

1 STATE OF MISSOURI  
2 PUBLIC SERVICE COMMISSION  
3 TRANSCRIPT OF PROCEEDINGS  
4

5 Public Hearing  
6 October 3, 2006  
7 Hazelwood East School  
8 St. Louis, Missouri  
9 Volume 1

10 In the Matter of an Investigation of )  
11 Union Electric Company d/b/a Ameren UE's ) Case No. EO-  
12 Storm Preparation and Restoration ) 2007-0037  
Efforts in Eastern Missouri )

13 K.L. JONES, Presiding  
14 REGULATORY LAW JUDGE  
15 DOUGLAS HEALY  
STEVE GAW  
16 ROBERT M. CLAYTON, III  
LINWARD "LIN" APPLING  
COMISSIONERS

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18 REPORTED BY: Celena D. Moulton, RPR, CCR  
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1 PROCEEDINGS

2 JUDGE JONES: We are on the record in Case  
3 No. EO-2007-0037. My name is Kennard Jones. I'm the  
4 Regulatory Law Judge presiding over this matter. It's  
5 Tuesday, October 3rd, 2006.

6 The purpose of this local public hearing is  
7 for the Commission to take testimony from local citizens  
8 regarding Ameren UE's handling of the storms in July in  
9 this area. You will be called to testify in the order  
10 in which you signed the list.

11 If you wish to agree with previous  
12 testimony, you're welcome to do that, or you can agree  
13 with what was said about their experiences. Everyone  
14 can submit a statement in writing, both those who  
15 testify and those who do not. You can send them to P.O.  
16 Box 360, Jefferson City, Missouri 65102, or through our  
17 web site at [www.psc.mo.gov](http://www.psc.mo.gov). If you have a written  
18 statement, you may give it to the court reporter after  
19 you testify.

20 Please keep in mind that this is a formal  
21 hearing. Those who wish to testify will be sworn in by  
22 myself, and the reporter will record your testimony.

23 It's very important that the person  
24 testifying be allowed to testify without interruption or  
25 distraction. I ask that all of you listening do not

1 speak so that we and the court reporter can hear.

2 Finally, keep in mind that this hearing is  
3 regarding only storm restoration. It's not about fuel  
4 surcharges, it's also not about Ameren UE's rate  
5 increases. We'll be back for a hearing on that matter  
6 later this fall.

7 With that, I'll introduce the Commissioners  
8 who were present. To the right of myself is Lynn  
9 Appling. To his right is Douglas Healy, who is the  
10 personal representative of Jeff Davis. To my left is  
11 Robert Clayton, who will also introduce elected  
12 officials here this morning. To his left is Steve Gaw.

13 COMMISSIONER CLAYTON: Thank you, Judge.  
14 We have a number of elected officials who are here. I  
15 wanted to recognize them. You may have questions for  
16 them. One of your state representatives or your  
17 Senators could be here, and if you have questions, I'm  
18 sure they will be available.

19 Senator Tim Green is here. And, Judge,  
20 with your permission, if Senator Green could come  
21 forward to start things off. In discussions with him,  
22 it's really got the ball rolling. So if we could start  
23 with Senator Green, and then we'll go to the other  
24 representatives.

25 (The Judge swore in the witness.)

1 JUDGE JONES: Thank you. You may proceed.

2 SENATOR GREEN: First, I would like to  
3 thank the three Commissioners of the Public Service  
4 Commission who set the rates when the utilities come in.  
5 When I was first contacted about the meeting for the  
6 situation at Spanish Lake, they had mentioned it would  
7 be staff only, and I was highly upset with that. And  
8 three of the Commissioners agreed to come and talk with  
9 citizens of the state, specifically.

10 The statements I have are accurate. I  
11 lived through it. I am a resident of Spanish Lake for  
12 37 years, and first I want to commend the utility for  
13 those that they employ that were out in 100-degree  
14 weather 18 hours a day trying to get the power restored.

15 My biggest frustration from the storm, even  
16 though I was out of power for seven days, came when the  
17 CEO of Ameren UE made statements, and I could not say  
18 them word-for-word, but basically, in the realm that the  
19 outage would have been the same if they had done tree  
20 trimming, which I think is a blatant lie.

21 If you came to Spanish Lake or anywhere in  
22 North St. Louis County and toured this region, you would  
23 have seen firsthand that a lot of the outage was due to  
24 poor tree trimming.

25 Ameren UE is a monopoly. It supplies us

1 electric power. They are responsible for their lines.  
2 The homeowner is responsible for the lines from your  
3 pole to your residence. Most of the problems with the  
4 lines were due to the trees that fell on their  
5 right-of-ways.

6 I was very frustrated when I learned that,  
7 after the storm, that they cut back on tree trimming  
8 services over the last several years. And now that the  
9 storm is over, I still see a lot of work that needs to  
10 be done in the continuation of tree trimming services.

11 So you're here to listen to our complaints  
12 about the restoration of power, and also comes into play  
13 when Ameren UE comes for the rate increases. They need  
14 to first maintain the services they provide. We have a  
15 region in North St. Louis County with a lot of seniors  
16 who are on oxygen machines. Besides the refrigeration  
17 and the air conditioning services, their life depends on  
18 electricity.

19 And I am also frustrated with the amount of  
20 time it took Ameren UE to enter into North St. Louis  
21 County, especially the Spanish Lake area. From news  
22 reports, it said the worst hit area in the area was  
23 Spanish Lake, and it seemed that we were the last ones  
24 to have service brought forth.

25 With those comments, I want to again thank

1 all of you for coming to listen to the issues of the  
2 citizens, because I believe they want to tell you their  
3 stories firsthand, as well, about their dissatisfaction  
4 of the service provided by Ameren UE; and, in closing,  
5 complementing them on the dedication of their workforce,  
6 who was out in 100-degree weather.

7 JUDGE JONES: Will you remain at the podium  
8 for a second? Are there any questions? Seeing no  
9 questions, thank you, Senator.

10 We have Representative Gina Walsh.

11 (The Judge swore in the witness.)

12 JUDGE JONES: Thank you. You may proceed.

13 REPRESENTATIVE WALSH: Senator Green voiced  
14 many of my concerns, but we do live in an older  
15 community. And the question was brought up by one of  
16 the staff members of the Public Service Commission if we  
17 had seen any poles down. I didn't see much of that out  
18 here, but I did see a lot of trees, trees that were in  
19 back yards butted up to each other that hadn't been  
20 addressed in many years.

21 I was one of the fortunate ones. The power  
22 outage at my home began on Wednesday and ended on  
23 Sunday. There is an 87-year-old individual that lives  
24 across the street from me with an 85-year-old wife whose  
25 power was out for several days after that. I can't give

1     you an exact, but there was at least 10 days. But there  
2     was a squabble between the utility companies as to whose  
3     lines they were.

4                     He stayed at a hotel in Earth City for  
5     about two weeks. He was very grateful when the power  
6     was restored. I understood he had to restore the lines  
7     himself from his house to the line. But up until -- in  
8     fact, the tree was just removed two weeks ago. The tree  
9     was removed from the lines and was left to lay on the  
10    fence.

11                    But most of our problems involved  
12    neighbors. The home was built in 1920, so you can  
13    imagine the age of the trees. It was not the power  
14    lines snapping, it was the trees falling into the lines  
15    that haven't been cut. I feel it was mostly because of  
16    the reduction in the tree trimming since Ameren became  
17    UE. That's all I have.

18                    JUDGE JONES: Thank you. Are there any  
19    questions from the Commission?

20                    COMMISSIONER GAW: Thank you for coming.  
21    Can you give me any idea about what you've been told by  
22    constituents you have served with regard to the  
23    diminishing in tree trimming, something specific? That  
24    would be helpful.

25                    REPRESENTATIVE WALSH: The area we live in,

5                   It always seems to be in the same area.

6   And I don't know if it's due to the age of the

7   equipment. A lot of it is due to the trees, and you can

8   hear the squirrels on the line running up and down. And

9   if that's a problem, let's get rid of the rodents. But

10   I can't believe in this day and age that squirrels can

11   be responsible for power outages.

18                   So I don't know what the answer is. I do  
19    know that the trees that are in the yards on the lines  
20    do not get any attention unless you call and you raise  
21    your concerns.

25 REPRESENTATIVE WALSH: It's over the last



1 10 years.

2 COMMISSIONER GAW: And it's gotten worse?

3 REPRESENTATIVE WALSH: Yes. I have never  
4 -- we never had troubles the first 10 or 15 years I  
5 lived there.

6 COMMISSIONER GAW: Okay. That's helpful.  
7 Thank you.

8 JUDGE JONES: Are there any other questions  
9 from the Commission? Seeing none, you may step down.  
10 Thank you.

11 Now we'll hear from Representative Juanita  
12 Walton.

13 (The Judge swore in the witness.)

14 REPRESENTATIVE WALTON: Good evening, as he  
15 said, I'm Representative Anita Walton from the 81st  
16 District. I, of course, live in North County, also, in  
17 an unincorporated area.

18 And I happen to have two locations or two  
19 houses in my legislative district. And one house, it  
20 seems like every time it rains heavily, the electricity  
21 goes out. So that is a regular occurrence that happens  
22 there. The other house, we don't have any problem.

23 In terms of what's been happening, I think  
24 that the trees need to be trimmed or whatever. And I  
25 even see now, after the storm, I see where trees have

1 broken and they're just still there, and no one even  
2 cleans them up. I don't know who owns the land, if it's  
3 an easement or what, but no one is cleaning up the  
4 trees. And then, of course, one area has a creek, and  
5 there are trees that are falling in the creek and  
6 nothing is happening there.

7                   So I was very patient in terms of when my  
8 electricity was off. And some my other friends', my  
9 relatives' were off for maybe eight days. Mine was off  
10 for five days.

11                   It was very difficult in terms of our  
12 citizens. I have a grandmother who is 77, so we had to  
13 make a place for her when the electricity went off. I  
14 think if the trees could be trimmed on a regular basis,  
15 I think that would be good for us all.

16                   JUDGE JONES: Any questions from the  
17 Commission? Seeing none, thank you.

18                   Now we'll hear from Representative Bruce  
19 Darrough.

20                   (The Judge swore in the witness.)

21                   JUDGE JONES: You may proceed.

22                   REPRESENTATIVE DARROUGH: I represent the  
23 75th District. Most of the questions have already been  
24 answered by Mr. Woods. Thank you for the information  
25 you gave.

1                   But I do have a couple comments. And one  
2 of them is that I receive a lot of phone calls on people  
3 who are complaining, and most of the complaints seem to  
4 be centered around the fact that we had a lot of  
5 handicapped individuals who needed their power turned  
6 back on. And we were under the assumption that they  
7 would be given preferential treatment and were wrong  
8 that that was the situation. So that was one of my  
9 concerns.

10                   There were a few comments made to me that  
11 there were a lot of people who checked the Ameren UE web  
12 site trying to get updated information. I know the web  
13 site eventually overloaded because there were so many  
14 people trying to get information. The comment that I  
15 received was there wasn't any new information on the web  
16 site that would tell them about when their power would  
17 be back on. A lot of people over there didn't have  
18 power until about Thursday.

19                   JUDGE JONES: Any questions from the  
20 Commission?

21                   COMMISSIONER GAW: Representative, would  
22 you agree with what has been testified to so far by  
23 Senator Green and the other Representatives here?

24                   REPRESENTATIVE DARROUGH: Yes, I would  
25 agree. We had a lot of people who had trees still

1 hanging on power lines. I know a lot of people came in  
2 and have worked heavily on trying to get those taken  
3 care of. I received a lot of phone calls from people  
4 saying, "I still have trees down in the back yard. When  
5 am I going to get power?" It seems like I had around  
6 100 people. But some of these people need to have that  
7 power.

8 COMMISSIONER GAW: Do you know whether or  
9 not -- you mentioned the web site having difficulty.  
10 Did you experience anyone making comments about the  
11 telephone number?

12 REPRESENTATIVE DARROUGH: No. Most people  
13 said they were capable of getting through. They felt  
14 like the second time their calls weren't being answered.  
15 But I think, in general, most people were getting  
16 through on the phone lines up in my district, but they  
17 weren't getting answers. "Will my power be turned on  
18 Sunday, next week? Should I be getting a generator?  
19 Should I be taking my food over to my cousin's and  
20 brother's? Should I be moving out of the area until the  
21 power can be turned back on?"

22 And there was a lot of questions that we  
23 received as to when the power would be turned back on so  
24 they can make plans. I think that was a big concern  
25 with most of my constituents.

1 JUDGE JONES: No other questions. You may  
2 step down. Are there any other Representatives or  
3 Senators here who would like to testify? Seeing none,  
4 we'll move on to Alderwoman Shirley Farrell.

5 ALDERWOMAN FARRELL: We had a lot of  
6 damage. A lot of damage seemed to be trees entangled  
7 with wires down all over the City of Bellefontaine  
8 Neighbors.

9 When we first moved to Bellefontaine  
10 Neighbors in '69, I guess, we used to have regular  
11 trimming coming by from Ameren UE. They would come down  
12 and they would trim the trees in the back yards, on the  
13 easements between the houses in the back yards. I  
14 haven't seen that for 10 or 15 years. When they trimmed  
15 the trees, the trees may not have looked wonderful  
16 because of the sections out of them, but we didn't have  
17 near the power outages then that we're having in recent  
18 years.

19 Occasionally, I've seen tree trimming on  
20 Bellefontaine Road, but I don't see it in the  
21 subdivision, and I don't see it recurring every two to  
22 three years. I believe they were on a three-year cycle  
23 where certain areas got trimmed every year for three  
24 years. We don't see that anymore.

25 I did want to say that the response after

1 the storm was tremendous. It was a huge event. We know  
2 that there were people out there. We appreciate the  
3 help that came from all over, and Ameren did a good job  
4 on that. However, now that all that help is gone, you  
5 want to know how Ameren is doing, pick up the telephone,  
6 call down at Ameren and talk to the people on the  
7 telephone. Tell them that my dusk-to-dawn light is  
8 still not up. They'll tell you, "It's on the books.  
9 We'll be out." When I say, "When?" They say, "I don't  
10 know." When I say, "I want to speak to a supervisor,"  
11 they'll say, "There's no supervisor, leave your name."

12 Here I stand, and the supervisor has not  
13 called me back. And I waited at least two weeks after  
14 we got our electric back on. It's been two months.  
15 I've got a dusk-to-dawn light, and it doesn't make me  
16 mad that light is out, it makes me mad that I can't get  
17 through to talk to somebody to find out why. Thank you.

18 JUDGE JONES: Any questions from the  
19 Commission?

20 COMMISSIONER GAW: Thank you, Alderwoman.  
21 I appreciate your coming tonight. A couple of quick  
22 questions. First of all, regarding the tree trimmings,  
23 do you think that there's an issue about the frequency  
24 of the trimming and the way they are trimming the trees  
25 when they're doing it, or can you make it a little bit

1 clearer? I thought I heard you say the frequency had  
2 slowed down. Has it slowed down or has it stopped?

3 ALDERWOMAN FARRELL: I believe it's  
4 stopped. Drive down Bellefontaine Road right now and  
5 you will see lines that are going between trees. Drive  
6 anywhere and you can see the lines going right between  
7 tree branches.

8 COMMISSIONER GAW: Do you know when that  
9 stoppage occurred?

10 ALDERWOMAN FARRELL: I remember it well in  
11 the 70s or 80s, but I don't remember seeing anyone for  
12 10 or 15 years coming through.

13 COMMISSIONER GAW: And with regard to the  
14 way they're trimming it, I guess they're not trimming it  
15 all?

16 ALDERWOMAN FARRELL: It's no question.

17 COMMISSIONER GAW: I'm following you. The  
18 other question, I guess, relates to this response to the  
19 dusk-to-dawn light. Have you heard and talked to others  
20 that you represent who have had complaints?

21 ALDERWOMAN FARRELL: I called every number  
22 of every business card that I've ever been handed at the  
23 Municipal League. I did get a call last week that said  
24 they would be out this week to fix it, that he would  
25 call me Monday or Tuesday and they would let me know

1    what day they were coming. Tuesday is over. I haven't  
2    heard from them yet.

3                   COMMISSIONER GAW: And you have cards from  
4    --

5                   ALDERWOMAN FARRELL: I've got personal  
6    phone numbers I've called and I have not been able to  
7    get a response.

8                   COMMISSIONER GAW: Now, if you hadn't had  
9    those cards --

10                  ALDERWOMAN FARRELL: I would have still  
11    been sitting saying, "May I please talk to a  
12    supervisor?"

13                  COMMISSIONER GAW: And you still haven't  
14    found a supervisor?

15                  ALDERWOMAN FARRELL: Evidently they're all  
16    busy.

17                  COMMISSIONER GAW: Thank you.

18                  COMMISSIONER CLAYTON: How many times do  
19    you think you've called customer service for this?

20                  ALDERWOMAN FARRELL: After the power went  
21    on, I called after about two weeks.

22                  COMMISSIONER CLAYTON: So three different  
23    times?

24                  ALDERWOMAN FARRELL: No. I don't give up  
25    that easy. It's been several times. Well, this last



1 week, Thursday, Friday. I must have called 10 times  
2 trying to get different people through their cards or  
3 different --

4 COMMISSIONER CLAYTON: And this  
5 dusk-to-dawn light, is this a streetlight?

6 ALDERWOMAN FARRELL: No. It's actually a  
7 light that lights up the back of our lot, our shop, and  
8 it is very dark back there. We're worried about  
9 vandalism.

10 COMMISSIONER CLAYTON: And it's a public  
11 light?

12 ALDERWOMAN FARRELL: No. It's one I'm  
13 paying for that's not up.

14 COMMISSIONER CLAYTON: Well, perhaps  
15 someone else from Ameren can give you yet another card,  
16 and then also you can get a card from our staff that's  
17 here and maybe we can address that.

18 JUDGE JONES: Any other questions from the  
19 Commission? Seeing none, thank you. You may step down.

20 At this time, we'll hear from Jack Green,  
21 Director of the Fire District.

22 (The judge swore in the witness.)

23 JUDGE JONES: Thank you. You may proceed.  
24 Be sure to speak into the microphone.

25 MR. GREEN: Basically, all of our

1 Representatives have explained what went on, and I was  
2 without power for quite a while, too. And I live right  
3 across the street from a nursing home which was without  
4 power and the generators failed. So even though they  
5 were out working, they were not in our area until the  
6 very end. And I don't know why they waited so long to  
7 get to the Spanish Lake area, but that was my main  
8 concern.

9                   My other concern is it has been a few  
10 months since then, and they have not trimmed any trees  
11 along Riverview where some of their main lines are going  
12 and they had problems with lines down. So I do not know  
13 why they are taking so long. I know they have a lot of  
14 backlog, but they ought to take care of the areas where  
15 they have nursing homes and that so they do not have  
16 power outages again. Basically, that's what I've got to  
17 say.

18                   JUDGE JONES: Thank you, Mr. Green. Any  
19 questions from the Commission? Commissioner Gaw is  
20 wanting the name of the nursing home that you live  
21 across the street from.

22                   MR. GREEN: It's Northside Nursing Home.

23                   COMMISSIONER CLAYTON: Mr. Green, I hate to  
24 ask this specific question. You said you were out of  
25 power for a long time. For those of us who were not in

1 the metropolitan area during the storm, can you tell me  
2 how much time that was?

3 MR. GREEN: Five days.

4 COMMISSIONER CLAYTON: You said you didn't  
5 see personnel until very late?

6 MR. GREEN: In our area until late.

7 COMMISSIONER CLAYTON: Meaning four or five  
8 days until you were already out?

9 MR. GREEN: They weren't Ameren UE trucks.  
10 They were from out of town. They were contracted by  
11 Ameren UE.

12 COMMISSIONER CLAYTON: You're one of the  
13 Directors of the Spanish Lake Fire Department?

14 MR. GREEN: One of the Directors.

15 COMMISSIONER CLAYTON: Did you see any  
16 problems associated with fire protection or the services  
17 that you provide to the community.

18 MR. GREEN: We had our hands filled. We  
19 were working day and night. We didn't have that many  
20 fires, but we were protecting the people from the downed  
21 lines. That was our main concern, protecting the people  
22 from the downed lines.

23 COMMISSIONER CLAYTON: Did you have  
24 interaction with Ameren in addressing downed lines, for  
25 example?

1                   MR. GREEN: We did have interaction with  
2 Ameren.

3                   COMMISSIONER CLAYTON: How was their  
4 response level? If your fire department district folks  
5 would call and say, "We've got downed lines on Main  
6 Street. They're bouncing all over," or whatever they  
7 do. Were they responding to your call, to your people?

8                   MR. GREEN: They responded. But there was  
9 lines down all over. So it took a while for them to get  
10 there. So we had to stand by and keep our firemen  
11 protecting that area rather than putting them back to  
12 houses making calls for fires or whatever we have.

13                  COMMISSIONER CLAYTON: You mentioned that  
14 you didn't have many fires.

15                  MR. GREEN: Not that many fires. It was  
16 strictly downed lines.

17                  COMMISSIONER CLAYTON: Do you-all have an  
18 EMT unit?

19                  MR. GREEN: We have one from Christian  
20 Northeast that works with us.

21                  COMMISSIONER CLAYTON: I'm assuming they  
22 were pretty overworked, as well?

23                  MR. GREEN: Agree.

24                  JUDGE JONES: Hearing no further questions  
25 from the Commission, you may step down. Now we'll hear

1 testimony from John Sim.

2 (The judge swore in the witness.)

3 JUDGE JONES: Thank you. You may proceed.

4 And be sure to speak into the microphone so the court  
5 reporter can hear you.

6 MR. SIM: I want to ask a question about  
7 secondary lines on UE's --

8 JUDGE JONES: The question session was  
9 before the on-the-record presentation began. At this  
10 time --

11 MR. SIM: Well, this is testimony for  
12 trimming trees. On secondary lines, they do not trim  
13 secondary lines at all because they are not a main line.  
14 They do not care about secondary lines. If it's on a  
15 top wire on the telephone pole, they'll trim it.  
16 They'll trim it to a certain point, and if it is a  
17 secondary line, they do not trim it. Behind my house on  
18 another street is a secondary line, they've never been  
19 trimmed for 15 years because it's a secondary line.

20 I'll give you the address. It's Wall Court  
21 in Ferguson, Missouri. The address is at 1312 and 15, I  
22 think it is. They do not trim them secondary lines, and  
23 that's where the lines broke, near them secondary lines.  
24 And they're going way over the top of the trees, way  
25 over the lines. The next storm we have, they're all

1 going to come down. I don't know why UE even bothers to  
2 put them back again because it will happen again and  
3 again because they don't trim secondary lines.

4 JUDGE JONES: Are there any questions from  
5 the Commission?

6 COMMISSIONER GAW: Mr. Sim, thank you for  
7 coming. I'm curious about whether you might have any  
8 pictures that you might have brought with you or whether  
9 there are pictures that you might provide to us.

10 MR. SIM: No, I have not. I never thought  
11 about bringing pictures with me.

12 COMMISSIONER GAW: I understand.

13 MR. SIM: I got your address here in the  
14 papers you put out, so I'll probably send you some.

15 COMMISSIONER GAW: Okay. If someone could  
16 let him know how he could supplement that with his  
17 testimony.

18 COMMISSIONER CLAYTON: I would also say,  
19 sir, that if you have questions, there are folks here  
20 that can answer your questions. There are staff.

21 MR. SIM: I can't stay too long. I took a  
22 bus over here.

23 COMMISSIONER CLAYTON: They're going to  
24 catch you on the way up the aisle.

25 MR. SIM: Thank you.

1 JUDGE JONES: Thank you, Mr. Sim. Now  
2 we'll hear from Beverly Smith.

3 (The judge swore in the witness.)

4 MS. SMITH: My concern is primarily the  
5 same as everybody else's. Where we live, the trees were  
6 not cut in the back of the houses. We live in Lescow  
7 Village, and we were without power for seven days.

8 I have an 83-year-old mother who has a  
9 heart condition I was concerned with. I have asthma, so  
10 the heat bothered me. We had to go stay in a hotel.  
11 That was a big expense. We didn't move around that  
12 much, but there were 50 to 60 meals we had to eat out.

13 They still have not -- after they took care  
14 of the initial problem, the trees are still in the  
15 lines. I have not seen anybody. I feel like Ameren  
16 owes its customers something, some kind of compensation.  
17 And it seems like the smaller areas, like I'm in an  
18 unincorporated area, and it seems like the smaller areas  
19 of North County were the last ones to be serviced.

20 And I don't know -- I don't know what  
21 Ameren proposes to do, but I don't know -- I think there  
22 should be some kind of compensation on our bills or a  
23 check to us for the amount of money that we lost at this  
24 time because they were lax in cutting their trees and  
25 keeping the lines clear.

1 JUDGE JONES: Thank you. Are there any  
2 questions for Ms. Smith?

3 COMMISSIONER GAW: Thank you for coming,  
4 Ms. Smith. Just some clarification questions. First of  
5 all, I'll ask you the same question: Do you have  
6 pictures?

7 MS. SMITH: No.

8 COMMISSIONER GAW: Is that something you  
9 might be able to provide to us at a later time?

10 MS. SMITH: Probably, yes.

11 COMMISSIONER GAW: And if someone could get  
12 you that information, I'd appreciate that, so if you do  
13 have some, we could take a look.

14 Also, in regard to the frequency of  
15 trimming, have you noticed these trees being trimmed  
16 before the storm?

17 MS. SMITH: No, sir. I've lived in the  
18 area for 24 years.

19 COMMISSIONER GAW: And you have not seen  
20 them trim the trees?

21 MS. SMITH: Not on the streets or the  
22 common areas, no, sir.

23 COMMISSIONER GAW: Not only have you not  
24 seen them trimming them, you have not seen that the  
25 trees have been trimmed?



1 MS. SMITH: No, sir.

2 COMMISSIONER CLAYTON: What was the  
3 community you lived in?

4 MS. SMITH: Lescow Village.

5 COMMISSIONER CLAYTON: And you've been  
6 there 23 years?

7 MS. SMITH: Yes.

8 COMMISSIONER CLAYTON: Are power outages a  
9 regular occurrence in this area?

10 MS. SMITH: A couple times a year. It  
11 seems like if we have a lightning storm, it will go out.

12 COMMISSIONER CLAYTON: How long is it out,  
13 a couple hours, a couple days? Do you have to check  
14 into a motel?

15 MS. SMITH: No. Maybe 24 hours, something  
16 like that. But it does happen quite frequently when  
17 we're having a lightning storm, you know, at that time  
18 of the year when lightning storms occur.

19 COMMISSIONER CLAYTON: I understand. And  
20 you said the power was out for seven days?

21 MS. SMITH: Seven days.

22 COMMISSIONER CLAYTON: How many days did  
23 you have to move out of your home?

24 MS. SMITH: We were out four. We even  
25 tried to go to the shelter places they had set up, but

1    when we got there, they lost their power and had to turn  
2    everybody away. We didn't even get anywhere that way.

3                   COMMISSIONER CLAYTON: In the last couple  
4    of years, there have been several significant outages.  
5    Did your power go out for a significant amount of time  
6    during last year's storm or in a previous storm, do you  
7    recall?

8                   And maybe I should rephrase. Have you ever  
9    had your power out for any length of time greater than a  
10   couple of days?

11                  MS. SMITH: No.

12                  COMMISSIONER CLAYTON: This has been the  
13   longest?

14                  MS. SMITH: Yes, sir.

15                  COMMISSIONER CLAYTON: You said you want a  
16   credit on your bill?

17                  MS. SMITH: We are on budget billing. We  
18   pay \$47 a month or our budget amount. I don't know how  
19   they'd do that.

20                  COMMISSIONER CLAYTON: I don't, either.  
21   What do you recommend?

22                  MS. SMITH: I think you've got people  
23   thinking out in the audience. Probably a good \$300 or  
24   \$400, if not more. That's the bottom line. Because I  
25   didn't lose any meat -- I didn't have any meat in the

1 freezer or anything like that. I was not out a big bill  
2 that way.

3 JUDGE JONES: Thank you, Ms. Smith. You  
4 may step down. The next witness, Ray? For the court  
5 reporter, can you please state and spell your name?

6 MR. REIFLE: Yes. My name is Ray Reifle,  
7 R-e-i-f-l-e.

8 (The judge swore in the witness.)

9 JUDGE JONES: Okay. You may proceed.

10 MR. REIFLE: I've lived in Thistle Hills in  
11 Bellefountaine Neighbors for 30 years, and in the last  
12 10 years or so, we have had quite a few power outages.  
13 They say that our area in Thistle Hills is one of the  
14 worst areas in Bellefountaine Neighbors for power  
15 outages. We have the State Hospital that runs behind  
16 the houses on the other side of the street, and it seems  
17 like transformers and lines go down all the time over  
18 there.

19 My mom lived in Beverly Hills in St. Louis,  
20 and she was told it was -- before she moved from there  
21 about six years ago, that Ameren does not trim trees  
22 anymore. She called to get her trees trimmed. And I  
23 know that for a fact. And they said, "No, we don't trim  
24 trees."

25 Now, in the spring of '05, we had Ameren

1 out there, and our pole in our back yard was bent. It  
2 was twisted real bad. It was splintering. The neighbor  
3 that borders us, her power line was pulled tight from  
4 her house to the pole, the other one was pulled tight  
5 that way. In our two back yards, they were just hanging  
6 down.

7 Our neighbor next door called and actually  
8 had them raise the line up because it was hanging into  
9 their yard. So I know Katrina hit and, you know, you  
10 couldn't expect them to come out, they were short-handed  
11 at the time. So in the fall, I started calling. They  
12 said, "Okay. We will be out." And I called six to  
13 eight times. I did finally get ahold of a supervisor.  
14 They did say, "Leave your name and we'll have a  
15 supervisor call."

16 No. I finally got mad and I said, "I want  
17 to talk to a supervisor," and the guy called me back.  
18 When he called me back, he said, "I'm familiar with your  
19 pole there. The core of the pole is not that bad.  
20 We'll be out there when we get out."

21 Their crew came out and I told the  
22 supervisor what he had told me, and he laughed. He said  
23 that pole was 90-percent shot. I mean, it was just  
24 rotted very bad. And they replaced it two days before  
25 that storm hit. If it would have been up, it would have

1     came down. I have a real problem with their  
2     maintenance.

3                   JUDGE JONES: Thank you, sir. Now we'll  
4     have questions from Commissioner Appling.

5                   COMMISSIONER APPLING: I think I talked to  
6     you earlier this afternoon. But you did get the pole  
7     replaced?

8                   MR. REIFLE: Yes.

9                   COMMISSIONER APPLING: Did they haul off  
10    the old pole?

11                  MR. REIFLE: After they did it, it still  
12    took -- they just last week, the cable company finally  
13    came and removed the section of pole that was just  
14    hanging there with the cable on it. So they just did  
15    last week after several calls.

16                  COMMISSIONER APPLING: How long have you  
17    been trying to get the pole replaced?

18                  MR. REIFLE: September of '05 is when they  
19    came out and they said the pole is bad, they need to  
20    replace it. The supervisor came to our house and said  
21    they're going to replace the pole in the spring of '05.

22                  COMMISSIONER APPLING: Sir, thank you for  
23    coming out and testifying.

24                  JUDGE JONES: Commissioner Gaw?

25                  COMMISSIONER GAW: I just want to make sure

1 I'm following you. When was the pole actually replaced,  
2 sir?

3 MR. REIFLE: Just two days before the  
4 storm. So it took well over a year to replace the pole.

5 COMMISSIONER GAW: Now, clarify something  
6 else for me, if you would. What is this portion of the  
7 pole that you say was hanging from the wire? I didn't  
8 understand that.

9 MR. REIFLE: When Ameren came out, they set  
10 the pole one day and then they came out the next day and  
11 put their wires up. After they got the wires changed  
12 over, they cut below the pole and above it and just left  
13 the section of the old pole hanging. They tied a rope  
14 around it to the new pole and the cable wires were just  
15 hanging there on this old piece of pole.

16 And my neighbor called Ameren and they  
17 said, "Well, it's not our problem, it's the cable."  
18 Well, you know, the telephone company came out probably  
19 three weeks after Ameren was there, but we had that  
20 storm, so that was acceptable. But yeah, the pole was  
21 just tied to another pole with a piece of rope.

22 COMMISSIONER GAW: So that was what they  
23 did to -- until the cable company was to come out and  
24 move the attachment over to the pole?

25 MR. REIFLE: Yes, sir.

1                   COMMISSIONER GAW:   Okay.  You don't have  
2   any pictures of any of this, do you?

3                   MR. REIFLE:   I wish I would have.

4                   COMMISSIONER GAW:   That's okay.  I just  
5   wanted to make sure I asked about it.  Thanks.

6                   COMMISSIONER CLAYTON:  Sir, did you have  
7   any other -- aside from electricity issues, did you have  
8   any other utility issues, water problems, telephone  
9   problems?  Did your telephone go out?

10                  MR. REIFLE:   Yes, the telephone was out.

11                  COMMISSIONER CLAYTON:  How long was the  
12   telephone out?

13                  MR. REIFLE:   We weren't in our house.  We  
14   had to leave.

15                  COMMISSIONER CLAYTON:  How many days were  
16   you out of your home?

17                  MR. REIFLE:   We were lucky, four days.  We  
18   lost all of our freezer food, everything.

19                  COMMISSIONER CLAYTON:  Okay.  Thank you.

20                  JUDGE JONES:  Commissioner Appling?

21                  COMMISSIONER APPLING:  Just one more  
22   question.  I'm sorry.  I know there's a lot of you that  
23   want to testify, so we'll try to speed this along.  
24   Spanish Lake is a development.  Where is Beverly Hills?

25                  MR. REIFLE:   That's about 10 miles, 15

1 miles --

2 SPEAKER: Natural Bridge.

3 JUDGE JONES: I'm sorry, but those of you  
4 who are speaking haven't been sworn in. You have to  
5 remain silent.

6 MR. REIFLE: It's about 10 or 15 miles in a  
7 different area. That's where I grew up.

8 COMMISSIONER APPLING: Is the easement easy  
9 to get to? Is it difficult to get back and have a truck  
10 come in?

11 MR. REIFLE: Yes, for a truck to come in.  
12 When they put our pole in, they were going to do it by  
13 hand, and I just told them to take our fence down, and  
14 they were able to drive their truck back there and set  
15 the poles and everything.

16 COMMISSIONER APPLING: Thank you very much.

17 JUDGE JONES: Thank you, sir. You may be  
18 seated.

19 MR. REIFLE: Okay. Thank you.

20 JUDGE JONES: Trudy Ware, are you present?  
21 Pat Foster?

22 MS. WARE: I'm Trudy Ware.

23 (The judge swore in the witness.)

24 JUDGE JONES: Thank you. You may proceed.

25 MS. WARE: I live in the Hathaway Trails



1 subdivision. I see my Representative, she was here,  
2 Mrs. Walton. And we were out of power for five days.  
3 It was very dark because we have no lighting, no pole  
4 lighting or anything like that in our subdivision. We  
5 lost food. Nobody came and told us what was happening  
6 because the power was out. And when people did try to  
7 contact Ameren UE, they were getting busy signals or no  
8 signals, you know, nobody was saying anything.

9                   So that was a real problem for us,  
10 information. We just needed some information. And when  
11 we didn't get that, then people did have to go to hotels  
12 and motels and they were losing their food. But my  
13 concern is I'm a retired person on a monthly income, so  
14 how are we going to be compensated? I'm kind of like  
15 the lady on the other side, how are we going to get  
16 compensated for our billing? That's what I would like  
17 to know.

18                   JUDGE JONES: I'm taking that to be a  
19 statement, that you should be compensated?

20                   MS. WARE: Yes.

21                   JUDGE JONES: As far as your questions are  
22 concerned, you may direct those to our staff or Ameren  
23 UE.

24                   At this time I will say that at about 7:40,  
25 we're going to take a break just to allow the court

1 reporter to relax her fingers, and that might be a good  
2 time for those of you who still have questions to ask  
3 your questions of Ameren UE.

4 Are you finished?

5 MS. WARE: I was finished.

6 JUDGE JONES: Are there questions from the  
7 Commission?

8 COMMISSIONER GAW: Thank you for coming,  
9 Ms. Ware. First of all, you said you had trouble  
10 getting information?

11 MS. WARE: Yes.

12 COMMISSIONER GAW: Can you tell me anything  
13 specifically that you did or that others that you know  
14 did that -- where you went to try and find out, and you  
15 were not able to? That would be helpful.

16 MS. WARE: Yes. Because we wanted to know  
17 when were we going to get our power back on. And when  
18 we did call, they would just like give you a busy  
19 signal, tell you to hold on. And nobody ever came,  
20 anything like that. It took us some days to really find  
21 out. We never saw any trucks or any workers or anything  
22 come into our area. We didn't have -- we did have some  
23 trees down, but not a whole lot of trees down.

24 COMMISSIONER GAW: So you did try to call  
25 and sometimes you got a busy signal?

1 MS. WARE: Yes.

2 COMMISSIONER GAW: Was that frequent that  
3 you got the busy signal or one time?

4 MS. WARE: About three times.

5 COMMISSIONER GAW: Was that one the first  
6 few hours or first day or two?

7 MS. WARE: First day or two, yes.

8 COMMISSIONER GAW: Do you know if others  
9 you know experienced the same thing?

10 MS. WARE: Yes, I do.

11 COMMISSIONER GAW: Other people told you  
12 they had a busy signal?

13 MS. WARE: Yes.

14 COMMISSIONER GAW: Were you also placed on  
15 hold at some time?

16 MS. WARE: Yes. We told them we have  
17 people out in the different areas, and they would say,  
18 "We have to go to the most needed areas first." So we  
19 were kind of like the last people. We think we were  
20 kind of like the last people on the list.

21 COMMISSIONER GAW: Okay. And how long,  
22 again, were you out of power?

23 MS. WARE: We were out for five days.

24 COMMISSIONER GAW: And when you got placed  
25 on hold, how long were you on hold, do you recall?

1                   MS. WARE:   Myself, probably about three or  
2   four minutes.

3                   COMMISSIONER GAW:   Okay.   Thank you very  
4   much.

5                   COMMISSIONER CLAYTON:   Ms. Ware, I hate to  
6   keep you, but did you lose your phone service?

7                   MS. WARE:   We lost our phone service, power  
8   and, of course, gas, you know.

9                   COMMISSIONER CLAYTON:   How long was the  
10   phone out in the same period of time?

11                  MS. WARE:   When it first -- a couple of  
12   days, we had phone power.   But after that, it was no  
13   phone power.

14                  COMMISSIONER CLAYTON:   When you were  
15   calling, were you calling from a hotel or --

16                  MS. WARE:   Cell phone.

17                  COMMISSIONER CLAYTON:   Okay.   Did you have  
18   any disconnection of water service at all?

19                  MS. WARE:   No.   Because I had to leave  
20   home.   It just got too hot.

21                  COMMISSIONER CLAYTON:   And how many days  
22   were you in a hotel?

23                  MS. WARE:   I was blessed.   I was not in a  
24   hotel.   My daughter lives off of 367, New Jamestown  
25   Road.   They had power and I was able to go back and

1     forth, check on my house and stay at her house.

2                   COMMISSIONER CLAYTON:   You mentioned  
3     something, and I just wasn't thinking about it being  --  
4     obviously, you have no lights on in your house and no  
5     street lights out in the subdivision?

6                   MS. WARE:   Right.

7                   COMMISSIONER CLAYTON:   Did any problems  
8     come about in the neighborhood associated with not  
9     having any lights?  Was there any crime or anything that  
10    occurred?

11                  MS. WARE:   There wasn't any crime that I  
12    heard of.  But most people just kind of like pulled down  
13    together and do the best we could.

14                  COMMISSIONER CLAYTON:   Thank you very much,  
15    Ms. Ware.

16                  COMMISSIONER APPLING:   Even though you and  
17    I talked earlier, I heard you saying two things.

18                  MS. WARE:   Okay.

19                  COMMISSIONER APPLING:   Let me make sure I  
20    get this right.  One of them is customer service.  And  
21    the second one, I think you told me earlier, you could  
22    accept the fact that this was overwhelming for Ameren?

23                  MS. WARE:   Yes.

24                  COMMISSIONER APPLING:   But nobody told you  
25    anything?

1 MS. WARE: Right. We didn't have any  
2 communication going on for a couple of days. And then  
3 after that, everybody started talking and telling us  
4 different stories.

5 COMMISSIONER APPLING: So customer service  
6 information wasn't available to tell you what was going  
7 on, even though your electric was off for eight days?

8 MS. WARE: Five.

9 COMMISSIONER APPLING: Thank you very much.  
10 I just wanted to get those two issues put out, because  
11 good customer service is really important.

12 MS. WARE: They mean a lot to me.

13 COMMISSIONER APPLING: Thank you, ma'am.

14 JUDGE JONES: Pat Foster?

15 (The judge swore in the witness.)

16 JUDGE JONES: Thank you. You may proceed.

17 MS. FOSTER: I live in the Black Jack area.

18 My home is less than four years old. During this last  
19 power outage, our power was out for nine days. Our  
20 power lines are underground. I have a problem that you  
21 would put in a new development, a new infrastructure and  
22 then hook it into a portion of an infrastructure that  
23 goes out every time there's a power outage.

24 This power outage in July was not the first  
25 time our power has gone out, and it is not the last time

1     that our power has gone out. When our power goes out,  
2     it's not just for a few minutes or for a few hours. We  
3     have had several power outages that have lasted four  
4     days or more, and I am not exaggerating.

5                 During this last power outage, when I tried  
6     to contact Ameren UE, I contacted them by phone, or  
7     attempted to contact them by phone. The only thing I  
8     got was a recorded message advising me that they were  
9     aware that there were power outages, and that Ameren UE  
10    was doing everything they could to restore my services  
11    as soon as possible. I never got to talk to a live  
12    person.

13                I went online, went through the trouble of  
14    setting up on an online account thinking, okay, I'm  
15    going to get information this way. When I would go  
16    online, I either got misinformation or no information.  
17    There was nothing available.

18                Also, my bill, I have a question about  
19    that. My power was out for nine days. However, when I  
20    got my electric bill for the period that that power was  
21    out, there was not even a \$10 difference from the prior  
22    bill. So I question how was I billed when I didn't have  
23    power for nine days? How was I going to be billed less  
24    than a \$10 difference?

25                Also, priorities. I understand that

1 hospital emergency facilities have to have power.  
2 They've got emergency generators. I understand that our  
3 emergency response people, the fire departments, the  
4 police departments, they have to have power. But what I  
5 do not understand is why is it that every time there is  
6 a power outage, our area, my neighborhood is the last  
7 that I see to be restored? I'm one of those people that  
8 when my power goes out, I look two blocks over and  
9 there's power.

10               During the July outage in my subdivision,  
11 even, there was an area that never lost power, whereas  
12 our area of the same subdivision was without power for  
13 the full nine days. And this is not something that's  
14 atypical when there's a power outage. We will see  
15 lights all around us, but we will be without power.

16               I have a problem when I hear all of this  
17 talk about tree trimming. Okay, yes, tree trimming may  
18 be an important issue, but when you put in a new  
19 development and when you look at the construction that  
20 is going on in North County, it is constantly expanding.  
21 We are -- I mean, it's exploding. So why doesn't the  
22 utility company do something to compensate for the  
23 addition of residences, businesses, and customers that  
24 are on those grids? Those are my concerns.

25               JUDGE JONES: Mr. Gaw.



1                   COMMISSIONER GAW: Thank you for coming,  
2 Ms. Foster. I appreciate the information. First of  
3 all, you may have said this, but tell me your  
4 subdivision name.

5                   MS. FOSTER: I'm in the City of Black Jack  
6 and I'm in the Stonegate subdivision.

7                   COMMISSIONER GAW: Okay. Did you say you  
8 have underground wires?

9                   MS. FOSTER: We've got underground wires.

10                  COMMISSIONER GAW: So that is not an issue  
11 with regard to your outage; correct?

12                  MS. FOSTER: Evidently not.

13                  COMMISSIONER GAW: So have you been told by  
14 someone from Ameren what the issue is in your particular  
15 neighborhood and why it seems to have the number of  
16 outages it does?

17                  MS. FOSTER: No, I have not.

18                  COMMISSIONER GAW: Have you asked that  
19 question?

20                  MS. FOSTER: I have asked that question of  
21 the Public Utilities Commission, also.

22                  COMMISSIONER GAW: And what is the  
23 response? Do you get any response or an explanation?

24                  MS. FOSTER: I get no response.

25                  COMMISSIONER GAW: And in regard to -- you

1    said something about in the last outage, and then you  
2    continued on from there. And earlier, you had said  
3    there have been outages since the storm. Can you  
4    clarify for me -- you were talking about the last  
5    outage. Was that the storm outage you were referring  
6    to, or something since then when you made your call and  
7    got the recording?

8                   MS. FOSTER: When I made the calls and got  
9    the recordings, that was during the storm outage.

10                   COMMISSIONER GAW: That's what I assumed,  
11   but I just wanted to make sure. I think that's all I  
12   have. Thank you very much.

13                   COMMISSIONER CLAYTON: Miss foster, you  
14   said this is not the first time that your power has gone  
15   out for a multi day period of time.

16                   MS. FOSTER: That is correct.

17                   COMMISSIONER CLAYTON: You said several  
18   times your power has been out for four days or more?

19                   MS. FOSTER: Yes. Two years ago over the  
20   4th of July holidays, our power was out for four days.

21                   COMMISSIONER CLAYTON: So that would have  
22   been 2004?

23                   MS. FOSTER: Yes.

24                   COMMISSIONER CLAYTON: What else, if you  
25   recall?

1 MS. FOSTER: I don't recall specifically.  
2 But I do know in North County -- in a prior home, we had  
3 a power outage of about four days, and this would have  
4 been in '95. I have not noticed any change in service  
5 between the Union Electric and Ameren UE. I have not  
6 seen anything that has improved and I have not seen  
7 anything worse.

8 But my problem is I'm -- like a gentleman  
9 said earlier, I pay my bill. I expect to have service.  
10 And I get the feeling that Ameren feels that they're the  
11 only game in town; and being a monopoly, they don't have  
12 to answer to us, that they can get to us or provide us  
13 the kinds of services that they want.

14 COMMISSIONER CLAYTON: What gives you that  
15 feeling? Is it the busy signal, or is it just the fact  
16 that this happened? What gives you that feeling?

17 MS. FOSTER: When I talk to people that  
18 live outside of the Ameren UE service area, I talk to  
19 people that live in St. Peters, O'Fallon that get their  
20 utilities from Wood River, when their power goes down,  
21 they're in the same situation that North County is.  
22 They're constantly growing, constantly expanding. But  
23 when their power goes down, it only goes down for a  
24 couple of hours. They don't have this problem of the  
25 power being out for days on end.

1                   COMMISSIONER CLAYTON: Is there anything  
2 else, other than the length of time about -- you said in  
3 your testimony that you just feel that because they are  
4 the only game in town they don't have to show the proper  
5 respect. Has anyone said something to you?

6                   MS. FOSTER: No, no one has said anything.  
7 It's just the frequency, and I'm living in a home that's  
8 not even five years old.

9                   COMMISSIONER CLAYTON: And you mentioned  
10 July of 2004 and '95. This will be the third time with  
11 your power out more than four days?

12                  MS. FOSTER: Yes.

13                  COMMISSIONER CLAYTON: Thank you,  
14 Ms. Foster.

15                  COMMISSIONER APPLING: Good to see you  
16 again. I think you and I talked earlier.

17                  MS. FOSTER: Yes, we did.

18                  COMMISSIONER APPLING: Did you say the  
19 electric has been out since the outage in the middle of  
20 July?

21                  MS. FOSTER: Yes, it has. It was out a  
22 couple of weeks ago, but it was only overnight that  
23 time.

24                  COMMISSIONER APPLING: And you're in Black  
25 Jack. All of the electric is underground?

1 MS. FOSTER: That is correct.

2 COMMISSIONER APPLING: Thank you very much.

3 And good to see you again.

4 JUDGE JONES: Thank you. You may step  
5 down.

6 Eleanor Hoefle.

7 (The judge swore in the witness.)

8 JUDGE JONES: Thank you. You may proceed.

9 MS. HOEFLE: I live in Bellefontaine  
10 Neighbors in St. Louis County. I have lived there for  
11 28 years. In July, my electric, due to the storm, was  
12 out for five days, and now I have a cleaned  
13 refrigerator.

14 I have a tree -- this is the second time a  
15 tree limb has fallen across the power line. The tree is  
16 I would say 20 feet from the power line, but an upper  
17 limb has fallen across the major power line and the tree  
18 -- an Ameren subcontractor came out and cut the tree off  
19 the power line and left it lay in the yard. My son then  
20 tried to get most of that tree limb off, out of my yard.

21 As a property owner, I am responsible for  
22 trimming my trees and removal of dead, diseased trees,  
23 other than in the area where the electrical wires are.  
24 There's a certain amount of easement that the electric  
25 company is supposed to trim. I expect that to be done.

1 But the rest of it is up to me. And I have had my trees  
2 trimmed.

3 Even though I had them trimmed two years  
4 ago, another limb fell across the power line. I do  
5 believe that the subcontractor who does tree trimming is  
6 not doing as well as UE used to do in the past.

7 In the last 28 years of living in  
8 Bellefontaine Neighbors, my utility bills are within  
9 about \$2 of what they were when I first moved in there  
10 because I have put in a new furnace, a new air  
11 conditioner. I keep my air conditioning at 76 in the  
12 summer and the furnace at 69 in the winter so I'm  
13 conserving as much utilities as possible because I'd  
14 like to spend that money somewhere else.

15 I have lots of notes here. One thing I  
16 want to state, I was down at the Taum Sauk Mountain over  
17 the weekend to view the reservoir. I'm on the board of  
18 the Missouri Parks Association. We actually got to go  
19 up to see the top of the reservoir, and I do not want to  
20 see that reservoir rebuilt. I am conserving my  
21 utilities. It has scarred the face of the earth.

22 I also have learned in the last year from  
23 all of the natural disasters throughout the world that I  
24 need to be prepared. I have a box of canned food  
25 setting by my garage door. I have bottles of water in

1 the freezer because our water -- we had a boil water  
2 order the first day of the storm because the water  
3 pumping plant, their electric or power went out. And I  
4 do not fill my freezer with a year's supply of meat. I  
5 will never do that.

6               During the storm outage, it was probably a  
7 total of nine days or ten days for most of the St. Louis  
8 area. There was no looting that I know of, or  
9 vandalism, where in other cities, the slightest outage  
10 and you've got people stealing from stores. St. Louis  
11 is a wonderful community. We do not have the major  
12 problems like some other cities have had in the past  
13 40 years.

14              And the other comment I wanted to make is  
15 how much profit does a public utility need to make?  
16 Thank you. Any questions?

17              JUDGE JONES: Mr. Gaw?

18              COMMISSIONER GAW: I'm not going to answer  
19 that last question, but it may be answered by this  
20 Commission at some point in the future. And you can be  
21 sure that you will be allowed to voice your opinion on  
22 that if you'd like. I'm sure we'd like to hear about  
23 that, if you have an answer to that question about how  
24 much should a public utility company be allowed to make.

25              MS. HOEFLE: It is a public service.

1                   COMMISSIONER GAW: Yes, indeed, ma'am. I  
2 would like for you to come back and talk to us about  
3 that.

4                   MS. HOEFLE: I will.

5                   COMMISSIONER GAW: You are the first one  
6 that's come tonight that I recall mentioning the boil  
7 order. And we're aware of that, but I would like to  
8 hear from you just a bit about how easy it was for you  
9 to find out about the necessity to boil water and how  
10 you found out that this boil order was in effect.  
11 Because it seemed it might have been somewhat difficult  
12 to get that across to people. And, secondly, my  
13 question is: How did you accomplish that?

14                  MS. HOEFLE: Okay. The electric was out,  
15 so there was no television. Don is gone, so I didn't  
16 get to comment to that. I have a radio with a 9-volt  
17 battery that I use in an emergency, and I turned that on  
18 to hear what was going on. All this wonderful  
19 television coverage we had, I didn't see any of it. So  
20 it's my little 9-volt radio that got me what information  
21 I needed.

22                  I think it was Thursday, the next day, that  
23 it came across the radio, and I was looking for some  
24 place to go eat. I wound up having to go all the way  
25 over to St. Charles Rock Road, which was still in the



1     boil order, but they had canned soda, so I trusted that.

2     But that was only -- I think that was a day and a half  
3     or something. And that is a priority, is the water.

4                 COMMISSIONER GAW: Sure. And your water  
5     utility is Missouri American, I am assuming?

6                 MS. HOEFLE: Yes.

7                 COMMISSIONER GAW: So the notice that you  
8     received was purely by radio?

9                 MS. HOEFLE: Yes.

10                COMMISSIONER GAW: And were you given any  
11     notice by the water utility company directly about the  
12     boil order?

13                MS. HOEFLE: Not to my home, no.

14                COMMISSIONER GAW: Was there any question  
15     in regard to -- well, let me ask you this: Do you know  
16     whether the boil order had already been in effect for  
17     some period of time before you knew about it?

18                MS. HOEFLE: I would say yes.

19                COMMISSIONER GAW: And was there any  
20     indication given to you about how you might be able to  
21     get water that was drinkable when you heard the  
22     announcement of the boil order?

23                MS. HOEFLE: I don't recall. I do have  
24     some water bottles in my freezer.

25                COMMISSIONER GAW: But those were something

1     you already had?

2                   MS. HOEFLE:   Yes.

3                   COMMISSIONER GAW:   Did you hear of any  
4     offer of water from any entity that would have been made  
5     available to you or that you could have gotten, as part  
6     of the announcements that you heard?

7                   MS. HOEFLE:   No.   I don't recall hearing  
8     that.   The other thing that I did was after that day or  
9     the next day, the water was running very slow, and  
10    that's always a sign there's something not right.

11                  COMMISSIONER GAW:   Yes.   Did you talk to  
12    anybody else about the water issue, any of your  
13    neighbors?

14                  MS. HOEFLE:   People went to work.   I'm  
15    retired, so I'm home.   I did leave town on Friday as the  
16    second storm came through.   I had a vacation scheduled.  
17    It was just my cats were home alone.   I was fairly  
18    worried about them.

19                  COMMISSIONER GAW:   Sure.   You said  
20    something about a tree limb?

21                  MS. HOEFLE:   I have a tree that's probably  
22    -- it's 28 years old, that big around (indicating),  
23    that's about 20 feet from the power lines, from my back  
24    fence and the power lines.   And I think two years ago,  
25    one limb fell across the line during the storm and I had

1     that tree then pruned. And all the other trees, bigger  
2     trees, I have three, four big trees above the house. I  
3     had them all trimmed back.

4                 COMMISSIONER GAW: When you say you had  
5     them trimmed, you had them trimmed at your own expense?

6                 MS. HOEFLE: Yes. Tree trimming services  
7     in St. Louis are very expensive. It's almost \$1,000 to  
8     get a whole tree cut down, maybe more than that. So I  
9     had the trees -- and the same tree, there was another  
10    branch, it fell across the power lines in the July  
11    storm. But it's not a huge tree.

12                In Bellefontaine, we had a big oak tree  
13    fall through somebody's house. Had it gone the other  
14    direction, it would have hit the power lines.

15                COMMISSIONER GAW: Do you know, do you  
16    recall how frequently Ameren has had someone out there  
17    trimming the trees?

18                MS. HOEFLE: I can only recall one time in  
19    the last few years. Years ago, like everyone else has  
20    commented, they used to come out more regularly and trim  
21    away from the power line.

22                COMMISSIONER GAW: Okay. So you believe  
23    that the frequency has decreased?

24                MS. HOEFLE: Yes.

25                COMMISSIONER GAW: Is there any possibility

1     that you could give me a time frame on when you noticed  
2     that to be the case?

3                   MS. HOEFLE:  I'm thinking maybe the last  
4     10 years, 10, 15 years, maybe.

5                   COMMISSIONER GAW:  Once again, you may have  
6     said this, then I'll be done.  How long have you lived  
7     in your neighborhood?

8                   MS. HOEFLE:  28 years.

9                   COMMISSIONER CLAYTON:  I don't have any  
10    more questions.  I appreciate what you said about  
11    conservation.  It's a topic for another day.  But I  
12    think we can all learn by what you're doing and it would  
13    make things a lot better.

14                  COMMISSIONER APPLING:  You and I talked  
15    earlier this afternoon.

16                  MS. HOEFLE:  A little bit.

17                  COMMISSIONER APPLING:  Thank you very much  
18    for a great personality.  At least you got one thing  
19    done, you got your refrigerator cleaned out.

20                  MS. HOEFLE:  That's right.

21                  COMMISSIONER APPLING:  Thank you very much  
22    for coming out.

23                  JUDGE JONES:  Kevin, Mr. Dean?

24                         (The judge swore in the witness.)

25                  MR. DEAN:  Thank you.  I just want to say I

1 agree with everything that Ms. Foster said. I also live  
2 in Black Jack in the Stonegate subdivision. I'm close  
3 to the blocks where the power goes out often enough  
4 where I can look out the front door and look out to the  
5 first couple blocks of the subdivision and see where the  
6 lights are on.

7                   During the big outage, my wife also called  
8 UE and was able to get through, and somehow, I don't  
9 know how it was all worked out, she called UE and was  
10 reaching somebody in Jefferson City. She asked for a  
11 supervisor. They put her on hold for about 45 minutes  
12 and she just hung up the phone.

13                   We were fortunate enough that we had  
14 relatives that lived where there was power. We were  
15 able to go there and not stay home. I was able to come  
16 home and check if the power was on, and also call,  
17 listening to the times where they said it should be  
18 done. And we were out, like she said, for nine days.

19                   Once the power was on, like Ms. Foster  
20 said, two weeks ago the power went out. But it was  
21 maybe like 8:00 at night. It came back on at 3:00 in  
22 the morning. I called that day and, you know, we got  
23 the recording that they know about the outage and it  
24 said something to the effect that like 2,000 people are  
25 out. And once again, I go outside and I see my -- a

1 block ahead of me with power on. And there's no storms  
2 or anything.

3 I guess my concern is in the Black Jack  
4 area, they're constantly building homes. And I don't  
5 understand the different grids that houses are on where  
6 some places have power and some don't. If they keep  
7 building homes, wherever they're coming out of the  
8 ground to above-the-ground lines, if they're not  
9 addressing that issue, it's just going to get worse  
10 because you have more homes that are requiring more  
11 power. So that's all I had.

12 COMMISSIONER CLAYTON: Did you say nine  
13 days?

14 MR. DEAN: Yes. It went out that Wednesday  
15 and didn't come back on until that Friday of the  
16 following week.

17 COMMISSIONER GAW: The phone call that your  
18 wife made, she was on hold for 45 minutes; is that  
19 correct?

20 MR. DEAN: Yes.

21 COMMISSIONER GAW: Do you remember when  
22 that was?

23 MR. DEAN: That was, I would say, maybe  
24 that first week of the outage. She was surprised, too,  
25 when she finally got somebody in Jefferson City. She

1 kind of looked at the phone like, "How am I talking to  
2 somebody in Jefferson City?" I don't know how she got  
3 there.

4 COMMISSIONER GAW: But after she had been  
5 on hold for 45 minutes, she gave up. I'm just trying to  
6 make sure I'm --

7 MR. DEAN: No. She said that she was put  
8 on hold and it just hung up.

9 COMMISSIONER GAW: Oh, it hung up on her?

10 MR. DEAN: Yeah.

11 COMMISSIONER GAW: Thank you for clarifying  
12 that. And then did anyone -- did you or your wife make  
13 any inquiry about why it is that that area was out for  
14 nine days? Was there any representative from Ameren  
15 that you got about that issue?

16 MR. DEAN: No. Like I said, every time  
17 we'd call, we just got the recording, you know. At  
18 first, it would project a time to where the power would  
19 be restored, and after that, we would call again and it  
20 got to the point where it didn't project a time, it just  
21 said it's out.

22 COMMISSIONER GAW: Give me an idea about  
23 how many times you-all called and got a recording, if  
24 you can.

25 MR. DEAN: I would say maybe three or four

1 times a day each day just trying to find out.

2 COMMISSIONER GAW: Did you try to find out  
3 any other way, in some other means other than the  
4 telephone?

5 MR. DEAN: We watched the media, listened  
6 to the radio trying to get an idea of what was going on,  
7 as well.

8 COMMISSIONER GAW: Your area isn't served  
9 by Missouri American Water, is it?

10 MR. DEAN: Yes it is.

11 COMMISSIONER GAW: Did you have a boil  
12 order out there, as well?

13 MR. DEAN: I saw it on the news, as well.  
14 But our City Hall was giving out emergency water, and  
15 they were -- over at the North County Rec Center, they  
16 were giving out ice. So I kind of tried to juggle a  
17 little bit of that back and forth at home. But I ended  
18 up like dumping everything out of the freezer. I got a  
19 clean refrigerator, freezer, like she was saying.

20 COMMISSIONER GAW: You have to really be  
21 looking on the bright side to see that. Anyway, from  
22 the standpoint of how you found out about the boil  
23 order, was that by radio or some other means?

24 MR. DEAN: It was by television. Like I  
25 said, I was at a relative's house and that's when they



1 got to talking about a boil order in that area.

2 COMMISSIONER GAW: Do you know how long the  
3 boil order had been in effect when they found out?

4 MR. DEAN: I think I got it immediately  
5 when they put it on the media.

6 COMMISSIONER GAW: But you don't know how  
7 long it had been in effect?

8 MR. DEAN: No.

9 COMMISSIONER CLAYTON: I don't have any  
10 more questions. Thanks for coming.

11 JUDGE JONES: Thank you, sir.

12 Monica Wells? Is there a Monica Wells  
13 here?

14 Lenora Damper? Are you Ms. Damper?

15 MS. DAMPER: Yes, I am.

16 (The judge swore in the witness.)

17 JUDGE JONES: Thank you. You may proceed.

18 MS. DAMPER: I would just like to say I  
19 live in the Spanish Lake subdivision or community, and I  
20 would like to agree with everything that Senator Green,  
21 I think his name was, said. We were out for about eight  
22 days. I didn't know anything about the water situation.

23 Every day, we had to go out to St. Charles  
24 Rock Road, I heard somebody else say that, or St.  
25 Charles, wherever we could just to eat, my family and

1     myself. We had no telephone service or anything like  
2     that. We had no vandalism or any crime or anything in  
3     the area, but I would like to go on the record saying  
4     that I do agree with everything that everyone else has  
5     said. Thank you. Do you have any questions?

6                     JUDGE JONES: No questions. Thank you.

7                     Jackie Martin?

8                     (The judge swore in the witness.)

9                     JUDGE JONES: Thank you. You may proceed.  
10    You may need to step a little closer to the microphone.

11                    MS. MARTIN: I moved into the Village at  
12    Paddock Lakes in Florissant in May of 1997. It's  
13    condominiums for seniors, and we're directly across the  
14    street from Pope John, II Apartments.

15                    The first year I lived there, our power  
16    went off quite often just for a short time. And our  
17    trustees wrote Ameren UE several letters and they  
18    responded and said that the trees needed to be trimmed,  
19    which evidently they did, because we didn't really have  
20    problems until June of 1998, when we had a power outage  
21    for like 18 hours. And then in August of 2005, we were  
22    out for two days.

23                    And then this year we were out for five  
24    days. And the apartments right across the street, just  
25    like several of the other people here, they had power

1 two days before we had power. And last summer, it was  
2 like that. They never lost power. I mean, we had a  
3 storm, the power was out, but they got power right back.  
4 But we didn't have power for two days. And all the  
5 subdivisions around us, all the houses around there had  
6 power.

7 And so I would just like to understand why  
8 my village, we have to suffer, you know, and not have  
9 power. That's, you know, what I would like to  
10 understand, or what needs to be done to make us as  
11 reliable as our neighbors.

12 COMMISSIONER GAW: Ma'am, thank you for  
13 coming. Were you asking that question directed at  
14 Ameren?

15 MS. MARTIN: I think our trustees have  
16 written letters.

17 COMMISSIONER GAW: Have they gotten letters  
18 back from Ameren?

19 MS. MARTIN: Yes.

20 COMMISSIONER GAW: Do you have copies of  
21 any of those?

22 MS. MARTIN: I can get them.

23 COMMISSIONER GAW: Can you have someone get  
24 those to us so we can see that? That would be helpful  
25 to the rest of us. Can you also tell me, did you have

1 -- tell me a little bit about, just to the extent you  
2 know, the consequences of being out of power as long as  
3 you were, for you.

4 MS. MARTIN: Well, on Wednesday night, I  
5 lost power. But then it came back on Thursday morning,  
6 and so that's how I knew about the boil water order,  
7 because I had TV. And I work one day a week, and I went  
8 to work that day.

9 COMMISSIONER GAW: You found out about the  
10 boil order when?

11 MS. MARTIN: Well, from watching TV.

12 COMMISSIONER GAW: Do you remember what  
13 time of the day you found out?

14 MS. MARTIN: Probably the morning.

15 COMMISSIONER GAW: The morning, the day  
16 after the storm?

17 MS. MARTIN: Yes.

18 COMMISSIONER GAW: The boil order had been  
19 in effect a while by then?

20 MS. MARTIN: I really don't know.

21 COMMISSIONER GAW: That's okay.

22 MS. MARTIN: So I had a friend that did not  
23 have power, and she has diabetes. And where I live, I  
24 have a basement, and so I had her come -- after I  
25 worked, I went and got her and had her move in with me.

1 She has three big dogs and she brought her dogs with her  
2 and we thought we would be okay because I had power.  
3 But then Friday morning, I lost power. But she stayed  
4 with me because my basement was cooler than her house  
5 would have been.

6 We, like a lot of people here said, we had  
7 to -- see, I was able to boil water on Thursday and so  
8 we had enough water. But then when we lost power on  
9 Friday, I went to the grocery store and bought water.  
10 And I have to commend the grocery stores because they,  
11 you know, they were on backup power and they were, you  
12 know, were able to supply ice and water, you know. They  
13 couldn't have meat or dairy products, but everything  
14 else, they were really helping people a lot, everything  
15 they could do to help them.

16 So I was like that, too, I had to drive a  
17 long way to get some lunch meat and I, you know, filled  
18 the cooler and we were okay, you know. We just -- I  
19 would go at lunchtime and get some hot food and then  
20 we'd eat sandwiches at night. I have an alarm system  
21 where I live and when the power came on, it just sort of  
22 fried it, so that had to be replaced.

23 COMMISSIONER GAW: So you lost your alarm  
24 system?

25 MS. MARTIN: Yes.

1                   COMMISSIONER GAW: Thank you very much,  
2   ma'am.

3                   COMMISSIONER CLAYTON: No questions.

4                   JUDGE JONES: Bob Conner.

5                   (The judge swore in the witness.)

6                   JUDGE JONES: Thank you, sir.

7                   MR. CONNER: Most of what has been covered  
8   already is what I was going to share with you. But  
9   there's one thing I think I could elaborate on just a  
10  little bit, and that is the lines that we have in the  
11  North County area, most of the lines are -- the main  
12  feeder lines are the ones that are bare, and we're  
13  having problems with the trees falling and  
14  what-have-you.

15                   A lot of the subdivisions do have power  
16  that are buried in the ground, but that power is inside  
17  of the subdivision area after it comes from the feeder  
18  lines. And the feeder lines are also dispersed in  
19  different directions.

20                   Some of the areas are getting feeders from  
21  one line in one main area, and that same subdivision may  
22  be getting feeders from another main line in another  
23  direction and another area or on another street. That's  
24  why some of them can have power and others do not have  
25  power. That's the main problem that we see here. Why

1     they stray off that way, I have no idea. But that is  
2     how it works.

3                 The other thing is that, for instance, in  
4     my subdivision, which is also in the Hathaway Trails  
5     subdivision adjacent to Black Jack, in my subdivision,  
6     one of the feeder lines did not come on when their other  
7     power came on from the main line, which is off of  
8     Redmond Road.

9                 I personally got out and walked the line to  
10    determine why that particular bank was not on. And I  
11    found that there was one of the limbs of a large tree  
12    that had fallen and the lines -- the top line, which is  
13    the hotline that goes down, it was on to the neutral  
14    line, I suppose, or the ground-level wire or whatever,  
15    and that had shorted out. So that was out. I don't  
16    know if Ameren UE was able to read that at their  
17    location or not.

18                But it wasn't until I called them, and this  
19    is a day later, others had already had power. It wasn't  
20    until I called in and said that there is a problem on  
21    this particular feeder at this location, that they then  
22    sent someone to check that area.

23                Now, also, when they were working, and I  
24    went and contacted the group that was taking care of the  
25    area at that time, and that was a group out of

1     Chattanooga that was there, and they were the ones that  
2     were taking care of the power in that area. I talked to  
3     them briefly. They came down, also, and checked the  
4     area to see why that feeder was not working. They were  
5     the ones that showed up an hour or two later with their  
6     equipment, freed the line, threw the circuit breaker and  
7     put the power back on. We all had power.

8                     I don't know if in the future if we have  
9     these kind of disasters whether or not we should have  
10    people, Ameren UE or others, it could be anyone, police  
11    department, anyone, after we have power restored,  
12    someone needs to verify all have power and the area has  
13    been restored, and if there's any additional problems in  
14    those areas. That was not taken care of. We would not  
15    have to suffer that long after that had been done.  
16    That's all I have to say.

17                    COMMISSIONER GAW: You know a lot about  
18    what's going on because -- I have to say I'm impressed.  
19    Tell me a little bit about your history.

20                    MR. CONNER: I've lived in the area for  
21    33 years.

22                    COMMISSIONER GAW: Yes, sir.

23                    MR. CONNER: In my subdivision for  
24    33 years. I do have a background in electronics and  
25    that type of thing; therefore, I can read them.



1                   COMMISSIONER GAW: I thought maybe that  
2 might be the case.

3                   MR. CONNER: Ameren UE does respond. They  
4 have been set up to respond. But when we had this  
5 disaster, they were overwhelmed. They were overwhelmed.  
6 And because of that, their response did not come across  
7 perhaps as fast and as quickly as it has in the past for  
8 other things. It is true many areas have power outages  
9 many times, and no one seems to be able to tell you when  
10 you call and ask a question exactly why that takes  
11 place.

12                  COMMISSIONER GAW: Do you think that your  
13 area, that area around Black Jack, has outages more than  
14 the average community?

15                  MR. CONNER: Yes, I do. The feeder lines  
16 have more outages than others.

17                  COMMISSIONER GAW: But you don't know what  
18 it is that causes that frequency to be more than  
19 average?

20                  MR. CONNER: I don't know if -- as far as I  
21 could say, I couldn't be certain about it. I believe  
22 that there is times when power is switched to give more  
23 power or less power, and those times may not be as  
24 smoothly accomplished as they should be. And you can  
25 lose power at that time, too. And I think that may be

1 some of the problem. I don't know. That's just a  
2 layperson talking.

3 COMMISSIONER GAW: Thank you very much. I  
4 appreciate it.

5 COMMISSIONER CLAYTON: You brought up a new  
6 topic that I don't think has been approached here  
7 tonight, and that's the reporting or communicating to  
8 Ameren if you have an issue, not just trying to get  
9 information, but communicating information.

10 You said that you called in the  
11 information, I believe, about an outage still occurring  
12 in a particular part of a neighborhood or particular  
13 part of the community?

14 MR. CONNER: Yeah.

15 COMMISSIONER CLAYTON: Did you say that  
16 Ameren was responsive after you conveyed that  
17 information?

18 MR. CONNER: Ameren was responsive, but I'm  
19 not sure if it was Ameren that got the action going to  
20 repair from my contacting them -- the crew that was  
21 working got there.

22 COMMISSIONER CLAYTON: So the ones who  
23 contacted you was the group from Chattanooga?

24 MR. CONNER: Yes. And they were the ones  
25 that did the repairs.

1                   COMMISSIONER CLAYTON: The contact that you  
2 had with this crew from Chattanooga, were they  
3 interested in receiving the information?

4                   MR. CONNER: They were interested in  
5 receiving. They were working in the area at the time.  
6 They had said that day before, part of that crew had  
7 completed that area. And I explained to them that they  
8 have been completed, but that particular feeder line had  
9 problems because we had no power. They came right away  
10 and investigated that.

11                  COMMISSIONER CLAYTON: Who is "they",  
12 Chattanooga or Ameren?

13                  MR. CONNER: Chattanooga. Ameren was at  
14 that point I don't know where, other places.  
15 Chattanooga was the ones responsible. They were the  
16 ones that responded to my demand at that time.

17                  And one thing that was very impressive  
18 about them is that they had the equipment to do the job,  
19 because they had to use a very expensive boom to get  
20 over to the area because it was -- the lines were in a  
21 wooded -- kind of a small wooded area where the trees  
22 have been trimmed. But these are giant trees. North  
23 County has giant trees everywhere.

24                  Maybe that's something you can look at,  
25 too, as to why we have so many trees. We don't need all

1 those trees. We don't need them. People don't need  
2 them on their property. They don't need all these  
3 trees. So why do we have all these trees? We can't  
4 blame Ameren UE for that, but some form of the  
5 government needs to take a look at that.

6 COMMISSIONER CLAYTON: So it's the land of  
7 the giant trees?

8 MR. CONNER: Yes, definitely. I don't know  
9 if I answered your question.

10 COMMISSIONER CLAYTON: You also mentioned  
11 about needing to come back and verify whether a  
12 subdivision was online. Is that the only time that you  
13 communicated a problem to Ameren or one of its agents  
14 out in the field?

15 MR. CONNER: No. I'm retired. When we  
16 have a power failure, I'm one of those that usually are  
17 on the phone to get to Ameren UE. They do respond.  
18 There have been many times that they call back, "Has  
19 your power been restored?"

20 COMMISSIONER CLAYTON: How many times did  
21 you communicate a problem this go-around?

22 MR. CONNER: This go-around, I communicated  
23 with a rep at UE three times.

24 COMMISSIONER CLAYTON: And were they  
25 responsive all three times?

1                   MR. CONNER: They were responsive all three  
2 times. The last time when I had the problem, they did  
3 not get back with me about whether the power had been  
4 restored. But that was the only thing I noticed that  
5 didn't happen.

6                   COMMISSIONER CLAYTON: How did you  
7 communicate that? Did you call the regular number? Did  
8 it give you prompts and numbers you were supposed to  
9 push on the phone?

10                  MR. CONNER: I called the regular number  
11 and I was able to get through. Sometimes that's  
12 difficult. When everybody is trying to call, I can  
13 understand why you may not be able to get through.

14                  COMMISSIONER CLAYTON: I didn't write down  
15 the community. Where are you?

16                  MR. CONNER: No. I am in unincorporated  
17 Hathaway Trails subdivision.

18                  COMMISSIONER CLAYTON: How many days were  
19 you out, personally, without power?

20                  MR. CONNER: As someone has stated before,  
21 the first time the power went out on Wednesday, I got it  
22 back on Thursday and then it was out Friday. Then I  
23 didn't get it back until the following Wednesday. So  
24 all in all, it was about eight to nine days we didn't  
25 have power.

1                   COMMISSIONER CLAYTON: Thank you very much  
2 for your testimony. Very helpful.

3                   COMMISSIONER APPLING: How are you doing?

4                   MR. CONNER: I'm doing good.

5                   COMMISSIONER APPLING: You and I talked for  
6 about 30 minutes earlier. You seem to know what you're  
7 talking about. Do you have any recommendation for  
8 Ameren? Have you heard everything that's been said? Do  
9 you have anything else that you can add here that would  
10 make any sense?

11                  MR. CONNER: I think that as we have a  
12 policing division that's within North County, the County  
13 Police Department or whatever, they have neighborhood  
14 watch areas, as they are referred to. I believe that  
15 Ameren would -- it would be to the benefit of all of us  
16 if they could establish a point of contact within  
17 subdivisions. People can relay information to them or  
18 give them feedback information as to what could be done  
19 to perhaps better serve the public in the Missouri area.

20                  One thing would be is that when someone  
21 calls in and gives a problem, to don't just take that as  
22 someone who's complaining because I don't have power,  
23 but take it as an opportunity to improve and serve  
24 better by coming out and making any corrections that  
25 need to be made in order to maintain power all the time.

1                   These people that are in new subdivisions  
2   that have underground cabling in their subdivision are  
3   being fed power from the old sections in old subdivision  
4   areas where the power is above ground and on those poles  
5   through all these trees. So if that is a major problem,  
6   then Ameren must do what they have to, whatever supports  
7   that, to try to free all of these lines so that we don't  
8   have the problem. That's the only thing that I could  
9   suggest.

10                  Now, who would be responsible for freeing  
11   all the lines? I don't know. Because a lot of these  
12   lines that are subject to trees falling and so forth are  
13   on private property, individual homeowners' property.

14                  COMMISSIONER APPLING: Thank you very much,  
15   sir. It's nice that you came. Thank you very much.

16                  JUDGE JONES: Thank you, sir. At this  
17   time, it's past 7:50, and we're going to take what would  
18   have been a 5-minute break. We're going to take  
19   3 minutes.

20                  (Thereupon, a short break was taken.)

21                  JUDGE JONES: Arnie Dienoff?

22                  (The judge swore in the witness.)

23                  JUDGE JONES: Thank you, sir.

24                  MR. DIENOFF: My name is Arnie Dienoff, and  
25   I live in the Pine Meadows neighborhood. We experienced

1 an outage on Wednesday of that week, and it lasted for  
2 six days thereafter.

3 First of all, I want to thank the three  
4 Commissioners out of the five who made it. I think it's  
5 a good thing. I wish the other two Commissioners would  
6 have been here personally, also.

7 This was a once-in-a-100-year storm. This  
8 is a catastrophe, and I think that Ameren needs to be  
9 commended for the job that they did with the resources  
10 that they had. The job in-house was huge at hand. You  
11 need to be patient by the customers and by everybody in  
12 the community working together.

13 Ameren UE brought in all outside crews from  
14 numerous states, and that takes time. You know, you  
15 have a storm now, it takes time to get those people out.  
16 It takes time for these people to get their equipment  
17 ready. It takes time for them to drive to another  
18 state.

19 I want to applaud all the union workers  
20 that work for Ameren UE that worked tirelessly, working  
21 16 hours a day. Some people testified that they were  
22 sleeping on lots. That's true, because they had to  
23 sleep sometime in a 24-hour day.

24 Also, UE started here at one point, and  
25 they need to work their way to the grids to eventually



1    restore power to everybody. I would also like to tell  
2    the Commissioners that the trees in North County, in  
3    particular in my neighborhood, they are very tall. The  
4    majority of the trees are 50-feet-tall plus. These are  
5    big trees.

6                   In my neighborhood, we had six major poles  
7    that snapped because of the strength of the  
8    80-mile-per-hour winds. The trees that fell on the  
9    lines fell at the base of the tree and were far from the  
10   lines itself.

11                   The testimony provided by Senator Green, I  
12   totally disagree. A lot of these were caused by whole  
13   trees falling into the lines, not by the tree trimming  
14   program.

15                   When it comes to phone lines, Ameren can  
16   only be set up for a certain amount of calls. When you  
17   have over 1,000,000 customers on both sides of the  
18   river, no system could accommodate such a large number  
19   of calls. I think Ameren did a commendable job in  
20   notifying the community as best as they could.

21                   I also feel that Ameren UE, in my research  
22   and investigation, went to the largest grid areas or the  
23   largest population areas and got those customers online  
24   first. There was alleged discrimination by  
25   African-American citizens versus Caucasian citizens. In

1 my opinion, no discrimination took place. Everybody was  
2 treated on an even-keel basis.

3 When it comes to the water issue, that's  
4 very near and dear to my heart because that's a lot more  
5 important than the electricity. Missouri Water lost  
6 power to its plant, and because of such, the water level  
7 depleted resources, and the water became contaminated,  
8 and they issued a boil order.

9 I would like to see the Commission  
10 establish guidelines to have an emergency operation.  
11 Either we bring in the National Guard with loud speakers  
12 on vehicles, or I went to my community and asked the  
13 Board of Alderman, "Why didn't we use police cars? Why  
14 didn't we use fire trucks and emergency vehicles to  
15 notify the public of a boil order?" That was never  
16 done.

17 We also have a tornado or weather system.  
18 I'm not sure if that's an option. County executives  
19 should have ordered a call to the people north of I-70  
20 for the boil order. If the water was contaminated and  
21 people were drinking water, that could have been a  
22 serious health issue.

23 I also would like to see the Commission  
24 look into contamination scores and the State Emergency  
25 Management Division purchase some portable water

1     filtration systems to put in fire departments and city  
2     halls to provide drinking water if, indeed, it goes  
3     beyond a day or two.

4                     When it comes to tree trimming, I know for  
5     a fact that neighbors in my neighborhood have told the  
6     contractors, I believe it's Nelson Tree working for  
7     Ameren UE, the homeowners telling them not to trim or  
8     trespass on their property because they didn't want  
9     their trees butchered up or to trim the trees. I think  
10    a lot of the responsibility lies with the property  
11    owner, also.

12                    A couple of points that I have with Ameren  
13    is a streetlight. We had a storm one and a half years  
14    ago in which a pole was snapped. We have a streetlight  
15    that provides necessary security to the neighborhood,  
16    and it was out for one and a half years.

17                    I worked tirelessly and effortlessly  
18    calling Ameren and communicating with them to no avail.  
19    We had to finally go to the Vice President of Operations  
20    to fix that streetlight after we had six home invasions  
21    in my neighborhood.

22                    And when it comes to the bill, my bill was  
23    25 to 30 percent more than the bill in July of 2005. I  
24    don't understand why there's an increase of the bill  
25    when I've used 25 percent less power for being out for

1 one week.

2 I would also like the Commission to work  
3 with Ameren UE and ask Ameren UE and Laclede Gas to work  
4 with each and every nursing home facility to work on an  
5 emergency backup plan and backup generators either  
6 powered by gasoline or natural gas, or in some cases  
7 propane. I think that would be a good initiative of the  
8 Commission, as we've learned our lesson.

9 When it comes to the tree trimming, with  
10 the whole trees falling on the power lines, which is no  
11 fault of Ameren's, I would like the Commission to look  
12 into -- like the sewer lateral program or the service  
13 line water protection program with the Missouri American  
14 Water Company, in which there would be a self-insurance  
15 fund where customers would pay on a quarterly basis \$1  
16 to \$3 like we do on the water line protection service  
17 fee. And if a tree did fall on the line, that this  
18 would be taken care of with a subinsured fund.

19 I'd like to commend Ameren UE for putting  
20 back our region, restoring life within the seven to ten  
21 days. I know for me, personally, and the neighbors in  
22 my neighborhood that didn't have any water, didn't have  
23 any electricity, so we couldn't boil our water because  
24 we had electric stoves, it was a long seven to ten days,  
25 or in my case six days.

1                   This is a 100-year storm, a major tragedy,  
2 a storm that hit us. Overall, they did a really  
3 outstanding job. So thank you very much for listening  
4 to me, and I appreciate you coming to St. Louis County  
5 to listen to the citizens.

6                   JUDGE JONES: Thank you, sir. Any  
7 questions? You may be seated.

8                   Nora Grant?

9                   (The judge swore in the witness.)

10                  MS. GRANT: I live in Black Jack. I've  
11 lived in the North County area for about 33 years, and  
12 I've experienced quite a few outages, especially since I  
13 have two homes in the North County area. I have one  
14 that's in Hathaway Manor that I did not experience as  
15 much outages as I do in the Black Jack area.

16                  I've lived in the Hathaway South area. The  
17 lights would go -- when we were UE, they would go out,  
18 they would get them back on right away. They wouldn't  
19 stay out more than an hour or so. Since we have been  
20 Ameren UE, the lights go out quite often. It takes  
21 maybe eight hours before we get them back on, six hours,  
22 the next day. This time it was ten days.

23                  I have a business, my phone service was  
24 down, I could not use my phone. I could not get my  
25 business calls. I lost quite a bit of money. I was

1     trying to find out when they were going to get this  
2     fixed. No one could tell me anything.

3                     I contacted Ameren UE by going through  
4     prompts, and I just kept hitting prompts to where I  
5     would get someone on the phone. Finally, I got a lady  
6     on the phone. I said, "I need to know exactly when  
7     they're going to get these lights back on." She  
8     couldn't tell me anything.

9                     And I noticed that once I called from that  
10    phone, I have a cell phone -- I have about five  
11    different phones. And once I would call Ameren UE from  
12    that phone, I could not get through to them again after  
13    I used that particular phone. I started using different  
14    phones. If I got them on the phone, they'd put me on  
15    hold 45 minutes to an hour. They would never come back  
16    to the phone.

17                    We would ride around. There were a lot of  
18    tree trimmers sitting on lots, and I would go up to talk  
19    to them, thinking that they were UE people. They were  
20    contracted to come from out of state. There were some  
21    contractors there and some of them was tree trimmers.  
22    Every lot you'd go by was full.

23                    So I would stop and I'd go up. "My lights  
24    is out." I'd give different addresses. They would tell  
25    me, "We cannot go and do anything until we get orders.

1 We don't have any orders from Ameren UE. They have not  
2 -- we have to sit here and wait until they come and give  
3 us an address to go to."

4 Finally, I would run from one home to the  
5 other home. I caught an electric contractor that was in  
6 the area right up the street from me. I talked to him  
7 and I said, "Now, am I getting lights now?"

8 Now, mind you, I have a home in Black Jack,  
9 I have a home in North County. They both was out for  
10 nine days. When I got to the one that was right up the  
11 street from me in North County down off of Hathaway  
12 South, the man told me -- I said, "Sir, you can come on  
13 down here and turn on my lights now." I said, "Why is  
14 it taking so long?" I said, "You know, I have not seen  
15 a UE or electric person. It's been seven days already.  
16 No one has been here. Now you're just now coming in the  
17 area and you're going to tell me you can't get my lights  
18 on?"

19 He says, "Miss, I have two houses that I  
20 have orders for." I said, "What do you mean you've got  
21 two houses? You're in a large subdivision." He said,  
22 "When I get my orders, they give us two houses. And I  
23 don't think we can turn lights on on either one of them  
24 because the meter is off, so now we're going to leave  
25 this area and just go to another area. We've already

1 got two orders to do it."

2 I said, "You can only do two houses? We'll  
3 never get our lights on if you're only getting two  
4 orders from Ameren UE." He said, "There's nothing we  
5 can do. That's what they gave us, so we can't do  
6 anything."

7 Then I go back up to Black Jack. There was  
8 no one up there. Seven days, no one even came in that  
9 area to do anything. So the eighth day, there was a  
10 electrician contractor out there. I go out and I talk  
11 to him.

12 I said, "Oh, finally, hopefully I'm going  
13 to get some lights here, because you know, I'm spending  
14 a lot of money because I have to go to St. Peters just  
15 to eat. I lost all of my food at both of my homes and I  
16 have to drive way to St. Peters just to get food and  
17 make sure my kids have food."

18 He says, "Well, I'm not sure you're going  
19 to get lights tonight." I said, "Don't tell me that.  
20 Why am I not going to get lights tonight?" He says,  
21 "Because Ameren UE -- I don't know why, but they did not  
22 tell us -- did not give us instructions and did not give  
23 us -- let us know that your subdivision is tied in with  
24 this new subdivision that they just built. So there's  
25 nothing we can do."



1                   We're going to have to call in someone else  
2   to do something on a different pole because their line  
3   is underground, yours is out. So they never -- I don't  
4   know why they didn't tell us that, but we don't know  
5   that unless they tell us, so we're not prepared to do  
6   anything here. So it's going to be another day or two  
7   before you get lights."

8                   Because I'm in an old subdivision, and my  
9   house is an old house, and that was tied in with the new  
10   subdivision. And I said, "Well, you know, I figured  
11   that's why our lights keep going out." Two weeks ago,  
12   the sun was shining, no lights for eight hours. Our  
13   lights just go out. They'll go out anytime. They don't  
14   have a certain time to go out. They just go out.

15                  And I asked, "Why would they tie in to an  
16   old subdivision?" He said, "I don't know. That's  
17   something you would have to ask them."

18                  But we experience lights out in Black Jack  
19   quite often. They may stay out for two hours, they  
20   might stay out for eight hours, they may not come back  
21   on until the next day.

22                  I spent quite a bit of money running from  
23   one place to another trying to figure out -- okay, my  
24   kids, I had to send them to St. Peters to eat to stay  
25   with someone else. I couldn't leave home because I run

1 a business and I was transporting dialysis patients and  
2 these people have to go on. So I had to kind of stay  
3 there in all that heat because I needed to get the call  
4 to take these people to be taken care of where they  
5 needed to be.

6 I think we should be compensated for some  
7 of the money that we lost and we spent. Because when  
8 they sent their bill out, you can't tell them you're not  
9 going to pay your bill or they'll come out and turn your  
10 lights off. We spent a lot of money for food and we  
11 lost a lot of food, and I spent a lot of money, burnt a  
12 lot of gas running back and forth trying to eat and  
13 trying to take care of my kids, to feed them. But they  
14 tell us that they're not going to compensate us. I  
15 don't think that that's right. I think we need to be  
16 compensated. I think they should give us something for  
17 all that time, for nine days. I know in nine days, I  
18 spent a lot of money, and I think we should be  
19 compensated for it.

20 JUDGE JONES: Thank you.

21 COMMISSIONER GAW: I won't keep you very  
22 long, ma'am. I know there are a lot of people out there  
23 to testify. Do you have any estimate on how much money  
24 you were out during that time frame? Have you tried to  
25 make any calculations on it?

1                   MS. GRANT:  Sir, I run two different  
2   companies.  I make anywhere from \$7,000 to \$8,000 a  
3   month with one company.  No.  I could not keep up with  
4   it.  I lost a lot of calls.  I had people that would  
5   call me -- I have a cell phone that I was trying to get  
6   calls on.  But I had people that call me that I had  
7   previous bookings for, and because I could not get my  
8   phone calls, I just lost them.  So I -- I don't have an  
9   idea.  I mean, a lot of times I make anywhere from  
10  \$20,000 a month.  It depends.

11                  COMMISSIONER GAW:  And how many days were  
12  you out?

13                  MS. GRANT:  I was out nine days.

14                  COMMISSIONER GAW:  And did you have any  
15  income off of your business?

16                  MS. GRANT:  Yes, I did.

17                  COMMISSIONER GAW:  Do you have any idea how  
18  much it was reduced?

19                  MS. GRANT:  It was reduced quite a bit.  I  
20  went out I guess maybe two, three days out of the week,  
21  but usually I'm booked up days and nights.  I did get  
22  one night service in.  That was some people that had  
23  booked me, and I almost lost that because I couldn't get  
24  a phone call.

25                  COMMISSIONER GAW:  Thank you very much.

1                   COMMISSIONER CLAYTON: I don't have any  
2 questions. Thank you for coming.

3                   JUDGE JONES: Ann Wright?

4                   (The judge swore in the witness.)

5                   JUDGE JONES: Thank you. You may proceed.

6                   MS. WRIGHT: I guess we have Black Jack  
7 here to complain about the problem with Ameren UE. I  
8 know none of the people from Black Jack, but I met them  
9 tonight. My concerns is the same as theirs. I was  
10 without power from July 19th through the 29th.

11                   I do live in a new subdivision. We have  
12 underground wiring. I've lived in the subdivision for  
13 eight years now and we have frequent power outages.  
14 It's to the point that I'm afraid to sneeze in the house  
15 because the lights may go off. I've lived in North  
16 County for at least 34 years. I have lived in my old  
17 house about 23 years. I had the same problem.

18                   I did contact the Public Service  
19 Commission. Somehow, I don't know what happened, we did  
20 get trimming going in that subdivision and the power  
21 improved. In a new subdivision, so we don't have any  
22 trees really, it's just our underground wiring, and we  
23 have frequent outages.

24                   I do feel that I should be compensated for  
25 the 10 days or nine days that I was without power. I

1 got my electric bill. It was the same for if I had  
2 power. I did contact the Public Service Commission and  
3 was told, well, it was something about averaging or  
4 something, and if I had other questions, I should  
5 contact Ameren UE. That is my complaint and thank you  
6 for listening.

7 JUDGE JONES: Representative Tom George.

8 (The judge swore in the witness.)

9 JUDGE JONES: Thank you.

10 REPRESENTATIVE GEORGE: My name is Tom  
11 George. I'm the State Rep for the 74th District. My  
12 power was also lost Wednesday when it first happened,  
13 and that's not my real big concern, as the water. I  
14 just found out tonight that we had a boil order. I  
15 mean, I never even knew it. We didn't have power and  
16 nobody notified us. I would think that it's not  
17 anybody's fault.

18 But I think catastrophes and the way  
19 everything has been going down lately from New Orleans  
20 to us, that they better get a better plan, even if it's  
21 the Post Office dropping something in the mailbox  
22 telling us what's happening.

23 A lot of people, we had no power, no  
24 television, nothing. The power was on Wednesday, came  
25 back on Thursday and then back off on Friday. I toured

1 my district, the 74th, on Thursday. The Spanish Lake  
2 area here was like a bombed-out area.

3 When it was UE, we didn't have that  
4 problem. It's like when people are trying to save  
5 money, they cut out on the trimming the trees, so when  
6 they're cutting their budget, it was tree trimming.  
7 They rolled the dice and lost because they have a lot of  
8 outages.

9 Whether you like it or not, they were dealt  
10 something that they couldn't handle. We had people  
11 going through telling us exactly what happened. They  
12 couldn't handle what happened. If it's ever going to  
13 change, they're going to cut a couple more trees down.  
14 But when it was UE, we didn't have that problem.

15 My power has been off at least three times  
16 in the last year where we've lost everything in the  
17 refrigerator and freezer. Everybody would like to be  
18 compensated. We need to work on the power. Let's make  
19 sure that we can keep that service going. I'll now  
20 answer any questions.

21 COMMISSIONER GAW: Thank you for coming.

22 REPRESENTATIVE GEORGE: Can I call you  
23 Steve?

24 COMMISSIONER GAW: Yes. I appreciate that.  
25 Getting an idea -- first of all, how long have you lived

1 out in your area?

2 REPRESENTATIVE GEORGE: I've lived at this  
3 house for 34 years, and I lived in Spanish Lake for five  
4 before that. So it's 40 years.

5 COMMISSIONER GAW: When you talked about  
6 noticing a difference in tree trimming, is that  
7 something specifically that you noticed?

8 REPRESENTATIVE GEORGE: Yeah. I had  
9 constituents that would call me up. When you're in  
10 legislature, you go ahead and go to the lobbies or keep  
11 doing something. But Ameren's constituents don't know  
12 to call their State Rep, that they have a little more  
13 power than they do about getting it done. I would  
14 suggest they call their State Rep or State Senator and  
15 make sure to get them helping, because two voices is  
16 always better than one.

17 COMMISSIONER GAW: And you say that you  
18 noticed this difference when the company changed hands.  
19 Did you see them trimming the trees on a regular basis?

20 REPRESENTATIVE GEORGE: I'm an electric  
21 worker, and our union is a sister local to theirs. I  
22 know people that work there that got put in different  
23 jobs from tree trimming. Their tree trimming did get  
24 changed.

25 COMMISSIONER GAW: And do you know about

1     when that started to occur?

2                   REPRESENTATIVE GEORGE:   It was shortly  
3     after Ameren took over.

4                   COMMISSIONER GAW:   That's very helpful.  
5     Thank you.   Representative, thank you for your service.  
6     I think you might be retiring.

7                   REPRESENTATIVE GEORGE:   No, I'm not  
8     retiring.   I'm not going to be a legislator.

9                   COMMISSIONER GAW:   You didn't let me  
10    finish.   But I just want to thank you for your service.  
11   I know you did a great job, and I know you won't stop.

12                  REPRESENTATIVE GEORGE:   No.   And I thank  
13   the Commission.   As I tried to listen in, I wish Jeff  
14   was here.   I thank you guys for coming down to the  
15   public hearing.

16                  COMMISSIONER CLAYTON:   Representative  
17   George, thank you very much for coming.   It's good to  
18   see you.   As much as I hate to miss an opportunity to  
19   question an elected official under oath --

20                  JUDGE JONES:   You may be seated.

21                  Barbara Perrone?

22                  (The judge swore in the witness.)

23                  JUDGE JONES:   Thank you.

24                  MS. PERRONE:   I am Barbara Perrone, and I  
25   live in the Spanish Lake area, and my power was out for



1 eight days. We had a live wire in our yard, and it took  
2 one day for the live wire to be disconnected, for  
3 someone to come out. There was an electric pole that  
4 was snapped in half from the storm in our yard, and two  
5 yards down, there was another pole that had a  
6 transformer on it that was snapped in half.

7               When crews finally came out to restore the  
8 power, they had to remove the fence and the gate from  
9 our side yard to drive the trucks into the back to fix  
10 this. When they came to remove the fence and the gate,  
11 they said that they would have someone from UE come and  
12 put the gate and fence back up, and that they would have  
13 that probably done by the following week.

14              Also, when they drove their trucks back to  
15 the back yard, they then took the neighbor's fence down,  
16 and then they drove their truck over my hedge and then  
17 went down to the next pole. So then when they left, you  
18 know, they put the cone and everything up, and they said  
19 someone would be contacting me in a week to get that  
20 fence and gate up, because I have two dogs, I also have  
21 a swimming pool and I have a husband who is in the  
22 beginning stages of Alzheimer's.

23              A week comes, don't hear from anybody. The  
24 gate and fence is still down. So around August 4th, I  
25 called Ameren. They said it's scheduled for August 8th.

1 August 8th came, went, nobody came out. I called again.  
2 They said, "Well, they should have been out there. It  
3 was on the schedule. We'll reschedule it for the  
4 following week." Following week comes, goes, nobody  
5 comes out.

6 I call again, because I still had two dogs.  
7 Now I have four dogs in my yard. So I called again.  
8 And I have a husband who now wanders, also, and I have a  
9 bunch of kids wanting to swim in my pool. I said I'd  
10 like to talk to a supervisor. "No. You're not allowed  
11 to talk to supervisors." All we can do is leave  
12 messages for them. I was like, "Okay."

13 I said, "I need this gate put up. I cannot  
14 allow my husband outside, you know, by himself during  
15 the day. I work." And I said, "Now I have other dogs  
16 coming in the yard, also." So they said, "Okay. We'll  
17 get it to the supervisor or whatever." It goes on and  
18 on like this.

19 Believe it or not, they just came out two  
20 weeks ago. After fighting with them, after I finally  
21 threatened them with turning it over to my lawyer, the  
22 gate is finally up, but it's just sitting in the hole.  
23 The concrete hasn't been repoured or anything. The gate  
24 is leaning.

25 I have to call them back again saying, "At

1    least I have the gate up.  I now have eight dogs in the  
2    yard because the family of dogs has grown tremendously."  
3    And at least I don't have to worry about my husband  
4    wandering or people falling in the pool, because the  
5    liability became very huge.

6                   So then I did get a call this last week  
7    saying they would send someone out to look at the fence  
8    and gate.  Needless to say, I'm not even going to bother  
9    with the hedge.  I'll fix that myself.  I also have the  
10   sheared off telephone pole.  That half is still standing  
11   there.

12                   There was a dusk-to-dawn light that was on  
13   that pole that is still laying in my yard.  The crashed  
14   dusk-to-dawn light is still smashed all over my back  
15   yard.  But it's just the frustration of the whole thing.  
16   You know, I couldn't get anybody, being at work,  
17   wondering if my husband was going to get out of the  
18   yard, all of these dogs coming in the yard.  That's  
19   basically what I have to say.

20                   JUDGE JONES:  Thank you.

21                   COMMISSIONER GAW:  I don't think there's  
22   any questions that can do justice to that.  Thank you  
23   very much for coming.

24                   JUDGE JONES:  Michael Grady?

25                   (The judge swore in the witness.)

1                   MR. GRADY: I live in Spanish Lake. I've  
2   been there for the last 11 years, and it is true that we  
3   get periodic electrical outages, no more than two to  
4   three hours. Last time we had a major outage besides  
5   the one in July was a couple years ago. We had a  
6   tornado that struck about 13 houses. That's no big  
7   deal.

8                   My concern is that we were out of power the  
9   last time for eight days. And the problem is I live in  
10  an apartment complex, and it's made up of about  
11  approximately 10 to 12 buildings, multiple-family  
12  buildings, and that's the Colonial Apartments between  
13  367 and Bellefontaine Road.

14                  What was interesting, the two buildings, my  
15  building, were without power for the eight days, and yet  
16  everybody else in the complex had power about -- about  
17  three or four hours after the first storm was struck,  
18  and then they were without power again on that Friday.

19                  My complaint is that it was not the power  
20  lines that were down, it was the transformer that was an  
21  in-ground transformer that had blown, and no one checked  
22  on that.

23                  I called up Ameren UE. It took me a few  
24  times to get through, about an hour or so. I finally  
25  got through. I went through the prompts. They said,

1 "You live at 1814?" I said, "Yes." On the button  
2 option, they said, "Well, your power is out. We'll get  
3 it on as quickly as possible," and so forth.

4 The other complaint I have is that my  
5 roommate had just gotten out of the hospital that Monday  
6 before with a stroke. He was in the hospital two weeks.

7 The only information I got from KMOX radio  
8 was that the power was out, they were going to work on  
9 it, get to it as quickly. Go to cooling shelters, which  
10 were not open. One was the Lewis and Clark Library,  
11 which is south of 270, and that was closed because they  
12 had no power.

13 Finally, I found a place that was northwest  
14 of Overland on Page. We went there for a brief time,  
15 and it was just very uncomfortable for me to be around a  
16 large group of people. We spent most of the time in the  
17 house surviving on bottled water and MREs from the  
18 Federal Government. And they were not that bad. It  
19 beats nothing. And some Gatorade and things like that.

20 But the information we got from Ameren UE  
21 was minimal. I got very little information. I had KMOX  
22 radio on all the time, and even the information that I  
23 got through United Way was inadequate and incomplete.

24 I have complaints about how Ameren handled  
25 this. One of the local television stations asked us to

1 give Ameren a grade. I give the administration of  
2 Ameren a D minus, and I'm being very generous. I give  
3 the linemen an A. They did an extraordinary job with  
4 what they had, which was not much.

5 I would suggest that the Commission do the  
6 following: Demand that all utilities have an emergency  
7 plan in place. If you failed to plan, you plan to fail.  
8 Number two, monitor foul weather when it comes about.  
9 We were fortunate, we have the technology that doesn't  
10 take a wizard to see what happens.

11 I was watching the weather at work on my  
12 computer through the National Weather Service radars. I  
13 was watching that storm going from Minnesota through  
14 Wisconsin and heading its way south through Illinois. I  
15 was looking at the National Weather Service radar. I  
16 knew the weather was going to be bad. So they need to  
17 monitor the weather.

18 They also need to work on monitoring  
19 progression of the repairs. That means the checkers  
20 need to go out not only once, they need to go out every  
21 day. If you don't have enough of them, get the middle  
22 management, upper management, get the secretaries out  
23 there. Go out in the middle of the evening when the  
24 lights are on and you can see which lights are on and  
25 which lights are not on, and you can see. I mean, it

1 doesn't take an Einstein to prepare for these days.

2 I was able to take care of a little bit by  
3 getting some food and water. I was fortunate that I had  
4 enough batteries to run my radio, and I used a police  
5 scanner to listen to the fire departments. And  
6 Mr. George is -- or Mr. Green is not here. They were  
7 very busy. They were extremely busy. And the police  
8 departments were extremely busy too.

9 And if you want to find out, I would  
10 suggest the Commission also inquire with the North  
11 County fire dispatching offices with the County Police  
12 and with the other police departments that dispatch  
13 their own, and to find out what kind of calls they had  
14 during that period of time, and you'll see what kind of  
15 calls they were getting. You will also see the EMS  
16 calls because they are also dispatched by the fire  
17 service. That's all I have to say.

18 JUDGE JONES: Thank you, sir, for your  
19 testimony.

20 Charles Burgess?

21 Patricia Barnes?

22 Ernest Williams?

23 Shirley Davis?

24 Joseph Dawood Muhammad?

25 (The judge swore in the witness.)

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

3 MR. MUHAMMAD: Thank you. I wanted to say  
4 that in the interest of time, I'm going to try to make  
5 it fast and sweet, to the point. The first thing I need  
6 to say is I'm an Association Consultant, and I find work  
7 not only through the State of Missouri, but also through  
8 the State of Illinois and other states throughout the  
9 country. But in addition to that, what I do is  
10 basically -- I've done a lot of research in the past  
11 five years, for instance, infrastructural needs when  
12 (inaudible).

13 When we talk about the water, solar water  
14 treatment and pumping systems, that can be tied in to  
15 maintaining the water pressure. We have a certain type  
16 of cases of emergency situations. There's some other  
17 problems, too, that you can look at in regards to when  
18 you look at the infrastructure of Ameren, here right  
19 now.

20 I want you to know that there is some good  
21 news, even though we have an issue regarding the rates.  
22 I wanted to show you that years ago -- I wanted to make  
23 a report that about five years ago, I went back to  
24 Ameren and I asked them, I said, "Look, I want to be  
25 able to tie into your line that's here in Missouri."



1 And the thing is, what happened, what they came back --  
2 what they told me, "Well, we have to do a \$30- or  
3 \$50,000 line study." So that's just a study just to see  
4 about tying into an existing line.

5 But now the good news is that Ameren UE has  
6 really (inaudible), you know, this is information for  
7 those who want to know about tying into the grid.  
8 Because Ameren has a solar grid tied up that ties into  
9 the electric grid.

10 The basic principle of that is that when  
11 you use your electricity, if you're having a problem in  
12 the daytime, the electricity will balance out to give  
13 electricity (inaudible) to give credit to them. But on  
14 top of that, I wanted to show you that the good news is  
15 that you came down with (inaudible).

16 For the Commissioners, this is it right  
17 here, the problem for the City and for the State is that  
18 we need to be able to come up with some type of  
19 interconnection agreement between alternative energy or  
20 some type of forum that would create competition. It is  
21 really unfair for the utility company alone to try to  
22 handle this problem because of the fact that they didn't  
23 know they were going to have a perfect storm.

24 A perfect storm means when you have a level  
25 of development that there has been not been a setting to

1     decide whether or not (inaudible) Ameren UE have the  
2     proper manpower to accommodate the growth that is  
3     existing in the area.

4                     There are some cases we can look at, one in  
5     New York and one in Chicago. In fact, there is a suit  
6     that started January of 2006 where the linemen are  
7     actually creating the lawsuit saying that they're being  
8     undermanned. So there is no question.

9                     We have to be able to examine -- I'm saying  
10    there are some things that need to be looked at. There  
11    are some technological changes. They have the new  
12    transmitters to be able to transmit whether or not every  
13    household -- and I don't know if that's true or if this  
14    is wrong, but you have transmitters that can actually  
15    transmit what the usage is for each household.

16                    Now I'm trying to figure out how you can be  
17    able to know what to bill somebody on the transformer,  
18    but can't be able to use that same kind of tracking  
19    system to maybe use that in advance or be able to  
20    determine whether or not there is a problem there in  
21    regards to where the blackout is at or whatever the  
22    issue is in the area. I think those are some ideas, but  
23    I have a whole host of other things that I can think of.

24                    But one of the things that really touches  
25    me most of all, is this: The customer service and the

1 generation and the transmission lines (inaudible). But  
2 what really touched me is that when you talk about a  
3 class-action suit, you look at something else and you're  
4 finding out in New York there was an issue that occurred  
5 in Thomas Gad. (Inaudible) according to the City of New  
6 York, they had over 5,500 or 6,800 people left without  
7 electricity. Over four weeks, they still had over  
8 5,000. So now the New York mayor is listening to the  
9 utility companies.

10                   The issue is: How do we address this  
11 issue? This is a life or death issue here. We have  
12 lives, businesses. We only had one business here to  
13 report about how much she lost.

14                   But right now, what the utility companies  
15 are doing right now in New York is they see (inaudible)  
16 before the issue, before the class-action suits even  
17 come, they're already trying to compensate for the  
18 families that lost their food. We're going to give them  
19 \$300 or \$400.

20                   But we're looking at the electrical  
21 reliability standards, and I'm saying that what  
22 happened, there's things that Ameren UE can do, maybe  
23 look at the infrastructure, looking at some solar type  
24 of monitoring systems that can be posted around the  
25 substations. And there's a whole host of things I could

1 think of.

2 I wanted to say that this is very  
3 important, that this can't be taken lightly, because we  
4 have other storms, things like that, because of the  
5 weather conditions. I'm just thankful to be before the  
6 Commission. I ask the Commission to take into account  
7 the -- what we call the grid tile.

8 I'm talking about the (inaudible) because  
9 Ameren is not really (inaudible), but they just need  
10 something to protect them, and at the same time, the  
11 community to be protected because it's obvious that the  
12 liability standards, their grading is really below  
13 standard.

14 JUDGE JONES: Thank you, sir.

15 COMMISSIONER CLAYTON: I wanted to thank  
16 you for coming, Mr. Muhammad. I appreciate you bringing  
17 your material. If I could get you with Warren Wood,  
18 he's the one with the Directors of the Public Service  
19 Commission. And we look forward to talking with you in  
20 the future.

21 MR. MUHAMMAD: Well, when the people really  
22 get to see their rate increases on their utility bills,  
23 we find out that massive foreclosure is the biggest  
24 answer when we look at the developments (inaudible).  
25 The banks cannot afford to see foreclosures at this

1 rate. Some of these interest rates, those variable-rate  
2 loans and everything, it was on CSPAN, and it was  
3 already presented before the Senate that they're looking  
4 at 8 million people going to be foreclosed on. I've got  
5 two accounting firms that can prove that utility rates  
6 are greatly tied to foreclosures and homeowners.

7 JUDGE JONES: Thank you, sir.

8 Cornelia Heaggans?

9 Richard Rohrer?

10 (The judge swore in the witness.)

11 MR. ROHRER: I've lived in Florissant,  
12 Missouri about five and a half years. We were raised in  
13 Montana and our family experienced a lot of outages in  
14 the summertime on a regular basis. And we just kind of  
15 anticipated it and figured that's life here in North  
16 County in Missouri. So it wasn't anything unusual about  
17 it because that's what it was.

18 And then after one year, we moved into  
19 another area and we've got more outages. So I thought  
20 we were the only ones in the area that received a lot of  
21 outages all the time. But after this forum, I  
22 understand that I'm not the only one. And some of the  
23 neighbors have nicknamed our area the Bermuda Triangle  
24 of Ameren UE. But we receive about three, five outages  
25 a summer, and they last one to two days.

1                   So we finally went and bought a generator.  
2   And about a month before this last storm, I had a  
3   generator. So we didn't lose any meat or anything like  
4   that because I was feeding this generator 10 gallons of  
5   gasoline for 10 days in a row. My neighbors weren't too  
6   thrilled when they were sleeping at night and heard the  
7   generator. I tried to place them in an area that was  
8   going to be as quiet as possible.

9                   One thing that hasn't been addressed is  
10   when we have these power outages, the power just goes  
11   snap, and it's out. When we have that situation, I  
12   assume that when we have the power go off slowly and it  
13   dies, that's not good for computers, refrigerators,  
14   freezers, television sets. But I have surge protectors  
15   on computers, but that's supposed to alleviate the  
16   problem of a sudden surge in electricity.

17                  I haven't seen any tree cutting since I've  
18   lived here in Missouri, five and a half years. I  
19   haven't seen any at all. I assume that this last storm  
20   that we had, enough branches got blown off the trees and  
21   enough tree limbs were cut down that we're probably  
22   without any more outages in my area for probably three  
23   to five years until the trees grow back, and then  
24   they'll break off again.

25                  I've got to say something in favor of

1 Ameren. I have a utility light, a city lamp, and I took  
2 a number off the lamp and I called them up and I said,  
3 "This light has gone out. Come to my house." I gave  
4 them the number, and they were out the next day and they  
5 repaired it. And I understand that this was a big  
6 outage and they responded as quickly as possible. My  
7 only suggestion was that they hire more tree trimmers  
8 and trim on a regular basis.

9 COMMISSIONER GAW: Thank you for coming.  
10 The (inaudible) that you described, did you contact  
11 Ameren UE, or is that outside of the storm?

12 MR. ROHRER: I did originally maybe three  
13 years ago. I called them up and let them know. But all  
14 I did was get a message on the phone that tells me they  
15 apologize. So there isn't a human on the phone.

16 COMMISSIONER GAW: Have you ever had any  
17 feedback with regard to the issue?

18 MR. ROHRER: I haven't contacted them,  
19 other than to see (inaudible) and I can't get through to  
20 them.

21 COMMISSIONER GAW: And these are outages  
22 that are in the neighborhood, it's not -- it's more  
23 widespread than just your house?

24 MR. ROHRER: It's about a three-block area  
25 that kind of forms a little triangle. We look across

1 the street and they've got the power. That's what I  
2 mean by the triangle.

3 COMMISSIONER GAW: One other thing, I  
4 guess. In regard to the generator, how much gasoline  
5 did you use?

6 MR. ROHRER: Ten gallons a day.

7 COMMISSIONER GAW: Ten a day. What did  
8 that do for your house? Did it keep power on all of  
9 your house or did you have to --

10 MR. ROHRER: Well, the one generator was  
11 outside with a power cord running through the window  
12 making sure there wasn't exhaust inside the house. And  
13 about three fans. And then we could run the washing  
14 machine for a while and then we'd have to shut it off  
15 and we could run the gas dryer. So we alternated  
16 between the gas dryer and washing machine.

17 COMMISSIONER GAW: What size is it?

18 MR. ROHRER: It's 5,300 to 5,500 continuous  
19 amps.

20 COMMISSIONER GAW: Do you know how much it  
21 cost?

22 MR. ROHRER: \$750.

23 JUDGE JONES: Thank you.

24 And I'm going to read this address because  
25 I can't read the name. Is there anyone here that lives



1 at 2934 on 9th Street? Because I can't read your  
2 handwriting? Okay.

3 Is Andrew Bennett present?

4 Anthony Johnson?

5 (The judge swore in the witness.)

6 JUDGE JONES: Thank you, sir. You may  
7 proceed.

8 MR. JOHNSON: I'm a utility worker, have  
9 been for the last 30 years. I've worked 15 years for  
10 Laclede Gas Company. I'm currently with Missouri  
11 American Water. I'm just wanting people to know as a  
12 serviceman, we do care, because we are the ones who  
13 catch all the flack when we get there.

14 I was a serviceman for the gas company for  
15 about 15 years. And after all the people have talked to  
16 the people in the office, we are the ones who get it.  
17 So I'm just saying take it easy on us because we're just  
18 there doing the work. I'm just here to stand up for my  
19 fellow union brothers. We do care and we want to get  
20 your service back on. That's all I have to say.

21 JUDGE JONES: Thank you. Deborah Brown?

22 Shirley Steff?

23 (The judge swore in the witness.)

24 JUDGE JONES: Thank you. You may proceed.

25 And be sure to speak into the mike.

1                   MS. STAFF: My name is Shirley Steff, and I  
2 live in an unincorporated area close to Black Jack. I'm  
3 not in Black Jack. And during the power outage, my  
4 electric was out for at least four days. It went out  
5 and came on. I'm really more upset with the fact that  
6 it was going out way before the power outage.

7                   I moved over there, I've been in that  
8 neighborhood for 14 years, and within that time frame,  
9 it's like every year, at least three times the power is  
10 out. I wrote a letter to Ameren UE about it, I cced  
11 your Commission. I also cced the Better Business  
12 Bureau.

13                   One year, it was Thanksgiving and I was  
14 having a dinner, the lights went out. I wasn't even  
15 sure if I was going to have my dinner. The lights came  
16 on right before I started to cook. I had to shift food  
17 around trying to cook. It went out and came back on.

18                   I contacted Ameren UE about it. Their  
19 letter said, "Oh, it's not out that many times in your  
20 neighborhood." I said, "Can you check it to prove or  
21 see how many times it goes out in the neighborhood?" I  
22 am ready to move. I am tired of electric outages off  
23 and on. I feel like it's like a satellite. Every time  
24 the rain comes and wind comes, the electric is out all  
25 the time. We come home from work, the electric is out.

1                   My job moved from Chesterfield to North  
2 County, it's out. We have backup generators there, but  
3 the neighborhood is out all the time.

4                   I don't know what is going on with Ameren  
5 UE. Again, I cut my own trees. You guys didn't come  
6 out and cut them, I had to cut them myself so I can  
7 watch TV in peace, because when I'm at home, I want to  
8 relax. I want the electric on and not off. So I'm  
9 really frustrated about living in North County.

10                  I came from the Central West End, and the  
11 area was not like that. The lights was always on. We  
12 would have storms just like in North County, but the  
13 lights would never go off. It's off around here all the  
14 time. I'm tired of it. I want to move just because of  
15 the electric company in North County.

16                  COMMISSIONER GAW: Thank you. Don't leave  
17 yet. I have a question for you. Give me an estimate  
18 again about how often power is out in your neighborhood.

19                  MS. STEFF: For this year, it's out at  
20 least in the -- in the rainy season, April, when it  
21 starts raining, March, April, we get the rain, it's out  
22 once a week, as long as we have rain.

23                  COMMISSIONER GAW: And how long does it  
24 average when it's out, aside from the storm?

25                  MS. STEFF: I'm not even talking about when

1 it stormed, because the storm was major. I mean, this  
2 is just normal wind blowing. Like I said, I feel like  
3 it's a satellite, because it's always out. Every time  
4 you're sitting at home to watch TV, it goes out. When  
5 it goes out sometimes in the evening time when we're at  
6 home from working, we're trying to sit down and watch  
7 the game or something, it goes out. It won't come back  
8 on until the middle of the night.

9 COMMISSIONER GAW: It's several hours?

10 MS. STEFF: It's several hours.

11 COMMISSIONER GAW: Are your lines above or  
12 below ground?

13 MS. STEFF: My lines is above ground.

14 COMMISSIONER GAW: And you mentioned  
15 something about a generator?

16 MS. STEFF: No, I don't have a generator.  
17 Did you say something about a generator, that there was  
18 a generator in a business?

19 MS. STEFF: My job.

20 COMMISSIONER GAW: Tell me a little bit  
21 more about that. Where is that located?

22 MS. STEFF: Well, of course, we're run by  
23 computer, so we have to have a generator because we have  
24 to run 24 hours. When the lights goes out, it kicks on.  
25 Like the other day, the lights went out on my job, we



1                   COMMISSIONER GAW: And I believe that's all  
2 I have. But thank you very much, ma'am.

3                   COMMISSIONER CLAYTON: Thanks for coming.

4                   JUDGE JONES: Now, there's also one last  
5 name who I can't read. The address is 409 --

6                   (The judge swore in the witness.)

7                   JUDGE JONES: Would you spell your name for  
8 us?

9                   MS. DACHSCEINO: Cecilia Dachsceino,  
10 D-a-c-h-s-c-e-i-n-o.

11                  JUDGE JONES: Okay.

12                  MS. DACHSCEINO: I live in unincorporated  
13 North County. I've lived there for 39 years. I have  
14 noticed ever since UE has become Ameren UE, things are  
15 much, much worse. I even have an -- they had a man in  
16 the electrical department in the City of St. Louis tell  
17 me how bad it is since it's become Ameren. He said that  
18 Ameren just makes a mess and dumps it right in our lap  
19 and are pushing the public around. I've certainly been  
20 pushed around by Ameren UE big time.

21                  During the storm, the -- well, first of  
22 all, I agree, there's been terrible negligence on the  
23 part of Ameren UE regarding tree trimming. Limbs are  
24 blowing through wires all over the place. All you've  
25 got to do is drive around and see it. That's why we've

1 suffered so much in this bad storm, because of  
2 negligence.

3           Maybe if Ameren paid their executives a  
4 little less money and put some of their profits back  
5 into the utility instead of moving it, maybe this  
6 wouldn't be the case.

7           I was without electricity for five days,  
8 upper 90s and 100-plus-degree temperature. I heard  
9 about the boil water order from my mother-in-law, who  
10 still had power and lives in St. Charles. It was about  
11 a day after the order was put into effect.

12           I found out there was a lot of confusion as  
13 to which areas were in the boil water order, and then I  
14 found out that it was anything north of Highway 70 had  
15 to boil their water. Now, people with gas stoves could  
16 boil their water, but then how can you drink water when  
17 it's a 100-plus temperature? People with electric  
18 stoves couldn't boil their water.

19           Stores were closed. People were running  
20 around spending all kinds of money, gasoline prices like  
21 they were, running around trying to find water and ice.  
22 Stores were closed. You'd get there and they'd be  
23 closed. You would be driving around looking for a store  
24 that's open.

25           Maybe somebody would say, "I heard Schnucks

1 or that shopping center is open." So instead of driving  
2 around and spending all this money for gas, you'd try to  
3 call the store, "Do you have water? Do you have ice?"  
4 "Yes, we do have ice. We have water." You jump in the  
5 car, you go over there. They are out. They're swamped  
6 with people and they're out. It was a nightmare.

7                   You're eating peanut butter because all  
8 your food is bad, eating peanut butter and crackers  
9 until you can't hardly swallow it, and there's nothing  
10 to drink but hot water.

11                   I think Ameren UE, I see it as a big bully  
12 utility who thinks they can push around the public and  
13 just shove them around because that's what they've been  
14 doing.

15                   You can just see the Taum Sauk reservoir,  
16 they skimped on the construction of that. They found  
17 out that things were not what they should have been, and  
18 they didn't maintain it. And then everybody suffered  
19 from that. And we're probably going to end up --  
20 they're saying we're not going to pay for that, the  
21 State, but somehow they're going to put it on our bills.  
22 We'll end up paying for their mistake. I would just say  
23 it's kind of a criminal negligence, maybe.

24                   Also, we're hearing about nuclear waste  
25 being leaked at Callaway, and they've known it for a



1 long time, and just kind of hushed it up. What are  
2 those people who lives around there going to be like  
3 health-wise five years down the road? I wouldn't want  
4 to live down there. I just see them as a public bully.

5 I have an apartment building in the City of  
6 St. Louis, and in 2000, the year 2000, Ameren UE moved a  
7 meter from the wall and shut off the electric. And for  
8 14 months, I called those people at least 50 times.

9 I kept getting representatives, customer  
10 representatives. It was Shirley, it was Nancy, it was  
11 Susan, it was Sandy, all different cities, all different  
12 places, you never get a last name. Every time you  
13 talked to them, you had to tell them your whole story  
14 every time.

15 They'd say, "Oh, it will be on in two to  
16 three days." This went on for 14 months. Finally, I  
17 wrote a letter to the Better Business Bureau. I had --  
18 it was a seven-page handwritten letter. I had the last  
19 page totally filled with everybody that I sent a copy  
20 to.

21 I sent a copy to every vice-president of  
22 Ameren, and I believe it was Carr who answered my letter  
23 and called me on the phone after I sent the letter right  
24 away. I sent a copy of it, copied every vice-president,  
25 because I got ahold of the Ameren UE annual report. I

1     copied the Public Service Commission, State Reps, the  
2     Governors, everybody in the City of St. Louis.

3                 And I believe it was Carr who called me at  
4     work and said, "I apologize. This should have never  
5     happened. I'm taking steps to make sure that it doesn't  
6     ever happen again to you or anybody else. You will be  
7     compensated."

8                 He was upset that I sent this letter to all  
9     the politicians and everybody imaginable. And he said,  
10    "I wish you would just notify me first." I said, "I  
11    didn't know who to notify. I had no name. I didn't  
12    know who to call."

13                One of the representatives whom I called  
14    had said, you know -- they were telling me for months  
15    it's going to be on in two or three days. And then they  
16    told me I had to get a Reynold's device. I said, "What  
17    is a Reynold's device?"

18                "You're going to have to get ahold of a  
19    electrical contractor and they'll have to upgrade your  
20    panels," and all this, and "it's going to cost around  
21    \$10,000." And I said, "Well, this sounds preposterous."  
22    So I called several local contractors. They all said  
23    the same thing, "Don't talk to the customer reps. They  
24    don't know what they're talking about. Get ahold of the  
25    district engineer."

1                   So I called back to get the district  
2 engineer, and the customer rep said they didn't have a  
3 district engineer, "but I'll let you talk to the man who  
4 runs the meter department." So she came back after  
5 having me on hold on the phone for about 20 minutes and  
6 she said he said that he'll waive the Reynold's device.  
7 I said, "Oh, good. Thank you."

8                   She said, "It's going to be back in, you  
9 know, two to three days." It wasn't on. They just kept  
10 doing this for months. And I kept calling. And so the  
11 next time, she said, "You have to get a Reynold's  
12 device." I said, "It was waived." And she said, "I  
13 know. Our records show that. But he said that it has  
14 to be put on there now." And the contractors all said  
15 that's only for new construction, and this is existing  
16 construction, so you don't need a Reynold's device.

17                   So, finally, after I wrote this letter and  
18 Mr. Carr called me, he said it would be taken care of,  
19 and it was turned on that afternoon. He said you'll get  
20 a call -- at that point, they owed me \$5,500.

21                   I got a call from a man who was very rude  
22 from the claims department, never told me his name. He  
23 offered me \$750. They owed me \$5,500. And I said,  
24 "That's a slap in the face." And he said, "\$2,500, and  
25 that's my last offer."

1                   And I said, "Well, is it okay with Ameren  
2 if I pay less than half of my electric bill for the rest  
3 of my life?" I said, "Double it and I'll accept it."  
4 He said, "You heard my last offer, if you decide to call  
5 me." He hung up. I never found out his name.

6                   I have called for Mr. Carr. They told me,  
7 "You're going to have to deal with the claims department  
8 and Mr. Carr can't talk to you." So now I go in to a  
9 lawyer, and I guess we're going to end up in court. But  
10 now they owe me \$6,000.

11                   And Ameren UE is just -- they just think  
12 they're above the law and above everything and they can  
13 shove everybody around. They are bullies, and I'm sick  
14 of utility companies bullying the public. That's what I  
15 have to say.

16                   COMMISSIONER GAW: Thank you for coming  
17 out, ma'am. I have a few questions. First of all, I'm  
18 going to back up to the tree trimming, which you said  
19 you believe is not being done currently. You see some  
20 areas where the trees are overhanging wires?

21                   MS. DACHSCEINO: Yes.

22                   COMMISSIONER GAW: Do you have any  
23 pictures?

24                   MS. DACHSCEINO: No. I don't have any  
25 pictures.

1                   COMMISSIONER GAW: Is it possible that you  
2 might get us some pictures?

3                   MS. DACHSCEINO: I'll have to look and see.  
4 I did take pictures when some of the limbs were hanging  
5 in the wires.

6                   COMMISSIONER GAW: If you do provide us  
7 pictures, would you make sure and differentiate those  
8 that were after the storm and those that were maybe  
9 before?

10                  MS. DACHSCEINO: This was during the storm.

11                  COMMISSIONER GAW: If you have pictures  
12 that you take after that, differentiate those from the  
13 ones before the storm, just if you want to.

14                  I'm a little unclear and I know -- I need  
15 just a little of bit of information on it. This claim  
16 that you say that you have, what is that for, again?

17                  MS. DACHSCEINO: I have a four-family  
18 apartment building in the City, and they mistakenly  
19 removed a meter. And for 14 months, they kept me from  
20 getting electricity to that apartment and kept me from  
21 renting that apartment. They admitted it was incorrect,  
22 they shouldn't have done it, apologized, and said they  
23 were going to compensate me and never did.

24                  COMMISSIONER GAW: That helps me clear that  
25 up. What time frame was that?

1 MS. DACHSCEINO: It started in 2000 and  
2 then it went on for 14 months. I've written Jay Nixon,  
3 the Better Business Bureau, Public Service Commission.  
4 I've got a file like this (indicating), and it's just  
5 been around and around.

6 COMMISSIONER GAW: Thank you. And you  
7 heard about the water issue. Were you made aware of any  
8 distribution by any companies, including Missouri  
9 American, of any water that might be available? Were  
10 you ever told that there was a place to go get water.

11 MS. DACHSCEINO: Definitely not. I had no  
12 electricity to find out anything. I had my phone, and  
13 my brother-in-law called me and told me about the boil  
14 water order. Otherwise, I wouldn't have known it.

15 COMMISSIONER GAW: Did you drink water  
16 during that time period?

17 MS. DACHSCEINO: No. What I did was I went  
18 to the City where the apartment building is. I brought  
19 orange juice containers and I filled them up with water.  
20 But it was tap water.

21 COMMISSIONER GAW: But that was after.  
22 Before you found out, did you drink the water?

23 MS. DACHSCEINO: Probably the first day,  
24 before I knew about it.

25 COMMISSIONER GAW: Yes, that's what I was

1 asking you about. Thank you very much. That's all I  
2 have.

3 COMMISSIONER CLAYTON: No questions.

4 JUDGE JONES: We've exhausted our list of  
5 witnesses. Is there anyone here who hasn't testified  
6 who would like to do so now? You may step forward.

7 (The judge swore in the witness.)

8 JUDGE JONES: Would you state your name and  
9 spell it for the court reporter?

10 MS. SHARP: E-l-t-r-a, Sharp, S-h-a-r-p.

11 JUDGE JONES: Thank you. You may proceed.

12 MS. SHARP: I reside in a home just west of  
13 367 in Mission Park East. I moved to North County about  
14 six years ago. And like a gentleman stated before, I  
15 just came to live with power outages as being a part of  
16 living in North County.

17 In July of 2000, I moved to North County.  
18 In August of 2000, I was without power for five days  
19 just following a storm. In May of 2001, I was without  
20 power for four days in June. Then we were without power  
21 for three days.

22 And the reason why I have these dates so  
23 embedded in my mind is because when I called Ameren UE  
24 about the June date, I was told -- because my  
25 refrigerator had gotten fried from the power coming back

1 on, surged. They told me to contact my insurance  
2 company. And when I contacted my insurance company,  
3 they did it as a fire. And because I was a new  
4 homeowner, my policy was cancelled because of the other  
5 claims that I had had within the first year.

6 We have power outages in North County very  
7 frequently. When I first moved out here, they would  
8 happen anywhere from two to three times a week to once a  
9 month, and they would last anywhere from eight hours to  
10 one to two days. They are less frequent, but they last  
11 much longer, lasting anywhere from three to five days.

12 There was also another power outage in 2004  
13 following a storm. In 2005, while I was cooking  
14 Christmas dinner, I recall very vividly that the power  
15 had gone off and it was off for several hours.

16 And with regards to the water, one of the  
17 recent storms we had, I happened to be passing around  
18 the pump station around 9 a.m., and I heard the noise,  
19 and I told my son to remind me not to drink the water.

20 My neighbor on one side, his wife is  
21 suffering from cancer. We had no power. And the way we  
22 found out to confirm the water boil is my brother from  
23 North Carolina called us and told us we were on the boil  
24 water order, because he got the information off the news  
25 from the storm damage.



1                   The tree trimming, I have to say that  
2   Ameren did respond when I called them about a tree that  
3   I felt was in jeopardy of the main line. But what the  
4   guy told me after he came out was that the tree had been  
5   trimmed and it was trimmed according to whatever process  
6   they use. And what they did was they just took out a  
7   hunk of the tree that was above the hot wire, like five  
8   feet below and then it left about 20 feet of limbs above  
9   it. And my tree is in an easement, which is very  
10   difficult to get to. So it was kind of like, well I  
11   guess they did what they were supposed to do.

12                  During the power outage, we had no home  
13   phone, and most of my information came from listening to  
14   my car radio because I didn't have a transistor radio.  
15   I lost food, and I also had fish aquariums in which I  
16   lost all of my fish.

17                  Eventually, on Friday, I left my home and  
18   went to Illinois to be with my family over there. We  
19   were actually out of power -- and I drove back and  
20   forth, by the way. We were out of power at my address  
21   for about seven days. That's all I have.

22                  JUDGE JONES: Thank you. Is there anyone  
23   else who would like to give testimony? Seeing no one,  
24   that concludes this portion of the investigation. Thank  
25   you all for attending. We're off the record.

1	INDEX	
2	WITNESSES:	PAGE:
3	Senator Tim Green	4
4	Representative Gina Walsh	6
5	Representative Juanita Walton	9
6	Representative Bruce Darrough	10
7	Jack Green	17
8	John Sim	21
9	Beverly Smith	23
10	Ray Reifle	27
11	Trudy Ware	32
12	Pat Foster	38
13	Eleanor Hoefle	45
14	Kevin Dean	52
15	Lenora Damper	57
16	Jackie Martin	58
17	Bob Conner	62
18	Arnie Dienoff	71
19	Nora Grant	77
20	Ann Wright	84
21	Representative Tom George	85
22	Barbara Perrone	88
23	Michael Grady	92
24	Joseph Dawood Muhammad	96
25	Richard Rohrer	101

## 1 INDEX (continued)

2 WITNESSES: PAGE:

3 Anthony Johnson 105

4 Shirley Steff 105

5 Cecilia Dachsceino 110

6 Eltra Sharp 119

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25