

2006

1. January 24, 2006 - 3:14 p.m. Power fluctuation, off then quickly on, 2 times - windy
- 2, 3, 4. March 31, 2006 - 1:00 a.m. - Between 1:00 a.m. and 1:06 a.m. power failed 3 times and stayed off 2 to 3 seconds each time
Raining and windy

573-678-2690

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5. April 6, 2006 - 12:00 a.m. (Midnight) - Power failed. Rain, thunder, lightning
12:45 a.m. - Power on
6. April 9, 2006 - 9:40 p.m. - Power fluctuation, off then quickly on
7. April 16, 2006 - Power failed for approximately 5 minutes between 12:30 a.m. and 7:30 a.m. - had to reset clocks when got up
8. April 29, 2006 - windy day
4:20 pm - Power off, then quickly back on, they off for approx 2 seconds, then on again.
9. 4:22 pm - Same as at 4:20 pm
10. 5:57 pm - same as at 4:20 pm and 4:22 pm
11. 7:15 pm - Power off, then quickly back on, then quickly off, then quickly on, then off
7:17 pm (approx) called AMERENUE to report power outage
7:43 pm - called AMERENUE. At 8:00 pm, Andrea answered; she had no information on the problem.

Missouri Public
Service Commission

8:32 pm - called AMERENUE. At 8:52 pm, Tiffany answered. No estimated repair time; wires were down and there were transformer problems; a repair crew had been dispatched and it would probably be late tonight or early morning before power would be restored, she had no information from the crew as yet - she would probably know more in about one hour.

10:00 pm - called AMERENUE. At 10:10 pm, Tiffany answered. I asked if she had information on our problem.

she said it was a feeder outage, did not know where it was or what caused it; no know info from the repair crew yet.

11:43 pm - called AMERENUE for information. At 11:46 pm, Jennifer answered; had know info on what or where the problem was, only that 9 residents were out on Cedar Hollow and Kramer roads. She had no information that a repair crew had been dispatched.

April 30, 2006 - Awoke at 7:30 am, power was still out

7:58 am - called AMERENUE. At 8:29 am, Lana answered. She stated that 9 customers were out in our area. no additional information and no repair crew had been dispatched. I stated that I had been told the previous night that a repair crew had been dispatched, then told near midnight that a crew had not been dispatched. She said "Oh, wait a minute, it's on another screen, a crew was dispatched at 5:53 a.m.". She stated some customers had been restored, but 9 were still out in our area (the same as the night before). I asked where the crew was working and where did our feed come from - she did not know.

11:05 am - called AMERENUE. At 11:10 am, Bonnie answered. She stated 9 residents were out, estimated repair time for 4:15 pm. She stated that a repair crew had been dispatched at 10:44 a.m. and "should be there soon". She confirmed this was the first crew dispatched to our location.

11:30 am - Heard the trucks on the road

Approx 12:00 noon - walked up to the road. Talked to repair man - he said trees were on wires, they had gotten them off, was looking for another one on a line, supposedly on Kramer Rd and would soon be calling in to try turning power back on.

12:35 pm - Walked into house and power was on.

12. May 1, 2006 - 8:15 p.m. - Lights flickered - Storm
13. 8:33 p.m. - Lights flickered - No longer storming
14. 9:45 p.m. - Voltage dropped, lights darkened, computer was on and voltage drop turned it off. - Not storming
15. July 19, 2006 - 8:35 p.m. Lost all power. Storming, some wind, some rain. Immediately called to report outage.

July 20, 2006 - Power still out.

8:50 a.m. - Called AMERENUE. Recording stated due to large outages there was no estimated restoration time. Entered number to get a representative to talk to and received a busy signal.

8:55 a.m. - Called AMERENUE. same recording; system tried to transfer me to a person to talk to and I was cut off.

10:15 a.m. - Called AMERENUE. no estimated time for restoration; system transferred me to a representative and I received a busy signal

Public Hearing
Held at 1-17-07 Case No. ER-2007-0002
Reporter JSW

- 10:22 a.m. - Called AMERENUE. no estimated time for restoration; system transferred me to a representative and I got a recording stating "You have reached an invalid number" and call disconnected.
- 12:25 p.m. - Called AMERENUE. no estimated time for restoration; system transferred me to a representative (Jenetta) who stated **there was a crew assigned to the area.** I asked if a crew was working in our area. **Her only information was that a crew was assigned to the area.**
- 1:45 p.m., 2:00 p.m., 2:30 p.m., 2:45 p.m., 3:05 p.m. - Tried to call Jefferson County District Manager - busy signal
- 2:47 p.m. - Called AMERENUE no estimated time for restoration, would be restored as soon as possible.
- 4:20 p.m. - Called office of Jefferson County District. Mr. Castro was not available; I talked to Michelle who stated that they were still working on nursing homes; they were bringing help from other states; there were feeder outages and it could take 3 to 4 days to restore power.
- 7:50 p.m. - Called AMERENUE no estimated time for restoration, would be restored as soon as possible.
- 9:12 p.m. - Received a call from AMERENUE's computer with a recording stating they were calling to confirm that our power was restored (Press 1 if power was on; Press 2 if it was not) After I pressed 2 the recording stated a new work order would be initiated for restoration of our power.
- 9:17 p.m. - Called AMERENUE to make sure they knew our power was still out. I spoke with Terry who said they were aware of our outage, we should not have received the telephone call. She stated that there was a pole leaning and a wire down and 543 people were out on our line. **I asked if a crew was working on our problem and she said No. I asked if a crew was assigned to our outage and she said No.**

- July 21, 2006 7:20 a.m. - Called AMERENUE. No restoration time. I spoke with Cheryl who stated a wire was down 2 crews were assigned to the area and restoration could be 4 to 5 days.
- 1:50 p.m. - Called AMERENUE. no restoration time available.
- 8:22 p.m. - Called AMERENUE, spoke with Tammy who stated wires were down and trees were on wires. She had no information regarding when power would be restored.

- July 22, 2006 8:52 a.m. - Called AMERENUE. no restoration time available. I was transferred to a representative (Kory) who stated our primary line was down; trees on our primary line. She stated our sub-station was not out but 536 customers were out on our line and a total of 8,170 customers were out in Jefferson County.
- 5:00 p.m. - We received a call from AMERENUE's computer with a recording stating they were calling to confirm that our power was restored (Press 1 if power was on; Press 2 if it was not) After I pressed 2 the recording stated a new work order would be initiated for restoration of our power.
- 5:01 p.m. - Called AMERENUE to make sure they knew our power was still out. Recording stated that estimated time for restoration of our power was 10 p.m. July 22. I was transferred to a representative. (Shelley) She stated 531 customers were out on our line, but she has no information on where the crew was at or when we could expect restoration.
- 7:15 p.m. - Our power came on.

- 16. July 24, 2006 9:15 a.m. - Power went off for several seconds. TV screen went black and clocks had to be reset.
- 17. 10:35 a.m. - Power went off for several seconds. TV screen went black and clocks had to be reset.
- 18. 11:02 a.m. - Power went off for several seconds. TV screen went black and clocks had to be reset.
- 11:40 a.m. - We left home.
- 19. 2:05 p.m. - We returned home to find the power out. Clock had stopped at 12:22 p.m.
- 2:08 p.m. - Called AMERENUE. to report the outage. No restoration time. Recording did not give the option to speak with a representative.
- 3:23 p.m. - Called AMERENUE and was transferred to a representative (Miss Daniels). She stated that 300 customers were affected by our outage. She had no information regarding why our power was out or if a crew was working on our problem. She stated she would report it again.
- 4:05 p.m. - Our power came on.
- 20. August 7, 2006 5:24 p.m. - Power off for a few seconds, then on. Sun shining.
- 21. August 14, 2006 5:55 p.m. - Lights dimmed. Sprinkling rain. No wind. No storm.
- 22. August 20, 2006 11:33 a.m. - Power off, then quickly on. Very light rain. No wind. No storm.
- 23. October 16, 2006 9:57 p.m. - Off for several seconds, then on. Off for several seconds, then. Then real quick off/on (like a real fast stobe light) 20 to 30 times - happened too fast to count - was only able to count 10) Then lost power completely. Rain earlier in evening, but rain had stopped. Temperature was 50 degrees. Called AMERENUE to report outage. Recording stated 1,000 out in area; estimated restoration time 2:00 a.m. Oct 17. Spoke with representative

- (Sequoia) who stated there were 166 homes out on our line; she did not know what the problem was or where the problem was; restoration was expected by 2:30 a.m.
- 11:09 p.m. - Called AMERENUE and spoke with Christen. She stated her information was that a "device" was out. No repair crew had been dispatched to this problem. I asked if repair crews had been dispatched in Jefferson County. Her reply was "we have repair crews everywhere. We have a lot of outages; when one gets done where they're at, they will be sent to your area".
- 11:30 p.m. - Called AMERENUE. Sequoia stated they had outage; 166 homes still out on our line; the dispatcher had been notified of the outage; no repair crew had been dispatched and she did not know when a crew would be in our area; estimated repair time was still 2:30 a.m.
- October 17, 2006 2:32 a.m. Power On. Length of outage 4 hours 35 min.
24. October 19, 2006 12:25 a.m. - Off/On twice. Then 15 fast fluctuations similar to what happened on Oct 16. Light rain. Power then stayed on. TV and lamp on in family room. Lamp on in Living Room
25. October 25, 2006 7:05 p.m. - Power out. Computer On. Misting rain all day. Light rain. 40 degrees
7:16 p.m. - Called AMERENUE to report outage. Mary stated our outage had been reported. Did not know if a repair crew had been dispatched, stating they expected to have the power restored "between now and 10:00 p.m."
7:24 p.m. - Power On.
26. November 4, 2006 9:19 a.m. - Power out. Overcast. No rain, no storms, no wind
9:21 a.m. - Power on.
27. November 29, 2006 9:45 p.m. - Lights dimmed. Raining.
28. November 30, 2006 5:15 p.m. - Lights flickered. Sleet
29. 10:30 p.m. - Lights flickered off and on several times. Raining
30. 10:55 p.m. - Lights flashed off then quickly on. Raining. Computer was on. Computer went off, then back on by itself
31. 11:35 p.m. - Lights and TV flashed off then on. Raining.
32. December 1, 2006 4:40 a.m. - Lost power (clock stopped at 4:40)
6:45 a.m. - Called AMERENUE. Recording said there was no estimated time for restoration, said Good-bye and hung up. Did not give an opportunity to speak with a representative. Temperature was 14 degrees
8:18 a.m. - Called AMERENUE. Same recording.
11:37 a.m. - Called AMERENUE. Same recording. Temperature was 20 degrees
2:07 p.m. - Called AMERENUE. Same recording.
6:45 p.m. - Called AMERENUE. Same recording.
- December 2, 2006 1:00 a.m. - Awoke and power was on. Then it went off. Power had been on for 12 minutes (Clock Had moved to 4:52)
6:40 a.m. - Called AMERENUE. Recording said thanks for alerting us about your outage. Temperature was 7 degrees
9:55 a.m. - Called AMERENUE. Same recording as yesterday.
10:07 a.m. - Called AMERENUE. At 10:20 a.m. Representative, Charlotte, answered. She stated her information was that a device was out and 9 customers were out on our line.
- Drove down Cedar Hollow Rd and looked at lines. Saw the limb of a cedar tree with ice laying on a Line approx 1/2 miles from Hwy H
- 2:20 p.m. - Called AMERENUE and reported the iced limb on the line to Eric -- stated no lines or poles were down)
7:35 p.m. - Telephone out
8:30 p.m. - Telephone back on. (Learned on Dec 3 from a neighbor that phone service had gone back out and stayed out all night.)
8:35 p.m. - Called AMERENUE. Recording stated no restoration time available.
- December 3, 2006 8:45 a.m. - Called AMERENUE. Recording stated no restoration time, Goodbye and hung up. No opportunity to speak with representative. Temperature was 14 degrees
11:32 a.m. - Called AMERENUE and spoke with Lois. Her information was that 2 crews were

working in DeSoto on a line with 3 or 4,000 people out. She showed 9 customers still out on our line. She had no information saying that AMEREN had been out to check on our report of icy branch on the line. I asked her if she had information as to where our electric was coming from -- she stated she was not trained to read the records showing where power was coming from. I told her how long we had been out, that we have frequent outages. She said she would send an e-mail in about our frequent outages. She did not know how many crews were working in Jefferson County or the DeSoto area. She said 2,000 people had come in today from out of state to help.

(I learned later in the day that phone service had been restored on Dec 2 between 9 and 9:30 a.m. at the first two homes on Cedar Hollow Rd - home at Cedar Hollow Rd and Hwy H and the next home (Wilsons). So actually 7 homes were out on our line)

AMEREN had restored our entire line except for the last 7 of us; they failed to finish the job.

8:00 p.m. - Called AMERENUE. No restoration time available.

When we went to bed the temperature outside was 5 degrees.

- December 4, 2006 9:10 a.m. - Called AMERENUE. Recording said 160,000 customers out. No restoration time.
 9:38 a.m. - Called Public Service Commission (Leon Bender). Asked if he could help us. Said he would call AMERENUE
- Approx 2:00 p.m. - Neighbor called to say AMERENUE workmen had just left her house. They Had walked from road trying to find a reported downed tree on her property. She told Them she had not reported a downed tree. Bill went up to road to talk to workmen. They were from Wright Tree Svc (K.C.) Odie said he could find no problem. There Was no reason why we were out of power; he would report that. Also stated that AMEREN had done nothing since he was here in July (last major outage).
- Approx 5:00 p.m. - Neighbor called to see if we had power. She had left for work between 8 and 8:30 a.m and Saw an AMEREN truck with one person in it sitting at the S curve (by the pole and where Icy branch had been on line 2 days earlier.) AMEREN had come out but didn't do Anything to restore our power.
- December 5, 2006 9:40 a.m. - Called AMERENUE. Recording said approx 67,000 customers out. No estimated Restoration time was available. Tried to get a representative to talk to; recording said It was transferring me, then disconnected the call.
- 2:00 p.m. - Called AMERENUE. Recording said approx 70,000 customers out. Spoke with Melissa. She had no information regarding whether or not a crew had been assigned To our problem. She stated most would be restored by tomorrow; the rest by Friday. She said she showed 9 customers out on our line. I told her that there was only 7, the First two homes on our road had power since Sat; they just needed to finish the job. She said she would forward that information.
- 3:12 p.m. - Power On. **Problem: Blown fuse on pole.** (Received a call that workman was at pole. Bill went down there. **Took workman approx 15 minutes to repair**)

POWER OUT IN FREEZING WEATHER FOR 4 DAYS, 10 HOURS, 32 MIN DUE TO A BLOWN FUSE

33. December 7, 2006 After midnight, before 7 a.m (time unknown, was asleep). Power off 1 min or less. Turned off clocks.