
Subject: FW: Public Service Commission - Complaint Form

-----Original Message-----

From: Public Service Commission [mailto:consumerservices@psc.mo.gov]
Sent: Sunday, September 28, 2008 2:18 PM
To: Consumer Services
Subject: Public Service Commission - Complaint Form

Date Received: 9/28/2008 2:17:46 PM

First Name: Dan

Last Name: Brown

Business Name:

Address: 9953 County Road 200

City: Carthage

State: MO

Zip Code: 64836

County: Jasper

Telephone Number Where You Can Be Reached During the Day:

Business (Work) Area Code () Number 417-673-2186

Home Area Code () Number 417-673-2186

Other Area Code () Number 417-673-2186

Email Address: dan.brown91@yahoo.com

The Name of the Utility Company involved with your complaint: Empire District Electric
Company Account Number:

Description: This in response to an on going case and complaint with Empire District Electric Company, my case file number is EC-2008-0384. I have asked for e-mail service so I could respond through the internet but I haven't received confirmation of it being established yet and did not want to hold anyone up. If this will not work please have someone either call me or respond by an e-mail message as to what I need to do. Thank you very much.

Daniel E. Brown

9953 County Road 200,

Carthage, Missouri

417.673.2186

Empire's statements

1. While I can agree in part to this statement I still have to add that the way Empire handled them selves during the first ice storm was unacceptable. Their sure didn't appear that they had any type of a major restoration plan in place. It's one thing to open a switch and drive off, it's whole another world to charge and empower that same serviceman to assess each situation and give that Manager that is trapped and working blind back at their service centers information that they so desperately need to base their responses on. But that same Manager should ask what was found if there was out side help either company or contract personnel that weren't trained to fill in the blank spaces. There should be circuit loading in each serviceman's vehicles as well as on each on call supervisor desk and in their vehicles as well. It is readily apparent from a third person prospective that there was only one road map and only one person giving direction. Empire keeps repeating that they had wide spread damage, from what I saw first hand I'd agree, but they have more then one service center and operation stations don't they. They surely have more office staff that could and should be placed in service to assist their service men. What were their meter readers doing during all of this they could have been assigned to escort out side crews around town? I could spell out a complete and successful major disaster restoration plan but that's needs their touch, not mine. I still would like to know just how much territory does their on call supervisor cover. I'm glad that they acknowledge that I do know what I am talking about, if this complaint does nothing other then to get Empire to empower their personnel to think out of the box. They really need to tap that tank of experience and knowledge that they have at their finger tip's. With that simple action they will achieve and enhance their imagine with

not only their customers but also their stock holders. Because we all know that utilities companies are rated by their outage indices, this could be the biggest and most positive step that they could take.

2. This statement is true and is a must for any service restoration plan to work and be successful. But they need to follow what they have written; it's after getting their priority customers back in service is where they stumble. The duration of the outage during the first ice storm for my area and could have been so different for over a 150 customers in our little area of the planet, if they had empowered personnel. With that buy in from all sides their labor pool would quadruple and the old saying of doing more with less would really be true in this case. My concern is how many other outages could have been curtailed across their service territory if they were handled in the same manner as the one for my area.

3. I agree with this statement because we could not afford a fail safe operation plan that kept the lights on 24/7. But the customers on the section of line should be able to count on this same company to keep its system up to date and with that a back up plan. The load for this section of town didn't grow over night and surely was looked at before the approval was given to extend service to the last subdivision that Empire likes to talk about. The way I look at it my home was here first and someone at Empire made the decision to extend service to this new subdivision that has penalize and punished the rest of us. I want to know how long this loading problem will continue before they get something done. There was no mention of why Empire has installed three high dollar load brake switches that have been added to the rate base for just how many years. Verse 3 goes a long way to cover just about anything and everything, except operator error, or operator misjudgment.

4. I agree in part with this statement, but only up to a point, utility companies must provide a safe and reliable service and this is where they must make system improvements as their load grows. To use a lame statement that this section of feeder has undergone a grow spurt and there was no way to back feed or what ever isn't acceptable to me. They have allowed this feeder to grow well past what they are able to support then they are at fault. They have stated they knew there was a load problem. Then what are their plans to rectify this situation, we have already seen and experienced two very long and costly outages that seem to get progressively worse as time goes by. I'd like to know just how long this situation has festered and better yet I want to know what Empire is going to get done to rectify this situation. They needed to put their money where their mouth is, in their own words this feeder needs work, it really needs to be reconducted in the long run. But as a stop gap measure they need to install some directional voltage regulators, or they could split their circuits up. Their poor planning and reluctance to spend money to correct a service problem is not the act of God but the inaction of a poorly run operation. I have no plans to move for some time so I would really like to know what they are planning to do to see to it that we don't have to go thru this again.

Missouri PSC staff's statements

1. During the January ice storm where our normal feed was from the Alba area was shut down due to ice laden trees falling through the three phase line just south of Main street or there about. This took out our normal feed, what I question was why we weren't switch over to the Oronogo feeder running east from Oronogo to a normal open three phase switch just three spans west of normally closed three phase switch on Highway 96 and O Highway. Empire has not answer that question yet. This same switch has been closed and feeding this section of the feeder for at least 9 to 10 months. I could agree that Empire would have a leg to stand on if we were on a dead end feed, but we were not. Now for the second ice storm in December, where Empire lost a three phase crossarm on pole just east of the normally close three phase switch and a double deadened structure to the east they had two phases burn down. What I wanted to do was cut the jumpers on the three phase double deadened pole and this would safely get this section of line cleared and then I suggested back feeding from the Jack Pine substation. I agree that I do not know any loading capabilities of any of these feeders, but given the circumstances and the severity of the problem I think something should have been tried. What is the normal loading for that feeder out of the Jack pine substation was there anyway to by-pass that breaker or shed some of the load that was on it at the time of this storm. I have already covered what I think of Empires lame excuse about the system loading for this area and I am not willing to accept it either.

2. I agree with the part of this statement that says they really couldn't do anything for the first couple of hours. But when their serviceman was dispatched for this outage he had to report in on what he found and to get permission to do any switching or at least that is how all of the other power companies that I have work on function. I do not know how Empire is set to function during a major storm of this size, do they have any pre assigned field supervisors or field personnel that start patrolling. But then again if Empire thinks of this section of line as dead end line then they wouldn't have checked

and until we can change their minds weâ?Tll pray for good weather.

3. At no time did I ever want to try and feed this section of line the way it is mentioned here. As I have said before what I wanted to do was cut the jumpers on the two phases that were lying on the ground. The three phase switch was opened on the west side of this section of line and with the two phases that were burnt down cut in the clear on the deadened structure. THEN what I suggested was back feeding this section of line from the Jack Pine substation. The only way that I would ever try to heat up one phase they way someone from either Empire or the PSC has implied is if there was a priority customer that had to have power.

4. The only change that has been made for this section of line is fact that now we feed out Oronogo and not out of the Alba area. I have a small wood working set up in my shop nothing major and I do have several power tools. It was during the process of growth and adding more power tools I started to have problems with breaker tripping out. I wired this shop my self so I know that it up to code in every respect I have been a journeyman electrician since May of 1968. I checked all of my equipment; my service panels all of the circuits and the two pieces of my equipment that were tripping out. One was a Dewalt planner and the other one was a table saw. My service voltage for my shop was running right around 117 to 119 volts and I had to raise the And if they can change things around then why is it that they still can not shift of back feed this section of line from the jack Pine substation.

5. I disagree with the this statement, I keep reading about and seeing references to me or my outage, you all seem to forget that there was another 150 or so customers that were out of services as well for same amount of time. I didnâ?Tt go door to door and ask each and every one of them about their experiences during these outages, I guess I could if needed. Their sure didnâ?Tt appear that they had any type of a major restoration plan in place. Itâ?Ts one thing to open a switch and drive off, itâ?Ts whole another world to charge and empower that same serviceman to assess each situation and give that Manager that is trapped and working blind back at their service centers information that they so desperately need to base their responses on. But that same Manager should ask what was found if there was out side help either company or contract personnel that werenâ?Tt trained to fill in the blank spaces. There should be circuit loading in each servicemanâ?Ts vehicles as well as on each on call supervisor desk and in their vehicles as well. It is readily apparent form a third person prospective that there was only one road map and only one person giving direction. Empire keeps repeating that they had wide spread damage, from what I saw first hand Iâ?Td agree, but they have more then one service center and operation stations donâ?Tt they.

6. Now while the Commission has limited jurisdiction as to awarding any monetary settlements you all have the power to hold these Utility companies accountable for their actions and the same Commission can direct each company to take steps to rectify their short comings. When these same companies come before this same Commission and request rate increases because of their so called system improvements you know where to look to see if there have truly been any system improvements.

Questions from the Commission

1. No
2. Yes I do