

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

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
March 2, 2011
Mexico, Missouri
Volume 14

In the Matter of Union)
Electric Company d/b/a)
AmerenUE's Tariffs to Increase) File No. ER-2011-0028
Its Annual Revenues for)
Electric Service)

MORRIS L. WOODRUFF, Presiding
CHIEF REGULATORY LAW JUDGE.
ROBERT CLAYTON, III,
COMMISSIONER.

REPORTED BY:

PAMELA S. GENTRY, CCR
MIDWEST LITIGATION SERVICES

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

MR. L. RUSSELL MITTEN
Brydon, Swearngen & England, P.C.
312 East Capitol Avenue
P.O. Box 456
Jefferson City, MO 65102
(573) 635-7166

FOR: Ameren Missouri

MR. LEWIS MILLS, Public Counsel
P.O. Box 2230
Jefferson City, MO 65102
(573) 751-4857

FOR: Office of the Public Counsel
and the Public

MS. LERA SHEMWELL, Deputy Counsel
P.O. Box 360
Jefferson City, MO 65102
(800) 392-4211

FOR: Staff of the Missouri Public
Service Commission

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

2 (Proceedings were started prior to transcript
3 starting, as the Court Reporter had not been told to be on
4 the record.)

5 COMMISSIONER CLAYTON: I've been to this
6 auditorium many times to participate in our local public
7 hearing process. Mexico, with the utility providers that
8 you have, whether it be Ameren, whether it be water, lots
9 of reasons to be here, on the work that we do at the
10 Public Service Commission.

11 However, this is the first time that I've been in
12 here that we utilize the new process, and the question-
13 and-answer session went on a lot longer than it ever used
14 to. We have tried to provide this opportunity for us to
15 engage in two-way conversations so that you can understand
16 who we are and what we do. Most people are not aware how
17 the Public Service Commission functions, the type of staff
18 we have and the type of investigations that we conduct in
19 to investor utilities in this state, so I hope that you
20 found that helpful.

21 If you did not, or want to make a comment, please
22 grab one of the PSC staff members that are standing by the
23 door or right out front to provide us some feedback. We
24 certainly want to improve the process that we have.

25 I wanted to add that we have five members of the

1 Public Service Commission. We are traveling around the
2 State conducting these hearings. We had a hearing in
3 Jefferson City today. We've been in St. Louis for a
4 number of days, we've been in a number of service
5 territories, and each Commissioner simply can't visit the
6 many places, to all the different locations, but a
7 transcript will be made of the hearing today, testimony
8 will be made part of the record. That's why we have a
9 Court Reporter here. It's also being videotaped, and we
10 use these as we conduct quality service reviews of the
11 utilities in discussion for liability improvements, the
12 lights stay on, for example, and also getting your
13 feedback on rates.

14 So, having said that, I appreciate you taking time
15 out of your schedule to be here, and I look forward to
16 your testimony.

17 Thank you.

18 JUDGE WOODRUFF: Thank you.

19 Before I call first witness, I need to determine
20 for the transcript the names of the parties so we can give
21 your appearance.

22 MR. MITTEN: Appearing on behalf of Ameren
23 Missouri, Russ Mitten, Brydon, Swearngen & England, 312
24 East Capital Avenue, Jefferson City, Missouri 65102.

25 JUDGE WOODRUFF: For the Staff?

1 MS. SHEMWELL: Good evening.

2 Lura Shemwell representing the Staff of the
3 Missouri Public Service Commission, P.O. Box 360,
4 Jefferson City, Missouri 65101.

5 JUDGE WOODRUFF: For Public Counsel?

6 MR. MILLS: On behalf of the Office of the Public
7 Counsel and the Public, my name is Lewis Mills. My
8 address is P.O. Box 2230, Jefferson City, Missouri 65102.

9 JUDGE WOODRUFF: Thank you.

10 When I call your name, just come on down to the
11 podium. I'll swear you in and you will tell the truth,
12 the whole truth, and nothing but the truth, and let you
13 make a statement. And when you finish making your
14 statement, I'll ask some questions I have, the Commission
15 may have some questions for you, or attorneys and parties
16 may have some followup questions for you.

17 First witness on the list is Kimberlie Johnson.

18 (Indicating.)

19 JUDGE WOODRUFF: Can you please raise your right
20 hand.

21 KIM JOHNSON, a witness, being duly sworn by Judge
22 Woodruff, testified as follows:

23 JUDGE WOODRUFF: Thank you; and can you state your
24 name, please?

25 MS. JOHNSON: My name is Kim Johnson.

1 JUDGE WOODRUFF: All right.

2 MS. JOHNSON: I'm at the hearing in Mexico. I
3 work here in Mexico and go to school here in Mexico. I'm
4 one of the little people that Ameren is really affecting
5 greatly.

6 I make an average paycheck, and I work 40 hours a
7 week. And it takes me two weeks' worth of money to pay
8 one bill. And I barely rarely am at home because I work
9 so much and I go to school so much, I get to visit my
10 house, take a shower, go to bed, and for that that costs
11 me two weeks of my paycheck to pay. I don't think it's
12 fair that I have to make choices between food or lights or
13 things like that.

14 And what I would like to know -- I know we're not
15 allowed to ask questions, and this is primarily an opinion
16 on my part -- but what is Ameren going to do when there is
17 nobody to take from anymore?

18 UNIDENTIFIED PERSONS: Amen.

19 MS. JOHNSON: That's all I have to say.

20 JUDGE WOODRUFF: Do you have any questions?

21 COMMISSIONER CLAYTON: No questions. Thank you,
22 Mrs. Johnson.

23 JUDGE WOODRUFF: Ms. Shemwell?

24 MS. SHEMWELL: Have you looked into weatherization
25 of your home?

1 MS. JOHNSON: I'm sorry?

2 MS. SHEMWELL: Have you looked into weatherizing
3 your home?

4 MS. JOHNSON: Yes, ma'am. I live in the least
5 expensive house that I can rent. I have an old vehicle so
6 I don't have to have a car payment. I take all the
7 necessary measures, plastic on the windows, I take all of
8 those things. I'm a thrifty person. I can -- I cook all
9 my meals. I rarely eat out. There is no excuse. And,
10 again, this year I got a rate increase for a house I
11 barely even get to live in because I'm out there working
12 so hard and trying to up my income bracket.

13 Like I said before, it's not fair; and if there's
14 nobody to take from because Americans can't afford to pay
15 their bills, if they're going to make choices between the
16 electricity and eat, they're going to eat. Greed and
17 profit is a nasty ugly thing, and I think the same thing
18 will happen that has happened since the beginning of time.
19 You're going to greed yourselves out.

20 MS. SHEMWELL: Thank you.

21 JUDGE WOODRUFF: Thank you, ma'am.

22 (Whereupon, the Witness left the podium.)

23 JUDGE WOODRUFF: Next name on the list is Bonita
24 Sapp.

25 (Indicating.)

1 JUDGE WOODRUFF: Good evening. Please raise your
2 right hand.

3 BONITA SAPP, a witness, being duly sworn by Judge
4 Woodruff, testified as follows:

5 JUDGE WOODRUFF: Okay.

6 MS. SAPP: Because it should be so help me God.
7 I've lived here for nine years. I have, my husband and I
8 have done every kind of improvement that we can. We're
9 always getting flyers in the mail for AmerenUE to tell us,
10 "Do this improvement," "Do this improvement. You'll see
11 the difference." We have not seen a difference, except
12 for our bill going up. That is one thing I have to say.

13 The other thing I have to say was I am still very
14 unhappy about the Taum Sauk situation. I still believe
15 that we are paying for it no matter how it's -- it's
16 stated that it's an improvement that needed to be done --
17 we're paying for Ameren's mistake.

18 Um, a lot of us live on fixed incomes. I am on
19 disability. I did not get a raise this year, I did not
20 get a raise last year, but my utilities have gone up.
21 My water, my gas, my electric, everything, phone,
22 everything, has gone up. I am with this lady here
23 (indicating). We had to make a choice sooner or later, do
24 we pay the bills or do we eat, and, unfortunately, as you
25 can tell, I like to eat.

1 The other thing is -- let me see -- I can't read
2 my own writing. They tell us that the rates haven't
3 increased since 1991. Well, maybe they're figuring, I
4 don't know how they're figuring that because I see rate
5 increases, and nothing costs today what cost it in 1991.
6 And I feel like we don't really get the choice in this
7 matter. We're all here and we're all speaking out, but I
8 have a feeling that we're just the little people, so it's
9 going to happen whether we want it or not. There will be
10 an increase and we will have to pay it and in order to
11 stay warm or stay cold in the summer time or have
12 electricity.

13 So, I just hope that they take it to, somebody
14 takes into account that America is hurting right now. We
15 are all hurting. The little people, the big people,
16 everyone is hurting, and we can't afford to keep adding
17 more on our electric bill, more on on our gas bill, more
18 on our food bill. Our food is outrageous in this town.
19 It's cheaper to drive 30 to 35 miles to Columbia to get
20 your food because our food is so expensive here.

21 And it's just, we just don't see a point where
22 anything is getting better for us. It's getting worse.
23 And when we moved here in 1991, there were a lot of houses
24 for sale because the brick plant had closed. I've got a
25 feeling it's going to happen again because people just

1 can't afford to live here. I mean, there's not enough
2 income in this town for you to pay more and more every
3 month.

4 Thank you.

5 JUDGE WOODRUFF: Staff, Commissioner?

6 MS. SHEMWELL: No.

7 MR. MILLS: No.

8 MR. MITTEN: No.

9 COMMISSIONER CLAYTON: No questions. Thank you
10 for coming.

11 THE COURT REPORTER: How do you spell your name?

12 MS. SAPP: B-o-n-i-t-a S-a-p-p.

13 THE COURT REPORTER: Thank you.

14 JUDGE WOODRUFF: Next name on the list is Brad
15 Exwellen (ph).

16 (No response.)

17 JUDGE WOODRUFF: All right.

18 Next name, then, is Harold Enslin. Harold Enslin.

19 MR. MARTY: When you're 80, it takes awhile.

20 MR. ENSLEN: Yeah, it does. When you're 82, it
21 takes longer.

22 JUDGE WOODRUFF: Good evening, sir.

23 Please raise your right hand.

24 HAROLD S. ENSLEN, a witness, being duly sworn by Judge

25 Woodruff, testified as follows:

1 JUDGE WOODRUFF: Thank you.

2 And would you state your name, please?

3 MR. ENSLEN: Harold S. Enslen, E-n-s-l-e-n,
4 Mexico.

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

6 MR. ENSLEN: Well, I came out here with my hat in
7 my hand because there's lots of people, there's quite a
8 few people here but there's a lot more people got calls
9 and were asked to come but they can't come after dark,
10 they can't get out. I am involved in a lot of different
11 organizations in the community, and I do know some of
12 these folks that would like to be here.

13 I'd like the Public Service Commission to come to
14 Mexico and go down to some of these streets and talk to
15 some of these folks while it's cold, see how it's living.
16 This was like the water company, you remember --
17 incidentally, we did find out that brands was manmade. We
18 asked the water company at the last hearing; he wouldn't
19 tell us.

20 But, anyway, back to see how these folks live,
21 living in one room, turn off all the heat as they can, run
22 with an electric heater. I mean, these are things that
23 have gone on for years and it's getting worse. The Public
24 Service Commission, like I said, I'm involved in a lot of
25 organizations and I said I was going to come tonight and

1 talk. They said, "Harold, you're wasting your time. The
2 Public Service Commission's going to give them half what
3 they want and it's still going to be an increase for us,"
4 and sometimes that's right. We don't know.

5 It's just the way the system works because, after
6 everybody leaves, you'll forget about us, a little bit in
7 the news, and then people get their bills at the end of
8 the month and there's been, been an increase. And when
9 they allow an increase for a utility, then that
10 automatically makes your loaf of bread higher, that makes
11 your gasoline higher, that makes everything else you buy,
12 clothes, higher. So there's lots of people suffering, I
13 would say to that effect, and I wanted to point that out
14 because the rates are raised and you've got a little bit
15 of an insight tonight how this is done, but you really had
16 to think fast to understand what these folks were talking
17 about in these rate increases.

18 Also, Ameren has been allowing a thousand dollars
19 to different organizations, not-for-profit organizations,
20 and last time they were allowed up around Kirksville and
21 in St. Louis and then going to be allowed in Mexico, and
22 talk to Ameren people here tonight, nobody knows what not-
23 for-profit organizations got a thousand dollars to use
24 from the United Way. And you can't find it on the
25 Internet. We've looked. Somewhere, it's bound to be

1 printed, but for some reason it's not available to the
2 community. It's not been put in the news.

3 I want to make a note the President or lady said
4 something about this lawsuit that was filed in Cole County
5 for Noranda and the beer company for an increase, so if
6 this is to roll back to the rates 2007 -- and this is
7 something that's not in our local news but it was in the
8 St. Louis paper -- as the lady said, and it's been on the
9 T.V., so if they roll this back -- well, wait a minute.
10 Can't really say if they roll it back because I know,
11 according to the news, the Public Service Commission and
12 the Ameren people are not supposed to talk about it, but
13 it did get brought up tonight and it was acknowledged.
14 But this, I don't know, nobody knows what's going to
15 happen on this.

16 So, anyway, I'm here pleading for your Public
17 Service Commission's concerns for people that pay these
18 rates that are setting at home right now cold. That's
19 mine.

20 Any questions?

21 COMMISSIONER CLAYTON: I don't have any questions.

22 MR. ENSLEN: Okay.

23 JUDGE WOODRUFF: Thank you.

24 (Whereupon, the Witness left the podium.)

25 JUDGE WOODRUFF: Next name on the list is James

1 Nichols. Mr. Nichols.

2 (No response.)

3 JUDGE WOODRUFF: Okay.

4 Leonard Steinman.

5 (Indicating.)

6 JUDGE WOODRUFF: Welcome to Mexico, Mr. Steinman.

7 Please raise your right hand.

8 LEONARD STEINMAN, a witness, being duly sworn by Judge

9 Woodruff, testified as follows:

10 JUDGE WOODRUFF: First of all, state your name.

11 MR. STEINMAN: Leonard Steinman, Jefferson City,
12 Missouri.

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

14 MR. STEINMAN: I would like to know how much money
15 the Public Service Commission use from lobbyists to take
16 them out to dinner? That's the first thing I would like
17 to know. That's a question, but, in 1973, No. 2 plant was
18 proposed with the No. 1 plant. AmerenUE had enough money
19 to build the No. 2 plant at that period of time. I worked
20 at the No. 1 plant when it was built. They forget to
21 realize there's not a railroad there anymore to haul this
22 heavy stuff. We haul on the river over a period of time.

23 The other factor is how many millions of dollars I
24 bought for \$10,000 worth of stuff when they sold it to me
25 for surplus. I bought ten thousand -- twelve hundred

1 forty dollars' worth of stuff from them, and I figured
2 just the scale alone I bought was worth \$50,000. They
3 eliminated it because somebody wouldn't put it in their
4 grubby hands, and it wasn't Daniels that did it. It
5 wasn't anybody but the officials from AmerenUE.

6 I was in Washington State in 1982 and Washington
7 State at that period of time was building five nuclear
8 power plants online. One was completed, the other four
9 was over a fourth of the way done. They're still in
10 existence. When they got their rate hike to finish up the
11 other four, that was in 1982, every customer in the State
12 of Washington had paid those other four to sit there and
13 rot.

14 Now we have a lobbyist in here -- I know who he
15 works with -- John Britton, and John Britton lives
16 extravagantly. He's known all over the United States as
17 best lobbyist all over the world, and he is a friend of
18 mine but we have a problem. There are people out here on
19 Social Security fixed incomes that haven't got a 2 percent
20 increase in the last, I think, three years. Everything
21 else has been going up, up, up, up, and up. When these
22 people get tired, we got five countries in the world right
23 now that are doing the same thing. United States is
24 getting ready to do the same thing, so watch yourself.
25 That's not a threat, that's not a promise. That's what

1 people are getting tired of.

2 And utilities garbage, oh, it's not a utility.

3 Eldon, Missouri, now they're starting to charge you for

4 existent water that you've been paying for for a long

5 time. One person pays for water for 50 or 60 units in a

6 trailer park, and now they want to charge you door-to-door

7 service charge. When is it going to stop? That, that is

8 what people are getting tired of. And I'm here to be a

9 voice for everybody, tonight, I've talked to in the last

10 59 years of my life.

11 Thank you.

12 Question?

13 COMMISSIONER CLAYTON: Just -- Mr. Steinman, just

14 to answer your question, you asked how many times have

15 lobbyists taken me out to dinner, and the answer is zero.

16 It's a crime, and it's against the law.

17 MR. STEINMAN: I appreciate it. Nobody here

18 really knows that, so I'm glad that came out. Thank you.

19 COMMISSIONER CLAYTON: I wanted you to know.

20 (Whereupon, the Witness left the podium.)

21 JUDGE WOODRUFF: Next name on the list is Ron

22 Beedle.

23 (Indicating.)

24 RON BEEDLE, a witness, being duly sworn by Judge Woodruff,

25 testified as follows:

1 MR. BEEDLE: My name is Ron Beedle. I live in
2 Mexico, Missouri. B-e-e-d as in David-l-e.

3 One of the first thoughts that I would like to
4 share is on your payroll. It's amazing to me how it takes
5 four or five personnel to do the job for two people, or
6 maybe three could do the job.

7 Second thought is on your rate of return. I'm on
8 a fixed income, and I haven't had a return in two years
9 with Social Security, and what little I have invested I'm
10 not getting much more than 2 percent, and here you're
11 asking for over 10 percent.

12 And second thing is under your advertising.
13 There's computers. You overkill sometimes on what the
14 other people have said, maybe, about sending out
15 information about energy efficiency and things like that.
16 I just think that they need to do a better job of what
17 you're trying to do business with.

18 That's all I have.

19 JUDGE WOODRUFF: Thank you, Mr. Beedle.

20 COMMISSIONER CLAYTON: Mr. Beedle, just, you were
21 saying, you were using the term "you", and, "You can do
22 better." I'm not Ameren. Are you talking about the
23 Commissioners?

24 MR. BEEDLE: I'm talking about AmerenUE. I'm
25 sorry.

1 COMMISSIONER CLAYTON: I just wanted to be clear.

2 MR. BEEDLE: Okay.

3 COMMISSIONER CLAYTON: I don't have any other
4 questions. Thank you.

5 JUDGE WOODRUFF: Thank you, sir.

6 (Whereupon, the Witness left the podium.)

7 JUDGE WOODRUFF: Next name on the list is Matt, I
8 think it's Bucklin, or Bucklew?

9 (No response.)

10 JUDGE WOODRUFF: Am I close to anybody?

11 (No response.)

12 JUDGE WOODRUFF: Next name is Helen Burkhead.

13 (Indicating.)

14 JUDGE WOODRUFF: Please raise your right hand.

15 HELEN BURKHEAD, a witness, being duly sworn by Judge
16 Woodruff, testified as follows:

17 JUDGE WOODRUFF: Could you tell us your name,
18 please?

19 MS. BURKHEAD: My name is Helen Burkhead,
20 B-u-r-k-h-e-a-d.

21 JUDGE WOODRUFF: Thank you.

22 MS. BURKHEAD: I just want to comment that I am a
23 retired person on Social Security. I can say I haven't
24 had a raise in the last couple of years. I took on a
25 part-time job to try to help out on utilities and stuff

1 because you never know when to keep your heat down from
2 one week to the month or next, whether you're going to get
3 to pay it or not.

4 And that's just what I had to say.

5 THE COURT: Thank you, ma'am.

6 (Whereupon, the Witness left the podium.)

7 THE COURT REPORTER: What was your name again?

8 MS. BURKHEAD: Helen Burkhead.

9 JUDGE WOODRUFF: Next name on the list is Julia
10 Smith.

11 (Indicating.)

12 JULIA SMITH, a witness, being duly sworn by Judge
13 Woodruff, testified as follows:

14 JUDGE WOODRUFF: Thank you.

15 Tell us your name, please?

16 MS. SMITH: Julia Smith.

17 I heard the different testimonies, and I think
18 mine is kind of a rerun, and I -- but what my concern is
19 is, when we're on fixed income and all, we haven't had
20 raises and all this, and then you, AmerenUE or Ameren
21 Missouri, is expecting us to keep up with the times.
22 Something's got to give. You know what I mean? There's
23 just so much you can do as to your income. Especially if
24 you have medical problems and you have health issues and
25 medications and all these different things that you have

1 to take care of, too.

2 It's not that I don't appreciate my gas and
3 lights, I do, and this winter I've appreciated it very
4 much. But it's just the fact that the bill, you know,
5 there is so much you can do on a fixed income.

6 And another thing, several years back I was in a
7 church-affiliated program, and it's amazing how many
8 people asked churches to help them with their AmerenUE
9 bill, and that is one of the number one problems that they
10 will ask you about. And their bills are so sky high,
11 nobody should have, you know, their home taken care of and
12 all this, and insulation and all, but they can't even
13 afford that. But they have, you know, Ameren bills are
14 high. So they ask the churches to help them.

15 So, please, you know, when you make this rate
16 hike, you know, what are we going to do as Americans?
17 What are we going to do? You know, it's, something's got
18 to give.

19 COMMISSIONER CLAYTON: Thank you.

20 JUDGE WOODRUFF: Thanks, ma'am.

21 COMMISSIONER CLAYTON: Ms Smith, can I ask you
22 just a couple of questions? I won't keep you too long.

23 MS. SMITH: I'll try.

24 COMMISSIONER CLAYTON: This came up at the last
25 person who testified --

1 MS. SMITH: Uh-huh.

2 COMMISSIONER CLAYTON: -- and the concern, or one
3 of the last people that testified, is a concern about
4 materials being sent out on energy efficiency.

5 MS. SMITH: Uh-huh.

6 COMMISSIONER CLAYTON: One of the things the
7 Commission's been trying to do to help people is to try to
8 take control of their energy bills because bills are not
9 easy to read, it's not like going out to the gas pump
10 where you watch the wheel turn over, you know how many
11 gallons you're buying, you know the price per gallon.
12 It's more complicated because you've got a meter on the
13 side of your house, but what we're trying to do is to help
14 people use a little less or understand where it goes.

15 And I'm wondering, the folks you're talking about,
16 what can the Commission do better in trying to give people
17 the tools to take control of their bills? And I
18 completely understand what you're saying about increases
19 and costs.

20 MS. SMITH: Uh-huh.

21 COMMISSIONER CLAYTON: But as fuel prices go up at
22 the gas pump, on many occasions those fuel prices go up
23 for electricity that it takes to generate electricity.
24 So, anyway, to use a more efficient car, or something like
25 that, it works the same way at home.

1 My question to you is what can we do better at the
2 Commission in giving you the tools to understand and try
3 to take control of bills and understand where that, you
4 know, that cost is coming from? Are you following me?

5 MS. SMITH: You're talking about like when I was
6 working with Vanillas. I don't do that now, but I was.

7 COMMISSIONER CLAYTON: Okay?

8 MS. SMITH: And these people would talk. I never
9 went further, you know, with these people as to their
10 personal needs. We only took care of what we could as a
11 church, you know, and me and Chairman of Benevolence.

12 But I do think when -- I don't know whether --
13 this is as to my husband and I, yes. We had, we do these
14 things to cut costs. We have to, and we did. You know,
15 but when I'm saying, I don't know. I really don't have
16 that answer. I really don't. I really don't.

17 COMMISSIONER CLAYTON: Okay.

18 MS. SMITH: You know, if you offered it to them
19 free, you know, but some of this, some of these people
20 have lived in rental houses, too, and there is another
21 factor.

22 COMMISSIONER CLAYTON: Rental housing.

23 MS. SMITH: Yeah; and they pay their utilities.

24 COMMISSIONER CLAYTON: You're right. Someone owns
25 their own home, they make an investment and can fix it up.

1 The landlord/tenant issue is a real problem. No one can
2 come up with a solution because each one has their own
3 incentive to do their own thing.

4 MS. SMITH: I was just borrowing from one. You
5 know, they said their lights were going to go out and they
6 had children, and things, and gas lights. Just broke my
7 heart, you know, but we can't -- as in our church at that
8 time, we couldn't help just everybody because we didn't
9 have that kind of funding, you know.

10 COMMISSIONER CLAYTON: Was your experience, did
11 the utility, did Ameren try to work with folks that you
12 were trying to help or --

13 MS. SMITH: The problem, they did try to work with
14 them and some of people didn't do too well managing.

15 COMMISSIONER CLAYTON: Okay.

16 MS. SMITH: I'll be honest about it.

17 COMMISSIONER CLAYTON: I understand.

18 Thank you for your time.

19 (Whereupon, the Witness left the podium.)

20 JUDGE WOODRUFF: Next name on the list is Ray
21 Anderson.

22 (Indicating.)

23 JUDGE WOODRUFF: Good evening, sir.

24 Please raise your right hand.

25

1 RAY ANDERSON, a witness, being duly sworn by Judge
2 Woodruff, testified as follows:

3 JUDGE WOODRUFF: Thank you.

4 MR. ANDERSON: I lived in Callaway County, and I
5 have property in Call --

6 COMMISSIONER CLAYTON: Your name is Ray Anderson?

7 MR. ANDERSON: Ray Anderson, yes.

8 You know, I don't begrudge these guys their
9 salary. It may be a little much but, you know, I don't
10 begrudge that. I don't begrudge the EPA saying that we,
11 basically, need to have clean air and water. It's our
12 choice, that's where we live at. So, whatever that costs,
13 it has to be paid.

14 One thing that does upset me a little bit is that
15 when Ameren looks at and makes a statement that nuclear is
16 clean and green energy that's just nuts. It will be here
17 30, 40 years, then for the next 250,000 years it will kill
18 anybody who touches it, and it's such a hot topic the
19 Federal government doesn't have anything to do with it.
20 No state wants it.

21 Ameren could do a lot in lines what you're asking
22 with having ads, having conferences like this, having
23 expositions and demonstrations on what people can actually
24 do to save, to save energy. They do little or nothing on
25 that. That would be, be a big benefit, I think.

1 Another thing, they talk about our future 40 years
2 from now. Hay, it's solar and it's wind. There is no way
3 around it. We're going to have to stop using coal because
4 it will poison us and all of our kids will die. So, we
5 have to phase that out.

6 I really think, like I said, I have a house in
7 Columbia, and Columbia has done a wonderful job offering
8 people low loans, 1 percent, less than 1 percent, to
9 energize their house. They have people come out, look at
10 your house, say, "This needs to be done. It will cost you
11 50 bucks, City pays the rest of it." They realize they
12 can't keep producing more and more and more energy.
13 Somewhere along the line we have to say we have to bring
14 in efficiency, and Columbia's done a really good job on
15 that. They've encouraged people to save energy. Ameren
16 has not. "We'll build another plant. The new one will
17 come online and save us all." No, no, no, it won't. It's
18 your job.

19 Basically, our state is in really tough times, and
20 when people talk about on being on fixed incomes or low
21 incomes, they have to, when you increase their rate here
22 for electricity, you increase their rate for bread, for
23 water, for everything. There's a multiplier effect. So,
24 we have been asked, basically, in this state, "Well, cut
25 expenses, going to have to lay people off, blah, blah,

1 blah, blah, blah." Maybe it's the time to tell Ameren
2 this time, "Well, you're right. It should be zero until
3 we come out of this economic slump."

4 And, really, it is all about the economy, most of
5 the people right here. I look at the economy, but I also
6 look down the road at this whole nuclear thing and more
7 coal plants. We have to do something else, and I don't
8 see Ameren leading the charge when they should be leading
9 the charge in that area.

10 That's all I had to say. Thank you.

11 JUDGE WOODRUFF: Yes, sir.

12 (Whereupon, the Witness left the podium.)

13 JUDGE WOODRUFF: Next one on the list is Bob
14 Hanke. Bob Hanke.

15 (No response.)

16 JUDGE WOODRUFF: Bob Muensterman. Bob
17 Muensterman.

18 (No response.)

19 JUDGE WOODRUFF: Nancy Fisher. Nancy Fisher.

20 (No response.)

21 JUDGE WOODRUFF: Marcia Kaden.

22 (Indicating.)

23 JUDGE WOODRUFF: Good evening.

24 MS. KADEN: Good evening.

25 JUDGE WOODRUFF: Please raise your right hand.

1 MARCIA KADEN, a witness, being duly sworn by Judge
2 Woodruff, testified as follows:

3 JUDGE WOODRUFF: Can you please tell us your name,
4 please?

5 MS. KADEN: Marcia, M-a-r-c-i-a, Kaden, K-a-d-e-n,
6 and I live here in Mexico.

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

8 MS. KADEN: Well, as you can see, I'm on
9 disability, and I'm struggling like everybody else. And I
10 think, in theory, they look at this nine dollars and
11 thirty cents added expense a month as not being that much.
12 Well, it's not if you make over a hundred thousand. But
13 it's, it's a burden on those who are on fixed incomes,
14 because ours hasn't gone up for the last couple years;
15 and, yet, even the government has raised Medicare A, B,
16 and D so that, you know, I think everybody is just trying
17 to squeeze everything out of it, but yet we want to be
18 able to stay in your own home because you don't want to
19 have to go somewhere where the State has to help support
20 you to live.

21 And besides choosing between food and bills, you
22 also have to consider that the disabled and the elderly
23 are on more medications. And, you know, with Medicare D,
24 everybody thinks it's harder, so, so great and all that,
25 well, they raised the limit before you get out of the

1 donut whole and then raised the limit that you had to go
2 before you got in the donut hole, so that, I think that
3 the disabled and the elderly are just being wiped out.

4 These are supposed to be years that you can enjoy
5 as much as you can with your disability or with your
6 elderly care, and instead it's, you know, everybody wants
7 you to give this, give that, give that, and give that. I
8 mean, they have made no real evidence of cutting their
9 budget. You know, it's fine to say, "We laid off a couple
10 of people," or whatever. But how much did they really cut
11 their budget, operating budget? Because the church I go
12 to, I had some input on the budget and our budget for our
13 church went down 9.4 percent.

14 So, I think going up the rate set by a utility is
15 ridiculous.

16 JUDGE WOODRUFF: Thank you, ma'am.

17 MS. KADEN: Thank you.

18 COMMISSIONER CLAYTON: Thank you.

19 (Whereupon, the Witness left the podium.)

20 JUDGE WOODRUFF: Next name on our list is Hazel L.
21 Roberts.

22 HAZEL L. ROBERTS, a witness, being duly sworn by Judge
23 Woodruff, testified as follows:

24 JUDGE WOODRUFF: All right. Thank you.

25 And could you tell us your name, please?

1 MS. ROBERTS: I am Hazel L. Roberts.

2 THE COURT: Thank you.

3 What would you like to tell us?

4 COMMISSIONER CLAYTON: R-o-b-e-r-t-s.

5 MS. ROBERTS: I'm one of the those fixed-income
6 people. I have a retirement account that is worth a whole
7 lot less than it used to be, and my life, it's based on
8 stocks and so forth, and if I take as much as I need out
9 of that every year, they're going to have to shoot me
10 pretty soon because there's just not going to be anything
11 left. And Social Security, as everyone has attested, has
12 not gone up and they will not because there is no COLA,
13 there is no cost-of-living adjustment. Our cost of living
14 has gone up and is continuing to rise.

15 Gasoline today is three twenty-five a gallon. I
16 had a few palpitations when I saw that. I think if my
17 bill goes up even ten more dollars a month, I'm not sure
18 I'll be able to pay it. I would have to do without
19 something. I work hard all my life to be able to retire
20 and have a livable income. I own a home, you know, I can
21 do things.

22 But if I can't do anything else to save on my
23 energy costs, that I can see, my little house that I live
24 in, it was very -- I've had insulation checks, all that
25 stuff, windows and everything. I retired, the last few

1 years I have replaced the gas furnace, the gas-blown
2 heater, and the electric air conditioner. I have CFL
3 bulbs all over my house. My thermostat is sitting on 66.
4 It used to be the other way around. I turned the
5 thermostat up in the winter, down in the summer. Now I
6 turn it up in the summer and down in the winter.

7 As far as energy costing, we do get what we're
8 paying for, I think, but if it gets any higher there's not
9 going to be anything to pay it with. I have seen how they
10 expect the average person -- even those that are still
11 employed. I have family members that are employed that
12 aren't making all that much money now, either. They
13 aren't being able to pay their bills, too. If we don't
14 have some kind of control to keep these costs down, I
15 don't know what we're going to do. I really don't.

16 I have a room shut off in my house, and I'm doing
17 everything reasonable to control costs. I don't want to
18 give up everything I have just to keep warm or cool in my
19 own home.

20 Thank you.

21 JUDGE WOODRUFF: Thank you, ma'am.

22 COMMISSIONER CLAYTON: Ms. Roberts, may I ask you
23 just a few questions?

24 MS. ROBERTS: Absolutely.

25 COMMISSIONER CLAYTON: The investments that you've

1 made over time -- and you've been in your home for quite
2 awhile, and those are significant, air conditioner, water
3 heater, furnace, windows, sounded like you've been
4 checking the insulation -- those are all things that are
5 part of the energy efficiency package.

6 My question is have you ever compared your bill
7 for the number of kilowatt hours that you use today versus
8 the kilowatt hours that you used before those investments?
9 Did you recognize savings from those investments?

10 MS. ROBERTS: I haven't compared them that much.
11 I haven't gone back that far. But there was a time I was
12 paying more. But I was working. I could work a little
13 overtime to make a little extra money. So, on Social
14 Security, you don't get any overtime.

15 COMMISSIONER CLAYTON: Okay. Thank you.

16 JUDGE WOODRUFF: Thank you, ma'am.

17 (Whereupon, the Witness left the podium.)

18 JUDGE WOODRUFF: Next name on the list is Darrell
19 Sapp.

20 (Indicating.)

21 JUDGE WOODRUFF: Good evening, sir.

22 Raise your right hand.

23 DARRELL SAPP, a witness, being duly sworn by Judge
24 Woodruff, testified as follows:

25 JUDGE WOODRUFF: Thank you.

1 Could you state your name, please?

2 MR. SAPP: Darrell Sapp.

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

4 MR. SAPP: Well, I've lived here about nine years
5 and worked, been working down in Fulton. Cost of gas,
6 whenever it gets to three, four dollars a gallon -- two
7 years ago, your gas just to commute back and forth comes,
8 got a full tank of gas a week is forty bucks in my little
9 truck. It has like 211,000 miles. You can buy one, you
10 know, eventually it will have to be replaced sometime.
11 Anyways.

12 The raise I get every year goes to health costs.
13 My health insurance where I work at goes up at least that
14 much every year. So, there's nothing there. Social
15 Security, these people are losing their Social Security
16 that's getting it. When I get to the point to retire, it
17 probably won't be, be there.

18 I guess that's about it.

19 JUDGE WOODRUFF: Thank you, sir.

20 COMMISSIONER CLAYTON: Mr. Sapp, I don't have any
21 questions. Thank you very much.

22 (Whereupon, the Witness left the podium.)

23 JUDGE WOODRUFF: Next name is Eldon --

24 MR. MELLOTT: Mellott.

25 JUDGE WOODRUFF: -- Mellott. Thank you very much.

1 Sometimes it's hard to decipher signatures.

2 MR. MELLOTT: Yeah, and I'm getting old and shaky.

3 JUDGE WOODRUFF: Good evening, sir.

4 Please raise your right hand.

5 ELDON MELLOTT, a witness, being duly sworn by Judge

6 Woodruff, testified as follows:

7 JUDGE WOODRUFF: Thank you very much.

8 MR. MELLOTT: My name is Eldon Mellott,

9 M-e-l-l-o-t-t.

10 JUDGE WOODRUFF: Thank you.

11 MR. MELLOTT: I was here about a year ago and, at

12 that time, I said I blamed the Public Service Commission

13 about as much as I did the AmerenUE. AmerenUE was asking

14 for 18 percent then and I said you'd all give 9 percent

15 and pat yourselves on back and would said, "Boy, we held

16 them to 9 percent," and AmerenUE would be patting

17 themselves on the back saying, "We got 9, we only needed

18 2."

19 And we pretty well blowed all their advertising

20 out of the water. It's nothing but propaganda. They

21 haven't got raises, nothing, hasn't had raises, hasn't for

22 two years. If one's lucky enough to have a job, they

23 probably didn't get a raise. And we got the runaround

24 tonight like who paid for all this advertising. And last

25 fall when we had the gas hearing, they said, oh, the

1 stockholder paid for that advertising out of their
2 profits. But the little paper they sent out with us said
3 they wanted a raise so the stockholders could have a
4 reasonable profit.

5 I said, "Now, wait a minute. We're getting put on
6 the hook and being left out of the loop and the whole
7 economy's in the crapper? Oh, no. No, no. That's not
8 guaranteed. But they had enough profit left over to pay
9 for television ads, newspaper ads, billboards, a whole
10 flood of bulletins they mailed out to us. And now we find
11 out tonight the head guy over the whole thing makes about
12 \$900,000 in wages and the rest of it is bonuses and
13 incentives. Where does that come from? "Oh, that comes
14 out of the stockholder's profit." So, somebody is making
15 some profit somewhere.

16 My dad used to say liars could figure and figures
17 don't lie. But they can sure be shuffled around because
18 the Federal government told that there wasn't no cost-of-
19 living increase. Didn't go up. Between now and anytime
20 last year, it cost me about 56 or 60 dollars more a month.
21 AmerenUE went up 10.3 on their electric. They went -- or
22 10.4 on electric, 4.3 on their gas, and come to find out,
23 the Public Service Commission is paid by the utilities.

24 Now, you all might be straight as a string, honest
25 as the day is long, but there's a conflict of interest

1 there, and then any other situation you would preclude
2 yours. We got the fox guarding the hen house is what it
3 amounts to.

4 Now, it might not be. This is, this is the
5 impression we're getting. Last time they said we're
6 having 18 percent raise; we're having trouble buying
7 little luxuries like toilet paper, and I tell you toilet
8 paper and haircuts ain't gone down a bit last year. They
9 come in and winterized my house for me. I hated to have
10 them do it, kind of on the government dole, but I could
11 get it done. They come in and put new forced-air furnace.
12 My folks had a furnace in there, it was as big as a
13 Volkswagon. It was coal. They converted it to gas,
14 natural gas, so it had a burner in there as big as a
15 washtub. When you kicked it on, you could hear it a
16 half-a-block away. Put a new furnace in it and the new
17 furnace didn't heat, like no heat into the basement, so my
18 floors is always cold, and what I saved on the gas, the
19 electricity on the blower ate up. So, you didn't gain
20 much. And you can only conserve so far. There's only so
21 much you can do.

22 And three years ago, AmerenUE was crying to need a
23 raise. Everybody had followed their instructions and
24 conserved and they weren't selling enough electricity.
25 Well, gee whiz. Where do you go from there, I asked them.

1 This nuclear power, I have nothing against it.
2 Three-Mile Island didn't put out a new chip x-ray but
3 you've got every tree hugger in the world fighting it.
4 So, I said, "What about solar panels?" They didn't even
5 know how many acres they had down there, a little,
6 seventy-two hundred a year ago; now we think there's 4,000
7 acres down there. What about coal? Never heard one
8 critical of glass over a parking lot in 500 years. Well,
9 but it only works during the daytime. Gee, summertime, I
10 thought that's what the big draw for electricity was.
11 Well, what about wind star. You're going to have a little
12 trouble from tree huggers if you kill sparrows. I'd take
13 out two sparrows over heat stroke and hypothermia any day.
14 I think it costs 12 cents per kilowatt wind power,
15 and we only get two cents, two cents a kilowatt rebate
16 from the Federal government. But we have to have this
17 raise because our transportation costs and our coal has
18 went up because we didn't convert our coal furnaces back
19 in the '70s when the clean air went through.
20 I don't believe, they didn't have the technology
21 so they couldn't burn high sulphur coal from Illinois and
22 Missouri; we went to Wyoming and got it. Fine and dandy.
23 Now the economy in the crapper. They ain't selling no
24 electricity out of state. We got to have rigs. So, they
25 had an abundance of electricity. They weren't selling all

1 this extra electricity. They got an abundance of
2 electricity, but they're buying electric wind power from
3 Iowa when they got electricity going to waste. And
4 they're right back in a year's time wanting another raise.

5 And every one of these raises they want pays for
6 something they supposedly paid for. So, the customer, the
7 customer is the one on the tail end have ended up owning
8 AmerenUE. They lay a mile of new wire, string a mile of
9 new wire, they come back to the consumer, "We want you all
10 to pay for it. "We have a new gas pipe we want you to pay
11 for." Everything they put in their business they come
12 back wanting the Public Service Commission to grant them a
13 raise to pay for it.

14 So, we've ended up paying for the blocks to build
15 a new store, we've paid for the materials to build the
16 company store, we've paid to stock the company store, we
17 paid the employees to run it and, low and behold, it's the
18 only store. We cannot go down to the corner, record
19 store, and choose from A, B or C brand of electricity.
20 We're stuck with one.

21 Eighty, ninety years ago, if you come in your
22 house, throw a switch, a light come on, man, that was a
23 luxury. That was a modern marvel. If you could plug a
24 refrigerator in, keep your food fresh, it was a modern
25 marvel. You had natural gas, you could heat your home, a

1 modern marvel. Today, it's not a luxury. You go home and
2 throw a master breaker on your panel box off, your house
3 goes dead. No food preparation, you can't save any food,
4 you've got no heating or cooling. You've got a gas stove,
5 you've got an electric lighter on it, you can't light the
6 stove. The furnace won't work. If you've got a water
7 conditioner, it won't work. Everything in that house is
8 tied in to electricity. Use to be a kid could throw that
9 breaker, so it's not a luxury anymore. It's become an
10 obsession.

11 And they keep raising these rates and raising
12 these rates and pretty soon it will cost you \$25 to do a
13 load of wash, \$15 to fry an egg in the morning, five bucks
14 to heat up a can of soup. If you have a manual can opener
15 to open it. So, we're fighting a losing battle. They
16 don't want wind power, they don't want solar power. The
17 State finally made it start trimming trees that they
18 should have been doing all along just for the safety of
19 their own linemen. And the only thing that I can see
20 AmerenUE has done to try to save any money was they don't
21 pay their linemen as much as the consolidated guys, and
22 without those linemen and ground men they don't got a
23 company.

24 So, for me, it costs me about 60 bucks a month
25 since last year. I've got cable T.V. yet, but I've got

1 basic and it only works half the time. It went up in the
2 last two years. One reason I got it, I'm too old and
3 stove up to crawl around on the roof to try to mess with
4 an aerial. My old crook got insurance, believe it went up
5 twice in the last two years. The water has went up. Our
6 city sewer bill has doubled, and it's going to go up every
7 October for the next 10 years because the Federal
8 government said they had to clean the mess up.

9 I really figured we'd be back here because of this
10 big passing of the tax bill and they say we've got to
11 convert all our coal fire to natural gas to get rid of the
12 carbon. But now the EPA here took it upon themselves to
13 say, "Oh, you got to do it all. You got to do it all."
14 They're trying to get the farmers to stop throwing dust in
15 a dirt road when you're driving down a dirt road. So,
16 where do we go, gentleman?

17 I make \$694 a month. A lot of these people out
18 here (indicating) might not even be making that. And
19 they're not making no profit. They (indicating) just said
20 their stockholders made 5 percent last year. They made
21 enough profit that the big shot of the company had made
22 \$400,000 worth of bonuses and incentives. But they're
23 broke. They've got to have this raise. They want 2
24 cents, or two dollars a year from all of us so they can
25 just get a permit to build a nuclear plant.

1 But the Governor said, "Get them altogether. If
2 one of you can't afford it, get them altogether and see if
3 you can build" -- if all the utility companies in this
4 state can't come up with four million, forty million bucks
5 without coming back and charging us for it? That's
6 enough. I know I'm not the conservative side. I may be
7 way off base on this. But it stinks.

8 Taum Sauk. The dam broke because they didn't keep
9 their maintenance up, didn't watch what the devil we've
10 been doing, and caused thousands of dollars of damage,
11 and, thank God, it didn't happen at a different time of
12 year. Because all the tourism would have been down there.
13 But they're still, they want us to pay for part.

14 Now, somehow or another, the courts have allowed
15 them to charge us everything they do. The whole business
16 in the world where everything is paid for. Reaganomics
17 were called trickledown. Well, think about it. They've
18 got 10.4 percent raise last year. Every grocery store,
19 barbershop, T.V. repair shop, gas station, barbershop had
20 to raise their prices. They had to to stay in business.
21 And it all boils down to us, the consumer, the low man on
22 the totem pole, and we got triple dog.

23 These idiots in Washington, D.C., all work no cost
24 of living, computers didn't go off. Not a one of them's
25 been to a grocery store. And if you're making like the

1 man there makes \$900,000 a year, two or three dollars a
2 month probably doesn't make any difference to him. But
3 the ones out here on fixed incomes, and even the ones with
4 an income are fixed. Gas prices are going back up, so
5 where does it end?

6 They put up solar, they don't want nothing to do
7 with it. They put wind, don't want nothing to do with it.
8 I asked him, "You buy natural gas basically wholesale?"
9 Their answer is, "Yes." I said, "How many vehicles have
10 you converted to burn natural gas?" "None." "Why?"

11 "Nobody sells it." I didn't ask him to buy new equipment;
12 I asked how many they converted. If I had a place to fill
13 my old truck and could scrape up enough money, I'd be
14 burning natural gas. It's 40 percent cleaner and a whole
15 bunch cheaper. My main deal is it's cheaper.

16 Because all this global warming stuff, you put a
17 hundred scientists in a room you'll get a hundred
18 different opinions. Because why has Mars' temperature
19 changed -- now, how can you tell what the temperature on
20 Mars is? I don't know, but the temperature on Mars has
21 went up the exact identical amount as Earth. And I'm sure
22 the EPA says we're running out from Mars' greater
23 temperature, so we're right back where we started. We're
24 fighting EPA, fighting AmerenUE, we're fighting Federal
25 government.

1 And they're a monopoly. They're trying to
2 flashbulb the competition. They aren't competition.
3 They're a monopoly. That's why the Public Service
4 Commission is there.

5 And I've got a lot of material. I've kind of lost
6 my place, but we've all kind of lost our place. Because
7 it gets to the point where I think I say I either heat or
8 eat. It's getting to the point you can't eat or heat.
9 And they say, "Well, we're the lowest in the State."
10 Well, good deal. California is paying four times we are,
11 why should we have to pay four times more, and they have
12 no incentive whatsoever to try to conserve on their own
13 use. As long as we put it in, Public Service Commission
14 lets them charge us for it. And the stockholder is trying
15 to get left out of the loop. They try to say no, no, but
16 it says "a reasonable". Well, this day and age,
17 "reasonable" maybe would have been 1 or 2 percent.
18 They've got 5 percent. Nobody in this room has got zilch.

19 And it all comes right back downstairs to the poor
20 guy on the street. I wish I could get out and work. I've
21 worked all my life until my ticker wouldn't. I'd like to
22 have a job for nothing else just to go have a day off. I
23 haven't had a day off in 10, 15 years.

24 So, that's about the long and short of it. I'll
25 get home and I'll think of a lot more.

1 JUDGE WOODRUFF: Thanks, sir.

2 (Whereupon, the Witness left the podium.)

3 JUDGE WOODRUFF: Next name on the list is Dr.

4 Kritzer. Mr. Kritzer.

5 (Indicating.)

6 JUDGE WOODRUFF: Good evening.

7 Please raise your right hand.

8 DR. DONALD KRITZER, a witness, being duly sworn by Judge
9 Woodruff, testified as follows:

10 JUDGE WOODRUFF: Please state your name, sir.

11 DR. KRITZER: Dr. Kritzer, Donald K-r-i-t-z-e-r.

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

13 DR. KRITZER: I'm from Fulton, Missouri, or
14 Callaway County.

15 I basically just want to say thank you for coming
16 out and giving everybody an opportunity to express their
17 thoughts, both good, in favor, and those opposed. I
18 appreciate the work that the PSC does in trying to help
19 keep rates down, and reliable energy is what we're all
20 looking for at the lowest rate, and I think we're all
21 fortunate we've got low rates in Missouri. We aren't
22 going to please everybody, but I spent most of my day in
23 Jefferson City today listening to testimony on bills on
24 whether they should build a new power plant or not.

25 I'm thankful that people and utility companies are

1 looking out into the future to provide energy when we have
2 a need for it. We expect it to be there. I think one of
3 the best things that happened for Missouri is that all
4 these utility companies have come together to try and find
5 a base local plant. Whether it's nuclear, whether it's
6 something else, it will be needed and we expect to have
7 it.

8 I'm not here to debate whether the rates are fair
9 or not. I'm relying on the Public Service Commission to
10 evaluate the increases that are being asked for.

11 Hopefully, they will come up with some good judgment. We
12 trust that is so. That's what I have to say.

13 Did you have a question?

14 (No response.)

15 THE WITNESS: No. Thank you.

16 COMMISSIONER CLAYTON: Thank you.

17 (Whereupon, the Witness left the podium.)

18 JUDGE WOODRUFF: Last name on my list is Robert
19 Marty.

20 (Indicating.)

21 COMMISSIONER CLAYTON: You weren't the first one
22 here.

23 JUDGE WOODRUFF: Good evening, sir.

24 Raise your right hand.

25

1 ROBERT H. MARTY, a witness, being duly sworn by Judge
2 Woodruff, testified as follows:

3 JUDGE WOODRUFF: Thank you.

4 Tell us your name.

5 MR. MARTY: Robert H. Marty; I live in Mexico.

6 In light of Mr. Clayton sitting here with gas in
7 the solar place, we appreciate all of you being here. We
8 appreciate all this staff (indicating), and we hope you
9 spend some money in Mexico. The Tragers Best (ph) sold
10 30. You remember Senator Bond's favorite restaurant? If
11 not, try McDonald's, but leave some money behind here so
12 it's worth something.

13 I just want to clean up a couple things before I
14 ask one specific thing. Somewhere, I realize, of course,
15 that the Public Service Commission charges the utility
16 companies for their expenses, but I don't know if
17 everybody realizes the utility companies then put that in
18 to our rates. We rate bearers pay for the Missouri Public
19 Service Commission, couple minutes out here.

20 Second thing, I heard somebody talking about this
21 all being done at a thousand. If you count everything, it
22 was 4.7 million a year, and all he does, he's -- Mr.
23 Clayton -- in a noncompetitive industry, comes in, the
24 morning light's on, he goes out, the light's off. I hope
25 we take a look at that salary, all the employees make, and

1 it's kind of money in a noncompetitive energy.

2 Another thing I wanted to say before Mr. Clayton,
3 the Legislature has played a savage trick on us rate
4 bearers. They give us all this information about how to
5 save on energy, and you heard Hazel Roberts talk about all
6 that she's done and so forth and so on, but the
7 Legislature has given the Public Service Commission which
8 is giving utilities the authority to raise rates if the
9 amount of electricity and utilities goes down. So, the
10 more we save, the more we pay. Now, I hold that as the
11 Legislature's fault.

12 My solution would be to move to a newer condo
13 either every other year and infinity, but that hurts.
14 That hurts a lot. I have an article from the St. Louis
15 Post Dispatch which discusses that.

16 Can I read that as a presentation?

17 JUDGE WOODRUFF: By --

18 MR. MARTY: I'll leave it with you.

19 JUDGE WOODRUFF: All right.

20 MR. MARTY: I had a very specific thing. Here in
21 Mexico, we get good service from the power and light
22 company, electric companies, AmerenUE, and I've said that,
23 but there's one key category we need some help on and it's
24 the feed lights.

25 Ameren Missouri owns over 1,000 light poles,

1 lights, and provides the electricity for them, and they
2 charge the City of Mexico about a hundred thousand dollars
3 a year and rent per pole, depending on what kind of pole
4 it is. Also, we ratepayers pay the City of Mexico
5 \$500,000 in franchise tax for the right to have
6 electricity and gas run down our streets, and so forth.
7 However, Ameren Missouri has no system for identifying and
8 replacing streetlights, so no system identifying which are
9 out or recycling. Therefore, they charge the City of
10 Mexico whether the lights are on or off.

11 Random way, people like themselves, call a number
12 in. Somebody else does it, but there's no system. I was
13 lucky to have management go by the City apartments to go
14 by one week and check after supper and see which lights
15 are on or off because as a matter of saving and, as well,
16 time.

17 Until they do, I recommend to the City Council --
18 which I'll do later -- that they hold back 10 percent of
19 their fee that they owe the electric company and put it in
20 escrow until we have the system of checking on the lights.

21 I thank you. That constitutes my testimony, and
22 thank you for being here in Mexico. It's good to see you
23 again.

24 JUDGE WOODRUFF: Thank you.

25 MR. MARTY: I'm going to give you this article,

1 and I want to give you the notes on the feed lights, as
2 well.

3 JUDGE WOODRUFF: I'll mark it as an exhibit for
4 you.

5 MR. MARTY: Where is AmerenUE? What's the head
6 guy?

7 COMMISSIONER CLAYTON: I think they're gone?
8 (Indicating.)

9 COMMISSIONER CLAYTON: No, they're not.

10 JUDGE WOODRUFF: They better not be gone.

11 (Whereupon, the Witness left the podium.)

12 (Whereupon, certain documents were marked for
13 identification by Judge Woodruff as Exhibits 1 and 2,
14 3/2/11.)

15 JUDGE WOODRUFF: All right. We'll move on.

16 And your article is Exhibit 2.

17 And anybody object to those going into evidence?

18 (No response.)

19 JUDGE WOODRUFF: Hearing no objection, they will
20 be received into evidence.

21 Any questions?

22 COMMISSIONER CLAYTON: No.

23 Mr. Enslin, Mr. Marty, you've made every single
24 public hearing meeting I've attended. Nice to see you all
25 again.

1 MR. MARTY: I'll be coming in for another 40
2 years. We'll have to come in here if they have to bring
3 us here on a gurney.

4 JUDGE WOODRUFF: I understand. I hope that's not
5 for a very long time.

6 Mr. Marty was the last name on the list. Anyone
7 else who didn't sign up like to testify at this time?

8 MS. KADEN: May I add something?

9 (Indicating.)

10 JUDGE WOODRUFF: Tell us your name, again.

11 MS. KADEN: Marcia Kaden, M-a-r-c-i-a K-a-d-e-n.

12 One thing that I wanted to point out that I forgot
13 was they say they're saving money, they save money when
14 they close their office locally. So, then they set up
15 that we can pay our bills at Hickman's, but we have to pay
16 a fee to pay our bill. So, this last week I checked to
17 see if I could make an electronic, over-the-phone payment
18 which to save some since I didn't want to get out in that
19 kind of weather. Well, they had a charge for that, too;
20 and I think, I think some of the, some of the profits are
21 being gained off of less service or not covering their own
22 service, having someone else have to take the money for
23 the bills and all that.

24 And I think other businesses, other stores that
25 are ran by people, my father used to be a variety store

1 man, whenever they had to make improvements in their
2 building and so forth, the company took on that debt.
3 They did not pass it on to the customer right away, and I
4 feel like, even though this guy said Taum Sauk didn't play
5 a role, well, I agree that if they had properly leased
6 their facility maybe some of that could have been avoided.
7 The same thing with the tree trimming, especially like in
8 St. Louis where they were out of electricity so long ago,
9 I think, you know, they could say, "Yes, the tree's on the
10 person's property," but yet they should have an obligation
11 to make sure that that line is secure and safe.

12 And that's all I wanted to say.

13 JUDGE WOODRUFF: Thank you, ma'am.

14 MS. KADEN: Thank you.

15 (Whereupon, the Witness left the podium.)

16 JUDGE WOODRUFF: Was someone (indicating), anyone
17 else want to talk at this time?

18 (Indicating.)

19 JUDGE WOODRUFF: Come forward.

20 MR. MELLOTT: I've got one thing I want to say.

21 COMMISSIONER CLAYTON: Come on up.

22 JUDGE WOODRUFF: We can't hear you unless you come
23 up.

24 MR. MELLOTT: My mind's a little rattled anymore.

25 (Whereupon, Mr. Mellott complied.)

1 JUDGE WOODRUFF: Tell us your name.

2 MR. MELLOTT: Eldon Mellott.

3 The gentleman here (indicating) on the corner
4 brought it up. Of all the things you have to buy from
5 company store, which make me wonder, there has an effect
6 in there. Someplace is on top of everything else.

7 Every business in Mexico has to buy a business
8 license so they can do business in town. But AmerenUE or
9 Ameren Missouri, or whatever, they have to pay a franchise
10 tax which comes out as municipal, Mexico municipal charge
11 on our bill. We have to pay the City of Mexico so they
12 can sell us electricity and gas. Now, I'm telling you,
13 you know, don't add insult to injury.

14 So, everything they do is paid for. It's got to
15 be if they're paying profits to their stockholders. Now,
16 there is something -- I've never been big- business minded
17 and I'm beginning to think I don't ever want to be, but
18 there is something wrong with that when they can shuffle
19 these numbers around and around and around and come up
20 with that.

21 We've got to pay the City of Mexico so they can
22 sell us electricity. Now, either there's something wrong
23 with AmerenUE on that or something's wrong with the City
24 of Mexico on that, but that is one thing I forgot that I
25 wanted to get in on.

1 JUDGE WOODRUFF: Thank you, sir.

2 MR. MELLOTT: Thank you.

3 (Whereupon, the Witness left the podium.)

4 JUDGE WOODRUFF: Anyone else wish to testify?

5 (No response.)

6 JUDGE WOODRUFF: I don't see any.

7 (Indicating.)

8 JUDGE WOODRUFF: There is one hand up over here
9 (indicating).

10 (Indicating.)

11 JUDGE WOODRUFF: Good evening, ma'am.

12 DENISE McCALL, a witness, being duly sworn by Judge
13 Woodruff, testified as follows:

14 JUDGE WOODRUFF: Tell us your name, please.

15 MS. McCALL: Denise McCall.

16 JUDGE WOODRUFF: Denise McCall?

17 MS. McCALL: (Indicating.)

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

19 MS. McCALL: Well, I'm not really a big --

20 COMMISSIONER CLAYTON: We can't hear.

21 JUDGE WOODRUFF: Come closer to the microphone.

22 MS. McCALL: Is that better?

23 COMMISSIONER CLAYTON: Yes. Speak into that mic.

24 MS. McCALL: I'm not an age of people most in this
25 room, but I take care of them, so bless them all here.

1 What you're going to hear -- and I'm 50, so I hope
2 they have some Social Security left when I get to that
3 point.

4 I was very alarmed when I hear sometimes that
5 Ameren is only interested, apparently, in coal, because we
6 know coal is not from the last year. Nuclear, well, it
7 don't see any hint of Federal government on how take care
8 of it in my own backyard. I'm a new customer to AmerenUE,
9 but I'm paying the bill that I thought I'd walked into the
10 wrong door and I came back out to check before I got in.
11 This can't be me.

12 In this time of technology, it saddens me to think
13 that any company or Missouri monopoly, whatever name you
14 want to put on yourselves or we put on you, would not
15 realize that, take yourself back in history. We all went
16 to school, we all went through History, and there are a
17 lot of fuels other than the two that you choose that could
18 be used.

19 Gas, one, but coal and not nuclear energy. I'm
20 not a chemist, but when our ancestors were coming across
21 the Plains and cowboys and Indians even, as well, knew
22 that if they picked up -- when the bison were running the
23 land -- some dung, they could use it as fuel for heat.
24 Again, I say, I'm not a chemist, but any feces that hits
25 the ground can be turned into some kind of fuel. So, it

1 pains me to think that their only interest, of all the
2 animals we have in the State of Missouri or the country,
3 we can't find a better way, a cheaper way for our people
4 to live, to be cool, to be warm without having to make
5 choices, very difficult choices.

6 And even though I still work -- I am a State
7 employee, and I won't go into a lot of that -- but I
8 understand, being a State employee, unfortunately, that
9 when we take cuts, we start from the bottom up. The
10 Governor has his mansion and all his wonderful rooms, but
11 we lose our jobs because of to lacking in their abilities
12 or willingness to run away with everything instead of
13 throwing us out the door.

14 You have a CEO for Ameren. Well, I don't care for
15 CEOs, either, because when it comes to making cuts as, our
16 company has had to do, many companies, where do they
17 start? They sure as heck don't start at the top. They
18 start at the bottom. Cut these wages, give something back
19 to the people that need it. He heats. He's warm, he's
20 cool, and he can afford his bills.

21 Thank you.

22 JUDGE WOODRUFF: Thank you.

23 (Whereupon, the Witness left the podium.)

24 JUDGE WOODRUFF: Anyone else here would like to
25 testify?

1 (No response.)

2 JUDGE WOODRUFF: I don't see any other hands up,
3 so, at this point, we are adjourned.

4 Thank you all for coming out.

5 (Whereupon, the record ended at 8:00 p.m.)

6 * * * * *

7

8

9

10

11

12

13

14

15

16

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

C E R T I F I C A T E

STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

I, Pamela S. Gentry, Certified Shorthand Reporter with the firm of Midwest Litigation Services, do hereby certify that I was personally present at the proceedings had in the above-entitled cause at the time and place set forth in the caption sheet thereof; that I then and there took down in Stenotype the proceedings had; and that the foregoing is a full, true and correct transcript of such Stenotype notes so made at such time and place.

Given at my office in the City of Jefferson, County of Cole, State of Missouri.

Pamela S. Gentry, CCR #426

1	I N D E X			
2	Kim Johnson			5
3	Bonita Sapp			8
4	Harold Enslin			11
5	Leonard Steinman			14
6	Ron Beedle			16
7	Helen Burkehad			18
8	Julia Smith			19
9	Ray Anderson			24
10	Marcia Kaden			27, 49
11	Hazel L. Roberts			28
12	Darrell Sapp			31
13	Eldon Mellott			32, 51
14	Dr. Donald Kritzer			43
15	Robert Marty			45
16	Denise McCall			52
17				
18	EXHIBITS			
19			Marked	Admitted
20	Exhibit No. 1	Notes on Feed	48	48
21		Lights		
22	Exhibit No. 2	Article in	48	48
23		St. Louis Post-		
24		Dispatch, 2/23/11		
	(Exhibits marked by Judge Woodruff.)			
25	(Attach exhibits to original transcript.)			

PUBLIC SERVICE COMMISSION 3/2/2011

<p style="text-align: center;">A</p> <p>abilities 54:11 able 27:18 29:18,19 30:13 about 8:14 12:6,17 13:4,12 17:14,15 17:22,24 20:10 21:3,15,18 22:5 23:16 25:1,20 26:4 32:4,18 33:11,13 34:11,20 36:4,7,11 38:24 40:17 42:24 45:20 46:4,5 47:2 above-entitled 56:8 Absolutely 30:24 abundance 36:25 37:1 according 13:11 account 9:14 29:6 acknowledged 13:13 acres 36:5,7 across 53:20 actually 24:23 add 3:25 49:8 51:13 added 27:11 adding 9:16 address 5:8 adjourned 55:3 adjustment 29:13 Admitted 57:19 ads 24:22 34:9,9 advertising 17:12 33:19,24 34:1 aerial 39:4 affecting 6:4 afford 7:14 9:16 10:1 20:13 40:2 54:20 after 11:9 12:5 47:14 again 7:10 9:25 19:7 47:23 48:25 49:10 53:24 against 16:16 36:1 age 42:16 52:24 ago 32:7 33:11 35:22 36:6 37:21 50:8 agree 50:5 ain't 35:8 36:23 air 24:11 30:2 31:2 36:19 alarmed 53:4 allow 12:9 allowed 6:15 12:20 12:21 40:14</p>	<p>allowing 12:18 alone 15:2 along 25:13 38:18 altogether 40:1,2 always 8:9 35:18 amazing 17:4 20:7 Amen 6:18 Ameren 2:5 3:8 4:22 6:4,16 12:18 12:22 13:12 17:22 19:20 20:13 23:11 24:15,21 25:15 26:1,8 46:25 47:7 51:9 53:5 54:14 AmerenUE 8:9 14:18 15:5 17:24 19:20 20:8 33:13 33:13,16 34:21 35:22 37:8 38:20 41:24 46:22 48:5 51:8,23 53:8 AmerenUE's 1:13 Ameren's 8:17 America 9:14 Americans 7:14 20:16 amount 41:21 46:9 amounts 35:3 ancestors 53:20 Anderson 23:21 24:1,4,6,7,7 57:9 and-answer 3:13 animals 54:2 Annual 1:13 another 20:6 22:20 25:1,16 37:4 40:14 46:2 49:1 answer 16:14,15 22:16 41:9 anybody 15:5 18:10 24:18 48:17 anymore 6:17 14:21 38:9 50:24 anyone 49:6 50:16 52:4 54:24 anything 9:22 24:19 29:10,22 30:9 anytime 34:19 anyway 11:20 13:16 21:24 Anyways 32:11 apartments 47:13 apparently 53:5 appearance 4:21 Appearing 4:22 appreciate 4:14 16:17 20:2 43:18 45:7,8 appreciated 20:3</p>	<p style="text-align: center;">B</p> <p>B 27:15 37:19 back 11:20 13:6,9 13:10 20:6 31:11 32:7 33:15,17 36:18 37:4,9,12 39:9 40:5 41:4,23 42:19 47:18 53:10 53:15 54:18 backyard 53:8 barbershop 40:19 40:19 barely 6:8 7:11 base 40:7 44:5 based 29:7 basement 35:17 basic 39:1 basically 24:11 25:19,24 41:8 43:15 battle 38:15 bearers 45:18 46:4 become 38:9 bed 6:10 Beedle 16:22,24 17:1,1,19,20,24 18:2 57:6 beer 13:5 before 4:19 7:13 27:25 28:2 31:8 45:13 46:2 53:10</p>	<p>beginning 7:18 51:17 begrudge 24:8,10 24:10 behalf 4:22 5:6 behind 45:11 behold 37:17 being 4:9 5:21 8:3 10:24 14:8 16:24 18:15 19:12 21:4 24:1 25:20 27:1 27:11 28:3,22 30:13 31:23 33:5 34:6 43:8 44:10 45:1,7,21 47:22 49:21 52:12 54:8 believe 8:14 36:20 39:4 benefit 24:25 Benevolence 22:11 besides 27:21 best 15:17 44:3 45:9 better 9:22 17:16,22 21:16 22:1 48:10 52:22 54:3 between 6:12 7:15 27:21 34:19 big 9:15 24:25 35:12,14 36:10 39:10,21 51:16 52:19 bill 6:8 8:12 9:17,17 9:18 20:4,9 29:17 31:6 39:6,10 49:16 51:11 53:9 billboards 34:9 bills 7:15 8:24 12:7 20:10,13 21:8,8 21:17 22:3 27:21 30:13 43:23 49:15 49:23 54:20 bison 53:22 bit 12:6,14 24:14 35:8 blah 25:25,25 26:1 26:1,1 blamed 33:12 bless 52:25 blocks 37:14 blowed 33:19 blower 35:19 Bob 26:13,14,16,16 boils 40:21 Bond's 45:10 Bonita 7:23 8:3 57:3 bonuses 34:12 39:22 borrowing 23:4</p>	<p>both 43:17 bottom 54:9,18 bought 14:24,25 15:2 bound 12:25 box 2:3,6,10 5:3,8 38:2 Boy 33:15 bracket 7:12 Brad 10:14 brand 37:19 brands 11:17 bread 12:10 25:22 breaker 38:2,9 brick 9:24 bring 25:13 49:2 Britton 15:15,15 broke 23:6 39:23 40:8 brought 13:13 51:4 Brydon 2:2 4:23 Bucklew 18:8 Bucklin 18:8 bucks 25:11 32:8 38:13,24 40:4 budget 28:9,11,11 28:12,12 build 14:19 25:16 37:14,15 39:25 40:3 43:24 building 15:7 50:2 built 14:20 bulbs 30:3 bulletins 34:10 bunch 41:15 burden 27:13 Burkehad 57:7 Burkhead 18:12,15 18:19,19,22 19:8 19:8 burn 36:21 41:10 burner 35:14 burning 41:14 business 17:17 37:11 40:15,20 51:7,7,8,16 businesses 49:24 buy 12:11 32:9 41:8 41:11 51:4,7 buying 21:11 35:6 37:2 B-e-e-d 17:2 B-o-n-i-t-a 10:12 B-u-r-k-h-e-a-d 18:20</p> <p style="text-align: center;">C</p> <p>C 2:1 3:1 37:19 56:1 56:1</p>
--	---	--	--	---

PUBLIC SERVICE COMMISSION 3/2/2011

<p>cable 38:25 California 42:10 call 4:19 5:10 24:5 47:11 Callaway 24:4 43:14 called 40:17 calls 11:8 came 11:6 16:18 20:24 53:10 Capital 4:24 Capitol 2:3 caption 56:9 car 7:6 21:24 carbon 39:12 care 20:1,11 22:10 28:6 52:25 53:7 54:14 category 46:23 cause 56:8 caused 40:10 CCR 1:23 56:19 cents 27:11 36:14 36:15,15 39:24 CEO 54:14 CEOs 54:15 certain 48:12 certainly 3:24 Certified 56:5 certify 56:7 CFL 30:2 Chairman 22:11 changed 41:19 charge 16:3,6,7 26:8,9 40:15 42:14 47:2,9 49:19 51:10 charges 45:15 charging 40:5 cheaper 9:19 41:15 41:15 54:3 check 47:14 53:10 checked 49:16 checking 31:4 47:20 checks 29:24 chemist 53:20,24 CHIEF 1:18 children 23:6 chip 36:2 choice 8:23 9:6 24:12 choices 6:12 7:15 54:5,5 choose 37:19 53:17 choosing 27:21 church 22:11 23:7 28:11,13 churches 20:8,14 church-affiliated</p>	<p>20:7 city 2:4,7,11 4:3,24 5:4,8 14:11 25:11 39:6 43:23 47:2,4 47:9,13,17 51:11 51:21,23 56:14 Clayton 1:19 3:5 6:21 10:9 13:21 16:13,19 17:20 18:1,3 20:19,21 20:24 21:2,6,21 22:7,17,22,24 23:10,15,17 24:6 28:18 29:4 30:22 30:25 31:15 32:20 44:16,21 45:6,23 46:2 48:7,9,22 50:21 52:20,23 clean 24:11,16 36:19 39:8 45:13 cleaner 41:14 clear 18:1 close 18:10 49:14 closed 9:24 closer 52:21 clothes 12:12 coal 25:3 26:7 35:13 36:7,17,18,21 39:11 53:5,6,19 COLA 29:12 cold 9:11 11:15 13:18 35:18 Cole 13:4 56:4,15 Columbia 9:19 25:7 25:7 Columbia's 25:14 come 5:10 11:9,9,13 11:25 23:2 25:9 25:17 26:3 34:13 34:22 35:9,11 37:9,11,21,22 40:4 44:4,11 49:2 50:19,21,22 51:19 52:21 comes 32:7 34:13 42:19 45:23 51:10 54:15 coming 10:10 22:4 40:5 43:15 49:1 53:20 55:4 comment 3:21 18:22 Commission 1:2 2:12 3:10,17 4:1 5:3,14 11:13,24 13:11 14:15 21:16 22:2 33:12 34:23 37:12 42:4,13 44:9 45:15,19</p>	<p>46:7 Commissioner 1:19 3:5 4:5 6:21 10:5 10:9 13:21 16:13 16:19 17:20 18:1 18:3 20:19,21,24 21:2,6,21 22:7,17 22:22,24 23:10,15 23:17 24:6 28:18 29:4 30:22,25 31:15 32:20 44:16 44:21 48:7,9,22 50:21 52:20,23 Commissioners 17:23 Commission's 12:2 13:17 21:7 community 11:11 13:2 commute 32:7 companies 40:3 43:25 44:4 45:16 45:17 46:22 54:16 company 1:12 11:16,18 13:5 37:16,16 38:23 39:21 46:22 47:19 50:2 51:5 53:13 54:16 compared 31:6,10 competition 42:2,2 completed 15:8 completely 21:18 complicated 21:12 complied 50:25 computers 17:13 40:24 concern 19:18 21:2 21:3 concerns 13:17 conditioner 30:2 31:2 38:7 condo 46:12 conduct 3:18 4:10 conducting 4:2 conferences 24:22 conflict 34:25 conservative 40:6 conserve 35:20 42:12 conserved 35:24 consider 27:22 consolidated 38:21 constitutes 47:21 consumer 37:9 40:21 continuing 29:14 control 21:8,17 22:3 30:14,17</p>	<p>conversations 3:15 convert 36:18 39:11 converted 35:13 41:10,12 cook 7:8 cool 30:18 54:4,20 cooling 38:4 corner 37:18 51:3 correct 56:11 cost 9:5 22:4 25:10 29:13 32:5 34:20 38:12 40:23 costing 30:7 costs 6:10 9:5 21:19 22:14 24:12 29:23 30:14,17 32:12 36:14,17 38:24 cost-of 34:18 cost-of-living 29:13 Council 47:17 Counsel 2:6,8,10 5:5,7 count 45:21 countries 15:22 country 54:2 County 13:4 24:4 43:14 56:4,15 couple 18:24 20:22 27:14 28:9 45:13 45:19 course 45:14 Court 3:3 4:9 10:11 10:13 19:5,7 29:2 courts 40:14 covering 49:21 cowboys 53:21 crapper 34:7 36:23 crawl 39:3 crime 16:16 critical 36:8 crook 39:4 crying 35:22 customer 15:11 37:6,7 50:3 53:8 cut 22:14 25:24 28:10 54:18 cuts 54:9,15 cutting 28:8</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>D 3:1 27:16,23 57:1 dad 34:16 dam 40:8 damage 40:10 dandy 36:22 Daniels 15:4 dark 11:9 Darrell 31:18,23 32:2 57:12</p>	<p>David-I-e 17:2 day 34:25 36:13 42:16,22,23 43:22 days 4:4 daytime 36:9 dead 38:3 deal 41:15 42:10 debate 44:8 debt 50:2 decipher 33:1 demonstrations 24:23 Denise 52:12,15,16 57:16 depending 47:3 Deputy 2:10 determine 4:19 devil 40:9 die 25:4 difference 8:11,11 41:2 different 4:6 11:10 12:19 19:17,25 40:11 41:18 difficult 54:5 dinner 14:16 16:15 dirt 39:15,15 disability 8:19 27:9 28:5 disabled 27:22 28:3 discusses 46:15 discussion 4:11 Dispatch 46:15 57:24 documents 48:12 dog 40:22 doing 15:23 30:16 38:18 40:10 dole 35:10 dollars 12:18,23 14:23 15:1 27:10 29:17 32:6 34:20 39:24 40:10 41:1 47:2 Donald 43:8,11 57:14 done 8:8,16 12:15 15:9 25:7,10,14 35:11 38:20 45:21 46:6 donut 28:1,2 door 3:23 53:10 54:13 door-to-door 16:6 doubled 39:6 down 5:10 11:14 19:1 26:6 28:13 30:5,6,14 32:5 35:8 36:5,7 37:18</p>
--	---	---	---	---

PUBLIC SERVICE COMMISSION 3/2/2011

<p>39:15 40:12,21 43:19 46:9 47:6 56:10 downstairs 42:19 Dr 43:3,8,11,11,13 57:14 draw 36:10 drive 9:19 driving 39:15 duly 5:21 8:3 10:24 14:8 16:24 18:15 19:12 24:1 27:1 28:22 31:23 33:5 43:8 45:1 52:12 dung 53:23 during 36:9 dust 39:14 D.C 40:23 d/b/a 1:12</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>E 2:1,1 3:1,1 56:1,1 57:1 each 4:5 23:2 Earth 41:21 East 2:3 4:24 easy 21:9 eat 7:9,16,16 8:24 8:25 42:8,8 economic 26:3 economy 26:4,5 36:23 economy's 34:7 effect 12:13 25:23 51:5 efficiency 17:15 21:4 25:14 31:5 efficient 21:24 egg 38:13 Eighty 37:21 either 30:12 42:7 46:13 51:22 54:15 elderly 27:22 28:3,6 Eldon 16:3 32:23 33:5,8 51:2 57:13 electric 1:12,14 8:21 9:17 11:22 30:2 34:21,22 37:2 38:5 46:22 47:19 electricity 7:16 9:12 21:23,23 25:22 35:19,24 36:10,24 36:25 37:1,2,3,19 38:8 46:9 47:1,6 50:8 51:12,22 electronic 49:17 eliminated 15:3 employed 30:11,11</p>	<p>employee 54:7,8 employees 37:17 45:25 encouraged 25:15 end 12:7 37:7 41:5 ended 37:7,14 55:5 energize 25:9 energy 17:15 21:4,8 24:16,24 25:12,15 29:23 30:7 31:5 43:19 44:1 46:1,5 53:19 engage 3:15 England 2:2 4:23 enjoy 28:4 enough 10:1 14:18 33:22 34:8 35:24 39:21 40:6 41:13 Enslin 10:18,18,20 10:24 11:3,3,6 13:22 48:23 57:4 EPA 24:10 39:12 41:22,24 equipment 41:11 ER-2011-0028 1:13 escrow 47:20 especially 19:23 50:7 evaluate 44:10 even 7:11 20:12 27:15 29:17 30:10 36:4 39:18 41:3 50:4 53:21 54:6 evening 5:1 8:1 10:22 23:23 26:23 26:24 31:21 33:3 43:6 44:23 52:11 eventually 32:10 ever 3:13 31:6 51:17 every 8:8 10:2 15:11 29:9 32:12 32:14 36:3 37:5 39:6 40:18 46:13 48:23 51:7 everybody 12:6 16:9 23:8 27:9,16 27:24 28:6 35:23 43:16,22 45:17 everyone 9:16 29:11 everything 8:21,22 12:11 15:20 25:23 27:17 29:25 30:17 30:18 37:11 38:7 40:15,16 45:21 51:6,14 54:12 evidence 28:8 48:17 48:20 exact 41:21</p>	<p>example 4:12 except 8:11 excuse 7:9 exhibit 48:3,16 57:20,22 exhibits 48:13 57:18 57:24,25 existence 15:10 existent 16:4 expect 30:10 44:2,6 expecting 19:21 expense 27:11 expenses 25:25 45:16 expensive 7:5 9:20 experience 23:10 expositions 24:23 express 43:16 extra 31:13 37:1 extravagantly 15:16 Exwellen 10:15 E-n-s-l-e-n 11:3</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>F 56:1 facility 50:6 fact 20:4 factor 14:23 22:21 fair 6:12 7:13 44:8 fall 33:25 family 30:11 far 30:7 31:11 35:20 farmers 39:14 fast 12:16 father 49:25 fault 46:11 favor 43:17 favorite 45:10 feces 53:24 Federal 24:19 34:18 36:16 39:7 41:24 53:7 fee 47:19 49:16 feed 46:24 48:1 57:20 feedback 3:23 4:13 feel 9:6 50:4 feeling 9:8,25 few 11:8 29:16,25 30:23 fighting 36:3 38:15 41:24,24,24 figure 34:16 figured 15:1 39:9 figures 34:16 figuring 9:3,4 File 1:13 filed 13:4</p>	<p>fill 41:12 finally 38:17 find 11:17 12:24 34:10,22 44:4 54:3 fine 28:9 36:22 finish 5:13 15:10 fire 39:11 firm 56:6 first 3:11 4:19 5:17 14:10,16 17:3 44:21 Fisher 26:19,19 five 3:25 15:7,22 17:5 38:13 fix 22:25 fixed 8:18 15:19 17:8 19:19 20:5 25:20 27:13 41:3 41:4 fixed-income 29:5 flashbulb 42:2 flood 34:10 floors 35:18 flyers 8:9 folks 11:12,15,20 12:16 21:15 23:11 35:12 followed 35:23 following 22:4 follows 5:22 8:4 10:25 14:9 16:25 18:16 19:13 24:2 27:2 28:23 31:24 33:6 43:9 45:2 52:13 followup 5:16 food 6:12 9:18,18 9:20,20 27:21 37:24 38:3,3 forced-air 35:11 foregoing 56:11 forget 12:6 14:20 forgot 49:12 51:24 forth 29:8 32:7 46:6 47:6 50:2 56:9 fortunate 43:21 forty 15:1 32:8 40:4 forward 4:15 50:19 for-profit 12:23 found 3:20 four 15:8,11,12 17:5 32:6 40:4 42:10 42:11 fourth 15:9 fox 35:2 franchise 47:5 51:9 free 22:19 fresh 37:24</p>	<p>friend 15:17 from 6:17 7:14 12:24 14:15 15:1 15:5 19:1 22:4 23:4 25:2 31:9 34:13 35:25 36:12 36:16,21 37:2,19 39:24 41:22 43:13 46:14,21 51:4 53:6 54:9 front 3:23 fry 38:13 fuel 21:21,22 53:23 53:25 fuels 53:17 full 32:8 56:11 Fulton 32:5 43:13 functions 3:17 funding 23:9 furnace 30:1 31:3 35:11,12,16,17 38:6 furnaces 36:18 further 22:9 future 25:1 44:1</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>G 3:1 gain 35:19 gained 49:21 gallon 21:11 29:15 32:6 gallons 21:11 garbage 16:2 gas 8:21 9:17 20:2 21:9,22 23:6 30:1 32:5,7,8 33:25 34:22 35:13,14,18 37:10,25 38:4 39:11 40:19 41:4 41:8,10,14 45:6 47:6 51:12 53:19 gasoline 12:11 29:15 gas-blown 30:1 gee 35:25 36:9 generate 21:23 gentleman 39:16 51:3 Gentry 1:23 56:5,19 gets 30:8 32:6 42:7 getting 4:12 8:9 9:22,22 11:23 15:24 16:1,8 17:10 32:16 33:2 34:5 35:5 42:8 give 4:20 12:2 19:22 20:18 21:16 28:7 28:7,7,7 30:18</p>
---	---	---	--	--

PUBLIC SERVICE COMMISSION 3/2/2011

<p>33:14 46:4 47:25 48:1 54:18 given 46:7 56:14 giving 22:2 43:16 46:8 glad 16:18 glass 36:8 global 41:16 go 6:3,9,10 11:14 21:21,22 23:5 27:19 28:1,11 34:19 35:25 37:18 38:1 39:6,16 40:24 42:22 47:13 47:13 54:7 God 8:6 40:11 goes 21:14 29:17 32:12,13 38:3 45:24 46:9 going 6:16 7:15,16 7:19 8:12 9:9,25 11:25 12:2,3,21 13:14 15:21 16:7 19:2 20:16,17 21:9 23:5 25:3,25 28:14 29:9,10 30:9,15 36:11 37:3 39:6 41:4 43:22 47:25 48:17 53:1 gone 8:20,22 11:23 27:14 29:12,14 31:11 35:8 48:7 48:10 good 5:1 8:1 10:22 23:23 25:14 26:23 26:24 31:21 33:3 42:10 43:6,17 44:11,23 46:21 47:22 52:11 government 24:19 27:15 34:18 35:10 36:16 39:8 41:25 53:7 Governor 40:1 54:10 grab 3:22 grant 37:12 great 27:24 greater 41:22 greatly 6:5 greed 7:16,19 green 24:16 grocery 40:18,25 ground 38:22 53:25 grubby 15:4 guaranteed 34:8 guarding 35:2 guess 32:18</p>	<p>gurney 49:3 guy 34:11 42:20 48:6 50:4 guys 24:8 38:21</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>H 45:1,5 haircuts 35:8 half 12:2 39:1 half-a-block 35:16 hand 5:20 8:2 10:23 11:7 14:7 18:14 23:24 26:25 31:22 33:4 43:7 44:24 52:8 hands 15:4 55:2 Hanke 26:14,14 happen 7:18 9:9,25 13:15 40:11 happened 7:18 44:3 hard 7:12 29:19 33:1 harder 27:24 Harold 10:18,18,24 11:3 12:1 57:4 hat 11:6 hated 35:9 haul 14:21,22 having 4:14 24:22 24:22,22 35:6,6 49:22 54:4 Hay 25:2 Hazel 28:20,22 29:1 46:5 57:11 head 34:11 48:5 health 19:24 32:12 32:13 hear 35:15 50:22 52:20 53:1,4 heard 19:17 36:7 45:20 46:5 hearing 1:7 3:7 4:2 4:7 6:2 11:18 33:25 48:19,24 hearings 4:2 heart 23:7 heat 11:21 19:1 35:17,17 36:13 37:25 38:14 42:7 42:8 53:23 heater 11:22 30:2 31:3 heating 38:4 heats 54:19 heavy 14:22 heck 54:17 held 33:15 Helen 18:12,15,19 19:8 57:7</p>	<p>help 8:6 18:25 20:8 20:14 21:7,13 23:8,12 27:19 43:18 46:23 helpful 3:20 hen 35:2 Hickman's 49:15 high 20:10,14 36:21 higher 12:10,11,12 30:8 hike 15:10 20:16 him 41:2,8,11 hint 53:7 history 53:15,16 hits 53:24 hold 46:10 47:18 hole 28:2 home 6:8,25 7:3 13:18 20:11 21:25 22:25 27:18 29:20 30:19 31:1 37:25 38:1 42:25 honest 23:16 34:24 hook 34:6 hope 3:19 9:13 45:8 45:24 49:4 53:1 Hopefully 44:11 hot 24:18 hours 6:6 31:7,8 house 6:10 7:5,10 21:13 25:6,9,10 29:23 30:3,16 35:2,9 37:22 38:2 38:7 houses 9:23 22:20 housing 22:22 hugger 36:3 huggers 36:12 hundred 14:25 27:12 36:6 41:17 41:17 47:2 hurting 9:14,15,16 hurts 46:13,14 husband 8:7 22:13 hypothermia 36:13</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>identical 41:21 identification 48:13 identifying 47:7,8 idiots 40:23 III 1:19 Illinois 36:21 impression 35:5 improve 3:24 improvement 8:8 8:10,10,16 improvements 4:11 50:1</p>	<p>incentive 23:3 42:12 incentives 34:13 39:22 incidentally 11:17 income 7:12 10:2 17:8 19:19,23 20:5 29:20 41:4 incomes 8:18 15:19 25:20,21 27:13 41:3 increase 1:13 7:10 9:10 12:3,8,9 13:5 15:20 25:21,22 34:19 increased 9:3 increases 9:5 12:17 21:18 44:10 Indians 53:21 indicating 5:18 7:25 8:23 14:5 16:23 18:13 19:11 23:22 26:22 31:20 39:18 39:19 43:5 44:20 45:8 48:8 49:9 50:16,18 51:3 52:7,9,10,17 industry 45:23 infinity 46:13 information 17:15 46:4 injury 51:13 input 28:12 insight 12:15 instead 28:6 54:12 instructions 35:23 insulation 20:12 29:24 31:4 insult 51:13 insurance 32:13 39:4 interest 34:25 54:1 interested 53:5 Internet 12:25 invested 17:9 investigations 3:18 investment 22:25 investments 30:25 31:8,9 investor 3:19 involved 11:10,24 Iowa 37:3 Island 36:2 issue 23:1 issues 19:24</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>James 13:25 Jefferson 2:4,7,11 4:3,24 5:4,8 14:11</p>	<p>43:23 56:15 job 17:5,6,16 18:25 25:7,14,18 33:22 42:22 jobs 54:11 John 15:15,15 Johnson 5:17,21,25 5:25 6:2,19,22 7:1 7:4 57:2 Judge 1:18 4:18,25 5:5,9,19,21,23 6:1 6:20,23 7:21,23 8:1,3,5 10:5,14,17 10:22,24 11:1,5 13:23,25 14:3,6,8 14:10,13 16:21,24 17:19 18:5,7,10 18:12,14,15,17,21 19:9,12,14 20:20 23:20,23 24:1,3 26:11,13,16,19,21 26:23,25 27:1,3,7 28:16,20,22,24 30:21 31:16,18,21 31:23,25 32:3,19 32:23,25 33:3,5,7 33:10 43:1,3,6,8 43:10,12 44:18,23 45:1,3 46:17,19 47:24 48:3,10,13 48:15,19 49:4,10 50:13,16,19,22 51:1 52:1,4,6,8,11 52:12,14,16,18,21 54:22,24 55:2 57:24 judgment 44:11 Julia 19:9,12,16 57:8 just 5:10 9:8,13,21 9:21,25 12:5 15:2 16:13,13 17:16,20 18:1,22 19:4,23 20:4,22 23:4,6,8 24:16 27:16 28:3 29:10 30:18,23 32:7 38:18 39:19 39:25 42:22 43:15 45:13</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>Kaden 26:21,24 27:1,5,5,8 28:17 49:8,11,11 50:14 57:10 keep 9:16 19:1,21 20:22 25:12 30:14 30:18 37:24 38:11 40:8 43:19</p>
--	--	--	--	--

PUBLIC SERVICE COMMISSION 3/2/2011

<p>key 46:23 kicked 35:15 kid 38:8 kids 25:4 kill 24:17 36:12 kilowatt 31:7,8 36:14,15 Kim 5:21,25 57:2 Kimberlie 5:17 kind 8:8 19:18 23:9 30:14 35:10 42:5 42:6 46:1 47:3 49:19 53:25 Kirksville 12:20 knew 53:21 know 6:14,14 9:4 11:11 12:4 13:10 13:14 14:14,17 15:14 16:19 19:1 19:22 20:4,11,13 20:15,16,17 21:10 21:11 22:4,9,11 22:12,14,15,18,19 23:5,7,9 24:8,9 27:16,23 28:6,9 29:20 30:15 32:10 36:5 40:6 41:20 45:16 50:9 51:13 53:6 known 15:16 knows 12:22 13:14 16:18 Kritzer 43:4,4,8,11 43:11,13 57:14 K-a-d-e-n 27:5 49:11 K-r-i-t-z-e-r 43:11</p> <hr/> <p style="text-align: center;">L</p> <p>L 1:17 2:2 28:20,22 29:1 57:11 lacking 54:11 lady 8:22 13:3,8 laid 28:9 land 53:23 landlord/tenant 23:1 last 8:20 11:18 12:20 15:20 16:9 18:24 20:24 21:3 27:14 29:25 33:24 34:20 35:5,8 38:25 39:2,5,20 40:18 44:18 49:6 49:16 53:6 later 8:23 47:18 law 1:18 16:16 lawsuit 13:4 lay 25:25 37:8</p>	<p>leading 26:8,8 leased 50:5 least 7:4 32:13 leave 45:11 46:18 leaves 12:6 left 7:22 13:24 16:20 18:6 19:6 23:19 26:12 28:19 29:11 31:17 32:22 34:6,8 42:15 43:2 44:17 48:11 50:15 52:3 53:2 54:23 Legislature 46:3,7 Legislature's 46:11 Leonard 14:4,8,11 57:5 LERA 2:10 less 21:14 25:8 29:7 49:21 let 5:12 9:1 lets 42:14 Lewis 2:6 5:7 liability 4:11 liars 34:16 license 51:8 lie 34:17 life 16:10 29:7,19 42:21 light 37:22 38:5 45:6 46:21,25 lighter 38:5 lights 4:12 6:12 20:3 23:5,6 46:24 47:1,10,14,20 48:1 57:21 light's 45:24,24 like 6:13,14 7:13 8:25 9:6 11:5,12 11:13,16,24 14:13 14:14,16 17:3,15 21:9,24 22:5 24:22 25:6 27:7,9 29:3 31:3 32:3,9 33:24 35:7,17 40:25 42:21 43:12 47:11 49:7 50:4,7 52:18 54:24 limit 27:25 28:1 line 25:13 50:11 linemen 38:19,21 38:22 lines 24:21 list 5:17 7:23 10:14 13:25 16:21 18:7 19:9 23:20 26:13 28:20 31:18 43:3 44:18 49:6 listening 43:23 Litigation 1:24 56:6</p>	<p>little 6:4 9:8,15 12:6 12:14 17:9 21:14 24:9,14,24 29:23 31:12,13 32:8 34:2 35:7 36:5,11 50:24 livable 29:20 live 7:4,11 8:18 10:1 11:20 17:1 24:12 27:6,20 29:23 45:5 54:4 lived 8:7 22:20 24:4 32:4 lives 15:15 living 11:15,21 29:13 34:19 40:24 load 38:13 loaf 12:10 loans 25:8 lobbyist 15:14,17 lobbyists 14:15 16:15 local 1:7 3:6 13:7 44:5 locally 49:14 locations 4:6 long 16:4 20:22 34:25 42:13,24 49:5 50:8 longer 3:13 10:21 look 4:15 25:9 26:5 26:6 27:10 45:25 looked 6:24 7:2 12:25 looking 43:20 44:1 looks 24:15 loop 34:6 42:15 lose 54:11 losing 32:15 38:15 lost 42:5,6 lot 3:13 8:18 9:23 11:8,10,24 24:21 29:7 36:8 39:17 42:5,25 46:14 53:17 54:7 lots 3:8 11:7 12:12 Louis 4:3 12:21 13:8 46:14 50:8 57:23 low 25:8,20 37:17 40:21 43:21 lowest 42:9 43:20 lucky 33:22 47:13 Lura 5:2 luxuries 35:7 luxury 37:23 38:1,9</p> <hr/> <p style="text-align: center;">M</p> <p>made 4:7,8 28:8</p>	<p>31:1 38:17 39:20 39:20,21 48:23 56:12 mail 8:9 mailed 34:10 main 41:15 maintenance 40:9 make 3:21 5:13 6:6 6:12 7:15 8:23 13:3 20:15 22:25 27:12 31:13 39:17 41:2 45:25 49:17 50:1,11 51:5 54:4 makes 12:10,10,11 24:15 34:11 41:1 making 5:13 30:12 34:14 39:18,19 40:25 54:15 man 37:22 40:21 41:1 50:1 management 47:13 managing 23:14 manmade 11:17 mansion 54:10 manual 38:14 many 3:6 4:6 14:23 16:14 20:7 21:10 21:22 36:5 41:9 41:12 54:16 March 1:8 Marcia 26:21 27:1 27:5 49:11 57:10 mark 48:3 marked 48:12 57:19 57:24 Mars 41:18,20,20 41:22 Marty 10:19 44:19 45:1,5,5 46:18,20 47:25 48:5,23 49:1,6 57:15 marvel 37:23,25 38:1 master 38:2 material 42:5 materials 21:4 37:15 Matt 18:7 matter 1:12 8:15 9:7 47:15 may 5:15,16 24:9 30:22 40:6 49:8 maybe 9:3 17:6,14 26:1 42:17 50:6 ma'am 7:4,21 19:5 20:20 28:16 30:21 31:16 50:13 52:11 McCALL 52:12,15 52:15,16,17,19,22</p>	<p>52:24 57:16 McDonald's 45:11 meals 7:9 mean 10:1 11:22 19:22 28:8 measures 7:7 medical 19:24 Medicare 27:15,23 medications 19:25 27:23 meeting 48:24 Mellott 32:24,24,25 33:2,5,8,8,11 50:20,24,25 51:2 51:2 52:2 57:13 members 3:22,25 30:11 men 38:22 mess 39:3,8 meter 21:12 Mexico 1:9 3:7 6:2 6:3,3 11:4,14 12:21 14:6 17:2 27:6 45:5,9 46:21 47:2,4,10,22 51:7 51:10,11,21,24 mic 52:23 microphone 52:21 Midwest 1:24 56:6 might 34:24 35:4 39:18 mile 37:8,8 miles 9:19 32:9 million 40:4,4 45:22 millions 14:23 Mills 2:6 5:6,7 10:7 minded 51:16 mind's 50:24 mine 13:19 15:18 19:18 minute 13:9 34:5 minutes 45:19 Missouri 1:1,9 2:5 2:12 4:23,24 5:3,4 5:8 14:12 16:3 17:2 19:21 36:22 43:13,21 44:3 45:18 46:25 47:7 51:9 53:13 54:2 56:2,15 mistake 8:17 Mitten 2:2 4:22,23 10:8 MO 2:4,7,11 modern 37:23,24 38:1 money 6:7 14:14,18 30:12 31:13 38:20 41:13 45:9,11</p>
--	--	--	---	---

PUBLIC SERVICE COMMISSION 3/2/2011

<p>46:1 49:13,13,22 monopoly 42:1,3 53:13 month 10:3 12:8 19:2 27:11 29:17 34:20 38:24 39:17 41:2 more 9:17,17,17 10:2,2 11:8 17:10 21:12,24 25:12,12 25:12 26:6 27:23 29:17 31:12 34:20 42:11,25 46:10,10 morning 38:13 45:24 MORRIS 1:17 most 3:16 26:4 43:22 52:24 move 46:12 48:15 moved 9:23 much 6:9,9 14:14 17:10 19:23 20:4 20:5 24:9 27:11 28:5,10 29:8 30:12 31:10 32:14 32:21,25 33:7,13 35:20,21 38:21 Muensterman 26:16,17 multiplier 25:23 municipal 51:10,10 M-a-r-c-i-a 27:5 49:11 M-e-l-l-o-t-t 33:9</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>N 2:1 3:1 57:1 name 5:7,10,24,25 7:23 10:11,14,18 11:2 13:25 14:10 16:21 17:1 18:7 18:12,17,19 19:7 19:9,15 23:20 24:6 27:3 28:20 28:25 31:18 32:1 32:23 33:8 43:3 43:10 44:18 45:4 49:6,10 51:1 52:14 53:13 names 4:20 Nancy 26:19,19 nasty 7:17 natural 35:14 37:25 39:11 41:8,10,14 necessary 7:7 need 4:19 17:16 24:11 29:8 35:22 44:2 46:23 54:19 needed 8:16 33:17</p>	<p>44:6 needs 22:10 25:10 never 19:1 22:8 36:7 51:16 new 3:12 25:16 35:11,16,16 36:2 37:8,9,10,15 41:11 43:24 53:8 newer 46:12 news 12:7 13:2,7,11 newspaper 34:9 next 7:23 10:14,18 13:25 16:21 18:7 18:12 19:2,9 23:20 24:17 26:13 28:20 31:18 32:23 39:7 43:3 Nice 48:24 Nichols 14:1,1 nine 8:7 27:10 32:4 ninety 37:21 nobody 6:17 7:14 12:22 13:14 16:17 20:11 41:11 42:18 noncompetitive 45:23 46:1 None 41:10 Noranda 13:5 note 13:3 notes 48:1 56:12 57:20 nothing 5:12 9:5 24:24 32:14 33:20 33:21 36:1 41:6,7 42:22 not-for-profit 12:19 nuclear 15:7 24:15 26:6 36:1 39:25 44:5 53:6,19 number 4:4,4 20:9 31:7 47:11 numbers 51:19 nuts 24:16</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>O 3:1 object 48:17 objection 48:19 obligation 50:10 obsession 38:10 occasions 21:22 October 39:7 off 11:21 25:25 28:9 30:16 38:2 40:7 40:24 42:22,23 45:24 47:10,15 49:21 offered 22:18 offering 25:7</p>	<p>office 2:8 5:6 49:14 56:14 officials 15:5 oh 16:2 33:25 34:7 34:13 39:13 Okay 8:5 13:22 14:3 18:2 22:7,17 23:15 31:15 old 7:5 33:2 39:2,4 41:13 one 3:22 6:4,8 8:12 11:21 15:8 16:5 17:3 19:2 20:9,9 21:2,6 23:1,2,4 24:14 25:16 26:13 29:5 32:9 36:7 37:5,7,20 39:2 40:2,24 44:2,21 45:14 46:23 47:14 49:12 50:20 51:24 52:8 53:19 ones 41:3,3 one's 33:22 online 15:8 25:17 only 22:10 33:17 35:20,20 36:9,15 37:18 38:19 39:1 53:5 54:1 open 38:15 opener 38:14 operating 28:11 opinion 6:15 opinions 41:18 opportunity 3:14 43:16 opposed 43:17 order 9:10 organizations 11:11 11:25 12:19,19,23 original 57:25 other 8:13 9:1 14:23 15:8,11,12 17:14 18:3 30:4 35:1 46:13 49:24,24 53:17 55:2 out 3:23 4:15 7:9,11 7:19 9:7 11:6,10 11:17 12:13 14:16 15:18 16:15,18 17:14 18:25 21:4 21:9 23:5 25:5,9 26:3 27:17,25 28:3 29:8 33:20 34:1,2,6,10,11,14 34:22 36:2,13,24 39:17 41:3,22 42:15,20 43:16 44:1 45:19,24 47:9 49:12,18</p>	<p>50:8 51:10 53:10 54:13 55:4 outrageous 9:18 over 14:22 15:9,16 15:17 17:11 21:10 27:12 30:3 31:1 34:8,11 36:8,13 46:25 52:8 overkill 17:13 overtime 31:13,14 over-the-phone 49:17 owe 47:19 own 9:2 22:25 23:2 23:3 27:18 29:20 30:19 38:19 42:12 49:21 53:8 owning 37:7 owns 22:24 46:25</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>P 2:1,1 3:1 package 31:5 paid 15:12 24:13 33:24 34:1,2,3 37:6,15,16,17 40:16 51:14 pains 54:1 palpitations 29:16 Pamela 1:23 56:5 56:19 panel 38:2 panels 36:4 paper 13:8 34:2 35:7,8 park 16:6 parking 36:8 part 4:8 6:16 31:5 40:13 participate 3:6 parties 4:20 5:15 part-time 18:25 pass 50:3 passing 39:10 pat 33:15 patting 33:16 pay 6:7,11 7:14 8:24 9:10 10:2 13:17 19:3 22:23 29:18 30:9,13 34:8 37:10,10,13 38:21 40:13 42:11 45:18 46:10 47:4 49:15 49:15,16 51:9,11 51:21 paycheck 6:6,11 paying 8:15,17 16:4 30:8 31:12 37:14 42:10 51:15 53:9</p>	<p>payment 7:6 49:17 payroll 17:4 pays 16:5 25:11 37:5 people 3:16 6:4 9:8 9:15,15,25 11:7,8 11:8 12:7,12,22 13:12,17 15:18,22 16:1,8 17:5,14 20:8 21:3,7,14,16 22:8,9,19 23:14 24:23 25:8,9,15 25:20,25 26:5 28:10 29:6 32:15 39:17 43:25 47:11 49:25 52:24 54:3 54:19 per 21:11 36:14 47:3 percent 15:19 17:10 17:11 25:8,8 28:13 33:14,14,16 35:6 39:20 40:18 41:14 42:17,18 47:18 period 14:19,22 15:7 permit 39:25 person 7:8 16:5 18:23 20:25 30:10 personal 22:10 personally 56:7 personnel 17:5 PERSONS 6:18 person's 50:10 ph 10:15 45:9 phase 25:5 phone 8:21 picked 53:22 pipe 37:10 place 41:12 42:6,6 45:7 56:9,13 places 4:6 Plains 53:21 plant 9:24 14:17,18 14:19,20 25:16 39:25 43:24 44:5 plants 15:8 26:7 plastic 7:7 play 50:4 played 46:3 pleading 13:16 please 3:21 5:19,24 8:1 10:23 11:2 14:7 18:14,18 19:15 20:15 23:24 26:25 27:3,4 28:25 32:1 33:4 43:7,10,22 52:14</p>
---	--	--	--	---

PUBLIC SERVICE COMMISSION 3/2/2011

<p>plug 37:23 podium 5:11 7:22 13:24 16:20 18:6 19:6 23:19 26:12 28:19 31:17 32:22 43:2 44:17 48:11 50:15 52:3 54:23 point 9:21 12:13 32:16 42:7,8 49:12 53:3 55:3 poison 25:4 pole 40:22 47:3,3 poles 46:25 poor 42:19 Post 46:15 57:23 power 15:8 36:1,14 37:2 38:16,16 43:24 46:21 preclude 35:1 preparation 38:3 present 56:7 presentation 46:16 President 13:3 Presiding 1:17 pretty 29:10 33:19 38:12 price 21:11 prices 21:21,22 40:20 41:4 primarily 6:15 printed 13:1 prior 3:2 probably 32:17 33:23 41:2 problem 15:18 23:1 23:13 problems 19:24 20:9 proceedings 1:6 3:2 56:8,10 process 3:7,12,24 producing 25:12 profit 7:17 34:4,8 34:14,15 39:19,21 profits 34:2 49:20 51:15 program 20:7 promise 15:25 propaganda 33:20 properly 50:5 property 24:5 50:10 proposed 14:18 provide 3:14,23 44:1 providers 3:7 provides 47:1 PSC 3:22 43:18 public 1:2,7 2:6,8,8 2:12 3:6,10,17 4:1</p>	<p>5:3,5,6,7 11:13,23 12:2 13:11,16 14:15 33:12 34:23 37:12 42:3,13 44:9 45:15,18 46:7 48:24 pump 21:9,22 put 13:2 15:3 34:5 35:11,16 36:2 37:11 41:6,7,16 42:13 45:17 47:19 53:14,14 P.C 2:2 p.m 55:5 P.O 2:3,6,10 5:3,8</p> <hr/> <p style="text-align: center;">Q</p> <p>quality 4:10 question 3:12 14:17 16:12,14 22:1 31:6 44:13 questions 5:14,15 5:16 6:15,20,21 10:9 13:20,21 18:4 20:22 30:23 32:21 48:21 quite 11:7 31:1</p> <hr/> <p style="text-align: center;">R</p> <p>R 2:1 3:1 56:1 railroad 14:21 raise 5:19 8:1,19,20 10:23 14:7 18:14 18:24 23:24 26:25 31:22 32:12 33:4 33:23 34:3 35:6 35:23 36:17 37:4 37:13 39:23 40:18 40:20 43:7 44:24 46:8 raised 12:14 27:15 27:25 28:1 raises 19:20 33:21 33:21 37:5 raising 38:11,11 ran 49:25 Random 47:11 rarely 6:8 7:9 rate 7:10 9:4 12:17 15:10 17:7 20:15 25:21,22 28:14 43:20 45:18 46:3 ratepayers 47:4 rates 4:13 9:2 12:14 13:6,18 38:11,12 43:19,21 44:8 45:18 46:8 rattled 50:24 Ray 23:20 24:1,6,7</p>	<p>57:9 read 9:1 21:9 46:16 ready 15:24 Reaganomics 40:16 real 23:1 28:8 realize 14:21 25:11 45:14 53:15 realizes 45:17 really 6:4 9:6 12:15 13:10 16:18 22:15 22:16,16 25:6,14 25:19 26:4 28:10 30:15 39:9 52:19 reason 13:1 39:2 reasonable 30:17 34:4 42:16,17 reasons 3:9 rebate 36:15 received 48:20 recognize 31:9 recommend 47:17 record 3:4 4:8 37:18 55:5 recycling 47:9 refrigerator 37:24 REGULATORY 1:18 reliable 43:19 relying 44:9 remember 11:16 45:10 rent 7:5 47:3 rental 22:20,22 repair 40:19 replaced 30:1 32:10 replacing 47:8 REPORTED 1:22 Reporter 3:3 4:9 10:11,13 19:7 56:6 representing 5:2 rerun 19:18 response 10:16 14:2 18:9,11 26:15,18 26:20 44:14 48:18 52:5 55:1 rest 25:11 34:12 restaurant 45:10 retire 29:19 32:16 retired 18:23 29:25 retirement 29:6 return 17:7,8 Revenues 1:13 reviews 4:10 rid 39:11 ridiculous 28:15 right 3:23 5:19 6:1 8:2 9:14 10:17,23 12:4 13:18 14:7</p>	<p>15:22 18:14 22:24 23:24 26:2,5,25 28:24 31:22 33:4 37:4 41:23 42:19 43:7 44:24 46:19 47:5 48:15 50:3 rigs 36:24 rise 29:14 river 14:22 road 26:6 39:15,15 Robert 1:19 44:18 45:1,5 57:15 Roberts 28:21,22 29:1,1,5 30:22,24 31:10 46:5 57:11 role 50:5 roll 13:6,9,10 Ron 16:21,24 17:1 57:6 roof 39:3 room 11:21 30:16 41:17 42:18 52:25 rooms 54:10 rot 15:13 run 11:21 37:17 47:6 54:12 runaround 33:23 running 41:22 53:22 Russ 4:23 RUSSELL 2:2 R-o-b-e-r-t-s 29:4</p> <hr/> <p style="text-align: center;">S</p> <p>S 1:23 2:1 3:1 10:24 11:3 56:5,19 saddens 53:12 safe 50:11 safety 38:18 salary 24:9 45:25 sale 9:24 same 7:17 15:23,24 21:25 50:7 Sapp 7:24 8:3,6 10:12 31:19,23 32:2,2,4,20 57:3 57:12 Sauk 8:14 40:8 50:4 savage 46:3 save 24:24,24 25:15 25:17 29:22 38:3 38:20 46:5,10 49:13,18 saved 35:18 saving 47:15 49:13 savings 31:9 saw 29:16 saying 17:21 21:18 22:15 24:10 33:17</p>	<p>says 41:22 42:16 scale 15:2 schedule 4:15 school 6:3,9 53:16 scientists 41:17 scrape 41:13 second 17:7,12 45:20 secure 50:11 Security 15:19 17:9 18:23 29:11 31:14 32:15,15 53:2 see 8:10 9:1,4,21 11:15,20 26:8 27:8 29:23 38:19 40:2 47:14,22 48:24 49:17 52:6 53:7 55:2 seen 8:11 30:9 sell 51:12,22 selling 35:24 36:23 36:25 sells 41:11 Senator 45:10 sending 17:14 sent 21:4 34:2 service 1:2,14 2:12 3:10,17 4:1,4,10 5:3 11:13,24 12:2 13:11,17 14:15 16:7 33:12 34:23 37:12 42:3,13 44:9 45:15,19 46:7,21 49:21,22 Services 1:24 56:6 session 3:13 set 28:14 49:14 56:9 setting 13:18 seventy-two 36:6 several 20:6 sewer 39:6 shaky 33:2 share 17:4 sheet 56:9 Shemwell 2:10 5:1 5:2 6:23,24 7:2,20 10:6 shoot 29:9 shop 40:19 short 42:24 Shorthand 56:5 shot 39:21 shower 6:10 shuffle 51:18 shuffled 34:17 shut 30:16 side 21:13 40:6 sign 49:7 signatures 33:1</p>
--	---	--	--	---

PUBLIC SERVICE COMMISSION 3/2/2011

<p>significant 31:2 simply 4:5 since 7:18 9:3 38:25 49:18 single 48:23 sir 10:22 18:5 23:23 26:11 31:21 32:19 33:3 43:1,10 44:23 52:1 sit 15:12 sitting 30:3 45:6 situation 8:14 35:1 sky 20:10 slump 26:3 Smith 19:10,12,16 19:16 20:21,23 21:1,5,20 22:5,8 22:18,23 23:4,13 23:16 57:8 Social 15:19 17:9 18:23 29:11 31:13 32:14,15 53:2 solar 25:2 36:4 38:16 41:6 45:7 sold 14:24 45:9 solution 23:2 46:12 some 3:23 5:14,15 5:16 11:11,14,15 13:1 22:19,19 23:14 28:12 30:14 34:15 44:11 45:9 45:11 46:23 49:18 49:20,20 50:6 53:2,23,25 somebody 9:13 15:3 34:14 45:20 47:12 somehow 40:14 someone 22:24 49:22 50:16 Someplace 51:6 something 13:4,7 21:24 26:7 29:19 37:6 44:6 45:12 49:8 51:16,18,22 54:18 something's 19:22 20:17 51:23 sometime 32:10 sometimes 12:4 17:13 33:1 53:4 somewhere 12:25 25:13 27:19 34:15 45:14 soon 29:10 38:12 sooner 8:23 sorry 7:1 17:25 sounded 31:3 soup 38:14 sparrows 36:12,13</p>	<p>Speak 52:23 speaking 9:7 specific 45:14 46:20 spell 10:11 spend 45:9 spent 43:22 squeeze 27:17 ss 56:3 St 4:3 12:21 13:8 46:14 50:8 57:23 staff 2:12 3:17,22 4:25 5:2 10:5 45:8 standing 3:22 star 36:11 start 38:17 54:9,17 54:17,18 started 3:2 41:23 starting 3:3 16:3 state 1:1 3:19 4:2 5:23 11:2 14:10 15:6,7,11 24:20 25:19,24 27:19 32:1 36:24 38:17 40:4 42:9 43:10 54:2,6,8 56:2,15 stated 8:16 statement 5:13,14 24:15 States 15:16,23 station 40:19 stay 4:12 9:11,11 27:18 40:20 Steinman 14:4,6,8 14:11,11,14 16:13 16:17 57:5 Stenotype 56:10,12 still 8:13,14 12:3 15:9 30:10 40:13 54:6 stinks 40:7 stock 37:16 stockholder 34:1 42:14 stockholders 34:3 39:20 51:15 stockholder's 34:14 stocks 29:8 stop 16:7 25:3 39:14 37:15,16,16,18 37:19 40:18,25 49:25 51:5 stores 49:24 stove 38:4,6 39:3 straight 34:24 street 42:20 streetlights 47:8 streets 11:14 47:6 string 34:24 37:8 stroke 36:13</p>	<p>struggling 27:9 stuck 37:20 stuff 14:22,24 15:1 18:25 29:25 41:16 suffering 12:12 sulphur 36:21 summer 9:11 30:5,6 summertime 36:9 supper 47:14 support 27:19 supposed 13:12 28:4 supposedly 37:6 sure 29:17 34:17 41:21 50:11 54:17 surplus 14:25 swear 5:11 Swearingen 2:2 4:23 switch 37:22 sworn 5:21 8:3 10:24 14:8 16:24 18:15 19:12 24:1 27:1 28:22 31:23 33:5 43:8 45:1 52:12 system 12:5 47:7,8 47:12,20 S-a-p-p 10:12</p> <hr/> <p style="text-align: center;">T</p> <hr/> <p>T 56:1,1 tail 37:7 take 6:10,17 7:6,7 7:14 9:13 14:15 20:1 21:8,17 22:3 29:8 36:12 45:25 49:22 52:25 53:7 53:15 54:9 taken 16:15 20:11 takes 6:7 9:14 10:19 10:21 17:4 21:23 taking 4:14 talk 11:14 12:1,22 13:12 22:8 25:1 25:20 46:5 50:17 talked 16:9 talking 12:16 17:22 17:24 21:15 22:5 45:20 tank 32:8 Tariffs 1:13 Taum 8:14 40:8 50:4 tax 39:10 47:5 51:10 technology 36:20 53:12 television 34:9</p>	<p>tell 5:11 8:9,25 9:2 11:5,19 14:13 18:17 19:15 26:1 27:3,7 28:25 29:3 32:3 35:7 41:19 43:12 45:4 49:10 51:1 52:14,18 telling 51:12 temperature 41:18 41:19,20,23 ten 14:25 29:17 term 17:21 territories 4:5 testified 5:22 8:4 10:25 14:9 16:25 18:16 19:13 20:25 21:3 24:2 27:2 28:23 31:24 33:6 43:9 45:2 52:13 testify 49:7 52:4 54:25 testimonies 19:17 testimony 4:7,16 43:23 47:21 thank 4:17,18 5:9 5:23 6:21 7:20,21 10:4,9,13 11:1 13:23 16:11,18 17:19 18:4,5,21 19:5,14 20:19 23:18 24:3 26:10 28:16,17,18,24 29:2 30:20,21 31:15,16,25 32:19 32:21,25 33:7,10 40:11 43:15 44:15 44:16 45:3 47:21 47:22,24 50:13,14 52:1,2 54:21,22 55:4 thankful 43:25 Thanks 20:20 43:1 their 7:15 12:7 15:3 15:10 20:8,10,11 21:8,17 22:9,23 22:25 23:2,3,5 24:8 25:9,21,22 28:8,11 30:13 32:15 33:19 34:1 34:21,22 35:23 37:11 38:19,21 39:20 40:9,20 41:9 42:12 43:16 45:16 47:19 49:14 49:21 50:1,6 51:15 54:1,11 themselves 33:17 39:12 47:11 them's 40:24</p>	<p>theory 27:10 thereof 56:9 thermostat 30:3,5 thing 7:17,17 8:12 8:13 9:1 14:16 15:23,24 17:12 20:6 23:3 24:14 25:1 26:6 34:11 38:19 45:14,20 46:2,20 49:12 50:7,20 51:24 things 6:13 7:8 11:22 17:15 19:25 21:6 22:14 23:6 29:21 31:4 44:3 45:13 51:4 think 6:11 7:17 12:16 15:20 17:16 18:8 19:17 22:12 24:25 25:6 27:10 27:16 28:2,14 29:16 30:8 36:6 36:14 40:17 42:7 42:25 43:20 44:2 48:7 49:20,20,24 50:9 51:17 53:12 54:1 thinks 27:24 thirty 27:11 though 50:4 54:6 thought 17:7 36:10 53:9 thoughts 17:3 43:17 thousand 12:18,23 14:25 27:12 45:21 47:2 thousands 40:10 threat 15:25 three 15:20 17:6 29:15 32:6 35:22 41:1 Three-Mile 36:2 thrifty 7:8 through 36:19 53:16 throw 37:22 38:2,8 throwing 39:14 54:13 ticker 42:21 tied 38:8 time 3:11 4:14 7:18 9:11 12:1,20 14:19,22 15:7 16:5 23:8,18 26:1 26:2 31:1,11 33:12 35:5 37:4 39:1 40:11 47:16 49:5,7 50:17 53:12 56:8,12</p>
--	--	---	---	--

PUBLIC SERVICE COMMISSION 3/2/2011

<p>times 3:6 16:14 19:21 25:19 42:10 42:11 tired 15:22 16:1,8 today 4:3,7 9:5 29:15 31:7 38:1 43:23 together 44:4 toilet 35:7,7 told 3:3 34:18 tonight 11:25 12:15 12:22 13:13 16:9 33:24 34:11 tools 21:17 22:2 top 51:6 54:17 topic 24:18 totem 40:22 touches 24:18 tough 25:19 tourism 40:12 town 9:18 10:2 51:8 Tragers 45:9 trailer 16:6 transcript 1:6 3:2 4:7,20 56:12 57:25 transportation 36:17 traveling 4:1 tree 36:3,12 50:7 trees 38:17 tree's 50:9 trick 46:3 trickledown 40:17 tried 3:14 trimming 38:17 50:7 triple 40:22 trouble 35:6 36:12 truck 32:9 41:13 true 56:11 trust 44:12 truth 5:11,12,12 try 18:25 20:23 21:7 22:2 23:11,13 38:20 39:3 42:12 42:15 44:4 45:11 trying 7:12 17:17 21:7,13,16 23:12 27:16 39:14 42:1 42:14 43:18 turn 11:21 21:10 30:6 turned 30:4 53:25 twelve 14:25 twenty-five 29:15 twice 39:5 two 6:7,11 17:5,8 32:6 33:22 36:13</p>	<p>36:15,15 39:2,5 39:24 41:1 53:17 two-way 3:15 type 3:17,18 T.V 13:9 38:25 40:19</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>ugly 7:17 Uh-huh 21:1,5,20 Um 8:18 under 17:12 understand 3:15 12:16 21:14,18 22:2,3 23:17 49:4 54:8 unfortunately 8:24 54:8 unhappy 8:14 UNIDENTIFIED 6:18 Union 1:12 United 12:24 15:16 15:23 units 16:5 unless 50:22 until 26:2 42:21 47:17,20 upset 24:14 use 4:10 12:23 14:15 21:14,24 31:7 38:8 42:13 53:23 used 3:13 29:7 30:4 31:8 34:16 49:25 53:18 using 17:21 25:3 utilities 3:19 4:11 8:20 16:2 18:25 22:23 34:23 46:8 46:9 utility 3:7 12:9 16:2 23:11 28:14 40:3 43:25 44:4 45:15 45:17 utilize 3:12</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>Vanillas 22:6 variety 49:25 vehicle 7:5 vehicles 41:9 versus 31:7 very 8:13 20:3 29:24 32:21,25 33:7 46:20 49:5 53:4 54:5 videotaped 4:9 visit 4:5 6:9</p>	<p>voice 16:9 Volkswagon 35:13 Volume 1:10</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>wages 34:12 54:18 wait 13:9 34:5 walked 53:9 want 3:21,24 9:9 12:3 13:3 16:6 18:22 27:17,18 30:17 37:5,9,10 38:16,16 39:23 40:13 41:6,7 43:15 45:13 48:1 49:18 50:17,20 51:17 53:14 wanted 3:25 12:13 16:19 18:1 34:3 46:2 49:12 50:12 51:25 wanting 37:4,12 wants 24:20 28:6 warm 9:11 30:18 54:4,19 warming 41:16 wash 38:13 Washington 15:6,6 15:12 40:23 washtub 35:15 wasn't 15:4,5 34:18 waste 37:3 wasting 12:1 watch 15:24 21:10 40:9 water 3:8 8:21 11:16,18 16:4,5 24:11 25:23 31:2 33:20 38:6 39:5 way 12:5,24 15:9 21:25 25:2 30:4 40:7 47:11 54:3,3 weather 49:19 weatherization 6:24 weatherizing 7:2 week 6:7 19:2 32:8 47:14 49:16 weeks 6:7,11 Welcome 14:6 well 9:3 11:6 13:9 23:14 25:24 26:2 27:8,12,25 32:4 33:19 35:25 36:8 36:11 40:17 42:9 42:10,16 47:15 48:2 49:19 50:5 52:19 53:6,21 54:14 went 3:13 22:9</p>	<p>28:13 34:21,21 36:18,19,22 39:1 39:4,5 41:21 53:15,16 were 3:2 9:23 11:9 12:16,20 17:20,21 23:5,12 40:17 48:12 50:8 53:20 53:22 weren't 35:24 36:25 44:21 We'll 25:16 48:15 49:2 we're 6:14 8:8,17 9:7,7,8 19:19 21:13 25:3 30:7 30:15 34:5 35:5,5 35:6 37:20 38:15 41:22,23,23,24 42:9 43:19,20 we've 4:3,4 12:25 37:14,15,16 39:10 40:9 42:6 43:21 51:21 whatsoever 42:12 wheel 21:10 while 11:15 whiz 35:25 whole 5:12 26:6 28:1 29:6 34:6,9 34:11 40:15 41:14 wholesale 41:8 willingness 54:12 wind 25:2 36:11,14 37:2 38:16 41:7 windows 7:7 29:25 31:3 winter 20:3 30:5,6 winterized 35:9 wiped 28:3 wire 37:8,9 wish 42:20 52:4 witness 4:19 5:17 5:21 7:22 8:3 10:24 13:24 14:8 16:20,24 18:6,15 19:6,12 23:19 24:1 26:12 27:1 28:19,22 31:17,23 32:22 33:5 43:2,8 44:15,17 45:1 48:11 50:15 52:3 52:12 54:23 wonder 51:5 wonderful 25:7 54:10 wondering 21:15 Woodruff 1:17 4:18 4:25 5:5,9,19,22</p>	<p>5:23 6:1,20,23 7:21,23 8:1,4,5 10:5,14,17,22,25 11:1,5 13:23,25 14:3,6,9,10,13 16:21,24 17:19 18:5,7,10,12,14 18:16,17,21 19:9 19:13,14 20:20 23:20,23 24:2,3 26:11,13,16,19,21 26:23,25 27:2,3,7 28:16,20,23,24 30:21 31:16,18,21 31:24,25 32:3,19 32:23,25 33:3,6,7 33:10 43:1,3,6,9 43:10,12 44:18,23 45:2,3 46:17,19 47:24 48:3,10,13 48:15,19 49:4,10 50:13,16,19,22 51:1 52:1,4,6,8,11 52:13,14,16,18,21 54:22,24 55:2 57:24 work 3:9 6:3,6,8 23:11,13 29:19 31:12 32:13 38:6 38:7 40:23 42:20 43:18 54:6 worked 14:19 32:5 42:21 working 7:11 22:6 31:12 32:5 works 12:5 15:15 21:25 36:9 39:1 world 15:17,22 36:3 40:16 worse 9:22 11:23 worth 6:7 14:24 15:1,2 29:6 39:22 45:12 wouldn't 11:18 15:3 42:21 writing 9:2 wrong 51:18,22,23 53:10 Wyoming 36:22</p> <hr/> <p style="text-align: center;">X</p> <hr/> <p>X 57:1 x-ray 36:2</p> <hr/> <p style="text-align: center;">Y</p> <hr/> <p>Yeah 10:20 22:23 33:2 year 7:10 8:19,20 29:9 32:12,14</p>
--	---	---	---	--

PUBLIC SERVICE COMMISSION 3/2/2011

<p>33:11 34:20 35:8 36:6 38:25 39:20 39:24 40:12,18 41:1 45:22 46:13 47:3 53:6 years 8:7 11:23 15:20 16:10 17:8 18:24 20:6 24:17 24:17 25:1 27:14 28:4 30:1 32:4,7 33:22 35:22 36:8 37:21 39:2,5,7 42:23 49:2 year's 37:4</p> <hr/> <p style="text-align: center;">Z</p> <hr/> <p>zero 16:15 26:2 zilch 42:18</p> <hr/> <p style="text-align: center;">\$</p> <hr/> <p>\$10,000 14:24 \$15 38:13 \$25 38:12 \$400,000 39:22 \$50,000 15:2 \$500,000 47:5 \$694 39:17 \$900,000 34:12 41:1</p> <hr/> <p style="text-align: center;">#</p> <hr/> <p>#426 56:19</p> <hr/> <p style="text-align: center;">1</p> <hr/> <p>1 14:18,20 25:8,8 42:17 48:13 57:20 1,000 46:25 10 17:11 39:7 42:23 47:18 10.3 34:21 10.4 34:22 40:18 11 57:4 12 36:14 14 1:10 57:5 15 42:23 16 57:6 18 33:14 35:6 57:7 19 57:8 1973 14:17 1982 15:6,11 1991 9:3,5,23</p> <hr/> <p style="text-align: center;">2</p> <hr/> <p>2 1:8 14:17,19 15:19 17:10 33:18 39:23 42:17 48:13,16 57:22 2/23/11 57:24 2007 13:6 2011 1:8</p>	<p>211,000 32:9 2230 2:6 5:8 24 57:9 250,000 24:17 27 57:10 28 57:11</p> <hr/> <p style="text-align: center;">3</p> <hr/> <p>3/2/11 48:14 30 9:19 24:17 45:10 31 57:12 312 2:3 4:23 32 57:13 35 9:19 360 2:10 5:3 392-4211 2:11</p> <hr/> <p style="text-align: center;">4</p> <hr/> <p>4,000 36:6 4.3 34:22 4.7 45:22 40 6:6 24:17 25:1 41:14 49:1 43 57:14 45 57:15 456 2:3 48 57:20,20,22,22 49 57:10</p> <hr/> <p style="text-align: center;">5</p> <hr/> <p>5 39:20 42:18 57:2 50 16:5 25:11 53:1 500 36:8 51 57:13 52 57:16 56 34:20 573 2:4,7 59 16:10</p> <hr/> <p style="text-align: center;">6</p> <hr/> <p>60 16:5 34:20 38:24 635-7166 2:4 65101 5:4 65102 2:4,7,11 4:24 5:8 66 30:3</p> <hr/> <p style="text-align: center;">7</p> <hr/> <p>70s 36:19 751-4857 2:7</p> <hr/> <p style="text-align: center;">8</p> <hr/> <p>8 57:3 8:00 55:5 80 10:19 800 2:11 82 10:20</p> <hr/> <p style="text-align: center;">9</p>	<p>9 33:14,16,17 9.4 28:13</p>		
--	--	--	--	--