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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
January 13, 2015
Mexico, Missouri
Volume 5

In The Matter of Union)
Electric Company d/b/a)
Ameren Missouri's Tariff To) File No. ER-2014-0258
Increase Its Revenues For)
Electric Service)

DANIEL JORDAN, Presiding
SENIOR REGULATORY LAW JUDGE

ROBERT S. KENNEY, Chairman,
STEPHEN M. STOLL,
SCOTT T. RUPP,
COMMISSIONERS

REPORTED BY:
AMANDA N. FARRAR, CCR
MIDWEST LITIGATION SERVICES

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APPEARANCES

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

2 (The hearing commenced at 7:01 p.m.)

3 JUDGE JORDAN: And we are on the record.

4 Good evening everyone. Commission calling the
5 action in File No. ER-2014-0258. This is in the
6 matter of Union Electric Company doing business as
7 Ameren Missouri's tariff to increase its revenues
8 for electric service.

9 My name is Daniel Jordan. I'm the
10 regulatory law judge assigned to run this
11 proceeding. I'm not the regulatory law judge
12 assigned to this action. The good fortune is that
13 you have the Commission's most experienced judge on
14 this matter.

15 In this portion of this proceeding we
16 will be taking testimony, taking testimony from the
17 public on the proposed rate increases. When I say
18 testimony, I mean testimony that's under oath. I
19 will administer you an oath, or if religious
20 convictions prevent you from taking an oath, then I
21 will administer an affirmation. Just tell me one
22 way or the other if you have a preference.

23 When you come up to testify and I've
24 administered the oath, I may ask you a few questions
25 to get you started, make sure the court reporter has

1 your name spelled correctly, all that good stuff.
2 The court reporter is recording testimony, we're
3 also videotaping it so that those commissioners who
4 are not present can review a transcript and can even
5 see and hear you as you testify.

6 When you testify I'll ask you to be
7 precise, make your point, make your point fully, and
8 more importantly, make sure that you say what you
9 want the commissioners to hear during this part. In
10 other words, if you've expressed yourself during the
11 previous portions, that doesn't really count for the
12 commissioners' consideration. Make sure if you have
13 something to say, say it during this part.

14 If you simply agree with something that
15 someone's already said, you can come up and say
16 that. The Commission will want to know that too.
17 You don't have to repeat what they said. Just say I
18 agree with the previous statement and that will be
19 helpful. The Commission wants to hear that.

20 There may be some clarifying questions
21 from me, from the parties, from the commissioners to
22 fully develop what your point is so that they
23 understand it a little better. So stay until you're
24 excused.

25 And do remember that in addition to this

1 proceeding, you can still have input in writing,
2 your neighbors can still have input in writing if
3 they couldn't make it. And so you know to contact
4 staff and the Office of Public Counsel who you've
5 been introduced to previously.

6 Any questions about the proceeding, how
7 we're doing what we're doing? Okay.

8 I will be calling names from this list
9 and that's the order in which people will testify,
10 and maybe what you have to say has already been
11 satisfied and that's fine, just let me know that you
12 pass, and at the end I will probably have time for
13 further testimony if someone hasn't signed up but
14 something occurs to them. Okay? I'm going to --

15 MR. THOMPSON: Taking entries?

16 JUDGE JORDAN: Yes, I'm going to take
17 entries of appearance, I'm also going to introduce
18 the commissioners. We will begin with entries of
19 appearance from the applicants.

20 MS. GIBONEY: For Ameren Missouri I'm
21 Sarah Giboney of Smith Lewis, LLP, 111 South Ninth
22 Street, Columbia, Missouri 65205.

23 JUDGE JORDAN: Thank you. And from
24 staff.

25 MR. THOMPSON: Kevin Thompson for the

1 staff of Missouri Public Service Commission, Post
2 Office Box 360, Jefferson City, Missouri 65102.
3 Thank you.

4 JUDGE JORDAN: Counsel from the Office
5 of Public Counsel.

6 MS. BAKER: Thank you. Christina Baker,
7 P.O. Box 2230, Jefferson City, Missouri 65102,
8 appearing on behalf of the Office of the Public
9 Counsel and the customers.

10 JUDGE JORDAN: Thank you. Do we have
11 any interveners present? I don't think we do, so I
12 will introduce the commissioners. From Jefferson
13 City and beyond we have Commissioner Scott Rupp, we
14 have Commissioner Stephen Stoll, and we have the
15 chairman of the Public Service Commission Robert
16 Kenney. Any introductory remarks?

17 CHAIRMAN KENNEY: Yes, Judge, just
18 briefly. Can everybody hear me at this volume?

19 Thank you for being here tonight at
20 6 p.m. on a Tuesday night. The fact that you're
21 here indicates how significant and important this is
22 to you and I hope that you will understand that we
23 think it's equally as significant and important, and
24 so we do appreciate you being here tonight.

25 This is a local public hearing. There

1 will also be an evidentiary hearing later in
2 Jefferson City.

3 As the Judge indicated, there are five
4 commissioners. Three of us are present tonight, and
5 you shouldn't read anything into the fact that the
6 other two are not able to be here. Your testimony
7 is being transcribed by the court reporter and even
8 videotaped and so the other two commissioners will
9 have an opportunity to review the transcript of your
10 testimony and take that into account as we
11 deliberate the merits of the case.

12 So, again, thank you for being here, we
13 appreciate the time that you've taken to participate
14 in the process, and we look forward to listening to
15 what you have to say.

16 COMMISSIONER STOLL: I would simply
17 welcome everyone here and tell you that we look
18 forward to your testimony this evening and we're
19 glad you came out.

20 COMMISSIONER RUPP: I too wanted to
21 welcome everybody and also use this opportunity to
22 make any comments about customer service that you've
23 received from the company that maybe doesn't have to
24 deal with the rate increase, but we do like to know
25 how the company is providing service to its -- to

1 the ratepayers in this area. So if you have any
2 comments on previous, you know, experiences with the
3 company, we do like to hear that as well.

4 And just also one note is we are not
5 allowed to answer any questions that you pose to us.
6 We have to remain completely silent because that
7 could be considered prejudging the case or anything
8 if we were to make any comments. So if you do ask
9 us any questions, we are not able to respond;
10 however, we might ask you a few questions to just
11 clarify some of your comments.

12 But we do appreciate you being here and
13 thank you very much. And Judge.

14 JUDGE JORDAN: Very good. The
15 Commission will now hear testimony. The first name
16 on my list is Harold S. Enslin.

17 MR. ENSLEN: That's me.

18 JUDGE JORDAN: Mr. Enslin, please come
19 forward.

20 MR. ENSLEN: Sit right here?

21 JUDGE JORDAN: Have a seat right here.

22 HAROLD S. ENSLEN,
23 was sworn to tell the truth, and testified as
24 follows:

25 JUDGE JORDAN: Thank you.

1 MR. ENSLEN: Are you going to ask me
2 where I got some of this information like newspapers
3 and things like that? Is that?

4 JUDGE JORDAN: As best you understand
5 it.

6 MR. ENSLEN: Okay.

7 JUDGE JORDAN: Please spell your name
8 for the court reporter. Please spell your name for
9 the court reporter.

10 MR. ENSLEN: Harold S. Enslen,
11 E-N-S-L-E-N, middle initial S.

12 JUDGE JORDAN: Mr. Enslen, are you a
13 customer of the utility?

14 MR. ENSLEN: Yes, I am.

15 JUDGE JORDAN: Well, can you go ahead
16 and tell the Commission what you'd like them to
17 know?

18 MR. ENSLEN: Okay. Well, I've been to
19 about every one of these hearings that you've had
20 around here in the last 20 years or so because I'm
21 interested in what's going on. I'm interested in
22 the Public Service Commission and how they operate,
23 and also, as you can see, there's a lot of people
24 that are not here that are at home sitting by the
25 fire tonight as cold as it is.

1 And I've been on the city council over
2 the years, I've been on the school board, I've been
3 on the road district, I've been -- worked at AP
4 Green and retired before they closed, and I've just
5 retired from the civil legislature and also I'm
6 retired from Mid Missouri Legal Services, and I
7 still stay active in the church and Crime Stoppers
8 in the local area. So I'm interested in the
9 community. I'm interested in the folks that can't
10 be here tonight, that won't make an effort to be
11 here.

12 And the first thing they'll say, well,
13 you going to that thing, find out how much Public
14 Service Commission makes, what their salary is. I
15 said you got to get a blue book to read it. They're
16 not going to tell you. They don't put it in the
17 paper as far as I know.

18 I've also served on the Senior Center
19 board and I'm familiar with what the Senior Center
20 care coordinator does and the Central Missouri
21 Community Action and also the Help Center. Now, the
22 care coordinator, she is not able to get utilities,
23 money to pay the utilities when the low income and
24 to get out. Central Missouri Community Action, they
25 get the money and their procedure to go on that and

1 most everybody knows how that works. It takes a
2 while. The Help Center, I talked to that gentleman
3 just the other day and they don't have any money.
4 They have food, but they don't have any money to pay
5 utilities, neither electric or gas. The care
6 coordinator is a -- when the utilities are cut off,
7 and there's a procedure to follow on that, they have
8 sometime in November that they don't come off, but
9 they still got to pay the utilities, if I
10 understand, and it's what.

11 There's folks that are sitting at home
12 tonight in this community and in other communities
13 that have the utilities, their utilities are on and
14 I know of people that have shut off the rest of the
15 house and put their bed in the kitchen and live that
16 way until it gets the weather changes in order to
17 pay their utilities.

18 I read in the Public Service Commission
19 web page that the Department of Social Services is
20 going to handle \$4 1/2 million of federal funds for
21 heat shut off and that is for people with an income
22 of 26,000 a year, a family of three and \$3,000 in
23 savings, and that's fine and dandy if everybody will
24 use that, but lots of people don't know it's
25 available. Some people do and some people don't.

1 There's a communication gap over it.

2 I went to the Central Missouri Community
3 Action and the lady told me how that money comes
4 into them and they have to -- the customer has to
5 get a form and it has to be mailed in and filled
6 out -- filled out and mailed in and I guess that
7 works all right. I don't know. I never had to use
8 it. I'm able to pay my own, but I hope I'm able to
9 till I move on. And so I'm concerned about the
10 people that are not here that need help on their
11 utilities.

12 And this increase, 10 percent increase,
13 and that's the eighth increase we've had in the past
14 nine years. I believe that's the information I was
15 given. I'll stand corrected if that's not correct.
16 That's it.

17 JUDGE JORDAN: Any questions from the
18 parties?

19 MS. GIBONEY: No questions.

20 MR. THOMPSON: No questions. Thank you,
21 Judge.

22 MS. BAKER: No questions. Thank you.

23 JUDGE JORDAN: Commissioners, any
24 questions?

25 CHAIRMAN KENNEY: I don't have any

1 questions, Mr. Enslin, but I thank you for taking --
2 I don't have any questions, but I thank you for
3 taking the time to be here.

4 MR. ENSLEN: All right.

5 JUDGE JORDAN: And I have no questions
6 either. I thank you.

7 Here's what I'm going to do as far as
8 cross-examination goes, I'll just ask the parties if
9 you have any and if you have any, speak up.
10 Otherwise, I'll just assume that you pass.

11 The next name on my list is Robin Acree.
12 Good evening.

13 ROBIN ACREE,
14 was sworn to tell the truth, and testified as
15 follows:

16 JUDGE JORDAN: Please state your name
17 and spell it for the court reporter.

18 MS. ACREE: Sure. It's Robin Acree,
19 A-C-R-E-E, and Robin with an I, and I live at 628
20 West Love Street here in Mexico, Missouri 65265.

21 JUDGE JORDAN: Thank you. You may have
22 a seat, stand, whichever makes you more comfortable.

23 MS. ACREE: I'll sit down.

24 JUDGE JORDAN: Are you a customer of the
25 utility?

1 MS. ACREE: Yes. I have been a customer
2 for a very long time. So, in fact, I've lived at my
3 home at 628 West Love Street, I just love getting
4 all this information from Ameren, I've lived there
5 for it will be 30 years in November, the same
6 residence. So, you know, I can be what might be
7 considered someone who has not moved around a lot
8 and who has had a lot of experience with Ameren and
9 maybe even before it was Ameren Missouri, so.

10 I just wanted to disclose to you guys
11 too that I'm also the executive director of a
12 nonprofit group here in Mexico that has members
13 pretty much in the entire Ameren Missouri of this
14 area. We have some on the west side of the state as
15 well. But I also wanted to say that I'll be
16 speaking on behalf of that organization as well.
17 It's a nonprofit group that is made up of
18 predominantly people who have moderate to low
19 incomes or they're allies that work for them and
20 work for a common, common good. We've had a lot of
21 experience over the years speaking to the Commission
22 on behalf of things like the utility rate cases with
23 Ameren Missouri.

24 I'm going to go on the record letting
25 you know that, you know, I don't think it takes

1 people too long to figure out just how high
2 everything is now. My latest story to go on the
3 record is that chicken, a chicken fryer that I used
4 to buy, you know, because it was something that you
5 could cook and, you know, get a lot of meat and use
6 it over and over again. I went to the county market
7 and that costs regularly \$9.40 for a chicken fryer.
8 And when I go into the grocery store now, you know,
9 I not only think about my own, like trying to figure
10 out my own budget, but quite frankly it just
11 almost -- I almost can't even go to the grocery
12 store anymore. In fact, my daughter said you're
13 just going to have to quit going to the grocery
14 store because you're getting so upset, and because
15 I'm concerned.

16 I just can't imagine someone like my
17 mother, who will not testify tonight but she gave me
18 permission that I can talk for her, Hazel Roberts,
19 who's on a very fixed income, right, making a choice
20 whether she heats or eats, and those things really
21 concern me.

22 So I also wanted to go on the record in
23 saying that Ameren Missouri is not hurting, okay. I
24 have not had an opportunity this year to really look
25 over all of their earnings over the past year, but I

1 do know that they have consistently been able to
2 profit for their shareholders pretty well and they
3 do have some of those things like the luxury boxes
4 and things of that nature. So I don't think they've
5 really -- can really justify, you know, a three
6 digit, million dollar increase.

7 And it's pretty ironic that when they
8 were punished for their over-earnings back in 2001,
9 you know, they have consistently been back up asking
10 for more, an increase. I was told before this
11 started this is their sixth time asking for an
12 increase. Now, I have not gotten six increases in
13 the last as far as my earnings are concerned and I'm
14 on a -- I get paid salary and so whatever, however
15 many hours I work or however many kilowatt hours I
16 use I get paid that, right, and I do -- I don't
17 think there's anything that I can file on behalf of
18 consumers for an under-earnings complaint, but I can
19 definitely speak on behalf of the communities that I
20 work with and they have no choice. I mean, it's a
21 monopoly-owned business. So it's not like if I
22 don't like Ameren Missouri's prices, I can go and,
23 you know, find a better price.

24 I also want to say that I get a little
25 fired up when it comes to, you know, our state

1 legislature for example, and I do want to say that,
2 Commissioner Kenney and the commissioners that are
3 here tonight, it is just a breath of fresh air to be
4 able to know that you can still use the public
5 hearing process in the intention that it was meant,
6 because I can't even stomach what goes on in our
7 state legislature anymore and they've dismissed
8 public testimony pretty much as not necessary. So I
9 really want to thank you guys especially for coming
10 out into the communities that Ameren Missouri
11 serves. I wish more people would come out and
12 exercise their right to complain or not complain or
13 just their -- I just wish they would use democracy
14 for what it was intended.

15 And my final thing that I will say
16 tonight is that, you know, I think a lot of times,
17 you know, as a consumer group we're perceived as
18 someone who doesn't, you know, that we're just going
19 to be against it, we're going to just be against it
20 kind of thing, but really I'm not against any
21 company making reasonable profit and I wish everyone
22 well, you know, in their endeavors; but quite
23 frankly, I just cannot in good conscious continue to
24 keep coming to these hearings because I know this
25 isn't my first one and more than likely it won't be

1 Ameren's last rate increase, but every time it's
2 triple digits and then all the public people come up
3 and say no, they don't need a rate increase of that
4 nature, we have our Office of Public Counsel who,
5 thank goodness, steps in, but they still generally
6 get a rate increase, and I will challenge you all to
7 really look at the reality of it.

8 I don't think they've proven their
9 burden to justify such a rate increase and I would
10 like to encourage you all this year to deny them an
11 increase because sometimes even, you know, when we
12 even love our children, you know, once in a while
13 you have to put out some tough love if you know what
14 I'm saying because you care about the whole and not
15 just that child's behavior.

16 JUDGE JORDAN: Thank you. Any questions
17 from the parties? No questions.

18 Commissioners, clarifying questions?

19 CHAIRMAN KENNEY: Just one. Ms. Acree,
20 thank you for being here.

21 MS. ACREE: No problem.

22 CHAIRMAN KENNEY: Can you tell me the
23 name of the nonprofit?

24 MS. ACREE: Sure. It's GRO, Grass Roots
25 Organizing. We were incorporated in 2000 and we are

1 based here in Mexico, we have a headquarters here,
2 we also have an outreach office in Columbia,
3 Missouri, and we have more members statewide and new
4 members statewide.

5 CHAIRMAN KENNEY: Thanks for taking the
6 time to be here.

7 MS. ACREE: Thank you all for taking the
8 time to have me.

9 COMMISSIONER STOLL: I will also mention
10 and first thank you for being here tonight and, you
11 know, we do realize that there are a lot of people
12 who have an interest like you do that just can't
13 come out or don't want to on a cold night.

14 MS. ACREE: Right.

15 COMMISSIONER STOLL: We try to have
16 these at different times. We have them during like
17 starting at noon and some at six. Six seems to work
18 best for those folks that are out working, but we
19 know the weather does play a part, but we appreciate
20 you coming out and making all this worthwhile.

21 MS. ACREE: Thank you. And like I said,
22 sometimes the public process does get dissed a
23 little bit, but everybody has that choice. You're
24 at least allowing people to make the choice tonight
25 whether they want to come out in the cold. Thank

1 you.

2 COMMISSIONER STOLL: Yeah. This is one
3 of 12 --

4 MS. ACREE: I know.

5 COMMISSIONER STOLL: -- public hearings
6 we have, so.

7 MS. ACREE: And you'll see some of our
8 people out. You probably already saw some in
9 Jefferson City and at the.

10 COMMISSIONER STOLL: Yeah. Thank you.

11 MS. ACREE: Thank you.

12 JUDGE JORDAN: The next name on my list
13 is Robert D. Martin. Do I have that right?

14 MR. MARTY: That's close.

15 JUDGE JORDAN: Okay. Why don't you
16 straighten that out.

17 MR. MARTY: That's Robert H. Marty,
18 M-A-R-T-Y.

19 JUDGE JORDAN: T-Y.

20 ROBERT H. MARTY,
21 was sworn to tell the truth, and testified as
22 follows:

23 MR. MARTY: Welcome to Mexico. I've
24 been -- Mr. Enslin and I have appeared for 30 years.
25 Thirty years we've been coming to these hearings and

1 he's told me that even if we have to come in a
2 gurney, we're going to keep coming. We're close to
3 it, aren't we, Harold? Both Harold and I have been
4 mayor of the City of Mexico and he gave you a list
5 of other things. In other words, we're involved and
6 we care about the community.

7 I'm delighted to see three commissioners
8 here. I can't recall having that many people here
9 before. We're delighted and delighted to have the
10 chairman here, and I hope you all spend some money
11 here that should help the work here.

12 I want to tell you quickly some history.
13 As Ms. Acree said, the public hearing is very
14 important and we've had some success. When you've
15 been here 30 years, we carry some history with us.
16 In the 80's we were able to get -- by testimony made
17 in Mexico, Missouri we were able to get Ameren to
18 reduce their prices 5 percent because, it took them
19 11 months to think it over, but because we pointed
20 out they were the single shareholder of three other
21 companies which have a lot of white-collar staff,
22 and after that testimony they offered 200 people a
23 reduced rate 5 percent, long time ago.

24 In the 90's we pointed out at another
25 hearing at a gas hearing that the unit that they

1 wanted to charge per household was an excessive
2 increase, that it should be less because they're
3 reading it from the sky. They came back and said,
4 you know, we did ask for too much. When asked by
5 the papers why did you ask for the wrong number,
6 they said we used the old figures. So that always
7 worries me about the credibility of their figures.

8 Can I tell you some good news? This is
9 a success story from last week. We had a real
10 problem with gas in the Mexico Post Office and you
11 would think the post office would take care of it,
12 but they weren't and we were after them. Ameren UE
13 came several times, stopped gas leaks, still the
14 smell continued. Ameren came and they had to send
15 the fire department, the police and the building
16 inspector.

17 We found out that the louvers in the,
18 this is reported by Ameren, the louvers or the vents
19 weren't operating and they'd been burned out for
20 sometime, and the man's name who helped us --
21 Mr. Wood, I'm not appearing for you today, okay --
22 Greg Hatfield was aggressively pursuing this because
23 we were running up against the bureaucracy and he
24 was after it. Of course, the patrons were being in
25 some danger, but the people who worked there were in

1 even greater danger. And Greg told me that on
2 Thursday or Friday when he finally tried the boiler
3 one more time they got a flame big enough to make a
4 boom. So we're talking about a serious issue that
5 Ameren responded to aggressively. Great man.

6 I want to talk to you about
7 streetlights. We've always had a problem with
8 streetlights. We pay, we the City of Mexico, pay
9 for the streetlights, but Ameren doesn't care
10 whether they're on or not. They get paid whether
11 the lights are on or not. And when I was mayor I
12 tried to have people drive around and write down a
13 notice if the light was out. This is it from 20
14 years ago. That didn't work.

15 Then I recommended we do a paper about
16 our city and in the city we talk about how to turn
17 in the lights if they're out, and this is what this
18 is and I'll give you all copies of it, and it still
19 didn't work. The post where the number is is 7 feet
20 in the air, it faces the road. To turn it in is
21 difficult and so people didn't really turn it in.

22 So finally the complaints continued
23 about the lights being off. Bear in mind we've
24 talked to Ameren about it. I suggested at different
25 times how about going around once a month and seeing

1 what lights are out and fixing them. When I was on
2 the Mexico Housing Authority, out of 16 lights at
3 one time we had six out. I'd check to see if they
4 were by vandalism. Ameren said no, they were worn
5 out. Now, the City of Mexico owns the lights around
6 the square and they check them once a week to see if
7 they're out. Well, finally citizens complained
8 enough and they sent the police out within the last
9 month. I'll give you this, Judge.

10 JUDGE JORDAN: Sure, yeah. I'll have
11 the court reporter mark these.

12 MR. MARTY: Let me give you this, Judge,
13 too. And the commissioners like these or not? I
14 don't know. Are you sure? Okay. Can I get another
15 one? More, more and more. Do you want them all so
16 I don't have to take care of it?

17 So what I'm saying tonight is we need a
18 system from Ameren to take care of these lights and
19 we don't have one. You see the effort we've made
20 myself personally, plus the City of Mexico and we've
21 not seen Ameren get it done. I thought you ought to
22 give an award for everybody who turned in a light.
23 Give them 25 bucks off their electric bill if they
24 found a light, assuming they didn't put it out, but
25 anyway. Why not give an award? Mr. Wood, would you

1 please make a note of that, if we turned in a light,
2 we could get ten bucks back on our bill.

3 The energy efficiency which I have been
4 reading about is talking about saving two plants if
5 you have energy efficiency. Well, you know, you're
6 not new to the game. Wisconsin Electric and
7 Wisconsin Power and Light or Wisconsin Power and
8 Light have been doing this for 30 or 40 years and
9 saving plants and this, of course, as you said,
10 Mr. Wood, is the most effective way to really save
11 money. This is clean energy.

12 So by coincidence I installed a boiler
13 this year and I'm up for a rebate and I'm talking to
14 somebody in Massachusetts. The rebate call center
15 gentleman is in Massachusetts. Surely there must be
16 a call center in Missouri that can be handling the
17 rebate. Well, I'd like to have the money -- they
18 must pay the call center, they must pay for rebates.
19 I'd like to be able to spend that money here in
20 Missouri. In fact, Mexico just in the last six
21 months has got a new call center. So I'm asking
22 Ameren to consider a call center in Missouri instead
23 of going to Massachusetts. They're not too fast out
24 in Massachusetts, and just like my mother said a
25 couple years ago, you're just as slow as

1 Massachusetts. I believe that's what she said.

2 About the rate itself, I can't see how
3 it should be increased. I think it should be
4 decreased. The price of coal is at a 10-to-20-year
5 low. There's almost no cost of borrowing money,
6 almost no cost of borrowing money right now. The
7 cost of copper is a multiyear low, copper used in
8 the wires. Steel is at a low, low price for several
9 years now. Gasoline which is used in their trucks
10 and vans and so forth are at new lows.

11 I think if you don't ask them to take a
12 5 percent decrease, you should have them take their
13 bid and reassemble it on these new costs. I'm
14 afraid like they did on the gas thing they used old
15 figures, and there's new figures now. I'm asking
16 that you use new figures.

17 Also, Mr. Wood, you spoke about the
18 economy, should we lay people off. Did you say
19 that? I'm trying to remember what you said, but we
20 would -- the City of Mexico is an example, in the
21 last four or five years has reduced from 110 paid
22 staff to 86. They've made other ways to cut
23 expenses. All sorts of companies, as you read in
24 the paper, have done things to save expenses. We
25 would look at Ameren to be able to save money in the

1 same way.

2 And if they want to make more money on
3 their return, the way to do it is reduce their
4 expenses, not necessarily get it out of the
5 ratepayer. I'm not entirely convinced that, excuse
6 me, the Public Service Commission is sophisticated
7 enough to know whether or not they are doing that,
8 and that doesn't mean I don't love you, but I worry
9 about you. We know that major costs are reduced and
10 they should be reflected in their rate. The
11 \$150 million part has disappeared. That's a big
12 part. I was hoping that you did that
13 internationally, but we don't know. Do we know if
14 that was ever bid internationally?

15 Also one last comment. We hear a lot
16 about the threat of the aluminum plant coming off
17 the grid, if it comes off the grid. A matter of
18 fact, in one of the publications they gave us they
19 want money because the aluminum plant goes off for a
20 couple months due to an ice storm and they lost
21 rates and we have to make up for that. If I was
22 that aluminum plant, I'd quit whining and crying and
23 start buying electricity from TWA or TBA which was
24 made to take care of aluminum plants or build my own
25 power company. They probably could do a power

1 plant. They probably could do electricity, gas,
2 electricity and hydro, and if they had extra, they
3 could sell it to the grid, and if they didn't have
4 enough, they could buy merchant electricity like the
5 City of Columbia does. The City has their own plant
6 and they buy merchant electricity.

7 I want to thank you again for the
8 courtesy of coming here to Mexico. I do wish you'd
9 buy dinner somewhere. I'm not buying, but I'd be
10 glad if you did, and I would like to see you again.
11 I thank you for being here.

12 JUDGE JORDAN: Thank you, sir. Any
13 questions from the parties for this witness?

14 COMMISSIONER STOLL: Thank you for your
15 testimony.

16 MR. MARTY: You're welcome.

17 CHAIRMAN KENNEY: Thank you.

18 JUDGE JORDAN: Any clarifying questions
19 from the Commission? No. No questions.

20 CHAIRMAN KENNEY: Well, one, Mr. Mayor.
21 Where would you recommend we have dinner?

22 MR. MARTY: There's three. There's
23 three or four places. There's three good Mexican
24 places. One right near here, one in the center of
25 town which is Vega's Burrito, it's my favorite, and

1 there's one on the edge of Highway 22 is Dos Arcos,
2 which is also very good. I recommend all of those.

3 CHAIRMAN KENNEY: Thank you for your
4 time.

5 MR. MARTY: Thank you for being here
6 this evening. I really appreciate it. The first
7 time I saw a three spot.

8 JUDGE JORDAN: Thank you, sir. I'm
9 noting for the record that Mayor Marty's exhibits
10 are recorded as Exhibit A, that is the notice of
11 correction of street lights, the newspaper article
12 is marked Exhibit B, and the newsletter for the City
13 of Mexico marked Exhibit C. I will also note that
14 the commissioners have received copies of -- we have
15 extra copies of Exhibit C.

16 (Exhibits A, B & C were marked for
17 identification.)

18 HAZEL L. ROBERTS,
19 was sworn to tell the truth, and testified as
20 follows:

21 JUDGE JORDAN: For the court reporter,
22 Hazel is the conventional spelling, middle initial
23 L, Roberts.

24 And, Ms. Roberts, are you a customer of
25 Ameren?

1 MS. ROBERTS: I am. I have been for
2 many years.

3 JUDGE JORDAN: And then go ahead and
4 tell the Commission what you'd like them to know.

5 MS. ROBERTS: Well, I have been a member
6 of the community for a long time and I've been a
7 consumer for a long time. I raised most of my
8 family here and it's been tough being a
9 single-income person and my income has decreased
10 over the years. I am retired. I have a limited
11 income. My retirement account I had is greatly
12 reduced now. I'm mostly on Social Security. My
13 raise on Social Security was this much, I'm
14 indicating a minuscule amount, and Ameren wants to
15 raise my electric rates again. I object to the
16 amount they want to raise them.

17 I have been on budget billing for
18 several years now and it goes up a little, down a
19 little. I manage to make it. They have no idea
20 what our bills have to cover, but if my electric
21 bill goes up higher, my air conditioner might go
22 out, I can't afford to replace that if the bill goes
23 up, my furnace is getting old, it could go out, and
24 I replaced the water heater since I've lived where I
25 am. I've replaced all those three things and if my

1 income keeps going barely up and the rates keep
2 going up higher, I speak for a lot of people in my
3 same situation that we can't afford a big increase.
4 And if it's going to come up almost \$10 a month, our
5 increases on our Social Security checks won't cover
6 that.

7 My insurance went up last year. I have
8 Medicare and a supplement and that goes up. They
9 won't go down. I make, you know, a dollar more
10 probably than what I should to qualify for any
11 assistance, which is ridiculous too. I know several
12 other people in the same situation. You have an
13 asset, you have a couple dollars in the bank,
14 boohoo.

15 So I think that these hearings are a
16 good thing. I think that we should have more people
17 here, but it's cold, it's late and it's not in town.
18 Ameren Missouri does not supply this service.
19 Ameren Missouri is inside the city limits of Mexico.
20 A cooperative does this and they do a good job.

21 So for the people that need to be here
22 tonight I'm speaking out. We cannot take a big
23 increase on electric or any other of our utilities.
24 We're doing our best to cut costs. We're trying to
25 save where we can. I have an old car, but it's like

1 me, it keeps on working, thank goodness. But I
2 think that people in our situations have no way to
3 increase their income. I'm not able to work. Over
4 the years I had a job that was good income for a
5 woman. That's got to change too now days. Anyway,
6 I have a friend that gets a lot less income than I
7 do and she wanted to be here tonight, but she
8 couldn't come.

9 We have to stand up for the people in
10 this state that do not have the ability to adjust
11 their income to suit Ameren Missouri's income. They
12 make profit, yes, their profit is probably quite
13 adequate, but I don't think they need to increase
14 their profit by the amount they're requesting. I
15 think that's a good profit margin for any business.
16 I think their costs are not reflected well in what
17 they're requesting for the increase on the
18 electricity.

19 I can't complain about the service
20 because it's been quite good. A few years ago a
21 pickup truck wiped out a utility pole next door to
22 me and they spent the night putting it back up for
23 us and getting us restored to service. I sleep with
24 a machine at night, so I couldn't sleep until it was
25 done. I appreciated that they had good service to

1 do that.

2 I don't think that everything that they
3 do is wrong, it's not, but they're a business trying
4 to make money, but they're also providing a monopoly
5 utility service, and us poor folks, I'm sorry, we
6 can't afford those increases. If you got to give
7 them a little, give them a little. If it's more
8 than that, I don't know what we're going to do.
9 It's not there, it can't be there, it's not going to
10 come in on us.

11 I buy a lottery ticket occasionally and
12 someday maybe. I don't know. That's my one dream
13 to win the lottery, but until then I can't afford an
14 increase on anything. I do well to put gas in my
15 car. I do well to repair something that breaks.
16 And there's so many people in this situation.

17 I'm the president of the local AARP
18 chapter. There's people in my chapter that don't
19 have the income increases either. So on behalf of
20 all these people in the situations but with limited
21 income, no hope of increasing their income that you
22 keep this in line for the people out here that can't
23 afford to take these increases like this.

24 And the Dollar More Program, when I
25 worked I paid into the Dollar More Program. I

1 thought it was a good idea, but I didn't personally
2 see anybody that benefited from it. I'm not saying
3 they didn't, but it wasn't something I got to see.
4 I got to where I said, hey, I'm doing well to pay my
5 dollars, so I had to stop that. I do things to help
6 other people that don't cost me money.

7 So I'm just hoping that they keep in
8 mind that there's a lot of people out here that
9 can't be here tonight and at the other hearings that
10 were hurting. The economy is hurting. So they can
11 hurt right along with us and take a little less
12 money from us. Thank you for letting me speak.

13 JUDGE JORDAN: Thank you. Any questions
14 from the parties?

15 Commissioners, any clarifying questions?

16 COMMISSIONER STOLL: Thank you for your
17 testimony.

18 CHAIRMAN KENNEY: Thank you,
19 Ms. Roberts.

20 JUDGE JORDAN: The last name on my list
21 is Pat McGuire. Pat McGuire going to testify?
22 Okay.

23 Well, that's all the names that are on
24 my list. Would anyone else like to testify while
25 you're here in the presence of the commissioners?

1 MR. KENT: I'd like to make a brief
2 statement.

3 JUDGE JORDAN: Please come up.

4 MR. KENT: My name is Ron Kent. I've
5 lived in Mexico since the early 50's.

6 JUDGE JORDAN: And is that Kent,
7 K-E-N-T?

8 MR. KENT: K-E-N-T. 1921 Summer Ridge
9 Road, Mexico, Missouri.

10 JUDGE JORDAN: Thank you. I'll go ahead
11 and swear you in.

12 RON KENT,
13 was sworn to tell the truth, and testified as
14 follows:

15 MR. KENT: I appreciate you guys coming
16 out, taking the time to listen to everybody. I
17 don't disagree with anything my neighbors have said.

18 After having sold real estate in Mexico
19 for over 50 years, built some subdivisions, dealt
20 with Ameren both on the personal paying the bill
21 side and building some of their facilities and
22 turning it over to them, I probably made them a
23 little money over the years by creating customers,
24 building subdivisions. So I'm not here to find a
25 lot of fault with Ameren. They have always served

1 me very well in all the years I've been here since
2 I've been paying the bills.

3 The only thing I'm concerned about is
4 and the reason I showed up tonight was it seems like
5 to me they're entering rate requests at a fairly
6 rapid rate over the last few years since we got into
7 the 2000's or about the time they built the nuclear
8 power plant. You know, that was a pretty big
9 project, so it cost them a lot of money. So I'm
10 very concerned that you all consider every single
11 thing in this rate increase, which I'm sure you're
12 going to try to do. Have your staff look at all the
13 possibilities. Do not grant them a bigger rate
14 increase than is absolutely necessary to keep them
15 going would be my request as a citizen.

16 I'm 72 years old, I'm on Social Security
17 plus a little other income, so I can see where the
18 people that are on just Social Security can't afford
19 a lot of increases. I mean, Social Security went up
20 2 or 3 percent, 4 percent or something.

21 One other thing that concerned me, and I
22 don't know if you want to take this into evidence,
23 you probably have seen this, but the Fair Energy
24 Rate Action Fund handed me this handout when I
25 arrived and reading down through it they say, "If

1 approved, Ameren will have raised rates by 57
2 percent over the last seven years costing Missouri
3 families and business \$1.1 billion." Now, I have no
4 evidence how they figured that, but you might want
5 to look into that. If that is true, that's too
6 much.

7 So that's really all I have to say and
8 thank you very much.

9 JUDGE JORDAN: Thank you, Mr. Kent.

10 CHAIRMAN KENNEY: Thank you, Mr. Kent.

11 JUDGE JORDAN: Any questions from the
12 parties for this witness?

13 MR. THOMPSON: No, thank you.

14 JUDGE JORDAN: Commissioners?

15 CHAIRMAN KENNEY: No, thank you. Thank
16 you, Mr. Kent.

17 JUDGE JORDAN: Thank you, sir.

18 Anyone else would like to testify today?

19 Well, I'm not seeing anyone, so thank
20 you all for your testimony and for your listening.
21 Thank you for coming out on this cold night, and on
22 behalf of the Missouri Public Service Commission I
23 thank you for attending. We're adjourned and we are
24 off the record.

25 (The hearing concluded at 7:50 p.m.)

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CERTIFICATE OF REPORTER

I, Amanda N. Farrar, a Certified Court Reporter for the State of Missouri, do hereby certify that the witnesses whose testimony appears in the foregoing transcript were duly sworn; the testimony of said witnesses was taken by me to the best of my ability and thereafter reduced to typewriting by me; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this hearing was taken, and further that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.

Certified Court Reporter

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