

FILED

Missouri Public
Service Commission

Company Name: AmerenUE
Respondent

COMPLAINT

Complainant resides at 109 County Hwy 468
(address of complainant)
Steele, MO 63877

1. Respondent, AmerenUE (company name)
of 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:

1. Over the past 10 plus years I have had all too numerous power outages at my home, while my next door neighbors, who are on Pemiscot-Dunklin Electric, have had virtually no outages. When they have had problems, they were fixed much quicker than mine.
2. Electric service reached its low point in Sept. and Oct. of this year, with outages occurring on almost a daily basis at my home. The "Brown Out" of October 18, 2004 resulted in the destruction of electronic and computer equipment at my home, as well as at my business.
3. My business is located directly across the street from the AmerenUE substation providing power to my home and business. From this vantage point I have witnessed the serviceman resetting the breaker usually about an hour and a half after the outage occurred.
4. I questioned the AmerenUE serviceman as to why we have so many outages. He replied the equipment is outdated and the company needs to spend some major money.

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

I have made several phone calls to AmerenUE to complain about poor service and all I got was an automated answering machine, promising that a company representative would get in touch with me, which they never did.

After the "Brown Out" of October 18, 2004 I sent a letter to AmerenUE requesting a claim form to be reimbursed for the electrical equipment I lost due to the low voltage. I received a letter from AmerenUE stating, and highlighted in yellow, that AmerenUE was not liable in any way. They claimed the outages and low voltage were an Act of God and not the fault of their equipment.

WHEREFORE, Complainant now requests the following relief:

I would like to be allowed to change my electric provider at my home from AmerenUE to Pemiscot-Dunklin Electric Coop. This change can physically be made with no problem, as the power lines of P.D.E.C. are actually situated closer to my house than AmerenUE's power lines. I would then have the comfort of knowing that when there is a problem with my power service, I can speak with a "live human being" instead of an answering machine.

12-10-04

Date



Signature of Complainant

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