

In the Matter of:

UNION ELECTRIC COMPANY d/b/a AMEREN MISSOURI's TARIFFS TO ADJUST, etc.

ER-2021-0240; GR-2021-0241, VOL. VIII

October 07, 2021



www.tigercr.com 573.999.2662

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

October 7, 2021

via WebEx

Volume 8

In the Matter of Union) File No. ER-2021-0240
Electric Company d/b/a)
Ameren Missouri's Tariffs)
to Adjust its Revenues for)
Electric Service)

In the Matter of Union) File No. GR-2021-0241
Electric Company d/b/a)
Ameren Missouri's Tariffs)
to Adjust its Revenues for)
Natural Gas Service)

JOHN T. CLARK, Presiding
SENIOR REGULATORY LAW JUDGE

RYAN A. SILVEY, Chairman,
MAIDA J. COLEMAN,
JASON R. HOLSMAN,
COMMISSIONERS

REPORTED BY:
Tracy Taylor, CCR No. 939
TIGER COURT REPORTING, LLC

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

A P P E A R A N C E S

JAMES B. LOWERY
3406 Whitney Court
Columbia, Missouri 65203
FOR: Ameren Missouri

MARC D. POSTON
Department of Commerce & Insurance
200 Madison Street, Suite 650
PO Box 2230
Jefferson City, Missouri 65102
573.526.1445
FOR: Office of the Public Counsel

MARK JOHNSON
Department of Economic Development
200 Madison Street, Suite 800
PO Box 360
Jefferson City, Missouri 65102-0360
573.526.4887
FOR: Staff of the Missouri Public Service Commission

1 JUDGE CLARK: Good evening. You just
2 finished the question and answer portion of the local
3 public hearing and hopefully you were able to get some
4 of your questions answered. Now it's time for the
5 formal part of the hearing where the public may offer
6 comments to the Commission. I'm going to ask that
7 everybody mute themselves unless they're speaking and
8 that will cut down on the noise level and prevent
9 audio feedback.

10 Now, today is October 7th, 2021 and the
11 current time is 6:38 p.m. and the Missouri Public
12 Service Commission has set aside this time for a local
13 public hearing in the case captioned as Case Number
14 ER-2021-0240, which is a general rate case for Ameren
15 Missouri to adjust tar-- or to -- I'm sorry, I
16 apologize -- Ameren Missouri's tariffs to adjust its
17 revenues for electric service.

18 The Commission has scheduled this local
19 public hearing to give members of the public an
20 opportunity to comment about Ameren Missouri's
21 application to adjust its rate. The Missouri Public
22 Service Commission regulates the rates charged by
23 investor-owned public utility companies in Missouri to
24 ensure that those rates are just and reasonable. The
25 Commission also regulates the quality of service and

1 the safety of operations of public utilities.

2 Now, the Commission is made up of five
3 Commissioners. The Commissioners are appointed by the
4 Governor to a fixed term and confirmed by the Senate.
5 The Commissioners are Chairman Ryan Silvey and
6 Commissioners Scott Rupp, Maida Coleman, Jason Holsman
7 and Glen Kolkmeyer. The Commissioners employ a staff
8 of engineers, accountants, attorneys, financial
9 analysts and other specialists in the field of utility
10 regulation.

11 My name is John clerk. I'm the
12 Regulatory Law Judge that will preside over this
13 hearing. And with me tonight are Chairman Silvey and
14 Commissioners Coleman and Holsman.

15 Now, this is an official hearing of the
16 Missouri Public Service Commission and the statements
17 and testimony of the public witnesses will be recorded
18 by a court reporter and must be given under oath or
19 affirmation. All of the Commissioners will have an
20 opportunity to read all the witnesses' remarks and the
21 Commissioners value your comments and input.

22 Chairman Silvey, do you have any
23 welcoming remarks that you would like to make to the
24 public?

25 CHAIRMAN SILVEY: Thank you, Judge. I

1 want to welcome everyone for joining this hearing
2 tonight and thank you for your participation in this
3 part of the process. These public hearings are really
4 the only time we get to hear directly from the
5 customers who will be affected by our decisions in
6 this case. So I appreciate you taking time out of
7 your schedule to share your thoughts with us and --
8 and it is important to us.

9 Judge, I will turn off my camera to avoid
10 lag. We've had that in some of our previous hearings
11 when we have this many people on. So I'm just letting
12 you know I will be turning off my camera. I am going
13 to be listening and I will speak up if I have any
14 questions. Thank you, Judge.

15 JUDGE CLARK: Thank you, Chairman. And
16 that is a problem we've had with bandwidth. And if --
17 I'm going to ask that unless you are providing
18 comments to the Commission, that you do keep your
19 cameras off. That would help conserve some of our
20 bandwidth for this hearing.

21 Are there any other Commissioners that
22 would like to make any opening remarks at this time?
23 Okay. I'll begin by --

24 COMMISSIONER HOLSMAN: Thank you, Judge.
25 This -- Judge, can you hear me?

1 JUDGE CLARK: Yes, I can. Go ahead,
2 Commissioner.

3 COMMISSIONER HOLSMAN: Okay. Thank you.
4 Just want to echo Chairman Silvey's comments and just
5 to say that testimony does matter, we do listen and we
6 do appreciate you taking time to let us know your
7 thoughts.

8 JUDGE CLARK: Thank you, Commissioner
9 Holsman.

10 I'm going to ask counsel to enter their
11 appearance for the record starting with Ameren
12 Missouri.

13 MR. LOWERY: Thank you, Your Honor.
14 James B. Lowery appearing on behalf of Ameren
15 Missouri, 3406 Whitney Court, Columbia, Missouri
16 65203.

17 JUDGE CLARK: Thank you, Mr. Lowery. On
18 behalf of Commission Staff.

19 MR. KEEVIL: Yes, Judge. Appearing on
20 behalf of the PSC staff, Jeff Keevil. Address PO Box
21 360, Jefferson City, Missouri 65102.

22 JUDGE CLARK: Thank you, Mr. Keevil. And
23 from the Office of Public Counsel.

24 MR. POSTON: Thank you. Marc Poston
25 appearing for the Office of the Public Counsel.

1 JUDGE CLARK: Thank you, Mr. Poston.

2 There are six intervenors in this case. Is any
3 attorney for any of the intervenors present?

4 Okay. I'm going to call on the people
5 who pre-registered to offer their comments first.
6 After that, I will allow an opportunity for anyone
7 else who would like to comment.

8 Now, when I call your name, I'm going to
9 ask that you unmute your microphone. And if you're
10 attending by telephone, that's done by pressing *6. I
11 will -- I will ask you to swear or affirm to tell the
12 truth and ask you to state and spell your name for the
13 record. Then you can offer your comments to the
14 Commissioners. I'm going to ask that you limit your
15 comments to five minutes so that everybody gets an
16 opportunity to speak.

17 And also, after you've made your
18 comments, please remain on the line for just a moment
19 because there may be follow-up questions from either
20 myself or one of the Commissioners.

21 Now, you just had the question and answer
22 portion of the hearing. Now, the Commissioners will
23 not be able to answer any of your questions today and
24 that's because they have to remain impartial until
25 after all the evidence is presented at the evidentiary

1 hearing. Now, the Commission has not made any
2 decision in this case and the Commission is interested
3 in your comments and will use them in conjunction with
4 the evidence the parties present to make their
5 decision. If you have questions after the hearing,
6 you can use the same e-mail address that you used to
7 register for the hearing.

8 Now, with that in mind, I'm going to call
9 the first witness. I have right now four people who
10 have registered to speak. And I'll remind you again
11 if you're attending by phone, you need to press *6 to
12 unmute. Is there a Charles Buchanan?

13 MR. BUCHANAN: Hi, I'm present. Thank
14 you.

15 JUDGE CLARK: Okay. Mr. Buchanan, will
16 you please raise your right hand to be sworn?

17 MR. BUCHANAN: Yes, sir. I'm going to
18 turn my light on. There we go.

19 JUDGE CLARK: Thank you, so much.

20 (Witness sworn.)

21 JUDGE CLARK: And would you please state
22 and spell your name for the record?

23 MR. BUCHANAN: Yes. It's C-h-a-r-l-e-s.
24 And then Buchanan is B-u-c-h-a-n-a-n.

25 JUDGE CLARK: Okay. And Mr. Buchanan,

1 what would you like to tell the Commission?

2 MR. BUCHANAN: I would like to just read
3 a statement that I prepared. So my name is Charles
4 Buchanan. I'm a housing advocate for Homes for All
5 St. Louis. I work with tenants who are facing
6 eviction, they're struggling with the financial loss
7 brought on my COVID-19.

8 You know, they've done everything they're
9 supposed to do. They've applied for rental
10 assistance, utility assistance and they're still
11 waiting. And while they're waiting, they're spreading
12 every dime they have across bills and supporting their
13 families and they're faced with the threats of
14 Ameren's rate increase. Tenants who are already a
15 part of the already 200,000 Ameren customers who are
16 behind on their electric right now.

17 If Ameren rate increase is approved,
18 those customers who are already vulnerable are going
19 to slip into disconnections. Utility disconnections
20 are the warning signs of evictions. Evictions are
21 violence. We released in -- a petition a little over
22 a week ago on Change.org and over 80 members of the
23 St. Louis County stood with us in asking that the
24 Missouri Commission deny Ameren's request for a rate
25 increase.

1 One of our community members asked that I
2 read her statement. Her name is Anna-- Anna Louise
3 Smith. She lives in St. Louis. Her zip code is
4 63143. She's right on the edge of the city and this
5 is her statement: I do not believe that Ameren needs
6 to increase their rate to be able to survive. I
7 believe that they make plenty of money.

8 But what I'm -- what I am sure of is that
9 I know several people who have to choose between
10 lights on and food on the table. That is the
11 situation I have with my friend, Liz, who's the mother
12 of three children trying to make ends meet on a fixed
13 income. She's low -- she's in low-income housing.
14 She has to manage transportation food, power and gas
15 bill, a phone, clothes, et cetera. Money is pretty
16 tight. So a slight increase for Ameren can make a
17 huge difference of someone who is making 10 dollars an
18 hour. Please do not let this increase happen. Thank
19 you.

20 And that is the end of my statement.
21 Thank you for taking the time to hear my testimony.

22 JUDGE CLARK: Thank you, Mr. Buchanan. I
23 don't have any questions for you. Does -- do any of
24 the Commissioners have any questions? Okay. I hear
25 no questions. Thank you very much, Mr. Buchanan.

1 You're excused.

2 The next name I have is Shuron Jones. Is
3 Shuron Jones here?

4 MS. JONES: I'm -- excuse me. I'm here.

5 JUDGE CLARK: Ms. Jones, would you raise
6 your right hand to be sworn, please.

7 (Witness sworn.)

8 JUDGE CLARK: Okay. And would you please
9 state and spell your name for the record?

10 MS. JONES: My name is Shuron,
11 S-h-u-r-o-n. My last name is Jones, J-o-n-e-s.

12 JUDGE CLARK: And what would you like to
13 tell the Commission tonight?

14 MS. JONES: Thank you for having me. My
15 name is Shuron Jones and I am an organizer with Homes
16 for All St. Louis. I am the tenants' bill of rights
17 organizer for Homes for All St. Louis.

18 And what I want to tell the Commission is
19 what I've been hearing from residents that I work
20 with. And that is that they can't afford an increase
21 in their utility bills at the m-- especially during a
22 pandemic.

23 We know through -- we know through
24 canvassing with folks that some folks are living in
25 other residencies because they can't afford their

1 utility bills now and are disconnected and they -- and
2 they told us that if this -- this increase happens,
3 that they'll be even more of a burden on them and --
4 if they're already disconnected.

5 We -- I know of one resident in
6 particular who set -- who she is not staying in her
7 apartment because she can't afford her utility bills
8 and told me that a twelve -- even if it were a dollar,
9 that even a dollar isn't -- isn't -- even a dollar is
10 too much.

11 But we -- we, as Homes for All, and
12 another organization I'm with, State Street Tenant
13 Resistance, we had -- we wrote out a statement and we
14 had folks sign this statement. And over I think at
15 least ten to twenty residents -- excuse me -- signed
16 onto this statement.

17 And I'll read it to you: We, the
18 undersigned, represent members of the Forest Park
19 People's Tenant Union and Tenants of Forest Park
20 Apartments. We wish to express our concern and dismay
21 at Ameren UE's request for utility rate hikes.
22 Tenants express concern for the purported increase of
23 an average of 12 dollars a household and the effect
24 that increase will have on budgets that are already
25 stretched to the limits.

1 We hope that the PSC carefully considers
2 Ameren's proposal and does not increase rates on
3 utilities, especially during a pandemic. And like I
4 said, we had a number of people sign onto this letter.

5 So again, I'm -- I'm -- I'm -- as a
6 representative of folks who are struggling to pay
7 their utilities right now, they have requested that I
8 tell that -- that utilities don't be increased at this
9 time. And that will be the end of my statement.

10 Thank you so much.

11 JUDGE CLARK: Okay. Thank you,
12 Ms. Jones. I appreciate your comments. I don't have
13 any questions for you about your statement. Are there
14 any questions from the Commission? Okay. Hearing
15 none, you're excused. Thank you so much for your
16 comments.

17 MS. JONES: Thank you so much.

18 JUDGE CLARK: I will call the next name
19 on the list. That's Joanne Lowery. Is Joanna Lowery
20 present? And I'll remind you again, if you are
21 attending by phone and -- you may need to press *6 to
22 unmute your phone. Joanna Lowery? Okay. I'll come
23 back to that later.

24 I've got one other name who has signed up
25 to speak and that is Gary Steel. Is Gary Steel

1 present? And again, if you're attending by phone, you
2 may want to dial *6 to unmute. Okay. I will call
3 those names at the end.

4 And what I'm going to do right now is
5 open it up to anybody else who would like to make a
6 comment at this time. So is there anybody else who
7 would like to offer comments to the Commission about
8 Ameren's request for a rate adjustment at this time?

9 MR. WALLACE: Yes. My name is William
10 Wallace and I would very much like to make a
11 statement.

12 JUDGE CLARK: Okay, Mr. Wallace. Would
13 you raise your right hand to be sworn?

14 MR. WALLACE: I certainly will.

15 JUDGE CLARK: Thank you.

16 (Witness sworn.)

17 JUDGE CLARK: And Mr. Wallace, would you
18 please state and spell your name for the record?

19 MR. WALLACE: Yes. My name is William
20 Wallace and that is spelled W-i-l-l-i-a-m
21 W-a-l-l-a-c-e.

22 JUDGE CLARK: And Mr. Wallace, what city
23 are you in?

24 MR. WALLACE: I am in -- I -- I live in
25 Creve Coeur, Missouri and I operate in St. John,

1 Missouri.

2 JUDGE CLARK: Okay. Thank you. And what
3 would you like to tell the Commission tonight?

4 MR. WALLACE: Well, thank you very much
5 for having me. My name is William Wallace and I'm the
6 executive director of Missouri Veterans Endeavor, or
7 MOVE for short.

8 Missouri Veterans Endeavor is a long-term
9 supportive housing community for homeless veterans and
10 their family members. We work with these families to
11 help them overcome barriers such as utility debt, so
12 that they can access permanent housing and the hope
13 they need to achieve a better future.

14 Ameren Missouri's proposed 299 million
15 dollar rate increase will make it harder for the
16 at-risk veterans we serve to access housing. The
17 proposal would add 12 dollars every month to the
18 average residential utility bill at a time when
19 212,842 Ameren Missouri customers are behind on their
20 electric bills. The number of Ameren customers behind
21 on their bills more than doubled at the beginning of
22 the pandemic from 98,000 in December of 2019 to
23 221,940 by March of 2020. And it has yet
24 substantially de-- and it has to yet substantially
25 decrease. People are still feeling the financial pain

1 of the pandemic and Ameren Missouri can do more to
2 help.

3 Primary barrier to permanent housing that
4 all of our homeless veterans have is financial
5 instability. The effects of this instability include
6 temporary or continued low-income, poor credit, debt
7 accumulation, equity disparity and a lack of resources
8 particular to their needs.

9 90 percent of our veterans come to us
10 with utility debt, some of which is insurmountable,
11 and all of which is a huge barrier to securing and
12 maintaining permanent housing. For a person or a head
13 of household to enter into a lease or secure a
14 mortgage, they must be able to get utilities in their
15 own names. This is very much the case with our
16 veteran clients and why we support consumer protection
17 provisions in the Ameren Missouri rate case.

18 Missouri Veterans Endeavor, our
19 organization, is doing what we can with what we have
20 to help a small slice of the homeless veteran
21 population in our state. We work through our case
22 management services to help our clients address their
23 debt. We offer our clients financial stability like
24 providing a lease or housing and having them pay very
25 modest rent to live in our apartments so they are no

1 longer are considered homeless. We start by paying
2 their electric bills while working with clients to
3 begin payment plans with utilities such as Ameren.

4 Everything Missouri Veterans Endeavor
5 does with our clients is to ensure that when the time
6 is right, they're able to move from our veteran
7 community to the greater community, receive utilities
8 in their own names, secure permanent housing and end
9 their cycles of homelessness. Ameren's adoption of
10 our consumer protections would help facilitate this
11 process.

12 As a veteran myself, I am very fortunate
13 to have had a wonderful support network of family,
14 friends and a community that embraced me when I
15 returned from the war I deployed to and at discharge.
16 However, many of our veteran peers -- my veteran
17 peers -- and our neighbors in St. Louis lack the
18 support systems I was fortunate to have during those
19 tough moments.

20 I hope that Ameren will join us and
21 embrace our proposals to reduce rates and debt, engage
22 marginalized communities and help end homelessness in
23 the St. Louis region and beyond. Thank you for your
24 time and attention and consideration of thoughtful
25 support for this important matter.

1 JUDGE CLARK: Okay. Thank you very much,
2 Mr. Wallace. You had mentioned consumer protections
3 and you laid out some of them there. Have you
4 contacted Ameren about those?

5 MR. WALLACE: Yes, we have. We in fact,
6 did engage with Ameren as part of the continuum of
7 care of homeless service providers in St. Louis
8 County, St. Louis City and across the region a number
9 of times to talk about ways that we can try to
10 implement certain plans to help our homeless
11 population.

12 And at first, we -- we suggested possibly
13 programs sponsored by Ameren and a gathering sponsored
14 by Ameren of other utility companies such as creative
15 ways even to reduce debt. The great majority I
16 mentioned earlier, 90 percent of our homeless veterans
17 that come to us and are referred to us from a variety
18 of services, predominately from the St. Louis VA and
19 their homeless program, come to us with this utility
20 debt.

21 Utility debt is a huge barrier and
22 contribute to the homeless population across St. Louis
23 and this region. And specifically kind of in this
24 region with our climate where we have potentially very
25 hot summers and very cold winters.

1 So we have engaged Ameren. There was
2 some enthusiasm at times about creative ways to bring
3 down debt and to work and help our -- us who work with
4 the homeless help -- help our clients become good
5 consumers of their product. And they had great
6 enthusiasm at the beginning, but then it waned and it
7 just simply has been kicked down the road.

8 We have suggested possibly service
9 projects sponsored by Ameren to be able to absolve
10 debt, financial literacy programs sponsored by Ameren
11 and other utilities as well to help, if you graduate
12 from that, draw down some debt and enter into the
13 projects. We have suggested really simpler ways to
14 enter into payment plans and reasonable payment plans.

15 But it's really come to the point where
16 we're just not getting the response that we had hoped
17 and the partnership we had hoped from Ameren in this
18 endeavor.

19 JUDGE CLARK: Okay. Thank you for
20 answering my question, Mr. Wallace. And thank you for
21 your comments here tonight.

22 MR. WALLACE: Thank you.

23 JUDGE CLARK: Do the Commissioners have
24 any questions for Mr. Wallace? Okay. Hearing none,
25 Mr. Wallace, again thank you for your comments and

1 you're excused.

2 MR. WALLACE: Thank you very much.

3 JUDGE CLARK: Is there anybody else who
4 would like to offer comments tonight to the
5 Commission? And again, if you -- if you're attending
6 by phone and you're speaking and I'm not hearing you,
7 you may want to press *6. Any takers?

8 Okay. I'm going to call -- there were
9 two people that I'd called early, Joanne Lowery and
10 Gary Steel, who had both signed up to offer comments
11 to the Commission. Are either of you in attendance
12 and would like to offer comments still?

13 Okay. Hearing none -- now, I've heard
14 from several people who have offered comments tonight
15 about -- about various difficulties that particular
16 groups are having. And I am unaware of all of the
17 programs that Ameren Missouri has, but I do believe
18 they do have some.

19 I'm going to -- because this number was
20 given to us to give out -- give you the number for
21 Ameren customer service for anyone who would like to
22 use it. And that number is 1.800.321.2477. And that
23 is to get in touch with Ameren Missouri and ask them
24 about any problems you're having with your service or
25 about any programs that may be available.

1 You can also, if you have consumer
2 questions for the Public Service Commission, you can
3 call the Public Service Commission Consumer Services
4 at 1.800.392.4211. That's 1.800.392.4211. I'll ask
5 one last time is there anybody else who would like to
6 offer comments to the Commission? Okay. Hearing
7 none --

8 MR. KEEVIL: Judge, this is not a comment
9 to the Commission so much -- this is Jeff Keevil, by
10 the way. I was just going to suggest that -- I think
11 it was Ms. Jones had a petition or something that she
12 had had signed that she read. I believe things of
13 that nature can be submitted in the Commission's file
14 for written comments. So was going to suggest perhaps
15 she might want to do that. I don't know if she's
16 still on the line or not, but if she is, she might
17 consider that.

18 JUDGE CLARK: Thank you, Mr. Keevil.
19 Ms. Jones, are you still on the line? Okay. I don't
20 know if she is. If -- if she is or if anybody had --
21 has additional comments they'd like to offer, those
22 can be offered by contacting the Office of Public
23 Counsel, they can do tell you how to do it. Or by
24 going to the PSC webpage, which is PSC.mo.gov. And if
25 you're making written comments, please remember to

1 reference the case number in this case, which is
2 ER-2021-0240.

3 MS. TORO: Excuse me, Your Honor.

4 JUDGE CLARK: Yes.

5 MS. TORO: Can I -- I'd like to submit a
6 comment. I'm not on your list, but this is Janessa
7 Toro of St. Peters, Missouri.

8 JUDGE CLARK: Okay. How do you say your
9 last name again?

10 MS. TORO: Toro, T-o-r-o.

11 JUDGE CLARK: Okay. Ms. Toro, would you
12 raise your right hand to be sworn?

13 MS. TORO: Yes.

14 (Witness sworn.)

15 JUDGE CLARK: And I know you've already
16 done it once, but would you please state and spell
17 your name for the record?

18 MS. TORO: Yes. This is Janessa Toro,
19 J-a-n-e-s-s-a T-o-r-o.

20 JUDGE CLARK: Okay. And Ms. Toro, what
21 would you like to tell the Commission tonight?

22 MS. TORO: Yeah. I would just like to
23 add to the wonderful comments that we've heard this
24 evening and say that I am not representing any
25 organization and I am not myself homeless and would

1 likely not qualify for any government programming or
2 bill assistance.

3 But I'd like to speak for those of us who
4 do have a difficult time making our electric payments
5 anyways because of the cost of living that has gone up
6 and that continues to rise and the cost of -- of other
7 necessary expenses. And that while there are programs
8 that may assist those who qualify and are kind of
9 lower income -- and I know you've heard from a few
10 representatives of our homeless population, as well,
11 that the brunt of the burden is really often on those
12 of us who do see the full increase and are going to
13 have to pay that in full. So that's my comment.

14 JUDGE CLARK: Okay. Thank you, Ms. Toro.
15 Thank you for your comments. I don't have any
16 questions in regard to the comments. Any comments --
17 or any questions from the Commission? Okay. Thank
18 you very much, Ms. Toro. Appreciate your time.

19 MS. TORO: Thank you.

20 JUDGE CLARK: Is there anybody else who
21 would like to offer comments to the Commission that
22 hasn't had an opportunity to?

23 Okay. With that in mind, I'm going to
24 move on to closing remarks? Are there any
25 Commissioners, or Chairman, would you like to make any

1 closing remarks?

2 CHAIRMAN SILVEY: Thank you, Judge. I
3 just want to reiterate my appreciation for all those
4 who took time out of their schedule tonight to
5 participate in the process and share your comments.
6 We do appreciate hearing from you, so thank you for
7 that. Thank you, Judge.

8 JUDGE CLARK: Thank you, Chairman. Are
9 there any other Commissioner comments?

10 COMMISSIONER HOLSMAN: Judge, I'll just
11 echo Commissioner Silvey's -- Chairman Silvey's
12 comments and -- and thank everybody as well.

13 JUDGE CLARK: Thank you, Commissioner
14 Holsman. Commissioner Coleman, did you have anything
15 you want to add?

16 COMMISSIONER COLEMAN: As did I. And
17 Ms. Toro may be gone now, but I just wanted to let her
18 know that you don't have to represent an organization
19 to speak to the Missouri Public Service Commission.
20 And so I am glad that she did speak up and have her
21 voice heard. Thank you, Judge.

22 JUDGE CLARK: Thank you, Commissioner.
23 I'd also like to thank all the
24 participants today for their testimony and for taking
25 time. Now, if you have additional comments that you

1 would like to make that you just didn't get to make
2 tonight or if someone you know would like to make
3 comments and just was unable to be present, as I
4 indicated before, you can make written comments by
5 contacting the same e-mail address that you used to
6 register for this hearing, by contacting the Office of
7 Public Counsel, or by going to the PSC's web page and
8 I believe it's in the upper right is a place to make
9 comments.

10 If you make comments, please be sure to
11 reference the case number, which again in this case is
12 ER-2021-0240.

13 With that in mind, I'm going to adjourn
14 this hearing and go off the record.

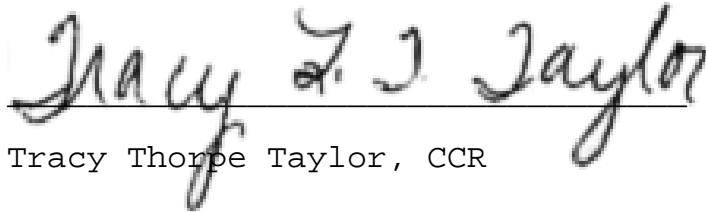
15 (WHEREUPON, the local public hearing was
16 adjourned.)

17
18
19
20
21
22
23
24
25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

I, Tracy Thorpe Taylor, CCR No. 939, within the State of Missouri, do hereby certify that the witness whose testimony appears in the foregoing deposition 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 thereto, nor financially or otherwise interested in the outcome of the action.


Tracy Thorpe Taylor, CCR

1	9	apartments 12:20 16:25	brought 9:7
1.800.321.2477 20:22	90 16:9 18:16	apologize 3:16	Buchanan 8:12,13, 15,17,23,24,25 9:2,4 10:22,25
10 10:17	98,000 15:22	appearance 6:11	budgets 12:24
12 12:23 15:17	A	appearing 6:14,19,25	burden 12:3
2	absolve 19:9	application 3:21	C
200,000 9:15	access 15:12,16	applied 9:9	C-H-A-R-L-E-S 8:23
2019 15:22	accountants 4:8	appointed 4:3	call 7:4,8 8:8 13:18 14:2 20:8
2020 15:23	accumulation 16:7	approved 9:17	called 20:9
2021 3:10	achieve 15:13	assistance 9:10	camera 5:9,12
212,842 15:19	add 15:17	at-risk 15:16	cameras 5:19
221,940 15:23	address 6:20 8:6 16:22	attendance 20:11	canvassing 11:24
299 15:14	adjust 3:15,16,21	attending 7:10 8:11 13:21 14:1 20:5	captioned 3:13
3	adjustment 14:8	attention 17:24	care 18:7
3406 6:15	adoption 17:9	attorney 7:3	carefully 13:1
360 6:21	advocate 9:4	attorneys 4:8	case 3:13,14 5:6 7:2 8:2 16:15,17,21
6	affected 5:5	audio 3:9	cetera 10:15
6 7:10 8:11 13:21 14:2 20:7	affirm 7:11	average 12:23 15:18	Chairman 4:5,13,22, 25 5:15 6:4
63143 10:4	affirmation 4:19	B	Change.org 9:22
65102 6:21	afford 11:20,25 12:7	B-U-C-H-A-N-A-N 8:24	charged 3:22
65203 6:16	ahead 6:1	back 13:23	Charles 8:12 9:3
6:38 3:11	Ameren 3:14,16,20 6:11,14 9:15,17 10:5, 16 12:21 15:14,19,20 16:1,17 17:3,20 18:4, 6,13,14 19:1,9,10,17 20:17,21,23	bandwidth 5:16,20	children 10:12
7	Ameren's 9:14,24 13:2 14:8 17:9	barrier 16:3,11 18:21	choose 10:9
7th 3:10	analysts 4:9	barriers 15:11	city 6:21 10:4 14:22 18:8
8	Anna 10:2	begin 5:23 17:3	CLARK 3:1 5:15 6:1, 8,17,22 7:1 8:15,19, 21,25 10:22 11:5,8,12 13:11,18 14:12,15,17, 22 15:2 18:1 19:19,23 20:3
80 9:22	Anna-- 10:2	beginning 15:21 19:6	clerk 4:11
	answering 19:20	behalf 6:14,18,20	clients 16:16,22,23 17:2,5 19:4
	apartment 12:7	bill 10:15 11:16 15:18	
		bills 9:12 11:21 12:1,7 15:20,21 17:2	
		Box 6:20	
		bring 19:2	

climate 18:24	contacted 18:4	discharge 17:15	equity 16:7
clothes 10:15	continued 16:6	disconnected 12:1,4	ER-2021-0240 3:14
code 10:3	continuum 18:6	disconnections 9:19	evening 3:1
Coeur 14:25	contribute 18:22	dismay 12:20	eviction 9:6
cold 18:25	counsel 6:10,23,25	disparity 16:7	evictions 9:20
Coleman 4:6,14	County 9:23 18:8	dollar 12:8,9 15:15	evidence 7:25 8:4
Columbia 6:15	court 4:18 6:15	dollars 10:17 12:23 15:17	evidentiary 7:25
comment 3:20 7:7 14:6	COVID-19 9:7	doubled 15:21	excuse 11:4 12:15
comments 3:6 4:21 5:18 6:4 7:5,13,15,18 8:3 13:12,16 14:7 19:21,25 20:4,10,12, 14	creative 18:14 19:2	draw 19:12	excused 11:1 13:15 20:1
Commission 3:6,12, 18,22,25 4:2,16 5:18 6:18 8:1,2 9:1,24 11:13,18 13:14 14:7 15:3 20:5,11	credit 16:6	<hr/> E <hr/>	executive 15:6
Commissioner 5:24 6:2,3,8	Creve 14:25		express 12:20,22
Commissioners 4:3, 5,6,7,14,19,21 5:21 7:14,20,22 10:24 19:23	current 3:11		<hr/> F <hr/>
communities 17:22	customer 20:21	e-mail 8:6	faced 9:13
community 10:1 15:9 17:7,14	customers 5:5 9:15, 18 15:19,20	earlier 18:16	facilitate 17:10
companies 3:23 18:14	cut 3:8	early 20:9	facing 9:5
concern 12:20,22	cycles 17:9	echo 6:4	fact 18:5
confirmed 4:4	<hr/> D <hr/>	edge 10:4	families 9:13 15:10
conjunction 8:3	de-- 15:24	effect 12:23	family 15:10 17:13
conserve 5:19	debt 15:11 16:6,10,23 17:21 18:15,20,21 19:3,10,12	effects 16:5	feedback 3:9
consideration 17:24	December 15:22	electric 3:17 9:16 15:20 17:2	feeling 15:25
considered 17:1	decision 8:2,5	embrace 17:21	field 4:9
considers 13:1	decisions 5:5	embraced 17:14	financial 4:8 9:6 15:25 16:4,23 19:10
consumer 16:16 17:10 18:2	decrease 15:25	employ 4:7	finished 3:2
consumers 19:5	deny 9:24	end 10:20 13:9 14:3 17:8,22	fixed 4:4 10:12
	deployed 17:15	endeavor 15:6,8 16:18 17:4 19:18	folks 11:24 12:14 13:6
	dial 14:2	ends 10:12	follow-up 7:19
	difference 10:17	engage 17:21 18:6	food 10:10,14
	difficulties 20:15	engaged 19:1	Forest 12:18,19
	dime 9:12	engineers 4:8	formal 3:5
	directly 5:4	ensure 3:24 17:5	fortunate 17:12,18
	director 15:6	enter 6:10 16:13 19:12,14	friend 10:11
		enthusiasm 19:2,6	friends 17:14

future 15:13	Homes 9:4 11:15,17 12:11	James 6:14	limit 7:14
<hr/>	Honor 6:13	Jason 4:6	limits 12:25
G	hope 13:1 15:12 17:20	Jeff 6:20	list 13:19
Gary 13:25 20:10	hoped 19:16,17	Jefferson 6:21	listen 6:5
gas 10:14	hot 18:25	Joanna 13:19,22	listening 5:13
gathering 18:13	hour 10:18	Joanne 13:19 20:9	literacy 19:10
general 3:14	household 12:23 16:13	John 4:11 14:25	live 14:24 16:25
give 3:19 20:20	housing 9:4 10:13 15:9,12,16 16:3,12,24 17:8	join 17:20	lives 10:3
Glen 4:7	huge 10:17 16:11 18:21	joining 5:1	living 11:24
good 3:1 19:4	<hr/>	Jones 11:2,3,4,5,10, 11,14,15 13:12,17	Liz 10:11
Governor 4:4	I	Judge 3:1 4:12,25 5:9,14,15,24,25 6:1,8, 17,19,22 7:1 8:15,19, 21,25 10:22 11:5,8,12 13:11,18 14:12,15,17, 22 15:2 18:1 19:19,23 20:3	local 3:2,12,18
graduate 19:11	impartial 7:24	<hr/>	long-term 15:8
great 18:15 19:5	implement 18:10	K	longer 17:1
greater 17:7	important 5:8 17:25	Keevil 6:19,20,22	loss 9:6
groups 20:16	include 16:5	kicked 19:7	Louis 9:5,23 10:3 11:16,17 17:17,23 18:7,8,18,22
<hr/>	income 10:13	kind 18:23	Louise 10:2
H	increase 9:14,17,25 10:6,16,18 11:20 12:2, 22,24 13:2 15:15	Kolkmeier 4:7	low 10:13
hand 8:16 11:6 14:13	increased 13:8	<hr/>	low-income 10:13 16:6
happen 10:18	input 4:21	L	Lowery 6:13,14,17 13:19,22 20:9
harder 15:15	instability 16:5	lack 16:7 17:17	<hr/>
head 16:12	insurmountable 16:10	lag 5:10	m-- 11:21
hear 5:4,25 10:21,24	interested 8:2	laid 18:3	made 4:2 7:17 8:1
heard 20:13	intervenors 7:2,3	Law 4:12	Maida 4:6
hearing 3:3,5,13,19 4:13,15 5:1,20 7:22 8:1,5,7 11:19 13:14 19:24 20:6,13	investor-owned 3:23	lease 16:13,24	maintaining 16:12
hearings 5:3,10	<hr/>	letter 13:4	majority 18:15
hikes 12:21	J	letting 5:11	make 4:23 5:22 8:4 10:7,12,16 14:5,10 15:15
Holsman 4:6,14 5:24 6:3,9	J-O-N-E-S 11:11	level 3:8	making 10:17
homeless 15:9 16:4, 20 17:1 18:7,10,16,19, 22 19:4		light 8:18	manage 10:14
homelessness 17:9, 22		lights 10:10	management 16:22

<p>Marc 6:24</p> <p>March 15:23</p> <p>marginalized 17:22</p> <p>matter 6:5 17:25</p> <p>meet 10:12</p> <p>members 3:19 9:22 10:1 12:18 15:10</p> <p>mentioned 18:2,16</p> <p>microphone 7:9</p> <p>million 15:14</p> <p>mind 8:8</p> <p>minutes 7:15</p> <p>Missouri 3:11,15,21, 23 4:16 6:12,15,21 9:24 14:25 15:1,6,8,19 16:1,17,18 17:4 20:17, 23</p> <p>Missouri's 3:16,20 15:14</p> <p>modest 16:25</p> <p>moment 7:18</p> <p>moments 17:19</p> <p>money 10:7,15</p> <p>month 15:17</p> <p>mortgage 16:14</p> <p>mother 10:11</p> <p>move 15:7 17:6</p> <p>mute 3:7</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>names 14:3 16:15 17:8</p> <p>neighbors 17:17</p> <p>network 17:13</p> <p>noise 3:8</p> <p>number 3:13 13:4 15:20 18:8 20:19,20, 22</p>	<hr/> <p style="text-align: center;">O</p> <hr/> <p>oath 4:18</p> <p>October 3:10</p> <p>offer 3:5 7:5,13 14:7 16:23 20:4,10,12</p> <p>offered 20:14</p> <p>Office 6:23,25</p> <p>official 4:15</p> <p>open 14:5</p> <p>opening 5:22</p> <p>operate 14:25</p> <p>operations 4:1</p> <p>opportunity 3:20 4:20 7:6,16</p> <p>organization 12:12 16:19</p> <p>organizer 11:15,17</p> <p>overcome 15:11</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>p.m. 3:11</p> <p>pain 15:25</p> <p>pandemic 11:22 13:3 15:22 16:1</p> <p>Park 12:18,19</p> <p>part 3:5 5:3 9:15 18:6</p> <p>participation 5:2</p> <p>parties 8:4</p> <p>partnership 19:17</p> <p>pay 13:6 16:24</p> <p>paying 17:1</p> <p>payment 17:3 19:14</p> <p>peers 17:16,17</p> <p>people 5:11 7:4 8:9 10:9 13:4 15:25 20:9,</p>	<p>14</p> <p>People's 12:19</p> <p>percent 16:9 18:16</p> <p>permanent 15:12 16:3,12 17:8</p> <p>person 16:12</p> <p>petition 9:21</p> <p>phone 8:11 10:15 13:21,22 14:1 20:6</p> <p>plans 17:3 18:10 19:14</p> <p>plenty 10:7</p> <p>PO 6:20</p> <p>point 19:15</p> <p>poor 16:6</p> <p>population 16:21 18:11,22</p> <p>portion 3:2 7:22</p> <p>possibly 18:12 19:8</p> <p>Poston 6:24 7:1</p> <p>potentially 18:24</p> <p>power 10:14</p> <p>pre-registered 7:5</p> <p>predominately 18:18</p> <p>prepared 9:3</p> <p>present 7:3 8:4,13 13:20 14:1</p> <p>presented 7:25</p> <p>preside 4:12</p> <p>press 8:11 13:21 20:7</p> <p>pressing 7:10</p> <p>pretty 10:15</p> <p>prevent 3:8</p> <p>previous 5:10</p> <p>Primary 16:3</p> <p>problem 5:16</p>	<p>problems 20:24</p> <p>process 5:3 17:11</p> <p>product 19:5</p> <p>program 18:19</p> <p>programs 18:13 19:10 20:17,25</p> <p>projects 19:9,13</p> <p>proposal 13:2 15:17</p> <p>proposals 17:21</p> <p>proposed 15:14</p> <p>protection 16:16</p> <p>protections 17:10 18:2</p> <p>providers 18:7</p> <p>providing 5:17 16:24</p> <p>provisions 16:17</p> <p>PSC 6:20 13:1</p> <p>public 3:3,5,11,13,19, 21,23 4:1,16,17,24 5:3 6:23,25</p> <p>purported 12:22</p> <hr/> <p style="text-align: center;">Q</p> <hr/> <p>quality 3:25</p> <p>question 3:2 7:21 19:20</p> <p>questions 3:4 5:14 7:19,23 8:5 10:23,24, 25 13:13,14 19:24</p> <hr/> <p style="text-align: center;">R</p> <hr/> <p>raise 8:16 11:5 14:13</p> <p>rate 3:14,21 9:14,17, 24 10:6 12:21 14:8 15:15 16:17</p> <p>rates 3:22,24 13:2 17:21</p>
--	--	--	--

read 4:20 9:2 10:2 12:17	response 19:16	situation 10:11	suggested 18:12 19:8,13
reasonable 3:24 19:14	returned 17:15	slice 16:20	summers 18:25
receive 17:7	revenues 3:17	slight 10:16	support 16:16 17:13, 18,25
record 6:11 7:13 8:22 11:9 14:18	rights 11:16	slip 9:19	supporting 9:12
recorded 4:17	road 19:7	small 16:20	supportive 15:9
reduce 17:21 18:15	Rupp 4:6	Smith 10:3	supposed 9:9
referred 18:17	Ryan 4:5	speak 5:13 7:16 8:10 13:25	survive 10:6
region 17:23 18:8,23, 24	<hr/> S <hr/>	speaking 3:7 20:6	swear 7:11
register 8:7	S-H-U-R-O-N 11:11	specialists 4:9	sworn 8:16,20 11:6,7 14:13,16
registered 8:10	safety 4:1	specifically 18:23	systems 17:18
regulates 3:22,25	schedule 5:7	spell 7:12 8:22 11:9 14:18	<hr/> T <hr/>
regulation 4:10	scheduled 3:18	spelled 14:20	table 10:10
Regulatory 4:12	Scott 4:6	sponsored 18:13 19:9,10	takers 20:7
released 9:21	secure 16:13 17:8	spreading 9:11	taking 5:6 6:6 10:21
remain 7:18,24	securing 16:11	St 9:5,23 10:3 11:16, 17 14:25 17:17,23 18:7,8,18,22	talk 18:9
remarks 4:20,23 5:22	Senate 4:4	stability 16:23	tar-- 3:15
remind 8:10 13:20	serve 15:16	staff 4:7 6:18,20	tariffs 3:16
rent 16:25	services 16:22 18:18	start 17:1	telephone 7:10
rental 9:9	set 3:12 12:6	starting 6:11	temporary 16:6
reporter 4:18	share 5:7	state 7:12 8:21 11:9 12:12 14:18 16:21	ten 12:15
represent 12:18	short 15:7	statement 9:3 10:2,5, 20 12:13,14,16 13:9, 13 14:11	Tenant 12:12,19
representative 13:6	Shuron 11:2,3,10,15	statements 4:16	tenants 9:5,14 12:19, 22
request 9:24 12:21 14:8	sign 12:14 13:4	staying 12:6	tenants' 11:16
requested 13:7	signed 12:15 13:24 20:10	Steel 13:25 20:10	term 4:4
residencies 11:25	signs 9:20	stood 9:23	testimony 4:17 6:5 10:21
resident 12:5	Silvey 4:5,13,22,25	Street 12:12	thoughtful 17:24
residential 15:18	Silvey's 6:4	stretched 12:25	thoughts 5:7 6:7
residents 11:19 12:15	simpler 19:13	struggling 9:6 13:6	threats 9:13
Resistance 12:13	simply 19:7	substantially 15:24	tight 10:16
resources 16:7	sir 8:17		time 3:4,11,12 5:4,6, 22 6:6 10:21 13:9

14:6,8 15:18 17:5,24	violence 9:21	
times 18:9 19:2	vulnerable 9:18	
today 3:10 7:23		
told 12:2,8		
tonight 4:13 5:2		
11:13 15:3 19:21 20:4, 14	W	
touch 20:23	W-A-L-L-A-C-E	
tough 17:19	14:21	
transportation 10:14	W-I-L-L-I-A-M 14:20	
truth 7:12	waiting 9:11	
turn 5:9 8:18	Wallace 14:9,10,12, 14,17,19,20,22,24	
turning 5:12	15:4,5 18:2,5 19:20, 22,24,25 20:2	
twelve 12:8	waned 19:6	
twenty 12:15	war 17:15	
	warning 9:20	
U	ways 18:9,15 19:2,13	
	week 9:22	
UE's 12:21	welcoming 4:23	
unaware 20:16	Whitney 6:15	
undersigned 12:18	William 14:9,19 15:5	
Union 12:19	winters 18:25	
unmute 7:9 8:12	witnesses 4:17	
13:22 14:2	witnesses' 4:20	
utilities 4:1 13:3,7,8	wonderful 17:13	
16:14 17:3,7 19:11	work 9:5 11:19 15:10 16:21 19:3	
utility 3:23 4:9 9:10, 19 11:21 12:1,7,21	working 17:2	
15:11,18 16:10 18:14, 19,21	wrote 12:13	
	Z	
V		
	zip 10:3	
VA 18:18		
variety 18:17		
veteran 16:16,20 17:6,12,16		
veterans 15:6,8,9,16 16:4,9,18 17:4 18:16		