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STATE OF MISSOURI

PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

January 27, 2015

St. Louis (Harris Stowe), Missouri

Volume 11

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

KENNARD JONES, Presiding

CHIEF REGULATORY LAW JUDGE

ROBERT KENNEY, CHAIRMAN

COMMISSIONERS

Rebecca Brewer, RPR, CRR
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1 P R O C E E D I N G S

2 JUDGE JONES: Let's go ahead and go on the
3 record. Local public hearing in St. Louis. Case
4 No. ER-2014-0258. My name is Kennard Jones. I'm
5 the judge and will be conducting this hearing. To
6 my right is the chairman of the commission,
7 Chairman Robert Kenney. You've just completed a
8 question and answer session and I do hope you've
9 gotten your questions answered. If you have not,
10 you might remain after this on the record portion
11 and speak with members of staff and those attorneys
12 who you have just conversed with. However, during
13 this portion, you can ask questions of us. I can
14 say you can ask us questions. We can't give you
15 answers, because it will in some way reflect bias
16 in this case, which is ongoing. And I have about
17 30 people signed up. I'm going to simply start
18 with the first person and go down the list.

19 When I call your name, there's a
20 microphone over here and microphone here. Whichever
21 one's convenient for you to approach it. I'll swear
22 you in as a witness and you'll make your statement
23 and then we'll move on to the next person. If I
24 call your name and you don't want to testify for
25 whatever reason, you don't have to. And if you have

1 not signed up and decide during this process that
2 you do want to testify, you'll have that opportunity
3 after I've gone through the list. So with that,
4 let's go ahead and -- oh, let's take entries of
5 appearances, beginning with Ameren UE -- or Ameren
6 Missouri, sorry.

7 MR. TOMC: Thank you, Your Honor. Matthew
8 R. Tomc on appearing on behalf of the Union
9 Electric Company, doing business as Ameren
10 Missouri, St. Louis, Missouri. Thank you.

11 JUDGE JONES: And the Office of Public
12 Counsel?

13 MR. POSTON: Thank you. Marc Poston
14 appearing on behalf of the Office of Public
15 Counsel.

16 JUDGE JONES: Staff of The Commission?

17 MS. PAYNE: Whitney Payne on behalf The
18 Staff of the Missouri Public Service Commission.

19 JUDGE JONES: And are there any other
20 interveners of this case that are present in the
21 room and would like to enter an appearance? I
22 don't see anyone, so let's get started. I'm sorry,
23 Mr. Chairman?

24 CHAIRMAN KENNEY: Let me just take this
25 opportunity to welcome you all to this local public

1 hearing and thank you for taking time out of the
2 middle of your Tuesday afternoon to participate in
3 this process. As I think you heard earlier, this
4 is one of 13 local public hearings that we've done
5 throughout the Ameren Service territory, so we
6 value and appreciate public input in the process.
7 So we're very interested in hearing what you have
8 to say. There are five commissioners. I was the
9 only one able to be here today. But as the judge
10 indicated, your testimony is being transcribed by a
11 court reporter and so the other four commissioners
12 will have an opportunity to read the testimony that
13 you provide here today and take into account the
14 opinions that you express when we deliberate on the
15 case at the conclusion of the evidentiary hearing.
16 So this is a very important part of the process.
17 We value your participation and your input. I
18 thank you and on behalf of the commission for being
19 here and I look forward to hearing what you have to
20 say. Thank you.

21 MS. PAYNE: First listed is Reverend Earl
22 E. Nance, Jr.

23 REVEREND NANCE: Thank you very much.

24 JUDGE JONES: Please raise your right hand,
25 sir.

1 REVEREND EARL E. NANCE,

2 Of lawful age, produced, sworn and
3 examined, deposes and says:

4 JUDGE JONES: Thank you. You may proceed.

5 REVEREND NANCE: Thank you. These are
6 clearly challenging times for many of our neighbors
7 throughout the St. Louis region. Right now a large
8 portion of our clients are feeling the pinch of
9 natural gas costs for their home heating this
10 winter. Before I testify as Chair Emeritus for
11 Heat-Up St. Louis, I want to make sure as part of
12 my testimony that I show my deep appreciation for
13 the Missouri Public Service Commission. Last
14 October 10th, for the second year in a row, you
15 joined us for the Heat-Up St. Louis Winterize
16 Utility Forum, co-sponsored by Ameren, Missouri,
17 for two years straight. And last year Laclede Gas
18 joined with Ameren, who put \$150,000 in cash into
19 funding to help many county and city residents to
20 help get rid of their delinquent summer cooling
21 bills so that this winter the financial burden,
22 hopefully, was a bit lighter. Since our inception
23 15 years ago, this month we've impacted the lives
24 of more than 300,000 in the Bi-State area. And on
25 October 10th, we critically also conducted a

1 class headed by The Commission on energy
2 efficiency, weatherization, and learning the
3 utility rights as rate payers. We're planning the
4 third annual winterizing forum this October. We
5 already received our commitment from Ameren
6 Missouri for another \$150,000 and underwriting the
7 remaining expenses of this critical Ameren project.

8 Okay. And we welcome, again, your
9 participation. We felt that this event benefited
10 all of our partners and the community. We are not
11 here to endorse a rate increase for Ameren. Even
12 though we know that Ameren Missouri has the lowest
13 electric rates of any utility in the state and
14 Ameren's electric rates currently are 17 percent
15 below the Midwest average. Ameren insists that this
16 rate increase is necessary so that they can invest
17 in cleaner and more dependable energy. We do note
18 from this rate increase background that there are no
19 big self-serving executive salary increases in their
20 proposal. What did catch our attention is that
21 there is a low end composition in the current
22 rate -- in the current rate case. The rate
23 adjustment request includes a new program to help
24 low income customers allowing Ameren Missouri to
25 remove energy efficient program charges from the

1 bills of qualified customers. This will save the
2 average customer four to six dollars per month and
3 this may offset some burden from a proposed \$10
4 monthly increase on our electric bills if approved
5 by the commission. It's a tough decision that you
6 have to make. As Ameren is pushing for more cleaner
7 energy, including renewable energy, and have
8 bolstered the electric grid by replacing outdated
9 and aging infrastructure to ensure safety
10 reliability for Missouri families and businesses.

11 We realize that a rate adjustment may
12 create hardships for some of Ameren customers and
13 many of our clients. But they say that they are
14 taking actions to help customers manage their rising
15 energy costs and usage. Ameren offers budget
16 billing and support energy assistance programs for
17 customers who have difficulties paying their bill.
18 In this regard, Heat-Up St. Louis is also available
19 to help by calling us at (314)241-7668. Or through
20 our website; Heatupstlouis.org. Thank you so very
21 much, Missouri Public Service Commission, for this
22 opportunity to speak. Again, this month, Heat-Up
23 St. Louis celebrates our 50th anniversary as a
24 regional non-for-profit utility assistance
25 educational and advocacy chair. Thank you very

1 much.

2 CHAIRMAN KENNEY: Reverend Nance, thank you
3 for your time and thank you for your testimony.

4 JUDGE JONES: Next listed is Ramsey
5 K-O-L-I-E-B-O-I.

6 MS. KOLIEBOI: Kolieboi.

7 JUDGE JONES: I'm sorry?

8 MS. KOLIEBOI: Kolieboi.

9 JUDGE JONES: Okay. Kolieboi. You may
10 approach and raise your right hand when you get
11 there.

12 S. RAMSEY KOLIEBOI,

13 Of lawful age, produced, sworn and
14 examined, deposes and says:

15 JUDGE JONES: Thank you. You may proceed.

16 MS. KOLIEBOI: And it's actually the
17 initial S. Ramsey Kolieboi. Thank you for this
18 opportunity. I am representing as a senior for one
19 area of North St. Louis. Under the federation of
20 block units we're known as Area Council No. A, as
21 in apple. And that's a little bit over -- and
22 we've gone door to door as a block unit to go door
23 to door and hit a little bit over 1,800 people.
24 Most of them are from the age -- they're either
25 disabled from the age of 59 to 101, distinctively,

1 and I just have my electric bill as an example, I
2 live in a senior building for people with
3 disabilities. So we're talking about something
4 that was erected in 1951, which is lot of North St.
5 Louis, unless you've done something to your
6 property as far as insulation is concerned. I live
7 in a 600 square foot and I have a large, that means
8 large, for senior, one-bedroom apartment. My
9 electric bill, wintertime, is averaging \$214, for
10 an apartment, not a house.

11 On top of that, \$30.50 is my average,
12 per month. That's adding to my electric bill of
13 these services called fuel adjustment charge, energy
14 efficient, St. Louis City municipal charge, and then
15 if I happen to be late, you're going to get three
16 percent. I'm just one. I didn't know whether I
17 needed to bring the entire chart down for you all to
18 see of people we've talked about, of seniors, and
19 then a lot of them had their windows replaced.
20 They've had the installation, but you don't get the
21 money. If you're on social security, we're talking
22 about seniors now, and just think, they don't have
23 the salary. They don't even have the salary that I
24 did. I lost things in 2008 as far as my 401k was,
25 during the crisis. So I strictly had social

1 security. That was an increase of 1.5 percent, but
2 you want to have how many? Adding \$10 a month to my
3 30 already? That's groceries for a senior. Or,
4 like me, that could be extra medication. There has
5 to be some thought processes and if we're having it
6 like that in a big city, I wonder what rural people
7 have, unless they burn wood or God forbid they burn
8 coal. There has to be some thought processes
9 collectively on how you measure and what you do,
10 because we all want clean energy. We want to plan
11 for tomorrow, but for most of us, our budgets don't
12 look at tomorrow. They look at the next 30 days or
13 the next 15 days. That is too much of an increase.

14 Ponder over it, look at it, stretch
15 it out, and can your planning and development be
16 taken at another time period? I look at the
17 increases you've done in the past 10 years. They're
18 way out of line with income. So whether you're
19 senior or not, I can't speak for the other people.
20 But I can speak for seniors. Thank you very much.

21 JUDGE JONES: Next listed is Srishti
22 Miglani.

23 SRISHTI MIGLANI,
24 Of lawful age, produced, sworn and
25 examined, deposes and says:

1 JUDGE JONES: Did I pronounce your name
2 correctly?

3 MS. MIGLANI: Yes. Good afternoon. My
4 name is Srishti Miglani. I am part of the St.
5 Louis University Child and Youth Advocacy Clinic.
6 And in our clinic we represent children, youth, and
7 their families in matters related to poverty and
8 homelessness. I'm here today to tell you about the
9 impact that Ameren's current proposed rate hike
10 will have on our clients. In this, Ameren's sixth
11 rate increase request since 2006, it is seeking a
12 10 percent increase, which equals an additional
13 burden of \$264 million on our clients and low
14 income household statewide. Ameren reasons that
15 this rate hike on Missouri customers is necessary
16 to comply with federal and state requirements and
17 aging infrastructure. No one's going to deny that
18 that's true. Why should Missourians have to
19 subsidize a for-profit company to comply with
20 mandates when the state doesn't even sufficiently
21 subsidize Missourians for their own basic needs?

22 For example, Missouri has one of the
23 lowest eligibility rates for Medicaid in Missouri.
24 So, if we cannot sufficiently subsidize the health
25 care of our fellow citizens, then why should we be

1 subsidizing a for-profit company to do the things
2 that it should budget for and should expect to do?
3 So, why should the commission agree that customers
4 like the low income clients we serve should
5 subsidize the legal requirements of a for-profit
6 investor-owned company that has been consistently
7 turning a profit for its shareholders. Shouldn't it
8 be the cost of doing business? It is simply unfair
9 for Missouri's low income households to bear the
10 cost of Ameren's every expense. Ameren claims that
11 the rates it charges Missourians are 20 percent
12 below the national average.

13 I want to bring your attention to
14 some of the other things on how Missouri compares to
15 the rest of the nation. The jobs in Ameren
16 Missouri's service territory are not increasing.
17 Since 2006, while Ameren has repeatedly received
18 rate increases, the increase in average weekly wages
19 for the counties that Ameren Missouri serves is less
20 than a quarter of the increase that Ameren's rate
21 have received. So if the commission grants Ameren's
22 current request for a 10 percent increase, the
23 utility rates will have risen more than 50 percent
24 since 2006.

25 So, again, the question is: Keeping

1 in mind the low growth rate, the high unemployment
2 rate, and the stagnant wages, can Missourians afford
3 to pay 50 percent more for their utility than what
4 they were paying in 2006? The answer is no. We
5 cannot. Our clients cannot. However, Ameren claims
6 that the increase will only cost the average
7 household \$10 more a month. Doesn't sound like that
8 much, probably, to Ameren Missouri. However, the
9 clients we represent are not from average
10 households. Adding \$10 a month to their monthly
11 expenses will lead them with the choice to either
12 heat or eat. I'll give you an example. Our average
13 client earns about \$1,200 a month working 40 hours a
14 week on minimum wage, with the rent payment of about
15 \$600, average grocery bill of \$357, and the
16 transportation costs to get to and from work and
17 other places of about \$200 a month. That leaves
18 with them \$50. With \$50 left in their monthly
19 salary, does \$10 increase seem like a lot? I think
20 it does. A \$10 increase would require our clients
21 to choose between feeding their families, buying new
22 shoes for their kids, paying for medicines that they
23 need, or paying a sitter when they have to work
24 overtime. Are these the choices that they should
25 have to make so a for-profit company can increase

1 their profits and dividends and salaries?

2 The current programs to assist low
3 income households are underfunded and reach a
4 fraction of the people that they should be reaching.
5 And, yes, while Ameren has chosen not to charge
6 customers the extra \$6 a month, it is asking for a
7 \$10 increase today. While the customers who will be
8 able to get that \$6 off their bill will be a
9 fraction of the low income households in Missouri,
10 that \$10 increase will apply to every single
11 household in Missouri, including all the low income
12 households. After the last rate hike in 2012, a
13 multi-stakeholder working group was created to
14 consider establishment of a low income customer
15 class or other means to help make electricity more
16 affordable. Our legal clients at St. Louis
17 University submitted comments. However, we have
18 been disappointed with the lack of discussion and
19 progress on that issue. While we are here today
20 debating another rate hike increase from Ameren,
21 there has been no movement on finding solutions for
22 our low income neighbors.

23 The people of Missouri have a right
24 to know what progress the working group has made and
25 how can we implement a safety net for the low income

1 households so that they don't have to make a choice
2 that is unfair to them. On behalf of the low income
3 households in Missouri, I urge the commission to
4 deny Ameren's request for a rate increase. However,
5 as it is recommended that a portion of rate increase
6 will occur, it is essential that additional
7 safeguards for the low income households are
8 implemented to protect the minimal fixed incomes
9 from these ever increasing financial burdens. Thank
10 you.

11 JUDGE JONES: Next listed is initial E.
12 Watkins.

13 MS. WATKINS: Good afternoon.

14 JUDGE JONES: Good afternoon. Could you
15 raise your right hand, please?

16 E. WATKINS,

17 Of lawful age, produced, sworn and
18 examined, deposes and says:

19 JUDGE JONES: Thank you and proceed.

20 MS. WATKINS: Okay. I am a senior and I
21 didn't become low income until I retired. We are
22 entirely dependent on Ameren. And I think a \$10
23 increase is not acceptable. We have bills that we
24 pay three different, I guess, taxes. We have the
25 fuel, the energy, and the St. Louis tax. On my

1 bill, it's \$40 added on to what I pay in already,
2 which is \$248. So \$40 added on to that makes me
3 pay \$300. Like the lady that was sitting here, I
4 live in a one-bedroom apartment. We don't receive
5 incentives. We don't receive bonuses. What we do
6 receive are lines. And when I say lines, we stand
7 in a line at a pantry to get food and we also stand
8 in a line to get help with our bills. Does Ameren
9 think that we want to always be considered as low
10 income, that we can't afford anything? We don't
11 want to feel like we living in poverty, not just
12 seniors, but low income. And because of my social
13 security, I don't qualify for low income. So I'm
14 \$10 over. So that makes me be punished for
15 something that Ameren wants to have. They want to
16 increase what you have on your bill. But we see no
17 increases. If we get a raise on our social
18 security, where does it go? We get a \$20 raise, it
19 goes -- half of it goes for our medical and then
20 what is \$10? So we are tired of struggling. When
21 we retire, we don't -- you know, we have the
22 feeling that we have paid our dues to society. We
23 are still in society. So we want to be recognized
24 as people not having to struggle to keep food on
25 the table, to buy medicine, and also to pay what

1 other bills that we need to pay. We can't take
2 vacations. We can't take our maybe grandkids or
3 great grandkids anywhere because we don't -- we
4 can't afford it. We just can't afford to survive.
5 And I feel like we shouldn't have to feel as though
6 we have to survive in a country where we supposed
7 to have the freedom to live comfortably after you
8 retire. Thank you.

9 JUDGE JONES: Next listed is Doug Mueller.

10 DOUG MUELLER,

11 Of lawful age, produced, sworn and
12 examined, deposes and says:

13 JUDGE JONES: Thank you. You may proceed.

14 MR. MUELLER: Good afternoon. I'm going to
15 be very brief. My name's Doug Mueller and I'm a
16 business representative for IBEW Local 1439. I'm a
17 customer like everybody in this room. And we
18 represent the vast majority of the electrical
19 outside workers on Ameren's property and Ameren
20 Missouri's property. And we have been a partner
21 with Ameren since 1945. And the IBEW has been a
22 partner with Ameren -- or not Ameren, but the
23 electric industry since 1891. And we are proud of
24 that fact. And we are proud of the fact that we
25 have helped keep the rates down along with Ameren,

1 the guys that we represent out there working in the
2 field, that we do have a reliable system and that,
3 in part, is the people that we represent out in the
4 field. And, of course, Missouri Public Service
5 Commission also plays a big part in that. Since
6 the mid 1990s, we -- pretty much, companies have
7 been in reduction mode. When I say reduction mode,
8 staffing levels. We've been able to continue to
9 provide quality product, both companies have been
10 working together, but staffing levels have been
11 drastically reduced to the point in 1990s we
12 represented about 1,600 people and today we're
13 around 700 on an average project. We're still
14 getting things done but at some point in time I
15 believe the limit is here that we're going to have
16 to start looking into staffing. When we do flip
17 the lights on, we do have a quality, reliable, safe
18 product coming to the door, but it costs a great
19 amount of money and a great amount of investment to
20 get that there and also needs people to get it
21 there. We cannot overlook our aging infrastructure
22 and I kind of mentioned that today. Of our 700
23 members that I represent, and average employee on
24 Ameren's property, 346 are between the age of 54
25 and 60. And they'll be walking out the door within

1 the next five years, so we're going to lose quite a
2 bit of people and I believe as well as my boss and
3 IBEW Local 1349, that this rate increase, there is
4 merit to the rate increase. The increase, of
5 course, is in your hands and has been in the past,
6 but I ask you to look at when this rate increases,
7 investigating the research that we look into the
8 aging work force and pay some attention to the
9 amount of people on Ameren's property that are
10 going to be retiring in the next five to seven
11 years and the fact that to continue to provide that
12 reliable service that we have, to continue to keep
13 our infrastructure up to date so we have that
14 service when we turn that light switch on, which
15 we've all taken for granted, we need people out in
16 the field to do it and I think that's something
17 that we need to look forward to or look at it and
18 move forward. So that's all I have. Thank you
19 very much.

20 JUDGE JONES: Thank you, Mr. Mueller. Next
21 listed is asked Mattie Spearman.

22 MATTIE SPEARMAN,
23 Of lawful age, produced, sworn and
24 examined, deposes and says:

25 JUDGE JONES: Thank you. You may proceed.

1 MS. SPEARMAN: I'm holding in my hand
2 extensive research from the Missouri Solar Energy
3 Industry Association. And I don't know if you all
4 recall, in 2008, that was an election for the clean
5 air and it was passed overwhelmingly and part of
6 that said that industry professionals were
7 predicting that 150 megawatts of new solar
8 development in Missouri, enough energy to power
9 15,000 homes, as a result of this measure. It also
10 said that Proposition C would include solar rebate
11 requirements to the people at the rate of \$2 per
12 installed wide for Missourians and we haven't seen
13 any of that and I'd like to know when we're going
14 to see the effects of that. I know that you did it
15 as part of your industry, but when are the
16 homeowners going to get to see it? As part of this
17 research, I also found out, thanks to the talent of
18 young people in our block -- by the way, I
19 represent Block Unit 1017, Federation F, and some
20 of my block unit members are here with me. We met
21 last week discussing this very thing. And I
22 understand that you all have installed solar panels
23 and I know that they're expensive to run, but at
24 what point are we going to stop having to pay for
25 it and start to get some -- something back to us?

1 Because, according to this, we're supposed to --
2 part of their proposition was to give us some money
3 back and we're not seeing it. Also, I want to
4 comment on the part about there are places where
5 people can go and get help. But what you're not
6 saying is in order for those people to get help,
7 you have to take a bill that says you're about to
8 be cut off. That is humiliating. Furthermore,
9 when you get to -- you're standing in line, you're
10 embarrassed, you know, my block unit people will
11 tell you they all work very hard. It's
12 embarrassing. Most of my block unit members are
13 older and they're retired and they have no way to
14 get the money. When you go in, a lot of times you
15 get messages back that this particular agency has
16 run out of money. And I know Ameren UE recognizes
17 the fact that people are having trouble.
18 Otherwise, you wouldn't have the dollar help on
19 your thing.

20 So, maybe we need to cut back on some
21 of the salaries that you all are doing trying to be
22 competitive with other areas as far as your upper
23 echelon and start worrying about us. Because we
24 can't keep paying 10 percent more. That little \$10
25 a month doesn't mean much to somebody who's making a

1 million dollars, but somebody who's only bringing
2 home \$12,000 a year, it means quite a bit. That's
3 all I have to say.

4 JUDGE JONES: Ms. Spearman? I think the
5 chairman has a question for you.

6 CHAIRMAN KENNEY: Not so much a question,
7 but thank you for your comments. I was also going
8 to say that some of the questions that you have
9 about the renewable energy standard and the solar
10 applications, I think our staff or Ameren's staff
11 could probably answer some of those questions for
12 you and I encourage you -- we've got a table and
13 representatives of our staff that are here and
14 Ameren has representatives also that can provide
15 you a little bit better explanation of how the
16 portfolio standard works and how the solar heating
17 programs work. So thank you.

18 MS. SPEARMAN: Those papers don't tell me
19 anything and I've got tons of them.

20 CHAIRMAN KENNEY: So try to take advantage
21 of the folks that are out there and they'll be able
22 to help you on some of those questions and thanks
23 for being here.

24 JUDGE JONES: Next listed is Robert
25 Jeffrey? Susan Turk?

1 SUSAN TURK,

2 Of lawful age, produced, sworn and
3 examined, deposes and says:

4 JUDGE JONES: Thank you. You may proceed.

5 MS. TURK: Thank you. I always enjoy
6 testifying at hearings, especially here because
7 it's so warm in these rooms. I practice energy
8 conservation at home. And my thermostat currently
9 is on 64 on the first floor and 60 up in the attic.
10 In the summer we keep it at 78. So my family does
11 everything that it can to keep its utility bills as
12 low as possible. But they keep going up no matter
13 what we do and it's very disheartening. It sort of
14 makes you wonder whether you should try to conserve
15 energy at all.

16 The 57 percent increase, that if you
17 were to grant this request would occur, is way above
18 the increases in inflation during the same ten-year
19 period as well as way above increases in the general
20 compensation of those of us paying these bills. I
21 know I'm unemployed. My husband's salary hasn't
22 gone up maybe as much as 10 percent in the past ten
23 years. There have been a lot of years when he's had
24 no raises at all. If he gets one, it's usually two
25 percent. So when you grant a utility a higher

1 increase than what we're getting or what the
2 community as a whole is getting, that has an impact
3 on the economy in the area because it means that
4 we're concentrating our spending for the utilities
5 and we have less in our pockets to spend elsewhere
6 in the economy. When you are an institution, a
7 public institution, say like the public schools and
8 the public library. And their energy bills go up,
9 it means they have less money to pay for teachers,
10 less money to pay for social workers, less money for
11 things, to pay for librarians, to pay for books.
12 Less money for everything because they're forced to
13 pay more for the utilities and so every decision you
14 make to raise the rates higher than income and
15 revenue to us and our other institutions means that
16 there is less money to spend on other things that we
17 need to spend money on. And I hope you think about
18 that. The last time I spoke here, I spoke about
19 return on investment and you asked me if I was a
20 stockholder at Ameren UE and I wasn't and I think
21 that question was asked of me to sort of discount my
22 testimony. Well, in the last two years, I've become
23 an Ameren UE stockholder. I now own about 30 shares
24 of stock. It's not a lot. But for me it's a lot of
25 money to put into stocks. I don't own other stocks.

1 The reason I bought them was so that
2 I could testify to you guys as a stockholder,
3 shareholder. When I bought my stocks, my financial
4 advisor gave me an argument. She tried to talk me
5 out of buying Ameren stock. And I'm really sorry
6 that the gentlemen from the company have left.
7 Because I wanted them to hear that my financial
8 advisor advised me not to buy Ameren stock because
9 it's a poorly run company. She made me sign a
10 document that stated that I was buying the stock
11 against her advice. Because she said it's a poorly
12 run company because they borrow money in order to
13 pay their dividends. So they're paying dividends at
14 a higher rate than they ought to be, if they're run
15 responsibly. I bought the stock anyway so I could
16 talk to you as a shareholder. My savings account,
17 my credit union, is paying less. It's paying a
18 fraction of one percent interest nowadays, CDs, you
19 get one to two percent. Bonds, you're lucky if you
20 can get a bond giving you a four or five percent
21 return. So, I don't see where Ameren's return to
22 its shareholders to be competitive and attractive
23 really has to be higher than four, five percent.
24 And if they want to give people more, I mean, we're
25 not going to get more anywhere else, so what's the

1 point? Unless you want to go into high risk things,
2 which most people who invest in utilities don't.
3 Really, I -- as a shareholder, I'm asking you to
4 keep your rate increase. If you give them one at
5 all, as low as possible. But I would really advise
6 you not to give them any rate increase at all.
7 Because I don't see why they can't, like the rest of
8 us, learn to live within a budget. Learn to work
9 with what the community has to provide them in terms
10 of revenue, rather than squeezing us for more and
11 more of a percentage of our stagnant or dropping
12 income. It just doesn't make sense to -- to
13 centralize or to increase their income when the rest
14 of the community is not seeing income rises that are
15 competitive. They may feel they need -- and lots of
16 large corporations and utilities, everybody says
17 we've got to hire competitively at the top, but when
18 it comes to the average worker, the secretaries, the
19 janitors, the clerks, everybody else, they don't
20 seem to be offering competitive wages. There it all
21 gets depressed and we're paying more and more of
22 stagnant or lower income, lower wages, to support
23 things that we can't afford. And maybe the company
24 will learn that it can't afford certain things and
25 figure out how to live within our means. Thank you.

1 JUDGE JONES: Ms. Turk, just a moment.

2 CHAIRMAN KENNEY: Just briefly, thank you
3 for your testimony. And thanks for taking the time
4 to come and participate in the process. I wanted
5 to say that I'm not sure who asked you that
6 question about being a shareholder or not, but I
7 did want to let you know that the value of your
8 testimony to us doesn't depend upon whether you own
9 stock or not. Your testimony is equally as
10 valuable whether you do or don't own stock in the
11 company. So I appreciate you being here and taking
12 the time to be here. And Mr. Wood raised his hand.
13 He is still here. You said you were hoping the guy
14 from the company is still here. So he's here and
15 I'm sure he'd love to talk to you about their
16 paying of dividends and any question you might have
17 about your investment. So thanks for being here.

18 MS. TURK: You're very welcome. It was
19 somebody at the table and I realize it probably
20 wasn't you. It was two or three years ago at a
21 hearing.

22 CHAIRMAN KENNEY: Thank you for being here.

23 JUDGE JONES: Next listed is Mark Reed.

24 MARK REED,

25 Of lawful age, produced, sworn and

1 examined, deposes and says:

2 MR. REED: Much of the conversation that
3 I've heard here today seems to all ultimately point
4 in one direction and that is that there's a certain
5 group of people here who control the money and
6 there's certain people here who have to respond to
7 what this group says. It's being played out every
8 day in our society. If we just look at our
9 government, we have a senate and a legislature that
10 no one responds to the people that they govern, but
11 to their people they're beholdng to, i.e. the
12 banks, Wall Street, and their investors. Anybody
13 who has prepared any kind of speech or written a
14 document to persuade or to convince someone of
15 something knows that data is very unreliable
16 because it could be manipulated a thousand
17 different ways to prove your point. When I asked
18 the gentleman from Ameren about the boundaries that
19 he was talking about, I think -- I don't know if it
20 came across, but I think what came across to me was
21 that, yes, we're using a statistical area that has
22 a large rural population, a large area that, i.e.,
23 has clean air, if you will, and a very, very small
24 area of Kansas City, St. Louis, that, if you will,
25 has polluted air. And we all know from various

1 news, it's been in the news for the past year or
2 more, St. Louis has one of the worst air quality
3 conditions in St. Louis.

4 I would not be opposed to rate
5 increases if it meant that Ameren truly was doing
6 something to improve the air quality that we have
7 here to cut down on the amount. That's what we have
8 because of respiratory situations, the asthma that
9 young children are being born with now, but that
10 doesn't seem to be the case. Solar energy has been
11 very slow to increase. Wind energy is practically
12 non-existent. Hydroelectric energy is not being
13 looked at. We still keep operating on the same old
14 system of extractive fuels, i.e. coal, natural gas
15 that is dying. It is dying. We can no longer count
16 on it. If they want to milk every single bit of
17 money out of that system, if Ameren wants to really
18 and truly be a good steward and a good steward of
19 our money, then they would invest in these kind of
20 energies and we wouldn't -- and the benefits would
21 be reaped in so many other ways of less health care
22 costs, happier people. But that doesn't seem to be
23 the case with Ameren. The case is we can have a CEO
24 who makes upward of \$5 million a year. That's just
25 part of the salary. Keep in mind, that's not the

1 whole banana. And anybody who's ever run a business
2 knows you have this much money to deal with, you
3 have this much money going out. Somehow those two
4 have to balance for you to stay in business. And
5 what's happening is the money to deal with is
6 increasing, the money going out is dwindling. So I
7 would strongly urge that the commission not support
8 this request for a rate increase and just take a
9 look at the people who are here. I would say that
10 some worth of everybody's who's sitting in this
11 auditorium today is not even a fraction of the
12 salary that Mr. Boss is making every single year of
13 his life. And yet continues to make after he
14 retires. So, do what you will, but, for once, begin
15 to listen to the public. Because we're getting --
16 we're reaching a point in this country where the
17 have and have-nots have split so much that there's
18 going to be a correction and it's not going to be a
19 pretty one. Thank you.

20 JUDGE JONES: Next listed is Ronald Stamps.

21 MR. STAMPS: My name is Ronald Stamps.

22 JUDGE JONES: Just a minute.

23 RONALD STAMPS,

24 Of lawful age, produced, sworn and

25 examined, deposes and says:

1 JUDGE JONES: Thank you. You may proceed.

2 MR. STAMPS: I don't think this thing's
3 turned up loud enough. Well, I represent my seven,
4 eight various community organizations and this
5 thing seems to be aimed at -- it's supposed to be
6 the land of plenty instead of the land of the few.
7 It's always the few that's least likely or able to
8 pay that is always paying the price. While the
9 ones who are well off to-do gets by with paying
10 nothing. They always -- big companies always
11 asking with tax incentives, they're paying lower
12 rates than poor people who lived on fixed income.
13 It's a shame when you think that they are having to
14 fight between medicine, food, and rent and UE's
15 outlandish rate increase, because it doesn't seem
16 to take into mind the human factor. The human
17 factor either is you have or have not. So,
18 obviously, it's about them getting richer and the
19 poor getting poorer at their own expense. It's not
20 because the people don't want to pay bills, but you
21 can't pay what you don't have. That's what I have
22 to say.

23 JUDGE JONES: Thank you, sir.

24 CHAIRMAN KENNEY: Thank you, Mr. Stamps,
25 for your testimony.

1 JUDGE JONES: Next is Catherine Phillips.

2 CATHERINE PHILLIPS,

3 Of lawful age, produced, sworn and
4 examined, deposes and says:

5 JUDGE JONES: Thank you, ma'am. You may
6 proceed.

7 MS. PHILLIPS: Good afternoon,
8 Commissioner. I'm just going to speak on the
9 behalf of University City and the seniors that live
10 in University City. Raising this hike on the
11 seniors, they sit in dark houses now. They sit in
12 houses with no air conditioning in summertime,
13 because they fear of their bill. And we do not
14 need a ten percent rate increase in our electric
15 bills. The disabled, the elderlies, and those
16 that's on welfare, those that's on unemployment, we
17 cannot afford a ten percent rate increase for UE.
18 That's all I have to say.

19 JUDGE JONES: Thank you.

20 CHAIRMAN KENNEY: Thank you, ma'am.

21 JUDGE JONES: Judy Hunter? George
22 Gholston?

23 GEORGE GHOLSTON,

24 Of lawful age, produced, sworn and
25 examined, deposes and says:

1 JUDGE JONES: Thank you, sir. You may
2 proceed.

3 MR. GHOLSTON: Here we are again being
4 subjected to Ameren UE Missouri's relentless quest
5 for super rates and profits with absolutely no
6 regard for the customers who must pay for Ameren's
7 greed, not their need. Ameren has the recipe for
8 successful rate increases and increase requests or,
9 in other words, how to cook the books and not get
10 caught. Ameren hires professional book cooks who
11 have degrees and titles that would lead you to
12 believe that they are legitimate, but they are not.
13 These thieves are hired by utility companies to
14 present rate increase packages to commissions.
15 Ameren uses these so-called experts to file these
16 packages electronically without setting foot within
17 the state of Missouri. It could be that the
18 Missouri Public Service Commission is going to have
19 to hire thieves to catch the thieves. Gary
20 Rainwater, the former CEO of Ameren Corporation,
21 stated in his Ameren 2008 annual report that Ameren
22 would be seeking smaller but more frequent
23 increases. And that is exactly what has happened.
24 And this has happened over the last seven to eight
25 years. There is no incentive for Ameren executives

1 and managers to contain costs or make prudent
2 decisions. If Ameren executives and managers
3 manage their company like real businesses must do,
4 then they would -- there would be no need or greed
5 for a rate increase. Ameren is doing what
6 government agencies and departments have been doing
7 for decades; spend all budgeted funds and request
8 additional funds for the next fiscal year. The
9 bottom line is this: Ameren will be back in 12 to
10 18 months seeking a rate increase and an increase
11 to their return on equity. Somehow, while Ameren
12 is selling more electricity, they manage to lose
13 money. We're using the electricity on an
14 unprecedented level for new products and services
15 such as toward Metrolink, electric and hydro cars,
16 medical equipment, and wheelchairs, laptops,
17 printers, routers, scanners, tablets, cable boxes,
18 monitors, video and burglar alarm equipment and
19 cordless and smart telephones. A company would
20 have to be either cooking the books or severely
21 business challenged or both not to be making money
22 during this time with great dependency on
23 electricity. When Ameren makes windfall profits
24 like in 2012, we pay. When Ameren overpays its
25 contractors, we pay. When Ameren increases

1 salaries, benefits, and bonuses beyond prudent
2 levels, we pay. In summary, my fellow victims, my
3 high school football coach put it like this before
4 we played an opponent: We're going to keep running
5 out favorite play until they stop us. Ameren is
6 going to keep running this rate increase play until
7 caught cooking the books or legislation is enacted
8 to stop these increases for greed, not need. Thank
9 you.

10 JUDGE JONES: E.F. Porter? Eric Seidler?
11 Darrick Shakir?

12 DARRICK SHAKIR,
13 Of lawful age, produced, sworn and
14 examined, deposes and says:

15 JUDGE JONES: Thank you, sir. You may
16 proceed.

17 MR. SHAKIR: I'm glad I came here today.
18 I've listened to a lot of valuable information
19 because I thought Ameren was maybe just picking on
20 me when I got my bill and, like the young lady said
21 earlier, with the block unit, you can do all of the
22 windows in your house, insulation, everything, you
23 cut back on energy, we live in a three-story house,
24 but we don't use the first floor at all.
25 Everything is on the second floor. I'm a retired

1 electrician. I have inner-thermal heating in each
2 room and in the room, we don't use it at all. We
3 really just use really three rooms in the home.
4 And for the people out here, I know you don't want
5 to hear this, but these people not going to do
6 anything for you. They're going to keep right
7 ahead and unaware that they're messing with the
8 sheep kennel. You're messing with the general
9 welfare of the common people here. And for a
10 while, I got -- I could get pretty angry about
11 things sometimes. I just try to control my temper
12 but sometimes like talking with my children when
13 they was young, they always got an excuse no matter
14 what you say. So, I'm asking the creator of this
15 universe that has put -- created everything in this
16 earth for the use of mankind and you have those
17 that always, for some reason, of greed, just can't
18 turn back. So I'm asking the creator to bring
19 Ameren Electric down, to take it all the way down,
20 no profits to you, that the same thing happened to
21 our families happen to you and your families. And
22 that you don't make not one dime. If you do,
23 you're going to have to give it back. I don't know
24 how much scripture you know, but we have Reverend
25 Nance here. You look into Deuteronomy in the

1 scripture, you can see where we're hated and we've
2 really gotten there and things are supposed to be
3 moving forward and we're steady moving backwards
4 and ask your family, you don't want this to be done
5 to your mother, I don't guess, or maybe you help
6 pay her bill, but this is definitely against God's
7 will to do this to the people. And there's nothing
8 that anyone for Ameren Electric can say or help me
9 out except for pay my bill and they're not going to
10 do that. But you people haven't changed to prey
11 against them. Because they're not going to help
12 you out at all and they have no sensitivity
13 whatsoever to help you out. Think about that when
14 you arrive home. That's the only power you got to
15 bring them down from -- ask the creator to bring
16 them down and it will happen. Thank you very much.

17 JUDGE JONES: Thank you, sir. Suzanne
18 Gregory?

19 MS. GREGORY: Good afternoon.

20 SUZANNE GREGORY,
21 Of lawful age, produced, sworn and examined, deposes
22 and says:

23 JUDGE JONES: Thank you, ma'am. You may
24 proceed.

25 MS. GREGORY: I'm Suzanne Gregory. I am a

1 senior citizen. I am not low income, but I am
2 getting to be lower and lower income. My
3 infrastructure is aging also and that comes out of
4 my income. And I think I agree with Ms. Turnstall.
5 I don't want to repeat everything that others have
6 said, Mr. Breed and Mr. Gohlston. I think that
7 Ameren is -- needs to operate more efficiently and
8 that our high paid top management should come up
9 with ways of living within their budget better. It
10 is not that they have not received any increases
11 over the last years. And that I believe that
12 asking for an additional nine percent at this time
13 is irresponsible to their customers. I believe
14 that -- that, even, you know, one of the things I
15 heard today in the preview was that they have laid
16 off people to help make ends meet. Well, to me,
17 that's us. We're -- you know, you just adding to
18 the unemployment rate in this region when you lay
19 off and when you lay off people. Does that mean
20 you're now giving the customer better service? Or
21 are you just securing more of the top for dividends
22 or for your top -- your top management? Top
23 management -- okay, we do need competent people,
24 but when you are rewarding them and then they keep
25 coming back to the customer and asking for more and

1 more money. Are they really the quality that we're
2 purporting that we have? So, that is -- oh, and I
3 also believe in infrastructure improvement but,
4 again, isn't that -- shouldn't that also be part of
5 your everyday costs of doing business? All of us,
6 every business has to look at infrastructure
7 improvement.

8 The new renewable energy of the solar
9 panels, I applaud Ameren for moving in that
10 direction. But does that not also save the cost of
11 buying fuel? Once you have invested in that,
12 doesn't your fuel cost go down? And cleaning the
13 fuel go down? Because you aren't using energy that
14 is renewable. So, I am speaking against the rate
15 increase and at least not that high. So one or two
16 percent, maybe. But, like I say, it is not that
17 Ameren has not come to us often in recent years for
18 a rate increase. Now, I do agree that my -- I get
19 good electric service. I get -- every time I call
20 about a problem, it has been addressed quickly.
21 But, there again, I'm paying them to do that.
22 They're not doing that out of the good of their
23 heart that they come and take care of my needs,
24 electric-wise. And I am doing a lot in my own home
25 to be efficient and to use energy wisely. In fact,

1 I'm cold. I agree with the lady who said it's nice
2 being here where it's so nice and warm. So, that is
3 my statement. I appreciate this opportunity to
4 speak. Thank you.

5 JUDGE JONES: Grace Costello?

6 MS. COSTELLO: First of all, I'm old school
7 about e-mailing and texting. I'm just going to
8 tell you about texting. I know you are the best
9 company in town, like the lady say, they're always
10 there when you need them.

11 JUDGE JONES: Before you begin, we need
12 to --

13 GRACE COSTELLO,
14 Of lawful age, produced, sworn and
15 examined, deposes and says:

16 JUDGE JONES: Thank you. You may now
17 proceed.

18 MS. COSTELLO: First of all, I got this
19 simple -- simply statement to make. Why should our
20 bill be the same every month since we using the
21 same electricity every month? Your refrigerator,
22 like I said, I'm from old school. I just got a
23 microwave. So your bill reflects on your usage,
24 shouldn't it? And, if not, then tell me, like I
25 said, I'm a fourth generation of the Costello

1 family, so I can say when they had that
2 demonstration of the power grid or this or that, I
3 can say I'm the fourth generation, we paid for one
4 of them, just one family alone, so just imagine all
5 the people that lived in Missouri, they can't say
6 they're making no money. They're the only ones in
7 town. So I'm just saying that I don't think they
8 deserve -- I mean, I think they deserve a increase
9 but not from us. From the people that's making the
10 top, top dollar, let them donate to the company. I
11 mean, we already doing the best we can with what we
12 got and what we got is very little. So that's all
13 I want to say. Because every time the commission
14 come in town, when -- if it ain't the Laclede Gas
15 Company asking for a raise, then their brother,
16 Union Electric, coming two years later. So, like I
17 said, they busting ahead every two or three years
18 asking for a raise. Sure they give back but they
19 giving it right back with these programs that help
20 the people that's fixed income, which I am, you
21 know, so I appreciate them having this program,
22 but, gee whiz, you giving it right back. It's not
23 like I'm taking the money, going to Sacs Fifth
24 Avenue with the grand. You getting it right back.
25 So that's all I'm saying. Please think, the

1 commissioner of Jefferson City. And one more thing
2 I'd like to ask, I don't know if you can answer
3 this question. I remember the guy said that Union
4 Electric going to come up to Jefferson City, it's
5 like going to court and they're going to have their
6 lobbyists doing this and that and saying this and
7 that. Do the citizens, the consumer, do they have
8 the opportunity to be in Jefferson City and doesn't
9 it depend on having this hearing raise?

10 JUDGE JONES: Yes, the evidentiary hearings
11 in Jefferson City are public.

12 MS. COSTELLO: It is public?

13 JUDGE JONES: Yes.

14 MS. COSTELLO: So how would I go about
15 finding out what day and time? It going to take
16 me a minute, I know I have to leave two months in
17 advance or what?

18 JUDGE JONES: I'm going to direct you to
19 Mr. Poston or he can come to you, actually. He can
20 talk to you about it.

21 MS. COSTELLO: Appreciate it. Thank you
22 for giving the citizens the opportunity to say, but
23 every time I come to these meetings, they always
24 win. So hopefully this time we'll get a chance to
25 say, Oh, we finally got one for the home team.

1 That's all I got to say.

2 JUDGE JONES: Thank you. Next is Margaret
3 Williams? Margaret Williams? Cara Spencer?

4 CARA SPENCER,

5 Of lawful age, produced, sworn and
6 examined, deposes and says:

7 MS. SPENCER: Yes. My name is Cara
8 Spencer. I am a representative of The Board of
9 Consumers Council of Missouri. I'm also here
10 representing small business. I'd like to talk
11 about the compounding effects of raising rates on
12 residential utility costs. I work for a very small
13 developer in South City St. Louis. We take problem
14 properties and unwanted buildings and we rehab
15 them. We make them habitable for residents. We do
16 residential rental. We are a for-profit company.
17 We provide a necessary commodity to the citizens of
18 St. Louis. And I will say that our rates and our
19 profits have not increased by 47 percent since
20 2008. In that time, our rates have not increased
21 very much at all.

22 As a landlord, we are on the landlord
23 do not disconnect list at Ameren, which means we are
24 notified when any and all of our tenants experience
25 difficulty paying their utility bills. We are a

1 very, very small developer. We only have two
2 employees. We just have a handful of buildings, 40
3 in total, and every single month we get numerous
4 e-mails from Ameren from all of our tenants that
5 have a very difficult time paying their utility
6 costs that month. When that happens, we connect
7 directly with our tenants to ensure that they keep
8 their heat on. We incur a very serious cost as a
9 very small business doing this. We make sure that
10 they are aware that they can pay their rent late, if
11 necessary, to keep their heat on.

12 You mentioned in the Q and A section,
13 we talked about the two million dollars put towards
14 low income assistance with this rate increase. As
15 was mentioned, the six million dollars that was
16 allocated as the top salary for Ameren executives,
17 this was a very, very small percentage of the
18 operating budget. I will say that, as a small
19 company, we incur very, very significant percentages
20 of our operating budgets dealing with tenants who
21 cannot pay rent on time because their utility costs
22 are too high for them to bear. Another compounding
23 issue I'd like to address, as a leader of my
24 community, I work directly with our schools, our
25 schools that are suffering. And I talk with the

1 principals about why their test scores are so low.
2 And one of the biggest issues facing our schools is
3 students who show up to class hungry because their
4 parents are having to choose between heating their
5 homes and feeding their children and these schools
6 are having to spend resource money and time just
7 feeding these children. So, I would ask that we
8 consider -- obviously we all know that these rate
9 increases tremendously impact our lower income
10 residents. They tremendously impact our elderly
11 people, but there's also compounding impacts on our
12 schools, on small for-profit businesses that have
13 not been asking the public to increase their profits
14 significantly over the last few years. Thank you.

15 JUDGE JONES: Lynn Oldham?

16 MS. OLDHAM: My question's been answered.

17 JUDGE JONES: L.M. Mathis?

18 L.M. MATHIS,

19 Of lawful age, produced, sworn and
20 examined, deposes and says:

21 JUDGE JONES: Thank you. You may proceed.

22 MS. MATHIS: Most of my questions have been
23 answered but a couple of them. I want to know why
24 the electric company, when you have a storm,
25 rainstorms and so forth and power box is knocked

1 off the wall, a home little like ours and we have
2 to pay it to put it back on, why can't Union
3 Electric put that back on? I have a transformer in
4 the back of my house and every time I have a storm
5 or tornado or whatever, it rains. It used to put
6 all the lights out in the neighborhood and one
7 particular time the box came off the wall and the
8 man told me I had to pay \$300 to put it back on.
9 And I said, Why should I since mother nature
10 knocked it down? And that happened to a man around
11 the corner. I want to know why Union Electric
12 don't install their own boxes back on the wall.
13 Why do we have to pay the expense? And I do not
14 agree with the rate hike, either.

15 MS. PAYNE: Were you finished, Ms. Mathis?

16 MS. MATHIS: Yes, I'd like to have my
17 question answered, please.

18 CHAIRMAN KENNEY: We can't answer the
19 question that you have. But there are people from
20 our staff that are outside and also from Ameren
21 that would be happy to answer your question.

22 MS. MATHIS: Thank you.

23 CHAIRMAN KENNEY: Thank you for taking the
24 time to be here.

25 JUDGE JONES: Charline Patterson? Charline

1 Patterson? Barb Murphy?

2 BARB MURPHY,

3 Of lawful age, produced, sworn and
4 examined, deposes and says:

5 JUDGE JONES: Thank you. You may proceed.

6 MS. MURPHY: Thank you. I'm retired. I
7 sit at home and I have a lot of time to read, which
8 I enjoy doing. And I am quick to get my reading
9 and I came across this article two days ago which
10 prompted me to come here. As a statement that says
11 in late December, 2014, Ameren Missouri filed the
12 State Public Service Commission on the docket,
13 EO-2015-0055, a proposed three-year efficiency plan
14 to take effect January 1st, 2016. Now, according
15 to this news article, compared to the 2013 to 2015
16 efficiency plan, the budget would be about eight
17 percent lower and the energy saving goals would be
18 just 54 percent of the current goal.

19 JUDGE JONES: Ms. Murphy, can you step
20 closer to the microphone?

21 MS. MURPHY: Okay. In late December, 2014,
22 Ameren Missouri filed with the State Public Service
23 Commission, Docket No. E0-2015-005, a proposed
24 three-year efficiency plan to take effect on
25 January 1st, 2016. This plan, compared to the

1 2013 to 2015 efficiency plan, the budget would be
2 about eight percent lower. And the energy savings
3 goal would be just 54 percent of the current goal.
4 This is wonderful. I like lower costs, which
5 should be reflected by this plan. My question is:
6 Since this plan for the rate increase is already on
7 the docket, why wasn't this information or this
8 proposal included in the rate increase? That's the
9 first one. Secondly, if they're asking for lower
10 efficiency levels for the state and for Ameren UE
11 customers, my question is that it seems that you're
12 lowering the requirements to be energy efficient.
13 And this is not the goal, nor should it be the goal
14 of the public service utility company. They should
15 try to be as efficient as possible. And so why are
16 they doing this? This is just my question. I know
17 you can't answer, but I'm just putting the question
18 out there to be considered by whomever the powers
19 may be would listen to it. As a utility user, and
20 I hope I am until I die, I don't like to spend
21 money on utilities from Laclede Gas, water, sewer,
22 anything. I think whatever I was paying for costs
23 that much, that's what I will pay. And I'm not
24 going in distress to pay this. But eventually
25 there's going to come a time in my life and in my

1 existence where I'm going to have to make the
2 choice; do I stay warm, do I eat, do I read, do I
3 flush my toilet, do I drink water? What's going on
4 here? And I won't be able to survive. Between the
5 fees and the costs, it's just becoming prohibitive
6 to live in this state, this country. Thank you
7 very much.

8 JUDGE JONES: Thank you. Maggie Williams?
9 Is Maggie Williams present? Dell Breeland? I'll
10 just note for the record that she says what she was
11 going to testify to has been so testified.
12 Sherrell -- I think it's Mondaine? Sherrell or
13 Sherrell. Andrea Doss? Joyce McRath? And Jackie
14 Hutchinson?

15 JACKIE HUTCHISON,
16 Of lawful age, produced, sworn and
17 examined, deposes and says:

18 JUDGE JONES: Thank you, ma'am. You may
19 proceed.

20 MS. HUTCHISON: So much of what I wanted to
21 say in terms of the statistics have already been
22 given. So I won't repeat all of them. But I do
23 want to reiterate a couple of points that have
24 already been made. I oppose the Ameren rate
25 increase on behalf of low income and elderly, fixed

1 income residents of the City of St. Louis. Elderly
2 residents living on social security received a
3 1.5 percent increase this year. Many of them,
4 particularly the ones who are living in the inner
5 city, are already making heat or eat decisions. In
6 the City of St. Louis, there are 29 percent of the
7 population is at or below the poverty guideline,
8 where throughout the state it's more like
9 14 percent. And so, the impact of such a rate
10 increase would be more heavily felt in the urban
11 area. Low income residents in St. Louis and in the
12 St. Louis area are already paying 46 percent
13 through to 54 percent of their annual income -- of
14 their monthly income for utility bills and rent,
15 leaving them to have to make those devastating
16 choices of whether they're going to pay the utility
17 bills or buy their medicine, so those decisions are
18 already being made at the rate level that we have
19 right now. And to increase the rates by 10 percent
20 would -- would be devastating for a lot of
21 individuals. So, I want to get to my
22 recommendations. So I'd like to recommend that the
23 Public Service Commission -- and this is a
24 recommendation that I made many times before --
25 that the commission impose a low income rate and

1 consider low income residents a separate class of
2 consumers.

3 Now, I know that, you know, there are
4 lots of different classes of customers and those
5 considerations are made for industrial customers
6 and, you know, I'd like to have the commission look
7 at states where there has been low income rates
8 implemented. I know that in this state, the
9 commission has said that they don't have the power
10 to do so, but other states have found the power
11 to -- the commissions have found the power to
12 implement low income rates without having to go
13 through legislation. And I'd just like to read just
14 a little statement from a national study of
15 rate-based low income energy programs. It says when
16 regulators desire to implement a low income
17 affordability program, sound and readily sustainable
18 regulatory foundations exist without explicit
19 legislation action upon which to base regulatory
20 approval. So in Pennsylvania, Ohio, and Indiana,
21 and maybe some other states, commissions have
22 imposed low income rates. In other states,
23 California, Texas, Massachusetts, and Nevada, they
24 also have low income rates that have been imposed
25 by -- by legislation. Until such a rate can be

1 implemented, I ask that the commission increase the
2 dollars that are being allocated to keeping the
3 current program and any other rate-based relief
4 programs that would help low income people not have
5 to -- to make such tough choices. According to
6 statistics that I was able to find, the average wage
7 earner in the St. Louis area had 1.6 percent
8 decrease in their income in 2013 and a .6 percent
9 decrease in income in 2014. So, we -- wages are
10 stagnant. There's very much evidence that they are.
11 People have -- over the years, have had, when wages
12 have stayed the same, I know as a state employee --
13 and I think the state got one percent increase this
14 year, even people who are working every day are
15 having to look at their budgets and say, where do I
16 get ten more dollars to do this? And so I ask that
17 you take into consideration the impact that is going
18 to have on the everyday working person and
19 particularly our low income and our elderly. Thank
20 you.

21 JUDGE JONES: Thank you.

22 CHAIRMAN KENNEY: Thank you for your
23 testimony. Thank you.

24 JUDGE JONES: Carmen Charleston?

25 CARMEN CHARLESTON,

1 Of lawful age, produced, sworn and
2 examined, deposes and says:

3 JUDGE JONES: Thank you. You may proceed.

4 MS. CHARLESTON: Good afternoon. I'm here
5 as a senior citizen, as a Ameren customer, but I'm
6 here to speak for the 2,500 people who come to
7 Father Bob's Outreach. We serve 30 people three
8 times a week. Come rain or come shine. Some of
9 them sit in their cars as early as 3:00 in the
10 morning to get a number to get a matching grant
11 stipend of \$25 to pay their utility bills. 2,500
12 people every six months he serves, come rain or
13 come shine. I often answer the phone and say, Did
14 you call 211? They say yes. They referred us to
15 you. Did you call The Urban League? They have no
16 funds. They referred us to you. So I do hope that
17 you will consider this rate increase. It's not
18 only a rate increase for Ameren. When you go to
19 the store, the prices are higher. Gasoline is
20 going to go up again. We're just living in a
21 temporary utopia right now. Everything goes up.
22 And but if your income doesn't go up, it affects
23 these people, not only the families, the elderly,
24 the disabled, the children, and everyone. Thank
25 you.

1 JUDGE JONES: Thank you. I've gone through
2 the list of those who have signed up to testify.
3 Is there anyone else who has not signed up and want
4 to? I saw your hand. You right here? Yes?
5 Please raise your right hand.

6 DIANE PERRY,
7 Of lawful age, produced, sworn and
8 examined, deposes and says:

9 JUDGE JONES: Thank you. Will you please
10 state and spell your name for the court reporter?

11 MS. PERRY: Diane Perry. I'm a senior
12 citizen.

13 JUDGE JONES: How do you spell your first
14 name?

15 MS. PERRY: D-I-A-N-E.

16 JUDGE JONES: And your last name is Perry?

17 MS. PERRY: Perry, P-E-R-R-Y.

18 JUDGE JONES: Thank you.

19 MS. PERRY: I'm a little upset with the
20 electric company. Last January, I got ill. And
21 you know we had that bad winter. So it was like
22 too late for me to apply to get some type of
23 assistance. So thank God for friends. But I was
24 on what was called a budget plan. Okay? I was
25 paying and paying and paying, but then all of a

1 sudden I got something in the mail telling me, I
2 think about June, that they have what you call a
3 summer budget. As long as I've been with UE, I've
4 never had a summer budget or a winter budget. Just
5 a plain budget where you pay. Well, they really
6 gave me havoc. And I had a time coming up with the
7 money to pay because I got sick and had other
8 things to pay, too. Here's where you had to pick
9 medicine and utilities and food like that type of
10 thing. But what upset me, I was over a friend's
11 house. She lived in Bellerive Acres. I live in
12 Pagedale, Missouri. Did you all introduce
13 insurance to all your customers where they could
14 buy insurance with Union Electric? She wasn't
15 aware that she was a stockholder. But her electric
16 bill came and all she paid was \$48. That made me
17 think that when I lived in North Woods and the
18 mailman told me my bill was higher than Ladue. So
19 I don't think you are treating your customers fair.
20 Can't the stockholders take a cut in their
21 dividends to have a apathetic heart towards people
22 because the electric companies and the utilities I
23 remember, as long as you pay something, as long as
24 you pay something -- now you can't pay something.
25 And if you don't pay that certain amount that they

1 want, they'll get you. And another thing I'm very
2 upset about. I didn't have a meter reading for
3 over a month. I didn't even know my meter was
4 broke. I contacted a friend of mine who was a
5 meter reader and he said, Oh, Diane, they don't
6 even use that any more. They adjust your bills
7 from the office. How in the hell, though, can you
8 adjust my bill from the office? What am I doing
9 with this, at my house, if you're not reading it?
10 That doesn't make any sense, does it? So, what I
11 have done, to see if I could catch this electric
12 company, I've disconnected everything but the
13 refrigerator in my house. Because I'm going to see
14 how low my bill can go. My bill hasn't went
15 nowhere. I'm tired of being a little poor person
16 in the poor city paying to help the wealthy. So I
17 think UE should go back to how it used to be and
18 maybe some of these stockholders get off their
19 greedy A-S-S and have a apathetic heart because we
20 are our brothers' keepers. And try to do something
21 about it. That's all I have to say about this. I
22 was very upset because you live in a wealthy area,
23 I pay \$48, get the hello out of here. And I'm
24 paying all this? So get it off the backs of the
25 poor. The stockholders, have an apathetic heart.

1 JUDGE JONES: Thank you. Could you please
2 raise your right hand?

3 MARK SARNACH,

4 Of lawful age, produced, sworn and
5 examined, deposes and says:

6 MR. SARNACH: My name's Mark Sarnach. Last
7 name is spelled S-A-R-N-A-C-H. What I need to
8 speak to has been touched on by several people. I
9 have control over four Ameren bills and was
10 startled that this December my bill was
11 significantly higher than it was prior. And one of
12 them was actually three times greater than it was
13 last December, despite the fact that the actual
14 usage, I'll explain that in a moment, was less.
15 This is a performance base. This performance base
16 conducted 12 performances in December, 2013 and
17 five in 2014. The electricity, other than the
18 heater, is only turned on if there's a performance.
19 So it's a significantly lower usage but, in fact,
20 the bill was roughly three times greater. I then
21 asked other people in my neighborhood and around
22 the city and have discovered that the vast majority
23 of people that I've spoken to also seen dramatic
24 increases in their rates during the month of
25 December, 2014. And on paper it looks as though

1 we've increased our consumption. And this comes to
2 another issue and that is the believability of
3 their metering service and, actually, the level to
4 which the Ameren is accountable to its customers.
5 I'd like to posit that as someone who is not -- I'm
6 not exactly fixed income. I will be soon at the
7 rate things are going. Right now I can manage my
8 bills, but there are a number of people -- and I'm
9 thinking particularly some of the unrest that has
10 happened in this city, it happened because of the
11 dramatic disparity between the haves and the
12 have-nots. And I just heard this woman speak to
13 the notion that perhaps the poor are being charged
14 at a higher rate than the wealthy. And at one
15 level you hear this and you think, well, this is
16 hardly possible. But I also heard the issue of
17 transparency being addressed. And there is a
18 little transparency. Frankly, we should be able to
19 read our own meters, to read them against what
20 Ameren presents with us, and we don't have that
21 opportunity. To that end, I'm asking the
22 commission reject any pay increase. And I thank
23 you for the opportunity to speak.

24 JUDGE JONES: Thank you. I saw a hand in
25 the back here. Yes, ma'am?

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BETTY CARTER,

Of lawful age, produced, sworn and
examined, deposes and says:

JUDGE JONES: State your name for the court
reporter.

MS. CARTER: My name is Betty Carter. And
I agree with everything that has been said because
that's why I'm here, because I oppose the increase.
And I just wanted to come for two of my neighbors
that were unable to -- that were unable to be here
and I just wanted to give my testimony to the fact
that they -- and my neighbors and I, we disagree
with the increase because we are senior citizens
and we have been retired for a number of years and
we are widows and it's just when you have looked
forward to your retirement, and I have been at my
retirement almost 25 years, and it was something
that I looked forward -- looked forward to, to be
able to travel and do some things that I was unable
to do when I was employed, and now with -- because
I lived in an apartment for 30 years that I was
employed, and I moved back to St. Louis to this --
my father's -- I'm in my father's and stepmother's
home now. And it's a rather -- excuse me, it's a
rather large -- large home and I'm trying to -- to

1 move into an apartment because it would be better
2 for me at my age. So that's all. I just wanted to
3 say thank you for the opportunity to come and give
4 my opinion about the increase because I do feel
5 that it should not be increased or at least it
6 should not be increased the ten percent if it could
7 be lowered. That would be appreciated. But thank
8 you for allowing me to speak today. Thank you.

9 JUDGE JONES: Thank you, Ms. Carter. Yes,
10 ma'am?

11 MARIAN SHARPE,
12 Of lawful age, produced, sworn and
13 examined, deposes and says:

14 JUDGE JONES: Thank you. Please state your
15 name.

16 MS. SHARPE: My name is Marian,
17 M-A-R-I-A-N, Sharpe, S-H-A-R-P-E.

18 JUDGE JONES: Thank you.

19 MS. SHARPE: The last rate increase that I
20 attended, I really believed that justice would be
21 done. According to my understanding, it was not.
22 But I have since learned that you really cannot put
23 your trust in men without having a security in your
24 life to help you to make decisions. One of the
25 things that I have noticed, there's several

1 commercials on television. They're usually medical
2 commercials. They're trying to sell a pill or
3 they're trying to sell a liquid or they're trying
4 to sell something that's going to help your body in
5 some way. But at the end of the commercial,
6 there's a disclaimer, and it says that it causes
7 this and it causes this and it gives you other
8 contraindications. And that's what I have learned
9 about dealing with men. Whatever we are told will
10 be the best for us. There's a contraindication.
11 And so many rate increases have been asked of
12 Ameren and given. What I want to ask now is: Have
13 you considered other avenues to get done what you
14 say needs to be done other than rate increases?
15 When money is the only answer to every problem,
16 something's wrong here. Because it seems that,
17 well, if we get more money, we can -- we can solve
18 this problem. We'll have clean air. We don't
19 really have air as clean as we need it. It
20 definitely shows that. Has Ameren -- and I know
21 you cannot answer this question, but what other
22 avenues are available other than asking for more
23 money? Please consider that question. Thank you.
24 JUDGE JONES: Thank you, Ms. Sharpe. By a
25 show of hands, anyone else that would like to make

1 a statement on the record? Okay. I don't see any
2 hands. So we'll conclude this local public
3 hearing. Thank you all for attending.

4 (Ending time of the hearing: 2:35 p.m.)

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)SS

2 CITY OF ST. LOUIS)

3 I, Rebecca Brewer, Registered Professional
4 Reporter, Certified Real-time Reporter, and
5 Notary Public in and for the State of Missouri
6 do hereby certify that the witness whose
7 testimony appears in the foregoing hearing was
8 duly sworn by me; that the testimony of the
9 said witnesses was taken by me to the best of
10 my ability and thereafter reduced to
11 typewriting under my direction; that I am
12 neither counsel for, related to, nor employed
13 by any of the parties to the action in which
14 this deposition was taken, and further that I
15 am not relative or employee of any attorney or
16 counsel employed by the parties thereto, nor
17 financially or otherwise interested in the
18 outcome of the action.

19 _____ RPR, MO-CCR,
20 Notary Public within and for the State of Missouri

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24
25

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