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November 19, 2009

Mr. Gary Roof
10123 County Rd N
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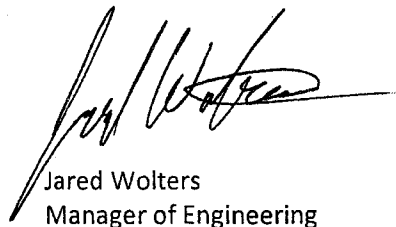
Mr. Roof:

As a follow-up to our conversation on November 11, 2009, we have reviewed your requested to change service providers to AmerenUE. From our conversation, I understand that your two primary concerns are the potential of extended power outages due to the location of the line that feeds your service and the difference in rates. We are denying your request to change providers based on the facts outlined below.

Platte-Clay rates are higher overall than AmerenUE rates due primarily to the fact we serve a lower number of services per mile (rural services). In other words, for every \$1,000 we invest per mile on line, the cost is spread over 6 Platte-Clay members while Ameren has in the 100's of customers. By granting your request, we would be shifting the additional cost of your service on to the remaining members. We do not believe this to be equitable.

In reviewing the outage concern, which you stated as your primary reason, I have found no historical evidence to back your argument. The mere fact that a line is located in a field does not dictate that an extended outage is imminent. In fact, since you established service at this residence in July 2006 there have been 2 outages total, neither of which occurred on the line in question. The outage duration over this time period was 243 minutes. This is a service reliability of 99.99%. Our membership as a whole has an average reliability of 99.95%. Therefore, we do not believe service quality is an issue.

Thank you for taking the time to voice your concern and although you did not receive a favorable response, I hope that you can understand and respect our position.



Jared Wolters
Manager of Engineering