

FILED
November 18, 2010
Missouri Public
Service Commission

**CARDWELL HARDWOODS
5927 BUSINESS 50 WEST
JEFFERSON CITY, MO. 65109**

PHONE: 573-893-2836

FAX: 573-893-6749

FILED

DEC 1 2 2008

**PUBLIC SERVICE COMMISSION
GOVERNOR OFFICE BUILDING
200 MADISON STREET
JEFFERSON CITY, MO 65102-0360**

**Missouri Public
Service Commission**

December 5, 2008

To Whom It May Concern

We are sending a request for change of electrical service from Ameren UE to Three Rivers Co-op due to transformer, pole and line liability on our property located at 5927 Business 50 West, Jefferson City, Missouri

We have had several problems with Ameren UE's service including low voltage, power outages and service of lines, fuses, transformers etc We have had to replace several motors due to possible low voltage

Included in this package is our application for change of service, meetings with Ameren UE representatives, repair tickets, records of outages, and the bills to fix these problems Please consider all options to resolve these problems

Sincerely,



Tony Cardwell
Business Manager

Cardwell Exhibit No. 15
Date 11/12/10 Reporter JMB
File No. EO-2011-0052

SUMMARY

- 1. PUBLIC SERVICE COMMISSION APPLICATION &
NOTARY SEAL**
- 2. RESPONSE TO REQUEST NUMBERS 5 AND 6 BY TONY
CARDWELL AND MARK CARDWELL**
- 3. BOILER POWER OUTAGES REPORTED**
- 4. REPAIR TICKETS AND CHECKS FOR POWER OUTAGES**
- 5. NOTES TAKEN BY MARK CARDWELL WHILE, TALKING
TO AMEREN UE REPRESENTATIVE CHRIS BRENNEN**
- 6. MEMO TO AMEREN UE DISCUSSING DEPOSIT WHEN
BUSINESS WAS BOUGHT FROM CAPITAL HARDWOODS &
CREDIT REFERENCES GIVEN TO THEM**

Section 1

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the matter of the application of)
Cardwell Hardwoods) Case No. _____
(Name of Applicant))
for change of electric supplier)

APPLICATION FOR CHANGE OF ELECTRIC SERVICE PROVIDER

1 Applicant's address is 5927 Bus Hwy 50 West _____

Jefferson City, Mo 65109

2 The name of Applicant's current electric service provider is _____

AmerenUE

3 Applicant requests the Missouri Public Service Commission to order a change
of electric supplier to the address indicated above.

4 Applicant requested the Commission to order a change of electric supplier

from AmerenUE

(Current)

to Three Rivers Electric Co-op

(Requested)

5 Applicant requests the Missouri Public Service Commission to order a change
of electric provider for the following reasons. *See attached

6. Applicant has taken the following steps in an attempt to work out electric service problems with the electric service provider See attached:

WHEREFORE, Applicant requests the Missouri Public Service Commission to issue an Order which changes the current electric service provider

12-5-08
(Date)

Tony Caldwell
(Signature of Applicant)

573-893-2836

(Phone Number)

*If reason for change is poor service, outages, low voltage, etc., applicant should submit a record of service problems covering at least 90 days, including dates and times of problems to the extent possible. Applicant should also attempt to determine reasons for any service problems. For instance, if electric service was out or you are experiencing blinking lights, you should contact the supplier of electric service to determine the problem, and include this information with the application. (If the reasons from the supplier was a storm, car hitting pole, trees in line, conductor fell down, or whatever the supplier states for the problem, this should be noted.)

STATE OF MISSOURI

COUNTY OF _____

Cole

)

)

ss.

VERIFICATION

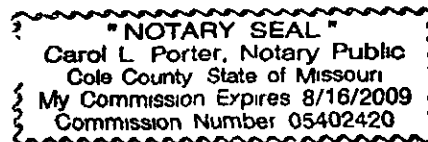
Tony Cardwell, on oath, states that he/she has read the foregoing application and is familiar with its contents and the matters set forth therein are true to the best of his/her knowledge, information and belief.

Tony Cardwell
(Signature of Applicant)

SWORN TO BEFORE ME, the undersigned Notary Public on this the 3rd day of December, 2008

Carol L. Porter
Notary Public

My Commission Expires 8/16/2009



Section 2

**CARDWELL HARDWOODS
5927 BUSINESS 50 WEST
JEFFERSON CITY, MO. 65109**

PHONE: 573-893-2836

FAX: 573-893-6749

Response to #5:

Applicant requests the Missouri Public Service Commission to order a change of electric provider for the following reasons:

We bought an existing company 3-4 years ago, that sits on approximately 26 acres in Apache Flats. On this 26 acres are several overhead power lines and numerous utility poles. The meter for these poles sits on the front of the property, and AmerenUE tells us that everything past that meter is our responsibility. This system was set up by the previous owners and AmerenUE several years ago, and by AmerenUE's own admission thinks it is a poor system and is not a common practice. We have a computer that controls a boiler that will shut down if there is a drop in voltage, and shuts down frequently, causing our whole system to shut down. We have also replaced several motors due to the low voltage. During our last power outage we had lines down on our yard for over ten days, and AmerenUE again told us that it was not their problem and we would have to call a private contractor to disconnect that part of the service, so the rest of our yard could continue to run until we could get the lines fixed. Meyer Electric came and unhooked the downed lines so all AmerenUE had to do was replace the main fuses on the pole and restore power. There were several AmerenUE representatives that came out over a 4 to 5 day period, but it was almost a week before any line men came to replace the fuses and restore power, this resulted in having to completely drain all our boiler system to prevent it from freezing and the laying off of several employees.

Response to #6:

Applicant has taken the following steps in an attempt to work out electric service problems with the electric service provider AmerenUE:

Most of our contact with AmerenUE has been through our central office by Mark Cardwell in Novelty, Missouri, however, after our last issue with AmerenUE, there was a meeting setup at our location where Mark Cardwell, three AmerenUE representatives and myself, Tony Cardwell, met on the yard and looked at the lines and utility poles. AmerenUE again told us that this was not their responsibility, and our only options to fix this would be very expensive. We asked for more details on "very expensive" and we still have not received a quote. All three representatives agreed that the line and poles were a poor setup and a possible hazard. I asked for the name of some other private parties that have similar responsibilities to maintain so many overhead lines, poles and transformers and no names were given, and it was stated that it is rare that a private party would have this responsibility. I asked a representative from another local service provider to come and look at our situation. He also agreed that our system was poorly designed and a possible hazard, and stated that he would not expect us to have that much liability with his company.

Sincerely,



Tony Cardwell

**CARDWELL HARDWOODS
5927 BUSINESS 50 WEST
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Response to # 5 and #6

Cardwell Lumber, Inc bought the Jefferson City location in November of 2004 Since that time, we have had a few dealings with AmerenUE.

When our electrical system was set up years ago, it was set up on a primary-metering basis. Primary-metering is the same as we have at our other two locations (Novelty, and New London, Missouri). The difference between Jefferson City and the other two locations is we do not have to maintain the overhead lines, poles, or transformers at Novelty or New London. Also, our providers at Novelty and New London, give us excellent service which we have been accustomed to We have done a few new installations at Jefferson City where we needed to pull the primary fuses and were not allowed to (nor was Meyer Electric) because we do not have the equipment This resulted in Meyer Electric wiring us hot At our other two locations, we call the power company and they will hook us up themselves at no known charge to us

We have asked AmerenUE for records of power outages for the last three years, with no response We also asked them if they would take over our lines They replied that they could not take over our lines and remain primary-metered due to company policy Their reply to going to secondary-metering, with AmerenUE servicing the line was "it will cost an arm and a leg" and we would be better off to service them ourselves

Mark Cardwell talked to Chris Brennen, with AmerenUE, just days before we had lines down on the yard due to an ice storm on December 9, 2007, about what we could do to get some service on our lines He replied that it is our responsibility Mark Cardwell talked to Chris Brennen again on Monday, December 10, 2007 after the lines went down on Sunday. We told him we had lines down on part of our yard but the office had power. We were told AmerenUE should be protected by the primary fuses We asked AmerenUE to disconnect the lines that were down when they put the fuses back in We were told we would have to call Meyer Electric to disconnect We told Chris Brennen that if we could just cut the lines and replace the fuses, our boiler could run when we had power back Again he replied "You will have to call Meyer Electric." We began thinking if our lines went down after the power was off, the fuses would not be blown, so Mark Cardwell called the St. Louis AmerenUE office and told them that we had lines down and the fuses had not dropped, (fuses generally drop when they're blown) and if power was turned back on, the lines down on our yard could be hot until the fuses blew Power was finally restored several days later, after numerous trips by AmerenUE for inspection only We feel that our relationship with AmerenUE is seriously strained and we would like to have the opportunity to work with Three Rivers Electric Co-op, looking at this as our best option

Sincerely,



Mark Cardwell

Section 3

**CARDWELL HARDWOODS
5927 BUSINESS 50 WEST
JEFFERSON CITY, MO. 65109**

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BOILER POWER OUTAGES REPORTED

JULY 10, 2008	6 30 AM
JULY 14, 2008	6 25 AM
JULY 18, 2008	1 15 AM
JULY 28 2008	6 40 AM
AUGUST 4 2008	6 25 AM
AUGUST 5, 2008	6 35 AM
AUGUST 12, 2008	2 15 AM
AUGUST 20 2008	2 15 PM
SEPTEMBER 1, 2008	6 25 AM
SEPTEMBER 4, 2008	6 20 AM
SEPTEMBER 15, 2008	6 40 AM
SEPTEMBER 28, 2008	3 15 AM
OCTOBER 6, 2008	6 30 AM
OCTOBER 10, 2008	6 45 AM
OCTOBER 16, 2008	3 15 AM
OCTOBER 22, 2008	6 40 AM
OCTOBER 28, 2008	6 20 AM
NOVEMBER 3, 2008	6 25 AM
NOVEMBER 11, 2008	2 25 PM
NOVEMBER 12, 2008	6 40 AM
NOVEMBER 19, 2008	4 08 AM
NOVEMBER 24, 2008	6 25 AM
NOVEMBER 25, 2008	2 45 AM
NOVEMBER 30, 2008	2 09 AM
DECEMBER 1, 2008	11 07 AM