

Case Summary and Timeline

Complainant: Micha Davis

Summary of Issue:

Following the installation of a smart meter in October 2023, my home experienced immediate electrical instability, including flickering lights, power loss, and damage to multiple appliances. The issue was reported within days and confirmed by utility personnel, including evidence of burnt meter lugs. Temporary measures were applied, but proper repairs were delayed for several months, leaving the home in an unsafe condition.

Timeline of Events:

- 1 October 19, 2023 – Smart meter installed.
- 2 October 24, 2023 – Reported flickering lights and appliance damage.
- 3 Late October 2023 – Burnt meter lugs identified by technician.
- 4 Temporary measures applied; warned of power loss.
- 5 Conditions worsened, including loss of power and appliance damage.
- 6 Meter removed and home directly wired as temporary emergency measure.
- 7 Repairs promised within 24–48 hours but delayed for several months.
- 8 November 2023 – Internal notes indicate repair needed.
- 9 February 26, 2024 – Meter base replaced.

Damages and Conditions:

- 1 Multiple appliances damaged or destroyed.
- 2 Loss of power to upper level of home.
- 3 Only limited safe electricity available.
- 4 Burnt electrical components and visible heat damage.
- 5 Fire hazard within the home.
- 6 Risk to refrigerated medication due to unreliable power.

Supporting Evidence Note:

Some supporting documents referenced in this summary were obtained through a Sunshine Law request and reflect Ameren's internal records regarding this issue.

Conclusion:

The utility was aware of the hazardous condition, confirmed the issue, and failed to repair it in a timely manner, resulting in prolonged unsafe conditions and property damage.