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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

LOCAL PUBLIC HEARING
FEBRUARY 17, 2011
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IN THE MATTER OF UNION ELECTRIC)
COMPANY d/b/a AMERENUE'S Tariffs) File No. ER-2011-0028
To Increase It's Annual Revenues)
For Electric Service)

Morris Woodruff, Presiding Chief Regulatory Law Judge
Kevin Gunn, Chairman

REPORTED BY:
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1 P R O C E E D I N G S:

2 JUDGE WOODRUFF: Good evening, everyone, my name is
3 Morris Woodruff, I'm law judge for the Missouri public service
4 commission, and I'm going to be presiding at the hearing
5 tonight.

6 We have a large crowd here tonight, which is great,
7 because we want to see a lot of people here, of course people
8 are already going to get tired standing in the back, like I
9 said, there are still a few seats up front here, if they want to
10 come forward.

11 As you testify tonight, of course if somebody else
12 said what you already said, you can just come up say I agree
13 with that person, and that's fine. After you testify, you're
14 certainly free to leave, make a little room for everybody else.
15 You're not obligated to leave, and we would like to have you
16 stay around, but we're not going to take any votes or anything,
17 and we're not going to decide the case tonight.

18 To my left is the chairman of Public Service
19 Commission, Commissioner Chairman Gunn.

20 CHAIRMAN GUNN: Hello, first of all, I want to thank
21 you all for coming out, this is a very important part of this
22 process, and we appreciate you taking the time on one of the
23 first really pretty nights, in a really long time, and we know
24 how important it is for you to be here.

25 Just to give you a quick heads up, it might be a

1 little frustrating for you, but I am not allowed to answer
2 questions. Trust me, it's frustrating for me too, I would love
3 to have a dialogue with you, and explain some of the things that
4 happened or how things happen, but the law doesn't allow me to
5 do that.

6 However, there are a lot of people outside, our staff
7 is here, office of public counsel is here, a lot of people from
8 Ameren. If members of our staff could raise your hand, they're
9 in the back, all around the room. They can help answer
10 questions. A lot of times, when I ask questions, or if you have
11 a particular issue, I'll say talk to one of those folks, they'll
12 be able to answer the question.

13 Office of public counsel is over here, they are your
14 lawyer, they're your representative, not a lawyer, but your
15 representative in these cases. They do an excellent job of
16 representing you, and they'll be happy to take your comments and
17 answers your questions as well.

18 So thank you, everybody has things to do, so we're
19 going to try to get through this as quickly as possible. After
20 you testify, I might have a couple questions for you, but I'll
21 try to keep it short too, but again I appreciate you coming out,
22 and we'll get started.

23 JUDGE WOODRUFF: Thank you, commissioner. What I'll
24 do, I got a list of people who signed up to testify here, I'll
25 call you up to the microphone, and I'll swear you in, and you

1 can tell us what you want to tell us.

2 Before I call the first witness, I want to make sure
3 which lawyers are here for the parties, we'll start with staff's
4 lawyer.

5 MR. DEARMONT: Thank you, Judge. Eric Dearmont, on
6 behalf of staff Missouri Public Service Commission PO Box 360,
7 Jefferson City, Missouri, 65102.

8 JUDGE WOODRUFF: And for Ameren UE?

9 MS. TATRO: Wendy Tatro, T as in Tom, A, T as in Tom,
10 R-0, 1901 Chouteau Avenue, St. Louis, Missouri 63103.

11 JUDGE WOODRUFF: And the commissioner introduced, Ted
12 Robertson is here for the office of public counsel, but he's not
13 an attorney, so he won't enter his appearance.

14 All right, first name on the list is Virginia
15 Wise.

16 MS. WISE: I am 87 years old, I never use air
17 conditioning.

18 JUDGE WOODRUFF: Before you start, I need to swear you
19 in?

20 (Witness sworn)

21 JUDGE WOODRUFF: Tell us your name, please?

22 MS. WISE: My name is Virginia Wise. I am 87 years
23 old, I never use air conditioning, and very little heat. I have
24 never asked for any improvements at all from this electric
25 company, I don't need them I don't want them. I am not worried

1 about air control or anything. What I have lived through in 87
2 years is about as much pollution as anybody can take, so that
3 doesn't worry me. If the company needs to make these
4 improvements, I think it should be on them, or the company
5 should not be in business, thank you.

6 JUDGE WOODRUFF: Thanks, Miss Wise. The next name on
7 the list is Wilma Strong.

8 (Witness sworn)

9 JUDGE WOODRUFF: Could you tell us your name please?

10 MS. STRONG: My name is Wilma Strong. My statement is
11 my electricity bill is very high, and I just wanted to know why
12 the additions of extra bill, you know, added on to my bill. The
13 bill may be \$200, but when they get through adding the two extra
14 things on there, it's like \$50 more or \$60 more, and I'm on a
15 fixed income, I'm retired, I was let go on my job also, and I
16 live alone. I don't use extra, if I set my heat on one thing, I
17 leave it on that. I don't run the up and down, and so you know,
18 I was wondering, why does this happen, the extra on there, and
19 then if you pay part of your bill, you get harassed if you don't
20 pay the rest of it before the next bill come out, they will
21 actually turn it off. Can't they see you trying to pay? You
22 know you send money in on it, and they say if you don't pay the
23 balance off, they will turn it off. Well, there are some that
24 don't pay anything at all, and so, I try to pay my bills, you
25 know, and I try to pay them on time, but if you on a fixed

1 income you only have a small amount that you have to buy your
2 medication, you know live off of it, and if you can't drive, you
3 know, the price of gas, out there going back and forth, to see
4 the doctor, and back home, so it's just terrible, and I don't
5 agree on the eleven percent, I don't agree on that, no way.

6 JUDGE WOODRUFF: Thank you, ma'am. If you have any
7 specific questions about what it's on your bill, the Ameren
8 people out there maybe they can explain that for you.

9 CHAIRMAN GUNN: As will our staff, so you got a lot of
10 people that can help you answer those specific questions, thank
11 you very much for testifying ma'am. Appreciate it.

12 JUDGE WOODRUFF: Next named is Willia Givens.

13 (Witness sworn)

14 JUDGE WOODRUFF: Could you state your name please?

15 MS. GIVENS: My concern is when I look at the stock
16 market --

17 CHAIRMAN GUNN: Can we get your name for the --

18 MS. GIVENS: Willia Givens.

19 CHAIRMAN GUNN: Thank you, sorry about that.

20 MS. GIVENS: When I look at the stock market, I see
21 Ameren stock going up, up, up, very seldom do I see it going
22 down. My concern is let the stockholders who would benefit from
23 whatever later on, pay for the improvements that they need to
24 make. You have stockholders who are making big money off of us
25 now, because the stocks keep going up, let them pay for the

1 improvements, and not us, thank you.

2 JUDGE WOODRUFF: Thank you, ma'am. Next name on the
3 list is Mary Clark.

4 (Witness sworn)

5 MS. CLARK: My name is Mary Clark. Somewhere I think
6 the company Ameren has forgotten the purpose of their company,
7 it's to provide a service not rob the community. I feel if
8 maybe they need to look at different things, rather than trying
9 to recover money, reduce their costs, not maybe so much with the
10 energy part, but staffing, salaries, and benefits, and if they
11 do that, and get rid of the excess employees, maybe in the
12 future, they can hire some of these people that don't have jobs
13 at all, maybe part-time, and I wrote this down, and, like I
14 said, they need to start at the top the stockholders.

15 I know every year they want an increase in the money
16 they get in their pockets, they can do without, because
17 president Obama said in his address, that they were going to cut
18 community service, that means, that a lot of people that are
19 getting energy assistance from HDC, or other places, won't be
20 able to get it, because they're single, they're going to have to
21 be a family, or family structure to get anything from them in
22 any kind of way, and I think it's unfair to the public for us to
23 have to suffer like that. Thank you very much?

24 JUDGE WOODRUFF: The next name on my list is Earlene
25 Beaty.

1 MS. BEATY: My testimony is the same as some of them
2 have already stated.

3 JUDGE WOODRUFF: Thank you, ma'am. Next name is Ruth
4 Scott. Ruth Scott, she's not here, okay. Carolyn Short.

5 (Witness sworn)

6 MS. SHORT: My name is Carolyn short, S-H-O-R-T

7 JUDGE WOODRUFF: I apologize for that.

8 MS. SHORT: That's quite all right. Number one, I'm
9 speaking for myself, sometimes I get the feeling that the powers
10 that be really don't care about the powers that are, in a sense.
11 I'm on a fixed income, I have not had a raise in three years, I
12 am not able to work, my doctor has taken me from a job.

13 I called last, I have called this month rather, about
14 a bill that I received last month. I asked the young lady if
15 she would send somebody out to check my meter because my bill
16 was excessively high, as a matter of fact it was higher in
17 January than it's been all the time that I started with Union
18 Electric. So I called to find out about it, she said to me,
19 well, I'm sorry, the meters are working just fine, if we send
20 somebody out and find that there's nothing wrong with your
21 meter, than we're going to charge you. So what do you do in a
22 case like that? I mean, I can't afford it, as I said, I'm on a
23 fixed income. You guys aren't the only pebbles on the beach,
24 there are other utilities or whatever that have to be paid, and
25 I can understand fixed income really well, because I'm

1 stretching it as best I can, and I'm not able to do a lot of the
2 things that I did before. I can't say now, if I could go out
3 and get a job, it would be a horse of another color, but I can't
4 do that, I can't go out and get a job.

5 I'm trying to think of everything that I wanted to say
6 to you all. I don't agree with the eleven percent, just not as
7 far as I'm concerned, thank you.

8 JUDGE WOODRUFF: Thank you, ma'am.

9 CHAIRMAN GUNN: No questions, ma'am, but I'm going to
10 have somebody on staff get your name, office of public counsel
11 will talk to you, maybe we can help you with that meter issue.

12 MS. SHORT: Thank you very much.

13 JUDGE WOODRUFF: Next name on the list is Angie Morgan.

14 (Witness sworn)

15 JUDGE WOODRUFF: Tell us your name please.

16 MS. MORGAN: My name is Angie Morgan, I stay in the
17 county.

18 Two years ago when electric went out, they had other
19 people come in from other states, to trim trees, but where I
20 stay, I'm around a bunch of trees that's not on my property,
21 that is up there with the lines of everybody's electric,
22 telephone, and in the summertime, it is so bushy up there, if
23 something do go out, they look at them trees like, oh Lord we
24 got to climb through a zoo, so they were supposed to be cutting
25 down trees around people houses that have these outages, because

1 I was one of them, I was out of power for five days. And it's a
2 struggle trying to get someone to cut them trees down, I can
3 only cut so far, I can't get in that jungle myself to get rid of
4 the yard waste, that would be yard waste for me, and it's not on
5 my property, but it's right at the line of those power lines.

6 And, like I say, when they was around cutting trees,
7 looked like when they got to our area, they stopped cutting
8 them, and the people who came out to cut, they said that some of
9 those areas were the worst.

10 CHAIRMAN GUNN: I just have a couple questions, we've
11 had a lot of storms recently, was that the summer storm or
12 winter storm?

13 MS. MORGAN: I was out in both of them.

14 CHAIRMAN GUNN: Both of them, okay, and were both of
15 them for extended time periods, or more than just a couple days?

16 MS. MORGAN: The first once was three days, the second
17 time was five days.

18 CHAIRMAN GUNN: Since these storms, have you had any
19 other major outages?

20 MS. MORGAN: My lights do flicker from time to time.

21 CHAIRMAN GUNN: Anything longer than a couple hours?

22 MS. MORGAN: No.

23 CHAIRMAN GUNN: Okay, thank you very much. And if you
24 wouldn't mind telling some of those folks outside, either our
25 staff in the area in which you live, maybe we can look into that

1 for you as well, thank you.

2 JUDGE WOODRUFF: Barb Murphy.

3 (Witness sworn)

4 MS. MURPHY: Good evening, I just wanted to say a few
5 things, and I hope I don't sound too rambling. The first is, to
6 you, an eleven percent increase of \$260 million is necessary,
7 but your eleven percent, and I'm not too good in math, but
8 that's a couple of billion dollars, isn't it, overall income, if
9 you're talking about eleven percent. Your eleven percent
10 translates to thirty percent of my income, we're talking about
11 paying bills and making our incomes stretch. So if you say
12 eleven percent, most people look at that number like \$9 a month,
13 that might make or break a family, might break your budget, you
14 might not be able to buy food, and that's just during the
15 summer.

16 When the wintertime comes, you got another utility
17 knocking on your door, with their hand out. I'm just not
18 talking from me, I'm talking about a lot of people, when I
19 retired and I'm retired, I sat down and figured out fifteen
20 percent increase in my utility bills, it's way past that now,
21 and I've only been retired four years.

22 I have the same appliances, same light bulbs, no I've
23 gone to energy efficient light bulbs, but I have the same
24 appliances, same usage in my house that I've always had, and my
25 bill has been going up month by month. I keep looking going,

1 I'm turning off lights, I'm in the dark, I don't -- I'm not
2 partying, I'm not running anything, I don't have a lot of
3 electronics going on, what is causing this bill to keep
4 increasing every month. I called one time I was told, well you
5 know it's Christmas and you had your Christmas tree lights on, I
6 don't celebrate Christmas, I'm doing good to get a piece of
7 fruitcake.

8 My next thing is my denial or my refusal to listen to
9 this eleven percent increase is short sided, because it's
10 necessary, it is necessary. I believe though in the viability
11 of technology, and I believe there are enough engineers and
12 scientists and everyday people that are so frustrated that would
13 come up with an idea that would solve our energy problems. I
14 believe they can do that, I watched a computer beat the smartest
15 people on the Earth, I believe, on Jeopardy yesterday. I believe
16 that the costs can go down, I believe there are alternate ways
17 of generating energy, we've got the sun, we've got the earth
18 we've got the wind. I been in other states where I've seen wind
19 generation, and it seems to be very good.

20 I have one other question, if we got a low rate, are
21 we selling or excess energy to other states, when they need it.
22 We're low cost, are we doing that, that's a question I have.

23 The last thing is commendation to those that have
24 worked through the Public Service Commission, and utilities, to
25 keep the 35 percent rate as the lowest part in the this country,

1 we're 35 percent lower than anybody else, great I'm glad to hear
2 that, but I believe that if you work a little harder, apply your
3 genes, your integrity, your commission and your commitment to
4 the people of this state, that you can come up with a way of
5 keeping the rates low, you can, just like you thought of this,
6 you can think of another way of doing it.

7 I'm might not be the one, I might not be an engineer,
8 I'm not an economist, I don't know about what's ahead of us, but
9 I think that people can survive, because you're asking for
10 eleven percent, that's your eleven percent that's my thirty
11 percent.

12 And the last thing, I heard someone mention it, and I
13 thought that's the good idea, a sliding scale, is that too much,
14 because people if they're not customers, what are they going to
15 be, if they can't turn on a light, if they got candles, they got
16 to go out chop down a tree, and burn it to have light or
17 whatever, it's going to get bad out here. It's going to be
18 really bad, that's all I have to say.

19 CHAIRMAN GUNN: Ma'am, I just have a question real
20 quick question. First of all, there is a very specific answer
21 to your question about selling power to other states, it does
22 have an impact on rates, so I want to encourage you to ask the
23 question outside, because it's a very interesting one, very good
24 point.

25 But talking about the appliances that you had, would

1 you have any interest in any programs that the company might
2 offer or develop that would help you switch out your current
3 appliances for energy efficient?

4 MS. MORGAN: All my appliances have been purchased
5 since 2005, and they're energy efficient.

6 CHAIRMAN GUNN: So they're all energy star rated?

7 MS. MORGAN: Yes.

8 CHAIRMAN GUNN: Thank you very much.

9 JUDGE WOODRUFF: The next name is Sterling Adams.

10 (Witness sworn)

11 MR. ADAMS: I don't have to add anything to what's been
12 said here, I think it's been said enough, I just want to make
13 two things two remarks. First of all, we're talking about an
14 eleven percent increase, and that's compounded by another 25 or
15 30 percent, that was increased over the last two years. Now
16 they're talking about almost a 50 percent increase, that's
17 almost unconscionable to me, 50 percent increase. People already
18 talking about they're on fixed incomes, salaries, I don't even
19 want to go there, because we're talking about that all day, so
20 those are only remarks.

21 Last one I want to make, quality of services, okay,
22 they're increasing at the same time quality of service going
23 down. Every time we have inclement weather, whether it's snow,
24 rain, or wind storm, we have power outages. It's absolutely
25 unconscionable that we have all those things.

1 Before I leave, some of us are not testifying here,
2 before any reason they want to, the people that oppose this rate
3 increase, I want you to hold your hands up, so the commission
4 can see who is opposed to this, we don't want it, and you know,
5 we got to tell UE enough is enough is enough is enough.

6 JUDGE WOODRUFF: Next name is Gwen, I believe Cogshely,
7 am I close? C-O-G-S-H-E-L-Y? Anyone here named Gwen?

8 Next name then is Jackie Hutchinson.

9 (Witness sworn)

10 JUDGE WOODRUFF: Good evening, and tell us your name
11 please?

12 MS. HUTCHINSON: My name is Jacqueline Hutchinson. And
13 I'm director of special programs, and that includes an energy
14 assistance program at Human Development Corporation. I want to
15 say to the public, that I will be, because earlier there were a
16 lot of concerns about energy assistance, and I will be outside
17 to take names and numbers about people who have questions about
18 their energy assistance, and we will get back to you tomorrow
19 with those.

20 A lot of what I say will just reiterate what people
21 before me have said, but I want to give some facts and some
22 statistics to go along with that.

23 According to the 2000 census, 27 percent or 83,000
24 households in the St. Louis area live at the current poverty
25 level, that's \$1,544 dollars a month for a family of 3.

1 The 2010 statistics will be out next week, and they
2 promise to just a peek at the preliminary statistics, promises
3 that those statistics have gotten worse for the St. Louis area,
4 that there will be an increase in poverty population in the
5 St. Louis area, an increase in youth children under five living
6 in poverty, an increase in elderly households living in poverty,
7 and an increase in unemployment in the St. Louis area.

8 To make matters worse, there are proposed cuts to
9 lighting and community action program, and all of the safety net
10 programs that families who become unemployed, and who are living
11 at or near the poverty line, need to help them. This year, we
12 have had a 70 percent decrease, currently, in the LIHEAP
13 funding. This has been one of the worse years in terms of
14 services, providing services that I have seen in the 30 years
15 that I have been with the program.

16 We have had delays in receiving funding, there's still
17 no federal budget, which means that our funding has been
18 sporadic. People complaining that, you know, they were not able
19 to get energy assistance, which is very true. We didn't have,
20 starting out beginning of the program, adequate funding for
21 staff. It's been a very difficult year for providing
22 assistance. We have relied heavily on the utility companies
23 programs, like Ameren's dollar more program, and the LaCledde Gas
24 dollar help program, and we really appreciate those programs and
25 have signed people up for their keeping current program, which

1 came out of the last rate case, but none of that is nearly
2 enough. Not nearly enough.

3 And if we get, the proposed cuts to LIHEAP, the cuts
4 for next year, we will see 46,000 families estimated that are
5 currently receiving assistance from LIHEAP in Missouri, will not
6 get LIHEAP next year.

7 The results will be many working poor, many elderly
8 households that who have income right now, we're providing
9 service at 135 percent of the poverty level, but it's likely to
10 drop. It has been in Missouri as low as 115 percent of the
11 poverty index, which means that many of the working poor
12 families, we've seen a lot of families this year that had two
13 incomes, and now they're trying to live on one income, and you
14 know, they are living in poverty, trying to do the best, but
15 they may be a little bit above the poverty guideline for the
16 LIHEAP program. We're trying to target the dollar more funds
17 and dollar help funds toward those households, but I can tell
18 you, they are not nearly enough.

19 We are expecting to be out of LIHEAP funds, the
20 program is scheduled to close on March 31. Normally we have
21 crisis money beyond that, we are at the currently, not expecting
22 to have any crisis money, and not expecting to have the dollar
23 help or the dollar more money, because as soon as we get that
24 money, if we don't have other federal dollars, that money, you
25 know, the utility might think it's a lot of money, but it goes

1 very quickly. We can spend a dollar more allocation in a week's
2 time, if that's the only source of funds that we have. So that
3 is not a sufficient amount of money to help the people who are
4 currently in need.

5 So as a result of all of this, as you've heard from
6 many of the people who have come before me, people are choosing
7 between heating their homes, and buying their medication, or
8 buying food, providing transportation, transportation costs,
9 providing transportation to a job. People are making very tough
10 choices about the necessities in life, already, and we think
11 that in a time when Social Security benefits have been frozen
12 for elderly, for the past two years, while the cost of
13 everything else they need has gone up, that there is no place
14 for an eleven percent increase in their budgets. There's no
15 place for an eleven percent increase in the budget of a person
16 who is trying to raise a family on \$320 a week in unemployment
17 benefits, and we ask that the rate increase be denied.

18 With all due respect to the need for reliable service,
19 and the need for new technology, we understand that is a need,
20 but at this time, the cost is more than the poor can bare.

21 CHAIRMAN GUNN: First of all, thank you very much your
22 testimony, it is very important. I think the statistics are
23 right, I just have a couple follow-up questions. How many
24 families is the HDC serving with energy assistance, or how many
25 levels, whether they're families or individuals?

1 MS. HUTCHISON: We have taken approximately 19,500
2 applications to date. Last year, we took 22,000 through the end
3 of the program, so we are.

4 CHAIRMAN GUNN: That's a March date?

5 MS. HUTCHISON: Yes, yes, and we are expecting for that
6 number to be higher this year, than it was last year. We've
7 also denied record numbers of households for having, as one lady
8 said, one dollar more than the guidelines, because the federal
9 guidelines, they're established by the federal government, and
10 established by the state, and you know, if they're a dollar or
11 two dollars over, we may be able to use some of the, you know,
12 private donation funds, but those funds are not enough.

13 CHAIRMAN GUNN: Other, outside of the small dollar
14 amounts, the two small dollar amounts, has the Ameren program
15 been administered to your satisfaction, are they responsive to
16 your inquiries, do they interact well with you, do you have any
17 issue with you contact them?

18 MS. HUTCHISON: No, we have a very good working
19 relationship with Ameren, and I don't have any complaints about
20 the way they've administered the program, they've been very
21 supportive and very helpful. No, we don't have any complaints.

22 CHAIRMAN GUNN: Great, I would appreciate it. I would
23 also encourage that testimony will continue all the way through
24 the evidentiary phase of this, and so if HDC or any other
25 community action agencies have suggestions about potential

1 programs, or other ways that we could be helpful through this
2 process, please feel free to send them in to written comments,
3 and staff outside will be able to help you, and they'll get
4 filed in the case.

5 MS. HUTCHINSON: Okay, thank you very much.

6 CHAIRMAN GUNN: Thanks ma'am, appreciate it.

7 JUDGE WOODRUFF: Next name is Kenton Dupree.

8 (Witness sworn)

9 JUDGE WOODRUFF: Could you tell your name?

10 MR. DUPREE: Kenton Dupree. There's a lot of stuff
11 going on in the world right now, make a long story short. It
12 seems like my electric bill like, as far as heating, almost like
13 \$300 more than it usually be, during the rest of the year.

14 As far as lights, usage and stuff, to me, basically if
15 I'm not in a room, I don't have anything on. As far as income,
16 I have no income, I haven't had any income since November. As
17 far as paying eleven percent increase, really impossible if you
18 ain't got anything coming in.

19 The other thing is, you see the states, the fed and
20 the government, they call themselves cutting back on the budget,
21 and as they try to cut back on the budget, that's pretty much
22 cutting the help that we do have, knocking us out of the box,
23 and basically I ain't going to say ya'all, but people steady
24 trying to line their pockets. It's us on the short end of the
25 stick, when you really get into the -- we getting the big end of

1 it, it's unnecessary basically.

2 As far as the fixed income, my mother gets \$600 dollar
3 per month, now I hear other people saying \$1,400, \$1,500, her
4 rent is almost \$600 a month, let alone trying to get assistance
5 or anything like that. As far as the assistance program, I
6 already don't get no help, always get denied, don't have enough
7 income, ain't got enough people in the household, don't got no
8 small children. So it's always some kind of problem, kind of
9 like contracts that people have, they always trying to find some
10 way to get out the back door, and they steady backsliding.

11 JUDGE WOODRUFF: Thank you, sir. The next name last
12 name the last name is Stewart, and the first name begins with an
13 L, does that match anybody?

14 We'll move on to Ann Covick? Melvin Maybury.

15 (Witness sworn)

16 JUDGE WOODRUFF: Tell us your name please?

17 MR. MAYBURY: Melvin Maybury.

18 JUDGE WOODRUFF: All right.

19 MR. MAYBURY: I wonder when enough is enough. With
20 every utility that wants a raise, gets a raise, and when they
21 came up with this water bill with the trash bill on it, that
22 just, I thought there would be rioting in the street, about
23 that, rioting in the streets about that. It's up and down, 100,
24 I mean, with my water bill and the trash \$166.

25 Now, UE, my UE bill is reasonable, because I'm on a

1 budget plan, but mine is reasonable, but along with the rest of
2 them, I mean, it's just more than you can handle, because
3 everything is going up. With my money, you know, and I'm
4 retired like the rest of these people on fixed income, but I'm
5 lucky enough to have a pension, you know, so that does help, but
6 I understand what these people are saying, and they kind of took
7 my thunder, but I just wonder when enough is enough, you know,
8 and they can't just balance everything on poor people, it's got
9 to be some other way to do these things, and that's all I got to
10 say.

11 CHAIRMAN GUNN: Are you a city resident?

12 MR. MAYBURY: Yes.

13 CHAIRMAN GUNN: So the water and trash is from the city
14 provided?

15 MR. MAYBURY: Yes.

16 CHAIRMAN GUNN: Thank you, that's all I have.

17 JUDGE WOODRUFF: Next name looks like Ronald Stamps.

18 (Witness sworn)

19 MR. STAMPS: My name is Ronald Stamps, I reside at 4664
20 Ashton Avenue. I've been noticing like my electric bill steady
21 going up, I was here not too long ago about the same thing, and
22 they got a rate increase, here they is at the back door, when is
23 the wolf going away, you know, every time you look around they
24 got their hands out, but still people's wages are not increasing
25 people out of work. I mean, the economy everybody is suffering,

1 so where are they going to give their, take they hand back and
2 start taking some of the suffering on their own, you know.

3 As far as improving these plants and things, well,
4 that's been required by the law, but by the same token, that's
5 the price of business. They in business to make money, these
6 are things that's going to benefit them in the long run, they're
7 other going to profit off of it, not none of us are going profit
8 off of it, so why should we pay for their business expenses.
9 That's all I got to say.

10 JUDGE WOODRUFF: Next name looks like Lily Lane.

11 MS. LACY: Lacy.

12 JUDGE WOODRUFF: I apologize, just trying to read
13 people's handwriting.

14 (Witness sworn)

15 MS. LACY: I agree with everything said this afternoon,
16 because I'm almost 80 years old myself on a fixed income. And
17 everything seems to be going up, but the money they you get
18 coming into your house, and you just can't afford. Everything
19 goes up, food goes up, gas goes up, you know, trash, charge for
20 trash, what you didn't used to have to pay, it's hung onto your
21 water bill. My water bill has tripled since I've been paying
22 it. Sewer bills going up, everything is going up, but your
23 money, and the people just cannot afford it. Let the people who
24 are making the money pay for these things that you want to have
25 done. The stockholders who's getting gain from whatever you

1 have, let them get the money, and pay for the improvements. We
2 can't afford it, poor folk just cannot afford to pay. We'll be
3 out in the streets before we know it. That's why so many
4 homeless people today, because they can't pay the taxes on the
5 house. If you can't pay your taxes on the house, you get
6 throwed out, so what are you going to do. We need help, and I
7 don't know where you're going to get it from, because
8 everybody's got their hand out, that's all I got to say.

9 JUDGE WOODRUFF: That was the last name on my list, is
10 anyone else here who would like to come forward and testify?
11 Yes, ma'am.

12 (Witness affirmed)

13 JUDGE WOODRUFF: Very good.

14 MS. TUCKER: My name is Amber Tucker. I do not agree
15 with the eleven percent increase, and when the gentleman was
16 explaining what the process was, and he made his freudian slip,
17 and stated it was a class thing, he told the truth without
18 knowing that he told the truth.

19 When I lived in the county, my electric bill was only
20 \$23 to \$28, then when I moved over on the south side, and this
21 is within the past three to five years, when I moved over on the
22 south side, it was an average of \$45 a month, and I left the air
23 conditioning running all the time, I never adjusted it, I left
24 at a nice 45, or excuse me, not 45, 65, or I would turn it up to
25 72. But it was a constant, and it was nice and cold in the

1 house.

2 Now, I live on the north side, and when I was on the
3 south side, in zip code 10, it was only \$45 a month. Now, that
4 I'm in 107, it's almost \$100 a month, so can you please explain
5 to me when he told the truth that it was a class thing, yes, it
6 is. It's on the backs of the poor, when are you going to get
7 your hands out of our pockets, our hand is trying to be there,
8 we can't get to what we need, because your hand is there. I do
9 not agree with the eleven percent increase.

10 The charts look nice, they're very pretty, I commend
11 your graphic artist, I commend the people that came up and
12 presented their case, but they are not making a good enough
13 case. I have gone from disposable income, to being homeless, to
14 now having a place to stay again. What was once disposable, I'm
15 looking for. I had disposable income, I'm just looking for
16 income. I am on disability now, and that was a forced issue.

17 Mr. Budget says no, eleven percent is not acceptable.
18 I agree with the things that my other constituents have said,
19 but the statement is, if you can find a way to make sure that
20 Ameren, their executives get their bonuses, their perks, their
21 raises, without a freeze for them, when are they going to take
22 that beast off of our back, when are they going to stop putting
23 that on the backs of those who cannot afford it. If you are
24 going to do this, why do you not take it out to zip code 17,
25 excuse me 10, 33, 350, why don't you take it out in Ballwin,

1 Chesterfield, St. Charles, Wildwood, because the wood is wild.
2 Why don't you take it out there to the ones that can afford it,
3 and stop bringing it in the areas where the peoples are not able
4 to bear that burden, that's all I'm asking. Would you be
5 willing to pay that increase? I forgot you can't answer
6 questions, just something to ponder. Pontificate on that.

7 CHAIRMAN GUNN: Absolutely, ma'am, there's people in
8 the room that can I think probably even office of public
9 counsel, will be able to let you know exactly how the rates are
10 distributed, and how they're allocated, our staff will help you
11 do that. I appreciate testimony, I understand what you said,
12 there may be some misunderstanding, I wasn't -- I'm not really
13 supposed to be in the question answer time, but so I didn't hear
14 what was said, but there may be some misunderstanding, our staff
15 and other folks can clear it up, which may help, but thank you
16 very much for coming out, I appreciate your testimony.

17 MS. HUTCHISON: Jackie Hutchison, again, I have some
18 statistics that I wanted to share with you, and I think I talked
19 about that, and I have it writing that I want to?

20 CHAIRMAN GUNN: Sure we can mark it as an exhibit, and
21 it will be included in the record.

22 MS. HUTCHISON: And also, I forgot to indicate that I
23 am a board member of the Missouri Consumer's Counsel, and I am
24 representing consumer counsel also.

25 (Exhibits 1 Marked for Identification)

1 (Witness affirmed)

2 JUDGE WOODRUFF: Could you tell me your name?

3 MS. NELSON: I sure would. My name is Cheryl Nelson,
4 and before I get started, I thank God that I'm here. I want to
5 thank all of those seniors that have come out, because you make
6 me who I am, okay, so I want to give thanks to them.

7 Now commissioners, I thank you for what you do, public
8 service is very difficult, however, I must submit to you, I
9 probably won't say anything that hasn't already been said, but
10 Ameren UE in 2007, I understand that it's Ameren Missouri now,
11 but Ameren UE requested a rate hike in 2007, and I want to take
12 an excerpt from Marvin Gaye's song, I refuse to sing it, because
13 I don't want to hurt you, money we make it, and before we see
14 it, you take it, makes me want to holler the way they do my
15 life, this ain't living, this ain't living.

16 Nobody should have to choose between heat, between
17 being cool, or food, nobody. All of us should have a standard
18 of living in which we can be very healthy, very happy human
19 beings. At this point, let me ask you this, if someone can't pay
20 a bill, and I'm sorry, you can't answer questions, if somebody
21 can't pay a bill, and they die, whether it's during the winter
22 months, from hypothermia, or if they die from a heat stroke,
23 death is not reconcilable. Once they're gone, they're gone, and
24 an eleven percent hike, I work every day, and I'm telling you, I
25 cannot afford it. So I know if I can't afford it, somebody on a

1 fixed income, they is no way, there is simply no way.

2 What I am asking you all to do, and you listen to
3 everybody in this room, stop the rate hikes, we can't afford it,
4 we cannot afford it. I just listened to MPR this afternoon, and
5 they were talking about the job losses, do you know who's on the
6 brunt end of the job loss? The people that you see in this
7 room, people that are absent from this room, I could be next.
8 I'm asking you not to give them a rate hike.

9 Now gubernatorial appointees, I know that you all have
10 it tough, in your secure doors and your warm houses, and your
11 three car garages, and your gated communities, I know it's
12 rough, but for those of us who fight through these unforgiving
13 streets of St. Louis, it's much different for us.

14 So, what I'm asking you to do at this time, as we
15 fearlessly fight for closure, as we fearlessly fight imminent
16 domain, as we fearlessly fight against poverty, as we fearlessly
17 fight against employment, can you just say no, can you just say
18 no to Ameren UE. Or, or, or, or ask them would they be willing
19 to absorb the cost, that poverty stricken who can't afford to
20 pay this debt, that is not rightfully theirs in the first place,
21 would they be willing to help us, and not approve this rate
22 increase, or pay what they're asking for. Can they do that?
23 Yes, no, maybe, so all of us in unison, for the record, we say
24 no to Ameren Missouri rate hike, do we?

25 CROWD: Yes.

1 MS. NELSON: We say, no, no, no, to Ameren Missouri.
2 So commissioners, and law judge, court reporter, we have all
3 said no together, thank you and safe travels.

4 JUDGE WOODRUFF: First of all, do we have anybody else
5 that wants to testify. We got two people coming forward. We'll
6 go with you first, and I'll come to you, if that's all right.

7 (Witness sworn)

8 JUDGE WOODRUFF: Tell us your name.

9 MS. LEWIS: My name is Antoinette Lewis.

10 JUDGE WOODRUFF: Okay.

11 MS. LEWIS: I presently live in 63107. I have lived
12 there for 36 years, and I can attest to the fact that when we
13 have power failures, my area is the first to lose power, and the
14 last to get power regained.

15 We had a loss of power twice in six months time. We
16 went loss in July, and the following January, my husband and I
17 were forced to move in with our son because we didn't have any
18 electricity. I am asthmatic, and I cannot be in the heat, and
19 recently I when on disability because I can no longer work, but
20 I find it atrocious that in living in the area that I live in,
21 we have a historic house, that we have made all of the possible
22 improvements that can be made on a 100 plus year old house, and
23 we still see increases in our light bill.

24 There is no power change in my area, I still have the
25 same transformer put up that was originally put in that area.

1 When the tree cutters came, to come and cut the trees down, they
2 took a wrench and banged the transformer to try to get me some
3 electricity. He hit it a couple times and finally it came on.
4 I have frayed wires, that are so old that the squirrels don't
5 even want to run across them. The squirrels are scared to run
6 across certain sections of the wire, and they hop to a tree,
7 they don't bother to go on that line.

8 So I want to know how can Ameren UE justify asking for
9 an eleven percent raise, when they're already received 26
10 percent two years ago, minus the one you tried last year and it
11 failed, you didn't get it. But you have areas where we still
12 have original equipment, nothing has been done to change it, and
13 now you put in these meters that can tell you when they need to
14 be changed.

15 I got a call saying that my meter needed to be
16 changed, that if I did not let you come out and change my meter,
17 you were going to interrupt my service. When they came out,
18 they had to come, I told them you can't do anything if my
19 husband is not here, because that's not my expertise, that's his
20 area that he takes care of. Well the gentleman came out, he
21 changed the meter, I asked Ameren I have two meters on my house
22 why can't you just go ahead and change the other one, well the
23 other one hasn't said it needs to be changed. I only got one
24 meter changed. It took him all of two minutes to do it, he was
25 there, changed, gone, and I don't see any change in my light

1 bill with a new light meter. That's all I have to say.

2 JUDGE WOODRUFF: Thank you, ma'am.

3 (Witness sworn)

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

5 MS. WISE: My name is Carol Wise, and I complained when
6 we had this meeting here at this library. First of all, it's
7 too small, we lose our audience, I told it every time I come
8 down to the library. Can you find a different site for us that
9 has us, we're senior citizens, we're retired. When we hop into
10 this meeting, we don't need to stand on these walls, we have
11 some facilities in this area, please secure us a facility that
12 we can use when you have these public service meetings. Thank
13 you.

14 JUDGE WOODRUFF: I actually can answer that question,
15 because it's not related to the rate case, and I am the person
16 that was responsible for booking it here, so, if you can give me
17 a different place that's nearby that everybody can get to, we'll
18 do it there next time.

19 UNIDENTIFIED SPEAKER: Don't you all have some
20 services?

21 CHAIRMAN GUNN: That's a great point, and we appreciate
22 it. We're always trying to improve these, and may be looking at
23 ways in order to do it differently, in order to get some better
24 information, but if you do have suggestions about places, we had
25 it in the Wohl Center a couple times, and that worked out okay,

1 but there was some problems with it too. So we are happy,
2 because we want people to be as comfortable as possible as
3 these.

4 UNIDENTIFIED SPEAKER: We always lose audience.

5 CHAIRMAN GUNN: Absolutely, so if you have any
6 suggestions, please feel free to tell our staff, and we will
7 look at them, and make sure that the facilities are as good as
8 they can be, so we take it very seriously, and we take your
9 point, and we appreciate you bringing it up, so thank you very
10 much.

11 JUDGE WOODRUFF: There are comment sheets out there on
12 the staff table. Again, please tell us a good place to come.
13 Because I live in Jefferson City, I'm not familiar with Northern
14 St. Louis, I apologize for that.

15 Is there anyone else who would like to come forward to
16 testify? I don't see anybody else, one more person.

17 (Witness sworn)

18 JUDGE WOODRUFF: Could you tell us your name please.

19 MS. WASHINGTON Donna Marie Washington.

20 JUDGE WOODRUFF: Okay.

21 MS. WASHINGTON: My comment is that they always talk
22 about conserving energy, use the light bulbs, cut off the
23 lights, and turn your heat down, and everything, and when you do
24 that, then they try to say something is wrong with your meter,
25 it's not reading right. So you know, I have the same problem

1 with the Laclede. I got a new energy efficient, I mean
2 beautiful furnace, but they said something was wrong with it,
3 because it wasn't reading like it did years ago. Then my bill
4 started going up. My thing is that when we start doing what you
5 guys want us to do, cutting off, putting in the efficiency
6 lights, and stuff like that, they still going to go up, because
7 you're going to say something is a wrong. Just like the lady
8 that said back there, he put one meter on the house, but he
9 wouldn't put the other one. That didn't make sense to me, only
10 took him a few seconds to do it.

11 You want all these things you want us to be
12 conservative, do the right things, and I'm a person that's for
13 it. I'm ex-military, so I'm for that, doing the right thing,
14 and using and conserving energy, but it makes no difference when
15 you watch something, it's still going to go up. I don't want
16 the eleven percent, I'm not saying you shouldn't get something,
17 but eleven percent is too much.

18 Our country is falling down, we're losing businesses,
19 I mean other countries are stealing our businesses. So you want
20 us to pay you, I mean we're the backbone of the United States,
21 we're the working people, without us, you're not going to have
22 anybody to get money from, we're all going to be out on the
23 street living in tents.

24 So you we're not saying that you don't need to get
25 some kind of increase, but eleven percent is just crazy, when

1 you just got two years ago. You need to wait until the country
2 gets back on it's feet, before you do this, and like the other
3 lady said, what's wrong with those shareholders, they got the
4 money, they're going to be the biggest ones that's going to get
5 it. We're still going to end up paying, but they're going to
6 make the money. Get it from them, that's all I'm saying, I'm
7 ex-military, get it from them.

8 JUDGE WOODRUFF: Anyone else want to come forward?

9 (Witness affirmed)

10 JUDGE WOODRUFF: What's your name, sir?

11 MR. NORTHERN: My name is Nigel Northern, and I
12 actually reside on the south side, but I grew up here on the
13 north side, 4481 Penrose, lived there for about thirty years.

14 I think I'm going to change this a little bit. I hear
15 people continually saying, you know, we're doing this, we're
16 doing that, and then I look at myself, and where have I been.
17 I've been on the north side, where I'm in a house with a window
18 air conditioner, and my girlfriend is saying it's July, turn it
19 on, it's hot in here. But now I live on the south side, and I
20 get mad at Laclede, and I got about three or four space heaters
21 going, and my bill over there is cheaper than it was over here.

22 Let me take it a step further. The house that I live
23 in right now, okay, it's a single house, but it was a duplex.
24 So what I'm saying to you now is I'm kind of questioning the
25 integrity of Ameren UE, because in my own house, I get mad at

1 the gas company, I use space heaters more, but I'm in the house
2 alone, no one lives on the second floor. So if nothing changed
3 on the second floor, why did that bill go up so much? It's
4 these kind of things that we're having problems with.

5 Now let's go to the inside, let's be truthful about
6 electricity. What's the problem, the problem with electricity is
7 getting it from point A to point B, okay. Now you can have a
8 farmer and he can have a windmill, and can have a magnet and
9 copper, and he's doing it for free, so you guys got to deliver
10 it to us, that's where the costs, some of it, because you're a
11 corporation, so you need to make profits every year, so that's
12 more cost, okay, so that's what we're seeing.

13 I got to look inside and say the Tomsac (phonetic)
14 thing, that probably cost a lot of money, that Labity (phonetic)
15 construction, that Meramec construction, and I hear well the
16 government requires that, but when I look at Portage Des Sioux,
17 and you got about four or five new buildings, cooling tower,
18 water tower, and I know the government's not requiring all of
19 that, okay.

20 So I got to wonder, are you looking inside, okay.
21 We're in a green era, so what has Ameren UE come up that's
22 green? Every house has a water pipe coming in, you can put
23 brushes on that water pipe, attach it to a battery and generator
24 and generate electricity. I'm not the professional, I'm not the
25 scientist, I shouldn't have to sit up here and come up with ways

1 for you to figure this out. I have to say, since you're in the
2 business, let's see what cuts happened at Labity, what happened
3 at Meramec, what happened at Portage Des Sioux, let's see your
4 innovation on how we can reduce the bill.

5 You're talking about an eleven percent increase, am I
6 against it? We don't even have to ask that, I'm looking for you
7 to reduce my bill, because the truth about electricity is, that
8 it should be free.

9 CHAIRMAN GUNN: I just want to clarify, I'm not Ameren,
10 you know, so I understand completely what you're saying, and I
11 think that there are a lot of Ameren people in the room, and I
12 think they heard you as well. They'll be happy to talk about
13 it.

14 MR. NORTHERN: The people who are holding this thing,
15 maybe hold them responsible, you know, maybe that.

16 CHAIRMAN GUNN: Just wanted to make sure there wasn't a
17 misunderstanding.

18 MR. NORTHERN: People have echoed it all day long.
19 Stop trying to, and I'm not even going to say make ends meet,
20 stop trying to increase profits on the back of the poor. That's
21 crazy, that's all I got.

22 CHAIRMAN GUNN: Thank you, sir.

23 JUDGE WOODRUFF: Anyone else want to come forward and
24 testify?

25 (Witness sworn)

1 JUDGE WOODRUFF: Tell us your name please.

2 MS. IRVING: Lauren Irving.

3 JUDGE WOODRUFF: Lauren.

4 MS. IRVING: Lauren Irving.

5 JUDGE WOODRUFF: Okay.

6 MS. IRVING: I just want to say I'm not in as bad of
7 position as I feel some of those people in this room may be, but
8 just to let you know from a different standpoint, I'm 25 years
9 old, I'm a young professional, I just graduated college, and so
10 I actually had to move to St. Louis, I'm new here, because I was
11 lucky enough to find a job here, so I had to move from
12 Springfield, I couldn't go back home to Kansas City because I
13 couldn't find job, so that's the reason.

14 So that's the reason that I came out here, and just
15 having to pay my rent, I'm talking to my friends, we all look at
16 our electricity bill, we're having to weigh out can I get enough
17 groceries, so I don't believe that is fair to increase that,
18 even as a young professional, even as somebody who may be a
19 little more well off than some of those people, still not being
20 able to afford, still having to figure out the opportunity
21 cost between a lifestyle and your heat, it's not fair.

22 So we don't want eleven percent.

23 JUDGE WOODRUFF: Would anyone else like to come forward
24 and testify? Once again, I don't see anybody else coming
25 forward at this point. Once again I'd like to thank you call

1 for coming out this evening.

2 CHAIRMAN GUNN: First of all, thank you all very much.
3 I really appreciate it. And there are four of my colleagues
4 will read this testimony, and it will become part of the rate
5 case. This is kind of the middle of the process, where we'll
6 have what's essentially trial in a about a month and a half, and
7 the office of public counsel our staff will be all represented,
8 and that can be watched on the Internet.

9 But other comments, for people that we understand that
10 not everybody can come here, other comments can be submitted in
11 writing, or on-line, or in writing. Our staff table is out
12 there, and they can give you the address, so if you have other
13 friends or folks that want to put in comments, they're certainly
14 welcome to do so.

15 So again, appreciate you coming out, this is a very
16 important part of the process, we don't really get to learn
17 about service issues or some of the other issues, many of the
18 same issues that we brought up here, that we're hearing other
19 places, except for this process. That's why it's very important,
20 so I appreciate it very much.

21 Again, I apologize that I wasn't able to answer some
22 of your questions, but please take advantage of the people that
23 are outside, both on the public service commission staff, the
24 office of public counsel, and especially Ameren. It's funny
25 sometimes they pay attention to those questions a little bit

1 more when they're in the a middle of a rate case, than they do
2 other times. But they've got people here, and they've
3 accessible, so if you have questions about meters, if you have
4 questions about tree trimming, if you have questions about the
5 quality of service, go outside, tell them your concerns, tell
6 our staff your concerns, and there are people out in the hallway
7 that will try to get things done for you, so thank you very
8 much, I appreciate it.

9 JUDGE WOODRUFF: Before we concluded, I was handed a
10 name, that wanted to testify. No, okay, all right. Well, with
11 that then, we are adjourned.

12 (Whereupon, the hearing adjourned at 7:35 p.m.)

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CERTIFICATE OF REPORTER

I, ANGIE R. KELLY, an Illinois Certified Shorthand Reporter, (IL CSR# 084-004498) and Missouri Certified Court Reporter, (MO CCR# 1010) do hereby certify that the witness whose testimony appears in the foregoing deposition transcript was duly sworn by me; that the testimony of said witness was taken by me to the best of my ability, and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken; and further, that I am not a relative or employee of any attorney or counsel employed by the parties hereto; nor financially or otherwise interested in the outcome of this action.

Notary Public

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