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 $\mathsf{FILED}^{\mathfrak{s}}$

MAR 1 8 2005

Missouri Public Service Commission

March 16, 2005

Public Service Commission Governor Office Building 200 Madison St. P.O. Box 360 Jefferson City, MO 65102-0360

RE: Jennie Zbinden vs. Union Electric Co. d/b/a Ameren UE

Dear Sir or Madam:

Enclosed please find Complaint in the above referenced matter.

Should you need any further information, please do not hesitate to contact me.

Sincerely,

Daniel E. Hunt DEH:mlw

Enclosure - Complaint

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI



MAR 1 8 2005

Name: Jennie Zbinden Complainant) Missouri Public) Serv ice Cemmissier
vs.))Case No.
Company Name:_ Union Electric Co. d/b/a Ameren UE Respondent))
COMPLAINT	
Complainant resides at 708 Summit Dr., Holt's Summit, MO 65043 (address of complainant)	
1. Respondent, <u>Union Electric d/b/a Ameren</u>	UE_ pany name)
of St. Louis, MO (location of company)	, is a public utility under the
jurisdiction of the Public Service Commission of the S	State of Missouri.
2. As the basis of this complaint, Complainan	nt states the following facts:
On or about September 1 and 2, 2004, Complainant	
experienced problems with electricity supplied to her	
home by the Respondent. The problems, believed to	
be a surge, caused damage to several electrical	
appliances in Complainant's home. The electrical	
problems were caused by a defective wire owned and	
maintained by Respondent.	

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

On September 2, 2004 Respondent sent a crew out at Complainant's request to fix the problem. It was not repaired, Complainant was told to hire a private electrician. A private electrician told Complainant that the problem was with Respondent's wiring which was burned through. A second complaint was made on Sept. 2, 2004 during which an agent of Respondent's told Complainant that there was no problem and to call the fire department if it caught fire. Respondent finally replaced wire on Sept. 3, 2004 but not until after several household appliances were severely damaged.

Plaintiff filed a Petition for damages with the Circuit Court of Callaway County on January 31, 2005. On March 10, 2005, Judge Joe Holt stayed that case to allow the PSC to investigate and make a finding as to responsibility.

WHEREFORE, Complainant now requests the following relief:

3/16/05 Date Signature of Complainant

Attach additional pages, as necessary.

Attach copies of any supporting documentation.