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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
  
TRANSCRIPT OF PROCEEDINGS  
Local Public Hearing  
March 3, 2011  
Kirksville, Missouri  
Volume 15

In The Matter Of Union )  
Electric Company d/b/a )  
AmerenUE's Tariffs To ) File No. ER-2011-0028  
Increase Its Annual )  
Revenues For Electric )  
Service )

MORRIS L. WOODRUFF, Presiding  
CHIEF REGULATORY LAW JUDGE

ROBERT M. CLAYTON III, Chairman

Reported by:  
Melissa Bennett, CCR  
Midwest Litigation Services

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For: Staff of the Missouri Public  
Service Commission

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

2 JUDGE WOODRUFF: Good evening, everyone.  
3 Can everyone hear me okay? No. Okay. All right.  
4 Sounds like it's working now. All right. Wave at me  
5 if it doesn't -- if you suddenly can't hear me  
6 anymore. Welcome, everyone. My name is Morris  
7 Woodruff. I'm the regulatory law judge assigned to  
8 this case for the Commission, and I'd like to welcome  
9 you all. We'll be hearing you for -- considering  
10 AmerenUE's rate increase request. I'd like to start  
11 by introducing the gentleman to my left is  
12 Commissioner Robert Clayton. Want to add anything,  
13 Commissioner?

14 CHAIRMAN CLAYTON: I just want to welcome  
15 everyone here as well. My name is Robert Clayton.  
16 I'm one of five commissioners of the Missouri Public  
17 Service Commission. There are five of us that are  
18 charged with the responsibility of making the decision  
19 in this case as in all rate cases that are filed by  
20 Missouri investor-run utilities. Generally speaking,  
21 regulatory policy is set by three of the five  
22 commissioners or three or more of the majority of the  
23 Commission, and the information that's obtained here  
24 this evening as well as evidence that is adduced at  
25 the evidentiary hearing in Jefferson City in a few

1 weeks will all be taken into consideration by the  
2 commissioners in deciding what type of increase, if  
3 any, should be allowed for the company. These are  
4 very important parts of the process. First of all, I  
5 want to urge you that if you have particular issues or  
6 problems that -- with the utility that you'd like to  
7 take up with either the Public Service Commission  
8 staff or the company, just be aware that you've got  
9 everybody's attention here today. There are a number  
10 of company people that are here to address any issues  
11 or challenges that you're facing. Any problems with  
12 billing, any problems with service, please take  
13 advantage of those folks while they're here. Also if  
14 you're not comfortable with speaking with company  
15 officials, the Missouri Public Service Commission  
16 staff as well as the public counsel Lewis Mills that  
17 you've already heard from can also be contacted while  
18 you're here and perhaps they can work with the company  
19 to find a resolution to the challenge you're facing.  
20 This is not my first time being in Kirksville. I've  
21 been here many times. I'm from Hannibal originally,  
22 and I think I was here and I presided over the last  
23 public hearing we had, which was down a floor and over  
24 on the other side of the building. So I look forward  
25 to the testimony that you're here to give tonight, and

1 if you have questions, please contact the Ameren folks  
2 or the Public Service Commission staff. Thank you.

3 JUDGE WOODRUFF: Thank you, Commissioner.  
4 Before we call the first witness, I need to determine  
5 which attorneys are here for the parties, so we'll  
6 begin with staff.

7 MS. DALE: Colleen M. Dale, Post Office  
8 Box 360, Jefferson City, Missouri, representing the  
9 staff of the Missouri Public Service Commission.

10 JUDGE WOODRUFF: Thank you. For the  
11 company.

12 MR. MITTEN: Appearing on behalf of Ameren  
13 Missouri. I'm Russ Mitten, Brydon, Swearngen &  
14 England, 312 East Capitol Avenue, Jefferson City,  
15 Missouri 65102.

16 JUDGE WOODRUFF: And for Public Counsel.

17 MR. MILLS: On behalf of the Office of the  
18 Public Counsel and the Public, my name is Lewis Mills.  
19 My address is Post Office Box 2230, Jefferson City,  
20 Missouri 65102.

21 JUDGE WOODRUFF: Thank you. I believe  
22 that's all the parties who are represented here  
23 tonight. I'll call the first witness, and when I call  
24 your name, if you'd please come up to the stand at the  
25 podium here, and I'll swear you in and then you can

1 give us -- tell us your name and give us your  
2 statement. So the first name on the list is Don  
3 Smith. Good evening, sir.

4 MR. SMITH: Good evening.

5 JUDGE WOODRUFF: If you'd please raise your  
6 right hand, I'll swear you in.

7 DON SMITH, being sworn, testified as follows:

8 JUDGE WOODRUFF: Thank you. If you'd step  
9 over there to the microphone and tell us your name,  
10 please.

11 MR. SMITH: My name is Don Smith.

12 JUDGE WOODRUFF: All right.

13 MR. SMITH: And people that's on disability  
14 and they're raising their rates all the time, what are  
15 they supposed to do, shut the electricity off and go  
16 out here and live in a tent? I think it's totally not  
17 American. It's communist. If you got to do that, go  
18 get Obama's money. He prints it all the time. I  
19 think it's totally wrong what you're doing to America.  
20 I think they have the right to stand up and protest  
21 this completely, and it's very un-American.

22 JUDGE WOODRUFF: Anything else you'd like  
23 to add?

24 MR. SMITH: Well, you're going to kill a  
25 lot of people.

1 CHAIRMAN CLAYTON: Mr. Smith, may I ask you  
2 a few questions?

3 MR. SMITH: Yeah.

4 CHAIRMAN CLAYTON: I mean, if you don't  
5 want to answer any questions, I don't -- I must have a  
6 bad mic, so I'm going to speak up.

7 MR. SMITH: You want mine?

8 CHAIRMAN CLAYTON: No, that's all right.  
9 That's all right. I've got a loud -- or I think it's  
10 a loud voice. You mentioned customers who are on  
11 disability, fixed income folks, people who don't have  
12 any extra income and would be challenged by any type  
13 of rate increase.

14 MR. SMITH: Correct.

15 CHAIRMAN CLAYTON: Aside from just saying  
16 no in this instance, I think the Commission can do  
17 more in trying to provide more information, more  
18 assistance to folks like that, but sometimes it's hard  
19 to figure out how to do that. Do you have any  
20 suggestions?

21 MR. SMITH: They -- they know who's  
22 disabled or not cause they've called them before and  
23 told them. They don't listen to them.

24 CHAIRMAN CLAYTON: What else -- what do you  
25 think the Public Service Commission can do to make

1 sure that those -- that those folks' concerns are  
2 being addressed?

3 MR. SMITH: Well, it's just like this.  
4 Mickey Rooney was on TV, how he was being shafted by  
5 his own son, whatever. The older people are getting  
6 screwed, and he was -- he was -- just like he said, he  
7 wants it stopped. Well, you guys are doing it, and  
8 it's perfectly legal, and I don't think it's right.  
9 Either somebody stands up for the American people  
10 today, or we're going to lose it.

11 COMMISSIONER CLAYTON: Okay. Thank you.

12 JUDGE WOODRUFF: Thank you, sir. Next name  
13 on the list is Dwayne -- it's either Daeder or --  
14 Daeder or Daeden. I don't see anybody answer to that.  
15 K.W. Alexander. Good evening, sir.

16 MR. ALEXANDER: Good evening.

17 JUDGE WOODRUFF: Will you please --

18 MR. ALEXANDER: It's nicer for a change.

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

21 K.W. ALEXANDER, being sworn, testified as follows:

22 JUDGE WOODRUFF: Thank you. Could you tell  
23 us your name, please.

24 MR. ALEXANDER: Some of it is --

25 JUDGE WOODRUFF: We need your name first.



1 MR. ALEXANDER: Huh?

2 JUDGE WOODRUFF: The court reporter's going  
3 to need your name to know who you are.

4 MR. ALEXANDER: Oh. K.W. Alexander.

5 JUDGE WOODRUFF: Okay.

6 MR. ALEXANDER: When I built my house  
7 several years ago, it was when it was Missouri Power  
8 and Light, I got a total electric house, everything,  
9 nothing else in it. My house winter bill the first  
10 winter was 200 -- was \$75. Since then I've put  
11 insulation and steel siding over the old -- right over  
12 the old siding. My average bill for the last two  
13 months is \$250. Now, how much can a senior stand?  
14 It's getting to a place where seniors is going to be  
15 put out in the street. Now, he was talking about  
16 infrastructure. I've got a degree from UCLA in  
17 accounting. If they haven't provided through  
18 depreciation to replace that stock, they've got poor  
19 accounting. They're not doing their business the way  
20 they should be running it. Another thing on the  
21 scrubbers. I'm not against scrubbers except for this  
22 one way. What is China, Russia, and India doing? Why  
23 should we foot the bill and let them put the stuff  
24 right in the atmosphere that we're getting. Now, if  
25 they go along and do the same as we, I have no

1 objection. But we're the only ones doing it, and  
2 we're paying the only bills, and I think it's wrong.  
3 We -- we should not be forced to do it if the rest of  
4 the world does not do it. Now, that's about all I've  
5 got to say. Thank you.

6 JUDGE WOODRUFF: Thank you, sir.

7 MR. ALEXANDER: Do you got any -- got any  
8 questions?

9 CHAIRMAN CLAYTON: Yes, I -- just a few, if  
10 that's okay, Mr. Alexander. When -- when you -- when  
11 you built your house, what year was that?

12 MR. ALEXANDER: That was in 1971.

13 CHAIRMAN CLAYTON: So 1971. So you've been  
14 in the same house for almost 40 -- at 40 years, huh?

15 MR. ALEXANDER: That's right.

16 CHAIRMAN CLAYTON: Forty years. And so  
17 your average bill during the winter months was 75 --  
18 75 --

19 MR. ALEXANDER: My biggest -- my biggest  
20 bill, not the average. That was the biggest.

21 CHAIRMAN CLAYTON: That was the biggest  
22 bill.

23 MR. ALEXANDER: And there was five of us  
24 living in the house at that time. Now there's two  
25 parts times three.

1 CHAIRMAN CLAYTON: And -- and have you had  
2 the same utility company? Has it been Ameren or Union  
3 Electric the entire time?

4 MR. ALEXANDER: Well, the first one -- no,  
5 the first one was Missouri Power and Light. That was  
6 before AmerenUE came in, Ameren Missouri came in.

7 CHAIRMAN CLAYTON: Do you remember when  
8 Ameren or Union Electric bought Missouri Power and  
9 Light?

10 MR. ALEXANDER: I couldn't tell you the  
11 date. I -- I -- I remember them changing, but I  
12 couldn't tell you when it was.

13 CHAIRMAN CLAYTON: Obviously it's not  
14 important. You'd remember if -- if it were a  
15 significant time.

16 MR. ALEXANDER: Yeah.

17 CHAIRMAN CLAYTON: And is -- is your house  
18 the same size? It didn't get any -- get bigger or  
19 anything like that?

20 MR. ALEXANDER: I haven't changed a thing  
21 on it except added a deck on the south side.

22 CHAIRMAN CLAYTON: Okay, okay. Okay. I  
23 don't think I have any other questions. Thank you  
24 very much.

25 MR. ALEXANDER: I've got the same two

1 refrigerators and a deep freeze, just like I had then.  
2 A smaller deep freeze now than I had then, but  
3 otherwise they're all the same. I just bought a new  
4 dishwasher. It's supposed to be energy -- energy  
5 efficient.

6 CHAIRMAN CLAYTON: Do you -- do you track  
7 how many kilowatt hours you use?

8 MR. ALEXANDER: I couldn't go back. I  
9 threw those all away.

10 CHAIRMAN CLAYTON: Yeah.

11 MR. ALEXANDER: All that stuff away.

12 CHAIRMAN CLAYTON: I understand that. But  
13 you haven't been able to see whether you're using more  
14 power or the same amount of power?

15 MR. ALEXANDER: I couldn't -- I couldn't  
16 tell for sure. I'd just have to go back and see if  
17 there's anything I can go back to to find out.

18 CHAIRMAN CLAYTON: Well, everybody always  
19 wants to know whether you got one of these big screen  
20 TVs that -- that take up a lot of juice.

21 MR. ALEXANDER: No.

22 CHAIRMAN CLAYTON: That's what I was going  
23 to ask.

24 MR. ALEXANDER: No, I don't have any.

25 CHAIRMAN CLAYTON: All right, all right.

1 MR. ALEXANDER: About the only thing I have  
2 had in the last few years is a computer my wife uses.

3 CHAIRMAN CLAYTON: Got ya. Thank you very  
4 much.

5 MR. ALEXANDER: You bet. Thank you.

6 JUDGE WOODRUFF: Thank you, sir. Next name  
7 on the list is Annette Franklin. Good evening.

8 MS. FRANKLIN: Hi.

9 JUDGE WOODRUFF: If you'd please raise your  
10 right hand.

11 ANNETTE FRANKLIN, being sworn, testified as follows:

12 JUDGE WOODRUFF: Thank you. Want to step  
13 over to the microphone and tell us your name, please.

14 MS. FRANKLIN: Annette Franklin.

15 JUDGE WOODRUFF: Go ahead.

16 MS. FRANKLIN: I'm pretty sure I said  
17 everything that I was supposed to say about the --

18 JUDGE WOODRUFF: If you -- yeah.

19 CHAIRMAN CLAYTON: There you go. Speak  
20 right into it.

21 MS. FRANKLIN: All right. I'm short.  
22 Sorry. Anyways, now it's too loud. I think I pretty  
23 much said everything -- everything about the  
24 refrigerators. They were telling me to come up here  
25 and say everything, but I think I already did. But I

1 also wanted to include about the trees that, you know,  
2 they say they want to save way that we -- they can  
3 save money for -- not to increase everything. But I  
4 think that every time there's an ice storm, the trees  
5 are trimmed. Every single four years, they trim the  
6 trees. But if we put them underline or if we take  
7 those orange covers and put them where the trees are,  
8 this is a one-time expense, one time. They'll have to  
9 do that one time, and that's it. They don't have to  
10 go every time there's an ice storm. They don't have  
11 to go every four years. And another thing I would  
12 just like to say that, you know, I don't want to stand  
13 up here and give my sob story about, you know, how I  
14 have limited income cause everybody else does, you  
15 know, everybody else is saying that. But sometimes I  
16 wonder if this is just, you know, why are we here, you  
17 know, because it seems like we're always here. And  
18 whether we show up or not, you know, if we -- if we  
19 show up, nothing gets happened -- nothing happens.  
20 It -- it -- it goes up. And if we don't, then they  
21 say, well, see, they don't care anyway, so let's just  
22 raise it. So I just, you know, I just feel like  
23 sometimes this is a Charlie Brown episode. Like I  
24 understand what this person's saying, he understands  
25 what I'm saying, and the next person understands. But

1 I feel like when we're talking to people that's  
2 supposed to represent us, they hear our words as  
3 Charlie Brown as in wa wa wa wa wa wa (phonetic). And  
4 it's kind of frustrating because I just feel like, you  
5 know, I don't mean to offend anybody, but this is my  
6 own personal feelings that I feel like everybody's in  
7 bed with everybody, that they are putting money in  
8 their wallets, and so it doesn't matter that we're  
9 here today. That's it. You know, that's -- it  
10 doesn't matter that we're here and we're talking  
11 because Ameren's already going to get their raise. I  
12 just feel like they've -- they've already put the  
13 money in their wallets, and it doesn't matter what we  
14 say.

15 CHAIRMAN CLAYTON: I'll take this one.  
16 Miss Franklin, thank you very much for coming. Some  
17 of the -- I guess the -- let me just -- I feel  
18 compelled to respond that we have worked very hard to  
19 improve the process that we have over the last several  
20 years. And when I say improve the process, we have  
21 eliminated allegedly improper communications between  
22 commissioners, between the people who have to make the  
23 decision, and the utilities. We've tried to improve  
24 this process so when you get here early, there is a  
25 presentation where you can ask the company a direct

1 question. You can ask the Public Service Commission  
2 staff a direct question. What does our staff do when  
3 this case proceeds through the process? And the  
4 decision that the commissioners have to make is not a  
5 political decision. It's not an accounting position,  
6 how many -- how many people show up necessarily. We  
7 are here because we want to know whether the company's  
8 doing a good job or not. Are you happy with the tree  
9 trimming or not? Are you happy with the billing and  
10 the customer service or not? How are the rates  
11 impacting you? We want to know that. And we take  
12 that into consideration as we work through this  
13 process, but ultimately the decision that the  
14 Commission makes has to be made upon the evidence  
15 that's presented at a trial type of hearing, and that  
16 takes usually two or three weeks. But I want you to  
17 leave this thing understanding that there's no one --  
18 the folks -- we have five commissioners. We come from  
19 completely different backgrounds. We come from  
20 completely different political stripes. We come from  
21 different parts of the state, and we do not agree on  
22 really the majority of the major issues that come out.  
23 Either it's 3-2 one way or it's 3-2 another way. And  
24 no one is in bed with the utilities. I promise you  
25 that. And if you have evidence to the contrary, we



1 want to hear that as well. But we try to make this  
2 process better so that you can walk away and  
3 understand how the decisions are made, what evidence  
4 is presented, and sometimes it's not always easy to  
5 understand. It's difficult for us as well. I don't  
6 -- I don't have any questions, and I'm probably  
7 talking too much as it is, but thank you for coming  
8 tonight.

9 MS. FRANKLIN: Thank you.

10 JUDGE WOODRUFF: The next name on the list  
11 is Jim Ridenower (phonetic).

12 MR. RIDENOWER: I'm sorry if I'm a little  
13 slow.

14 CHAIRMAN CLAYTON: Take your time.

15 JUDGE WOODRUFF: That's quite all right.

16 CHAIRMAN CLAYTON: Take your time.

17 JIM RIDENOWER, being sworn, testified as follows:

18 JUDGE WOODRUFF: Step over to the  
19 microphone and tell us your name, please.

20 MR. RIDENOWER: My name is Jim Ridenower,  
21 and I live in Green Castle, Missouri. Last year at  
22 this meeting I tried to compliment AmerenUE for the  
23 great job they did during the disaster we had in this  
24 area. I still think they did a great job there. I've  
25 got a couple things. The first thing is, it just came

1 to me while I'm sitting here for some reason tonight,  
2 everybody I think has played Monopoly in your life.  
3 The choice properties you can buy are utilities. Even  
4 first before Park Place. And it's pretty  
5 understandable. You talk about -- doesn't seem  
6 like -- people mention to you what they've done to  
7 improve efficiency and stuff, but it doesn't make any  
8 difference. We've got a house that we have done  
9 amazing things to. Windows, we just mentioned a while  
10 ago, is not a big deal. And I -- I take issue with  
11 that. I replaced every window in my house with low-E  
12 glass. I've replaced all the insulation in my house.  
13 I've put a brand new brilliant white reflective roof  
14 on it, and we've replaced -- the first thing we  
15 started was all these crazy, squirrely-looking light  
16 bulbs. We were doing that before it became popular,  
17 and now we have on hand somewhere in the neighborhood  
18 of 25 to 30 to spare, so whenever one does blow up,  
19 which is rare, we've got it on hand. Incandescents we  
20 keep them as antiques. But I just -- comment was made  
21 about the infrastructure and who pays for it. How  
22 much of the infrastructure is being paid by Ameren and  
23 the stockholders versus all these rate increases? My  
24 401k, I'm lucky to get 1 percent in the last two,  
25 three, four years. They're talking about they get 5

1 percent. Well, they got a bigger investment. No,  
2 they don't. The ones that are investing in utilities  
3 definitely have the money to invest. The average rate  
4 payer here does not have that kind of money to invest  
5 or he'd be owning either more stock or some stock in  
6 these utilities. One other thing I wanted to -- now I  
7 can't even think of what it was. But it seems like to  
8 me it just -- there's no end to this, and there's  
9 never going to be. It's -- I've told my wife this is  
10 my last year I'm coming to one of your meetings  
11 because my rates keep going up, makes no difference  
12 what I do, it's going up. Now, we heard the same  
13 thing last year, same thing the year before. And it's  
14 not going to change next year. So you won't see my  
15 toothless smile here next year, I promise you that.  
16 You won't have to put up with me. And you said -- you  
17 made a comment while ago about there's nothing  
18 political about it. That is not true. You are  
19 appointed politically, and until the last -- this  
20 present governor got in there, we never had near the  
21 rate increases we've had in these last three years. I  
22 assure you one thing. Jay Nixon will not be on my  
23 list to vote for next time. And anybody that says  
24 there's no politics in there is wrong cause who pays  
25 you. The taxpayers in this state or the utilities in

1 the state paying your wages? There's -- there's  
2 politics there. You can't get out of it.

3 CHAIRMAN CLAYTON: May I ask you a few  
4 questions --

5 MR. RIDENOWER: Sure.

6 CHAIRMAN CLAYTON -- Mr. Ridenower? The  
7 first question I wanted to ask -- I'm going to get  
8 back to this political side too. The first thing I  
9 wanted to ask you is about the investments that you've  
10 made in energy efficiency. You said you replaced  
11 windows, you changed the roof, used the bulbs. Did --  
12 did you track your -- your energy usage? Were you  
13 able to see where your usage was -- how many kilowatt  
14 hours were being used? Were you able to map that as  
15 your usage went down?

16 MR. RIDENOWER: Yes. I have tracked that  
17 and my usage has gone up. The reason I've got a  
18 daughter and two grandchildren coming to live with me,  
19 and that has increased it quite considerably.

20 CHAIRMAN CLAYTON: Yeah.

21 MR. RIDENOWER: But I've also put a \$3500  
22 investment in just a washer and a drier that's got a  
23 brainiac genius of a computer in there that does all  
24 the work in the name of energy saving. I did the same  
25 thing with a new refrigerator, a new range, and a new

1 dishwasher. Every one of them you go to Sears and  
2 they'll tell you they're elite versions and they're  
3 each 5T's versions of everything, they're the top of  
4 the line. There's nobody makes a more efficient  
5 anything. I've invested right close to \$10,000 in my  
6 kitchen and my washer and driers, and this sort of  
7 thing, and it don't -- it didn't just stop with the  
8 light bulbs and windows. All the doors have been  
9 replaced, everything. And I understand my daughter  
10 and my grandchildren use a little bit more water. The  
11 water heater goes a little bit more. This winter one  
12 reason my rates went up as much as they did because  
13 last year I used propane in my house also. This  
14 winter I wanted to see what the difference would make  
15 if I didn't use a dollar. Well, it went up almost  
16 \$200 a month for the month of December and just under  
17 that for only about -- probably \$20 less than that for  
18 the --

19 CHAIRMAN CLAYTON: Was that for electric or  
20 for propane?

21 MR. RIDENOWER: That is for electric.

22 CHAIRMAN CLAYTON: That's for electric.

23 MR. RIDENOWER: And for electric -- by not  
24 using propane.

25 CHAIRMAN CLAYTON: Okay.

1 MR. RIDENOWER: But I wanted to see what  
2 the difference was and if it would make a difference.

3 CHAIRMAN CLAYTON: What was the propane?  
4 Was it \$200 more than what your propane bill would  
5 have been or was it --

6 MR. RIDENOWER: It's 200 -- I track mine  
7 every month. In the previous year -- the same month  
8 the previous year -- because I'll say one thing.  
9 Ameren's got a beautiful website to track your energy  
10 usage from one month the same period previous year,  
11 two years, three years, whatever. You can go all the  
12 way back and just see what you're -- what you're  
13 doing. And I have since my children came home to live  
14 with us, our rates, we have had higher usage, but it  
15 doesn't account for all of it because at the same time  
16 I replaced everything in that house because I saw the  
17 day coming, and I intend to leave my house to my wife,  
18 and I don't know how she's going to afford it. Not  
19 going to make any difference. I'll tell you how  
20 ridiculous it's getting. I'm building a 16 by 24-foot  
21 room on the south side of my house to be nothing but  
22 solid glass, low-E, and it's going to be used for  
23 nothing but solar gain. And inside I'm going to have  
24 fans in there that will push it right into the rest of  
25 the house. And on cloudy days, it's going to be taken

1 care of cause I'm putting the latest and the best wood  
2 stove I can find in there.

3 CHAIRMAN CLAYTON: Have you done this all  
4 by yourself or did you --

5 MR. RIDENOWER: Yeah, I've done it all.  
6 Ameren doesn't give anything, no help, nothing.

7 CHAIRMAN CLAYTON: Did you -- did you try  
8 to -- did you reach out to the company to see if  
9 there's programs, there's --

10 MR. RIDENOWER: I asked them last year.

11 CHAIRMAN CLAYTON: Last year.

12 MR. RIDENOWER: And we'd be notified if  
13 anything come along. There's been nothing.

14 CHAIRMAN CLAYTON: I'd -- I'd talk to them  
15 while you're here cause we have made steps at -- at  
16 having programs, education, rebate type of things that  
17 are in place.

18 MR. RIDENOWER: Well, I tell ya, that's a  
19 good one. When we first moved back here, Ameren was a  
20 great help. It wasn't Ameren then, it was Union  
21 Electric. And they've -- they financed a brand new  
22 heating system, air-conditioning in my house with very  
23 low interest rates, for ten years or something. I  
24 forgot how many years it was. Miss Sweet there has  
25 been a real sweetheart in that area. I talked to her

1 last year about any programs because I'd like to go  
2 underground with a heat pump system. And this is all  
3 capital outlays that I will never live to see the  
4 return on, but hopefully my wife and my children will.  
5 But it's not going to pay off -- by the time I get  
6 that paid off, the rates will be ten times what they  
7 are now cause it just keeps going up.

8 CHAIRMAN CLAYTON: Do you -- aside from the  
9 rate increases cause you have to -- if the rate  
10 increase happens, the less energy you're using, the  
11 less you're paying, but do you feel like you've gotten  
12 your money's worth with each of these investments?

13 MR. RIDENOWER: The best investment I've  
14 got so far, the closest thing to getting my money back  
15 that I've noticed, were those crazy damn light bulbs  
16 of all things. On a sunny day it can be zero outside,  
17 and I've got on the south side of my house two huge  
18 patio doors we put in there purposely because we get  
19 more solar gain. I'll be 72, 75 degrees in my living  
20 area just from those two six-foot by whatever they are  
21 patio doors. Now between that and those crazy light  
22 bulbs, all this fancy electronic crap I bought for  
23 refrigeration and dishwashers and everything else, I'm  
24 not seeing where it's saving me any money, and I  
25 suspect the reason for it is the rates keep going up



1 and they're not going to pay for themselves.

2 CHAIRMAN CLAYTON: Yes. But have you -- as  
3 you track the kilowatt hours, have you seen the  
4 kilowatt hours -- as you would a gallon of gas, I  
5 mean, that's the way you have to think about it.

6 MR. RIDENOWER: My kilowatt hours have  
7 pretty well gone up and just leveled off now since the  
8 kids have gotten back here. I know that they've --  
9 since they've came here my usage has gone up.

10 CHAIRMAN CLAYTON: And they got more stuff.  
11 They got more things to plug in. They got more games  
12 and computers and --

13 MR. RIDENOWER: You hear from them cause  
14 you tell them, look, you're in the shower too long,  
15 you don't need to turn the hot water on wide open to  
16 take a shower. And started timing them, and now I've  
17 got a little shutoff up there that you go ahead and  
18 you get wet, hit the shutoff, it'll hold the  
19 temperature for ya, then you rinse off. This is Army  
20 stuff, Navy stuff. So pretty soon we'll be back there  
21 with our loin cloth and a club going around dragging  
22 women out through the woods, I guess, because there's  
23 no end to it. There honestly is no end to it. Down  
24 there in Jeff City, I don't know how you people live.  
25 I really don't care to do it. I'm back where I grew

1 up, but -- and I'm in better shape than a lot of the  
2 older folks I know around here. I've got a decent  
3 Army pension and yeah, I've cut out. I can't go  
4 traveling, I can't do a lot of other things. But  
5 between the price of regular gas and utility rates,  
6 there's nothing left to do. I eat a lot more taters  
7 and rice than I did in a long time.

8 CHAIRMAN CLAYTON: All right. I didn't  
9 mean to take this down the loin cloth route, but --

10 JUDGE WOODRUFF: Thank you. The next name  
11 on the list is -- it's a little hard to read -- but I  
12 think the last name is Kodge from Green Top. Does  
13 that sound familiar to anybody? Or maybe Ridge.

14 CHAIRMAN CLAYTON: Be an R or a K.

15 JUDGE WOODRUFF: All right. Well, we'll go  
16 on to Neva Young. Good evening, ma'am.

17 MS. YOUNG: Evening.

18 JUDGE WOODRUFF: Please raise your right  
19 hand.

20 NEVA YOUNG, being sworn, testified as follows:

21 JUDGE WOODRUFF: Could you tell us your  
22 name, please.

23 MS. YOUNG: Neva Young.

24 JUDGE WOODRUFF: What would you like to  
25 tell us?

1 MS. YOUNG: Well, I just mentioned that,  
2 you know, us that's on this Social Security, we  
3 haven't had any raise on it, and I didn't mention  
4 while ago that my landlord told me you had a two  
5 dollar raise on your check, which I haven't had, but  
6 she put it in my bill, so my rent went up \$6 after my  
7 \$2 raise on that went up \$6. So where -- I'm  
8 wondering how am I going to manage to keep it going  
9 when I have no increase on my checks, but every bill  
10 that I get there is increase on it, and my bills is  
11 running more than what my check is. And I -- I don't  
12 have no income. I'm by myself. And we didn't have  
13 any investments of any kind while we were married and  
14 trying to work and trying to make money to live with.  
15 We didn't take investments out on it. So I'm having  
16 to live on my Social Security check to keep these  
17 bills paid, which is very hard to do, and I imagine  
18 there's a lot of them here that are probably the same  
19 way. There's a lot of them that's getting their  
20 Social Security check and still have got, you know,  
21 get that set aside -- security that got set aside.  
22 But I don't have. I have to go from month to month.  
23 And as I said, I've cut back now my electric. I've  
24 cut my radio off. I've cut my TV off. I've cut my  
25 heat down, so hopefully next month that my bills will

1 be cheaper on that. I hope they're -- I'm trying to  
2 get it straightened out here on my bills I have,  
3 what's here in the office. I'm working on it. So  
4 hopefully we can get them straightened out to where I  
5 can get them paid.

6 JUDGE WOODRUFF: Have -- have you talked to  
7 the Ameren people out here in the hallway?

8 MS. YOUNG: I haven't talked to them yet.  
9 But I have been -- I got my energy assistance. They  
10 enacted it, and they come back with a bill I didn't  
11 understand, they didn't get it right. They took my  
12 energy assistance, and I got messed up on the bills,  
13 on the way they was cutting, so I'm in with them now  
14 with two bills, and I just -- my last bill I got  
15 \$160.12 that I've got on standing now, but they are  
16 trying to get that straightened out for me. And I've  
17 went in to the -- back to the Community Action Agency.  
18 I've went in up to the -- that one up there at  
19 AmerenUE's building, Annette Sweet. I talked to her,  
20 and I called on the 800 number, but they are working  
21 on trying to get it. They say they think maybe we're  
22 going to get a little more energy assistance, so  
23 they're trying to wait to see if there's some more  
24 energy that comes in before I have to correct my bill  
25 here. And I'm thankful for that that they're working

1 there and holding onto it till we see if we do get  
2 energy or not.

3 JUDGE WOODRUFF: Well, thank you, ma'am.

4 CHAIRMAN CLAYTON: I don't have any  
5 questions. Thank you for coming.

6 JUDGE WOODRUFF: The next --

7 MS. YOUNG: I got a lot of public falls.

8 JUDGE WOODRUFF: Well, be careful.

9 CHAIRMAN CLAYTON: Take your time.

10 JUDGE WOODRUFF: The next name on my list  
11 is David Hoppe. Good evening, sir. Please raise your  
12 right hand.

13 DAVID HOPPE, being sworn, testified as follows:

14 JUDGE WOODRUFF: Thank you.

15 MR. HOPPE: David Hoppe. I had several  
16 things to say, but when you get up here, sometimes  
17 it's pretty difficult to put them all back in order.  
18 I'd like to commend Ameren on the job they do do  
19 providing electricity and services. They do have a --  
20 a wealth of information on their website. Get a  
21 statement every year showing our annual usage as  
22 compared to the years before usage. They've got a lot  
23 of tools for the consumers. But I'd like to say this  
24 really isn't anything they shouldn't do without any  
25 extra charges anyway. Any good business will help

1 facilitate its cash flow by making its consumers more  
2 aware of what they're buying and make it easier for  
3 them to pay. Last year we was here and appeared that  
4 the main purpose of Ameren's request was to increase  
5 its bottom line, make it more attractive to investors,  
6 to drive the share -- the price per share of their  
7 stock up and make it more attractive in the market  
8 place. This year they've done a good job at throwing  
9 some illusions in there that that's not what it's here  
10 for. The last time it only netted them about 50  
11 percent of what they were asking for. The additional  
12 stuff besides the main purpose that I see on the paper  
13 doesn't really amount to what the main purpose amounts  
14 to, 50 million compared to 125 million. The 125  
15 million is still to increase its dividends to its  
16 investors, so -- but the Commission's suggestions were  
17 more towards 90 percent of what they asked for. So if  
18 you take three hitches at 90 percent, maybe it's  
19 smarter than taking one hitch and only getting  
20 50 percent. We've done everything necessary in our  
21 house to manage our electrical cost. The light bulbs,  
22 managing our usage, watching our usage. The rates go  
23 up. Everything else is going up too. I don't  
24 begrudge the rates going up, but at the rate they're  
25 going up doesn't compare to everything else going up.

1 The dollar's going down 25 percent in the last couple  
2 year, but the rates are going up. Changes in my  
3 wife's salary and my salary, 4 percent a year. That's  
4 a far margin from what they're asking on their  
5 percentages. So I think in all, maybe an increase of  
6 25 percent of what they're asking for is more  
7 appropriate than 90 percent. Thank you.

8 JUDGE WOODRUFF: Thank you, sir.

9 CHAIRMAN CLAYTON: I don't have any  
10 questions. Thank you for coming, Mr. Hoppe.

11 MR. HOPPE: You're welcome.

12 JUDGE WOODRUFF: Next name on the list is  
13 Bill Lake. Good evening.

14 MR. LAKE: Good evening.

15 JUDGE WOODRUFF: Please raise your right  
16 hand.

17 BILL LAKE, being sworn, testified as follows:

18 COMMISSIONER CLAYTON: Thank you. Tell us  
19 your name, please.

20 MR. LAKE: Bill Lake, L-a-k-e. I'm  
21 probably representing a little bit more than myself  
22 here. I hope I don't take too much of your time. I  
23 will try to control it. I am the superintendent of  
24 schools at Novinger Adair County R-1 School District.  
25 First of all, I want to compliment AmerenUE, I

1 assume -- or Ameren Missouri. Excuse me. That's from  
2 Illinois when it was AmerenUE when I was  
3 superintendent there. I don't know that I've ever  
4 worked or had a utility company of any type that was  
5 more cooperative to work with. If our school district  
6 needs something done, whether it's a pole or a flag  
7 pole or anything, they are very cooperative and very  
8 good. I want to also applaud their efforts on our  
9 tornado that went through and hit Green City, and the  
10 gentleman here from -- if he's still here -- from  
11 Green Castle. I was amazed at how quick they got  
12 power back to our school and back to our residents.  
13 And the reason I'm in Missouri is because of their  
14 beautiful lake to the south about two and a half  
15 hours. Now, the not so good part. Right now there  
16 are three school districts in this area, and I think  
17 you gentleman are probably aware of that, that are  
18 involved in a wind project. It's called the Shut Eye  
19 Project. It includes Green City School District,  
20 Novinger School District, and Kirksville School  
21 District. This project we've been trying to get for  
22 two or three years, and our initial date to probably  
23 be receiving money was no later than January of '12.  
24 For some reason, Ameren has decided not to buy or is  
25 hesitant to buy this energy. And my understanding is



1 they feel like they have lobbyists -- and I don't know  
2 if that's this gentleman here -- but they have  
3 lobbyists in Jeff City that are trying to change a  
4 ruling that was required of them to buy so much wind  
5 energy. They want to be able to purchase that in  
6 other states. Are you familiar with what I'm talking  
7 about? I guess when I had a board member call and  
8 tell me about this meeting, I really kind of put it in  
9 very simple terms cause that's what I am, pretty  
10 simple. But if you're asking people to pay more for  
11 your utility and saying, but we don't want to buy wind  
12 energy in Missouri, there's something wrong with that  
13 scenario. Don't ask me to give you more money then  
14 take your business somewhere else. And I understand  
15 what wind credits are. They can buy them in Texas or  
16 Iowa, California. They can buy the wind credit.  
17 That's like buying stock. You don't see it. They  
18 don't have to bring it back here. Now, my  
19 understanding is in Jeff City there is a coalition  
20 hopefully that's trying to say if you buy it in  
21 Colorado, you got to -- you got to bring it back here.  
22 Now, they don't want to do that, and if I was Ameren,  
23 I wouldn't either because it's expensive to do that.  
24 My point is I don't know why if energy, wind energy,  
25 is what we need to be going to, look around at the

1 other states. I haven't been west for a while, but  
2 I've been north into Minnesota and Iowa, and I've been  
3 east into Illinois and Indiana and Wisconsin. I mean,  
4 the gentleman from Ameren told us that some of the  
5 best wind, I think he said Kansas, but it's not bad  
6 here or they wouldn't have started the project. You  
7 know, I think they need to be accountable to the  
8 people, you know, if -- if you're -- I mean to me,  
9 when they stood up here and said that they need 10  
10 percent and it's only 10 percent and their  
11 administrative's eight and a half, public education --  
12 I'm not going to cry about public education.  
13 Novinger's going to make it. We're going to make it.  
14 We're going to educate our kids. Whatever they give  
15 us, we're going to do that. But we've cut -- we've  
16 cut administrators, we've cut teachers, we've cut  
17 programs, and I know of the others here, they've done  
18 the same thing. Now, when you start talking about we  
19 only give administration eight and a half percent, I  
20 mean, I'm not -- I'm not going to make it a personal  
21 thing. I mean, I don't take raises. You know, I just  
22 don't do that cause I'm too old and I don't need them.  
23 I don't have the time to spend them anyway. But to  
24 me, don't sit here and tell me you need eight and a  
25 half percent for your administrators when a lot of

1 people in this society are not receiving anything and  
2 losing jobs. The thing that they brought up tonight  
3 about the poles were -- I think the gentleman said  
4 eight times more expensive to put the power on  
5 poles -- I'm sorry -- underground than it is on poles.  
6 I wonder how they deal with these wealthy  
7 neighborhoods like my son lives in when they say if  
8 you want to bring power in here, you put it in the  
9 ground. What if the people of Novinger said, hey, if  
10 you want to put power in here, now they'd probably say  
11 we're not going to do that. My point is some people  
12 around, I mean -- and he lives in Overland Park, so  
13 I'm not going to blame that on Ameren, but I don't  
14 think it'd be much difference if he lived in the  
15 wealthier suburbs of St. Louis. You know, to me, you  
16 can do it in some places, why can't you do it  
17 everywhere. I'd like to see that too. I mean, I'm  
18 not an engineer and he is, but I'd like to see the  
19 breakdown, eight times more expensive to put it  
20 aboveground -- I mean, I'm sorry -- underground than  
21 aboveground. Back to wind energy for a minute. I  
22 thought we were trying to go green. My understanding  
23 going green would be wind energy. Save our economy,  
24 it's supposed to be cheaper. The lady said it was  
25 more expensive. I didn't quite understand that. I

1 mean, I know the project, the Shut Eye Project, the  
2 expense to -- that the trade wind, the company that  
3 did the project, they were paying the school district  
4 \$5900 per kilowatt -- I'm sorry -- per megawatt.  
5 Okay. And that doesn't mean much to you people. Let  
6 me tell you exactly what it means to Green City School  
7 District. I don't know anybody here Sullivan County.  
8 Green City School District was 1.2 million for  
9 20 years. I'm not a mathematician, but that's  
10 \$48 million. That's a lot. They would have gotten  
11 the most. Novinger where I am, we'd have got 425,000.  
12 This is the estimated figures, and according to the  
13 people west of us, their estimates were pretty right  
14 on when they started getting money. So we would have  
15 got 42 and a half million. And Kirksville, cause  
16 there's fewer of the wind turbines in the Kirksville  
17 district, they would have received 125,000 a year.  
18 And, you know, that's 25, I think, over 20 years, so  
19 that's -- that's a pretty good chunk. Now, not just  
20 that money coming into the schools, but also building  
21 these turbines and setting them up, you're going to  
22 employ a lot of people. It's going to be temporary.  
23 It's going to be a year, but they're still going to  
24 maintain 15 or 20 jobs to maintain that will be here  
25 all the time. Now, right now the last time I checked

1 in Kirksville, we're not getting a whole lot of new  
2 businesses, and I guess in a nutshell, how can they --  
3 how can they justify -- back to my original thing --  
4 how can you justify saying we do not want to buy your  
5 energy, but we want more of your money. I mean,  
6 that's it in a nutshell. Let me see if I've  
7 covered -- that's all I have.

8 JUDGE WOODRUFF: Thank you, sir.

9 CHAIRMAN CLAYTON: Mr. Lake, thank you for  
10 coming up. The -- the issue that you brought up  
11 directly relates. The Commission wrote the rule in a  
12 way that would require it either to be based here or  
13 you have to ship that power in. And it was a three to  
14 two vote that did that. There was controversy with  
15 it, and there's no secret. The utilities in this  
16 state did not want it that way. The legislature  
17 agreed, and those rules were suspended about a month  
18 ago. So I know that there are parties that are trying  
19 to work on establishing some guidelines that would  
20 encourage investment within the state such as this  
21 project you just mentioned right there, but it's  
22 unclear what's going to happen with it. But it's --  
23 it's definitely an example where the Commission and --  
24 and the utility were not seeing eye to eye on issues,  
25 so --

1 MR. LAKE: Well, I don't think we can pass  
2 it off quite that easy, do you? I mean, where are we  
3 going? I mean, you have no idea where we're going  
4 with this. I mean, do you -- do you individually  
5 think that this is something that should be going on?  
6 I guess I'm asking where is your vote on that. Are  
7 you --

8 CHAIRMAN CLAYTON: I supported it. I mean,  
9 at the time I was --

10 MR. LAKE: It's in Hannibal. I hope so  
11 cause my secretary probably look you up and she's --  
12 she's --

13 CHAIRMAN CLAYTON: I mean, I just recently  
14 stepped down as chairman of the Commission. I served  
15 as chair for two years, and I served as chair through  
16 this process and this whole renewable energy standard  
17 debate came about of the election of 2008 that would  
18 require Missouri utilities to have a certain amount of  
19 renewable energy in their portfolio. And so we had to  
20 write rules that implemented that. And one of the  
21 provisions that was more controversial is where should  
22 that power come from. Should it be within state or  
23 should it be attached to a contract in Iowa and maybe  
24 shipped in over transmission lines. That was a lawful  
25 way of doing it. And what -- what has happened is

1 that now you can buy these credits from Texas and  
2 Arizona. Unless there's some legislative effort, I'm  
3 not sure where it stands.

4 MR. LAKE: Well, I think according to my  
5 local people, there is some talk. So I guess I can  
6 stand here and summarize. So Ameren with their  
7 lobbyists have blocked what you guys passed. Is that  
8 a fair assessment?

9 CHAIRMAN CLAYTON: Well, I'd say them  
10 and --

11 MR. LAKE: Any other --

12 CHAIRMAN CLAYTON: All the other utilities,  
13 and there were other groups that were opposed to it.  
14 There were a lot of people who didn't like what we  
15 did. You think I'm not popular with that other crowd  
16 too. I got a lot of friends these days.

17 MR. LAKE: I don't think if you put that to  
18 the public vote, there'd be much doubt.

19 CHAIRMAN CLAYTON: I think it's a great --  
20 it's a great issue that needs to be discussed, and I  
21 think people that are effected need to be aware.

22 MR. LAKE: It takes money out. It takes  
23 money out of the state of Missouri, and I don't know  
24 about anybody back here, and I'm not originally from  
25 here, but I don't know any state right now that can

1 afford to let money go, and that's what they're doing.  
2 That's what Ameren, Kansas City Power and Light, your  
3 bigger power companies, that's what they're doing, and  
4 I don't think there's any doubt about that.

5 CHAIRMAN CLAYTON: Thank you very much.

6 MR. LAKE: Thank you for your time.

7 MR. WYATT: Sir, I'm the state  
8 representative for this area, and I just wanted to let  
9 him know --

10 JUDGE WOODRUFF: Go over to the microphone  
11 here. Tell us who you are.

12 MR. WYATT: I'm Representative Zach Wyatt  
13 and just to kind of follow-up on what Mr. Lake was  
14 saying. I am actually on the Special Standing  
15 Committee for Renewable Energy, and we are working on  
16 the Proposition C fix that we have been dealt with  
17 during this legislative session. So if people have  
18 questions, they're more than welcome to call down to  
19 the office, and I know that representative Holsman,  
20 Jason Holsman from the Kansas City area, he's our  
21 chairman. He has a bill that we actually heard in  
22 committee this week, and we are going to be working on  
23 it. There's a few provisions that myself and some  
24 other legislators think that was not in the prophecy  
25 language that was in this bill that he put forth. For



1 instance, it's saying that DNR's going to be able to  
2 tell you what's renewable and what's not. I really  
3 believe myself that the general assembly should be the  
4 one to decide what a -- what a renewable energy is.  
5 And -- and to clarify to the crowd, my understanding  
6 when it came down with JCAR, the joint committee on --  
7 for rulemaking when the SCR1 that was voted on, which  
8 I did -- I did oppose due to I know that wind energy  
9 is a big proponent within my district, and we also had  
10 another Republican from -- from the first district  
11 opposed to it because we both know that it's a big  
12 industry for our area. With that, though, my  
13 understanding was most of the legislature was  
14 bipartisan vote. They knew that it was the  
15 legislative duty to decide on geographic sourcing, and  
16 it wasn't a duty that the Commission was supposed to  
17 be doing from your guys's standpoint. But besides  
18 that, you know, I just wanted to kind of let you guys  
19 know we are working on it, we are -- that is one of  
20 the speaker's main priorities is to get Prop C fixed.  
21 And from my knowledge of everyone that I've been  
22 working with, we do support the energy being bought  
23 with, you know, we need -- we need to have the energy  
24 in Missouri. There's just certain provisions that  
25 might -- there's other ones that we've been fighting

1 over a little bit with certain languages, so -- but if  
2 you guys have any questions, feel free to call my  
3 office or -- I'll be available. I can give you guys  
4 my card, and I would appreciate it. Thanks.

5 JUDGE WOODRUFF: Thank you, sir. Next name  
6 on my list is Odilin Turner. Odilin Turner. Mark  
7 Cardwell. Good evening, sir.

8 MR. CARDWELL: Good evening.

9 CHAIRMAN CLAYTON: Please raise your right  
10 hand.

11 MARK CARDWELL, being sworn, testified as follows:

12 JUDGE WOODRUFF: Thank you. Can you tell  
13 us your name please.

14 MR. CARDWELL: My name's Mark Cardwell. I  
15 live in Edina, Missouri. For the record, I'm not a UE  
16 customer. I haven't been for a while. I think I'm  
17 here for John Q mostly. First I want to thank the  
18 Commission for the work that you do down there.  
19 Through experience I've -- I've gained some respect  
20 for -- for some of the decisions that you've made and  
21 feel like the public is represented, you know,  
22 whenever you take the time and have the resources to  
23 come down and -- and come before the Commission. I  
24 think mostly what I want to say is having sat here  
25 very patiently and listened to what's been said

1 tonight, I think public looks to you as commissioners  
2 and judges to look out for interests. When you look  
3 at your title as Public Service Commission, I think  
4 it's to protect the public from companies like UE, not  
5 UE from the public. When we look at what's happened  
6 in our economy for the last couple of years and  
7 through some very trying times, UE bragged tonight of  
8 being able to cut rates. Well, it doesn't do a lot of  
9 good to cut rates when times are good and -- and have  
10 raises in rates whenever times are as trying as they  
11 are right now. And I feel like that for the  
12 Commission to ask UE to have less than a 6 percent or  
13 5 percent or 4 percent profit to pay it back on  
14 dividends is within the public interest, and I -- and  
15 I feel like it's something that the Commission needs  
16 to look very deeply into the company itself and where  
17 the monies of the company's going and see where  
18 they've paid raises in the last two or three years  
19 because there's certainly a lot of people that hasn't  
20 enjoyed any kind of raises. And I -- I think it's  
21 even past that. I think it's the Commission's  
22 responsibility to look very deep into those, and I'm  
23 sure that you have. I'm just asking to -- to relook  
24 and see that -- that UE may have the resources, that  
25 they don't need this raise right now to help the

1 public. And that's my --

2 JUDGE WOODRUFF: Thank you, sir.

3 CHAIRMAN CLAYTON: Mr. Card -- Cardwell or  
4 Cartwell.

5 MR. CARDWELL: Cardwell.

6 CHAIRMAN CLAYTON: Cardwell.

7 MR. CARDWELL: C-a-r-d-w-e-l-l.

8 CHAIRMAN CLAYTON: Thank you. I appreciate  
9 your comment, and I appreciate you coming over from  
10 Knox County. I'm going to pass through Edina on the  
11 way home tonight. I just -- I wanted to be clear.  
12 You mentioned that Ameren had said that they had cut  
13 rates at one point. There was a time in the early  
14 2000's where the Staff, the Public Service Commission,  
15 and the Public Counsel filed a complaint against  
16 Ameren because they were earning too much, and rates  
17 were ratcheted down over a three year period. And  
18 since then it's just we've seen prices, costs, fuel  
19 prices, coal prices have all gone up. So it happened  
20 because the Commission made it happen. At that time  
21 it was before my time. So I just wanted to comment on  
22 that and probably commenting too much tonight, I  
23 promise you.

24 MR. CARDWELL: And again, I never realized  
25 that. You know, I never took it from the way Ameren

1 put that out that the Commission did require the rate  
2 reduction. I think the issue at hand is rate  
3 increases. And at this stature it seems like a  
4 company with over 2.3 billion in income, Ameren  
5 Missouri, something like that, \$12 billion in assets,  
6 to ask for what I was told was in the 28 --  
7 \$280 million tonight where the Commission has  
8 recommended \$80 million, it looks like a company with  
9 that amount of assets and that amount of income  
10 couldn't figure somewhere where they could pull out a  
11 half a percent, eight-tenth of a percent, whatever it  
12 takes to -- to keep these raises in check for maybe  
13 another year. And it looks like -- to me it looks  
14 like Ameren would want to do that in these trying  
15 times instead of worrying about the dividends that's  
16 going to be going back to their stockholders.

17 CHAIRMAN CLAYTON: Thank you very much.

18 JUDGE WOODRUFF: Thank you, sir. Next name  
19 on my list is Steve Jordan. Steve Jordan. How about  
20 Eddie Williams? Eddie Williams. Sue Alexander. Good  
21 evening, ma'am.

22 MS. ALEXANDER: Good evening.

23 JUDGE WOODRUFF: Will you please raise your  
24 right hand.

25 SUE ALEXANDER, being sworn, testified as follows:

1 JUDGE WOODRUFF: Thank you.

2 MS. ALEXANDER: I just wanted to say I know  
3 that they're on a different structure. But any  
4 business owner in this room, anybody at a college or  
5 university in a school district, any kind of business,  
6 whether it's a for-profit or not, they have to build  
7 into their business what they need to do to fix  
8 things, to buy new equipment, whatever. They don't  
9 turn right around then and charge their customers more  
10 because they've built that into their business knowing  
11 that those expenses would happen. You can't tell me  
12 that a company this large doesn't know that they're  
13 going to have to replace poles, they're going to have  
14 to replace trucks. If they haven't built that into  
15 their business, then the Commission needs to be  
16 looking at do you run your business right, and until  
17 you run your business right, you get no more raises.  
18 Everything goes up. All these business owners sitting  
19 in here, their fuel costs have gone up, their cost of  
20 equipment has gone up. But they don't get an  
21 11 percent raise or charge their people, their  
22 customers, 11 percent more and say, well, you know,  
23 it's just so we can keep providing you good service.  
24 No, they don't need that. They built it into their  
25 business knowing that in five years I got to buy a new

1 truck, so I have to put this much back. There's new  
2 technology comes out all the time that every business  
3 owner has to keep up with. But they build that into  
4 their projected this is what I need to do to get there  
5 without getting 11 percent more from their customers.  
6 So why just because they have the monopoly are they  
7 allowed to continue to do that? They shouldn't even  
8 be able to get to say that they cut the rates. They  
9 were forced to cut rates. They didn't do it on their  
10 own. Otherwise we'd be paying way more now had the  
11 Commission not stepped in and go, time out, you're  
12 making too much. In this time when people sitting in  
13 this room right now that I know factually have not  
14 received any kind of income raise at all for up to  
15 four to six years, why should they foot the bill when  
16 there's companies out there -- they say cost of  
17 production or cost of getting fuel to -- or  
18 electricity to a corporation or to a big company. So  
19 it costs less to jam a lot more electricity into one  
20 building than to give it to homes, but that company's  
21 also a for-profit company. The one that doesn't pay  
22 as much as what a home owner does. So are we  
23 protecting the companies or are we protecting the  
24 people? If they're a for-profit company, then they  
25 should be building in their energy costs and know what

1 it's going to be costing them to, but they should pay  
2 the same rate as what a homeowner does, not less just  
3 because they have fewer transformers and fewer poles.  
4 Seriously? How many times do those things have to be  
5 changed out? How many times, you know, does a person  
6 who's in a home change out their transformer? When it  
7 gets hits by lightning. That's about it. Their costs  
8 are not -- for replacement and everything should be  
9 built into their company in how they do business, and  
10 if it's not, maybe that's what needs to be looked at,  
11 maybe it should be you guys suck at doing business so  
12 you need to fix that before we're going to charge  
13 people anymore because why should we pay for their  
14 incompetence. A normal business owner would go out of  
15 business. Their customers don't get charged more so  
16 they can stay in business and make more money and pay  
17 their executives more. Why should -- why should it  
18 happen just because they're a big corporation and have  
19 a monopoly on everything? We don't get a choice.  
20 They shouldn't take it out on us because we have no  
21 choice.

22 JUDGE WOODRUFF: Thank you, ma'am.

23 CHAIRMAN CLAYTON: I don't have any  
24 questions. Thank you for coming, Ms. Alexander.

25 MS. ALEXANDER: I do want to thank you guys



1 for being here, though, and for listening and --  
2 because it's important. It's the only time we get a  
3 voice, so thank you.

4 CHAIRMAN CLAYTON: Thank you.

5 JUDGE WOODRUFF: Ms. Alexander was the last  
6 name on my list. Is there anyone else here who didn't  
7 sign up who would like to come forward and testify at  
8 this time?

9 MR. LAKE: I got one thing. I would like  
10 to add something. I wish we had a commission like you  
11 to control the gasoline prices and how much they make.  
12 That's what we need.

13 JUDGE WOODRUFF: Sir, did you want to come  
14 forward and testify?

15 MR. ARMSTRONG: Yeah.

16 JUDGE WOODRUFF: All right. Come on up.

17 CHAIRMAN CLAYTON: If you -- if you want to  
18 have the Congress give us that responsibility, we'll  
19 take it. That's a little out of my hands, I think.

20 MR. LAKE: You'd do it, though, wouldn't  
21 ya?

22 CHAIRMAN CLAYTON: Oh, yeah.

23 JUDGE WOODRUFF: All right. Tell us your  
24 name, sir.

25 MR. ARMSTRONG: Milton Armstrong.

1 JUDGE WOODRUFF: Okay. Please raise your  
2 right hand.

3 MILTON ARMSTRONG, being sworn, testified as follows:

4 JUDGE WOODRUFF: Thank you.

5 MR. ARMSTRONG: I'm no speaker. I get too  
6 nervous trying to speak to people, but I saw in the  
7 hopes there would be other business owners that would  
8 come up and suggest certain things. Me and my wife  
9 runs a restaurant here in town, and the last increase  
10 we got on our utilities forced us to lay off two  
11 people in order not to raise our prices. My wife is  
12 Rosie. She says that she's not -- she tries to set  
13 her budget and raise prices every two years. Well, we  
14 just raised it about three months before we got the  
15 increase and the utilities. Okay? She still says  
16 she's not raising the prices because most of our  
17 customers is senior citizens. I'd say a good  
18 85 percent of them is seniors, so we rely on them.  
19 Wintertime is hard on us because the lucky seniors go  
20 south, and that cuts our business tremendously in the  
21 wintertime. We've lost a lot of -- lot of the seniors  
22 has told us if they get another increase in their  
23 utility bills and no cost of living that our -- our  
24 president denied all of us of, why they just -- they  
25 ain't going to be able to come out and eat at all.

1 And I can't understand why -- if the business people  
2 had to cut back, that makes higher unemployment. We  
3 had to cut back to try to keep our business up.  
4 Why -- and we wanted to replace certain equipment this  
5 coming year. Well, we're not going to be able to do  
6 it. We're just going to have to cut back and get by  
7 with what we got. Why can't UE suffer a little bit  
8 with us? Why do they have to have -- it's great to  
9 have all this future in mind, and I can understand  
10 that, but we have to suffer, we're not going to get to  
11 buy new equipment that we want to buy. The seniors,  
12 they can't come out and eat because they didn't get a  
13 cost of living increase, and that's who we mainly rely  
14 on. So I can't understand why if UE can do this or --  
15 I'm sorry -- it's --

16 JUDGE WOODRUFF: Ameren Missouri.

17 MR. ARMSTRONG: Ameren Missouri. I get  
18 mixed up. I get nervous in front of people. But why  
19 can't they -- why can't the Public Service set it up  
20 to where the seniors, if we didn't get no raise in  
21 cost of living, why can't the Public Service set it up  
22 to where any of the seniors don't get no raise on  
23 their utilities? They can be separated on computers.  
24 That's what the computers is for. So if we don't get  
25 a cost of living, why do we have to pay the cost of

1 living in utilities? The utilities can suffer a  
2 little bit to help the seniors out. I think that's  
3 what I'm trying to say. That would help anybody -- we  
4 have a family restaurant. That would help our seniors  
5 out and let them come and eat more. But they have to  
6 cut back in order to pay their utility bills, and I  
7 don't think it's fair. So --

8 JUDGE WOODRUFF: Thank you, sir.

9 CHAIRMAN CLAYTON: Mr. Armstrong, would --  
10 would you put an income limit on -- on the type of  
11 people that would not get an increase?

12 MR. ARMSTRONG: No.

13 CHAIRMAN CLAYTON: Would you say all --  
14 anyone over a certain age even if they make a lot of  
15 money, or would you -- would you set it by age, would  
16 you set it by income? How do you think that ought to  
17 be done?

18 MR. ARMSTRONG: Well, I think --

19 CHAIRMAN CLAYTON: Or just somebody who's  
20 only on Social Security, that type of thing,  
21 disability.

22 MR. ARMSTRONG: Right. I think anybody on  
23 Social Security or disability, anybody that did not  
24 get a cost of living raise shouldn't have to pay a  
25 higher utility. They worked all their life to get

1 Social Security. Whether they're fortunate enough to  
2 have money now, that's great. But they still deserve  
3 it just the same as any of them.

4 CHAIRMAN CLAYTON: So anyone over the age  
5 was it 67, 68, that sort of thing?

6 MR. ARMSTRONG: Sixty-six.

7 CHAIRMAN CLAYTON: Sixty-six. I'm not  
8 quite thinking about it yet so, no offense, but --

9 MR. ARMSTRONG: I think they all deserve  
10 not to have to pay a cost of -- in utility raises.

11 CHAIRMAN CLAYTON: I think my dad told me  
12 that just the other day as a matter of fact. So thank  
13 you very much for coming.

14 MR. ARMSTRONG: We can -- we can adjust our  
15 rates. We may have to raise prices before we aim to.  
16 But what's a poor senior citizen do that don't get no  
17 increase and he's got no money coming in? They ain't  
18 got no choice. They can't do nothing. Thank you.

19 CHAIRMAN CLAYTON: Thank you, sir.

20 JUDGE WOODRUFF: Anyone else wish to come  
21 forward and testify. Yes, sir. Good evening. If  
22 you'd tell us your name, please.

23 MR. ROSE: I'm Joe Rose.

24 JUDGE WOODRUFF: Joe Rose. Raise your  
25 right hand. I'll swear you in.

1 JOE ROSE, being sworn, testified as follows:

2 JUDGE WOODRUFF: Thank you.

3 MR. ROSE: We've -- we've -- the home that  
4 we live in now, we put in.

5 CHAIRMAN CLAYTON: This is our audio-visual  
6 man come to help out.

7 MR. ROSE: We built a house in 1959. We  
8 put in electric heat. Everything works well. We were  
9 pretty satisfied with the service that we had received  
10 with Ameren Missouri. It was originally known as  
11 Missouri Power and Light and then went to Union and  
12 now it's Ameren Missouri. Our highest bill over that  
13 period of time since '59 was this past month. It was  
14 250 plus dollars. We've been using the same -- about  
15 the same kilowatt hours, but our expense has gone up  
16 plus the fact that we have a \$20 added fee because of  
17 added expense for energy and so forth this past month.  
18 The previous month it was -- well, no, this month it  
19 was 35; last month it was \$20.

20 CHAIRMAN CLAYTON: That's the add-on?

21 MR. ROSE: That was the add-on.

22 CHAIRMAN CLAYTON: Is that the fuel  
23 adjustment?

24 MR. ROSE: Fuel adjustment. Assessment of  
25 whatever -- I've forgotten what those letters stand

1 for.

2 CHAIRMAN CLAYTON: I know what it is.

3 Yeah, got it.

4 MR. ROSE: Oh, so we've had -- it looks to  
5 me like that would help make AmerenUE's -- Ameren's  
6 profit without added increase. But I understand that  
7 there are some ifs and ands about that fuel adjustment  
8 and so forth. One of the things that concerns me is  
9 the Senate Bill 50. You know, one article that I read  
10 recently said that actually we were becoming a bank  
11 for Ameren because of the way they can add costs and  
12 so forth. One of my concerns is what will be the  
13 stopgap so far as we are concerned. If we're going to  
14 be Ameren's banker, what's going to be the stopgap?  
15 What will keep them from putting just about anything  
16 that they want to in that facility? Does that make  
17 sense? I haven't -- I haven't read the Senate Bill  
18 50, so I -- but I hope they have.

19 CHAIRMAN CLAYTON: I think I -- I think  
20 what you're talking about the general rule is that --  
21 that the company has to invest money first.

22 MR. ROSE: That's right.

23 CHAIRMAN CLAYTON: Before rates reflect any  
24 type of increase. So they got to go out and spend the  
25 money, get something in the works, then we have to

1 approve it.

2 MR. ROSE: Yes.

3 CHAIRMAN CLAYTON: And then the rates goes  
4 in to take effect. The bill allows for -- for  
5 recovery before the investment actually is used for  
6 power, and it's -- I think it's limited to a certain  
7 amount of money. It's 40 -- 40 or \$45 million, but  
8 that's up to the legislature and is well out of our  
9 hands not to -- I mean, we're monitoring it, but  
10 it's -- that's -- we're not really a part of that, but  
11 I understand. The point makes sense.

12 MR. ROSE: The article that I read said  
13 that we would, the customer of the electrical company,  
14 would end up being a banker for the company, for the  
15 organization. Am I accurate on that?

16 CHAIRMAN CLAYTON: That sounds like  
17 somebody who was opposed to it, opposed to the bill,  
18 was characterizing it that way. I mean, there are --  
19 there are arguments on both sides, and we're not part  
20 of that rate, but we'll be left with the  
21 responsibility to approve any plans and approve rates  
22 that actually take effect. The legislative debate  
23 will go on, and we're not a part of that, but usually  
24 they hand us something and then we have to deliver the  
25 bad news and that's -- this is an example -- I don't



1 know -- we come out and collect a comment like that.

2 MR. ROSE: Well, that's one of my concerns  
3 because regardless of what your tasks are and so  
4 forth, we are -- we will end up being the payback  
5 for -- for whatever the legislature passes, and this  
6 is a concern of mine since -- and what will be the  
7 stopgap, what will -- what will control what they  
8 spend and so forth, see?

9 CHAIRMAN CLAYTON: Well, I will tell you  
10 this. The way the Public Service Commission operates  
11 that all investments that a utility makes that they  
12 expect to put into rates where -- where the rate payer  
13 will contribute to certain projects, those all have to  
14 be approved by the Public Service Commission. It has  
15 to be a prudent expense. It has to be an investment  
16 that's needed to serve the -- the Ameren Missouri's  
17 customers, and that's really what these types of cases  
18 are all about. So there are some review provisions  
19 that are in place, and the Commission would be part of  
20 the review of all these expenditures in deciding  
21 whether recovery should be allowed of the rate payers.  
22 If that makes sense. I start talking in regulatory  
23 speak, and people think I'm an alien at that point, so  
24 it doesn't -- doesn't work very well.

25 MR. ROSE: Okay. Thank you.

1 CHAIRMAN CLAYTON: Thank you.

2 JUDGE WOODRUFF: Anyone else wish to come  
3 forward and testify? Yes, ma'am. Could you tell us  
4 your name, please.

5 MS. MINOR: Yes. My name is Claudia Minor.

6 JUDGE WOODRUFF: All right. And if you'll  
7 raise your right hand.

8 CLAUDIA MINOR, being sworn, testified as follows:

9 JUDGE WOODRUFF: Thank you. What would you  
10 like to tell us.

11 MS. MINOR: Well, I -- I didn't come as  
12 prepared as I should have, and I apologize for that.  
13 But I just wanted to make a couple of comments. I  
14 grew up in Kirksville, Missouri, and I spent most of  
15 my adult life either in Maryland Heights or Blue  
16 Springs, and those communities, everything's buried.  
17 It's very pleasant. And so when I moved back to  
18 Kirksville a few years ago, I buried the lines in my  
19 yard cause there was lines going everywhere. Of  
20 course, the lines going down the alley and the side  
21 street, I -- cannot be buried by me. But they do  
22 butcher my trees. One was so butchered, I just had it  
23 chopped down. It was just horrible. The oak in front  
24 of my tree, it's sad. But that's minor compared to  
25 the cost that it's -- that is increasing for

1 consumers. One of the reasons I moved back to  
2 Kirksville was because I was downsized, lost my job,  
3 outsourcing, and I went from a \$40,000 a year job that  
4 I had worked all my life to get to that point, and I  
5 went back down to 17,000. I've come up some since  
6 then. But it was, you know, it's -- it's difficult  
7 out there for people today. I'm probably better off  
8 than a lot of people, but it's hard. So anyway, I --  
9 like I say, I wasn't as prepared as I should be cause  
10 I put insulation in and I haven't calculated the usage  
11 and that sort of thing, but I also use the light bulbs  
12 and turn the lights off and try to conserve as much as  
13 I could -- can. And I look forward to the day that I  
14 can go down to the hardware store or the heating and  
15 cooing place and buy solar panels to put on my house  
16 that's affordable so that the -- we're not dependent  
17 on oil as we are today. So thank you.

18 CHAIRMAN CLAYTON: Thank you.

19 JUDGE WOODRUFF: Thank you, ma'am. Anyone  
20 else wish to come forward and testify? I don't see  
21 any other hands coming up. Any final words,  
22 Commissioner?

23 CHAIRMAN CLAYTON: Thanks to everyone who's  
24 stuck it out tonight. Everyone especially the PSC  
25 staff and the Ameren folks appreciate you listening

1 in, and feel free to ask any question after the  
2 hearing.

3 JUDGE WOODRUFF: Thank you. With that we  
4 are adjourned.

5 WHEREUPON, the public hearing was  
6 concluded.

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No exhibits were marked herein.

PUBLIC SERVICE COMMISSION 3/3/2011

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