

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Public Hearing

January 12, 2007
Mexico and Moberly, Missouri
Volume 11

In the Matter of Union Electric)
Company d/b/a AmerenUE for)
Authority to File Tariffs)
Increasing Rates for Electric)Case No. ER-2007-0002
for Electric Service Provided to)
Customers in the Company's)
Missouri Service Area)

In the Matter of Union Electric)
Company d/b/a AmerenUE for)
Authority to File Tariffs)
Increasing Rates for Natural Gas)Case No. GR-2007-0003
Service Provided to Customers)
in the Company's Missouri Service)
Area)

CHERYLN D. VOSS, Presiding
REGULATORY LAW JUDGE
STEVE GAW,
ROBERT M. CLAYTON, III,
COMMISSIONERS

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

2 JUDGE VOSS: I want to begin with some
3 preliminary information. I'd like to say good afternoon.
4 It's Friday, January 12th. The Missouri Public Service
5 Commission has set this time for a local public hearing in
6 Case Nos. ER-2007-0002 and GR-2007-0003, in which AmerenUE
7 seeks to implement a rate increase for its electric and
8 natural gas services. This hearing is being conducted
9 jointly in both Mexico and Moberly, Missouri.

10 The Missouri Public Service Commission regulates
11 the rates charged by investor-owned utility companies in
12 Missouri to ensure that those rates are just and
13 reasonable.

14 The Commission also regulates the quality of
15 service and safety of the operations of investor-owned
16 utilities.

17 The Commission is made up of five Commissioners,
18 three of whom are currently with us. Commissioner Steven
19 Gaw is in the Moberly location. Commissioner Robert
20 Clayton is in the Mexico location. And Commissioner
21 Connie Murray is here with me in Jefferson City. If any
22 other commissioners join us, I will let you know. I
23 believe they are planning to come down.

24 This is the -- an official hearing of the
25 Missouri Public Service Commission, and the statements and

1 testimony of witnesses will be recorded by a court
2 reporter who is located here with me in Jefferson City and
3 must be given under oath.

4 Due to confusion with the court reporter, if she
5 cannot identify who is speaking, I may interrupt someone
6 so that they can be identified for her benefit so the
7 record can accurately reflect who is speaking.

8 I want you to know that even if all the
9 Commissioners not able to be here today, they will all
10 have an opportunity to read the transcript and get access
11 to every witness's remarks.

12 The purpose of this hearing is to hear from you
13 on the subject of the proposed rate increases. This is
14 your opportunity to testify and give your remarks, and
15 they will be a part of the official case file in both
16 cases.

17 If you are unable to testify today for any
18 reason, there are flyers to pick up at the door. I think
19 I heard Lena speaking in one of the locations about the
20 flyers, they have a space for you to enter your comments
21 and include both the Commission's mailing address and fax
22 number. You can fill out the form and give it to a staff
23 member or fill it out later and then mail or fax it to the
24 Commission.

25 You can also enter comments directly by going to

1 the Commission's web site. The Commission's web address
2 is located on the last page of the implementation -- excuse
3 me -- the information handouts that you were given this
4 evening.

5 If you have questions, you can reach the
6 Commission Staff at (573) 751-3234 or the Office of the
7 Public Counsel at (573) 751-4857. Whether received live
8 today or in writing or through the Commission's web site,
9 all testimony will be given equal consideration and made
10 part of the case file in the appropriate case.

11 If you have comments concerning the rate
12 increases for electric service, take a green form. If you
13 have comments for the gas service, take a blue form. You
14 may, of course, provide comments in both cases.

15 For the witnesses who wish to testify live,
16 witnesses will be called to speak in the order in which
17 you sign up. We will take one witness from the Mexico and
18 then the Moberly location and then alternate until every
19 witness has had a chance to speak.

20 When your location is called and you're
21 identified to come up, I will ask you a few preliminary
22 questions such as to spelling your name and whether you're
23 a customer of AmerenUE. Then you'll be able to make your
24 statement.

25 Please stay at the podium until I dismiss you

1 because there may be questions from the Commissioners at
2 the various locations or from counsel that are present.

3 We will end this hearing, as I said, when
4 everybody has had a chance to speak. Does anyone have any
5 questions about the way things are going to go this
6 afternoon? Great. All right. Then we'll begin. Was
7 that a question?

8 COMMISSIONER GAW: No. Everyone's fine here.

9 JUDGE VOSS: Okay. Thanks.

10 JUDGE VOSS: Okay. We will begin the public
11 hearing on -- in the matter of Union Electric Company
12 d/b/a AmerenUE for the authority to file tariffs
13 increasing rates for electric service provided to
14 customers in the company's Missouri service area, Case No.
15 ER-2007-0002, and in the matter of Union Electric Company,
16 d/b/a AmerenUE for authority to file tariffs increasing
17 rates for natural gas service provided to customers in the
18 company's Missouri service area, Case No. GR-2007-0003.

19 we'll begin by taking entries of appearance from
20 counsel that are present beginning with AmerenUE.

21

22 MS. SUGGETT: AmerenUE has no counsel present.

23 JUDGE VOSS: Staff of the Missouri Public
24 Service Commission?

25 MS. SHEMWELL: Good afternoon, everyone, and

1 thank you, Judge. Lera Shemwell representing the Staff of
2 the Missouri Public Service Commission, Post Office Box
3 360, Jefferson City, Missouri, 65102. I am the lead
4 attorney in the natural gas case.

5 JUDGE VOSS: Office of the Public Counsel?

6 MR. MILLS: Thank you, Judge. On behalf of the
7 Office of Public Counsel, my name is Lewis Mills. My
8 address is Post Office Box 2230, Jefferson City, Missouri,
9 65102.

10 I'll note for the record that there is also no
11 counsel for AmerenUE here in Mexico, and I don't believe
12 there's anyone there in Moberly either, is that correct,
13 from Moberly?

14 COMMISSIONER GAW: That's correct.

15 MR. MILLS: And, Judge, I hope you've received a
16 copy of it. I filed a Motion to Dismiss earlier today on
17 the basis that AmerenUE has failed to appear at several of
18 these local public hearings. And I note that they have
19 failed to appear yet again today.

20 If it would please the Court, I'd be happy to
21 take up that motion while we're on the record today. I
22 know that you're able to rule from the Bench, and I know
23 that most of the Commissioners are present, either in
24 Jefferson City or in one of the other locations.

25 JUDGE VOSS: I don't think I will -- I -- I'll

1 entertain that later in a written form. Actually, Morris
2 Woodruff is the head judge in this case, so I think I will
3 leave it up to him to make a ruling on your motion when
4 received.

5 MR. MILLS: Okay.

6 JUDGE VOSS: But your --

7 MR. MILLS: Thank you.

8 JUDGE VOSS: -- your position is noted for the
9 record. And I would like to note that I believe there are
10 at least representatives able to answer questions on
11 behalf of the company at all locations. Is -- is that
12 correct?

13 MR. MILLS: Just so the record is clear -- just
14 so the record is clear, I want --

15 JUDGE VOSS: I'm sorry, Lewis. You're getting
16 interference. Lewis Mills, will you address -- make your
17 comments?

18 MR. MILLS: I want to be just -- so the record
19 is very clear, I want to make it quite clear that although
20 there are people from AmerenUE in all three locations,
21 none of them are legal counsel able to represent AmerenUE,
22 the corporation.

23 JUDGE VOSS: Duly noted. Thank you, Lewis. Are
24 there any other parties representing counsel present at
25 any of the locations? Hearing none, we will begin.

1 Let's bring forth -- actually, do any of the
2 Commissioners have questions before we begin?

3 COMMISSIONER MURRAY: None here.

4 JUDGE VOSS: Hearing none, will you bring
5 forward please the first witness from Mexico?

6 MS. FRED: Judge Voss, we'd like we call the
7 Honorable Senator Shoemyer, please, to the stand.

8 SENATOR SHOEMYER: For the record, I --

9 JUDGE VOSS: Just a second. Just one second.
10 My court reporter has a question. Was that Lena that
11 introduced the Senator? She wants you to identify who
12 introduced the senator. Sorry, guys. Who called the
13 witness?

14 MS. FRED: That was Gay Fred.

15 JUDGE VOSS: Gay Fred. Okay. And, Senator, I'm
16 going to swear you in briefly.

17 SENATOR WES SHOEMYER,
18 being first duly sworn to testify the truth, the whole
19 truth, and nothing but the truth, testified as follows:

20 EXAMINATION

21 BY JUDGE VOSS:

22 Q And could you please state and spell your name
23 for the court reporter?

24 A Senator Wes Shoemyer, last name S-h-o-e-m-y-e-r.
25 First name Wes, W-e-s.

1 Q And are you currently a customer of AmerenUE?

2 A No, I'm not.

3 Q Please proceed with your comments.

4 TESTIMONY OF SENATOR WES SHOEMYER

5 SENATOR SHOEMYER: Yes. I just frankly, wanted
6 to attend one of these public hearings directly for not
7 only my own benefit, but to see what the concerns were of
8 the constituents that I serve. I -- great to be with
9 Commissioner Gaw. Of course, Commissioner Clayton is here
10 in person and hope -- Commissioner Murray may hear these
11 comments.

12 But I applaud the Commission for using this
13 technology to get out, if you will, into the countryside
14 to hear what maybe average folks who may not be able to
15 make it to Jefferson City to these meetings that we have.
16 And with that, I wanted to compliment the -- the
17 Commission.

18 I think I also just want to briefly mention some
19 things that I would hope that we would concentrate on.
20 You know, the Governor and the Legislature are going to
21 make a real move to fully fund Utilicare, that -- a
22 program that will help those folks that may be in distress
23 with their gas bills and fuel bills and those things.

24 And I think that's a program that I hope that we
25 fully implement. I think, though, there's something that

1 -- while paying a gas bill is one thing, fixing the leak
2 is another. And I would hope that we fully implement and
3 look at -- and fully follow those programs that would
4 allow us to make homes -- as we mentioned, the Light Bulb
5 Program, implement those programs that help fix the roof,
6 if you will, that stop the leaks, that make our -- our
7 state as efficient as we possibly can and homes as warm or
8 cool as we could.

9 With that, I really don't have a lot to offer in
10 this case, Judge, but I just wanted to be here present. I
11 think it's part of my job to show up and listen because
12 what we do in the Legislature allows sometimes you, as the
13 Commission, the Commissioners, to do at the Commission.
14 So I wanted to be very mindful of -- of what we're doing
15 with that.

16 And, in fact, you know, there is an ice storm
17 approaching this state, and I will not tarry long. And I
18 just applaud all the crews that may be out there today,
19 and we all remember them and their safety because I am
20 sure there will be some calls today. So with that, I -- I
21 thank you.

22 JUDGE VOSS: Do any of the Commissioners have
23 any questions for this witness?

24 COMMISSIONER MURRAY: I would just like to say
25 thank you, senator, for your appearance here. I'm sure

1 your constituents appreciate it, and we appreciate your
2 input and your interest. Thank you.

3 JUDGE VOSS: Are there any questions by any --

4 COMMISSIONER GAW: Your agency -- Senator,
5 you're looking good up there on that screen.

6 SENATOR SHOEMYER: Likewise, I think.

7 COMMISSIONER GAW: We don't see you -- well,
8 that -- you look good now.

9 COMMISSIONER CLAYTON: Senator, I just wanted to
10 thank you for coming to the Mexico Advanced Technical
11 Center. This is a great facility, and we appreciate them
12 making it available to us.

13 We also appreciate you taking an interest in the
14 rate case. And it has an impact throughout your
15 Senatorial district, and we appreciate the comments that
16 you've given us here today. As always, if you have ever
17 have any constituent issues or matters, please don't
18 hesitate to contact any of us or our Staff. Thank you for
19 coming.

20 JUDGE VOSS: Are there any questions by any of
21 the counsel present?

22 MR. MILLS: No questions.

23 JUDGE VOSS: Hearing none, you're excused. Can
24 I have the first witness from Moberly, please?

25 MR. KELLY: Judge, this is Kevin Kelly. What we

1 are going to do is put a wireless mic on our witnesses so
2 that we can maximize the ability for people to hear them
3 in different locations. So if you'll bear with us, we'll
4 call Mr. Bob Tallman up and put the microphone on, and
5 we'll get him underway.

6 JUDGE VOSS: I'm going to go ahead and swear you
7 in.

8 BOB TALLMAN,
9 being first duly sworn to testify the truth, the whole
10 truth, and nothing but the truth, testified as follows:

11 EXAMINATION

12 BY JUDGE VOSS:

13 Q Could you please state and spell your name for
14 our court reporter?

15 A Now, I can't understand you very good. I'm kind
16 of hard hearing and you run together on me. Judge, what?

17 Q Could you please state and spell your name for
18 the court reporter?

19 A Bob Tallman, Huntsville, Missouri, B-o-b
20 T-a-l-l-m-a-n.

21 Q Thank you. And are you currently a customer of
22 AmerenUE?

23 A I sure am.

24 Q Do you have gas service, electric or both?

25 A Both of them.

1 Q Do you have any comments you'd like to make
2 today?

3 A Well, it ain't good.

4 Q They're your comments. Feel free.

5 TESTIMONY OF BOB TALLMAN

6 MR. TALLMAN: I run a trailer court over there
7 at Huntsville. I got mostly all retired women and men
8 lives in it, and they're on Social Security. And I don't
9 see how in the world they'll make it if the -- they get a
10 raise in gas price. They're just hardly making it now.

11 I know one of them has to do without a little
12 medication on account she just can't hardly make a go of
13 it. And I went to court, and I'm on Social Security, and
14 I'm making it all right. But I ain't got nothing to brag
15 about, I'll tell you that.

16 And I don't know -- UE has never helped me out
17 over there where -- I know Macon Electric will. I know
18 REA does their customers. I've gotten a lot of praise on
19 those deals.

20 And I -- when I built that little trailer court,
21 I had a 60 amp service for every trailer. That was back
22 in the '60s. And then they turned around and started
23 pulling these electric trailers in. I had to go to 150
24 amp.

25 UE comes along, says you take that 60 amp

1 service down, you can't put 200 amp or 150 amp back up on
2 the same pole. Well, what was I going to do? Well,
3 you've got to set a pole about 4 foot from that one and
4 put the service on your own pole, and then we'll hook it
5 up.

6 Every time you turn around, UE is cutting. They
7 won't even drill the damn hole for you. And I don't know
8 whether -- where they come out with wanting a raise on
9 electricity on the way everything else is doing.

10 JUDGE VOSS: Are there any Commission questions
11 for this witness.

12 EXAMINATION

13 BY COMMISSIONER MURRAY:

14 Q Good afternoon -- good afternoon. How many
15 times have you attempted to call AmerenUE's service
16 department, customer service?

17 A Well, it used to be right here in Moberly, and
18 I'd go by and talk to them. And they -- if I needed
19 something done, having electricity problems, they'd come
20 out and check it.

21 One time, lightning hit and knocked a bunch of
22 fuses out there on the pole. They came out and checked it
23 when I came by. But as far as calling them on anything
24 else in my little trailer park, just do it yourself.
25 That's just what it amounts to.

1 Q Well, have you attempted to call and not been
2 able to get through?

3 A Oh, they'll come out and fix it. They would. I
4 -- well, I don't know for sure whether they would or not,
5 but I would say they will. But you'll sure get a bill for
6 it.

7 COMMISSIONER MURRAY: Okay. Thank you for your
8 testimony.

9 EXAMINATION

10 COMMISSIONER GAW:

11 Q Mr. Tallman, I have a few questions for you.

12 A Fire ahead.

13 Q First, I want to talk to you a little bit about
14 this issue you have when you say UE will help you -- will
15 not help you but REA will.

16 A Yeah. Yeah. Well, yeah. On --

17 Q Can you give me some specifics? I'd like to
18 hear about that.

19 A Well, Macon Electric, if you want to put an
20 underground heating system in or need a hot water heater
21 or need some wiring for your house or build on it, they'll
22 come -- they'll -- on an underground heating system,
23 they'll pay close to half of it, help you out on that.

24 On the hot water heater, a lot of people I do
25 know of has picked up hot water heaters from them, and

1 they pay part of that or give you it wholesale price on
2 pipe, on -- on if you wanted to -- I asked Union Electric
3 here one time -- it was Missouri Power & Light at that
4 time. I asked them, I'd like to have three phase in my
5 little shop over in Huntsville.

6 Well, it was going to cost me \$5,000 to put it
7 in and guarantee them so much a month for that three
8 phase. Well, at that very time, Macon Electric had come
9 out and put up a transformer, which they didn't have --
10 they give you three phase. Doesn't cost you a darn dime.
11 And they -- but you didn't have but 220 three phase, but
12 you're fine. That's all I wanted anyway.

13 No. I -- every time you turn around, they want
14 money. Money, money, money. And, man, how can these
15 other places like the REA and the Macon Electric help you
16 out when UE, all they want is money? And now they want
17 more money for rates.

18 Q Yeah. When you get -- when you talked about the
19 Commission calling somebody or being able to go over to
20 the office in Moberly. Do you remember that?

21 A I used to. Yeah.

22 Q Do you remember that? You can't do that
23 anymore?

24 A No. You've got to call St. Louis. And the gal
25 down there don't even know where you're at or who you are,

1 and you tell them what's wrong, and you have a hell of a
2 problem now.

3 Q So when you're trying to tell them what's going
4 on, you're talking to somebody in St. Louis?

5 A Yeah.

6 Q They don't have any idea --

7 A I think they think they're in China. I don't
8 know. Man, they don't even know where you live.

9 Q What was it like when they had their office open
10 in Moberly? Was it --

11 A It was great. You go by and stop in the office,
12 ask them what's going -- what you needed or something, and
13 you get an answer for it. If you had problems with
14 electricity went off, the power went off in Moberly, man,
15 they'd come right out.

16 Now, you call St. Louis. Well, where do you
17 live at? Where are you at? Well, man, I live -- are you
18 sure you're on the UE? One time I come by, a friend of
19 mine was coming back from Macon, and the UE was out here
20 fixing the power line which was on -- really belongs to
21 Macon Electric. They didn't even know where they was at.
22 So I don't know. Take it for what --

23 Q Now --

24 A That's been several years ago.

25 Q So do you think the service in this area changed

1 negatively in -- in a bad way when they closed that
2 office?

3 A Yeah.

4 Q How much -- how much did that impact people
5 after that?

6 A Well, I tell you what, right now you'd have a
7 whole bunch in here if they wasn't working for a living at
8 a factory or something. But this is kind of to me a
9 sneaky deal.

10 Q The time for the hearing is?

11 A Yeah. Well, all these people are working trying
12 to make a living. The only reason I'm here, I'm retired.
13 And maybe I'm a little retarded, too, but by gosh --

14 Q Well, you might tell people what it's doing
15 outside right now, too. It's ice coming down.

16 A Yeah. It's ice out there. And the roads ain't
17 really slick yet, but the bridges are getting slick and
18 the gravel roads are.

19 Q Yes. Now, in regard to -- to your -- to your
20 service, you haven't talked about it. And I'd like to
21 know whether you have any problems with liability of
22 service with outages or anything like that?

23 A No. I can't say I do.

24 Q That part's okay?

25 A Comes down -- off -- electricity is off for a

1 while. But don't get me wrong. I worked construction all
2 my life, built bridges all over this damn place around
3 here. It takes time to get out there and get it fixed. I
4 realize that.

5 Q Sure. But you're not complaining about that
6 part?

7 A Not too much on that.

8 Q Okay. And the -- the issues that you're dealing
9 with at your trailer court, I -- as I understand it, you
10 -- you believe that -- that there's some difficulty in
11 what they're asking you to pay for in exchange to that.
12 And I'm not trying to put words in your mouth. Just
13 trying to understand what you're talking about.

14 A Well, I know that if they go up and increase the
15 price, there's going to be some -- going to be some women
16 over there that's 81 years that ain't hardly going to make
17 it there.

18 Q That's because of the price?

19 A Because myself, I'm going to make it somehow.

20 Q But what about the issue of where the pole is
21 set and how to make the --

22 A I -- that's something else. They told me I had
23 to set another pole, like I said, 4 foot from that and put
24 all my hardware and my disconnects and all that, my meter
25 base. Then when you buy a meter base for it you -- Macon

1 will. Fayette will. That's REA. They know -- put up it
2 out there, okay, dig the hole. They don't even want to
3 drill a hole for you. Well, their boys come out and set
4 it up for you. Then they turn around and say you can't
5 put it on our pole because that's got a lot of danger in
6 it. Somebody's going to get hurt.

7 But you go down right down the damn road here
8 and look up on their poles, and if you want to pay for a
9 light to be put up there on their pole, they'll put all
10 kinds of damn hardware up there and, like I said, as long
11 as somebody is paying for it.

12 COMMISSIONER GAW: I don't think I have any
13 other questions. Thank you, Mr. Tallman.

14 MR. TALLMAN: Okay.

15 COMMISSIONER GAW: I don't know -- maybe
16 Commissioner Clayton might have.

17 MR. TALLMAN: I don't know whether it will do
18 any good or not, but that's the way I feel.

19 COMMISSIONER GAW: Well, it's important to hear
20 you speak.

21 EXAMINATION

22 BY COMMISSIONER CLAYTON:

23 Q Mr. Tallman, this is Robert Clayton from Mexico.
24 I'm at the Mexico hearing. Can you hear me okay?

25 A Yeah. I can make it out so far.

1 Q Mr. Tallman, I don't want you to beat around the
2 bush with your answers today, okay?

3 A Well, I don't intend to.

4 Q Don't sugar coat it. We want you to give
5 straight answers.

6 A Well, that's what you're going to get. You
7 might not like it, but that's what you're going to get.

8 Q Mr. Tallman, I only had one question, and it's
9 pretty much already been answered, I believe. But tell me
10 again whether or not you believe you have reliable
11 service. Does the power stay on where you live?

12 A Yeah. It's always stayed on. It's went off a
13 few times, but it was on account of the limbs falling and
14 breaking and knocking out big fuses out there on the post.
15 But they always got back to it.

16 Q Okay. Well, I'm glad to hear that.

17 A I'm the first guy in the trailer court they call
18 if anybody has any problem there.

19 COMMISSIONER CLAYTON: I understand. I don't
20 have any other questions. Thank you very much for coming,
21 Mr. Tallman.

22 MR. TALLMAN; okay. That wasn't sugar coated.

23 JUDGE VOSS: For the court reporter's benefit,
24 I'm going to allow counsel for Ameren who has just arrived
25 to make his entry of appearance.

1 MR. BYRNE: Thank you, your Honor. My name is
2 Tom Byrne. I'm representing AmerenUE. And my address is
3 1901 Chouteau, St. Louis, Missouri, 63103.

4 JUDGE VOSS: Thank you. Can you bring forward
5 the second witness from Mexico?

6 MS. FRED: Yes. Judge, we have Robert -- is
7 it --

8 Mr. MARTY: Marty.

9 MS. FRED: We have Robert --

10 MR. MARTY; Robert Marty.

11 ROBERT MARTY,
12 being first duly sworn to testify the truth, the whole
13 truth, and nothing but the truth, testified as follows:

14 EXAMINATION

15 BY JUDGE VOSS:

16 Q Will you please state and spell your name for
17 the record?

18 A My name is Robert Marty, M-a-r-t-y. I live at
19 1411 Beddington in Mexico, Missouri. I'm both a
20 residential gas and electric user of AmerenUE.

21 Q Do you have any comments you'd like to make this
22 evening?

23 A Yes.

24 TESTIMONY OF ROBERT MARTY

25 MR. MARTY: First, I want to make it very clear

1 that as far as my experience with AmerenUE for 30 years or
2 better, we received excellent service in Mexico. They've
3 been very responsive on a general basis. And in time of
4 disasters, they've fought hard to get things back up.

5 The gentleman in Moberly, however, I heard his
6 point. You call a number and you get mechanical answers.
7 And if you're in real trouble, you have to call the City
8 Hall who has got a number into the Union Electric or
9 AmerenUE. So it's not really available. And that's a
10 continuing problem.

11 I can get it routed, but you can imagine how
12 folks like Mr. So-and-so, how he would have difficulty.
13 So that -- you need to be more accessible.

14 I want to tell you, we appreciate having these
15 hearings here. Off and on, you have them in Mexico, and
16 it's helpful to have them here.

17 We hope that you're here long enough to have
18 lunch. And if you get iced in, stay in a motel, spend
19 some money down at Wal-Mart. And, of course, this is the
20 Advanced Technical Center. I have to make an
21 advertisement here. This is a corroboration of Moberly
22 Union College, Linn Tech, an extension of University of
23 Missouri and City of Mexico. And the city of Mexico has
24 made an amazing amount of private contributions to this
25 place.

1 So I'm glad you're here for that purpose. I
2 told you I'm glad you're here, and I want to give you a
3 little history. Twenty years ago, you had a hearing in
4 the Mexico city counsel. I appeared then. Nobody here is
5 old enough to remember, but I'll tell you what happened.

6 I pointed out that Union Electric owned Missouri
7 Power & Light, which is Missouri -- Mexico's electric
8 company and two others. They were sole stockholder and
9 each one of those companies had a bureaucratic
10 organization of several hundred people, attorneys,
11 lobbyists, white collar.

12 And I asked why would that be if there's only
13 one stockholder. Nine months later -- and you can look
14 this up, as Casey Stengle (ph.) said. Nine months later,
15 in a -- Union Electric laid off several hundred people,
16 consolidated all into one corporation and then reduced the
17 rates 5 percent. Do you remember that, Cecil? Do you
18 remember that?

19 They reduced it from five to six. So these
20 meetings do have a beneficial effect. When Union Electric
21 was asked why didn't you do this before, Mr. Clayton, they
22 said the Missouri Public Service Commission never brought
23 it up. So that's where, Lewis, the -- the Public Service
24 Commission has to be aggressive.

25 Although I'm glad to hear that they're looking

1 for a rate cut on this one. I'm glad to hear that. Two
2 years ago, we met at the Mexico High School on the stage,
3 and you were going for a basic gas increase of what it
4 cost per month.

5 And I'm going to tell you, we were being charged
6 \$6 a month, and you wanted to go to 18. And when I got to
7 testify, I said, Well, since the last time we had the
8 increase, you fixed our meters so that they can be read
9 from the sky. You can't get a human on the telephone.
10 There ought to be some savings, although they're not
11 reflected in this.

12 And after the discreet period of time, UE came
13 back and said, You know what, we used the wrong figures to
14 present to the Missouri Public Service Commission. And
15 I'm giving you a dead-on quotation. I'm not making it up.
16 It's in the paper.

17 So in these -- we've all got to be awake. I'm
18 worried that there's no imagination being shown here. I
19 have this flyer from Empire District Electric Company,
20 which I'll leave with you. And they talk about the wind
21 farms that they've established and are using. And, also,
22 in northwest Missouri, Leon and Maryville, I believe
23 there's wind farms there.

24 I don't know how much wind farms can contribute,
25 but we certainly ought to be looking at it. On this light

1 bulb change here, well, I just missed it. If you're --
2 it's only in West Lake, we missed it. It probably ought
3 to be -- and I don't know that it wasn't. It ought to be
4 in your bill somewhere. You ought to be telling us about
5 it. Because this one, they -- Empire District Electric
6 Company believes you can save the equivalent of one power
7 plant.

8 Power companies in Wisconsin and Minnesota, and
9 they concentrate on trying to have you buy energy
10 efficient material, and they give you rebates. And I
11 think the gentleman from Moberly was referring to that.
12 But we have none of that effort.

13 In fact, AmerenUE is not very energy conscious
14 itself. It's building down in St. Louis is a big, old,
15 black building, and that must have a heat loss in there
16 that you can't even add it up. Probably can see it from
17 the moon.

18 Also, we -- it's a sad thing, Senator Shoemyer,
19 that the Legislature almost unanimously, irregardless of
20 party, passed the -- the power law. And in that power
21 law, you said that if the conservation reduced the amount
22 of electricity and gas used that the Missouri Public
23 Service Commission would have a right to raise the rate.

24 That's going against what we ought to do. We
25 ought to be pushing conservation. That's a -- that's a --

1 that's a really poor piece of business. I'd draw that
2 back and re-do it.

3 And I think it's within the possibility of the
4 Public Service Commission to set the rates so that they
5 would benefit AmerenUE if there was conservation. And if
6 there's a way to figure out that the -- you can make more
7 money if you can save money. Missouri's not going to be
8 well served if you add another coal-fired plant.
9 We're all restructuring the pollution of all sorts of
10 kind.

11 What we need to do is to reduce the amount of
12 capital expense you do have. We need AmerenUE to make
13 money. I'm not begrudging you that. But you can't be in
14 a time warp of 40 years. And that means the Legislature
15 as well.

16 I told you, Mr. Mills, I was glad to meet you,
17 that I appreciate Mr. Coffman's work earlier. He was
18 aggressive on behalf of us. I hope you can follow that
19 line and don't get fired by the Governor. But somebody's
20 got to stand up for us, and we need that help.

21 And I do really, really appreciate being here.
22 I think it's a great way to do it. I appreciate the
23 courtesy that you've extended, and I mean to Ron Lesh, and
24 the local people have been very kind. And I thank you
25 very much. That's the end of that. Thank God, some

1 people say.

2 JUDGE VOSS: Are there any Commissioner
3 questions?

4 COMMISSIONER MURRAY: This is commissioner
5 Murray, and I just want to thank you for being here and
6 sharing your comments with us. And in the interest of
7 getting everybody off of the icy roads in a short amount
8 of time, I won't ask any questions. Thank you.

9 EXAMINATION

10 BY JUDGE VOSS:

11 Q I did have one question, Mr. Marty. Are you a
12 government official for the City of Mexico?

13 A I have been -- Judge, I'm glad you asked that,
14 even though it's icy. I served six years on the City
15 Council of Mexico and seven years on the -- on the Mexico
16 school board. I do not represent them here. I'm just
17 representing myself and -- and a long-term effort to work
18 with the electric company and system here.

19 It's -- in Sedalia, incidentally, I might tell
20 you, in that part of the -- being on the City Council, we
21 were the first city in -- in Missouri to be able to use
22 consolidated electric for our industries on the edge of
23 our town.

24 And you want to talk about UE being mad. This
25 was before your time on that pole, I would hope. And we

1 were able to do it. And just give you that for free.

2 Anyway -- yes, Mr. Clayton.

3 COMMISSIONER CLAYTON: Judge, I was waiting for

4 -- I do have a question. I was waiting for Commissioner

5 Gaw. I didn't think he'd pass up the chance.

6 COMMISSIONER GAW: You go right ahead. I've got

7 some questions.

8 MR. KELLY: Hold on just --

9 EXAMINATION

10 BY COMMISSIONER CLAYTON:

11 Q Okay. Mr. Marty, I just wanted to ask you about

12 -- you brought up energy efficiency and conservation. We

13 don't always hear about those issues at these hearings,

14 and I'm glad that you brought those up.

15 The question I wanted to ask you, as a consumer,

16 as a former official, elected official, I wanted to ask

17 you what you think needs to be done in terms of education

18 and in terms of recruiting both utilities and customers to

19 be more knowledgeable and aware of energy efficiency

20 issues and conservation issues.

21 A I'm -- I'm glad you asked that because I think

22 it's an oxymoron. I -- somebody said to me that -- it was

23 the man in the plaid shirt. He's in charge of education

24 or something with the Missouri Public Service.

25 What education is going on by Missouri Public

1 Service? I mean, keeping them under. I think we ought to
2 be able to have a system where they'll encourage you to
3 buy energy efficient equipment, and we need to make it
4 public. They say, Well, we're a private corporation. We
5 shouldn't do that. If you want to come up to us and have
6 us all pay more, I don't know under the system of
7 education who they're educating.

8 Q What do you think is the best method, though, of
9 communicating with the public? We've got flyers and we've
10 got places on our web site. But I understand what you're
11 saying. It doesn't reach a great number of people.

12 And I will add that you have to have a public
13 that's looking for it and that wants to engage in the
14 conversation. What can we do to -- to create that
15 awareness?

16 A Well, when you talk about web site and Internet
17 and so forth, you're talking to an old minister who still
18 writes his sermons in yellow pencil on a yellow pad. And
19 so there are a lot of people -- the best way you're going
20 to get them is have the flyer in their bill.

21 Now, Ron, I believe we just had a card out,
22 don't we? Or is it an envelope? Is it in an envelope?
23 If it's in an envelope, you should be sending this
24 information.

25 Mr. Clayton, AmerenUE has been very careful not

1 to tell us how to save money by that. And I think
2 AmerenUE itself does not have a conservation program from
3 its own buildings in the place that it is. They ought to
4 be the first to lead the way.

5 Q Do you think the public is looking for this
6 information?

7 A I think so.

8 Q Is it both electricity and gas or just one or
9 the other?

10 A When you stick them both with \$6 a month on both
11 gas and electricity, they're going to be -- in the
12 streets, they're really going to be hurt. I think even
13 with a person with a lot of money, that's going to --
14 that's going to be hurt.

15 The gentleman from Moberly talked about senior
16 citizens and so forth. And I look to the percentages in
17 this town, but it's 14 or 15, 16 percent over 55, and
18 Missouri's 80.

19 I don't want to make a case of sympathy for old
20 people. I am saying AmerenUE ought to take steps to
21 conserve the energy in their own system and offer us a way
22 to conserve.

23 And I think the way to do it is one-on-one. You
24 can then have meetings which I don't think will be as well
25 attended as in the bill. Information that comes with the

1 bill and says, We're going to raise your price unless you
2 can do some of this.

3 And I think the Missouri Public Service
4 Commission should help them set rates so they can benefit
5 from conversation rather than Senator Shoemyer have the
6 right to raise it to us when we conserve something.
7 That's Alice in Wonderland stuff. That's sugar coated.

8 Q Yeah. Everybody wants -- everybody's beating
9 around the bush here today. I appreciate your comments,
10 and I want you to be aware that we're hearing what you're
11 saying. And I think these are important issues, and I
12 appreciate you bringing them up.

13 A Okay.

14 COMMISSIONER CLAYTON: I think maybe
15 Commissioner Gaw has a few questions.

16 COMMISSIONER GAW: I do.

17 MR. MARTY: Yeah.

18 EXAMINATION

19 BY COMMISSIONER GAW:

20 A You were there when I -- you were there when I
21 brought up the issue about the electricity -- about the
22 gas basins. But anyway, good to see you, sir.

23 Q (By Commissioner Gaw) It's good to -- good to
24 talk to you, too. And I guess I can't comment on your
25 testimony, but I -- I suspect you know I'd like to. Let

1 me ask -- let me ask some questions about your
2 conservation ideas.

3 Really, the Commission wants to kind of explore
4 this and look at this case. Have you seen any -- or would
5 you be in favor of having a different rate charge if a
6 residence or a business met certain efficiency standards,
7 a lower rate?

8 A Yes. Yes. And I also think they should very
9 strongly consider having variable rates so that you would
10 push people off the day and have them doing at night,
11 having double meter systems so that a lower rate would be
12 charged in the evening.

13 That's not unusual. That's done all over
14 Europe. It's done some places in the United States.
15 There's absolutely no reason that that shouldn't be done.

16 Q Okay. We've got --

17 A I mean -- pardon.

18 Q We've got some -- we've got some things around
19 the country, which are variable rates and meter reading,
20 which need -- even more often than -- than the day -- but
21 at a minimum, what you're saying is have a day and night
22 and make it vary so you can encourage people to use the
23 power in the evening, correct?

24 A That's right. And in the City of Columbia,
25 which has its own electric company, I'm sure of that,

1 they --

2 Q That's true.

3 A They do have -- they do have variable rates. I
4 believe the people there have to buy a special meter, but
5 you can spot that. And it's possible. But they do have
6 variable rates in Columbia. So it's not -- no reason they
7 couldn't be system-wide.

8 Q And that -- they also have some -- in going
9 towards some standards on having certain percentage of
10 their electric power being renewable. Is that something
11 you see --

12 A Well, yes. I think that's right. I think every
13 garbage truck has a possibility to provide gas that can be
14 converted to energy. I mean, everyone we've got. I don't
15 know how big you've have to be. But we've got a lot of
16 garbage around here. And AmerenUE can lead the way as far
17 as I'm concerned.

18 There's no imagination here. No garbage dumps.
19 No giving a discount on energy efficient equipment. There
20 are utilities -- I didn't know the one about Macon, but
21 there are utilities in Wisconsin and so forth, buy a
22 refrigerator that's energy efficient, they'll give you
23 \$100 on the spot.

24 I don't know how close that was to right, but it
25 was my effort to make it right.

1 Q Now, in the last case that Ameren had in front
2 of the Commission that was settled and resulted in a rate
3 reduction, there was some provision in there for a program
4 for rebates for efficient furnaces. Is that kind of a
5 program something that you think should be continued, and
6 is it something that you think should be expanded to other
7 things?

8 A Absolutely. That's a wonderful idea. They must
9 have kept it pretty secret. I missed it. But that's an
10 excellent idea.

11 That's the way we do it. And then -- and then
12 Representative Gaw -- Commissioner Gaw, then -- then we
13 even want to ensure that when the energy is saved, that
14 doesn't cost a rate increase. You need to get back into
15 the rates and be able to benefit AmerenUE when energy is
16 saved.

17 Q Yes, sir. I -- I understand what you're saying,
18 I'm afraid. And I think -- I think that's all I wanted to
19 ask today, except when you were talking about the
20 automated system earlier, is that system -- have you had
21 any -- aside from the fact that it is much more difficult
22 for you to get in touch with somebody?

23 Now that you can't go over to the office at
24 Mexico, is it difficult to deal with the automated system
25 when you call it, or do you have an opinion about that?

1 A In the -- yes. It's difficult, and -- and
2 that's not the fault of anyone in this town, I will let
3 you know. For instance, some years ago, we had a fire on
4 Jefferson Street. The building was under construction.
5 It was all nominations of the fire.

6 And we had to call the -- the automated number
7 to turn the gas off, and we couldn't get around -- and
8 this is when I was on the Council. We couldn't get the
9 gas off until we finally got somebody special to come over
10 and get it.

11 I think by not being able to get directly to
12 some emergency levels, we were in some hazard here. But
13 people -- other people know how to do it, but the ordinary
14 person doesn't know how to do it. I don't mean ordinary,
15 but, I mean -- I mean --

16 Q One other question that you haven't touched on,
17 do you have any idea about what -- whether the tree
18 trimming practices in Mexico are adequate or not?

19 A As far as I'm concerned, they're good. That's
20 meaning get all the limbs down, and we do. We're an older
21 community. We have established trees. But they're always
22 running around with that funny name trimming on trees.
23 I'm afraid to say it in public.

24 Q Yes, sir. I think I know who you mean. Thank
25 you very much for coming. I appreciate your comments.

1 A Thank you, Commissioner Gaw.

2 COMMISSIONER CLAYTON: Thank you, Mr. Marty.

3 MR. MARTY: Thank you all. I appreciate it very
4 much.

5 JUDGE VOSS: All right. Ready for the second
6 witness from Moberly?

7 MR. KELLY: Judge, this is Kevin Kelly again.
8 We have been handed a fax from the Office of the Public
9 Counsel here that we would like instructions as to what we
10 should do with this fax.

11 JUDGE VOSS: Is that the Motion to Dismiss?

12 MR. KELLY: Mr. Mills had indicated --

13 MR. MILLS: Yeah. That was a -- the pleading
14 that I filed earlier today, the Motion to Dismiss that I
15 referred to. I didn't -- I didn't know if the Commission
16 was going to be willing to take it up today, so I wanted
17 to be sure Commissioner Gaw had a copy there in -- in
18 Moberly.

19 So if you can please give it to him, it's been
20 filed, so it won't be an ex parte communication. It's
21 just a courtesy copy.

22 MR. KELLY: We have done so. We have done so.
23 Thank you very much.

24 JUDGE VOSS: And I'll say --

25 MR. KELLY: The next witness --

1 JUDGE VOSS: We all have copies of that at the
2 Commission, too.

3 MR. KELLY: Okay. The next witness here at
4 Moberly is Mr. Eschliman. Okay, Judge.

5 EDWARD ESCHLIMAN,
6 being first duly sworn to testify the truth, the whole
7 truth, and nothing but the truth, testified as follows:

8 DIRECT EXAMINATION

9 BY JUDGE VOSS:

10 Q Could you please state and spell your name for
11 the record?

12 A Edward Eschliman, E-s-c-h-l-i-m-a-n.

13 Q And are you currently a customer of AmerenUE?

14 A Yes.

15 Q Did you have gas, electric or both?

16 A I have both.

17 JUDGE VOSS: Thank you. Please proceed with
18 your comments.

19 TESTIMONY OF EDWARD ESCHLIMAN

20 MR. ESCHLIMAN: Well, as -- in regards to the
21 man from Mexico where he said he had such a time with the
22 automated system getting a hold of somebody, he's
23 absolutely right. Sometimes it might take as high as 30
24 or 40 minutes to ever get around to talking to a -- a live
25 body.

1 You begin to think maybe there isn't anybody
2 there, it's just to confuse you.

3 COMMISSIONER GAW: Go ahead if you've got
4 anything else.

5 MR. ESCHLIMAN: Okay. Well, I'd like to address
6 the issue on when somebody has a wreck and breaks a pole,
7 I think the cost of re-installing this pole is pretty
8 excessive, really.

9 COMMISSIONER GAW: Go ahead and say whatever you
10 want to say. Just go ahead and keep going.

11 MR. ESCHLIMAN: Okay. All right.

12 COMMISSIONER GAW: It's kind of awkward to deal
13 with it. Just keep talking and say whatever you'd like to
14 say.

15 MR. ESCHLIMAN: Okay. Well, I guess that about
16 covers it, really. I do appreciate being able to come and
17 talk to you people. And -- but I really think AmerenUE,
18 like the man from Mexico said, they don't promote
19 efficiency.

20 I mean, some of these other companies -- even
21 Wal-Mart is pushing these florescent bulbs. You don't
22 hear anything out of AmerenUE. And I think the rate
23 increase they want on both the gas and their electricity
24 is excessive.

25 COMMISSIONER MURRAY: This is Commissioner

1 Murray. Thank you very much for your testimony.

2 MR. ESCHLIMAN: That's all.

3 COMMISSIONER MURRAY: Okay.

4 EXAMINATION

5 BY COMMISSIONER GAW:

6 Q Mr. Eschliman, I've just got a few questions to
7 follow up on what you said.

8 A Okay.

9 Q First of all, it sounds like you've had
10 experience trying to call Ameren and got in to this -- to
11 this automated system.

12 A Yes, I have.

13 Q Can you tell me how many times you've had that
14 experience, just generally?

15 A Well, four or five, really.

16 Q Recently or --

17 A No. It's been back a year or two, probably.

18 Q But within the last two years --

19 A Yes.

20 Q -- or so? When you call them, does it ring for
21 a long period of time before anything picks up, or does it
22 -- is it after the machine picked up that it takes a long
23 time to get it to where --

24 A After they pick up.

25 Q After they pick up?

1 A Yeah.

2 Q And then it takes a long time before you can get
3 to -- to some sort of an answer?

4 A Well, you've got to go through this big spiel
5 they've got. If you've got an emergency, punch 1. If
6 you've got something else, punch 2. If you're just
7 bitching, bitch 3 or something like that, you know. So I
8 -- I don't know. And like some of these older people, I'm
9 sure they have a problem with it.

10 Q Now, when you were dealing with trying to --
11 trying to get through there, did you ever get to talk to a
12 real person?

13 A Yeah. Finally.

14 Q Okay. But it would take a long time until you
15 got to that point --

16 A yeah.

17 Q -- if I'm following you? There was a -- I --
18 I'm not sure exactly what you were concerned about with
19 the -- with the cost of the pole. It was you think that
20 the charges that they -- that they have for replacement of
21 a pole is too high? Can you give any more specifics on
22 how much that is?

23 A Well, the case I remember in particular was the
24 -- the -- this guy hit a pole, and it killed him. And
25 they turned around and sent the people of the estate, I

1 suppose, for over a thousand dollars. And I can't see
2 where a pole even setting it is going to cost a thousand
3 dollars.

4 Q Was that recently, also?

5 A Well, that's been three or four years ago.

6 Q Okay.

7 A Probably twice that now.

8 COMMISSIONER GAW: I believe that's all the
9 questions I have, Mr. Eschliman. Thank you for coming.
10 We'll see if Mr. Clayton has any questions.

11 EXAMINATION

12 BY COMMISSIONER CLAYTON:

13 Q Mr. Eschliman, this is Robert Clayton in Mexico.
14 I just want to ask you about the reliability. Are you
15 happy with the service that you receive? Does the power
16 stay on?

17 A Yeah. When I finally got somebody, then they
18 come out and fixed it. Yeah.

19 Q But on a day-to-day basis, does the power
20 generally work? Or do you have a lot of outages?

21 A On a day-to-day basis, it's -- it's really
22 pretty good.

23 Q Okay.

24 A The one they had --

25 Q Great. I don't -- go ahead and finish.

1 A When they have an outage, sometimes it takes
2 them a long time to get us back to going, which I
3 understand they've got a logistics problems, but --

4 Q What's the longest amount of time that you've
5 ever been out of power?

6 A About two days.

7 Q And how often has that occurred?

8 A Well, just once in about 10 or 15 years, I
9 guess.

10 Q Oh, okay.

11 COMMISSIONER CLAYTON: Okay. I don't have any
12 other questions, Mr. Eschliman. Thank you very much for
13 coming.

14 EXAMINATION

15 BY COMMISSIONER GAW:

16 Q Just a couple things. Mr. Eschliman, was that
17 outage during the ice storm a couple months ago?

18 A Yes. Yes.

19 Q Yes. Okay. And the issue that you had with
20 regard to somebody coming out, is that related to how long
21 it took to get -- to get through to tell somebody about
22 the problem or also how long it took after you actually --

23 A I think it was related to more how long it took
24 to tell somebody about the problem.

25 Q And you remember when, of course, there was an

1 office here in Moberly?

2 A Yes.

3 Q Did you like it better when there was an office
4 here where you could just talk to people?

5 A Sure.

6 Q Would you prefer a local office as opposed to
7 what you're dealing with on an automated phone system?

8 A Yeah. I think I would.

9 COMMISSIONER GAW: That's all I have. Thank
10 you, Judge. Thank you, Mr. Eschliman.

11 MR. ESCHLIMAN: Okay.

12 JUDGE VOSS: The witness is excused. Can we
13 call our third witness from Mexico?

14 MS. FRED: Judge, we're going to call Harold
15 Enslen.

16 HAROLD ENSLEN,
17 being first duly sworn to testify the truth, the whole
18 truth, and nothing but the truth, testified as follows:

19 EXAMINATION

20 BY JUDGE VOSS:

21 Q Could you please state and spell your name for
22 the record?

23 A Harold, H-a-r-o-l-d, middle initial S, last name
24 E-n-s-l-e-n. Enslen.

25 Q And are you currently a customer of AmerenUE?

1 A Yes, I am.

2 Q Gas?

3 A Just -- just electricity.

4 Q Just electric. Great.

5 JUDGE VOSS: Please make your comments.

6 TESTIMONY OF HAROLD ENSLEN

7 MR. ENSLEN: Yes. Okay. Well, I'm one of the

8 senior members in the community and been involved in

9 member --

10 JUDGE VOSS: Just a second. We're losing feed.

11 Can everyone at the site still hear me?

12 (Discussion off the record.)

13 COMMISSIONER GAW: Mr. Enslen ready if he can go

14 ahead, Judge.

15 JUDGE VOSS: Yes. Please continue, Mr. Enslen.

16 COMMISSIONER GAW: Can you tell me where he left

17 off, Judge? That would be helpful.

18 JUDGE VOSS: Maybe the court reporter can read

19 back the last statements he made. I think we lost both of

20 them.

21 MR. ENSLEN: All the way back to the top?

22 JUDGE VOSS: Yeah. Go all the way back to the

23 top.

24 MR. ENSLEN: Okay. Do I have to give my name?

25 JUDGE VOSS: No. We got that part. Just more

1 comments, please.

2 MR. ENSLEN: Well, I'm a member of the Mexico
3 community and have been and been involved in School Board
4 and City Council years ago, not now. And I'm
5 participating in other organizations in the community and
6 try to help even the people that don't need it.

7 I'm retired, naturally. Lots of elderly people
8 would be at these hearings, but they're not able to. And
9 it seems like they're not being represented. There are
10 some -- some groups that come and do help -- help those
11 people out.

12 Mexico has been fortunate in the last few years
13 to build an industrial progress that we were -- we were
14 behind on to some plant closings and rate increases would
15 affect them. The rate increases will also affect the --
16 the elderly and the low income people.

17 But as far as cutting trees, as far as I'm
18 concerned, some more trees need to be cut. If we get an
19 ice storm, we're going to be out of electricity.
20 I know you -- the Union -- Union -- Ameren goes around and
21 do cut trees and it makes homeowners mad, but the electric
22 run lines are running big holes through them. And it --
23 it does look bad, but they do need to keep after that.

24 And I would like to see more lines buried. I
25 think they do in -- new housing units and -- but I think

1 some of the older areas should have their lines buried.

2 Incidentally, I have -- where I live, I have
3 buried lines. Lost electricity about three times since I
4 lived there. And there's a fuse on top of a pole and
5 close to a tree. And every time the lights go out, I have
6 to run out there and find the util -- the utility truck to
7 tell him where the problem is.

8 But I've talked to Kelly back here about this,
9 and I thought the tree ought to be trimmed around that now
10 before something happens again.

11 As far as this thing about helping the -- the
12 residents that are customers, and I hear them talking
13 about on the Internet, got computers, like I said a while
14 ago, lot of people don't take the newspaper anymore. And
15 they get a flyer with their bill. I'm not sure that --
16 how they follow that.

17 But there are some organizations in town that --
18 that try to help the -- the elderly with -- and in years
19 past, we have helped people insulate their houses, and
20 some of those people have passed on. But now there's
21 other people coming that need that help.

22 And some way or another, it should be more of a
23 person to person. Now, I don't know how this would work
24 out. It would take a lot of time. It would take people.
25 It would take money to help the people that need the help

1 to insulate their houses and, also, by these utility --
2 these appliances that we have to buy every once in while.

3 I'd like to make -- mention one other thing, And
4 this is out of the St. Louis paper about the recent storm
5 they had in St. Louis. And I just wanted to quote one
6 thing. Many of us become unhappy when we see the salaries
7 of the economic -- of the CEO salary is \$800,000, going to
8 get a bonus of \$986,000. But it don't say why. The bonus
9 in stock awards of \$608,000, that's staggering. And --
10 it's staggering to me.

11 I don't know if it's staggering -- and this is
12 not much of what you read about in the newspaper. And I'd
13 like to make this part of this program today if you'll
14 accept it. If you won't accept it, I'll read it to you.

15 COMMISSIONER GAW: We'll accept that,
16 Mr. Enslen.

17 MR. ENSLEN: Okay.

18 COMMISSIONER GAW: Judge, could you give us an
19 exhibit number and we'll make sure we bring it back? It's
20 a newspaper article. I suppose it's out of the St. Louis
21 Post Dispatch. If you could get a number, and we'll
22 bring it back with us, Judge.

23 JUDGE VOSS: Yeah. That will be Exhibit No. 1.

24 COMMISSIONER GAW: Okay.

25 COMMISSIONER GAW: That's -- that's all I have.

1 JUDGE VOSS: Are there any questions from the
2 Commissioners?

3 COMMISSIONER MURRAY: I have no questions, but
4 thank you very much.

5 COMMISSIONER GAW: I'll pass to Commissioner
6 Clayton and then come back.

7 EXAMINATION

8 BY COMMISSIONER CLAYTON:

9 Q Mr. Enslen, I just wanted to ask you a few
10 questions. What was the location of the -- of either
11 where you lived or where that tree that you mentioned that
12 needed to be trimmed?

13 A I live on a cul de sac in Mexico, Missouri.

14 Q What was that cul de sac street? Was that --
15 was that address given to the Court?

16 A Yeah. It's been given.

17 Q And what was the name of the street again?

18 A Ruth Court.

19 Q R-u-t-h?

20 A Yes. And the -- the fuse on the pole is on
21 Forsythe Street.

22 Q Okay. And you mentioned trees need to be cut.
23 Do you know of any other location where trees need to be
24 cut?

25 A Well, just drive down the street. Like I said,

1 I'm retired and involved in a lot of things, and I see a
2 lot of things.

3 Q In general throughout the community?

4 A Yes. I think they need to be followed up. The
5 -- the thing is, it seems like when they have to cut these
6 trees, they've got to put a big hole in them or cut half
7 the tree off.

8 And a few years ago, the City -- I think maybe I
9 was on the City Council at the time, planted some -- made
10 some plantings along this boulevard street and right under
11 electric lines. And those trees are still there, but
12 they've got to be topped every once -- every so often, and
13 it makes them look -- there's nobody here from the City.
14 I was -- from the program to take them down, but I'm not
15 the one to say that.

16 Q Okay. I also wanted to ask you about
17 reliability. Does your service work?

18 A Yes.

19 Q Power stays on? Do you have any freak outages
20 or any lengthy outages?

21 A Oh, unless somebody someplace hits a light pole
22 and it crashes the whole system or something.

23 Q Okay. Are -- are you aware of -- you started
24 off talking about you were kind of speaking for about 20
25 percent of the senior community.

1 A Well, I didn't mean to say that. Just exact --
2 I'd say there's about 20 percent of the residents in the
3 community are senior citizens.

4 Q Can you -- is there an organization that -- that
5 provides services to them that -- that that would provide
6 the necessary communication chain for us to be able to
7 make sure they're aware of programs that are available
8 like low income logging programs or --

9 A Yeah. There's another -- on several of these
10 organizations. In fact, I don't know if they're in
11 attendance. They may in attendance. They may have
12 something to say. I'm not sure.

13 Q There are organizations that are -- that are
14 here?

15 A I'm not sure what they're --

16 Q Well, can you give us the name of any
17 organization that we need to be aware of?

18 A Well, actually, the Division of Family Services
19 had to go out and talk to these people. Okay? And help
20 them. And the Senior Center has some people that can
21 help.

22 Q Is that the Nutrition Center here in Mexico?

23 A Yes, sir.

24 Q Is this a separate Senior Center, or is it
25 basically the Nutrition Center?

1 A It's just one -- you -- one center.

2 Q Okay.

3 A And Central Missouri on Aging has every senior
4 center in the state on -- in the state of Missouri has --
5 will help those people.

6 Q That would be the Area Agency on Aging?

7 A Yes. They --

8 Q Okay.

9 A Now, let me -- me go a little further on that.

10 Q Sure.

11 A Now, those folks that help those people mostly
12 are with the health -- health. But if -- if -- if the
13 information was given to them specifically, then they
14 would help them. Incidentally, I happen to be on that --
15 on that AAA.

16 Q Okay. Well, I appreciate your comments, Mr.
17 Enslen. You've answered most of my questions. I do want
18 to say that you're part of an important organization, and
19 there are a number of programs that address
20 weatherization, low income affordability program and also
21 some energy efficiency programs on the appliance issue.

22 And so if there's any information we can get you
23 on those issues, please let us know. I appreciate you
24 coming here today.

25 You mentioned we need to be ready in the event

1 of an ice storm. Well, we may get one this weekend.

2 A That's right.

3 Q So we may be watching to see how your power
4 responds. Okay?

5 A Uh-huh.

6 COMMISSIONER GAW: Mr. Enslen, thank you very
7 much for coming. I will let him go ahead and escape while
8 he's on his way.

9 JUDGE VOSS: Can we bring up the third witness
10 from Moberly?

11 MR. KELLY: It would be Nancy Copenhaver.

12 NANCY COPENHAVER,
13 being first duly sworn to testify the truth, the whole
14 truth, and nothing but the truth, testified as follows:

15 EXAMINATION

16 BY JUDGE VOSS:

17 Q Could you please state and spell your name for
18 the record?

19 A My name is Nancy, N-a-n-c-y, Copenhaver,
20 C-o-p-e-n-h-a-v-e-r.

21 Q And are you currently a customer of AmerenUE?

22 A I am. Both gas and electric.

23 JUDGE VOSS: Do you have comments you'd like to
24 make this afternoon?

25 MS. COPENHAVER: Yes. Thank you.

1 TESTIMONY OF NANCY COPENHAVER

2 MS. COPENHAVER: I live here in Moberly. I'm a
3 retired business teacher. I formerly served in the
4 Missouri House of Representatives during 2001, 2002 and
5 currently working as the Deputy County Clerk in Randolph
6 County.

7 While I was a representative, I served as Vice
8 Chair of the Utilities Committee. I am currently on the
9 Board of the Consumers Council of Missouri and intervenor
10 in this rate case.

11 I am testifying as both a member of the Council
12 and as a customer. I will also be leaving a hand-out to
13 be made part of the record.

14 Safe and reliable electric service should be
15 provided by a regulated utility. Absent that, a company
16 should not be rewarded with higher rates. Certainly,
17 AmerenUE should not receive any rate increase for making
18 the improvements that they need to make until they make
19 them and then only after there has been a full rate case
20 audit of total investments and expenses.

21 It is my understanding that there are two
22 extensive audits of AmerenUE showing that our electric
23 rates actually should be reduced to prevent excess
24 profits.

25 Reports of your own staff and the Missouri

1 Attorney General have both come to the conclusion that
2 AmerenUE is actually over-earning above and beyond the
3 legally allowed revenue limit.

4 As a customer, I have suffered an extended
5 service outage caused by an ice storm. In late January
6 early February of 2002, my home was without power for
7 several days in very cold temperatures.

8 I understand that there are safety net programs
9 that exist in some areas and that the Consumer Council
10 advocates that AmerenUE adopts a similar program, and that
11 is the attachment I'll be leaving.

12 The program works in this way: Residential
13 customers who lose their electric service for longer than
14 48 hours are entitled to receive compensation for the
15 inconvenience caused by the outage.

16 For each 24 hours after the 48-hour threshold,
17 customers will automatically receive either a check or
18 credit on their electric bill in the amount of \$25 for
19 each additional 24 hours they are without electricity.

20 Since this may only cover part of a customer's
21 losses, it in no way prevents them from filing additional
22 claims for losses. These claims are handled on a case by
23 case basis. The safety net program is triggered whenever
24 a storm causes both extensive and extended outages.

25 I'm also very concerned about any possible rate

1 increases. Our area is one in which many customers have
2 difficulty paying their utility bills now. I do know that
3 the -- some of the local service agencies that help with
4 utilities frequently run out of money very early in -- in
5 the year and are not even able to help people who have
6 difficulty paying their utility bills.

7 I'm also concerned about increased utility costs
8 for our beleaguered public school budgets. Some districts
9 in our area are currently in a very precarious financial
10 situation, partly due to the new school's foundation
11 formula as well as declining student populations.

12 Our county is still operating at a deficit. And
13 I do know that this rate increase would add substantially
14 to that def -- deficit. The municipalities in our area,
15 some of them are also struggling to provide services.

16 AmerenUE has said that it has not had a rate
17 increase in a long while. But the reason for that is that
18 they have been consistently over-earning and reaching
19 excess profits.

20 Ratepayers deserve a rate reduction to afford
21 future excess profits. Regulators should reject the rate
22 increase and adopt Staff's recommendation for a
23 significant decrease in rates.

24 I would also like to thank the citizens that
25 have come here to testify on -- on behalf of -- of this

1 issue. I appreciate, as a former teacher, consumer
2 issues, appreciate it when citizens comment and voice
3 their input. There have been several good ideas, I think,
4 raised here.

5 I would also like to comment that I'm on the
6 State Board for the Legal Board of Voters. And I know the
7 league has had a position for a number of years that we
8 encourage any kind of conservation that would help in --
9 in reducing utility costs for consumers. We're in favor
10 of recycling wherever possible, alternative energy.

11 There are usually a number of bills proposed
12 each year that would encourage alternative energy. They
13 usually get very little anywhere in our Legislature. So I
14 think that is -- is something that could be looked into
15 much more.

16 Concerning interruptions in service, I might
17 say, too, that I have a number of minor interruptions at
18 my house. These aren't long in term. They may be just
19 five or ten minutes or a half an hour. They occur quite
20 frequently. And it's not a big deal except for when you
21 have a lot of electronic appliances and then you have to
22 spend an hour going around and resetting everything when
23 -- when the service does end.

24 I think that we could do a lot more with burying
25 lines so that there would be fewer interruptions. And I

1 do know that is more expensive, but I think there are
2 people who would think that that would be a -- a good use
3 of excess funds. And I thank you for allowing me to
4 testify here today.

5 JUDGE VOSS: Are there any Commission questions?

6 COMMISSIONER MURRAY: I -- this is Commissioner
7 Murray, and I'd just like to thank you for being here and
8 sharing your comments. And I'm always happy to hear that
9 there seem to be a great number of citizens that are very
10 interested in conservation and energy efficiency measures.
11 Thank you.

12 COMMISSIONER GAW: I just want to say thank you
13 for coming. So thank you.

14 MS. COPENHAVER: Certainly.

15 COMMISSIONER GAW: And I would -- I'm -- I want
16 to -- just a couple of things.

17 EXAMINATION

18 BY COMMISSIONER GAW:

19 Q First of all, in regard to, in regard to the --
20 an issue of your opinion about how -- when you say they
21 occur frequently, can you give me a general idea of what
22 you mean by that in the scope of a year's period of time?

23 A Oh, I'd probably say eight to ten times in a
24 year.

25 Q Okay. And it -- and it's been when you're

1 counting of how long?

2 A Five, ten minutes at a time, perhaps. Maybe a
3 half-hour if it's during a rain storm in the summertime.

4 Q Have you ever made any inquiry about what the
5 reason for those outages are?

6 A No. Not that -- well, maybe if they were a
7 little bit longer, we might have called in. But usually,
8 if there's a storm involved, say, then you pretty much
9 assume that that's the cause.

10 Q Yes. Okay. Would it surprise you to know about
11 buried lines that the cost of burying lines in a new
12 subdivision as opposed to putting them above ground is
13 insignificant?

14 A No. That's good.

15 Q Would that encourage you to be stronger in your
16 support of buried lines?

17 A It definitely would be.

18 COMMISSIONER GAW: I think that's all the
19 questions I have. I really appreciate you coming.

20 MS. COPENHAVER: Thank you.

21 COMMISSIONER CLAYTON: Ms. Copenhaver, this is
22 Robert Clayton in Mexico. I don't have any questions for
23 you, but it's great to see you. You're coming in loud and
24 clear on the screen, and it's great to see you again.
25 Thank you.

1 MS. COPENHAVER: Thanks a lot to my former
2 colleague.

3 JUDGE VOSS: Would you please give that
4 pamphlet, Ms. Copenhaver, to the court reporter -- not
5 court reporter. I guess to a Staff member? And that will
6 be marked Exhibit 2.

7 MS. COPENHAVER: Yes.

8 JUDGE VOSS: All right. Thank you.

9 MS. COPENHAVER: Sure. Thank you.

10 JUDGE VOSS: Okay. Let's bring forward the
11 fourth witness from Mexico.

12 MS. FRED: Okay, Judge. We have Hazel Roberts.
13 Is she -- Hazel, would you like to come forward?

14 COMMISSIONER GAW: Did you get that newspaper,
15 Gay? Exhibit 1?

16 MS. FRED: Yeah.

17 COMMISSIONER GAW: Did you get it?

18 MS. FRED: Yeah.

19 HAZEL ROBERTS,
20 being first duly sworn to testify the truth, the whole
21 truth, and nothing but the truth, testified as follows:

22 EXAMINATION

23 BY JUDGE VOSS:

24 Q Could you please state and spell your name for
25 the record?

1 A My name is Hazel L. Roberts, H-a-z-e-l, middle
2 initial L, Roberts, R-o-b-e-r-t-s.

3 Q And are you currently a customer of AmerenUE?

4 A I am. Gas and electric.

5 JUDGE VOSS: Thank you. Did you have any
6 comments you'd like to make this afternoon?

7 MS. ROBERTS: Yes, I do.

8 JUDGE VOSS: Please proceed.

9 TESTIMONY OF HAZEL ROBERTS

10 MS. ROBERTS: All right. As I said, my name is
11 Hazel Roberts, and thank you for the opportunity to speak
12 today.

13 The September 21st, 2006, Public Service
14 Commission decision now gives the public utilities
15 monopolies in Missouri the power to raise their rates to
16 customers any time their purchase costs go up.

17 There is no real oversight by the Missouri
18 Public Service Commission, Legislature or the utility
19 customers they serve. The relief is called the Fair
20 Adjustment Clause. This is a misguided and unfair policy.

21 The decision allows a 3 billion dollar industry
22 to pass more of its costs onto you and me. Not surprising
23 now, AmerenUE wants to escalate both electric and gas
24 rates to their residential customers.

25 They ask for the absurd increases of 18.7

1 percent for gas and 17.7 percent for electric. We just
2 had a huge leap in utility charges in 2006. Missouri
3 public's health, well-being and interest should be
4 foremost, especially our vulnerable, not the profit margin
5 of multi-million dollar corporations.

6 GRO, Grass Roots Organizing, supports utility
7 company rates for responding with a customer's ability to
8 pay. Moratoriums to stop disconnects, arrearage
9 forgiveness and percentage of income payment programs help
10 prevent homelessness, health problems, crime and learning
11 disabilities. In serious cases, the programs avoid
12 unnecessary death of customers.

13 Mexico residents have no choice. To heat or
14 cool our homes, we must pay the prices AmerenUE sets
15 forth. They're literally the only utility company in
16 town. Protecting utility patrons from disconnects and/or
17 skyrocketing payments will benefit everyone.

18 Furthermore, public utilities should be
19 monitored and regulated by the public they serve. Grass
20 Roots Organizing wants to go on record that we oppose a
21 rate increase by AmerenUE at this time as it is not
22 justified nor wanted.

23 Secondly, we ask the Missouri Public Service
24 Commissioners to find a way to rescind their September
25 6th, 2000 -- September 2006 Fair Adjustment ruling.

1 Stop Missouri utilities' authority to charge us whatever
2 and whenever they want if their purchase price fluctuates.
3 And the help programs that Senator Shoemyer mentioned,
4 they always count assets. If somebody's got a few dollars
5 in a CD or an account somewhere, that's their back-up
6 plan.

7 They should count -- when you're asking for
8 consistence, they should count your income, not what you
9 could get if you had to, you know, dissolve a CD or
10 whatever. That's your emergency money if you have home
11 repairs or car repairs or whatever comes up. You have to
12 be allowed to have assets and still qualify for assistance
13 when you need it.

14 Finally, we request the Public Service
15 Commission protect consumers and assure we are not
16 overcharged, that we receive the services we pay for and
17 to enact a real cold weather rule that absolutely prevents
18 any disconnects during winter months. Thank you very
19 much.

20 JUDGE VOSS: I know the Commissioners probably
21 have questions, but I want to get the name of the
22 organization you said you were representing. I did not
23 catch it. Grass Roots?

24 MS. ROBERTS: Grass Roots Organizing, G-R-O,
25 GRO.

1 JUDGE VOSS: Okay. First of all, I'm
2 representing me. But the person who wanted to speak for
3 GRO was out of town, so I'm also speaking for GRO.

4 JUDGE VOSS: Thank you.

5 MS. ROBERTS; I am a member of GRO.

6 JUDGE VOSS: Are there any Commission questions?

7 COMMISSIONER MURRAY: I have no questions.

8 Thank you.

9 COMMISSIONER GAW: Ms. Roberts, I don't have
10 any questions either, but I really appreciate you coming
11 today. Thank you.

12 MS. ROBERTS: You're welcome, Steve.

13 EXAMINATION

14 BY COMMISSIONER CLAYTON:

15 Q Ms. -- Ms. Roberts, I did have a couple of
16 questions. In the middle of your -- and I -- my pen died,
17 so I couldn't write down some of these things. So I
18 wanted you to -- to repeat -- you mentioned affordable
19 programs or making energy bills more affordable. And I
20 was wondering if you could elaborate on any of those if
21 you could. I think you said percentage of payment
22 programs?

23 A Yes.

24 Q You also mentioned some other things that I
25 didn't write down.

1 A Let's see. Arrearage forgiveness, percentage of
2 income payment programs. The arrearage forgiveness is a
3 huge thing. I have friends who have gone through the
4 process of a disconnect, and you're charged X number of
5 dollars because you owe the bill that they disconnected
6 you for. Then it's so much more to hook you back up. And
7 then it's -- of course, they throw a switch or do
8 something, but they charge you a lot of money to do that.

9 And then they'll set up a payment plan that is
10 barely affordable for those people and sometimes not
11 affordable, so then they're still left without the ability
12 to pay those bills.

13 Q So you have arrearage forgiveness.

14 A Uh-huh.

15 Q You had a percent payment program?

16 A Yes.

17 Q And there was one other one, I think.

18 JUDGE VOSS: I think it was a moratorium on
19 shutting off service.

20 A If I can remember. Let's see.

21 Q (By Commissioner Clayton) That's -- that's all
22 right, Ms. Roberts. I'll go back and look in the records.
23 You've already said it once.

24 A Okay.

25 Q That's quite all right. I appreciate you coming

1 here today, and I appreciate your comments. Thank you.

2 MR. KELLY: Thank you for coming.

3 MS. ROBERTS: You're welcome.

4 MR. MILLS: Judge, I just have one quick
5 question.

6 EXAMINATION

7 BY MR. MILLS:

8 Q The cold weather shut-off prohibitions. Has
9 your organization given any thought to or taken a position
10 on hot weather shut-off provisions?

11 A Well, it's something we keep in mind. I know a
12 lot of utility bills run really high for people that
13 actually have air conditioning. Some people can't even
14 afford to run their air conditioning because of the
15 extreme cost.

16 I understand that prices fluctuate because of
17 usage, supply and demand. I know -- we know that. But I
18 think it gets a little too much at times when a company as
19 big as AmerenUE and utility companies across the United
20 States take out that much more on the residential customer
21 when it could be something the company plans.

22 It's just like budget billing. Okay? They can
23 budget to cover these without making it so hard on some
24 people at different times of the year just because of what
25 they have to have.

1 MR. MILLS: Thank you.

2 MR. ROBERTS: You're welcome.

3 JUDGE VOSS: For the court reporter's benefit, I
4 believe that was Lewis Mills, the Public Counsel. Okay.
5 Thanks. Are there any further questions for this witness?
6 Then you are excused. Thank you very much for your
7 testimony.

8 MS. ROBERTS: You're welcome.

9 JUDGE VOSS: Okay. We're ready for fourth
10 witness from Moberly.

11 MR. KELLY: I think we're done. We don't have
12 another witness in Moberly.

13 JUDGE VOSS: Excellent. Then we're ready for a
14 fifth witness from Mexico.

15 MS. GAY: Your Honor, we have no more witnesses
16 in Mexico that are signed up. I don't know if there's
17 anyone else who would like to speak at this point.

18 COMMISSIONER GAW: Is there anyone who would
19 like to be recognized? Yes. Come on up.

20 MS. FRED: Okay. Your Honor, we have one more.

21 JUDGE VOSS: And is that from Mexico, I believe?

22 MS. FRED: Yes.

23 MS. KADEN: My name is Marcia, M-a-r-c-i-a,
24 middle initial J, Kaden, K-a-d-e-n. I've heard a lot
25 of --

1 JUDGE VOSS: Just one second, Ms. Kaden. I have
2 need to swear you in, please. Sorry.

3 MARCIA KADEN,
4 being first duly sworn to testify the truth, the whole
5 truth, and nothing but the truth, testified as follows:

6 EXAMINATION

7 BY JUDGE VOSS:

8 Q And are you a customer of AmerenUE?

9 A Why, I am.

10 Q Electric,

11 A I have the electric.

12 Q Just electric?

13 A And my mother has gas.

14 JUDGE VOSS: Okay. Great. Thank you. Please
15 proceed with your comments.

16 TESTIMONY OF MARCIA KADEN

17 MS. KADEN: I've heard about the elderly, and
18 that is very true that -- and also speaking as someone on
19 disability, we get a very limited raise in cost of living.
20 But we also have had raises in what we pay out for
21 Medicare A and B part. And Medicare D does not work as
22 well as people think it does because both my mother and I
23 were stuck in a doughnut hole for six months.

24 Now, there are X number of dollars we have
25 coming in. And \$6 more per utility per month is very

1 burdensome. As Mrs. Roberts said about the -- the fact
2 that you could not have CDs and qualify for assistance is
3 very true. My mother has to have the CD investments to
4 supplement her monthly income from Social Security. I
5 also feel like those who use more electricity should pay
6 more.

7 And I also feel like that maybe the
8 excessiveness is somewhat urged to increase because of all
9 of the liabilities that have been encountered by AmerenUE
10 in the past year. Mainly, like Tomasawk Dam, that
11 disaster and also with the tree trimming thing.

12 They say that it goes to the homeowner to be
13 sure that the trees are trimmed adequately to prevent the
14 ice storm breakage. Where does the responsibility for
15 AmerenUE rest in that they have a responsibility to be
16 able to provide our needs, also?

17 We would hope -- for instance, we would hold a
18 doctor liable or be suing if great blatant symptoms were
19 -- were being ignored. What's the difference when you
20 consider that if people are out of electricity for a long
21 time like people in -- in St. Louis, sure, they had trees
22 that needed to be trimmed.

23 But I think AmerenUE has to share also in some
24 of the responsibility in providing their care. I also
25 want to comment that I do agree with the gentleman earlier

1 that made the comment about navigating the system of the
2 call-in.

3 I have not had to do that very often, but it is
4 cumbersome. And probably about five years ago or so, my
5 mother had a problem with -- we had surges of electricity
6 in her house. After the UE guy got there, he made one
7 check and said, Oh, it's not our responsibility. It's you
8 as a homeowner.

9 And so we had to -- to try to find an
10 electrician to come out then to check. He came into the
11 house, checked, and she had varied breaks anywhere from 50
12 to 150 watt surges. And it was because the electrician
13 called and made him come back and showed him that the jow
14 (ph.) thing that has to do with the connection was dry and
15 brittle, that we were not the one that was responsible for
16 the surges.

17 However, my mother still lost the use of two
18 televisions as a result. I also think nobody -- nobody
19 has mentioned it, but I think that the fact that AmerenUE
20 saves money by closing their local offices and the fact
21 that then they try to portray themselves as good by
22 providing a grocery store that you can go and pay your
23 bill, I am not about to go somewhere and pay a dollar to
24 pay my bill.

25 It's a cost saving measure that AmerenUE made to

1 not have a local office. It should be them that pay the
2 dollar, not the consumer. And that's the end of my soap
3 box.

4 JUDGE VOSS: Are there any questions from the
5 Commissioners?

6 COMMISSIONER MURRAY: None here. But thank you.

7 MS. KADEN: Thank you for letting me speak.

8 EXAMINATION

9 BY COMMISSIONER GAW:

10 Q Thank you for coming, ma'am. Just a couple of
11 questions. The -- the televisions that you say your
12 mother lost, I think -- I think you implied it, but I
13 don't know if you said it. I assume you didn't get any
14 compensation from Ameren for the loss of those TVs or your
15 mother either?

16 A No. Wouldn't even hear of that.

17 Q You asked for it, and they said no?

18 A I'm not exactly who -- sure who she talked to.
19 I know also that the insurance -- the home insurance would
20 not pay a penny either.

21 Q I see. But -- but you didn't get any recovery
22 from Ameren?

23 A No.

24 Q Okay. And as I understand it, in your
25 discussion earlier, are you concerned about the -- any

1 expenses from Tomasawk or the -- the allegations that tree
2 trimming has not been done up to the level that it should
3 have that those costs that they are not being passed along
4 to ratepayers? Am I following you?

5 A I think they probably are passed onto rate --
6 the -- the increased expenses are passed along to the
7 people who have to pay their -- their monthly bills.

8 Q Are you opposed to that?

9 A I think that the -- AmerenUE should be held
10 accountable because it was found, according to the paper,
11 that certain maintenance things at the Tomasawk Dam were
12 not maintained properly. And, therefore, I think Ameren
13 has to accept responsibility and not raise consumers'
14 rates to cover it.

15 COMMISSIONER GAW: Okay. I think that's all
16 that I have, ma'am. I really appreciate your going ahead
17 and coming up to testify. Thank you.

18 MS. KADEN: Thank you.

19 EXAMINATION

20 BY COMMISSIONER CLAYTON:

21 Q Ms. Kaden, I wanted to ask you, when was the --
22 when were the TVs lost? How long ago was that? You may
23 have said, and I just didn't write it down.

24 A It's probably between five and ten years or -- I
25 don't remember for sure.

1 Q Have -- have there been any problems with
2 service since that time? Did -- well, let me ask the
3 question this way. Did they make the repair necessary, or
4 did someone make the repair necessary?

5 A Well, somebody put the channel on after the
6 local electrician called and made the guy come back.

7 Q Okay. Have there been any problems since that
8 time?

9 A None that I'm really aware of. Most of it --
10 most of the intermittent outages have been related to
11 storms.

12 Q Okay. And has -- does the power generally work
13 -- do the lights stay on? Does it -- does it go off a
14 lot, or does it go off for a lengthy period of time?

15 A They usually stay on. I can't say that we have
16 a problem with breaks in service. Although at times, even
17 at late night when you would think that usage is less, you
18 may notice that there's a little dimming of the lights
19 like when you're watching TV and so forth.

20 Q Okay. How about during storms? Have you --
21 what's the longest that you've ever been out of power that
22 you recall?

23 A Hour and a half maybe.

24 Q Okay. Not -- not bad?

25 A No.

1 Q And when you -- when you spoke with the customer
2 service people that -- I guess that are out of town once
3 they closed the local offices, have you been satisfied
4 with the responses that you get?

5 A I haven't really had to call them but that one
6 time.

7 Q Just that one time?

8 A Uh-huh.

9 Q Okay.

10 A But I do think it's a big insurance convenience
11 not having a local office, and I do think it's ridiculous
12 that we're paying to pay a bill.

13 Q And that was going to be my next question. Is
14 it -- is it important to have a local place to pay your
15 bill?

16 A Yes. I think it is. But I don't think you
17 should have to pay to pay your bills.

18 Q So you would use a local drop-off if you didn't
19 have to pay that extra dollar?

20 A Correct.

21 COMMISSIONER CLAYTON: Okay. Great. Thank you.
22 I don't have any other questions.

23 MR. MILLS: Judge, I've got a couple of
24 questions, just a follow-up on the pay station issue.

25 EXAMINATION

1 BY MR. MILLS:

2 Q Where in Mexico do you -- what grocery stores do
3 you go to pay your bill that charge a dollar?

4 A Hickman's.

5 Q Okay. And is that a -- is that a present
6 charge, or have they always charged that?

7 A Well, it's been at varying places since they
8 closed the local office. It initially started out by less
9 than 50 cents. Then it went to 80 or 90 cents. And the
10 last time we went to pay at the Hickman's was a dollar.
11 And 39 cents is better than a dollar. So we've started
12 mailing it.

13 Q Okay. And if I can get you to go back and give
14 me some time frames on those different amounts, if you can
15 recall? Do you remember when it went to a dollar?

16 A Within the past year. I know it's been at least
17 that.

18 Q So it has gone up very recently?

19 A I don't -- we quit -- we quit taking it after
20 that first time.

21 Q Okay.

22 A Like I said, if it costs a dollar to pay it, I
23 said, Well, the heck with that, we'll go and buy a stamp.

24 Q When -- when did you go and find out that they
25 were charging a dollar?

1 A It's probably been a year ago.

2 Q Okay.

3 A And I think, you know -- I think it's something
4 locally. And they're saving money by closing an office.
5 I don't think the consumers should have to pay to pay a
6 bill. I mean, that's just ridiculous.

7 MR. MILLS: Thank you. That's all the questions
8 that I have.

9 MS. KADEN: Thank you.

10 COMMISSIONER GAW: Hold on.

11 EXAMINATION

12 BY COMMISSIONER GAW:

13 Q Just real quick. Can you hear me?

14 A Yes.

15 Q Ma'am, again, just to -- just to follow up on
16 Lewis mills' question, the -- the last time, are you aware
17 of whether or not this is still going on, this charging a
18 dollar for paying an Ameren bill today? Do you know?

19 A No. Because the last year we've started sending
20 it in because we weren't going to pay a dollar. I mean,
21 it's just one of those principles that doesn't make sense.
22 And if you knew me, you'd know that it's not so much
23 whether it's the dollar or whether it's the quarter. It's
24 the principle of the thing that I should not have to pay
25 to pay a bill.

1 Q I -- I understand that. And I -- what I want --
2 I guess -- let me ask --

3 COMMISSIONER GAW: Lewis, are you -- are you
4 going to look into this? Or is someone from Staff there
5 going to look into this issue?

6 MR. MILLS: I am. And my office will as well.

7 Q (By Commissioner Gaw) Okay. This has come up
8 before, ma'am, and there have been -- there have been some
9 issues that have come before the Commission with this type
10 of thing, so I appreciate you bringing it to our
11 attention.

12 A Thank you.

13 JUDGE VOSS: Are there any other witnesses that
14 would like to testify at either location?

15 COMMISSIONER GAW: Going once, going twice,
16 going three times. Anyone?

17 JUDGE VOSS: Hearing none, this --

18 COMMISSIONER CLAYTON: I don't think we have
19 anyone else in Mexico.

20 JUDGE VOSS: Great. Then we're --

21 COMMISSIONER GAW: They're on -- out on the
22 street ice skating with their ice skates, so I don't --

23 JUDGE VOSS: All right.

24 COMMISSIONER GAW: I don't think they want to
25 come back in.

1 JUDGE VOSS: With that, we will go off the
2 record. And everybody drive safely. Thank you.

3 MS. SHEMWELL: Thank you.

4 COMMISSIONER GAW: Thank you.

5 COMMISSIONER CLAYTON: Thank you, Judge.

6 (The proceedings were concluded at 1:45 p.m. on
7 January 12, 2007.)

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1 REPORTER'S CERTIFICATE

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3 STATE OF MISSOURI)
) ss.
4 COUNTY OF OSAGE)

5

6 I, Monnie S. VanZant, Certified Shorthand Reporter,
7 Certified Court Reporter #0538, and Registered
8 Professional Reporter, and Notary Public, within and for
9 the State of Missouri, do hereby certify that I was
10 personally present at the proceedings as set forth in the
11 caption sheet hereof; that I then and there took down in
12 stenotype the proceedings had at said time and was
13 thereafter transcribed by me, and is fully and accurately
14 set forth in the preceding pages.

15

16 IN WITNESS WHEREOF, I have hereunto set my hand and
17 seal on February 5, 2007.

18

19

20

21 _____
Monnie S. VanZant, CSR, CCR #0539

22 Registered Professional Reporter

23

24

25

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