

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

January 6, 2020

Arnold, Missouri

Volume 5

IN THE MATTER OF:)
Union Electric Company)
d/b/a Ameren Missouri's) File No. ER-2019-0335
Tariffs to Decrease Its)
Revenues for Electric Service)

NANCY DIPPELL, Presiding
SENIOR REGULATORY LAW JUDGE
SCOTT T. RUPP, COMMISSIONER

REPORTED BY: Sara E. Tom, CCR No. 1234
CARDINAL COURT REPORTING SERVICES, LLC.

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A P P E A R A N C E S

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Commission

1 P R O C E E D I N G S

2 (January 6, 2020)

3

4 JUDGE DIPPELL: We will go on the record.

5 The Missouri Public Service Commission has set this
6 time for a local hearing, in Case Number ER-2019-0335
7 in which Union Electric Company, doing business as
8 Ameren Missouri, seeks to decrease its revenues for
9 electric service.

10 My name is Nancy Dippell. I'm a
11 regulatory law judge for the Public Service Commission
12 and I have been assigned to preside over this hearing
13 this evening.

14 With me is Commissioner Rupp, who is one
15 of our five commissioners at the Public Service
16 Commission and we have come tonight to hear your
17 comments.

18 I believe you probably heard a little bit
19 about how the process works, earlier but we have come
20 tonight to hear your comments. We will be taking the
21 comments down. The court reporter will be transcribing
22 them, so they will be taken under oath.

23 And I would ask -- I will start by calling
24 the person who signed up on the sheet and I will ask
25 name and a couple of questions. Then I will just have

1 you give your comments. I would ask that you stay at
2 the podium, in case the commissioner or myself have
3 some clarifying questions. Perhaps some of the
4 attorneys might have some clarifying questions.

5 And then if there is anybody else that
6 would like to speak, if you didn't sign up, that's
7 fine. I'll ask if there is anybody else. We don't
8 have a very big crowd tonight, so there will be plenty
9 of time for everyone.

10 I'd like to thank the Fox C-6 School
11 District for letting us use their facility this evening
12 and just mention that in no way are the comments here
13 tonight associated with the school district. They have
14 just been gracious enough to let us use their facility.

15 This is an official hearing of the
16 Missouri Public Service Commission, so as I said, your
17 comments will be taken down and the other commissioners
18 will be able to review those and they will become part
19 of the official record of the case.

20 We are going to begin by asking the
21 attorneys present to make their entries of appearance.
22 Can I have the staff?

23 MS. MYERS: For the staff of the Missouri
24 Public Service Commission, Jamie Myers. My address is
25 200 Madison Street, P.O. Box 360, Jefferson City,

1 Missouri 65102.

2 JUDGE DIPPELL: Office of the Public
3 Counsel?

4 MR. HALL: Thank you, Your Honor.

5 Caleb Hall appearing on behalf of the Office of the
6 Public Counsel. My contact information was previously
7 provided to the court reporter.

8 JUDGE DIPPELL: And for the company?

9 MS. JOHNSON: Thank you, Your Honor.
10 Paula Johnson for Union Electric Company, doing
11 business as Ameren Missouri, 1901 Chouteau Avenue,
12 St. Louis, Missouri 63103.

13 JUDGE DIPPELL: And are there any
14 intervening attorneys present? Seeing none. Thank
15 you.

16 Then we will go ahead and begin with our
17 first witness, Peggy Nelson.

18 If you could please state your name and
19 spell it for the court reporter?

20 MS. NELSON: Peggy Nelson, P-E-G-G-Y
21 N-E-L-S-O-N. Okay. I just wanted to say that I
22 appreciated the pamphlet about the no cost energy
23 savings action, low cost energy savings actions and the
24 long-term energy savings actions that you could take to
25 reduce your consumption.

1 And what I really need is to get somebody
2 that will work efficiently for the home energy audit
3 and speak to me about that.

4 And the only problem that I had, when I
5 changed from one checking account to another and I had
6 auto pay and I didn't get any notices that I past due,
7 that it didn't go through or wasn't -- you have a time
8 frame to where it is set up and I didn't get any
9 notices.

10 So that was a problem and they were
11 threatening to shut my electric off and they sent out
12 something on the 7th and I didn't get it until the 9th,
13 so you know, I thought that was really unfair, being
14 that I was never a problem before.

15 So, you know, they could be more lenient
16 about notification because no one contacted me, in any
17 other way, other than through mail and I had given them
18 my new phone number and checking account number, all of
19 that kind of stuff, a routing number. It just didn't
20 go through, so they didn't get paid.

21 But at this point in time, that's all that
22 I have to say. This is more of a fact finding mission,
23 right now.

24 JUDGE DIPPELL: All right.

25 MS. NELSON: Thank you.

1 JUDGE DIPPELL: Ms. Nelson, excuse me.
2 Did you have the opportunity to talk to some of the
3 customer service people?

4 MS. NELSON: Very little. I arrived about
5 6:00 --

6 JUDGE DIPPELL: Okay.

7 MS. NELSON: -- so --

8 JUDGE DIPPELL: I know they will be happy
9 to talk to you --

10 MS. NELSON: Yes.

11 JUDGE DIPPELL: -- if you haven't --

12 MS. NELSON: I will stay and talk to
13 Amanda.

14 JUDGE DIPPELL: -- if you haven't gotten
15 that all straightened out.

16 MS. NELSON: And she was going to -- could
17 provide these people and I am specifically interested
18 in windows because in my bathroom, when you are sitting
19 on the toilet, you are sitting there and you can feel a
20 draft coming through the window.

21 So I need new windows. And a lot of these
22 people, like Universal Direct Windows, there was an ad
23 on TV, buy one, get one free, free installation but
24 they wanted a thousand dollars a window and if you only
25 get four windows, finance it for ten years, you are

1 paying \$7,000 for four windows. That's ridiculous,
2 really ridiculous.

3 JUDGE DIPPELL: The Public Service
4 Commission also has a Consumer Services Department.

5 MS. NELSON: Yeah.

6 JUDGE DIPPELL: You have probably heard
7 about that, so --

8 MS. NELSON: If I could get somebody that
9 is honest.

10 JUDGE DIPPELL: They might be able to give
11 you some additional information.

12 MS. NELSON: Okay. Yeah. That's been a
13 problem that I've had, so --

14 JUDGE DIPPELL: Thank you.

15 MS. NELSON: -- thank you.

16 Does anybody have any questions for me?

17 COMMISSIONER RUPP: No.

18 JUDGE DIPPELL: I don't see any. Thank
19 you, very much for giving us your testimony.

20 Is there anybody else that would like to
21 give comments tonight? We are happy to hear from you.
22 All right. If nobody else would like to testify, I
23 appreciate you coming out and at least getting the
24 information and again, the company and staff will be
25 around, in the lobby, if -- and public counsel also, if

1 there's any additional information that you need.
2 Thank you all, very much. Be safe driving home. We
3 will go off the record.

4 (The hearing concluded at 6:45 p.m.)
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- REPORTER'S CERTIFICATE -

I, SARA E. TOM, a Certified Court Reporter within and for the State of Missouri, do hereby certify that I was present at Fox C-6 School District, Roy Wilde Conference Room, 849 Jeffco Boulevard, in the City of Arnold, State of Missouri, on the 6th day of January, 2020; that thereafter, a hearing was held, commencing at the hour of 6:00 in the evening; that all proceedings which transpired were then reduced to writing by me; and that the foregoing pages are a true and accurate transcript of the record of proceedings made by me at that time.

IN WITNESS WHEREOF, I have hereunto set my hand this 18th day of January, 2020.

/s/ Sara E. Tom

SARA E. TOM CCR #1234
Certified Court Reporter within
and for the State of Missouri

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