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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
TRANSCRIPT OF PROCEEDINGS  
Local Public Hearing  
January 21, 2010  
Wainwright State Office Building

VOLUME 14

In the Matter of Union )  
Electric Company d/b/a )  
AmerenUE's Tariffs to ) File ER-2010-0036  
Increase its Annual )  
Revenues for Electric Service )

Morris Woodruff, Presiding  
Deputy Chief Regulatory Law Judge

Robert Kenney  
Kevin Gunn,  
Commissioners

Reported by:  
Jeanne M. Pedrotty, CCR/CSR  
Midwest Litigation Services

1                   JUDGE WOODRUFF:  If you would please raise  
2 your right hand?  Do you solemnly swear or affirm that  
3 the testimony you're about to give shall be the truth,  
4 the whole truth, and nothing but the truth?

5                   MS. SHELBY:  I do.

6                   JUDGE WOODRUFF:  Thank you very much and  
7 tell us your name.

8                   MS. SHELBY:  Marietta Shelby.

9                   JUDGE WOODRUFF:  And what would you like to  
10 tell us?

11                   MS. SHELBY:  I oppose the rate increase.  
12 One because I don't see any better services that we're  
13 getting.  And two, I can't afford it.  I work for the  
14 state of Missouri.  We did not get a raise last year  
15 we're told we probably won't get a raise this year.  
16 And during the course of last ten years, we've  
17 probably gotten three raises.  I'm a single parent.  I  
18 have children to support.  I take care of a  
19 handicapped sister.  I live in an older home and I  
20 just can't afford it.  And I think it's totally unfair  
21 and unnecessary.

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

24                   MS. SHELBY:  That's it.

25                   COMMISSIONER GUNN:  You said there's been

1 no improvement in service. Have you had outages?

2 Have you had --

3 MS. SHELBY: Well, last week or so my  
4 lights have been blinking. I'm looking at a TV  
5 program and all of a sudden it will go blank. My  
6 lights will blink out for a couple minutes. So  
7 actually in the last week, it's gotten worse.

8 COMMISSIONER GUNN: Did you have any  
9 outages during ice storms or wind storms a couple  
10 years ago?

11 MS. SHELBY: During the ice storm, no. The  
12 only time I was out was prior to the blackout, I think  
13 we had outages twice within that month, and then we  
14 had the big blackout.

15 COMMISSIONER GUNN: So the lights will just  
16 blink; they won't go completely off?

17 MS. SHELBY: A couple times they have gone  
18 off because I have woken up and my clock has got a  
19 different time on it.

20 COMMISSIONER GUNN: Okay. And that's just  
21 increased over the last week?

22 MS. SHELBY: About the last week.

23 COMMISSIONER GUNN: I don't have anything  
24 else, but there are a bunch of folks from Ameren  
25 outside at the table and one of the people that they

1 have there is for reliability, which is keeping the  
2 lights on people. So I would suggest that you go talk  
3 to them and let them know where your address is, and  
4 then on the other side is our staff. And our staff  
5 can also help maybe with some of those issues and help  
6 follow up. So I would talk to both tables and let  
7 them know that you are having an issue. They might be  
8 able to check into it and see if they can do  
9 something.

10 MS. SHELBY: And they charge me for it  
11 later.

12 COMMISSIONER GUNN: Hopefully, they  
13 shouldn't charge you for it.

14 COMMISSIONER KENNEY: I don't have any  
15 questions, but thanks for taking the time to come down  
16 here.

17 JUDGE WOODRUFF: Thank you. And Angela?  
18 Please raise your right hand. Do you solemnly swear  
19 or affirm that the testimony that you're about to give  
20 shall be the truth, the whole truth, and nothing but  
21 the truth?

22 MS. BOWDEN: Yes, I do.

23 JUDGE WOODRUFF: Your name is Angela.

24 MS. BOWDEN: B-o-w-d-e-n.

25 JUDGE WODDRUFF: What would you like to

1 tell us?

2 MS. BOWDEN: I just would like to say that  
3 the increase is just -- it's unaffordable, and if I'm  
4 not mistaken I think Ameren just had an increase last  
5 year or something like that, the end of '08 or '09,  
6 something like that. And as we stated, our salaries  
7 are not going up, our benefits are more. So it's just  
8 one more thing added, you know, to the pot. It's just  
9 unaffordable at this time. And I'm not saying their  
10 service haven't gotten any better because I recently  
11 had an outage, and I live in U City and it was taken  
12 care of in a timely manner, but it's just unaffordable  
13 at this time.

14 JUDGE WOODRUFF: Okay. Thank you.  
15 Commissioners, any questions.

16 COMMISSIONER GUNN: Was it a  
17 weather-related outage?

18 MS. BOWDEN: Actually, I don't think it  
19 was. I think a tree fell and it knocked the  
20 electricity out. It was a block over, but it knocked  
21 ours out, too. Like I said, they did come out in a  
22 timely manner because I think we were out maybe, I  
23 guess, about an hour. So they did take care of it.

24 COMMISSIONER GUNN: Okay. Any other  
25 reliability issues?

1 MS. BOWDEN: No.

2 COMMISSIONER GUNN: I don't have anything  
3 else. Thanks for coming out.

4 COMMISSIONER KENNEY: Thanks very much.

5 MS. BOWDEN: Thank you.

6 JUDGE WOODRUFF: Please raise your right  
7 hand. Do you solemnly swear or affirm that the  
8 testimony that you're about to give shall be the  
9 truth, the whole truth, and nothing but the truth?

10 MS. ANDERSON: Yes, I do.

11 JUDGE WOODRUFF: Tell us your name.

12 MS. ANDERSON: My name is Elizabeth  
13 Anderson.

14 JUDGE WOODRUFF: What would you like to  
15 tell us?

16 MS. ANDERSON: I just want to say -- well,  
17 I live in an apartment, but it's an all electric  
18 apartment so the rate increase is really going to be  
19 significant for me because even our heat is run on  
20 electric. So, this year I know they were talking  
21 about how we haven't gotten raises in several years  
22 this year because of benefits increasing, hour pay has  
23 gone down. So it's like our pay has gone down, but  
24 you want to hit the one thing that many people already  
25 struggle to cover anyway. I'm one of the lucky ones.

1 I'm still employed, but someone who is unemployed is  
2 really not going to be able to pay 18 percent on a  
3 bill that's probably a hundred a month or more anyhow,  
4 depending on the size of their family and where they  
5 stay at. I was looking through the little paper here  
6 and I'm not sure what the pay roll and benefits  
7 increase is here, but it seems to me pretty, and  
8 especially in a time when everyone else is getting  
9 laid off from their jobs or getting about like we did,  
10 a pay cut, that they are going to increase money for  
11 the pay roll. I'm like when the state's budget is  
12 short, they get rid of workers. They cut back on  
13 expenditures and whatever. I don't know anything  
14 about Union Electric's business, but I don't know, it  
15 just seems it's upsetting to me that they are going to  
16 ask for more money to take care of these things when  
17 we don't have extra money or they are taking away from  
18 us. I'm in a bad position anyway, I mean everybody  
19 is.

20 JUDGE WOODRUFF: Any questions.

21 COMMISSIONER GUNN: I don't. Thank you for  
22 coming. I appreciate it.

23 COMMISSIONER KENNEY: Thanks for coming  
24 down.

25 MS. ANDERSON: Thank you.

1                   JUDGE WOODRUFF: Please raise your right  
2 hand. Do you solemnly swear or affirm that the  
3 testimony you're about to give shall be the truth, the  
4 whole truth, and nothing but the truth?

5                   MS. COLLINS: Yes, I do.

6                   JUDGE WOODRUFF: Thank you. Tell us your  
7 name.

8                   MS. COLLINS: I'm Frederica Collins.

9                   JUDGE WOODRUFF: Spell the first name  
10 please.

11                   MS. COLLINS: F-r-e-d-e-r-i-c-a.

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

14                   MS. COLLINS: Well, I definitely oppose the  
15 increase because not only am I a homeowner, an  
16 investor, and I'm also in transition living in a  
17 complex. I have been affected twice. The flood in  
18 Florissant, September '08, and then I believe the  
19 summer, that July when the lights were out there. And  
20 our complex where I am currently, the lights in our  
21 specific area always goes out. I understand the  
22 transformer was replaced within that time frame after  
23 everything was reinstated, and still now when there is  
24 any weather item we get flickers of the lights. So  
25 that's the main reason. And I'm also a state worker,



1 which I haven't had a raise and I understand we won't  
2 have a raise. But my husband and I, we still have at  
3 lease three properties that we have to pay AmerenUE  
4 once a month.

5 JUDGE WOODRUFF: Questions.

6 COMMISSIONER GUNN: So, it's in the  
7 Florissant area that you are still getting some  
8 flickers?

9 MS. COLLINS: Yes. That's where we are  
10 now. The other properties are within the St. Louis  
11 city limit.

12 COMMISSIONER GUNN: Do you have any  
13 reliability issues with the other St. Louis city  
14 properties?

15 MS. COLLINS: Not particularly. One of the  
16 properties is not yet finished. The other property,  
17 we haven't had any problems other than just the cost  
18 increase.

19 COMMISSIONER GUNN: Have you seen an  
20 improvement since the transformer was replaced?

21 MS. COLLINS: Actually, like I said, I  
22 don't know if it's the section of where our complex is  
23 positioned, but even with the replacement, we still  
24 get flickering of the lights when it's like major  
25 storms.

1                   COMMISSIONER GUNN: And that was the way it  
2 was previous as well?

3                   MS. COLLINS: Yes.

4                   COMMISSIONER GUNN: Okay. Again, I would  
5 urge you to go talk to the folks out at Ameren and our  
6 staff and let them know that you have those issues,  
7 and they may be able to send somebody out, take a look  
8 at it and give you an update. We always like to think  
9 that service is good all the time, but sometimes  
10 during these rate cases people tend to pay a little  
11 more attention to people's issues. There is a pretty  
12 good opportunity out there and I advise you to just  
13 check in with them and let them know what's going on.

14                   COMMISSIONER KENNEY: No questions. Thank  
15 you for taking the time.

16                   COMMISSIONER GUNN: Thank you for coming,  
17 ma'am.

18                   JUDGE WOODRUFF: Please raise your right  
19 hand and I'll swear you in. Do you solemnly swear or  
20 affirm that the testimony that you're about to give  
21 shall be the truth, the whole truth, and nothing but  
22 the truth.

23                   MS. PAMPKING: Yes.

24                   JUDGE WOODRUFF: Thank you. And if you  
25 state your name please.

1 MS. PAMPKING: Sandra Pampking;  
2 P-a-m-p-k-i-n-g.

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

5 MS. PAMPKING: Well, I had a lot of  
6 problems with way they bill me. Especially with the  
7 cold weather rule thing. I know last year I was in an  
8 apartment right before I got laid off from here, and  
9 they had put me on the cold weather rule. And my  
10 first bill, I think they had it like \$300. And I  
11 missed a payment on that bill. The next one, they  
12 didn't come out and check anything, they just billed  
13 me an extra \$300 and they were billing me \$300 every  
14 month after that. And so they ran my bill up to, I  
15 think, like \$1400 and it's just ridiculous. And they  
16 have been doing the same thing this time. Just  
17 constantly doubling the bills instead of doing it -- I  
18 guess checking the meter to see what it's supposed to  
19 be. I don't know how to read the meter. If I knew  
20 how to read it, I'd read it myself and send it in.  
21 They are going based on the previous bill and  
22 constantly going like that.

23 COMMISSIONER GUNN: Have you talked with  
24 the Ameren people here today?

25 MS. PAMPKING: No. I haven't talked to

1    them today, but I have talked to them several other  
2    occasions before this. I have called in and  
3    constantly told them this bill is not right. And they  
4    keep telling me we're going based on what your meter  
5    was, but nobody ever came out. My meter at that time  
6    was inside my building and they had to come through my  
7    home to get to my meter, and they had never been out.

8                    JUDGE WOODRUFF: Commissioners, do you  
9    have any questions.

10                   COMMISSIONER GUNN: I want to get some  
11   clarification. So they are billing you like a flat  
12   \$300 a month or does it change?

13                   MS. PAMPKING: It was \$300 or more, but it  
14   was more than three hundred each time. And usually --  
15   you know what, usually it was same amount that was on  
16   the previous bill. So that's what made me kind of  
17   curious about it, because they took that one amount,  
18   because the first one was like two bills that added up  
19   to the three hundred amount. And from then on that  
20   bill was that amount every month.

21                   COMMISSIONER GUNN: And that wasn't a  
22   balance forward.

23                   MS. PAMPKING: No.

24                   COMMISSIONER GUNN: It was new charge?

25                   MS. PAMPKING: Yes.

1 COMMISSIONER GUNN: And it compounded.

2 MS. PAMPKING: Yes.

3 COMMISSIONER GUNN: Okay. Now, you said  
4 that you were subject to the cold weather rule.

5 MS. PAMPKING: Yes.

6 COMMISSIONER GUNN: How did they let you  
7 know that? Did they send you a notice or call you, or  
8 did you request it?

9 MS. PAMPKING: I believe that's what it  
10 was. Because it said between certain months that's  
11 what you're on, so that's what I thought it was. I  
12 mean I never signed anything or anything like that.

13 COMMISSIONER GUNN: Okay. So you have  
14 talked to them or you tried to contact them?

15 MS. PAMPKING: Numerous times.

16 COMMISSIONER GUNN: How did you do that, by  
17 phone?

18 MS. PAMPKING: By phone.

19 COMMISSIONER GUNN: What was their  
20 response?

21 MS. PAMPKING: They said those were my  
22 correct bills and that I needed to arrange to make  
23 payment on them. And I had even gotten heating  
24 assistance to pay the bill last year and right -- they  
25 applied money to the bill and I got evicted the very

1 next day after they applied the money to the bill so  
2 they sent the money back. So when I got my new  
3 electricity in my new address, then they just added  
4 all that on there. As a matter of fact -- and another  
5 thing they did was the apartment owner apparently had  
6 a previous bill on there. I guess he had a previous  
7 bill. They didn't put the thing in my name until I  
8 think in November, but I had been living there since  
9 April. But they put me living there since March. I  
10 sent them faxed over information showing them I didn't  
11 move into there until the middle of April, but they  
12 still got me charged back in March. So my last bill  
13 was -- they ended me at \$1400. However, it was at --  
14 I don't know. But they starred me off this time at  
15 \$2000.

16 COMMISSIONER GUNN: Did you have to pay a  
17 deposit in order to or pay advance to get electricity?

18 MS. PAMPKING: No. I didn't they said they  
19 added it on my bill.

20 COMMISSIONER GUNN: I don't have any  
21 questions, but I would advise you that you, if you  
22 have not already done it, talk to the PSC staff, which  
23 is the table a cross from the Ameren people, the one  
24 woman that brought you in, they are consumer  
25 specialists there.

1 MS. PAMPKING: Okay.

2 COMMISSIONER GUNN: And I would also advise  
3 that you take advantage of the Ameren table. And it's  
4 possible that -- I would go to the PSC staff first  
5 because they might be able to run through this and see  
6 what the options are and how they might be able to  
7 help. And they may recommend taking you over and  
8 talking to some Ameren people. But we can certainly  
9 help with any billing issues that might have -- if  
10 billing issues aren't correct. They can certainly  
11 either help work towards adjustment or figure out  
12 where the disconnection is in information and why we  
13 think the bills are incorrect if they actually are  
14 correct. So I appreciate you coming by.

15 MS. PAMPKING: No problem.

16 COMMISSIONER GUNN: But take advantage of  
17 -- this is a rare opportunity to have both people in  
18 the room at the same time. So absolutely take  
19 advantage of it. Maybe some of the issues can get  
20 worked out.

21 MS. PAMPKING: How long are they going to  
22 be there.

23 COMMISSIONER GUNN: About three o'clock.

24 MS. PAMPKING: Okay. I have to go back to  
25 work.

1                   COMMISSIONER GUNN: Go ahead and leave your  
2 name and address and we can follow up.

3                   JUDGE WOODRUFF: Good afternoon. Please  
4 raise your right hand. Do you solemnly swear or  
5 affirm that the testimony that you're about to give  
6 shall be the truth, the whole truth, and nothing but  
7 the truth?

8                   MS. WOODS: Yes.

9                   JUDGE WOODRUFF: Would you tell us your  
10 name please.

11                  MS. WOODS: Ardene Woods.

12                  JUDGE WOODRUFF: Spell the first name.

13                  MS. WOODS: A-r-d-e-n-e; W-o-o-d-s.

14                  JUDGE WOODRUFF: What would you like to  
15 tell us?

16                  MS. WOODS: I just wanted to comment that I  
17 believe that Ameren does a really good job and I  
18 expected some type of increase, but the amount that  
19 was asked for to me was very high. And like I said, I  
20 have no complaints about it. They do a fine job with  
21 the tree cutting and that. They got around to me last  
22 summer so I appreciated that. And they are usually  
23 very quick. And with the inflation being what it is I  
24 expected maybe somewhere like maybe seven to eight  
25 percent, something like that. But it's more than



1 double what I thought it would be. So that was  
2 basically all I wanted to say. While I believe they  
3 do need an increase with all, you know, work that they  
4 have been doing as far the cutting back and stuff like  
5 that. But it just seems excessive to me.

6 JUDGE WOODRUFF: Okay.

7 MS. WOODS: I mean really high. Especially  
8 with times being like they are now. That has to  
9 factor into it. I know that everybody is in the  
10 business of making money, you know. It doesn't make  
11 sense to be in business and you not have a profit, and  
12 I don't have a problem with that. It's just to me it  
13 was excessive.

14 JUDGE WOODRUFF: Do you have any questions.

15 COMMISSIONER GUNN: Sure. My name is Kevin  
16 Gunn and I'm a member of the commission that  
17 ultimately is going to decide on Ameren's request. I  
18 just have a couple questions for you. You said that  
19 they have done a nice job of tree trimming around your  
20 area and they got to you last summer.

21 MS. WOODS: They did.

22 COMMISSIONER GUNN: Did you have  
23 reliability issues and outages because of the trees  
24 previous to last summer?

25 MS. WOODS: Yes.



1 affirm that the testimony you're about to give shall  
2 be the truth, the whole truth, and nothing but the  
3 truth?

4 MR. TURNER: Yes, it is.

5 JUDGE WOODRUFF: Thank you very much. Can  
6 you state your name?

7 MR. TURNER: Lawrence Turner.

8 JUDGE WOODRUFF: And Lawrence;  
9 L-a-w-r-e-n-c-e?

10 MR. TURNER: That's correct.

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

13 MR. TURNER: Well, what I would like to  
14 state for the fact I saw the news last night and it  
15 mentioned about an 18-percent rate increase for the  
16 electric bill. And currently -- and I do understand,  
17 you know, as times are as far as upgrading equipment  
18 and upgrading utilities. However, as a citizen and as  
19 a Marine Corps veteran, and as one that works for the  
20 state, I would not be able to pay an electric bill  
21 with an 18-percent increase. I can barely pay my  
22 electric bill right now being a single father with  
23 four daughters with 50 percent of my income for child  
24 support. Then I have the rest for rent, gas, electric  
25 and car. So, therefore, if the increase on one bill

1 is 18 percent, and as you can see, my pay check is not  
2 increasing at a rate of 18 percent. And therefore,  
3 I'm against increase of that amount. I think it would  
4 be drastic on the part of the citizens here in St.  
5 Louis, Missouri. I think AmerenUE can probably look  
6 at other ways of saving money, being efficient,  
7 beginning with managers, labor, all the other options  
8 that they have to look at in order to try to recoup  
9 the money that they are looking for, and to be able to  
10 come to an equitable agreement with the citizens of  
11 the state of Missouri to be able to pay. Because I  
12 think anyone would be truly drastically affected. I  
13 know I would be. And then if I try to go get any  
14 assistance in order to get my electric bill paid, I  
15 have to go through a lot of red tape. And a lot of  
16 times being a single father I would not be able to get  
17 the help from HUD or from St. Patrick's Center, or  
18 from other local agencies that are here to assist the  
19 citizens. So that is my view point. And I pray that  
20 they be able to reduce that rate.

21 COMMISSIONER GUNN: My name is Kevin Gunn.  
22 I'm on the commission that ultimately decides the rate  
23 case. I don't have any questions. I want to thank  
24 you for coming and taking the time to come out and  
25 speak. We really appreciate it.

1 MR. TURNER: You're welcome.

2 COMMISSIONER KENNEY: We appreciate it.

3 MR. TURNER: Thank you.

4 JUDGE WOODRUFF: Please raise your right  
5 hand. Do you solemnly swear or affirm that the  
6 testimony that you're about to give shall be the  
7 truth, the whole truth, and nothing but the truth?

8 MS. BECTON: Yes.

9 JUDGE WOODRUFF: Thank you. And state your  
10 name please.

11 MS. BECTON: Kierra Becton.

12 JUDGE WOODRUFF: Spell that for the --

13 MS. BECTON: K-i-e-r-r-a; B-e-c-t-o-n.

14 JUDGE WOODRUFF: This is Commissioner Kevin  
15 Gunn.

16 COMMISSIONER GUNN: Hi. How are you?

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

19 MS. BECTON: Just that I just wanted my  
20 opinion to be known about the rate hike and that I  
21 think it's a bad idea at this point in time. I'm a  
22 single parent myself and making the utilities bills as  
23 well as paying for housing and gasoline and all the  
24 things that you have to pay for, it would just be a  
25 lot harder just for regular working people to be able

1 to pay for that. And the budget billing is fine, but  
2 sometimes at the end of the year you get hit with  
3 everything that you didn't pay throughout the year  
4 because you wanted to be on a budget. So you still  
5 end up paying whatever that was, you know, in the end.  
6 So that's what I wanted to say. I think it's a bad  
7 idea.

8 JUDGE WOODRUFF: Commissioner, do you any  
9 questions?

10 COMMISSIONER GUNN: I don't. Thank you  
11 very much for coming.

12 JUDGE WOODRUFF: Thank you.

13 MS. BECTON: Thank you.

14 JUDGE WOODRUFF: Please raise your right  
15 hand. Do you solemnly swear or affirm that the  
16 testimony that you're about to give shall be the  
17 truth, the whole truth, and nothing but the truth?

18 MS. STRONG: I do.

19 JUDGE WOODRUFF: Tell us your name please.

20 MS. STRONG: My name is Aviane D. Strong.

21 JUDGE WOODRUFF: Spell your first name.

22 MS. STRONG: A-v-i-a-n-e D. Strong.

23 JUDGE WOODRUFF: And what would you like to  
24 tell us?

25 MS. STRONG: I think that the rate increase

1 is bad idea. I want to reaffirm what the first young  
2 lady just said. I'm a single parent. I have lived in  
3 St. Louis city all my life, born and raised. And with  
4 the budget being the way it is for household, it's a  
5 little bit harder from 2009, 2008 also just making the  
6 regular day to day bills. I'm also a homeowner. And  
7 with homeowners' expense and everything else combined,  
8 you have to be on the budget rating system. It helps,  
9 but it doesn't always help. You have to make choices  
10 sometimes between eating and paying utilities. And I  
11 don't think nobody should have to make that choice.  
12 That's not a fair thing.

13 JUDGE WOODRUFF: Commissioner, do you have  
14 any questions.

15 COMMISSIONER GUNN: I don't. Thank you  
16 very much for coming. We appreciate it.

17 JUDGE WOODRUFF: Thank you for coming.

18 MS. STRONG: Okay.

19 JUDGE WOODRUFF: If you would please raise  
20 your right hand. Do you solemnly swear or affirm that  
21 the testimony you're about to give shall be the truth,  
22 the whole truth, and nothing but the truth?

23 MS. FANE: Thank you.

24 JUDGE WOODRUFF: And can you tell us your  
25 name?

1 MS. FANE: D'Oreal Fane.

2 JUDGE WOODRUFF: Spell your first name.

3 MS. FANE: D'o-R-E-A-L.

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

6 MS. FANE: I'd like to say I don't want the  
7 price of the electric bill to go up. The state, we  
8 haven't had a raise in a while and all the other  
9 bills -- I think the gas bill has gone up too, and the  
10 economy is doing bad. I just can't afford it. I  
11 haven't had a raise in a while.

12 JUDGE WOODRUFF: Commissioner, do you have  
13 any questions.

14 COMMISSIONER GUNN: My name is Kevin Gunn.  
15 I'm on the commission that ultimately will rule on the  
16 request by Ameren. Have you had any reliability  
17 issues, your lights on, any problem with service or  
18 anything like that?

19 MS. FANE: No. Not with Ameren. But with  
20 -- I had problems with my gas been off for a while  
21 because the bill and price of everything else going  
22 up.

23 COMMISSIONER GUNN: But not --

24 MS. FANE: Not with them.

25 COMMISSIONER GUNN: Great. I don't have



1 any other questions. Even though the table out there  
2 there is the PSC table that deals just with Ameren, if  
3 you have issues with the gas company, you can talk to  
4 them and somebody out there might be able to help with  
5 you any issues that you have.

6 MS. FANE: Okay.

7 COMMISSIONER GUNN: Thanks for stopping by.

8 MS. FANE: Thank you.

9 JUDGE WOODRUFF: Please raise your right  
10 hand. Do you solemnly swear or affirm that the  
11 testimony that you're about to give shall be the  
12 truth, the whole truth, and nothing but the truth?

13 MS. FARRELL: I do.

14 JUDGE WOODRUFF: Tell us your name please.

15 MS. FARRELL: Sharon F-a-r-r-e-l-l.

16 JUDGE WOODRUFF: Thank you very much. What  
17 would you like to tell us.

18 MS. FARRELL: I would like to tell you that  
19 I think that our electric rate as well as our gas rate  
20 are already very, very high. Every opportunity I get  
21 to conserve, I do. I can hardly afford to run air  
22 conditioning in the summer. But also, I think that I  
23 working with the Department of mental Health and we  
24 are payee for some people who are on a fixed income,  
25 most of them are receiving subsidized housing, and we

1 know lighting is available. We know all those dollar  
2 help, whatever, and in the past I think that the  
3 electric company and the gas company were much more  
4 considerate. But, right now, I was giving people --  
5 when the cold weather rule doesn't apply or hot  
6 weather rule in the case of the air conditioning,  
7 people were getting their electric shut off for owing  
8 \$50. And I think that was just horrible. So if these  
9 rates go up, if they couldn't afford \$50, you know,  
10 adding 20 percent more to their bill is just crazy.

11 JUDGE WOODRUFF: Okay. Anything else?

12 MS. FARRELL: Nope. That's it.

13 COMMISSIONER GUNN: Ma'am, I have a couple  
14 questions. Can you tell me the time period in which  
15 you think there was a change in the utilities'  
16 attitudes towards shutting people off?

17 MS. FARRELL: I noticed it last year. And  
18 it was not just with Ameren. It was also with Laclede  
19 Gas, you know. Because they could turn it off in the  
20 spring. And when the weather got warm and they were  
21 turning the gas off for like -- sometimes our guys in  
22 the past, this is just last year, like about March or  
23 April, they owed maybe \$100. In the past some of them  
24 had phenomenal -- and I'm not saying -- we do our best  
25 to get the guys to be reasonable about their usage,

1 but all last summer with Laclede Gas and then in the  
2 later fall with Ameren, mid summer to late fall with  
3 Ameren.

4 COMMISSIONER GUNN: Okay, but it's been a  
5 fairly recent development?

6 MS. FARRELL: Yes.

7 COMMISSIONER GUNN: Do you think it's  
8 gotten worse since the implementation of the cold  
9 weather rule.

10 MS. FARRELL: You know, I had a man, and  
11 this is just this week, he has a daughter who is  
12 limited. And their gas was cut off and they owed a  
13 substantial amount of money. The pipes froze.  
14 Electric was then cut off. And at this point in time  
15 these guys are homeless. And we've really had to  
16 scramble to get the stuff in there. As soon as we had  
17 that warm snap, that little warm spell before  
18 December, Laclede was turning off stuff.

19 COMMISSIONER GUNN: What about Ameren?

20 MS. FARRELL: Ameren too, you know, I  
21 noticed it with my bill. I try to pay ahead, you  
22 know, so that I cover the summer and same way with  
23 Laclede, but you get notices all the time on the guys,  
24 maybe they owe \$50 or \$60.

25 COMMISSIONER GUNN: Have you had the

1 occasion to deal directly with Ameren.

2 MS. FARRELL: Yes.

3 COMMISSIONER GUNN: How has that experience  
4 been?

5 MS. FARRELL: Sometimes you will find me  
6 running over -- there is a store caddy corner from  
7 here that we can go to who will take direct payment.  
8 But I had some kind of -- and this was a dispute last  
9 summer, and I called up to Jefferson City to talk to  
10 higher ups. And I was complaining about this has  
11 never happened in the past, you know. They used to  
12 give you more time to get this stuff paid or you can  
13 call and make it. And they said we're doing it across  
14 the board. And it doesn't matter. So, yeah, I have  
15 called.

16 COMMISSIONER GUNN: I don't have any other  
17 questions.

18 MS. FARRELL: Let me also say this about  
19 light and dollar help. We have this period of time  
20 and when it becomes available like it's November for  
21 the gas. And then I think we go until, I think, maybe  
22 June or July for the electric. I'm not absolutely  
23 positive about those time frames, but usually within  
24 the first two months all that money is gone.

25 COMMISSIONER GUNN: Thank you very much for

1 your time.

2 JUDGE WOODRUFF: Thank you for coming.

3 MS. FARRELL: You're welcome.

4 JUDGE WOODRUFF: Please raise your right  
5 hand and I'll swear you in. Do you solemnly swear or  
6 affirm that the testimony that you're about to give  
7 shall be the truth, the whole truth, and nothing but  
8 the truth?

9 MS. YOUNG: Yes.

10 JUDGE WOODRUFF: Thank you. Tell us your  
11 name please.

12 MS. YOUNG: Cassandra Young.

13 JUDGE WOODRUFF: Can you spell the first  
14 name for us?

15 MS. YOUNG: C-A-S-S-A-U-N-D-R-A.

16 JUDGE WOODRUFF: Okay. And what would you  
17 like to tell us?

18 MS. YOUNG: I'd just would like to not have  
19 my utilities bill raised any higher. As a state  
20 employee, I have not received a raise. I will not  
21 receive a raise. And I still have other expenses that  
22 I'm incurring. I have children who are in school, and  
23 I am also trying to attempt to get another degree. So  
24 I cannot afford to pay anything else. I'm pretty much  
25 strapped to the hilt on everything. So, if they get

1 this raise, you know, where I am supposed to get the  
2 extra money to pay for this?

3 JUDGE WOODRUFF: Do you have any questions,  
4 Commissioner.

5 COMMISSIONER GUNN: I don't. Thank you  
6 very much for coming.

7 MS. YOUNG: Okay.

8 JUDGE WOODRUFF: Thank you for coming in.  
9 If you raise your right hand, I'll swear you in. Do  
10 you solemnly swear or affirm that the testimony that  
11 you're about to give shall be the truth, the whole  
12 truth, and nothing but the truth?

13 MS. JACOT: I do.

14 JUDGE WOODRUFF: Tell us your name please.

15 MS. JACOT: My name is Julio; J-u-l-i-o;  
16 J-a-c-o-t.

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

19 MS. JACOT: Well, all I have to say is I'm  
20 retired, on fixed income, Social Security. And this  
21 year we are not getting an increase in cost of living  
22 for next three years. We're stuck because the  
23 government said there was no inflation. Now, raising  
24 the electric bill by 18 percent, I call that big time  
25 inflation. There is just no way I can afford it. It's

1 simple as that.

2 JUDGE WOODRUFF: Okay. Commissioner, do  
3 you have any questions.

4 COMMISSIONER GUNN: First of all, thank you  
5 for coming. We appreciate it. I know you were at the  
6 hearing the other day and did testify, but we're glad  
7 you decided to come here. Have you had any  
8 reliability issues, any issues about service, lights  
9 going out?

10 MS. JACOT: No, I have no complaints. I am  
11 just complaining about the increase in rates. That's  
12 all. Otherwise, I think they are doing a good job  
13 even with snows and all the trees breaking down. I  
14 they do a good job. I wouldn't complaint about two or  
15 three percent increase, but 18.

16 COMMISSIONER GUNN: Okay. I don't have  
17 anything else. I appreciate you coming by.

18 MS. JACOT: Thank you.

19 JUDGE WOODRUFF: Please raise your right  
20 hand. Do you solemnly swear or affirm that the  
21 testimony you're about to give shall be the truth, the  
22 whole truth, and nothing but the truth?

23 MR. GROSSMAN: I do.

24 JUDGE WOODRUFF: Thank you. Would you  
25 state your name please?

1                   MR. GROSSMAN:  Sidney Grossman, Jr..  I go  
2  by Skip Grossman.  I'm here both as a residential  
3  customer at 44 Countryside Lane in Frontenac, but even  
4  more importantly as an employer in the city of St.  
5  Louis.  I'm an owner and officer of Grossman Iron and  
6  Steel Company, scrap metal processing company at 5  
7  North Market Street, 63102.  We've been in business  
8  since 1920, third generation privately owned company.  
9  And we are in the scrap metal processing business and  
10 utilize processing equipment that rely on Ameren for  
11 our electrical power to drive our equipment.  And I  
12 just wanted to express that we think this is a very  
13 ill-advised time in our economy to enact a 18-percent  
14 rate increase.  The economy, the effect of the economy  
15 since October of '08 has been difficult for everyone.  
16 It's been difficult for our company, our employment is  
17 down from approximately 160 people to not quite 100  
18 people.  We're hoping for some level of economic  
19 improvement in 2010, but to absorb a 18 percent  
20 increase with the kind of electrical power that we  
21 utilize would be a real set back to employment growth,  
22 if not a real threat to our own company survival.  We  
23 utilize some months close to -- our electric bill  
24 could be into six figures.  So a 18 percent increase  
25 in and of itself could be several employees that we



1 could bring on. So it would be a killer for economic  
2 growth. It would be a real threat to the economy,  
3 survival for us. We understand the need for capital  
4 improvements. We understand that rate increases have  
5 not been there in the past, and are happy to work with  
6 Ameren on a steady set of increases of a more modest  
7 amount over time that we can plan for. But this would  
8 be a killer, and I'm just here to express our concern  
9 as an employer and many of our Missouri residents on  
10 behalf of them and our employees. I think that's my  
11 statement.

12 JUDGE WOODRUFF: What service class are  
13 you?

14 MR. GROSSMAN: I'm not sure what that  
15 means. I'm not in billing and technical.

16 JUDGE WOODRUFF: It's probably commercial.

17 MR. GROSSMAN: Our main use of power is  
18 8000 horsepower --

19 MR. KLOSTERMANN: I think we're either four  
20 or five.

21 JUDGE WOODRUFF: Okay. That's all then.  
22 Thank you.

23 MR. GROSSMAN: Thank you very much for the  
24 opportunity.

25 JUDGE WOODRUFF: And your name, sir?

1                   MR. KLOSTERMANN: Linus Klostermann, and  
2 I'm the controller of Grossman Iron and Steel.

3                   JUDGE WOODRUFF: I swore you before?

4                   MR. KLOSTERMANN: I don't think I did.

5                   JUDGE WOODRUFF: Do you solemnly swear or  
6 affirm that the testimony that you're about to give  
7 shall be the truth, the whole truth, and nothing but  
8 the truth?

9                   MR. KLOSTERMANN: I do.

10                  JUDGE WOODRUFF: Tell us your name.

11                  MR. KLOSTERMANN: Linus Klostermann, and  
12 I'm controller for Grossman Iron and Steel.

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

15                  MR. KLOSTERMANN: I would like to affirm  
16 what Skip said, Skip Grossman, about the effect of  
17 this rate increase upon our company. It is an 18  
18 percent increase and we have had some difficulty  
19 during this past year with the economy. As a scrap  
20 metal processor, I'd like to think of ourselves as a  
21 recycling business because we do recycle steel, cars,  
22 buildings, whatever, but this puts a major hurt upon  
23 our business to keep it going and to keep the  
24 employment level where it should be and not where it  
25 is right now because of all the other economic factors

1 that we're facing.

2 JUDGE WOODRUFF: Okay. Thank you very  
3 much. What I'm do is swear you in. First of all, my  
4 name is Morris Woodruff. I'm the Judge for the case.

5 MS. ESHENRODER: Okay.

6 JUDGE WOODRUFF: And I'll swear you in and  
7 we'll take your statement. The court reporter will  
8 take it down and that will be it.

9 MS. ESHENRODER: I'm ready.

10 JUDGE WOODRUFF: Please raise your right  
11 hand. Do you solemnly swear or affirm that the  
12 testimony you're about to give shall be the truth, the  
13 whole truth and nothing but the truth?

14 MS. ESHENRODER: I do.

15 JUDGE WOODRUFF: Thank you very much.  
16 Would you tell us your name please?

17 MS. ESHENRODER: Linda Eshenroder;  
18 E-s-h-e-n-r-o-d-e-r.

19 JUDGE WOODRUFF: Thank you. What would you  
20 like to tell us?

21 MS. ESHENRODER: Well, I can't believe that  
22 they are asking for more money. Where do you think  
23 people are going to get this money? The State of  
24 Missouri hasn't given us a raise in two years. I  
25 don't know when they are going to give us another

1 raise. I'm single. It's like I can barely manage  
2 now. You're going to raise it 18 percent. I thought  
3 ^ Missouri ^ month had plenty of electricity power.  
4 You have got Truman Dam, Mark Twain Dam, Bagnell Dam,  
5 nuclear plant out in Fulton and that's not enough. I  
6 mean, to me we've got plenty of electricity. I don't  
7 know why we have to keep raising our rates. What do  
8 they want to do, build something else and want us to  
9 pay for it before they build it. Probably. I can't  
10 do that.

11 JUDGE WOODRUFF: Anything else you'd like  
12 to add?

13 MS. ESHENRODER: What are the chances that  
14 they are going to raise it? Would you say is it like  
15 inevitable, or are they still talking about it?

16 JUDGE WOODRUFF: I can't tell you what the  
17 chances are on it. I can explain the procedure.

18 MS. ESHENRODER: Yeah.

19 JUDGE WOODRUFF: We're going around the  
20 state doing these on-the-record presentations from the  
21 public here. And in March, we'll have an evidentiary  
22 hearing where the parties come in including Ameren,  
23 our staff, public counsel, and there is about 15  
24 intervening companies who have also come in to present  
25 evidence and testimony before the commission. We'll

1 hear all the evidence, taking into account the public  
2 comments as well, and will issue a written decision in  
3 probably May. And any changes in the rates would be  
4 in effect by June 23, I believe it is.

5 MS. ESHENRODER: I just thought of  
6 something. When we had all our bad storms last year  
7 and year before and our electricity went out forever,  
8 it was because UE hadn't cut down the trees that were  
9 going through their power lines. It was on -- it's  
10 not your property, it's common ground or something,  
11 easement -- that's it. So it wasn't like my trees, it  
12 was trees that just sprung up or people planted them.  
13 And it knocked out all the electricity. Then you call  
14 up UE, we only do that, you know, in certain cases. I  
15 had to keep calling and complaining saying cut down  
16 the trees.

17 JUDGE WOODRUFF: Are you talking about from  
18 a couple years ago?

19 MS. ESHENRODER: Yeah.

20 JUDGE WOODRUFF: Have you noticed any  
21 improvement in reliability since the storms?

22 MS. ESHENRODER: Well, since the  
23 electricity went out on my block like four or five  
24 times, almost all the big trees have fallen now. But  
25 across the street, I can see the huge trees and they

1 are right in power lines, and a crazy man has a tree  
2 that grew up wild, and it's right in the power line.  
3 You know, if it rains or we have bad storms there goes  
4 your electricity again. That was really aggravating.  
5 It went on the constantly. And every time we had a  
6 bad storm, I call up my brother and say, "Billy, my  
7 power is out. I'm coming over." Last time my power  
8 didn't go out, I called him up and said, "Bill, my  
9 power is on. Yeah." But it was like, his never went  
10 out because his are buried underground. And I don't  
11 see why UE doesn't do that versus cutting down all  
12 these trees. Why don't they just put it underneath  
13 the ground. I bet it's the same cost in the end,  
14 digging a hole versus hiring all the people to cut  
15 down trees and hauling it away. They got to do  
16 something more efficient. That was ridiculous, you  
17 know. If you live in like north county, theirs went  
18 out every single time. So I was really upset because  
19 they didn't plan this very well, you know. And we're  
20 the ones stuck without the electricity. Okay. I  
21 think I complained enough. Thank you.

22 JUDGE WOODRUFF: Thank you, ma'am. My name  
23 is Morris Woodruff. I'm the Judge for the commission.

24 MS. NOLTING: Okay.

25 JUDGE WOODRUFF: And we've got a court

1 reporter to transcribe your statement. As they may  
2 have told you, we packed up the video equipment.  
3 We're going down to Arnold to do another local public  
4 hearing, but we can still take your statement. I'll  
5 swear you in and you can say what you want to say.  
6 Please raise your right hand. Do you solemnly swear  
7 or affirm that the testimony you're about to give  
8 shall be the truth, the whole truth, and nothing but  
9 the truth?

10 MS. NOLTING: Yes.

11 JUDGE WOODRUFF: Okay. Please tell us your  
12 name.

13 MS. NOLTING: Sherry Nolting.

14 JUDGE WOODRUFF: And what would you like to  
15 tell us?

16 MS. NOLTING: I feel that right now with  
17 the way the economy is, the rate increase would be  
18 devastating especially to people that are disabled and  
19 fixed income. I do have some relatives that are in  
20 that situation, and then also with, you know, the  
21 sense of like my husband -- his hours have been cut,  
22 so you're feeling it every way. Between food and just  
23 keeping heat and just trying to survive, keep your  
24 lights on, it's really -- I see the impact. We're  
25 going to have more homeless than what we've got. It's

1 going to be dramatic if they do raise it. I really  
2 feel that way.

3 JUDGE WOODRUFF: Anything else you'd like  
4 to add?

5 MS. NOLTING: I guess not.

6 JUDGE WOODRUFF: Okay. That's fine.  
7 That's all then. Thank you very much for coming by.

8 MS. NOLTING: You're welcome.

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4	Ms. Bowden. . . . . . 4.
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