

BEFORE THE PUBLIC SERVICE COMMISSION OF THE
STATE OF MISSOURI

FILED

AUG 04 1999

Missouri Public
Service Commission

David and Brenda Haley
(your name)

Complainant

vs.

Case No. EC-2000-86

Ameren UE
(company name)

(company name)

Respondent.

COMPLAINT

Complainant resides at

216 Patterson Loop - Ulman, MO
65083

1. Respondent,

Ameren UE
(company name)

of

St. Louis, MO

, 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:

During the months of June and July, 1999, we have experienced low
voltage or brief power outages on a daily basis. These power surges
can be very detrimental to appliances, computers, etc... However, the
greatest concern is the total power outages for 2, 3, 4 or more
hours, more than 2 days per week, during extremely hot weather.

I am concerned about the safety of our refrigerated and frozen
foods, the damage to our appliances, and the lack of fans or
air conditioning for my son who has asthma,

3. The complainant has taken the following steps to present this complaint to the respondent:

I have notified Ameren UE during every power outage to report our loss of power through the telephone and their computerized voice. A meeting was held on July 28, 1999 with over 100 people attending to address the problem. Local TV stations and the local newspaper have provided coverage about the power surges and power outages. Apparently, it takes more than one voice to solve this problem.

WHEREFORE, Complainant now requests the following relief:

We request that Ameren UE correct this problem immediately! Not in a years time when their budget can provide the monies needed. An Ameren UE representative stated in the Miller County Auditor's office that those in great need of electricity should purchase a

August 3, 1999

Date

Brenda Haley Daniel

Signature of Complainant

generator. I hope that this is not how they plan to "solve" the problem. They provide a service that we pay for. When deregulation occurs, the citizens of the Ulman area will remember how Ameren UE handled the problem!