



Missouri Public Service Commission

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October 2, 2000

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Mr. Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
P. O. Box 360  
Jefferson City, MO 65102

RE: Case No. EC-2000-63

Dear Mr. Roberts:

Enclosed for filing in the above-captioned case are an original and eight (8) conformed copies of a **STAFF RESPONSE TO STATUS REPORT CONCERNING COMMISSION ORDERED INVESTIGATION.**

This filing has been mailed or hand-delivered this date to all counsel of record.

Thank you for your attention to this matter.

Sincerely yours,

Robert V. Franson  
Assistant General Counsel  
(573) 751-6651  
(573) 751-9285 (Fax)

RVF:sw  
Enclosure  
cc: Counsel of Record

FILED<sup>2</sup>  
OCT 2 2000  
Missouri Public  
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

FILED<sup>2</sup>

OCT 2 2000

Missouri Public  
Service Commission

Frank E. Dilley, et al., )  
Complainants )  
 )  
v. )  
 )  
Union Electric Company, )  
d/b/a Ameren UE, )  
Respondent. )

Case No. EC-2000-63

**STAFF RESPONSE TO STATUS REPORT CONCERNING COMMISSION ORDERED  
INVESTIGATION**

COMES NOW the Staff of the Public Service Commission of the State of Missouri ("Staff") and respectfully states as follows:

1. Between August 2 and September 1, 1999, forty-eight people filed forty-three formal complaints with the Missouri Public Service Commission (Commission) against Union Electric Company (UE).
2. On October 12, 1999, the Commission consolidated the cases and ordered the Staff to investigate and file a written report with the Commission by December 6, 1999. The Staff filed its Report on December 6, 2000.
3. On February 4, 2000, UE filed its Initial Response to Commission Ordered Status Report.
4. On May 2, 2000, UE filed its Second Response to Commission Ordered Status Report.
5. On June 20, 2000, UE filed its Third Response.

6. On September 15, 2000, UE filed its Final Response. The Commission, in its Order of June 19, 2000, ordered the Staff to file its Response within fifteen days of that Response.

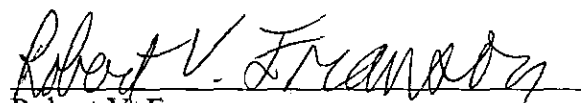
7. Staff files the attached Memorandum, attached hereto as Appendix A, to comply with the Commission Order.

8. Staff recommends that this complaint case remain open until the pole replacement process described in Appendix A is complete. The complainants have waited patiently and UE has completed projects to improve electric service. This process has yielded positive results.

WHEREFORE, Staff respectfully recommends that the Commission leave this case open until the pole replacement process is completed subject to the conditions outlined in the "Recommendations" Section of the Memorandum.

Respectfully submitted,

DANA K. JOYCE  
General Counsel



Robert V. Franson  
Assistant General Counsel  
Missouri Bar No. 34643

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## Certificate of Service

I hereby certify that copies of the foregoing have been mailed or hand-delivered to all counsel of record as shown on the attached service list this 2<sup>nd</sup> day of October, 2000.

*Robert V. Frauson*

MEMORANDUM

TO: Missouri Public Service Commission Official Case File  
Case No. EC-2000-63, et. al., Frank E. Dilley, et. al., vs. Union Electric  
Company

FROM: Jim Ketter, Electric Department *JK*  
*[Signature]* 9/29/00 *[Signature]* 10/2/00  
Utility Operations Division/Date General Counsel's Office/Date

SUBJECT: Staff Response to Status Report Concerning Commission Ordered Investigation

DATE: September 29, 2000

Between August 2 and September 1, 1999, forty-eight persons filed forty-three formal complaints with the Missouri Public Service Commission (Commission) against Union Electric Company (UE). These complaints dealt with service problems in an area served by the Brumley Substation, including extensive outages during June and July 1999.

On October 12, 1999, the Commission consolidated the cases and ordered the Staff to conduct an investigation and file a written report with the Commission no later than December 6, 1999. The Staff filed its report on December 6, 1999. In this report, Staff identified a number of items that UE had included in its plan to address the outages in the Brumley area. Among these were substation maintenance, pole inspection and replacement, tree trimming, and shifting electrical load. As UE had not finished all of these projects, Staff recommended that the Commission order UE to file status reports with the Commission on February 1, 2000 and May 3, 2000.

On February 4, 2000, UE filed its Initial Response to Commission Ordered Status Report of Current and Planned Projects for the Spring of 2000. Staff conducted field inspections on February 9, 2000 in the area served by the Brumley Substation. Staff inspected the work completed by UE subsequent to Staff's December 6, 1999 Report. Staff also reviewed the schedule of work that was to be completed by June 2000, including a three-phase extension along State Highway 42 and a single-phase extension to allow shifting of electrical load to other circuits. Replacement of distribution poles along State Highway C, for the seven poles identified as priority by the outside contractor, was completed. Staff confirmed UE's progress in its response filed on March 1, 2000.

On May 2, 2000, UE filed its Second Response to Commission Ordered Status Report Of Current And Planned Projects For The Spring of 2000. This report contained an update of work completed, an update of work scheduled to be completed by June 15, 2000 and a summary of service interruptions. Staff filed its response to this report on May 23, 2000, confirming the progress that UE reported in its Second Response. Staff recommended that the Commission order UE to file a report by September 15, 2000, listing service interruptions during the summer

period. By its order dated June 19, 2000 the Commission directed UE to file a status report on or before July 1, 2000 concerning the improvements completed, and to file a status report showing the performance of the distribution system served by the Brumley Substation on or before September 15, 2000.

On June 20, 2000 UE submitted its Third Response, reporting on the work completed in the area served by the Brumley Substation. On June 23, 2000 Staff inspected the projects reported as complete by UE and confirmed that the upgrades were complete. The electric loads were shifted to the new sources thereby reducing the load on the circuit that experienced numerous interruptions in the summer of 1999.

On September 15, 2000 UE submitted its Final Response showing the performance of the Brumley area distribution system during the summer of 2000. By its order of June 19, 2000 the Commission ordered a Staff response to this status report within 15 days of its filing.

On September 22, 2000 Staff visited the Lakeside offices of UE and reviewed the summer outage report of the distribution feeders that are energized by the Brumley Substation and the ongoing area projects. The electric service provided from the Brumley Substation was significantly improved as compared to the summer of 1999, though several individuals and isolated groups of electric customers did experience interruptions of service. Outages from heavy loads on the circuits serving the complainants were eliminated. The load shift from Phase A of Brumley feeder 129-051 to Phase A of feeder 129-052 was successful in balancing the electric load and now allows better utilization of the electric facilities in the area.

Heavy loading on Phase C of feeder 129-051 will be addressed by a project that is scheduled for completion by the summer of 2001. This project will place a new substation (Keethtown Substation) south and east of Brumley along the 34 kV transmission line that serves a pipeline pumping station. The Keethtown Substation will not serve electric customers that filed complaints in this docket, but it will allow further load shifts to balance the electric load on feeders and provide additional reliability by providing an alternate source for electric service.

A project that is still not complete in the area affected by the outages during 1999 is the replacement of poles along Highway C. Failure of distribution poles was not a cause for the outages that occurred during 1999, but an inspection of the distribution system identified poles that are not structurally sound. Seven poles required immediate attention and have been replaced. UE stated in its response filed on September 15, 2000 that the remaining forty-three poles have been scheduled to be replaced no later than December 31, 2001. This upgrade is the last of the projects in the area serving the complainants that UE has committed to complete.

Staff recommends that this complaint case remain open until the pole replacement is completed. The complainants have waited patiently as UE has completed projects to improve electric service. The results have been positive, given the improved performance of the electric system during the 2000 summer peak period.

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Manager - Electric Department  
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Jim Cook - Union Electric Company  
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Revised: October 2, 2000 (SW)**

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