

OF THE
STATE OF MISSOURI

FILED⁴

NOV 27 2006

Name: Eva Owen

Complainant

vs.

Company Name: AmerenUE

Respondent

Case No.

Missouri Public
Service Commission

COMPLAINT

Complainant resides at 2711 Twin Valley Rd. Troy, MO 63379*

(address of complainant)

1. Respondent, AmerenUE

(company name)

of PO Box 66529, St. Louis, MO 63166-6529

(location of company)

, is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

Charles Twellman PE came out and looked over the site, telling me that AmerenUE preferred metal posts for mounting the "loop". We discussed where one might find one and he indicated that they were readily available. I mentioned to the man who was working on the home and he thought he could get one from a friend who ran a mobile home court. I counted on that; but the friend did not call on Friday night as indicated. My husband had made arrangements with 2 other people to work on Saturday to get the electric going. I began calling around to find a metal post so that they could proceed with their work. I called Lincoln, Pike, St. Charles, and Warren Counties in attempting to find post, speaking to many contractors and I was assured repeatedly that this was NOT a requirement. Because we could not find a metal post and the AmerenUE workers were scheduled in on Monday, my husband worked until 10:30 on Sunday night getting the post set for connection. Charles returned on Monday morning and refused to hook up the electric because we had used wood instead of metal. I have witnesses as to his statements that it was a good setup; but that he could not approve it because it was not a metal a metal post. We used an electric pole in good condition! See attached notes.

3. The Complainant has taken the following steps to present this complaint to the Respondent:

Unlike usual, I was unable to reach Mr. Twellman by phone. I thought that surely we could work this out as he knew the emergency conditions under which I was trying to get my mother moved. After we installed the wooden meter base, I spoke with both Area Supervisor, Robert Schmidt and Mr. Schnell, chief engineer. I explained that some of the electrical parts stores told me that they no longer carried these posts as the suppliers had a hard time getting them. An AmerenUE employee told me that it would come back on Twellman and Tonnage to approve. She also told me that they still use wooden posts in trailer parks??? I then called PSC which I thought was to act as consumer advocate. In speaking with Mr. Allen Bax, I found that he found the situation amusing as he laughed a lot and attempted to assure me that this was a common procedure caused by "national code". Since I knew better, I called a former officer of Cuivre River Electric to confirm my position, then called Mr. Bax and told him this at which point he denied saying it. He was not consistent with any of his arguments for AmerenUE and even argued items that were in error according to the D34. It did not seem to matter that we had a good installation, only that the company be exonerated.

WHEREFORE, Complainant now requests the following relief:

I feel that we should receive compensation for our extra expense involved in getting the electric connected. We spent several hundred dollars extra for wire and getting the underground wiring and conduit installed. We were delayed several days and could not work in the time that we had scheduled for this job. Since my husband works from "daylight to dark" this time of year, he was unable to do some of the work as planned. I feel that AmerenUE should pay us \$580.00 for the extra expense and labor involved. See Attached Notes.

7/12/17 2016
Date

[Signature]
Signature of Complainant

Attach additional pages, as necessary.
Attach copies of any supporting documentation.

To: PSC

January 9, 2006

To Whom It May Concern:

This letter is in regard to an issue with the AmerenUE Company and the installation of service to a mobile home. Customer service specialist, Charles Twellman, was at the site in November and assured me that they would work with me in order to achieve prompt service to the mobile when it arrived. He came out again last week and gave me a picture with guidelines for the installation of the meter base.

The man who was skirting the home told me that he could get me a pedestal from a mobile home park that was closing down. On his way home, Friday, January 6, he attempted to contact the manager, but got no answer and nobody was there when he went by the park. In turn, I called Ro-mar and Butler Supply in Troy on Friday evening to make sure we could get one. Butler carried them so I planned to get one there if the original plan did not work out.

Early on Saturday morning, January 7, I began calling to obtain a pedestal so we could have it installed by Monday morning. Butler Supply was not open at any of their locations. I called approximately 25 electrical parts stores and contractors in 3 counties.... Warren, St. Charles, and Lincoln. Several of them questioned me when I told them that I needed a metal post for mounting a meter base. I assured them that was what AmerenUE specified. Home Depot, Ro-mar, Richler Hardware, and Bohmer Bros were just a few of the places that I tried. I tried repeatedly; but was unable to locate a "pedestal". In an attempt to obtain electric this week, my husband worked until 10:30 PM on Sunday evening mounting the base on a used electric pole. Mr. Twellman admitted that it looked like a good installation; but after speaking to his construction supervisor maintained that it would not be approved because of the wooden post.

The meter base is located on a treated post that is connected to the poles upon which AmerenUE has their high voltage lines. The post is buried to a good depth and lines have been run inside conduit as specified. A new meter base and breaker box have been installed. In general, this would definitely be an above average installation as many in the county are on smaller and much more vulnerable posts. This is apparently a new ruling by the company as very few businesses carry the pedestal or are even familiar with the ruling. In speaking with one of the AmerenUE people who answered the phone, I was told that they (AmerenUE) still use wood posts in trailer parks!!! This person, "Pat", told me that it would come back to the customer service man, Mr. Twellman and the construction supervisor, Mr. Tonnage, to approve the installation.

My 83 year old mother broke her hip, had replacement, and has become quite confused. My sister, who lives with her, is handicapped from a childhood disease. They now live 11 miles away and I fear for their welfare as they are totally dependent upon me to take care of them. I am desperate to get this home set up and move them nearby. Recently they called to say their house was cold. When it was checked out, one of them had turned the AC on by mistake and had the temp at 65 degrees. I fear for their welfare as they are now 11 miles away.

Sincerely,

Eva Owen

Troy, MO 63379

673-384-8188





January 9, 2006

Dear Mr. Mills,

This letter is in regard to an issue with the AmerenUE Company and the installation of service to a mobile home. Customer service specialist, Charles Twellman, was at the site in November and assured me that they would work with me in order to achieve prompt service to the mobile when it arrived. He came out again last week and gave me a picture (D-34) with guidelines for the installation of the meter base.

The man who was skirting the home told me that he could get me a pedestal from a mobile home park that was closing down. On his way home, Friday, January 6, he attempted to contact the manager, but got no answer and nobody was there when he went by the park. However, I had called Ro-mar and Butler Supply in Troy on Friday evening to make sure we could get one. Butler carried them so I planned to get one there if the original plan did not work out.

Late Friday, I spoke with "Steve" who was to get the pedestal for me. He said that he had been unable to contact the manager at the mobile home park as there was no answer to phone calls and there was no one at the location. Thus, I began calling early on Saturday morning, January 7, to obtain a pedestal so we could have it installed by Monday morning. Butler Supply was not open at any of their locations. I called approximately 25 electrical parts stores and contractors in 3 counties.... Warren, St. Charles, and Lincoln. Not a one of them had the metal one-piece pedestal. Some told me that they no longer carried them as the suppliers had a hard time obtaining them.

Several of them questioned that I would need a metal post for mounting a meter base. I assured them that the AmerenUE customer service rep had told me that they wanted metal. Home Depot, Ro-mar, Hechler Hardware, and Boehmer Bros were just a few of the places that I tried. I tried repeatedly; but was unable to locate the metal pedestal. After checking the instruction sheet (D-34) again, I realized that it DID NOT specify METAL. Nowhere on the sheet did the word "metal" appear. In an effort to

electric this week, my husband worked until 10:30 PM on Sunday evening mounting the base on a WOODEN ELECTRIC POLE that he cut in two.

One of our friends, Curt Ransom, was here when Mr. Twellman came out on Monday morning for the inspection. Other than a couple of insignificant problems, which were easily corrected, Mr. Twellman said it was a good installation. He did emphasize, however, that he was not sure that his construction supervisor, Phillip Tonnage, would hook up to a wooden post. The fact that the pole was wooden was the main obstacle in our obtaining service. Mr. Twellman left for just a few minutes; then returned to my home. He came in and told me several times in front of Sheila Potter that because the post was a wooden one that Tonnage refused to hook it up. He also repeated at this point that it was a "good installation". Thus, began several days of jerking us around in an effort to force the replacement of the wooden post with a metal one.

The meter base is located on a treated pole that is identical to the poles upon which AmerenUE has their high voltage lines. The post is buried to a good depth and lines have been run inside conduit as specified. A new meter base and breaker box have been installed. In general, this would definitely be an above average installation as many in the county are on smaller and much more vulnerable posts. This is apparently a new ruling by the company as very few businesses carry the pedestals or are even familiar with the ruling. In speaking with one of the AmerenUE people, Pat, who answered the phone, told me that they (AmerenUE) still use wood posts in trailer parks!!! This person, "Pat", told me that it would come back to the customer service man, Mr. Twellman and the construction supervisor, Mr. Tonnage, to approve the installation. Pat then put me through to another supervisor, Bob Schmidt. He said he would run out to our site and look at it; however he called back this morning and told me that we had only 2 choices. One was to replace the wooden post with a metals pedestal. The other choice would be for us to furnish the wire from the transformer pole and push it through the conduit to the meter base. This would be our wire and we would have to "maintain" it: whatever that would mean. Originally Mr. Twellman told me that they would furnish the wire from the pole into the base and actually do the installation of same.

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I began calling the PSC on Monday afternoon, and I spoke several times with a Mr. Allen Bax. He laughed a lot and attempted to console me with the fact that this was common procedure. He even told me that AmerenUE required this because of "national code". It so happened that I knew differently; but I called a former officer from Cuivre River Electric to confirm that they do not follow any such guideline or code. I then called Mr. Bax and told him this. At that time, he said that he did not say it. We talked quite some time with his making excuses for AmerenUE and their unyielding demand for a metal post.

When he called me back the next day, he began pointing out the shortcomings in our installation. He began by insisting that AmerenUE did not refuse to service our meter base because it was NOT METAL. I told him at that point that I had witnesses to Mr. Twellman telling me that the post HAD TO BE METAL in order for them to hook up to it. At that point, Mr. Bax began "picking apart" our installation using the D-34 by pointing out the following things:

1. Our installation did not have the right size conduit and that we should have had 3 inch. I pointed out that we had installed the 2 1/2 inch conduit as required. He then conceded that the 3 inch conduit was for dual installation; and he then just changed the subject.
2. He mentioned the ground rod as if there was a problem with it. I told him that we had installed it just as instructed.
3. He then began on the pedestal issue again, saying that it should have been METAL. I pointed out to him that NOWHERE on the D-34 did the word "metal" even appear. He then stressed that a wooden pole had to be U.L. labeled and approved by AmerenUE. I assured him that this was such a post and that it would likely outlast a metal post.

At that time, I inquired just what his position was as far as being a consumer advocate. I was of the impression that PSC was the consumer's advocate in matters related to utilities; and at that point, he seemed much more interested in protecting the electric company from their discriminatory, unfair, and isolated treatment of me in this

I have pictures of our meter base and installation. Mr. Twellman assured me more than once that it "was a good installation". This is not a practice that is common in our area; and I feel that we have been targeted for this unfair and unkind treatment. The electric was installed on Friday, only after we spent an additional \$300.00 for wire and hired someone to help "push" it after my husband got off work. The additional cost and aggravation in trying to jump through the hoops put in place by the representatives of AmerenUE were totally asinine and insensitive. I spoke with Bob Schmidt (spelling) and he told me that he would drive out and look at what we had. Without explanation and without seeing the meter base, the next morning, he called to inform me that we had only two options. One was to replace the wood post with metal. The other was to purchase the wire and run it ourselves from the transformer pole over to the meter base. I do not feel that this was any accommodation or concession as it wound up costing us about twice what it should have, to say nothing of the time and trouble involved.

My 83 year old mother broke her hip in August, had replacement, and after a short stay in the rest home, has become quite confused. My sister, who lives with her, is disabled from a childhood disease. They now live 11 miles away and I fear for their welfare as they are totally dependent upon me to take care of them. I am desperate to get this home set up and move them nearby. Recently they called to say their house was cold. When it was checked out, one of them had turned the AC on by mistake and had the temp at 65 degrees. I fear for their safety as they are now 11 miles away. I explained this to everyone with whom I discussed this METAL VS. WOOD ISSUE. I question the fact that this company would treat handicapped and elderly people in this fashion.

Sincerely,

Eva Owen

Troy, MO 63379

573-384-6155

PS. Sorry to be so long in sending this. I wound up with my mom in ER.

To Whom It May Concern:

Enclosed are 9 copies as instructed in letter from Pam Craig. Along with these 9 copies, I am sending my copy of the D-34 by which the box was directed.

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NOV 27 2006

EM Queen

ENCH. 9 D-34's

9x2 (PHOTOS)

9 COMPLAINT FORMS

9 LETTER TO PSC

9 LETTER TO LEWIS MILLS

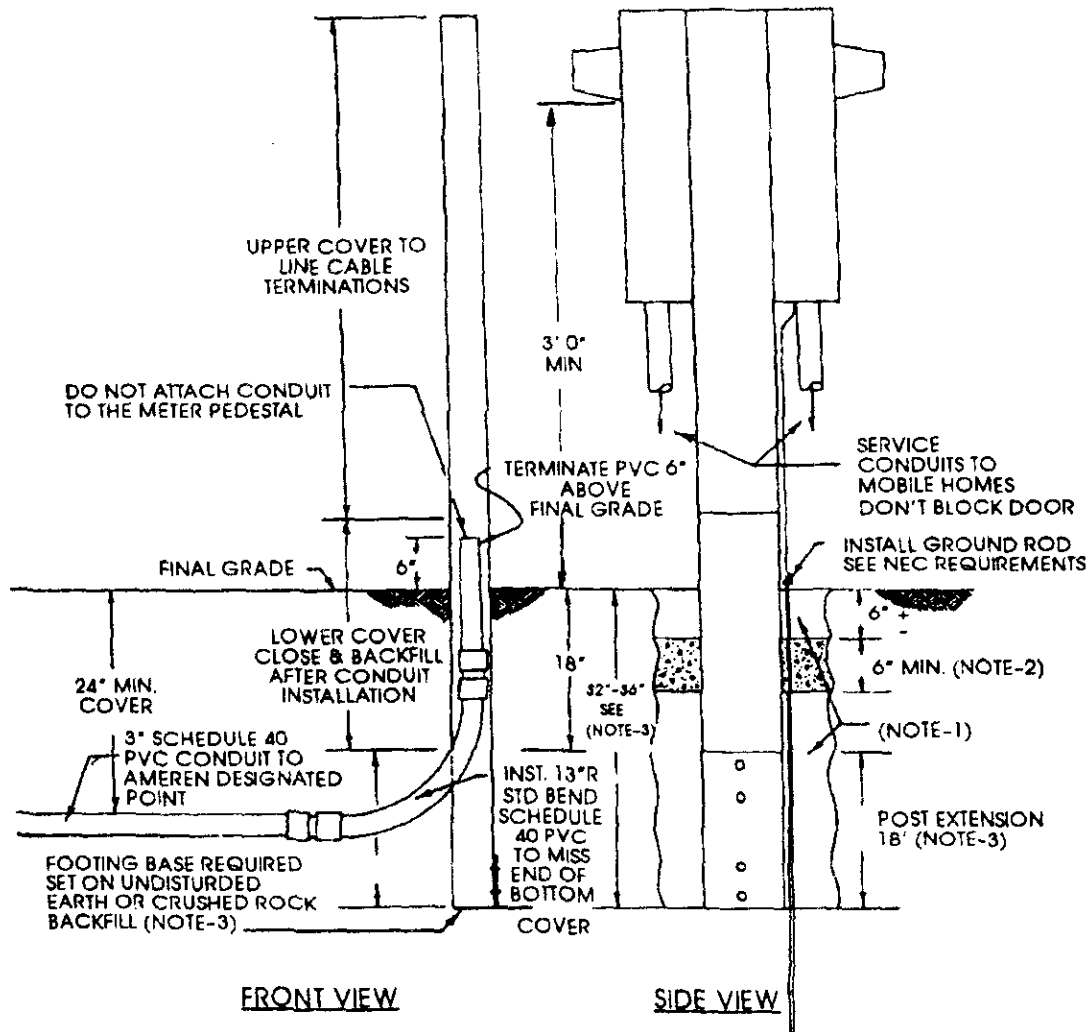
Missouri Public
Service Commission

METER PEDESTAL INSTALLATION SINGLE OR DUAL METER

WE HAS HIGHER
STANDARDS THAN
UNDERWRITER'S
LABORATORIES?

EQUIPMENT NOTES:

- (a) All materials except supply cables shall be furnished and installed by customer.
- (b) Pedestals shall be labeled for service equipment by U.L. and approved by Ameren Corp.
- (b) Install ground rod for each service per NEC requirements.
- (b) Install weather proof disconnect on each service.



INSTALLATION NOTES:

1. Backfill with tamped crushed rock screening including entire conduit elbow.
2. Place concrete collar 6" thick, min., 6" below grade to firm earth as shown.
3. 32" to 36" pedestal embedment required. Order post extension and footing base with meter post as shown.
4. Owner shall be responsible to see that pedestal is firmly embedded in ground. Plumb pedestal within 1" in 12" vertical.
5. Conduit shown is 3" for dual meter pedestal, with 13" radius bend. Use 2 1/2" conduit and 10" radius bend for single meter pedestal.
6. Service conduit should not block supply cable access door.