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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

LOCAL PUBLIC HEARING
FEBRUARY 16, 2011
UMSL, ST. LOUIS, MISSOURI
VOLUME 5

IN THE MATTER OF UNION ELECTRIC)
COMPANY d/b/a AMERENUE' S Tari ffs) File No. ER-2011-0028
To Increase It' s Annual Revenues)
For El ectri c Servi ce)

Morri s Woodruff, Presi di ng Chi ef Regul atory Law Judge
Robert M. Cl ayton III, Chair man

REPORTED BY:
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1 P R O C E E D I N G S:

2 JUDGE WOODRUFF: I want to welcome everyone. My name is
3 Morris Woodruff, I'm a chief regulatory law judge with the
4 Public Service Commission, and I'll be presiding at this
5 hearing. To my left is Robert Clayton. Mr. Clayton, you want to
6 make any opening remarks?

7 CHAIRMAN CLAYTON: Good evening, everyone. My name is
8 Robert Clayton, I'm one of the commissioners of the Missouri
9 Public Service Commission. We are conducting fourteen of these
10 local public hearings throughout the Ameren service territory.
11 Some are taking place over the noon hour, some are taking place
12 in the evening hours, and we're trying to spread out around the
13 state.

14 I wanted to welcome you also for being here, and I
15 appreciate you taking time out of your schedules to participate
16 in this process. We have tried to make changes in recent years
17 to make this a more helpful process, to understand the role of
18 Public Service Commission, how decisions are made, and how rates
19 are set before the Public Service Commission. I hope so far
20 it's been helpful in answering questions and understanding that
21 process. If it hasn't been helpful, or you think we could do
22 better, certainly we invite you to let us know, or let the
23 consumer services staff know, right outside the door, trying to
24 improve to process.

25 A transcript is going to be made of this event here

1 this evening, as well as all of the local public hearings that
2 are held. Eventually, we're going to have an evidentiary
3 hearing, which is kind of a trial, where testimony and evidence
4 will be received, witnesses will be cross examined, and
5 ultimately the five members of the commission, or a three member
6 majority, will make a decision on the outcome, whether a rate
7 increase is appropriate, and how any type of increase would be
8 assessed across all the customer classes of Ameren customers.

9 I look forward to the testimony here tonight, I would
10 encourage you to take advantage of several resources. First of
11 all, we have a number of Public Service Commission staff that
12 are here, you have a problem with your bill, reach out to them,
13 ask them for help, go over it. If you have questions about any
14 sort of utility issue, take advantage of those folks that are
15 here.

16 You're also aware that there are a number of Ameren
17 folks that are out front, you have their attention right now,
18 now is the time to reach out to those folks, if you just from
19 Ameren CPO who is here, there was a time when CPOs did not
20 participate in these hearings, so I appreciate the staff coming
21 out here, facing the music, and listening to your concerns, I
22 think that's important part of this process.

23 Having said that, I look forward to the testimony you
24 provide here tonight, and I encourage you to reach out to us if
25 we can provide additional assistance.

1 JUDGE WOODRUFF: Thank you. Before we call the first
2 witness, we need to establish which attorneys are here for the
3 parties, so I'll ask you to enter your appearance for the staff.

4 MR. RICHIE: Thank you. Representing the staff of the
5 Missouri Public Service Commission, Sam Ritchie, PO Box 350,
6 Jefferson City, Missouri 65102.

7 JUDGE WOODRUFF: And for the office of public counsel?

8 MR. MILLS: On behalf of the office of public counsel,
9 my name is Lewis Mills, and my address is PO Box 2230, Jefferson
10 City, Missouri 65102.

11 JUDGE WOODRUFF: Is there an attorney here for Ameren?

12 MS. TATRO: Wendy Tatro, 1901 Chouteau Avenue,
13 St. Louis, Missouri 63103.

14 JUDGE WOODRUFF: That's all the attorneys that are here
15 for the parties. I've got a list of the names that, where you
16 signed up out front here, I'll just go down the list, and call
17 the names in order. If you didn't sign the list, that's okay,
18 if you feel inspired by what anybody else said, after the list,
19 I'll just ask if anybody else wants to testify, and you can
20 testify at that time.

21 If I call your name, come on up come and have a seat,
22 have a seat at the table speak into the microphone, raise your
23 right hand, I'll swear you in to tell the truth, then we'll let
24 you tell us what you want to tell us. After you finish
25 testifying, I'll get the commissioner a chance to ask you

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1 questions also, as well as the attorneys for the parties.

2 Let's get started, first name on the list is Amy
3 Yersak.

4 Good evening.

5 (Witness sworn)

6 JUDGE WOODRUFF: State your name, and spell your last.

7 MS. YURSAK: It is Amy Y-U-R-S as in Sam, A as in
8 apple-K as in kiwi.

9 JUDGE WOODRUFF: What would you like to tell us?

10 MS. YURSAK: My concern is as I mentioned earlier, why
11 the increase of 11 the percent, I don't know if they'll get that
12 exact amount, but as the majority of us here, we don't really
13 earn a whole lot, as mentioned earlier before, cost of living
14 has not increased. I pay my bills, pay your bills before you do
15 anything else, I'm lucky if I have money for food.

16 I double up on clothing, I double up on blankets for
17 the winter time, in the summertime I use as little electricity
18 as possible. One light here, one light there. How else can you
19 conserve energy other than keeping refrigerator door shut all
20 the time. Everything you're taught growing up, is what you do
21 now.

22 Yes, sir, lights do go out, you can't help that, but
23 again, you do what you're taught, keep the refrigerator door
24 closed, open it as little as possible, get a cooler, get some
25 ice. Keep what you need to in the refrigerator as long as

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7

1 possible. But why? If I have money for medical needs, then I go
2 get medical needs, if I don't, I got to pay my bills first.
3 That's my main concern. I'm on budget billing, how much is it
4 going to increase my budget billing? I mean, what else do we
5 do?

6 JUDGE WOODRUFF: Mr. Clayton, do you have any
7 questions?

8 CHAIRMAN CLAYTON: I do. Ms. Yursak, thank you for
9 coming.

10 I wanted to ask you several questions, and I apologize
11 this microphone. You said you try to use less energy, I wanted
12 to see, have you taken advantage of any programs that Ameren has
13 in place to do that, or has it been on your own, just done your
14 own research?

15 MS. YURSAK: I've trusted them, because I've been on
16 budget billing for a long period time, so I trusted that I was
17 still on budget billing, only to find out now that I'm on a cold
18 weather plan program, which I was unaware that that's what they
19 changed me to. These changes happen, and I don't realize it.
20 I'm still thinking one thing, when it's actually not plan A,
21 it's plan B, but I'm still considered on budget billing.

22 CHAIRMAN CLAYTON: Have you taken any formal, if the
23 answer is you haven't done anything, that's fine, I just wanted
24 to get a handle on when you talk about trying to use less
25 energy, have you had to sacrifice?

1 MS. YURSAK: Yes.

2 CHAIRMAN CLAYTON: What kind of sacrifices have had,
3 have you messed with your thermostat, or had to spend money to
4 put in new windows, can you give me an idea what you've done?

5 MS. YURSAK: Right now, I have plastic on my windows. I
6 literally wrap the outside of the window unit, as well as the
7 inside of the window unit. During the summertime, of course
8 that's not going to be wrapped, because that's how I get my cool
9 air. The facility that I live in does not have cool air for the
10 whole entire facility. Again, that's where a fan comes in
11 handy, you always try stay where it's cool air is, if you have
12 to, you sleep on the floor, you do what you need to.

13 CHAIRMAN CLAYTON: Can I ask about reliability, do your
14 lights stay on, are you happy, do they flicker, go out if a
15 storm comes through?

16 MS. YURSAK: Like most everyone it has a tendency to
17 flicker, that's what flashlights and that's what candles are
18 for. It goes out because maybe a tree falls the wire, that's
19 expected.

20 CHAIRMAN CLAYTON: Say in the last couple years, have
21 you had any major outages?

22 MS. YURSAK: Yes, last year, I had one in the summer,
23 one in the fall.

24 CHAIRMAN CLAYTON: How long an outage?

25 MS. YURSAK: Summertime was for, I believe it was two
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1 or three days, in the wintertime, that may have also been two or
2 three days.

3 CHAIRMAN CLAYTON: Two or three days last winter too?

4 MS. YURSAK: Yeah. I know one day for certain, that's
5 when I say two or three days maybe, I can't remember the exact
6 timeframe, but I know it was out for a period of time?

7 CHAIRMAN CLAYTON: If you go back to 2006, 2007 when we
8 had the major outages in the St. Louis area, there was a
9 windstorm in the summer, and then there was an ice storm that
10 fall, people were without power for days at a time, ten days,
11 twelve days, that sort of thing. I'm trying to get an idea,
12 since then we implemented new rules on tree trimming, are the
13 lights staying on, are they working better, the same, that's
14 kind of what I'm trying to get a sense of?

15 MS. YURSAK: Recently, they flickered, and a couple
16 times, they've gone out, but normally it's maybe 10:00 until
17 sometime in the morning, but I call, I do get an answer, I do
18 get results, so I haven't had much of a problem, but again, keep
19 refrigerators closed, use as little as possible.

20 CHAIRMAN CLAYTON: Sure. Well, let me just, I'll
21 conclude with this. The Ameren desk out there, there is a
22 person that's got a sign that says reliability, they can look at
23 the reliability of your service, if you'd like to take them up
24 on that, but on this billing issue cold weather plan or budget

25 billing, I urge you to meet with our PSE staff right outside the

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1 door. If you're not understanding what's going on, we need to
2 help you understand how everything's being set up. So I urge you
3 to take advantage of that.

4 MS. YURSAK: Yes, sir.

5 JUDGE WOODRUFF: Questions from the parties?

6 MS. YURSAK: Thank you.

7 JUDGE WOODRUFF: Next name on the list is Sandy
8 Di amond?

9 MS. DIAMOND: Good evening.

10 (Witness sworn)

11 JUDGE WOODRUFF: State your name.

12 MS. DIAMOND: Sandy Di amond S-A-N-D-Y D-I-A-M-O-N-D.

13 JUDGE WOODRUFF: What would you like to tell us?

14 MS. DIAMOND: If it's okay, I prepared some remarks, so
15 I could go ahead and start with that. So members of the
16 commission, any UE executives, general public that are here. My
17 name is Sandy Di amond and I've lived in University City since
18 1982. I've lived in St. Louis since 1969. I'm here today to
19 ask you not to raise our electric rates. We've all seen the ads
20 and literature that explain why Ameren is requesting an 11
21 percent increase.

22 According to the request, a significant portion of
23 this rate case is to recover, and I stress recover,
24 infrastructure investment UE is making to serve its customers.

25 As a consumer of electricity, and resident of Missouri, I truly

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1 understand Ameren's needs, however, I do not believe there that
2 Ameren's customer should bare the burden of paying for recovery
3 of infrastructure investments that you're making.

4 Many of these recovery costs are for things like tree
5 trimming, services that should been ongoing, had UE addressed
6 these types of infrastructure investments, on a yearly basis,
7 rather than waiting for the crisis of 2006, they most likely,
8 you most likely would not need such a large increase.

9 As the home owner, it is my responsibility to fix
10 things in my home. If I don't get my furnace or air conditioner
11 unit serviced, and then find out five years later that my heat
12 extender has a hole in it, which I did, and I need a new unit,
13 should I then be able to go to the heating company and ask them
14 to help me recover the cost of replacing my unit? I don't think
15 so, it's called responsibility.

16 Just recently, I cancelled my landline with AT & T for
17 the same reason. I had a simple landline, no call waiting, no
18 long distance, a basic phone bill, yet my monthly bill was \$45 a
19 month. When I inquired, I was told that \$20 each month was
20 going to pay for AT & T recovery costs from a lawsuit they lost.
21 AT & T was allowed to pass these costs onto the consumer.

22 What I can't figure out is why Missouri consumers are
23 constantly having to bail out the utilities for their mistake,

24 or their lack of due diligence. Those trees should have been
25 trimmed on a regular basis. We should have been addressing

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1 these infrastructure problems long before today.

2 Likewise, there have been great incentives for the
3 past six years, for consumers to buy energy star rated
4 appliances. Light bulbs, windows. In fact, I think I even got
5 a tax deduction for replacing all my appliance and windows. I
6 was told that moving to energy star items would help save
7 electricity, and help save the environment.

8 So I did. Over the course of four years, and using a
9 home equity loan, I spent \$10,000 to replace windows, get a new
10 refrigerator, get a new dishwasher, get a new furnace, a new hot
11 water heater, and I'm buying the new light bulbs. In the
12 beginning, I was quite excited. I saw an immediate difference
13 in my electric bill. I thought wow, that home equity loan is
14 really paying off, now Ameren wants my money back.

15 Let me give you an idea of what I'm paying to Ameren
16 UE. In 2008, and I live in a little two bedroom condo, I paid
17 \$380.11, or twelve percent of my take home pay, that's what I
18 paid to Ameren. That's not very much, and I don't think I used a
19 lot of electricity, back then at least.

20 In 2009, my bill went up just a tad, and I paid
21 \$418.68, or thirteen percent of my take home pay. In 2010, I
22 paid Ameren \$575.78, or eighteen percent of my take home pay.
23 And for the first two months of 2011, it is already up way over

24 eleven percent more than last year at the same time. This is
25 all after I spent the \$10,000 for the energy efficient.

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1 And I want to go back, 2008 before the last rate
2 increase, I was paying \$380. So from \$380 to \$576 is what my
3 increase has been in a simple three years.

4 Please note in the same time period from 08 to right
5 now, because of the economy and budget cuts, I have not had a
6 salary increase. Our salary have been frozen. I'm close to
7 retirement, so I projected what my yearly income after taxes
8 would be as a retiree, and found that if Ameren gets this eleven
9 percent increase, I will end up paying 21.5 percent of my take
10 home pay. Almost 22 percent of what I'm going to make, or get
11 for a year, on a fixed income, is going to go to Ameren.

12 Think of it, one fifth of this total income, as a
13 retiree, will go to Ameren. The thought of that is incredible.
14 And I know you have programs for seniors who can't afford the
15 rate, but you're looking at many, many Missourians who will not
16 be able to afford these increases. You heard from some of them
17 tonight.

18 I ask this commission to think of our senior citizens,
19 to think of our hardworking Missourians who are trying to make
20 ends meet in this challenging economic time, and not approve
21 this increase. Rather, I would ask the commission and UE to
22 continue to look at internal ways to recover these costs, and

23 not pass them on to Missouri, at least not at this time.

24 I do appreciate the fine quality of service we get
25 from Ameren, but unlike my phone situation with AT & T, I can't

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1 drop Ameren and go to a competitor. The only recourse Missouri
2 consumers have, is our Public Service Commission. Your mission
3 as it's stated on your web page, is to ensure that Missouri
4 consumers have access to safe, reliable, and reasonably priced
5 utility service, while allowing those utility companies a chance
6 to earn a reasonable return on their investment. I don't think
7 an 11 percent increase fits into your mission of reasonably
8 priced.

9 And if I were a betting woman, I would bet that Ameren
10 Corporation, is already getting a reasonable return on their
11 investment. I looked at the stock pages before I came today,
12 and it's coming up quite well.

13 I thank you for the opportunity to speak today, and
14 really encourage you to listen to the citizens who are
15 struggling at the time, before you go ahead and approve an
16 increase that is going to be a hardship on many, many
17 Missourians, in this room, and in the state of Missouri, thank
18 you for your time.

19 CHAIRMAN CLAYTON: Ms. Diamond, I just have a couple
20 questions. First I had to go back to the AT & T comment. We
21 have nothing to do with them any more, and we have nothing to do
22 with that.

23 MS. DIAMOND: It was just an analogy.

24 CHAIRMAN CLAYTON: I understand, I understand. AT & T
25 was completely deregulated as to price a few years back, when

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1 they do that, they do that on their own, we don't approve it.
2 We used to regulate their price, what I wanted to ask is, on the
3 investment that you make energy efficient appliances, when you
4 talked about your bills, you gave a very detailed schedule.
5 What I wanted to ask, and I don't know if you have this
6 information, is the usage of electricity, were you able to track
7 a reduction in the kilowatt hours, if I would make a comparison
8 to a gallon of gas. Everybody understands if you fill up a car
9 with a gallon of gas, you pay the price per gallon, it's the
10 same idea with electricity. The more kilowatt hours you use
11 times the rate, that's what you bill. Were you able to track
12 that at all, did it go down, or go up?

13 MS. DIAMOND: According to Ameren, because I just
14 talked to a representative last week, because I was -- my bill
15 came before I guess it was, we going into March, must have been
16 the February bill, and I, first of all, I didn't get it on time,
17 I guess because of the little storm, and I know I'm the only one
18 that inquired that I didn't get my bill.

19 But she told me that bill was, I believe was over \$40,
20 and I knew immediately it was much larger than my bill for
21 January, and last year, and she looked it up it was \$32.

22 Basically told my -- my usage was the same, and nothing really
23 changed, I mean, up until a month ago, I didn't even have cable,
24 so I don't have, I have a computer, two TVs, I run my dishwasher
25 maybe three times a week. I do not have a washer and dryer,

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1 just, you know, the heater.

2 CHAIRMAN CLAYTON: But you haven't been able to track
3 that usage? Like if you were to go the last twelve months with
4 the appliances, verses the twelve months before, by number of
5 kilowatt hours, have you been able to track that?

6 MS. DIAMOND: If I'm not mistaken, didn't UE just send
7 us something in the mail that shows us our usage, I'm almost
8 positive that they did. If I remember looking at that chart,
9 and I can go out and ask the people outside, but I don't believe
10 my usage was that different.

11 CHAIRMAN CLAYTON: With the energy efficient
12 appliances?

13 MS. DIAMOND: Well, it was the first year, in 2008, it
14 went, my bills both Laclède Gas and UE were cut in half, just
15 like they told me that first year.

16 CHAIRMAN CLAYTON: The usage had to have gone down, if
17 you were using say 800 a month, it dropped with those
18 investments?

19 MS. DIAMOND: The first year, and then whenever these
20 rate increases have come, it's offsetting the usage, and the
21 point I'm making, I don't unlike some people, I understand that

22 you need, you did all this tree trimming, I do believe like
23 people had said, if you done it along the way, like we have to
24 maintain, the costs would not be whatever that figure you gave.
25 I truly believe that if you had been trimming trees in

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1 neighborhoods for the last fifteen years, you wouldn't have had
2 to send trucks into every neighborhood every day to trim trees.

3 CHAIRMAN CLAYTON: I'll tell on that issue, what I have
4 learned, someone who went through all those big storms, and
5 those major outages in 06 and 07, what I have learned, from my
6 experience being part of it, people being upset, getting out and
7 seeing those trees, is that it's an ongoing effort, it's not a
8 matter of doing it one summer, it's a matter of every year
9 getting out there. And so we have built that expense in there,
10 because I tell you what, I don't think I would be allowed back
11 in St. Louis, if the power went off for another twelve or
12 fourteen days, like it did in 06.

13 MS. DIAMOND: I was affected in that storm for three
14 days. For those that maybe not know, some of the insurance
15 companies will reimburse you for loss of groceries, up to like
16 \$200 or \$250, so I was able to get that.

17 CHAIRMAN CLAYTON: Can I ask you one other question.
18 You said reliability was good. We implemented new rules on
19 reliability, tree trimming, infrastructure investments, so that
20 the lights would stay on. Have you seen any change in your

21 reliability since 2007, 2008?

22 MS. DIAMOND: Definitely, there's no question.

23 CHAIRMAN CLAYTON: And improvement or?

24 MS. DIAMOND: A tremendous improvement.

25 CHAIRMAN CLAYTON: Good.

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1 MS. DIAMOND there is no question that the reliability,
2 now I do get nervous I have candles, I was ready for outages in
3 the last storm. I was actually shocked that we didn't have any,
4 happy, but I was prepared for it this time. But no, I mean I
5 think if my lights flickered once or twice, I'm trying to think,
6 I live in U City, so there may have been a thunderstorm where we
7 got nervous, but it came right back on. I have no problem with
8 that.

9 My problem is in the economic times that we are
10 facing, I realize that you may need the money, I'm not disputing
11 that, all costs are going up, but I think people need to start
12 thinking, the people, the average people making just wage, you
13 know, real wages, not you know, many of us don't have 401Ks that
14 companies are matching funds. I don't know how many UE
15 employees have had to take a wage freeze for three years. You
16 do that, and you want to raise rates, Laclède Gas wants to raise
17 rates, the gas bill goes up at QT, my homeowner's is going up,
18 the car insurance goes up, you're on a fixed income, where are
19 you supposed to get this money. I don't know, I really don't
20 know where you're supposed to get the money.

21 So when you're asking me to pay 22 percent more, where
22 am I going to get the money? I can't give up, what am I
23 supposed to give up, I gave up my landline, so I'd have a little
24 bit more money. I don't know what you're supposed to give up,
25 that's what I'd like people to think, maybe in a year or two

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1 people are out spending money, but this is the wrong year to be
2 asking for a rate increase. I work for this university, they're
3 asking us to take another seven percent budget cut. Everybody's
4 being asked to take cuts, and you're coming, not you, but UE is
5 coming to us, UE Mo and saying we want an increase by eleven
6 percent. Even if I got a raise, who gets an eleven percent
7 raise? I don't know maybe the people in this room do, I haven't
8 seen that kind of raise ever in my entire life.

9 CHAIRMAN CLAYTON: Thank you very much for coming
10 tonight.

11 MS. DIAMOND: Thank you.

12 JUDGE WOODRUFF: Next name on the list is Joan Bray.

13 (Witness sworn)

14 JUDGE WOODRUFF: State your name.

15 MS. BRAY: Joan Bray.

16 JUDGE WOODRUFF: What would you like to tell us?

17 MS. BRAY: Well, I am here representing the Consumer's
18 Counsel of Missouri, which is a grassroots organization with
19 individuals, residential consumers, and I do want to tell you

20 why consumers counsel believe this rate request should be
21 denied, in full.

22 Contrary to one previous assertion this evening about
23 don't listen to what they tell you on the telephone, Ameren has
24 increased it's rates since March of 09 through either six rate
25 cases, or fuel adjustment charges, by 577 million, which is 25.7

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1 percent rate increase, that the customer had to endure since
2 March of 09. We think that is excessive to start with, so to
3 have a further eleven percent rate increase at the time, is just
4 undoable.

5 This is during a rescission, trying to recover from a
6 recession, St. Louis isn't doing so well coming out of this
7 recession, people are still losing jobs, not finding jobs. The
8 previous witness made it clear, what's happened to somebody
9 that's even employed, think of all the folks that aren't
10 employed, this is just not the right time to do it.

11 The fuel adjustment clause hasn't always been around,
12 as you know, were particularly opposed to that method of raising
13 rates, because particularly electric utilities have a variety of
14 sources for energy, so it's possible to balance the portfolio
15 differently, unlike Laclède Gas Company which only is gas, with
16 electricity company like Ameren, they can change their portfolio
17 to adapt to rising costs.

18 One energy source they should be looking more at other
19 energy sources, we firmly believe that a fuel adjustment clause

20 does not encourage looking for the best deals, and incentives to
21 get the best deal on energy supply.

22 So we, steadfastly continuously opposed to the fuel
23 adjustment clause, as part of raising rates, which again has
24 been done multiple times in the past two years.

25 Right now, the return on equity that Ameren enjoys

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1 10.1 I believe, and they are asking for 10.9, and I know the
2 staff is recommending something smaller, so many businesses
3 would love to have that, especially now. I think this utility
4 probably is own utility we need to get a little dose of reality.
5 Maybe guaranteed through this regulatory process, an allowable
6 return on equity, that's not the real world right now, and I
7 think you know, it would behoove the utility to understand what
8 a recession really is like, for the rest of the world, rest of
9 the country, rest of the state, and this region.

10 The request for reimbursement as far as stock expenses
11 is unconscionable. Set the time rate payers would not have to
12 suffer financially to put that back together. It should have
13 been maintained, it should have been monitored, preventable
14 disasters, taxpayers, rate payers, suffered because of that
15 disaster, and that should absolutely be denied, without even
16 another thought.

17 And you know, Ameren is the one who brings the case,
18 they asked for the rate case, so why should we have to pay for

19 their expenses on rate case? That should be again, just denied
20 on the face of it.

21 Again, this is, there's still the recession continues
22 in many people's lives, and the company should learn to deal
23 with the real world, and that reality, in terms of their rate
24 payers, so we oppose this rate increase on all fronts. Thank
25 you.

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1 CHAIRMAN CLAYTON: Thank you Joan. I wanted to
2 recognize your work over the years, in both the house of
3 representatives, and senate, I appreciate you staying involved
4 in public policy, holding our feet to the fire, and working us
5 over. So I appreciate the history and knowledge you bring to
6 the table.

7 What I wanted to ask you is not into a particular
8 element of your testimony here tonight, but as one who is
9 representing consumers, I would, dare I say, perhaps low income
10 consumers or more vulnerable consumers, as we face some big
11 challenges with energy, coal prices are going up, gas prices are
12 going up, nuclear plants cost a great deal of money, windmills
13 and solar panels cost a great deal of money, energy is going up
14 in price. What can the commission do to address this
15 affordability issue, and working with low income groups? Is it
16 focusing on energy efficiency, is it focusing on different types
17 of rate design, is it educating folks on knowledge they can gain
18 about savings that they get for energy efficient.

19 Can you give me an idea, fuel prices go up, it's a
20 real challenge, whether it be in this case, or some time in the
21 future, what else do you think we can do to help those folks?

22 MS. BRAY: Well, I think you mentioned two key things.
23 You do have a power project going on rate design, correct, so
24 that's something that I hope that we will learn from, and be
25 able to, you know, hone it, make it better, and then put it in

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1 place, not just as a pilot project, and make it part of the
2 system.

3 So I think that's an area that we really want to work
4 with you on, because that's critical, but I just feel so
5 strongly, that the commission needs to take a leadership,
6 because I'm not sure who else would, on efficiency and
7 conservation. I go to conferences everybody talks and talks and
8 talks, but the statistics of what can be gained by conversation
9 an efficiency, is huge. It's a big chunk, I can't give you the
10 percentage or whatever, different ones doing different things,
11 but somebody's got to take leadership in this state, and
12 nobody's picked it up and done it. But it's got to be well
13 funded, it's got to be pervasive, it's got to be part of rate
14 case, got to be, just you know, just permeate everything,
15 because I honestly don't believe that the real need has been
16 assessed for that to be done. I think we would see the need on
17 a downward trajectory, if you can use that world downward, that

18 the realty would be different from what the assumptions are.

19 I saw somewhere, you know recently, as I was reading
20 that someone was saying like there could be 20 percent increase,
21 that's not, can't be, we can't handle that, but education and
22 understanding and commitment, everybody's going to have to
23 realize, there's some bit of well, it's not even suffering when
24 you really look at it, even if you did the fuel efficient
25 lights, actually they give brighter light than traditional

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1 kinds. So your eyes aren't going to suffer because you got just
2 as much light, for less money.

3 But I think there's just a huge education process that
4 needs to take place, and the commission has to lead it, and has
5 to do it through it's statutory obligations, responsibilities,
6 and privileges of working with the utilities to get this done.

7 CHAIRMAN CLAYTON: Well, I appreciate that. I agree
8 that the commission needs to do more, I think we've made some
9 great changes in recent years. We just issued new rules
10 associated with energy efficiency, we have a number of programs,
11 the low income pilot project is out there, we also have new
12 levels of funding for energy efficient programs, so we're trying
13 to do more, so please stay involved, give us ideas that we could
14 do.

15 MS. BRAY: I would hope through rate cases, and I know
16 we're not here to ask you questions, but I would hope through
17 rate cases the utility would have a better understanding of what

18 they have to do, because they're the ones that actually reach
19 the consumer, but you're the ones that set the requirements for
20 how they operate.

21 CHAIRMAN CLAYTON: Thank you very much.

22 MS. BRAY: Thank you.

23 JUDGE WOODRUFF: Questions from counsel?

24 The next name on the list, I think it's Tom Buzetta.

25 (Witness sworn)

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1 JUDGE WOODRUFF: Could you tell us your name?

2 MR. BUZETTA: Tom Buzetta B-U-Z-E-T-T-A.

3 JUDGE WOODRUFF: What would you like to tell us?

4 MR. BUZETTA: Well, I don't have any prepared remarks,
5 I think I would probably echo a lot of what has already been
6 said by the lady in the yellow jacket who was up here earlier,
7 and the lady from the center of the audience over there, just
8 with regards to the fact that I think Ameren, you know, needs to
9 be cognizant of the facts and it's been said before tonight, we
10 are facing some very hard economic times. A lot of people are
11 unemployed or under employed, I'm unemployed currently. And I
12 know quite a few other people who are in the same boat.

13 So when you have Ameren asking for an eleven percent
14 increase, on top of other utilities asking for their cut, almost
15 scrambling to the top saying, hey, look at me, I want my
16 increase too, it gets to be to the point where you are putting

17 the average consumer under a tremendous amount of pressure.

18 Now, as the lady before mentioned, who gets an eleven
19 percent increase off of an average job, I've never experienced
20 that, I don't know anybody who has. I really don't think that
21 the executive staff of Ameren has a clue as to what the average
22 consumer who may be unemployed, underemployed, maybe has to work
23 two or three jobs just to make it, I don't think they have a
24 clue.

25 Mr. Baxter, I believe, said they had their wages

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1 frozen, but I would like to ask how much is the top CEO of
2 Ameren making before it was frozen, because I think he has a
3 little bit of leeway there to where he doesn't have to cinch his
4 belt as tight as anybody else in this room. So I kind of think
5 there's a real credibility gap as far as Ameren understanding
6 what the pressure is a that average consumer is being put under
7 from multiple utility rate increases.

8 They just never end, and in fact, then you have cost
9 of living, cost of food, cost of putting gas in your tank, it's
10 all going up, and like the lady said, just one or two
11 testimonies ago, this is the absolute worse time to ask for a
12 rate increase. Maybe in a year or two when economy picks up,
13 but now, you could not possibly pick a worse time for asking for
14 people to cinch their belt any tighter than what it is, because
15 I and my family, we got to cinch so tight we can't even breath.
16 We're up against the wall, and I know there's lot of people in

17 this room who know exactly what I'm saying, where is the money
18 going to come from.

19 You're either out of work, you're working two or three
20 jobs, and you're still not making ends meet, so where's the
21 money going to come from. I would like to see some belt
22 cinching on Ameren's executive staff. I would like to see
23 whether they have to go through the winter wearing just about
24 what I do indoors, indoors, this is what I wear indoors because
25 our temperature, our temperature control is set at a pretty

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1 content 60 degrees, except for when we go take a shower, then we
2 might bring it up to 63 degrees or 64. I really doubt the ECO
3 of Ameren has to go through that. That's what we have to do.

4 In addition to every conservative measure you can
5 possibly imagine, and after all of that, you know, we still have
6 to worry about paying that electricity bill at the end of the
7 month, it's just, I don't think you guys get it, you really just
8 don't get it. Maybe you ought to come and stay a night in our
9 house, and bundle up real good if you do, because it's going to
10 be real cold.

11 In the summer, we have to, don't run the AC that long,
12 every possible things we can do, we're doing, and at this point,
13 you know, it's just like how much is enough is enough.

14 And one area I will have some empathy for the utility
15 companies is this. The current administration has said,

16 Mr. Obama has said that under his plan the cost of energy would
17 necessarily skyrocket, and I think with cap and trade, and the
18 pressure that's comes down from Washington DC, maybe not
19 particularly now, but in the future, there is going to be even
20 more pressure for utility companies to raise rates, because
21 they're going to have to recoup all of the (inaudible) they're
22 putting up, on the (inaudible) like that.

23 So in one way, I am emphasizing with the utilities,
24 and I think the utilities maybe ought to get together with some
25 of our legislatures, and say hey, these unfounded mandates that

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1 are coming down from the federal government, are violations of
2 the 10th Amendment, and I don't think we should be having to
3 foot the bill for those mandates, such as cap and trade, on
4 these energy initiatives, which are at the end, putting
5 everybody in a lot of strain.

6 So on that front, I do emphasize with the utility
7 companies, and I think hey guys, you can spend the money on the
8 slick literature and on the slick graphs, why not use some of
9 that money to lobby in favor of trying to go against these cap
10 and trade, and these energy dictations that are coming down from
11 Washington DC, because I think there's a 10th Amendment issue
12 here, where the states have to sort of exert some backward
13 pressure on the federal government, to allow you guys to make a
14 fair profit, and at the same time, not gouge the customers like
15 us who are just barely staying above water, that's basically my

16 comments.

17 JUDGE WOODRUFF: Thank you, sir.

18 CHAIRMAN CLAYTON: Mr. Buzetta, I don't have any
19 questions, I think your message came through loud and clear,
20 thank you very much.

21 JUDGE WOODRUFF: David Barbier.

22 (Witness sworn)

23 JUDGE WOODRUFF: Tell us your name, and spell your last
24 name for the record.

25 MR. BARBIER: David Barbier B as in boy, A Adam, R

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1 Robert, B boy, I Ida, E Edward, R Robert.

2 JUDGE WOODRUFF: Who would you like to tell us?

3 MR. BARBIER: Well, I'm just upset about my bills, I
4 got the last couple months, I know December of 08, my bill was
5 \$116, and in 10 it was 1 kilowatt hour less, but was \$153.30
6 which is \$37.30 higher, and that's 31.9 percent, I feel that's
7 unreasonable.

8 Between Ameren Florissant, Florissant taxes went from
9 \$5.81 to \$10.73, I think those are unreal.

10 When you're on Social Security like I am, Obama said
11 we got, cost of living for the last two or three years, that
12 \$1,800 just don't go too far. I don't think Ameren. That FAC,
13 I don't think that's right at all. It was 90 cents last year,
14 now it went up to \$8.65, January it went up to ten something. I

15 don't think fuel costs went up that high, because two years ago
16 fuel was very high too, if you remember. That's all I got to
17 say.

18 CHAIRMAN CLAYTON: Sir, would you be willing to share
19 those bills with me, can I come out and take a look at them? So
20 you have a bill here from, make sure I get this date right,
21 looks like December of 09, is the \$116 bill.

22 MR. BARBIER: Okay, I'm going by the total.

23 CHAIRMAN CLAYTON: Yeah.

24 MS. BARBIER: I think one was \$116, the next one was
25 \$133, next one went up to \$153.

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1 CHAIRMAN CLAYTON: I'm not seeing, I don't think this
2 one has a fuel adjustment?

3 MR. BARBIER: No, it don't.

4 CHAIRMAN CLAYTON: Then you got December of 2010, if
5 you don't want me to read through this, it's your business, but
6 you brought it up?

7 MR. BARBIER: It don't matter.

8 CHAIRMAN CLAYTON: I think this is helpful. Your use
9 is 2493, went down, now the fuel adjustment mechanism in 2010
10 was a negative 90 cents, you actually got a reduction, but the
11 tax went up in Florissant, but the total bill still went up
12 eight bucks. Then November --

13 MR. BARBIER: Should be an 8, 9, and 10.

14 CHAIRMAN CLAYTON: It's 09, 10, 11, three years, starts
Page 30

15 in 09, so this is your current bill, so you've got roughly a
16 similar amount of kilowatt hours, bill goes up, fuel adjustment
17 mechanism is \$8.65, which is the thing that really gets under
18 your skin?

19 MR. BARBIER: That's right.

20 CHAIRMAN CLAYTON: If I'm hearing you correctly. And
21 then the Florissant municipal charge tax, looks like went up as
22 well.

23 The fuel adjustment cost was negative for a while,
24 actually a reduction, that basically represents fuel cost, fuel
25 is coal in the most part for Ameren territory.

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1 You're in Florissant, have you seen, has reliability
2 improved or gone down or stayed the same?

3 MR. BARBIER: Well, I think it's improved.

4 CHAIRMAN CLAYTON: It has?

5 MR. BARBIER: We still get an outage every now and
6 then, I can't tell you how many or what, but a squirrel can get
7 up there, get fried up there on the transformer or something,
8 knocks it out.

9 CHAIRMAN CLAYTON: Okay.

10 MR. BARBIER: We haven't had nothing like we had that
11 one year.

12 CHAIRMAN CLAYTON: Sir, thank you very much, are you
13 going to be here for a while?

14 MR. BARBIER: I was going to head out.
15 CHAIRMAN CLAYTON: I'm going to give these back to you,
16 but I appreciate it. Thank you very much for coming.
17 JUDGE WOODRUFF: Any questions for attorneys?
18 Next name on the list is Carol Buzetta.
19 (Witness sworn).
20 MS. BUZETTA: I don't have a prepared statement either,
21 but on observation, Mr. Clayton asks each person if their
22 reliability issues, satisfied with reliability. Granted, we
23 were out of power in 2006 for about seven days, and our
24 reliability issues have improved since that time, but isn't it
25 the business, no pun intended, of any business to be reliable?

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1 Yet Ameren does have a monopoly, they are only one that I know
2 of in St. Louis County that generates electricity for the rest
3 of us to purchase. So it's a business, you know, a good business
4 would be reliable, so that's what we should expect from any
5 business.

6 One thing that hasn't been mentioned that I heard
7 regarding what this will cost the average taxpayer, or utility
8 consumer, is that the cost of a business, they're going to pass
9 that cost on if Ameren gets the rate increase to their customer
10 also, I don't know if that's factored into the eleven percent
11 projected rate increase. It will be more, because we will pay
12 for any good or service from the business that uses electricity,
13 we're going to get that cost added on to our bill or service.

14 I live in Florissant, I'm not proud to say this, I
15 make \$9.00 an hour. I made more but recently had to switch to a
16 different position for health reasons. I haven't had health
17 insurance for about six years now, so you can imagine how much
18 30 cents per day means to me. It doesn't only mean 30 cents
19 extra per day, calculate how much that means in a year's time.
20 Believe me, you want to see what I can do with that amount of
21 money, I'm very creative.

22 I think you've heard from the majority of people here,
23 they will suffer significantly from this rate increase. If you
24 want energy efficiency tips, again, come to our house. I'm
25 really creative on all aspects of how to save money, and another

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1 thing too, you mentioned before some of the reps from Ameren
2 have mentioned these energy assistance programs. To me I see
3 that's a hand out, I want don't want to put myself in that
4 position, if I don't have to. I want to work for what I earn,
5 and I pay for what I use.

6 So, you know, it's not a good strategy as far as I'm
7 concerned to say, well, we set aside this much money or this
8 agency will help you pay your bills. Why do that when you don't
9 have to, okay. There are other methods that I think that other
10 people can actually look for, to be more efficient in your
11 operations and procedures.

12 I noticed in a 2010 press release from Ameren, that at

13 the end of the press release, they had something called forward
14 looking statement. This is regarding statements that they made
15 in the press release, which they mentioned these forward
16 looking, I guess visions, that Ameren has if they did get the
17 rate increase, which basically stated at the end, that these
18 forward looking projections from Ameren, due to things beyond
19 their control, weather may be bad, or fuel costs go up,
20 whatever, you may or may not get what Ameren promises.

21 Well unfortunately, in the real world, we have no one
22 to go to, and that's an every day occurrence, in the everybody's
23 life here, we have no one to go to when that happens in the
24 average's person's life. Regarding the fuel adjustments, well,
25 let's see, the price of coal goes up so someone passes that on

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1 to the rate payer. Who do we pass it on to, we have no one to
2 pass it on to. You eat that cost, you either pay it, or you
3 don't, and that's the way the real world works.

4 So I don't know what more else to say, other than
5 again, in my view, you got an office of public counsel that's
6 supposed to be the advocate for the general public or the
7 average rate payer, the people who can't afford high paying
8 lobbyists, and a whole lot of them, can't afford high paid
9 lawyers to push their point you know, forward. You got office of
10 public counsel right now, operating with nine people in the
11 significantly less budget than Public Service Commission or
12 Ameren.

13 It's not a balance, or they can't offer the resources
14 that Ameren or Public Service Commission can offer, so it's just
15 to me, that needs to be addressed, and that's pretty much all I
16 have to say, thank you for listening.

17 JUDGE WOODRUFF: Mr. Clayton?

18 CHAIRMAN CLAYTON: Let me just say on that last bit, I
19 urge you to contact your legislators.

20 MS. BUZETTA: I have, my senator Jane Cunningham, and
21 also a couple of other legislators about it.

22 CHAIRMAN CLAYTON: The governor's recommendation is to
23 double their staff, and transfer \$1.5 million from our budget,
24 to the office of public counsel, so there are discussions about
25 that right now.

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1 It's not up to us, not up to Public Service
2 Commission, but the legislator will make that decision, so I
3 wanted to, on the last point, make sure that you contact your
4 legislators, and make them aware of that.

5 MS. BUZETTA: I have, and I will do so in the future.

6 CHAIRMAN CLAYTON: I have one question, and really, it
7 goes to your opening comment about my questions about
8 reliability. I guess I wasn't clear, I wasn't following your
9 point, I guess, I was asking if customers had improved
10 reliability and you raised the issue, well they're supposed the
11 be offering reliable service. I agree with that, there was a

12 time when I don't think that service was reliable, and I'm
13 trying to find out now whether it was or not, from a customers
14 perspectives, guess I wanted to see do you think your service is
15 reliable today?

16 MS. BUZETTA: Since 2006, yeah.

17 CHAIRMAN CLAYTON: It is.

18 MS. BUZETTA: But again, and I don't mean to be
19 redundant, but it does bear stating again, that is what any good
20 business should be, reliable. Now, if you're not a utility, you
21 go and patronize another business, you don't have a line of
22 service. In this case, you can't go anywhere else.

23 CHAIRMAN CLAYTON: Right, and I guess what I'm saying
24 is, I just want to make sure that service is reliable, that's
25 why I'm asking the questions.

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1 MS. BUZETTA: I understand.

2 CHAIRMAN CLAYTON: I'm hoping that service is reliable,
3 thank you very much.

4 JUDGE WOODRUFF: Patricia Murray.

5 (Witness sworn)

6 JUDGE WOODRUFF: Would you tell us your name.

7 MS. MURRAY: Hi, my name is Patricia Murray.

8 JUDGE WOODRUFF: What would you like to tell us?

9 MS. MURRAY: I attended one of those meetings, probably
10 a couple years ago, it was the same thing, Ameren was raising
11 the rates. They did get the rate hike, whatever, I don't

12 remember if it was more or less, but anyway it went up.

13 But mainly, I am a single mother, I have a special
14 needs child, who requires tutoring which I pay for. I also work
15 for the federal government, but my salary, probably grossing
16 \$38,000 after taxes, insurance, what have you, maybe I bring
17 home 30. When I get through paying my expenses, I have very
18 little left over, but I scrape up enough for my son to get the
19 tutoring he needs, because he was failing in school.

20 I'm not eligible for welfare, because my income is
21 over anything that Missouri or any state offers, in fact, they
22 laugh at me if I go in the welfare office. I'm not eligible for
23 heating assistance, child care assistance, Medicaid, nothing, so
24 everything that I have to get for myself and my children, I have
25 to pay out of my pocket.

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1 Now I'm sure all of you know earlier this year there
2 was a mandate that came up, all federal workers don't get no
3 raise. We didn't get a raise, but today, we received a letter
4 that said because President Obama and the republicans are in a
5 standoff, they're going to be massive furloughs that are
6 effective March 8, I could be out of work for a whole month. 30
7 days, no pay. I'm eligible for unemployment if that happens, if
8 they don't come to some kind of conclusion on the budget, but
9 what is that, \$250 after taxes, that's \$1,000 my rent is \$850.
10 How am I going to pay lights, gas, feed my kids, and pay the

11 extra \$300 I'm paying to my son's tutor, who needs that, because
12 if he doesn't get it, he's going to fail.

13 Now the problem I have is I have meetings all the time
14 with Board of Education, I'm on PT0, I have gone to many, many
15 focal group points for the state of Missouri about what needs to
16 be done to improve our education system, but still at every
17 meeting that I go to there's constantly funds being reduced for
18 education, there are no resources for parents who have a special
19 needs child, or to help parents period, and education is, to me,
20 the most important thing, because children are our future, but
21 yet we still, we got utility company going up and up every year,
22 taking more and more of our money. That's money out my pocket
23 for my son.

24 I have no one to go to, yes, his father pays child
25 support, but in the raw scheme of things, with everything going

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1 up and up, it's not enough. The thing that bothers me is this,
2 I went on budget billing with Ameren, and last month because I
3 had to choose between my son's tuition and paying my \$107 that I
4 was supposed to pay on the budget, I paid them 75 percent, I
5 think I owed them like twelve bucks, they took me off of budget
6 billing, because I didn't pay them the other 40. I called them
7 and told them I will pay the difference in January, but I have
8 to make some arrangements, I called them. Didn't make a
9 difference. They took me off of budget billing, and when I got
10 my bill last month, it was for 200 something dollars.

11 Because what they did was, the \$40 I didn't pay the
12 month before, they just took me off and then they started
13 charging me regular rate, took me off budget billing, and
14 reversed everything, and it was \$200 something dollars. Then I
15 got a nasty letter saying that if I didn't pay it, they were
16 going to cut it off. Really? Are you kidding me, and I called
17 you?

18 So what's going to happen March 8 if President Obama
19 and the Republicans don't come to an agreement, then I'm on
20 furlough for a month, or maybe longer. What are they going to do
21 then, who am I going to go to pay my rent, can't pay gas bill,
22 can't pay light bill, is Ameren going to cut me off, or have me
23 and my children sitting in the dark, in the middle of winter.

24 Because I have no one to go to. Everywhere I go, you
25 make too much money, you make too much money Miss Murray, we

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1 can't help you, there's no place I can go. So, when and it's
2 not a matter of if, when the federal government puts all of
3 federal workers in the United States on furlough, what happens
4 to people like me.

5 You know I was watching CNN last week I had to go to
6 the hospital for something, and there was something on CNN about
7 the average federal worker makes \$86,000 compared to the private
8 sector, bull. The only people who make \$86,000 are congress
9 somebody GS15 or above, but trust me, there are at least

10 100,000, 200,000 federal workers that make what I make, or less.
11 We are just like anybody else. We are pay our taxes, we get up
12 and go to work every day, we do our best, we try to be
13 hardworking, honest American citizens, doing what our parents
14 did, and what we do. I pay my taxes. I don't try to cheat the
15 system.

16 I work for Social Security in the hearing office, I
17 see people coming in all the time trying to get Social Security
18 for their son or daughter for ADHD, I have never done that,
19 never even occurred to me, because I was brought up to believe
20 you make your own way in this life. So I have been paying for
21 tutoring for my son out of my pocket, because I want my son to
22 graduate. He has a deficit, he has ADHD, and it never occurred
23 to me to try to go get Social Security, welfare, or any other
24 kind program, I tell my son you just have to work harder, but
25 then I have to provide him the resources to do that. How can I

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1 do that if I'm paying extra money for lights, extra money for
2 gas, extra money for this.

3 I go to Aldis, I shop at Aldis every time I go to the
4 store, and I'm always looking for discounts, and even Aldis is
5 going up. I have two fifteen year old kids, they have to eat.
6 I can't get food stamps. I'm not eligible, so I got to choose
7 between paying 11 percent more or my light bill, or my kids, I'm
8 going to choose my kids. What's Ameren going to do, you can go
9 to budget billing, but the first time you miss a payment, you

10 cut off, even when you call them to try to explain the
11 situation. Now I don't know about you gentleman, I don't think
12 that's right, I don't think that's fair.

13 But I am doing the best that I can, for my children
14 and I'm always encouraging them go to college. Now they're
15 talking about budget cuts for education, even though that's
16 another topic, you see where I'm going with this. I'm not
17 wealthy, I wasn't born to wealth, I was born very poor, right
18 here in St. Louis, I worked my way through college. I've never
19 been on anybody's welfare, any income program or whatever, and
20 the one time I did ask for Medicaid when I was unemployed for
21 two years, they only give it to me for two months, go figure.

22 I have always worked for everything that I've ever
23 gotten, attained, have et cetera, you name it, nobody gave me
24 nothing. I didn't have no problem with that, because that's the
25 American way, but what's not the American way to keep asking me

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1 to give more and more, it's like trying to squeeze the head off
2 a nickel. Ask me to give more, and more, and more, what happens
3 when we have nothing left to give. Then what's Ameren going to
4 do? What's Laclède going to do.

5 I know you said you don't have nothing to do with AT &
6 T, but them too. When we run out of money, because the United
7 States federal government is the largest employer in the United
8 States, when all of us go on furlough, what do you think is

9 going to happen?

10 I work in Social Security, if we're on furlough,
11 somebody's not going to get their check, because we weren't
12 there to process it. That person that doesn't get their check,
13 they're not going to be able to pay their bill. Is Ameren going
14 to understand that? I don't think so.

15 Now, I'd agree with this gentleman here, they probably
16 are going to get some kind of rate percent hike because this is
17 the order of things, they are a monopoly, and for the life of
18 me, I don't understand why FEC is not investigating them,
19 Laclède Gas, all of them, because to me, they get to do what
20 they do, because they're the only name in town, and they know
21 it, but we are the ones suffering for it.

22 Now, I ask you how far is that, sir, if you call
23 Ameren and say, look, I'm going to be short \$40 on my bill, I'll
24 pay the difference next month, no, or they say yeah, and they
25 don't put it in the system, and next month you're cut off.

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1 That's not right, I did what I was supposed to do, I called them
2 in advance, I let them know what was going on, and they cut me off
3 any way, and then when I got my bill last month it was \$200 some
4 dollars. And then they told me, in order for me to get back on
5 budget billing, I had to pay \$175 by February 2. I paid it, I
6 paid it, then I went to Aldis and got peanut butter and jelly
7 and bread, and that's what I had to feed my kids for dinner,
8 because I had nothing left, because I had to pay my other bills,

9 and then I had to get to work. I don't go anywhere, I don't do
10 entertainment, nothing, if it's not on TV, we're not watching
11 it.

12 I do the best that I can for my children, but every
13 day, my best is not good enough, do you know how that makes me
14 feel? Every day, you keep saying it's going to get better, they
15 told us we wasn't going to get a raise, people was complaining
16 on my job, at least you job got a job. Now, may not have a job
17 in three weeks, what's the answer for that?

18 It's not like I can just go get one, with the economy
19 how it is, I was unemployed for two years before I got this job,
20 I'm ex-military, and educated, it didn't make a difference,
21 because everywhere I went, I was told you're overqualified for
22 what we're looking for, and nowadays, that's more the norm than
23 not. I talk to my neighbors every day, people losing jobs left
24 and right, in the job they get doesn't even come close to
25 anywhere near paying their bills, I'm not talking they got a

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1 fancy car, just every day basics, every day food, light, gas,
2 water, transportation.

3 We are struggling out here, and we're hanging on by a
4 thread, but the thread is getting thinner and thinner, from the
5 weight on our backs of supporting corporate American, and what
6 they're trying to do, because at the end of the day, at the end
7 of the day, the benefit may be cleaner air, and it might benefit

8 my granddaughter, but it's not going to benefit or my daughter,
9 not in my lifetime. Nuclear plants are all wonderful and good,
10 but how much waste do companies have from running a nuclear
11 plant.

12 Missouri has so many landfills, and so much mess in
13 the water, in the Missouri and Missouri River, it's pathetic.
14 Missouri has the highest cancer rates in the nation. Why,
15 because if you do your research, Missouri, we're surrounded by
16 landfills with nothing but nuclear waste, all other junk from
17 steel mills, and whatever from going back to the industrial age.
18 The city has bad piping, that's got corrosion, and we're
19 drinking that, and it's killing us.

20 They want more money to offset what they already
21 spent. I understand that, it's just business with them, but
22 it's not just business with me, it's my life, and right now it
23 sucks. It's not business with me, to be able to come home and
24 my kids have nothing to eat because every dime done went to my
25 bills, because I pay my bills, or my make arrangements to pay my

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1 bills, and I've been that way all my life. It's not business to
2 me, it's my life, it's my life, it's my children's life.

3 If the federal government can lay off 200,000 people
4 to cut their budget, Ameren needs to do the same. Because it's
5 not just the suits that is making the big money, because I have
6 friends that work at Ameren, and they make \$80,000, \$90,000 too,
7 so a two percent cut in their pay is not going to hurt them,

8 because they're making more money than me.

9 We all have to make a sacrifice because we are in the
10 probably the worst financial crisis in my lifetime, the only
11 other time we been worse than this is the depression, and we're
12 on our way to another one, and it was business that put us there
13 then.

14 So we cannot just keep letting them come back to the
15 table and say, okay we did this, this, and this, we want some of
16 our money back, we cannot keep doing that year after year, we
17 can't do that. Then we let our education system go down the
18 toilet. Good teachers being let go because the state doesn't
19 have money for that, but we give these guys more and more and
20 then every year, they want more and more, it's got to stop
21 somewhere, there's got to be a point of okay, enough is enough.

22 There's got to be a point.

23 JUDGE WOODRUFF: Thank you Miss Murray. Chairman
24 Clayton, do you have any questions?

25 CHAIRMAN CLAYTON: Miss Murray, you talked about a lot

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1 of things I appreciate all of the things that you said. I think
2 all of the things, the risks, possibilities in the future, they
3 are really there, and there are definitely some challenges that
4 this country is facing right now. It's not an insignificant
5 thing laying off 200,000 federal employees, and putting them on
6 furlough, and when you say that's a possibility, I agree with

7 you, I think that's a real problem that this country is facing,
8 and I'm hoping that our leaders in Washington will find a way to
9 address a number of those issues. I hope our leaders in
10 Jefferson City will find some answers to these challenges on
11 education, or heating assistance or whatever, they need to find
12 a way of solving these challenges.

13 In the area where we operate, you came back to this
14 several times, relating to the budget billing issue, being off
15 of the budget billing for not making paying --

16 MS. MURRAY: Not paying the full amount I was \$40
17 short.

18 CHAIRMAN CLAYTON: I got that, I completely understand
19 that, to say that's not fair, you were exactly right, that's not
20 fair. What I'd like to find out if you can meet with our staff
21 outside the office, perhaps we can meet with the Ameren people
22 who are here, we can try to make that right. I can't guarantee
23 it, but I would urge you to meet with our staff, right outside
24 the door here, and see if we can address at least one of the
25 issues that we brought up. I don't have the tool kit for all

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1 the things that you brought up, but I completely understand them
2 I hope we can work on this billing issue.

3 MS. MURRAY: I hope so too, because it's not right.
4 I'm on budget billing because I was living tight, like that one
5 lady said that got the fuel adjustment cost thing on there, then
6 municipal tax, and municipal tax recovery charge, and all this

7 stuff on that. I said I'll get on budget billing because my
8 bill gets out of control, and then the first time I'm not on
9 point, they're like, well you're cut off.

10 CHAIRMAN CLAYTON: I'll tell you my perspective on
11 budget billing is, it's supposed to remove the surprise from the
12 utility bill, so you have a consistent bill, spread everything
13 out, so you're not surprised. But I'll tell you what, when you
14 get surprised on budget billing, it's infuriating, it's happened
15 to me. When either the usage is off, or there's some problem.
16 I remember somebody called me, they switched two numbers in the
17 check that they wrote, they were eight cents, it wasn't an
18 Ameren issue, it was a different utility, and they were eight or
19 nine cents short on the bill, and they cut them off budget
20 billing in the middle of the winter, so I understand that issue.
21 Is Contessa in the room?

22 Contessa is right outside the door, she's one of our
23 customer service reps, please speak with her, and I'm going to
24 work with her to get some follow up. Thank you for coming.

25 JUDGE WOODRUFF: Last name on the list, John Howard

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1 Ferrell.

2 (Witness sworn)

3 JUDGE WOODRUFF: State your name please?

4 MR. FERRELL: John Howard Ferrell.

5 JUDGE WOODRUFF: What would you like to tell us?

6 MR. FERRELL: I'm a stockholder, and Ameren UE
7 presented about two years ago, and I understand a lot of the
8 sentiment, emotion, and challenges of the people in this room,
9 because they've been thrown out here already, the lady who
10 talked about AT & T and her bill, and discontinuing it, and your
11 response is we're not regulating those guys anymore. I
12 volunteer that anybody that still has their AT & T line, take a
13 moment look at what you're paying for in services, and look at
14 what you're giving up in taxes for municipals, states, and such.
15 There's a lot of what's on that bill that has nothing to do with
16 the product.

17 I would submit, that if you went to a total
18 deregulation of Ameren UE as AT & T, I would suggest that you
19 might be very much amazed at the bargain you have now on the
20 electricity that you have. If you talk to any of your friends
21 who live outside of Missouri, California, Florida, Texas, any of
22 those places, ask them what they're paying. You'll practically
23 drop the phone, because they're paying two to three times what
24 you're getting billed. It happens to be a fact.

25 My only, and very quickly, to say I understand you

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1 guys have got a real tough job, because you have the reality of
2 people having to deal with the bills they've got to pay, you
3 have a company that is forced to come back and keep asking for
4 higher increases, which I don't think they care to do, but they
5 have to because what they're asking for doesn't put them on the

6 par with the rest of the country, that's their challenge, and I
7 get that. My big concern, and I said this the last time, is
8 that Ameren UE is headquartered here. I have a real concern
9 that somewhere along the line, because of the valuation model of
10 the company, as it is right now, and I've been a stockholder a
11 long time, when the company cut it's dividends to the holders,
12 the dividend was reduced from \$254 to \$154, the stock
13 immediately dropped, 50 to 60 percent. Now, that's the risk I
14 take as an investor, and employees I'm sure who had interest in
15 their retirement plans and stock purchase plans, were not
16 particularly happy with that either, but I'm sure they took
17 their licks.

18 My biggest concern is, if there isn't some
19 consideration for the financial structure that is being
20 controlled by this board, you could see the stock price of the
21 shares go down, possibly some more, if interest rates do
22 eventually go up, there's a good chance of the value of the
23 shares could go even further.

24 Now, there would be a lot of people sitting behind me
25 right now that says who the hell cares, that's none of my

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1 business. My point is, that I believe there are other
2 competitors out there, I believe there are other money managers
3 out there, who would look on that and say you know something,
4 this is a bargain, we need to go buy this company because we

5 can't afford to go out and build a similar plant, to be able to
6 get electricity. All of a sudden, you could be looking at a
7 situation where all of a sudden, Ameren UE gets bought out. Now
8 that doesn't change your function, it doesn't change anything,
9 except the fact that all of a sudden, you have another entity, a
10 significant entity, that's suddenly gone from this area.

11 I would submit that the guy who lost his electricity
12 for the various times in 2006, I feel like probably the CEO of
13 Ameren lost his too, he would be damn concerned about getting
14 that on. If you get a buyout where Ameren is suddenly now a
15 part of another organization, and you got the CEO sitting in
16 Columbus, Ohio, or he's sitting in Texas, and you know he's got
17 electricity. My concern is that without the consideration of a
18 balance, between what the company has to get on the financials,
19 verses where they are relative to the rest of the world, you
20 could have a situation, I believe, where all of a sudden, you
21 have lost a source of responsibility in this area, if that were
22 to come to pass, and I think it's possible.

23 I was amazed when Anheuser-Busch was bought out by a
24 Belgium firm, run by a bunch of Brazilians. I would have
25 guessed that that would have never happened, and yet it did,

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1 didn't it. That's my concern, is that while I understand
2 everybody's issues with regards to money, because I'm in that
3 business, and it's hard to come up with the bills to be paid,
4 but I'm sensitive to that, I'm also sensitive to the fact that

5 the company isn't asking because they don't need it, they need
6 it to run the operations. If you don't, we run the chance of
7 not having the operations at all in control of the people who
8 are in this area. That's it, thank you.

9 CHAIRMAN CLAYTON: I don't have any questions, thank
10 you very much.

11 JUDGE WOODRUFF: That was the last name on the list,
12 is there anyone else who would like to testify?

13 Please, tell us your name please?

14 MS. DEGONIA: Yes, my name is Mary Ann Degnoia spelled
15 D-E-G-O-N-I-A.

16 (Witness Sworn)

17 JUDGE WOODRUFF: Would you like to tell us?

18 MS. DEGONIA: I just have a couple of points.
19 Basically I think we all have this very difficult economic
20 period we're going through, and we all say we're in this
21 together. Well, listening to this stockholders and I did not
22 realize that part of Ameren request was going to be to shore up
23 their profit margin from 10.1 to 10.9.

24 Now if we're all in this together, shouldn't the
25 stockholders be willing to come down and suffer some with us? I

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1 mean, at least be neutral? Not ask for another nearly percent
2 increase, because that, as you can see from the statement,
3 people are making that extra increase, one percent increase that

4 the stockholders get, are going to really hurt so some people.

5 So I can't quite see how they're participating in
6 restructuring the economy, and helping out public by sort of
7 insisting on more profit, more profit margins themselves.

8 My other point is, Ameren sold us the conserve energy
9 projects, buy new appliances, winterize, do all of those things.
10 I'm the president of the board of home owners. We have 209
11 homes, and almost all of us, 70 percent of us are retired, we're
12 old folks, we're on fixed incomes, so we obviously haven't
13 gotten a raise in a couple years. So we get together, and we
14 talked this over, and I said I think it's a good thing, they
15 said okay. So we community wide, starting improving things, you
16 know, new windows, new efficient furnaces, new efficient air
17 conditioners. A lot of people who were cautious, went out and
18 they purchased these on their credit cards, or on some type of
19 payment plan, or that.

20 It went along pretty good for about, maybe nine
21 months, I don't think it was a total year, we saw a decrease in
22 the usage, I of course felt I should go out and do this, I felt
23 very strongly about it, and then, you start getting the fuel
24 adjustment increases, and now, you still got those bills for
25 these high efficiency equipment, and now, Ameren wants another

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1 ten bucks a month. For some of us, that's really hard for some
2 of us, and I'm not going to reiterate that, I think that's all
3 been shown.

4 I feel kind of guilty, I talked this up to the people
5 that we were around me, and now, they're not going to see
6 anything but they're going to be paying now out of two ends,
7 both for the equipment, and for Ameren, any way. I just think
8 that when you got to look at the whole picture. If we're all in
9 this together, then you know, Ameren stockholders have to be
10 reasonable, Ameren has to take a look, nobody is saying that
11 moving forward that there doesn't have to be some increases, we
12 all know that, just the way it goes, but are they looking at
13 this with the eye to doing the most with the least, like the
14 rest of us are, that's pretty much my point.

15 CHAIRMAN CLAYTON: Would you say your last name again?

16 MS. DEGONIA: Degonia.

17 CHAIRMAN CLAYTON: Miss Degonia, I want to try to
18 relieve some guilt here for you, because first of all, no person
19 should make an investment in energy efficiency upgrade for
20 windows and new appliances, if they can't afford it, that's the
21 first thing. Sounds like there was a plan, that these folks
22 were going through a process.

23 MS. DEGONIA: We were pretty much told over time you're
24 going to save the money, and that isn't going to happen.

25 CHAIRMAN CLAYTON: Well, I understand, but taking

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1 control of that energy usage and reducing it, is still over the
2 large term, the best thing you can do, because the less that you

3 use, less you pay, if that investment hadn't been made, and the
4 fuel adjustment costs hit, the rate would have been even higher.
5 So it would have been a higher rate, you got to compare it to
6 that.

7 So they are the right things to do, if you can afford
8 them. If you can't afford them, obviously they have to be taken
9 in steps.

10 What we've done at the commission is to try to get the
11 utilities to have programs to not financially help necessarily,
12 but provide information, provide guidance, best practice, how do
13 we move forward. I'm sorry if you feel guilty, but it's still
14 the right thing to do, if you're trading things out, because the
15 rate would be higher, the actual bill would be higher, if you
16 hadn't made the investment with how rates have changed.

17 MS. DEGONIA: I understand. I see them struggling now.
18 And one other thing too, when Ameren comes in and tears up all
19 of your landscaping, puts down some straw and goes away, we put
20 in \$1,237 to repair their work this past year, who do you get to
21 talk to, not run you around in a circle, and come out and look
22 at what has been done with what they call reconstruction.

23 CHAIRMAN CLAYTON: What were they doing?

24 MS. DEGONIA: They were running a new line, they had to
25 run the line quite a long distance, and they just tore up right

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1 in front of our lodge, and our facility, swimming pool, just
2 tore up, and then they threw soda cans, dumped some dirt on it,

3 threw down some grass seed. This in August, grass seed really
4 isn't going to do a lot, put a ton of straw over it, and when it
5 rains, ran red mud into the pool. We finally just called and
6 took out our budget, which is not that easy to come up with,
7 \$1,237 and some change.

8 CHAIRMAN CLAYTON: The answer I give to that question,
9 who do we call, don't hesitate calling Public Service
10 Commission, we have a 1-800 number, we could possibly help with
11 those type of issues. So the message goes for everyone here, if
12 an issue like that comes up, we have a 1-800 number please call
13 us. We want to know about it.

14 MS. DEGONIA: We made a million calls to Ameren, we
15 called and get hung up on, talked to Jerry that's on the truck,
16 it finally went nowhere.

17 CHAIRMAN CLAYTON: I don't have any other questions,
18 thank you.

19 (Witness sworn)

20 JUDGE WOODRUFF: Tell me your name, please.

21 MR. PLAHUG: Sam W. P-L-A-H-U-G (phonetic, incoherent)

22 My wife and I both on, I am 76 years old, my wife is
23 70. Together, we get \$1,191 a month for both of us. We wife
24 applied for food stamps, State of Missouri turned down.
25 (Incoherent) tries to help us occasionally, when they got the

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1 money. I don't know how in the world Ameren UE, we haven't last

2 year, we did not get a raise in this year, every time you go in
3 the store, food prices go up, we quit buying lots of things,
4 candy bars, we quit buying ice cream, we quit buying soda. All
5 we buy is basic food stuff. Every time we go in the store, we
6 spend more, bring home less. How in the world we going to pay
7 this gigantic increase to Ameren UE out of little money we get
8 each month, I can't understand that.

9 I wish Ameren UE would come to our house, live on our
10 budget. We made improvements to the house, new doors, new
11 sidings, new windows, trying to pay that off, that \$1,191 a
12 month coming in, where we going to get it, mutual fund that's my
13 question.

14 We can't, like I said, we applied for food stamps from
15 state of Missouri, we were turned down, no help. Where we going
16 to get help, where? I don't know when we're ever going to get
17 and increase again, because the federal government ain't got the
18 money. We live in a four room house, live in St. John, where we
19 going to get the money to pay our bills? You tell me, I'll tell
20 you, then we'll both know where's it going to come from.

21 JUDGE WOODRUFF: Thank you, sir, Mr. Clayton, any
22 questions?

23 CHAIRMAN CLAYTON: Sir, I don't have any questions, I
24 appreciate you coming out and sharing that.

25 MR. PLAHUG: Where we going to get the money to pay

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2 the money, where's it going to come from, (inaudible) tries to
3 help us once in a while, we applied for food stamps, where is it
4 going to come from? Where is my wife and I going to get money to
5 pay this increase?

6 CHAIRMAN CLAYTON: Well, thank you for coming to
7 testify today, sir.

8 JUDGE WOODRUFF: Is there anyone else that wants to
9 testify.

10 (Witness sworn)

11 JUDGE WOODRUFF: Tell us your name please.

12 MR. COLEMAN: Jeffrey Coleman.

13 JUDGE WOODRUFF: What would you like to tell us?

14 MR. COLEMAN: Well, I just want to express my enormous
15 gratitude to whoever is responsible for authoring those rate
16 increase summaries, that we always see at these rate increase
17 hearings. They do a bang up job of describing each rate case as
18 it existed, without cluttering it up with a whole bunch of
19 unknowing context, concerning the timing and magnitude of all of
20 the recent increases that have preceded this one. I'm sure the
21 general public wouldn't really want to be bothered with
22 information about the fact that Ameren received two increases in
23 the past two years, totaling 21 percent, plus that FAC increase
24 of 71 million dollar a few months ago.

25 I think personally, I think the best thing the

1 commission could do is to grant an even larger increase to
2 Ameren at this point. I would perceive Ameren as behaving
3 somewhat like a swarm of gnats, to Public Service Commission.
4 Kind of like keep buzzing in your ears, until you give them some
5 or all of the increase that they're proposing, and then a few
6 months later, they come back and do the same thing all over
7 again. Maybe just slam through a 75 percent increase right now,
8 and you know, I mean granted it will be catastrophic to about
9 every man, woman, and child living in their service area, but I
10 guess the benefit would be that at least they wouldn't have a
11 perpetual increase proposal every year, that's also, the cost of
12 those rate cases are also been bore by the customers, at least
13 we would be saving that expense to the cost of living. That's
14 all I have to say, thanks.

15 CHAIRMAN CLAYTON: I don't think I have any questions,
16 thank you very much Mr. Coleman?

17 JUDGE WOODRUFF: I don't see any other hands going up,
18 again, thank you all for coming, and with that, we will adjourn,
19 thank you.

20 (Whereupon, the hearing was adjourned at 8:14 p.m.)

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CERTIFICATE OF REPORTER

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I, ANGIE R. KELLY, an Illinois Certified Shorthand Reporter, (IL CSR# 084-004498) and Missouri Certified Court Reporter, (MO CCR# 1010) do hereby certify that the witness Whose testimony appears in the foregoing deposition Transcript was duly sworn by me; that the testimony of said Witness was taken by me to the best of my ability, and Thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any Of the parties to the action in which this deposition was Taken; and further, that I am not a relative or employee of Any attorney or counsel employed by the parties hereto; nor financially or otherwise interested in the outcome of this action.

Notary Public

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