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2 PUBLIC SERVICE COMMISSION
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6 TRANSCRIPT OF PROCEEDINGS
7 Public Hearing
8 October 5, 2006
9 Potosi, Missouri
Volume 5
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12 In the Matter of an Investigation)
of Union Electric Company, d/b/a)
13 AmerenUE's Storm Preparation and) Case No. EO-2007-0037
Restoration Efforts in Eastern)
14 Missouri)

15
16 RONALD D. PRIDGIN, Presiding,
REGULATORY LAW JUDGE.

17
18 LINWARD "LIN" APPLING,
COMMISSIONER.
19
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21

22 REPORTED BY:

23 KELLENE K. FEDDERSEN, CSR, RPR, CCR
24 MIDWEST LITIGATION SERVICES
25

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

2 JUDGE PRIDGIN: Good evening. My name is
3 Ron Pridgin. I'm the Regulatory Law Judge with the
4 Missouri Public Service Commission, and I'll be conducting
5 this evening's local public hearing. This is a local
6 public hearing in Case No. E0-2007-0037, in the matter of
7 an investigation into AmerenUE's storm restoration
8 efforts.

9 The purpose of this hearing tonight is for
10 the Commission to take testimony from you concerning
11 AmerenUE's storm restoration efforts. If you wish to
12 testify, you should add your name to the list of speakers,
13 and I have a partial list up here. We'll be glad to take
14 people who wish to sign up later and hear your testimony
15 as well.

16 I will call witnesses in the order in which
17 they've signed up. Now, as Mr. Ochoa I believe noted a
18 minute ago, we have 20 or so people signed up, and I would
19 ask that people try to keep their remarks at or around ten
20 minutes. Doing the math pretty quickly, we're looking at
21 a three-and-a-half, four-hour hearing as it is. We want
22 to give everybody a chance to speak, but to try to speed
23 things up, I may gently try to remind folks when they're
24 speaking that they've spoken ten minutes. I won't stop
25 you. I won't interrupt you, but I'll simply remind you of

1 that time and ask you to be courteous of others.

2 And also, if you hear somebody else testify
3 earlier and that person has made the points that you want
4 to make, you may simply say, I wish to echo somebody
5 else's comments, or you may certainly abbreviate your
6 comments if somebody else has said what you care to say.

7 Now, please keep in mind that this is a
8 formal hearing. I will ask folks to come up to the
9 witness area and be sworn in. I may then have a few
10 questions for you very briefly, such as your name, your
11 address and whether you're an AmerenUE customer, and then
12 I'll ask you to make your remarks concerning AmerenUE's
13 storm efforts. If for some reason you do not wish to be
14 sworn, if you will let me know, I will affirm your
15 testimony instead.

16 Again, I do want to remind people that the
17 purpose of this hearing is to hear about AmerenUE's storm
18 restoration efforts. I'll ask you to try to limit your
19 comments to that. Are there any questions about the
20 procedure we will follow before we begin calling
21 witnesses?

22 (No response.)

23 JUDGE PRIDGIN: I see no questions. I will
24 apologize ahead of time if I mispronounce or misread your
25 name. I sincerely apologize. If there are no further

1 questions, we will begin tonight's local public hearing in
2 case No. EO-2007-0037, in the matter of an investigation
3 into AmerenUE's storm restoration efforts.

4 Let me introduce to my left Commissioner
5 Lin Appling, and to my right Mr. Doug Healy. He is
6 Chairman Davis' personal advisor. And I will also point
7 out some folks in the audience for you. You were talking
8 to Greg Ochoa, I believe, from Staff. He's the gentleman
9 there in the back, public information officer. Warren
10 Wood from our Staff, who was here a moment ago. He may
11 have stepped out. There's Mr. Wood. Thank you. And if
12 the folks from AmerenUE would please identify themselves
13 in case people want to talk to them at the break or after
14 the hearing. They're over here on my left.

15 And also Lewis Mills in the front row. He
16 is our Public Counsel. He represents the public. Anyone
17 here from AT&T? Yes, sir. Thank you very much.

18 All right. At this time I would like to
19 begin calling witnesses, and if I'm reading this name
20 correctly, the first witness is Lee Phipps. Come forward
21 to be sworn, please, sir.

22 (Witness sworn.)

23 JUDGE PRIDGIN: Thank you very much, sir.
24 If you would, please spell your last name for the record
25 and spell your last name for the court reporter.

1 MR. PHIPPS: Virgil Lee Phipps,
2 P-h-i-p-p-s, 10135 State Highway AA.

3 JUDGE PRIDGIN: And are you an AmerenUE
4 customer?

5 MR. PHIPPS: Yes.

6 JUDGE PRIDGIN: Do you have any comments
7 about the storm restoration efforts?

8 MR. PHIPPS: Yes.

9 JUDGE PRIDGIN: Whenever you're ready, sir.

10 MR. PHIPPS: It's in reference to the fact
11 Ameren is saying there --

12 THE REPORTER: I'm sorry. Could you move
13 the microphone closer?

14 MR. PHIPPS: They are saying that the
15 people, our people, local people didn't leave. There was
16 a lot of action going -- now? Okay. There was quite a
17 bit of action going on prior to this, and then all of a
18 sudden -- I live ten miles west of here. Lived there all
19 my life. I'm 62 years old. There was no one around,
20 period, UE, nobody.

21 I talked to a guy at the local firehouse up
22 there. We -- I had run around and found where our
23 particular electric problem was. I talked to him. He
24 said we can get a crew. Within a half hour I can have
25 power. To make a long story short, I got power the

1 following Thursday, and all it was was a line about two
2 miles from my house. Took them approximately 45 minutes
3 to fix when they finally got somebody back out there.

4 My -- this isn't actually part of this, but
5 I think it's relevant into the fact, I'm old enough I can
6 remember when we had an actual electric company here in
7 town, and the men that worked there knew the lines
8 backwards, forwards, up and down. If they had a problem,
9 they could almost tell you what pole.

10 Ameren has seemed to eliminate virtually
11 all personnel. The human element is leaving. Ask the
12 witnesses down in Taum Sauk, if they'd have had a human
13 there watching that, we could have saved the park. I
14 understand why they get rid of human beings. It costs
15 money to have humans, but they get money every month.

16 So my suggestion would be to reinstitute
17 some more people here that are responsible to this area
18 and to add more people to the poles and to their service.

19 And this doesn't have to do with them, but
20 is the AT&T phone representative here?

21 JUDGE PRIDGIN: There is a gentleman from
22 AT&T, yes.

23 MR. PHIPPS: Well, they're the next one to
24 go. Their lines are growed up in trees. You drive the
25 highway west, those telephone lines are on the left side

1 of the road, and they are growed up in trees. I mean,
2 it's pathetic. There's trees bigger than my arm laying on
3 them as I speak. The lines are holding them up.

4 Thank you very much.

5 JUDGE PRIDGIN: Mr. Phipps, thank you. If
6 you'll remain in this area, we might have some questions
7 from the Commissioner or someone, so if you'll hang on
8 just a second. Commissioner Appling, did you have any
9 questions for Mr. Phipps?

10 COMMISSIONER APPLING: Thank you for coming
11 in tonight. I don't have any specific questions for you,
12 but I'm sure I'll get around to someone else. Thank you
13 for coming tonight, and we appreciate the fact that you
14 came to tell us your thoughts. Thank you.

15 JUDGE PRIDGIN: And I don't have any
16 questions. Mr. Healy, any questions?

17 MR. HEALY: No.

18 JUDGE PRIDGIN: Mr. Phipps, thank you very
19 much for your time and remarks here.

20 The next witness is Linda Wilkins.

21 Ms. Wilkins, if you'll raise your right hand and be sworn,
22 please.

23 (Witness sworn.)

24 JUDGE PRIDGIN: Thank you very much.

25 Ms. Wilkins, if you'll state your name for the record and

1 spell your last name for the court reporter.

2 MS. WILKINS: Linda Wilkins, W-i-l-k-i-n-s.

3 JUDGE PRIDGIN: And your address, please?

4 MS. WILKINS: 10079 Benton Road, Potosi.

5 JUDGE PRIDGIN: And are you an AmerenUE
6 customer?

7 MS. WILKINS: Yes, I am.

8 JUDGE PRIDGIN: Okay. Did you have any
9 statement for the Commission?

10 MS. WILKINS: Yes, I did. We lost power
11 for four and a half days, and we live in a trailer park,
12 and we also lost our water, too. And we lost -- we lost
13 about \$400 in food. And AmerenUE slapped me with a \$500
14 electric bill, and my electric don't run but \$150 a month.
15 All right. I called them and their response was my house
16 was not insulated enough. And all the time that we are
17 losing power over there 40 percent of the time. If the
18 wind blows the wrong way, we're out of power.

19 And I think the company should be more
20 prepared for this kind of thing instead of billing all of
21 us for their mistakes. And I think they ought to cut down
22 some of the limbs away from the power lines. Maybe
23 everybody wouldn't lose so much. That's all.

24 JUDGE PRIDGIN: All right.

25 MS. WILKINS: That's all I got.

1 JUDGE PRIDGIN: Ms. Wilkins, thank you.
2 Let me see if we have any questions from Commissioner
3 Appling. Do you have any questions?
4 COMMISSIONER APPLING: You say you lost
5 your water?
6 MS. WILKINS: Yes, I did. We got well
7 water.
8 COMMISSIONER APPLING: Well water. So it's
9 hooked to the electric.
10 MS. WILKINS: Yes, it is.
11 COMMISSIONER APPLING: Okay. \$500?
12 MS. WILKINS: \$500. I'm not the only one
13 that actually got billed for that. Okay. Two trailers up
14 from me, there was another lady that got billed about the
15 same thing, and her electric bill don't run but \$90 to
16 \$120 a month.
17 COMMISSIONER APPLING: Was it a \$500 bill?
18 Is it \$500?
19 MS. WILKINS: It's actually more than 500,
20 but that's just the estimate.
21 COMMISSIONER APPLING: Did that occur
22 during the time when the outage was, the storm?
23 MS. WILKINS: Yes.
24 COMMISSIONER APPLING: For the four and a
25 half days?

1 MS. WILKINS: That was the total amount
2 they gave us. It was totally wrong. We're paying for
3 something that they made a mistake on.

4 COMMISSIONER APPLING: I want you to go
5 over there and speak to this lady over there and talk to
6 her.

7 MS. WILKINS: I already talked to them, and
8 every time I talk to them, they are hateful, so --

9 COMMISSIONER APPLING: She's not going to
10 be hateful with you with me here tonight, so go over and
11 tell her.

12 MS. WILKINS: I guess I will.

13 COMMISSIONER APPLING: Go over here right
14 now and talk to her. Thank you very much.

15 JUDGE PRIDGIN: Commissioner Appling, thank
16 you. Mr. Healy, do you have any questions for
17 Ms. Wilkins?

18 MR. HEALY: No, I don't.

19 JUDGE PRIDGIN: Ms. Wilkins, thank you very
20 much for your time and your remarks.

21 The next witness I see is Brian Hayes. Is
22 Mr. Hayes here? If he's here, if he'll come forward and
23 be sworn. Mr. Hayes, if you'll raise your right hand and
24 be sworn, please.

25 (Witness sworn.)

1 JUDGE PRIDGIN: Thank you very much. Sir,
2 if you would, please state your name for the record and
3 spell your last name for the court reporter.

4 MR. HAYES: Brian Hayes, H-a-y-e-s.

5 JUDGE PRIDGIN: And your address, please,
6 sir?

7 MR. HAYES: 301 North Hall, here in Potosi.

8 JUDGE PRIDGIN: And are you an AmerenUE
9 customer?

10 MR. HAYES: Correct. It's through a
11 business, though, not for my home.

12 JUDGE PRIDGIN: Okay. Did you have a
13 statement concerning the storm restoration?

14 MR. HAYES: Yes. I work for Percell Tire
15 here in town. We were out for approximately 48 hours. As
16 far as our ability to contact with Ameren was to no avail.
17 We got recordings and basically said that if we were
18 calling about the outage, it was unnecessary to go any
19 further, they knew about it and they were trying to handle
20 it as quickly as possible.

21 On the second day, we chose to contact
22 local officials, and I spoke with the mayor myself
23 personally to find out exactly what he thought our outage,
24 how long it was going to last. He was able to provide me
25 the information that they were working on an area that --

1 to bring a well back up, and that would probably bring us
2 back up. In fact, it did. He was very helpful with that
3 information.

4 Concerning the guys leaving the area, the
5 information that I got at Percell was along the same
6 lines, that people did leave the area. We actually had
7 trucks pull on to the property to look at lines that were
8 damaged by trees, and they were quickly dispatched
9 somewhere other than Percell. I'm not for sure exactly if
10 they went to the city or if they went somewhere else in
11 town. They did leave our area after they had come onto
12 the property without doing anything after their arrival.

13 That's really all I had to say.

14 JUDGE PRIDGIN: All right. Mr. Hayes,
15 thank you. Let me see if we have any questions up here.
16 Commissioner Appling, any questions for Mr. Hayes?

17 COMMISSIONER APPLING: Mr. Hayes, thank you
18 for coming in. I think you and I chatted just a little
19 bit prior to everybody getting here. Your business I
20 understand runs 24/7?

21 MR. HAYES: 24/7, that's correct.

22 COMMISSIONER APPLING: And if the
23 electric's shut down, then your business is shut down?

24 MR. HAYES: Correct. Percell employs about
25 130 people here in the --

1 COMMISSIONER APPLING: 130?

2 MR. HAYES: -- in the Potosi facility,
3 which we also feed through this manufacturing facility
4 here 65 other locations owned and operated by Percell as
5 well as other dealers across the country. So the economic
6 impact was significant not only to Percell but also to
7 employees that lost revenue for being out of work for two
8 days because we sent the employees home.

9 COMMISSIONER APPLING: You've listened to a
10 lot of the questions that was asked and the comments that
11 was made tonight. Do you have any suggestions that may be
12 helpful to me and the engineer here?

13 MR. HAYES: Well, you know, you can't
14 control natural disasters. It's just that -- and I don't
15 live here in Potosi. I'm in Ste. Francois County. But it
16 would be a little disturbing to know that many of the guys
17 familiar with this area did leave and bring in outsiders
18 and possibly compound the problem by sending our guys
19 familiar with this area to an area they might not be
20 familiar with and bringing other guys to this area that
21 aren't familiar with this area. So it almost seems kind
22 of like you compound the problem. But I don't know for
23 sure if that's where the guys left and went to. I can't
24 confirm that.

25 But as far as how to fix it, I've heard

1 comments about trees, trimming could be improved, and of
2 course, we had some tree damage on our property. We were
3 out of phone service as well. And, of course, this is the
4 corporate headquarters for Percell, which as I said
5 operates across the nation. So I don't have specific
6 ideas how to improve.

7 But it's just frustrating when you look at
8 the backyard and see security poles that shine light at
9 your facility that is dark, because as I said earlier in
10 the question period, that our facility was out of power
11 for two days, but yet the grid next to us, if that's the
12 proper term, was online pretty quickly down around the Red
13 Wing areas, central area, things like that. So it's
14 frustrating, very frustrating.

15 COMMISSIONER APPLING: We're taking
16 comments very seriously, and thank you very much for
17 coming in.

18 MR. HEALY: Mr. Hayes, I want to thank you
19 for being here tonight. You mentioned that the outage
20 resulted from tree limb damage, is that correct, from your
21 facility?

22 MR. HAYES: I'm not for sure. We had some
23 limbs on some lines. I don't know if it resulted in the
24 entire outage.

25 MR. HEALY: How large were those limbs?

1 Were they very big?

2 MR. HAYES: I would say, yeah, good size.

3 MR. HEALY: Five inches?

4 MR. HAYES: Five inches.

5 MR. HEALY: Were there any other businesses

6 around you that were affected?

7 MR. HAYES: I can't confirm that.

8 MR. HEALY: That's fine. Thank you very

9 much.

10 JUDGE PRIDGIN: Mr. Hayes, I have a couple

11 of questions. Did you say you had about 130 employees

12 there at Percell?

13 MR. HAYES: That's correct.

14 JUDGE PRIDGIN: And when you were shut

15 down, you had to send those employees home?

16 MR. HAYES: The majority of the employees

17 went home for the period of the outage.

18 JUDGE PRIDGIN: Did you speak to any of

19 those employees during your outage?

20 MR. HAYES: Yes.

21 JUDGE PRIDGIN: Do you have any idea how

22 many of those employees went home to homes without power?

23 MR. HAYES: Several of them, of the

24 employees, went home to homes without power, and a few of

25 the ones even were out longer. We had some women that had

1 to care for their children and other things that left them
2 out a little bit longer because of the power outages that
3 were extended four, five, six, seven days. So there were
4 a few of the secretaries I know that did not make it in.

5 JUDGE PRIDGIN: So even after your --

6 MR. HAYES: Beyond our interruption.

7 JUDGE PRIDGIN: So even after your business
8 was back up, these folks who were coming to work were
9 still going home to dark homes; is that correct?

10 MR. HAYES: That is correct.

11 JUDGE PRIDGIN: Mr. Hayes, thank you very
12 much for your remarks and your time this evening. Thank
13 you.

14 The next witness is Bob Reed. Mr. Reed.
15 Mr. Reed, if you'll raise your right hand to be sworn.

16 (Witness sworn.)

17 JUDGE PRIDGIN: Thank you very much. If
18 you would, please state your name for the record and spell
19 your last name for the court reporter.

20 MR. REED: Bob Reed, R-e-e-d.

21 JUDGE PRIDGIN: And your address, please,
22 sir?

23 MR. REED: 104 Church Lane.

24 JUDGE PRIDGIN: Is that here in Potosi?

25 MR. REED: Yes.

1 JUDGE PRIDGIN: And are you an AmerenUE
2 customer?

3 MR. REED: Yes, sir.

4 JUDGE PRIDGIN: Did you have any testimony
5 about the storm restoration efforts?

6 MR. REED: Right. As some of you know, I'm
7 the Presiding Commissioner here in the county, and during
8 the time of the outage, from actually the beginning we
9 tried to make contact with Ameren in trying to start
10 coordinating things as to where the power was going to be
11 up and where we needed to exercise or some generators that
12 were -- we were starting to get online. We couldn't even
13 get a phone call back into our command center.

14 The only way that we finally got
15 communication, the state team, we had our daily conference
16 calls. That's how we were getting information from
17 Ameren.

18 As far as the map situation and with some
19 of these new boys that they sent in here, the Citizens
20 Electric and I think Black River and some of them, they
21 didn't have a clue where to go. You know, I know some of
22 the local boys here, they know these roads. We had 911
23 maps printed up. I think at one time we probably had 50
24 of them in our command center here in the courthouse.
25 It out in the -- our conference calls, which Ameren had a

1 representative there, that these are available, because we
2 kept getting the feedback, they couldn't -- they were
3 having trouble locating some of these roads. And I know
4 we only been on 911 for two years, but we had the maps
5 there, but not one time did they come in to the center to
6 pick them up.

7 You know, the local boys that work here
8 every day didn't have this problem. I understand, and I
9 still haven't got clarification on it, that some of our
10 local boys was sent up north, which should have never
11 happened. You know, we have damage all over this county
12 as everybody here knows, and those boys should have been
13 able to stay here. Of course, we had outage everywhere.
14 They were here and there. You know, there wasn't enough
15 of them, and I think we related to the situation.

16 We do need some more people here. These
17 boys work their tail off, night and day, very little
18 sleep. I know that for a fact. They done one heck of a
19 job. But if Ameren would have coordinated with us in the
20 command center and tried -- especially on this map
21 situation, it would have been -- made life a lot easier
22 for those boys out there trying to find these roads and
23 locating the properties. That's basically all I have.

24 JUDGE PRIDGIN: Mr. Reed, thank you. Let
25 me see if we have any questions up here. Commissioner

1 Appling?

2 COMMISSIONER APPLING: I think you and I
3 have already talked, so I'm going to give a few other
4 people a chance to talk here tonight. But I thank you
5 very much for coming here. It's very important that you
6 participate in these matters. Good to see you. Thank you
7 for coming out.

8 MR. REED: Thank you for coming down.

9 JUDGE PRIDGIN: Mr. Healy, any questions?

10 MR. HEALY: No questions. Thanks for
11 coming, though. I appreciate it.

12 JUDGE PRIDGIN: Mr. Reed, just a quick
13 question or two that I have. I believe I understood you
14 could not get a phone call back from AmerenUE; is that
15 correct?

16 MR. REED: Into the command center. You
17 know, we were trying to relay what information we could,
18 you know, because we were getting hit left and right, and
19 I understand they'd have to call in and all this, but, you
20 know, never did really even get to talk to a body. We had
21 to kind of communicate through our conference calls, which
22 we were having two or three a day with the state command
23 center.

24 JUDGE PRIDGIN: When you talked to
25 AmerenUE, what happened?

1 MR. REED: I never talked to a body.

2 JUDGE PRIDGIN: Did you get some sort of
3 machine where you left a recording?

4 MR. REED: Right. And I did leave a
5 message, identified myself, and I think it was like three
6 or four days before we actually did get a call back from
7 somebody up the line.

8 JUDGE PRIDGIN: All right. Thank you very
9 much.

10 MR. REED: We finally got tied in to also
11 with Ameren so we could track our outages. We had that
12 online, so that -- that helped us there in answering some
13 of the calls anyway.

14 JUDGE PRIDGIN: Mr. Reed, thank very much
15 for your time and remarks.

16 The next witness is Marie Edgar.
17 Ms. Edgar, if you would please raise your right hand and
18 be sworn.

19 (Witness sworn.)

20 JUDGE PRIDGIN: Thank you very much, ma'am.
21 If you would, please state your name for the record and
22 spell your last name for the court reporter.

23 MS. EDGAR: My name is Marie Edgar,
24 E-d-g-a-r.

25 JUDGE PRIDGIN: And your address, please?

1 MS. EDGAR: 10205 Weber Lane, Potosi.

2 JUDGE PRIDGIN: And are you an AmerenUE
3 customer?

4 MS. EDGAR: Yes, sir.

5 JUDGE PRIDGIN: Did you have any remarks
6 for the Commission?

7 MS. EDGAR: I didn't hear you.

8 JUDGE PRIDGIN: Did you have any remarks
9 for the Commission, any statement?

10 MS. EDGAR: Well, there was a power pole
11 that came -- it broke in two and came down in my yard, but
12 I wasn't home. I was out of town. And my daughter called
13 AmerenUE and reported the damage on Wednesday night, and
14 then she left town. So there were -- none of us were home
15 until the next week. So nobody came to check the pole or
16 anything. I waited that whole week. No one came.

17 So on Monday, I believe it was Monday, I
18 called 911 to see what to do, and they told me -- they
19 gave me a number to call AmerenUE. So I called, and they
20 said, well, we went up and down that street and we didn't
21 see a pole. And I said, well, where is the location you
22 went? And they said York Road, and they do -- that's the
23 location that it was, but that's not the street I live on.
24 So I'm sure that mistake was due to that map.

25 So it was probably an hour they were out

1 there, and they had a pole with them and put the pole up.
2 And there was another pole down right down below me that
3 they didn't know anything about. It was buried in the
4 debris and everything, because no one lived there. But
5 anyway, it was down, so -- but that was due to the map, I
6 guess. I didn't know that it was wrong on the map, but
7 they said that they thought I lived on York Road. So
8 that's it.

9 JUDGE PRIDGIN: Ms. Edgar, thank you. We
10 might have a few questions for you. Commissioner Appling,
11 do you have any questions for Ms. Edgar?

12 COMMISSIONER APPLING: Ms. Edgar, was your
13 electric off during that time?

14 MS. EDGAR: The electric was off all that
15 time.

16 COMMISSIONER APPLING: How about --

17 MS. EDGAR: There was a line across in the
18 back that -- where you couldn't walk, you couldn't get to
19 the dog. My son put the water hose under and went over it
20 to water the dog, but it stayed on the dog pen until they
21 came.

22 COMMISSIONER APPLING: Did you lose any
23 food in your refrigerator?

24 MS. EDGAR: I can't hear you.

25 COMMISSIONER APPLING: Did you lose any

1 food in your refrigerator, food?

2 MS. EDGAR: I still didn't.

3 COMMISSIONER APPLING: Okay. Your
4 refrigerator was off, so I assume you lost all your food?

5 MS. EDGAR: It was fine.

6 COMMISSIONER APPLING: It was fine?

7 MS. EDGAR: Yes.

8 COMMISSIONER APPLING: Good. A lady told
9 me in St. Louis last night that she got a chance to clean
10 her refrigerator during this time. It was a good thing
11 that happened.

12 MS. EDGAR: It was fine.

13 COMMISSIONER APPLING: Thank you very much
14 for coming out tonight. I appreciate your comments.

15 JUDGE PRIDGIN: Ms. Edgar, I'm sorry. I
16 think Mr. Healy has a question for you. We're not going
17 to let you get away quite that quickly.

18 MR. HEALY: Ms. Edgar, thanks for coming
19 out. I appreciate it. The pole that broke, did it break
20 at the top?

21 MS. EDGAR: It was broken, it wasn't quite
22 in the middle, but it was -- there was a big long piece of
23 it and then a shorter piece of it.

24 MR. HEALY: Did it break closer to the
25 bottom?

1 MS. EDGAR: I don't know which is the top
2 and which is the bottom.

3 MR. HEALY: Did it break close to the lines
4 or did it break close to the ground?

5 MS. EDGAR: I didn't go out there because
6 that line was there.

7 MR. HEALY: Okay. Probably a good idea.

8 MS. EDGAR: My son went out, but I didn't.

9 MR. HEALY: If you don't know, that's fine.
10 Thank you very much.

11 JUDGE PRIDGIN: Ms. Edgar, thank you very
12 much for your time and your remarks.

13 Belinda Harris. Raise your right hand and
14 be sworn, please.

15 (Witness sworn.)

16 JUDGE PRIDGIN: Thank you very much. If
17 you would, please state your name for the record and spell
18 your last name for the court reporter.

19 MS. HARRIS: Belinda Harris, H-a-r-r-i-s.

20 JUDGE PRIDGIN: And your address, please?

21 MS. HARRIS: 7158 White Road, Hillsboro,
22 Missouri, and that's in Jefferson County.

23 JUDGE PRIDGIN: And are you an AmerenUE
24 customer?

25 MS. HARRIS: Yes, I am.

1 JUDGE PRIDGIN: Did you have any remarks
2 for the Commission?

3 MS. HARRIS: Yes, I do. I was going to
4 speak as a resident of Jefferson County and then also as a
5 State Representative hearing many comments from the people
6 in my district.

7 I think a lot of my concerns, my power was
8 out for four days, and it had to do with a lot of the
9 trees that are in the right of way, the easements, that I
10 feel that there needs to be a better maintenance schedule
11 for the cleaning of the trees. This would be the
12 preventive measure so, when we have storms, it wouldn't be
13 as quite a massive job to clean up the trees. I felt that
14 that was something that everyone that was -- had great
15 concerns, this was pretty much of a priority.

16 The second, I feel that people in rural
17 areas have private wells, and when they lose their
18 electricity, they don't have the use of the toilets, bath,
19 drinking water. This is different than those that are in
20 the city areas. When you lose your electricity, you still
21 have those services. So I would hope that when AmerenUE
22 does their setting of priorities, they take in
23 consideration that rural areas do lose not just
24 electricity but the services of water.

25 Thank you.

1 JUDGE PRIDGIN: Representative, thank you.

2 Let me see if we have any questions. Commissioner
3 Appling?

4 COMMISSIONER APPLING: Good to see you
5 again.

6 MS. HARRIS: Good to see you.

7 COMMISSIONER APPLING: Thank you for coming
8 out tonight. Appreciate it. And I don't have any
9 specific questions because I think you and I talked just a
10 little bit before this afternoon. I don't know exactly
11 what to say. After about five days of listening to
12 basically the same thing, you kind of get a lot of the
13 same comments, tree trimming. One of the things that I
14 hadn't thought about was the rural area, when you lose
15 electric, you lose the water. That's something I hadn't
16 heard of before before I came down.

17 It's important that your comments and the
18 comments of other people here tonight get registered, and
19 we will do that. Thank you very much for coming out.
20 Thank you.

21 MS. HARRIS: Okay.

22 JUDGE PRIDGIN: Mr. Healy?

23 MR. HEALY: I wanted to thank you for
24 coming out. I just had one question. Do you have a rough
25 idea of the number of phone calls your office received

1 after or during this outage?

2 MS. HARRIS: Well, my office is pretty much
3 my home, so I would say that, oh, over the period of time
4 I had 30, 40 calls.

5 MR. HEALY: Thank you very much. I
6 appreciate it.

7 JUDGE PRIDGIN: Representative, along that
8 same line, do you know about how many calls you may have
9 had in your Jefferson City office about this problem?

10 MS. HARRIS: It was pretty much transferred
11 to my home office.

12 JUDGE PRIDGIN: Representative, thank you
13 very much for your time and for your remarks this evening.

14 MS. HARRIS: Thank you.

15 JUDGE PRIDGIN: Thank you. I believe the
16 next witness is William Zoll. I don't know if I'm reading
17 that name correctly. Would you please raise your right
18 hand to be sworn, sir.

19 (Witness sworn.)

20 JUDGE PRIDGIN: State your name for the
21 record.

22 MR. ZOLL: My name is William Zoll,
23 Z-o-l-l.

24 JUDGE PRIDGIN: And your address, please,
25 sir?

1 MR. ZOLL: 13549 Cedar Road, Jefferson
2 County.

3 JUDGE PRIDGIN: Thank you. And are you an
4 AmerenUE customer?

5 MR. ZOLL: I certainly am.

6 JUDGE PRIDGIN: All right. You may lower
7 your hand when you're ready, and any statement you have
8 for the Commission, sir.

9 MR. ZOLL: Okay. I've given you my name,
10 and I've got more to start. We were out for three days,
11 three full days. I have a few questions I'd like to ask
12 all of those representing the Public Service Commission.
13 Are any of you on wells? No one.

14 I have one more question. You've answered
15 it. You're not. Is there anybody here from Washington
16 County that's on a well system? Raise your hand. It
17 seems like we're underrepresented here since no one here
18 can even know what happens when you run out of
19 electricity. We lose our water at the same time that we
20 lose our electric, and that's important because it creates
21 a health condition. You can't wash your hands.

22 Later on I'm going to give you an example
23 of what I mean. I don't know how we're going to get to
24 communicate the importance that rural residents have when
25 they're out of electric. We need to be a priority. This

14 All right. For instance, as happens in my
15 house, I sometimes take the newspaper into the bathroom to
16 read. So happens that after I was in there for a few
17 minutes, the power went out. Now I've got to ask myself,
18 what am I going to do next? You may laugh at this, but I
19 had to decide whether to flush the toilet or not, because
20 if I do, nobody else can use it. I'm not going to get
21 water back to fill it up. Now I need to wash my hands.
22 Where do I get the water? It's just been turned off. I
23 can't leave -- I have to leave the bathroom to even wash
24 my hands.

25 If you have an answer as to how I can do

1 this without a lot of aggravation, tell me. Tell me what
2 I can do. That's why I say it's important that the rural
3 communities be taken care of first, especially when you've
4 got people in town, and to send them up to St. Louis is
5 ridiculous.

6 We were not -- ours was not that big a
7 problem. We went up to meet the men on the road. They
8 had said they just dispatched them. My wife and I went up
9 to the road and waited. These men were telling us that on
10 weekends when there's a power outage, they're telling them
11 not to answer their phones. Ameren is telling them not to
12 answer their phones when they call them in.

13 I -- until Ameren can take care of and give
14 us a decent period of time where we're not out of electric
15 anymore or that they're at least responding in a
16 reasonable amount of time, I see no reason to give them a
17 rate increase at this time. I think it needs to be
18 stalled until a period 'til they've went through a trial
19 period to straighten up whatever their problems are, and
20 it seems to be that it has to be at the top to me.

21 Now, anybody have any questions of me?

22 JUDGE PRIDGIN: Let me see if we have
23 questions. Commissioner Appling?

24 COMMISSIONER APPLING: Mr. Zoll, thank you
25 very much for coming in. You and I have already talked.

1 This is an emotional situation. I understand that. I
2 take your comments very seriously, and thank you for
3 coming out tonight. Okay?

4 MR. ZOLL: Thank you.

5 MR. HEALY: Just want to thank you for
6 commenting. Your comments are being listened to. If it's
7 any consolation, my boss is from Braggadocio. About as
8 rural as it gets. They've got a post office and two signs
9 and a street. And I'm from rural Wayne County myself.

10 MR. ZOLL: Are you on a well?

11 MR. HEALY: I grew up on one.

12 MR. ZOLL: I went -- my grandmother had a
13 well and I visited her. It's not like the experience
14 hasn't happened as you're an older adult. I don't know
15 what people do with kids. You know, what happens to this
16 thing is my wife went in to use the bathroom. Now, that
17 was -- this is an actual circumstance that happened in my
18 house, and I bet it happens in these other people's
19 houses.

20 And I'm going to be very dissatisfied if I
21 hear that AmerenUE has gotten this rate increase when they
22 want it, because you won't hear the last of me, and you
23 don't want to hear the last of me. You would rather not
24 hear me, because I get excited. Thank you.

25 JUDGE PRIDGIN: Mr. Zoll, thank you for

1 your testimony and your time this evening.

2 The next witness is Edward Burt, if I'm
3 reading that name correctly.

4 MR. BUST: Bust, B-u-s-t.

5 JUDGE PRIDGIN: Excuse me, sir. Bust.

6 MR. BUST: That's fine.

7 JUDGE PRIDGIN: Note that your right hand
8 is raised.

9 (Witness sworn.)

10 JUDGE PRIDGIN: Thank you very much, sir.
11 If you would, please state your name for the record and
12 spell your name for the court reporter.

13 MR. BUST: My name is Edward Bust, B-u-s-t.
14 I live at 10244 State Highway AA, Potosi. That's ten
15 miles west of here. I own the house, but the service is
16 in the name of Joseph Dombk, D-o-m-b-k. Joseph and his
17 life live with me, so the service is in his name, but we
18 are AmerenUE customers.

19 JUDGE PRIDGIN: I was just going to clarify
20 whether you were an AmerenUE customer. Do you have any
21 comments regarding the storm restoration efforts?

22 MR. BUST: I do. I was without power for
23 six days. As others have testified, it's very difficult
24 to exist without water. Also, it was difficult for me to
25 do without air conditioning because I am under treatment

1 for three very serious ailments, including
2 arteriolosclerotic heart disease. So it was very hot
3 weather, and it made it very difficult.

4 My main reason for being here, though, is
5 to tell you about the frequency with which we are without
6 power. Almost every time there's a storm, and it doesn't
7 have to be severe, it can be just a rainstorm, we are
8 without power, maybe two or three hours, maybe four, five,
9 six hours. Also, we are without power sometimes when
10 there's no storm. I have no idea why, but we are.

11 There are also times when, storm or no
12 storm, the power will go off, be off for maybe a minute,
13 minute and a half, come back on, be on a couple minutes,
14 go off again, minute, minute and a half. Sometimes goes
15 off a third time, then comes back on. What's responsible
16 for that, I have no idea, but it's -- at least it's
17 irritating. I believe that's all I have to say.

18 JUDGE PRIDGIN: Mr. Bust, thank you. We
19 may have some questions. Commissioner Appling?

20 COMMISSIONER APPLING: The power outages
21 that you're experiencing, power outages --

22 MR. BUST: I'm sorry?

23 COMMISSIONER APPLING: The power outages
24 when the electric goes off, you said it goes off sometimes
25 for two minutes and then goes off again and maybe a third

1 time, is that because of the trees not being trimmed back
2 or you have no idea?

3 MR. BUST: I have no idea. It's not trees
4 anywhere near me that I'm aware of. I just have no idea.
5 I don't know why.

6 COMMISSIONER APPLING: Has that happened
7 since this storm?

8 MR. BUST: Oh, it's happened -- I've lived
9 in this house for ten years. It's happened ever since I
10 lived there. This is nothing recent. This has been going
11 on for ten years that I've lived there.

12 COMMISSIONER APPLING: What is the number
13 of times you think that has happened in the last six
14 months, the last year?

15 MR. BUST: You mean power outage or the on
16 and off?

17 COMMISSIONER APPLING: The on and off.

18 MR. BUST: I can't tell you the last six
19 months. I know it's with some degree of frequency. My
20 memory is not that --

21 COMMISSIONER APPLING: I understand.

22 MR. BUST: And I just would hesitate to
23 tell you any number of times within six months or a year.
24 I just know it happens with some degree of frequency.

25 COMMISSIONER APPLING: Okay. Thank you

1 very much, sir.

2 MR. BUST: Any other questions?

3 JUDGE PRIDGIN: Mr. Healy?

4 MR. HEALY: I just have one question.

5 Thank you for coming. I appreciate it. You've lived
6 there for ten years. You've had problems for the last ten
7 years; is that correct?

8 MR. BUST: I've lived there ten years, and
9 I've had problems the entire ten years.

10 MR. HEALY: Has your service always been
11 provided by Ameren or Union Electric?

12 MR. BUST: Yes. No. AmerenUE since I've
13 lived where I am now.

14 MR. HEALY: Thank you.

15 JUDGE PRIDGIN: Mr. Bust, thank you. I
16 don't have any questions for you. Just want to let you
17 know that we had some witnesses at the hearing this
18 afternoon in Farmington who raised similar concerns about
19 the power going off rather quickly, and you can be sure
20 the Commission is paying attention to these remarks.

21 MR. BUST: Thank you very much.

22 JUDGE PRIDGIN: Thank you, sir. I
23 appreciate it.

24 I apologize if I get the next name
25 incorrect. I believe the first name is M., middle initial

1 K. Burton or Barton. If you'll raise your right hand to
2 be sworn, please.

3 (Witness sworn.)

4 JUDGE PRIDGIN: Would you state your name
5 for the record and spell your last name for the court
6 reporter.

7 MR. BARTO: Michael Barto, B-a-r-t-o, 12231
8 John Smith Road.

9 JUDGE PRIDGIN: And are you an AmerenUE
10 customer, Mr. Barto?

11 MR. BARTO: Yes. You asked a question to
12 that gentleman a while ago about did we always have
13 Ameren. No. We had --

14 THE REPORTER: I'm sorry. I didn't
15 understand you.

16 MR. BARTO: We had Black River Power. You
17 know what I'm talking about.

18 Ms. Harris really got to the point I'm
19 after, the gentleman right there. We have a lot of
20 outages, and I'm talking some of them will be short term,
21 maybe say an hour, two. But why is it? Like, Mr. Smith
22 back here's going to testify here in a few minutes, and
23 Mrs. Smith, they had a limb come down, and it just touched
24 on it. Didn't take them down. But it threw the fuse,
25 you know, up on -- you know what I'm talking about, up on

1 top. Why does it take 11 or 12 hours to get an Ameren man
2 out there with a plastic pole to pull the thing back down
3 and get us electricity?

4 That's the only thing I want to say because
5 that's it. I'm going to talk to the gentleman back there
6 a little while. But that's my just flat-out question and
7 answer. I get to the point quick, didn't I?

8 JUDGE PRIDGIN: You did, Mr. Barto. Thank
9 you. Let me see if I have any questions from anyone at
10 the table. Commissioner Appling?

11 COMMISSIONER APPLING: I think I understand
12 you loud and clear, so we'll get on to someone else.
13 Okay? Thank you very much.

14 MR. BARTO: Thank you, gentlemen.

15 JUDGE PRIDGIN: Mr. Barto, thank you for
16 your time and remarks.

17 The next witness is Sherry Coleman.

18 MS. COLEMAN: I wish not to testify.

19 JUDGE PRIDGIN: I understand, Ms. Coleman,
20 you no longer wish to testify?

21 MS. COLEMAN: That's right.

22 JUDGE PRIDGIN: Thank you very much, ma'am.
23 Appreciate it.

24 Lillian Essmeyer?

25 MR. BUST: Lillian Essmeyer and Joanne

1 Elsey was on the list. They just had to leave just now
2 and they said they would pass their opportunity.

3 JUDGE PRIDGIN: All right. Thank you very
4 much. And Mr. Bust, that's correct? All right. Thank
5 you very much, sir.

6 I'm not sure of the next name. I believe
7 the last name, is it Elsey, E-l-s-e-y? I'm sorry if I'm
8 misreading it.

9 MR. BUST: That's the other person.

10 JUDGE PRIDGIN: Excuse me. Thank you very
11 much.

12 Theresa Bates. If you'll raise your right
13 hand to be sworn, please.

14 (Witness sworn.)

15 JUDGE PRIDGIN: Thank you very much. If
16 you would, please state your name for the record and spell
17 your name for the court reporter.

18 MS. BATES: My name is Theresa Bates,
19 T-h-e-r-e-s-a, B-a-t-e-s. My address is 117 East High
20 Street, Potosi, Missouri.

21 JUDGE POTOSI: Thank you. Are you an
22 AmerenUE customer?

23 MS. BATES: Have been for 35 years.

24 JUDGE PRIDGIN: Do you have a statement for
25 the Commission?

1 MS. BATES: My power was -- I have a
2 restaurant in town, which is next door to City Hall, the
3 newspaper, in between the courthouse and the police
4 station. My electric was out for two days. So I lost not
5 only four refrigerators full of food, but a lot of the
6 freezer food also that was rotted, like shrimp and chicken
7 and fish and onion rings and mushrooms and you name it.
8 Okay. Some of the freezer food still was good. Some of
9 it like the steaks that were really expensive a friend
10 come and got for me.

11 I was without power for two days. I lost
12 approximately, just in refrigerator and some freezer
13 items, \$1,500 worth of food. I was closed down for two
14 days, which cost me about 18, \$1,900 of money that wasn't
15 coming in. Plus my employees were out of work. Some of
16 them had power not on for seven to eight days.

17 My insurance company wouldn't pay for my
18 spoilage of my food because of the wind, it was an act of
19 God. If a transformer had fallen on my property and
20 caused the damage which caused the electric to go out,
21 they would have replaced my food. But because it didn't,
22 it was AmerenUE's problem because they didn't get the
23 electricity back on right away.

24 I have no trees around my restaurant. I'm
25 right in the middle of town. Okay. I don't know why it

1 took that many days for the businesses in town. All I
2 know is I lost so much money. It tore the antenna off my
3 roof, put a hole in my roof. The insurance company
4 wouldn't fix that because they said the damage to the roof
5 wasn't as much as the deductible, but even considering the
6 spoilage, too, you know.

7 So now I don't have the money to replace
8 the top of the roof. My electric bill is due the 22nd
9 about every month, and because of all that I lost in the
10 days, couple of days that I wasn't able to operate my
11 business, I put everything that I could to get the
12 electric bill paid, all but \$50. You know what I got from
13 AmerenUE? I got a disconnection notice for that \$50.

14 Now, I don't think -- when you go through
15 some kind of disaster like that, I think it's ridiculous.
16 They're going to turn my electric off, and that electric
17 bill wasn't cheap. I have a restaurant. It was almost
18 \$1,500. I paid it all but \$50, and I got a disconnection
19 notice. If this bill is not paid in full, the \$50, by in
20 three days at your pay station or on credit card or
21 whatever, we'll disconnect you.

22 I think it stinks. I didn't get any help
23 through any of this. I'm not a resident in the town as
24 far as living out in the rural areas. I have a business.
25 I also live at my business. Everyone else got help. They

1 either got money from the F -- DFS office to replace some
2 of their food or \$50 Wal-Mart certificate or they got free
3 food and water and everything at the -- the courthouse.
4 They got -- everybody was giving to everybody, but nobody
5 with businesses got anything, and I want to know what can
6 be done about that. It stinks.

7 And I'm not a rich person. I opened this
8 business, I mortgaged my house to open this business in
9 December. I'm trying hard to make a living for myself in
10 this town, and I have got nothing but screwed since I've
11 been here, and I think it stinks.

12 And every time I go down, something like
13 this brings me down that much farther. And you know what?
14 I'm still hanging in there and I'm still making it, but I
15 think it stinks that AmerenUE's going to disconnect my
16 electricity for \$50 after paying \$1,400 on the stupid
17 thing in that kind of a disaster. That's all I got to
18 say.

19 JUDGE PRIDGIN: Ms. Bates, thank you. Let
20 me see if we have any questions from the table.
21 Commissioner Appling?

22 (REPORTER'S NOTE: Commissioner Appling
23 escorted Ms. Bates to the AmerenUE representatives.)

24 JUDGE PRIDGIN: Mr. Healy has no questions
25 and I have no questions. Ms. Bates, thank you very much

1 for your time and your testimony this evening.

2 I hope I read the next name correctly.

3 Jason DeLong, if I'm reading that correctly. Did I say
4 your name correctly?

5 MR. DELONG: DeLong.

6 JUDGE PRIDGIN: Thank you very much. Note
7 that your right hand is raised.

8 (Witness sworn.)

9 JUDGE PRIDGIN: Thank you very much, sir.
10 If you would, state your name for the record and spell
11 your name for the court reporter.

12 MR. DELONG: Jason DeLong, D-e-l-o-n-g.

13 JUDGE PRIDGIN: And your address, please,
14 sir?

15 MR. DELONG: 108 Brook Street, Potosi.

16 JUDGE PRIDGIN: And are you an AmerenUE
17 customer?

18 MR. DELONG: Yes.

19 JUDGE PRIDGIN: Do you have any comments
20 regarding the storm restoration?

21 MR. DELONG: Basically, the day before the
22 storm, we'd just gone out shopping for \$300 worth of
23 groceries, and the whole storm came through and knocked us
24 out. We were out for three days. We finally got our
25 power back Saturday around 3 in the afternoon.

1 JUDGE PRIDGIN: I hate to interrupt. Can
2 you try to speak up so the folks back there can hear you?

3 MR. DELONG: Yeah. Sorry. Basically, I
4 work overnight as a Wal-Mart associate, and the day of the
5 storm I had to go in working with no power, trying to
6 survive through the blackness of the night, and basically
7 what we did was try to salvage all the meats and produce
8 as much as we could. That's what we did at Wal-Mart that
9 night.

10 Same morning, or the next morning rather
11 they got their power back on about 7 in the morning-ish,
12 and I was frustrated because I didn't know why that block
13 at the time got their power but the rest of Potosi didn't.
14 I'm fairly new to the area. I came from Washington state.
15 I moved down here. At this point is there any financial
16 aid to help out with groceries or back pay for the
17 groceries? That's all I got.

18 JUDGE PRIDGIN: Mr. DeLong, thank you.
19 I'll see if we have any questions. Obviously there's some
20 Ameren representatives if you wanted to speak to them
21 about your damages, I'm sure they'd be glad to speak to
22 you, too.

23 Commissioner Appling, did you have any
24 questions for Mr. DeLong?

25 COMMISSIONER APPLING: No.

1 JUDGE PRIDGIN: Mr. DeLong, I don't have
2 any questions, but thank you very much for taking the time
3 to come out and give your remarks.

4 MR. DELONG: Thank you.

5 JUDGE PRIDGIN: Thank you, sir.

6 I believe the next witness -- again, I hope
7 I'm reading this name correctly -- is Anna Rose. All
8 right. You no longer wish to testify?

9 MS. ROSE: Right.

10 JUDGE PRIDGIN: All right. Thank you.
11 Gladys Campbell Carter. Am I reading that name correctly?
12 If you'll raise your right hand.

13 (Witness sworn.)

14 JUDGE PRIDGIN: Thank you very much. If
15 you would, please give your name to the court reporter and
16 spell your last name.

17 MS. CARTER: Gladys Campbell Carter,
18 C-a-r-t-e-r.

19 JUDGE PRIDGIN: And your address, please,
20 ma'am?

21 MS. CARTER: 12614 John Smith Road.

22 JUDGE PRIDGIN: Is that here in Potosi?

23 MS. CARTER: It's five miles out.

24 JUDGE PRIDGIN: And are you an AmerenUE
25 customer?

1 MS. CARTER: Yes, sir.

2 JUDGE PRIDGIN: Did you have a statement
3 regarding the storm restoration?

4 MS. CARTER: I do have a statement and a
5 question, too, because I've lived in the area for five and
6 a half years. We have seven family members, seven
7 siblings in my house. Many of us have really severe
8 health problems. So what I can't understand is, why for
9 the five -- let's say four and a half years maybe, we had
10 a few outages just for a little while, but, I mean, the
11 past year it's been really pathetic. We've been out a
12 lot.

13 And when this happened, I just had
14 open-heart surgery at 77. I'm grateful to survive. But
15 we had to evacuate because my 80-year-old husband
16 cannot -- he's got macular degeneration, can't see. So we
17 had to have power. So as soon as -- I couldn't drive.
18 Doctor said no driving. He hasn't driven for 15 years.

19 Well, we did manage, thank God, to find a
20 motel. We lived there a week, and we had to have the home
21 health nurse came because I had complications, you know,
22 after the surgery.

23 So we lost, of course, a lot of food. We
24 requested reimbursement because, I mean, we just -- I
25 couldn't drive, couldn't take care of anything, but at

1 least I had family members to help. But my brother
2 dropped us off at the motel, and finally before I left the
3 motel, I got my car. I felt a lot better.

4 But then my brother, he is on dialysis, on
5 the same road I am. Every night he has to do dialysis at
6 home, kidney dialysis. I have another brother, he's got
7 heart -- serious heart problems. My brother-in-law, which
8 had a five-way bypass. There's so many people on that
9 road that have severe health problems.

10 And somebody was talking about a command
11 center. I think that was good, but I couldn't have gotten
12 through. I was glad to hear about working on a substation
13 here in the area, but I don't know when all this is going
14 to happen. And then I know they're talking about how we
15 got like a dozen water jugs filled with water to flush the
16 toilet with. The heat was so terrible that time that I
17 couldn't have survived and neither probably my husband,
18 because he has heart problems, too.

19 So anyway, I said I guess I was -- we were
20 being treated like poor country cousins. We lived in -- I
21 mean, I went away. I went away and my husband is military
22 retired. Went to school. We had a free college degree.
23 Managed to survive all these things. And now I think
24 surely things can be better. I mean, why are -- I don't
25 understand it. I'm trying to figure it out.

1 The motel, thank God it had electricity. It
2 had all the services, at a price, \$400. It's a bargain.
3 I don't know what to think about it. I don't know what to
4 do with it, but I do think we should be the first.

5 And my neighbor across the road, she's in a
6 wheelchair, so she can't -- her husband's gone a lot. She
7 lives by herself. She has to -- she's paralyzed from the
8 waist down. She has to have electricity to her bodily
9 functions. She has to do her own catheterization. So
10 we've got -- there's a lot of other people on that road
11 have other problems that I'm not aware of. I mean,
12 there's some -- I know one's had a stroke.

13 So we really are in dire problems out
14 there, and I'm just -- I don't know what to do about it.
15 Does anybody have any suggestions?

16 JUDGE PRIDGIN: Let me see if we have any
17 questions from the Commissioners, and obviously you're
18 free to speak to anybody about your questions.
19 Commissioner Appling?

20 COMMISSIONER APPLING: I have to be honest
21 with you. I don't have an answer for you. You and I
22 talked for about ten minutes when you first came in. I
23 have to give you the same voice you gave me, keep on
24 trucking, right? But when did you have heart surgery?

25 MS. CARTER: I had it on June 23rd. Then I

1 got all these complications, and then I was so grateful I
2 have a sister cleaned all that food out, \$250 worth of
3 food, all a mess. And I'm usually pretty independent, but
4 boy, I mean, this was devastating. I couldn't do much.
5 But I'm grateful. We may not have suffered as some people
6 did. But I can't understand why I was down to that many
7 years and then, I mean, we didn't have severe problems.
8 In the past year it just got worse and worse and worse.
9 And this is the straw that broke the camel's back.

10 COMMISSIONER APPLING: Ms. Carter, thank
11 you very much for coming in. Tonight I don't have an
12 answer for you, and I apologize for that. I don't have an
13 answer for you. Let's see if Doug has any questions for
14 you. Thank you very much for coming out.

15 MS. CARTER: I appreciate you being here.

16 COMMISSIONER APPLING: Thank you very much
17 for coming.

18 JUDGE PRIDGIN: Mr. Healy, any questions?

19 MR. HEALY: I don't have any answers
20 either. I'm sorry. But thank you very much for coming.
21 I do appreciate it.

22 MS. CARTER: At least you're trying, I
23 think.

24 MR. HEALY: We are trying.

25 JUDGE PRIDGIN: Ms. Carter, thank you very

1 much for your time and your remarks.

2 I see next looks like a couple has signed
3 up, Richard and Hazel Smith, if that's correct. I'll be
4 glad to hear from either or both of you, but I would ask
5 that you testify one at a time if you both wish to.

6 MS. SMITH: He's going to let me talk.

7 JUDGE PRIDGIN: Ms. Smith, if you'll raise
8 your right hand to be sworn.

9 (Witness sworn.)

10 JUDGE PRIDGIN: Thank you. If you would,
11 please state your name for the record and spell your last
12 name for the court reporter.

13 MS. SMITH: Hazel Smith, S-m-i-t-h. My
14 address is 12787 John Smith Road, Potosi.

15 JUDGE PRIDGIN: And are you an AmerenUE
16 customer?

17 MS. SMITH: Yes, sir, I am.

18 JUDGE PRIDGIN: Do you have a statement for
19 the Commission?

20 MS. SMITH: Yes, I do. Our power went out
21 on Wednesday evening, July the 19th, and didn't come back
22 on until the following Wednesday, on the 26th, I believe,
23 which makes it almost eight days. We have a small
24 generator, which helped us because, as Ms. Harris and some
25 of the others said, when you live in a rural area and you

1 have a well, you don't have electricity, you don't have
2 water.

3 So we have tried to be prepared, and the
4 problem with that, you know, you have to go out and put
5 gas in it to keep it running. Then you've got to go to
6 town to get more gas, and it takes a lot of gas to keep it
7 going. Fortunately, my husband is able to do some of that
8 stuff. He -- he does have a heart condition, and during
9 the heat, it was very hard on him because he's supposed to
10 be in air conditioning.

11 It was a hardship, but the Lord was
12 merciful. The air cooled off a couple of nights after
13 that and we could run our attic fan at night. He was able
14 to put the generator so we could have some -- the attic
15 fan at night and water during the day, and we managed.

16 But if this had happened just this one
17 time, we could have dealt with it, but this was the
18 seventh or eighth time this year, since January, that our
19 power has been out. In April it was out twice. There was
20 another time it was out 15 hours. If it was off like an
21 hour at a time, we could deal with that.

22 But I don't understand why. I don't
23 understand what's wrong. In this past year, I've seen a
24 difference in Ameren, and I don't know if it's because of
25 management. I know the local crew has been very courteous

1 and helpful, but there's something not right because you
2 don't have that many power outages in that length of time.
3 There's got to be some reason, and I don't know what it
4 is.

5 To tell you the truth, I feel like that
6 Ameren has too much territory to take care of, and I feel
7 like that let them take care of St. Louis. Give us a
8 rural electric coop that will take care of us. They took
9 care of us in the past. And I think our people -- you
10 know, we need our local people to stay here and get us
11 back on, and that's what happened when we had Black River
12 Electric.

13 And I'm sorry to complain because I am
14 grateful when we do have electricity, but I just feel like
15 that Ameren has failed. And that's all I've got to say.

16 JUDGE PRIDGIN: All right. Ms. Smith,
17 thank you very much. You have no reason to apologize.
18 That's why we're having these hearings, for people to
19 speak their minds.

20 Commissioner Appling, any questions for
21 Ms. Smith?

22 COMMISSIONER APPLING: Thank you,
23 Ms. Smith.

24 JUDGE PRIDGIN: Mr. Healy?

25 MR. HEALY: Just one. Thank you for

1 testifying. How many years have you been on Ameren?

2 MS. SMITH: Ten years, I believe, because
3 it was Black River before.

4 MR. HEALY: And you were on coop prior to
5 that?

6 MS. SMITH: Yes. It was coop electric,
7 uh-huh.

8 MR. HEALY: Thank you very much.

9 MS. SMITH: You're welcome.

10 JUDGE PRIDGIN: Ms. Smith, just so I can
11 just clarify for the record, when you said you noticed a
12 difference in AmerenUE the past year, could you tell me
13 what that difference is?

14 MS. SMITH: Well, the service. I mean, we
15 were not out this many times, the power outages. We
16 didn't have power outages like that. And another thing,
17 too, we have a lot of surges, and that's just been going
18 on in the last -- so I don't know what that is either. I
19 know they did say that there was going to be a new
20 substation go in. That's great.

21 But it's kind of hard when you're -- when
22 there's several houses in the middle of the road and on
23 either end of our road they have power every time we're
24 out, and I don't think a substation's going to change
25 that. We had proposed something different, but it doesn't

1 look like we're going to get it.

2 JUDGE PRIDGIN: Ms. Smith, thank very much.
3 I appreciate it.

4 Mr. Smith, did you wish to testify also?

5 MR. SMITH: No, I don't think so.

6 JUDGE PRIDGIN: All right. Thank you very
7 much, sir.

8 Sharon Langley, if I'm reading that name
9 correctly. Sharon Langley. I understand Ms. Langley has
10 left.

11 Luke, and I'm sorry, I'm not sure what the
12 last name is.

13 UNIDENTIFIED SPEAKER: Luke Turnbow. I
14 don't think he's here.

15 JUDGE PRIDGIN: Somebody said Luke Turnbow.
16 Mr. Ochoa, do you have a witness list?

17 T.R. Dudley. If you would please raise
18 your right hand and be sworn.

19 (Witness sworn.)

20 JUDGE PRIDGIN: Thank you. If you would,
21 please state your name for the record and spell your last
22 name for the court reporter.

23 MR. DUDLEY: My name is Thomas R. Dudley,
24 D-u-d-l-e-y, and my address is 303 Clara Avenue in Potosi.

25 JUDGE PRIDGIN: And are you an AmerenUE

1 customer?

2 MR. DUDLEY: Yes, sir, I am.

3 JUDGE PRIDGIN: Did you have a statement
4 for the Commission, sir?

5 MR. DUDLEY: Yes. I'd like to speak -- I'm
6 also mayor of the city of Potosi. I'd like to speak in
7 that behalf, if I could.

8 JUDGE PRIDGIN: Absolutely.

9 MR. DUDLEY: Before I illuminate some
10 problems that I had with Ameren and the outage situation,
11 I would like to start by saying, the first night I got
12 through to State Emergency Management, I got through to
13 the duty desk there. City Hall has an generator. We had
14 power. I was able to get on the Internet and found that
15 number. Talked to a gentleman there named Bob Bailey,
16 explained to him my situation.

17 My situation in my city was that the
18 largest water tank in our system was down for repair, and
19 that feeds a major portion of our residential area of
20 town. So I explained the situation to Mr. Bailey. We
21 spent a couple of hours getting through to a local
22 district level management of AmerenUE. I explained to
23 them my situation, that I was looking at a city with 115
24 degree heat index and no water.

25 So they worked tirelessly through that

1 first night to get water back to one of my wells. And
2 there was some question as to what area of the city came
3 back on first. So that might have been some of my input
4 and some of the State Emergency Management's input because
5 that was the only well we could effectively get power to,
6 and it was across town, and that brought back up Wal-Mart
7 and the hospital, a couple of gas stations, and that whole
8 grid over on that side.

9 And that was a godsend for the town. It
10 really kept us in water, and it kept this from being more
11 of a life-threatening situation than it was. So I want to
12 praise them for that effort.

13 But some other things that happened that I
14 see on the negative side are the fact that, starting that
15 first night, we knew that the pump and the well that we
16 had, we were pumping all the way across town to the other
17 tank in our system, our smallest tank in our system, and
18 we were gravity feeding to a big residential portion of
19 our town.

20 So I worked tirelessly that first night and
21 day, the next day, to get a couple of generators from the
22 National Guard. Finally was able to get those generators,
23 secured two generators. They got here around the
24 10 o'clock hour that next night. And we were ready to
25 unhook the service from our well that would feed our major

1 residential well and hook it up to a generator. The folks
2 from Ameren said that their crew had to go off at
3 11 o'clock.

4 And we convinced a local district level
5 again that we desperately needed this generator because we
6 were still looking at a city without water and major heat
7 index. They -- the local level, the district level said
8 yes. Word came down from upper management level that, no,
9 at 11 o'clock the entire crew had to go off, had to stop
10 at 11 o'clock.

11 We had a local electrician who was going to
12 accomplish doing all these things. All we needed was
13 someone from Ameren there, per protocol, to oversee the
14 operation. Didn't even have to do any work. Just had to
15 oversee that. But we were told that that wasn't a
16 possibility.

17 And my thought on this is that somehow
18 you've got to have some things like water to a city take
19 priority over protocol. I'm sorry. That's just not
20 acceptable.

21 We were also told that, during this entire
22 process, that if citizens were without power, that if they
23 had a way to call in, to call in to the Ameren system.
24 They would call in to the Ameren system and they would get
25 a recording that said the system was overloaded in some

1 way so they would have to try back later. So on one hand
2 you're being told for people to call in; on the other
3 hand, they were calling in and not being able to get
4 through. So that was kind of frustrating.

5 Some things I'll illuminate from -- and I
6 want to praise the local level, the district level and the
7 yeoman task that the local linemen did. I mean, they
8 worked tirelessly around the clock. And once again, I
9 realize Ameren was overwhelmed, just like everybody else
10 was.

11 But it seemed like dispatchers -- it was
12 hard to get the word from dispatchers to the local crews
13 down here, and I would suggest that when you call out
14 linemen, that you also call out dispatchers so that you
15 have an adequate amount of dispatchers to dispatch
16 information, because there would be tree limbs dangling on
17 lines and local crews would be sitting there waiting to
18 remove the limb, but they would have to have a call from
19 the dispatcher to do that, and sometimes that was quite
20 lengthy.

21 For a specific example, there was a switch
22 that needed to be closed at -- in town at an intersection
23 that we knew it needed to be closed. This would
24 effectively bring back on about 400 customers. Kept
25 calling and trying to get this information through. Knew

1 all that needed to happen was a switch to be closed.
2 Finally had to take that to the situation report on the
3 floor, State Emergency Management in our twice daily
4 conference calls. As soon as I made that call to the
5 Ameren representative that was there, they were able to
6 close that switch and effectively brought back on a big
7 portion of the city, but until I brought that to the floor
8 of the State Emergency Management, it didn't happen.

9 A couple of things I want to definitely
10 bring out is the fact that I don't know why you don't
11 sectionalize more of the feeds with Ameren, and I really
12 feel like there needs to be more of an input from local
13 supervision on a district level. And perhaps if it would
14 be possible, the way they used to do it, to dispatch
15 things out of the district office instead of waiting for
16 this upper echelon of management to kick in to do things,
17 because it seems like that's where the breakdown is, is
18 that we have a very functional district office but you
19 have more of a dysfunctional kind of corporate office.

20 And like I said, when I was dealing with
21 just the district level, it was much more efficient. And
22 it was even hard to get through to anyone in that upper
23 level of management. So I have a real problem with that.

24 Another thing I want to reiterate that was
25 brought up here is the tremendous economic impact that

1 this outage had on our community, not only from, you heard
2 Momma T's Restaurant, that lady speak of her loss of
3 inventory. There were a couple other restaurants who lost
4 inventory the same kind of capacity.

5 Mr. Hayes from Percell did not really get
6 into his economic numbers, but at the time they were
7 processing \$50,000 worth of tires, what we call
8 processing, cooking the tires, molding the tires. That
9 complete inventory was lost, and because they are ruled by
10 headquarters for their billing, they lost upwards of an
11 additional \$200,000 in lost revenue for billing purposes.

12 So the economic impact was great on a small
13 community, especially a community like Potosi and
14 Washington County that has high unemployment, high
15 underemployment. Those kind of numbers don't seem like a
16 lot in the St. Louis area, but they're quite significant
17 here.

18 A couple of things I will share that were
19 successes in our regard was when we were able to get a
20 computer into our command center and were able to get
21 those real-time numbers of outage numbers and zip code
22 areas from Ameren, what we were doing is servicing those
23 areas through our rural fire departments. So as we could
24 get those real-time numbers in and know where power was
25 coming back on and where it was still out, we were able to

1 put our distribution efforts more into the areas where
2 they were needed. So that was a real godsend for us, too.

3 Like I said, overall, I'm not here to bash
4 Ameren because I realize they were as overwhelmed as we
5 are, but I just feel like there should be some coming
6 together and some sort of dialogs initiated from efforts
7 that we found in the field and efforts that I'm sure that
8 their workers found in the field, there should be some
9 kind of broad-based dialog that we can all sit down and
10 try to come to some kind of agreements on these things.
11 Thanks for the opportunity to speak.

12 JUDGE PRIDGIN: Mayor, thank you very much
13 for your remarks. Let me see if we have any questions.
14 Commissioner Appling?

15 COMMISSIONER APPLING: Mr. Mayor, thank you
16 for your comments. Thank you for your accommodations
17 taking place here, and I will do the best that I can to
18 encourage Ameren to meet you on the ground and talk about
19 some of the efforts that can be taken to prevent this in
20 the future. But again, thank you. It's good to meet you,
21 and good to be able to hear your comments tonight, and I
22 will take your comments serious. Thank you.

23 MR. DUDLEY: Thank you, sir.

24 JUDGE PRIDGIN: Mr. Healy, any questions?

25 MR. HEALY: I want to thank you for being

1 here and testifying. I think you made some pretty good
2 points, and I'll make sure those are relayed back to the
3 Chair. Thank you very much.

4 MR. DUDLEY: Thank you so much.

5 JUDGE PRIDGIN: Mayor, also thank you very
6 much for taking the time this evening to come give us your
7 comments. Thank you.

8 MR. DUDLEY: Appreciate that.

9 JUDGE PRIDGIN: I see the next witness is
10 Edgar John Puckett. If you'll raise your right hand and
11 be sworn, please.

12 (Witness sworn.)

13 JUDGE PRIDGIN: Thank you very much, sir.
14 Please state your name for the record and spell your last
15 name for the reporter.

16 MR. PUCKETT: Edgar John Puckett,
17 P-u-c-k-e-t-t, 10142 Mahogany Road, Potosi, Missouri, and
18 I am an AmerenUE customer.

19 JUDGE PRIDGIN: Thank you very much, sir.
20 Any statement you have?

21 MR. PUCKETT: Two or three things. I've
22 lived within a half mile of where I live now for all but
23 ten years of my life. I lived there many years, moved
24 away ten years, moved back 20 years ago. My service out
25 there has definitely improved over what it was 30 years

1 ago.

2 I live in an area, my choice, where it's
3 rural area. Lines come out, jump bluffs, cross creeks,
4 et cetera. I expect some power outages. I understand
5 that. We believe in preparing for ourself. We keep water
6 on hand, et cetera. Anybody who lives in a rural area
7 should.

8 I live along one of these major projects
9 you-all were discussing earlier. They had just finished
10 rebuilding when the storm hit. A tree took out the new
11 lines they had just finished the week before. Trimming
12 wouldn't have helped. It was -- the tree was about 50
13 feet tall. It was 30 feet away. Took the lines out.
14 They'd have had to clear 60, 70 feet on either side to
15 miss it.

16 The guys did a good job. We were out for
17 three days. The last day a man came up from, I believe he
18 was from Ste. Genevieve area from UE assessing the damage.
19 Being in a rural area, living there most of my life, I
20 showed him how to get to the lines, where they were.
21 Later in the afternoon a coop crew from Citizens Electric
22 came out. I showed them where I showed him. Showed them
23 how to get access to some of the lines where otherwise
24 they'd have had to walk, which they did appreciate. They
25 did a good job.

1 One problem I did see with Ameren was in
2 their dispatchers, they mentioned a while ago. It's
3 actually their switching control. The crews called in,
4 told them they had everything cleared, and it was -- the
5 crews were onsite. Ameren didn't give permission to close
6 the lines back for almost two hours. I have seen that
7 with Ameren's own crews when they were out there working
8 on property. I've seen the same thing there, when the
9 people onsite say we're ready but Ameren didn't give the
10 okay. I know there's safety factors to be taken into
11 consideration, but I think a lot of times there's delays
12 there that don't really have to be.

13 Where I'm -- where I am the service goes
14 out 185, goes across country, I don't know how many
15 customers. At the same time, there are some things they
16 have done a good job. Like I said, in my opinion I think
17 they did a good job for the things that were done. A
18 couple things that could be done otherwise.

19 Ameren along with every big company,
20 whether it be CenturyTel, who I'm retired from, AT&T --
21 the gentleman over is probably staring me back side in the
22 back -- they're all of them trying to become centralized,
23 to become more efficient. It cuts down on expenses. It
24 works great. There's two problems. In an emergency, it
25 overloads them because they don't have -- they have a

1 limited staff. They don't have locations in several areas
2 where they can switch over to help.

3 Also, it kills customer perception. I
4 didn't call in the power outage. I figured there was no
5 use. I knew where I was, my local line wasn't the
6 trouble. I knew the main line came, I would. I did get a
7 person I called in. Most of the time I get, as I
8 mentioned earlier, automated calling. Let's see. What is
9 it called? Automated -- automated response system. I
10 used to install them. They call them bitch in a box.
11 People hate those things with a passion. It's one of the
12 worst things a company can do for customer perception is
13 to have one of those where you can't get to a person
14 quickly.

15 And I guess that's really about all I have
16 to say.

17 JUDGE PRIDGIN: All right, Mr. Puckett.
18 Thank you. We may have some questions. Commissioner
19 Appling, any questions for Mr. Puckett?

20 COMMISSIONER APPLING: Thank you for
21 coming, sir. Appreciate your comments. We'll take them
22 serious.

23 MR. PUCKETT: I do have a question I need
24 to ask these ladies over here.

25 JUDGE PRIDGIN: You certainly may.

1 Mr. Healy, do you have any questions for Mr. Puckett?

2 MR. HEALY: No.

3 JUDGE PRIDGIN: All right. Mr. Puckett,
4 thank you for your time and remarks.

5 Christina Patterson. Raise your right hand
6 to be sworn when you're ready.

7 (Witness sworn.)

8 JUDGE PRIDGIN: Thank you. If you would
9 state your name for the record and spell your last name
10 for the reporter.

11 MS. PATTERSON: My name is Christina
12 Patterson. I am the chairman of the board of Mineral
13 Point, and my last name is spelled P-a-t-t-e-r-s-o-n. I
14 live at 807 State Street in Mineral Point.

15 JUDGE PRIDGIN: Are you an AmerenUE
16 customer?

17 MS. PATTERSON: Yes, I am.

18 JUDGE PRIDGIN: Did you have a statement
19 for the Commission?

20 MS. PATTERSON: Yes, I do. The storm hit
21 Wednesday night, and you couldn't even get out on the
22 phone or nothing because most people have the cordless
23 phones and you can't use them, and I finally found a
24 regular phone and hooked it up, got a recording. And the
25 next morning I noticed my line off my house was down

1 across our metal fence, and I told them about that, and
2 we -- they said they would fix that before they turned the
3 power back on.

4 And I didn't notice any workers in the town
5 the first day, but the second day I did. And my husband
6 went and was telling them things that were down, and we
7 have an employee which helped them very much to find the
8 streets and everything because a lot of our signs were
9 down. And some of the poles were broke off, and she
10 showed them where they could replace them and different --
11 just a little different area, but pretty well the same
12 vicinity.

13 On the third day whenever they were getting
14 most of the power back on, they turned it on and it was
15 arcing off my fence. They hadn't replaced my line before
16 they turned it back on. I called and told them, but they
17 must not have got the message. And my husband went and
18 found them and brought them to our house and showed them
19 what needed to be done before they turned it completely
20 on.

21 We do have city water and sewers, which
22 take electric, because we can't pump our sewers out or
23 anything. And there are several people in our town that
24 have wells, though, which I'm one of them, which we had no
25 water at all, and we had to ration our city water because

1 people were so hot and they were using it a lot. So we
2 had to turn it off at times back and forth to ration or we
3 would have been out and there was nothing we could do.
4 Because we tried to get grants, get generators and
5 everything. We were turned down, but we're going to try
6 again.

7 Talking about the power surges, there has
8 been a lot of power surges, which Mineral Point a couple
9 of years ago had a very bad one, which UE did not take
10 responsibility for. We lost two computers in our town
11 hall, and a lot of the residents lost televisions,
12 microwaves and all that. They all got letters back saying
13 that UE was not responsible. We took that out of our own
14 pockets.

15 And because a lot of people in Mineral
16 Point are low income, a lot of them don't have insurance,
17 and they're hard-working people. There are some that are
18 welfare recipients, but a lot of them there are
19 hard-working people and they get by day to day.

20 And there was a couple off of John Smith
21 Road that are friends of mine that after the power was
22 restored after seven days, almost eight days they were
23 out, she called a number of weeks later when she did get
24 her bill and asked them about she has a little shed that
25 has a light in it more or less and the bill was extremely

1 high for it. They laughed at her and said, all I can tell
2 you is pay it, which was kind of disturbing to me because
3 they're an elderly couple and they're on a fixed income.
4 And they had a little generator that they spent a lot of
5 their extra money putting gas in it, and I hauled water
6 for them and just trying to take care of them because he's
7 had strokes and she has Parkinson's. It's just a bad
8 situation.

9 And my mom out on 185 experienced a power
10 surge, a bad one, about two weeks ago which took out her
11 central air, which they are replacing the poles, a lot of
12 them out there, but she said, oh, well, they won't do
13 nothing about it anyway, so why call them? So she has to
14 get a whole new unit for her house, which she is disabled
15 and is on a fixed income and doesn't have the money to
16 really do that, which we all pull together and help her.

17 But I think that's about it. Oh, in
18 Mineral Point, last month we had probably about six power
19 outages, and every three out of four Sundays in Mineral
20 Point we did not have power. Why, I don't know. So
21 that's about it.

22 JUDGE PRIDGIN: Ms. Patterson, thank you.
23 We may have some questions for you. Commissioner Appling?

24 COMMISSIONER APPLING: No questions, ma'am.
25 I've heard a lot here tonight, and I have no questions for

1 you. I do thank you for coming out tonight.

2 MS. PATTERSON: Thank you for listening.

3 COMMISSIONER APPLING: We will take your

4 comments serious. Okay. Thank you.

5 JUDGE PRIDGIN: Commissioner, thank you.

6 Mr. Healy, any questions?

7 MR. HEALY: No questions. Thank you for

8 coming out.

9 JUDGE PRIDGIN: Thank you very much for

10 your time and your remarks.

11 The next witness is Sherry Zoll. If you'll

12 raise your right hand to be sworn, please.

13 (Witness sworn.)

14 JUDGE PRIDGIN: Thank you. If you'll state

15 your name for the reporter and spell your last name.

16 MS. ZOLL: Sherry Zoll. That's Z as in

17 zebra, o-l-l.

18 JUDGE PRIDGIN: And your address, please?

19 MS. ZOLL: 13549 Cedar Hollow Road,

20 Fletcher, Missouri. That's in Jefferson County.

21 JUDGE PRIDGIN: All right. Thank you. Are

22 you an AmerenUE customer?

23 MS. ZOLL: Yes, I am.

24 JUDGE PRIDGIN: Any statement regarding the

25 storm restoration?

1 MS. ZOLL: Yes. I have been asked to give
2 you some figures that I have. We're in a rural area,
3 we're on a well, and unfortunately we have a lot of power
4 outages in our area and must take extraordinary -- go to
5 extraordinary lengths just in order to survive, because we
6 don't have water, we can't get a drink, we can't flush our
7 toilets, we can't bathe our bodies. And we can keep a
8 little bit of water on hand, but there's no way that you
9 can keep on hand the amount of water that you need in
10 these circumstances.

11 Things got so bad that finally my husband
12 and I began keeping records of our power outages. In
13 1999, we had 11 outages. In 2000, we had 15. In 2001, we
14 had 27. I'll be glad to give you this sheet of paper I'm
15 reading from. In 2002, we had 14. In 2003, we had 9.
16 2004, we had 9. 2005, we had 12. And to date for 2006,
17 so far we have had 22 outages.

18 We've documented all of these outages and
19 detailed them in letters that there's a letter that we
20 sent to the Public Service Commission, and that is dated
21 August 11th -- I'm sorry -- August 31st, 2006. Now, it
22 doesn't have the case number because we didn't have that.
23 And an attachment to that letter is also a letter that we
24 wrote to AmerenUE in February 1st, 2001, and that details
25 the outages that we have had since 1999. And I'll be glad

1 to give you this.

2 JUDGE PRIDGIN: Ms. Zoll, thank you very
3 much, and I may keep this; is that correct?

4 MS. ZOLL: Yes, you may.

5 JUDGE PRIDGIN: I'm going to label this as
6 Exhibit 1 for this evening's hearing.

7 MS. ZOLL: And hopefully you can find the
8 letter that we sent in August. It's rather -- it's a
9 rather large packet. You should be able to find it.

10 MR. SMITH: I just wanted to ask, could you
11 add those letters to the testimony?

12 JUDGE PRIDGIN: Absolutely. Absolutely.
13 I'm sorry.

14 MS. ZOLL: Thank you for your time.

15 JUDGE PRIDGIN: Are there any documents
16 that you wanted us to look at at this hearing?

17 MS. ZOLL: That's it. You should have
18 everything in your office. If you don't, give us a call
19 and we'll supply copies.

20 JUDGE PRIDGIN: Thank you very much. Let
21 me see if we have any questions from Commissioner Appling.
22 No questions. Thank you. Mr. Healy? I don't have any
23 questions. Thank you very much for your time and your
24 remarks.

25 I don't see any other witnesses. Did I

1 miss anyone or is there anyone else who wishes to testify?

2 MR. PUCKETT: I'd like to make addition to
3 something I said a while ago.

4 JUDGE PRIDGIN: All right. If you'll
5 please come up and just so everyone can hear you, and I'll
6 remind you that you're still under oath. You can continue
7 your remarks.

8 MR. PUCKETT: I'm sorry. I'm not as well
9 organized as --

10 JUDGE PRIDGIN: That's not a problem. This
11 is Mr. Puckett; is that correct?

12 MR. PUCKETT: Yes. Andrew Puckett. Little
13 bit forgetful. We were discussing tree trimming earlier.
14 Now, my job with the phone company, I was a central office
15 technician, which I took care of the phone offices, all
16 these little cabinets, remote cabinets we have scattered,
17 dozens out scattered around through the country where we
18 supply people's phone service from those cabinets.

19 I had a pretty good relation with the local
20 AmerenUE people because of coordinating when we would have
21 power outages, have to work out there coordinating with
22 them. One of the most common complaints I would hear from
23 them when we would have an outage after a storm would be
24 that people refused to allow them to trim trees.

25 I have had a number of times I would have

1 to go out -- equipment's all battery powered. It runs so
2 many hours, then we had to get generator for power. So
3 I'd be out coordinating with them, keep track of it. I
4 don't know how many times I had waited out there because
5 they couldn't trim trees without permission unless the
6 power was out, then they could trim the trees. So they
7 would take the time to trim the trees before they put the
8 power back up. That was a problem.

9 So anybody that's raising cane about
10 Ameren's trimming, they might want to talk to their
11 neighbors because it only takes one person on a line to
12 put you out of service because that person won't allow
13 them to trim trees on their place. That is -- that is not
14 Ameren's fault. They do the best they can on that. I
15 spent I don't know how many hours at night, daytime, so on
16 waiting for them to get power up because they had to trim
17 the trees. People wouldn't let them otherwise. That's
18 it.

19 JUDGE PRIDGIN: All right, Mr. Puckett.
20 Any follow-up questions? Mr. Puckett thank you.

21 Ms. Patterson?

22 MS. PATTERSON: As trimming the trees, I
23 have trees in front of my house, and they asked my
24 neighbor if they could cut all my trees down. He said,
25 no, I don't think that she'd like that. And I had no

1 problem with them trimming them, but they wanted just to
2 cut them all down. And so they diverted the line across
3 the road and went up, but they could have trimmed them. I
4 told them that. Don't ask my neighbor to cut my trees
5 down. Thank you.

6 JUDGE PRIDGIN: All right. Thank you very
7 much. Again, I don't think that I have any more
8 witnesses. Is there anyone else who wishes to testify?
9 Seeing no one else, let me see if we have any closing
10 remarks. Commissioner Appling, any closing remarks?

11 COMMISSIONER APPLING: Thank you very much
12 for coming out tonight, and it's kind of tough to sit
13 here. I was -- for your information, I was born on a
14 200-acre farm in Georgia, and there was 12 kids in the
15 family and there was -- you had to take a number to use
16 the bathroom. So I know a little bit about living in the
17 country, and we didn't have a pump in the well. We had to
18 draw the water from the well.

19 But even with that, ladies and gentlemen,
20 we still live in the greatest country in the world, and I
21 think all of you-all can agree with that. I go to bed
22 every night, after spending 30 years in the military and
23 retiring in 1991, I still go to bed every night thanking
24 God for being able to live in this great country called
25 the United States.

1 I appreciate it. I know that you're
2 hurting here. Thank you very much, but I know that you're
3 hurting here, and your voice has been heard here tonight.
4 We'll take that back to Jefferson City, and I will
5 personally promise you, Mr. Mayor, I will call you back
6 later on and talk to you. Representative Harris, good to
7 see you here. I know I'll be visiting with you in
8 Jefferson City probably more than I want to, but that's
9 okay, too. Up in Jeff City when you come up, I'll be able
10 to talk to you.

11 But thank you very much for coming out
12 tonight, ladies and gentlemen. Appreciate it. And we
13 will work with Ameren and see if we can get some things
14 done. They are necessary. We have to have them. But we
15 want them to work smoothly and do work for us that is
16 needed. Again, thanks very much, and I appreciate it.

17 JUDGE PRIDGIN: I certainly echo
18 Commissioner Appling's remarks. I thank every single
19 person who came out tonight, those who testified and those
20 who simply stayed and listened. This is exactly what we
21 want. We want people to come out and speak their minds
22 and participate. We know you're very busy, and thank you
23 for taking the time out of your evening to come down and
24 help us get this information.

25 With that said, that closes this local

1 public hearing in Case No. EO-2007-0037. Thank you. We
2 are off the record.

3 WHEREUPON, the public hearing was
4 concluded.

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1 C E R T I F I C A T E

2 STATE OF MISSOURI)
3 COUNTY OF COLE) ss.

4 I, Kellene K. Feddersen, Certified
5 Shorthand Reporter with the firm of Midwest Litigation
6 Services, and Notary Public within and for the State of
7 Missouri, do hereby certify that I was personally present
8 at the proceedings had in the above-entitled cause at the
9 time and place set forth in the caption sheet thereof;
10 that I then and there took down in Stenotype the
11 proceedings had; and that the foregoing is a full, true
12 and correct transcript of such Stenotype notes so made at
13 such time and place.

14 Given at my office in the City of
15 Jefferson, County of Cole, State of Missouri.

16

17 Kellene K. Feddersen, RPR, CSR, CCR
18 Notary Public (County of Cole)
My commission expires March 28, 2009.

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