which lasted
25 for five days our neighbors, our next door neighbors

1 had their electric within two days but there was a pole
2 that has and I'm not certain what exactly the problem
3 was, but there is some pole between our neighbors and
4 our house that the repairman apparently could not get
5 to because of the many homes that were without electric
6 and I don't know. Did that answer your question?

7 COMMISSIONER GAW: When was that last outage?

8 MS. NARZINSKI: It was in July.

9 COMMISSIONER GAW: Was that during the time frame
10 when the storm was through?

11 MS. NARZINSKI: Yes.

12 COMMISSIONER GAW: Okay. Other than the storm
13 time frame, how often do you have outages generally, do
14 you have an idea?

15 MS. NARZINSKI: I would say approximately once
16 every two weeks.

17 COMMISSIONER GAW: How long do they last when you
18 have them?

19 MS. NARZINSKI: They can range from a flicker to
20 being out for a couple of hours is not unusual.

21 COMMISSIONER GAW: Okay. Give me an idea on the
22 ones that last longer how frequently that might occur,
23 if you can. Those things that are beyond just a
24 flicker, something where you've got an outage that
25 lasts for several minutes or hours long.

1 MS. NARZINSKI: I would say approximately once
2 every four to six weeks we experience that.

3 COMMISSIONER GAW: And how long have you lived
4 where you're currently living?

5 MS. NARZINSKI: Approximately 11 years.

6 COMMISSIONER GAW: Has it been that way the entire
7 time or has it changed since you first came out there?

8 MS. NARZINSKI: I do not have as good as records
9 as Sherry has but I believe that it is getting worse,
10 much worse.

11 COMMISSIONER GAW: Okay. Do you have the same
12 situation that she described in regard to your water
13 and other things?

14 MS. NARZINSKI: Yes, yes. We have no water or the
15 ability to flush toilets. Any heat -- we do have a
16 fireplace for some type of heat thank God, but.

17 COMMISSIONER GAW: The main heating source is
18 electric though.

19 MS. NARZINSKI: That is correct.

20 COMMISSIONER GAW: Have you talked to Ameren
21 representatives about this issue?

22 MS. NARZINSKI: Yes.

23 COMMISSIONER GAW: And can you tell me when you've
24 talked to them, first of all, and then give me an idea
25 of what kind of conversation you've had.

1 MS. NARZINSKI: My husband talks to them quite a
2 bit and he is a very vocal and he can be very nasty so
3 he tends to go up the chain until he gets someone who
4 will listen to him and respond to him.

5 COMMISSIONER GAW: Yes.

6 MS. NARZINSKI: The last time was because of
7 surging, our furnace went out and we contacted UE which
8 they did not see that it was their responsibility to
9 pay for having our furnace repaired and so my husband
10 again just talked to someone until he got someone who
11 seemed to care, but you have to go way up in Ameren to
12 find that.

13 COMMISSIONER GAW: Did you get that issue
14 resolved?

15 MS. NARZINSKI: Yes, we did.

16 COMMISSIONER GAW: And how was it resolved if you
17 want to tell me.

18 MS. NARZINSKI: It was resolved. Ameren did agree
19 to pay for our repair on our furnace. It took my
20 husband a whole day of talking to no one on the phone
21 but Ameren representatives and people and going up
22 their chain before he got --

23 COMMISSIONER GAW: When was that approximately?

24 MS. NARZINSKI: It was in the spring. I don't
25 know exactly.

1 COMMISSIONER GAW: This year though?

2 MS. NARZINSKI: Yes. It was this year.

3 COMMISSIONER GAW: This year?

4 MS. NARZINSKI: Uh-huh.

5 COMMISSIONER GAW: Okay. All right. Anything
6 else you'd like to tell me about this or us?

7 MS. NARZINSKI: No. I believe that's it.

8 COMMISSIONER GAW: Thank you very much, ma'am.

9 MS. NARZINSKI: Thank you.

10 COMMISSIONER GAW: Appreciate you coming.

11 REGULATORY LAW JUDGE: Thank you, ma'am. There
12 are no further questions from the bench.

13 MR. OCHOA: There are no other names on the
14 sign-up sheet.

15 REGULATORY LAW JUDGE: Is there anybody else that
16 would like to testify?

17 MR. OCHOA: I don't see anyone.

18 REGULATORY LAW JUDGE: Well, then we'd like to
19 thank Representative Harris again for arranging this
20 and we'd like to thank everyone for coming. Those who
21 didn't testify, if you decide later you would like to
22 add something or even those people who have testified
23 if you'd like to add something later, we would be
24 delighted to receive it and the staff members who are
25 there can give you all the instructions to get

1 something to us. Thank you all again and we are now
2 off the record.

3 (Exhibit 1 was marked for
4 identification)

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1 CERTIFICATE OF REPORTER

2 I, Jacquelyn S. Williams, Registered Professional Reporter
3 and Notary Public within and for the State of Missouri, do hereby
4 certify that the witness whose testimony appears in the foregoing
5 deposition was duly sworn by me; that the testimony of said
6 witness was taken by me to the best of my ability and thereafter
7 reduced to typewriting under my direction; that I am neither
8 counsel for, related to, nor employed by any of the parties to
9 the action in which this deposition was taken, and further that I
10 am not a relative or employee of any attorney or counsel employed
11 by the parties thereto, nor financially or otherwise interested
12 in the outcome of the action.

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15 Jacquelyn S. Williams, CCR No. 870
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