

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Joint	)	
Application of Union Electric	)	
Company d/b/a Ameren Missouri,	)	
and Three Rivers Electric	)	Case No. EO-2020-0315
Cooperative, Inc. for an Order	)	
Approving a Territorial Agreement	)	
in Cole and Osage Counties,	)	
Missouri	)	

**OPC RESPONSE AND RECOMMENDATION**

**COMES NOW** the Office of the Public Counsel (“OPC”) and for response and recommendation regarding the territorial agreement between Union Electric d/b/a Ameren Missouri (“Ameren”) and Three Rivers Electric Cooperative (“TREC”), states:

1. The purpose of this response is to highlight the overwhelming opposition from TREC members regarding this request to require 528 homes and businesses to change their service providers between Ameren and TREC, and to recommend that the Commission order the applicants to pursue other less impactful options in light of public opposition.

**The Application**

2. Ameren is an electric corporation regulated by the Commission. TREC is a rural electric cooperative organized under Chapter 394 of the Missouri Revised Statutes, and serves portions of Cole and Osage Counties.

As an electric cooperative, TREC’s customers are both customers and owners of TREC, which TREC refers to as “member-owners.”<sup>1</sup>

3. The Applicants state that the purpose of the territorial agreement and exchange of customers is as follows:

The establishment of exclusive service territories within this geographic area will prevent future duplication of electric service facilities, will result in economic efficiencies and future cost savings, and will benefit the public safety and community aesthetics. The Agreement will also provide certainty for future customers regarding their electric service provider. Additionally, establishing these boundaries now will significantly lessen the chances of future disputes, which require resources and potential Commission intervention, to resolve.<sup>2</sup>

4. The Commission may approve territorial agreements filed under Section 394.312.5 RSMo, “if it determines that approval of the territorial agreement in total is not detrimental to the public interest.”

### **Public Response**

5. Several TREC members reached out to the OPC and voiced their opposition to having their electric service provider changed to Ameren. The OPC requested the applicants provide further notice to all impacted homes and businesses inviting feedback to the Commission through the electronic information and filing system (EFIS). The applicants agreed and sent the notice described in the filed July 15, 2020 Supplement to Joint Application.

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<sup>1</sup> <https://www.threeriverselectric.com/>

6. The attached Appendix includes sixty-nine (69) residential and business comments either filed in EFIS or recorded by TREC or Ameren. The comments are almost entirely from TREC members opposed to having their service provider changed to Ameren, with only four comments coming from Ameren customers.<sup>3</sup> TREC member comments include concerns with Ameren’s service reliability and concerns with higher rates under Ameren. Some comments questioned Ameren’s presence in the TREC service area, stating TREC served the area first. Many long-time TREC customers (some dating back to the 1950s and 1960s) prefer service from their rural cooperative, and oppose receiving service from a for-profit corporation.

#### **Addressing TREC Member Opposition**

7. The primary stated goals for this proposed territorial agreement, such as to prevent future duplication of infrastructure and for public safety, are certainly reasonable goals of any territorial agreement. However, it is not clear from this proposal whether more reasonable options are available that would achieve the same goals while allowing current TREC members to remain with TREC.

8. One goal of the territorial agreement appears to be an attempt to create an economic balance between the two applicants, with “a relatively

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<sup>2</sup> Application for Authority to Sell or Transfer Assets and Application for Approval of a Territorial and Exchange Agreement, filed May 27, 2020, p. 6.

<sup>3</sup> Appendix A to this filing includes all public comments received through EFIS and provided to OPC by TREC and Ameren (to date), reprinted verbatim (typos included) with customer specific information redacted.

equal exchange of customers and load.”<sup>4</sup> While the OPC recognizes that establishing an economic balance is a reasonable stand-alone goal, public satisfaction and fulfilling public expectations are also important goals. The *primary* goal in any Commission decision is to protect the public interest, which necessarily includes an interest in being responsive to public feedback.<sup>5</sup> Transferring any home or business to a different service provider because it creates an economic balance for Ameren or TREC, or because it makes investors whole, is not a reasonable basis for forcing any TREC member-owner to change providers against their will.

9. The OPC urges the Commission to direct the applicants to present a new territorial agreement addressing the same infrastructure goals but that does not require TREC customers to transfer to Ameren, or at a minimum, greatly reduces the number of forced transfers.

WHEREFORE, the Office of the Public Counsel respectfully offers this response and recommendation.

Respectfully submitted,

OFFICE OF THE PUBLIC COUNSEL

By: /s/ Marc D. Poston

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<sup>4</sup> Application, p. 8.

<sup>5</sup> *State ex rel. Consumers Public Service Co. v. Public Service Com.*, 180 S.W.2d 40, 44-45 (Mo. 1944) (Referring to the Commission’s authority to approve territorial agreements, the Missouri Supreme Court stated this “must be done on the basis of the public interest and not merely because of the interest of the utility companies involved.”).

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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, emailed or hand-delivered to all counsel of record this 24<sup>th</sup> day of September 2020.

***/s/ Marc Poston***

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## Appendix A – Public Comments

### Comments Received in EFIS

1. P202000904

More than forty years ago my husband and I chose to purchase our first home on [REDACTED] Road just outside the Jefferson City city limits. This was a conscious decision made for a number of reasons. The primary ones were real estate was much more economical. Taxes were lower in the county. And, the third was that utilities through Three Rivers Electric Cooperative were much more economical than electric rates through Ameren in the city.

As state employees we were both very aware of the economy of living in the county. Now as a fixed income state retiree and widow I am even more concerned with the prospects of huge rate increases if Ameren becomes my electric provider. Ameren continually requests rate hikes of the Public Service Commission and all too often those requests are approved.

Please do not approve this request. No matter how it is rationalized it is no favor to the cooperative customer. Please consider this when making this decision that will impact so many. Especially consider the plight of fixed income retirees. Exorbitant electric rates are not something to be easily absorbed into a retiree's budget.

2. P202000906

I am currently a customer of Three Rivers Electric Cooperative and I am concerned about the switch to Ameren. Their costs are always going up and their rate of fixing outages is much slower than Three Rivers. We have been a member of the Coop since 2000. The first 12 years were with Consolidated Electric Cooperative and the last 8 years have been with Three Rivers. We have been very happy with Three Rivers and do not agree with this switch. Please consider the customers such as myself and how this would affect us. We live on [REDACTED] Road in Jefferson City.

3. P202000907

Called to voice opposition to the proposed exchange of customers. He has been served by Three Rivers for a long time, and according to the companies, his bill would be higher if he were served by Ameren. He went to a meeting held by Three Rivers/Ameren, and the company took his bill from Three

Rivers, calculated the same KW usage if he were with Ameren, and the bill ended up being higher. For this reason, he opposes the change. He told his provider and Ameren at the meeting that he opposed, and looked for a sheet to sign for those opposing, but there was no such sheet, and his impression is the company didn't care. He also stated that he would like the opportunity to raise his concerns with the PSC at a local public hearing.

4. P202000909

Customer is against the sale/switching of customers from Ameren to Three Rivers and vice versa. He doesn't feel it's right they are allowed to do that when if he wants to elect to switch, it's not possible.

5. P202000910

I am writing in regard to the proposed switch in territories between Ameren and Three Rivers Electric Cooperative. I would like to lodge my objection to this switch.

As a member of the Three Rivers Electric Cooperative since October 1967, I want to remain a customer. The charges are affordable and the service has been improved over time, I very seldom lose service in my area and see no advantage for me, or my neighborhood, to become Ameren customers.

We have not been notified of what rates we will pay, if we will have to pay a deposit or if we will get our deposit and our dividend back from Three Rivers. If the two schools mentioned are a concern, then just switch the two schools. Leave the rest of us alone.

6. P202000912

I really like THREE RIVERS ELECTRIC and I would very much like to remain as their customer. They provide excellent service and lower prices. I prefer them to AMEREN. Please consider this as it is very important to me.

7. P202000916

Do not want to switch from Three Rivers to Ameren. Like Three Rivers.

8. P202000920

I have been a member of Three Rivers Electric Cooperative for 30 years and my electrical service has been excellent. If I were given a choice, I would choose to continue receiving service from TREC. I fully understand the economics of duplication of services between Ameren and TREC, but who

encroached on who's territory? I think most cooperative members, like myself, are happy with their present provider.

9. P202100015

I'm writing in **opposition** to the proposed 'exchanging' of 261 customers from Three Rivers Electric Cooperative, for 256 customers from Ameren Missouri. Case # **EO-2020-0315**.

I have been a member of Three Rivers Electric Cooperative for 29 years. The electric service Three Rivers provides has been second to none; excellent at both locations where I am a customer. I've experienced very few power outages at my home located northwest of Jefferson City, and with my business, located to the southwest of the city. As a matter of fact, power is a vital part of the service we provide our clients at the business located off of [REDACTED] Rd., and a major reason why we have been able to **KEEP 3 NATIONAL Companies** as lessees, is the fact the AC power into the site has been very stable and reliable!

At that site alone, I can count on one hand the number of power outages of any kind we've had in the 17 years we've owned the property. One of those was a pre-planned outage to move some wires to a new power pole, and the other was caused by the May 22, 2019 tornado, that one less than 2 hours...amazing! We have an alarm system at the site and any time we lose power (even for 30 seconds or less , it calls my business partner and I, so we have a very good idea of when any disruption of power occurs at that site.

Three Rivers rates are constant and reasonable, plus their staff has been excellent to work with as our company has grown and we've needed to add a building or two and move meters accordingly.

I have had plenty of experience with Ameren Missouri's power as well. Both when I owned a home and lived inside the Jefferson City limits, today at the business where I work full-time, as well as at various [REDACTED] sites around the Mid-MO area. Power outages with Ameren are numerous. When I moved to my current home I \*thought\* AC power outside the city limits, provided by a coop would be iffy at best. I found otherwise, as power has been much more reliable where I live now as a Three Rivers member and customer; I was very surprised.

At two sites outside of Jefferson City severed by Ameren today, we've had constant issues with voltage regulation & numerous power outages. When I've talked with Ameren reps about the issues, they assure that the problems will be looked into, yet the poor regulation and power dips/ glitches and



outages continue much more frequent than you would expect from such a large utility.

Ameren's rates vary from winter to summer, which is another negative fact in all of this. Our business mostly derives its income from rental of building and [REDACTED]. Rents don't vary from month to month or season to season. So our bottom line will be affected tremendously, as we have to cool equipment in the building shelters 24/7, 365 days a year.

Frankly I don't understand how Ameren Missouri was ever allowed to begin building and supplying power in an area already served by Three Rivers Electric Cooperative. Three Rivers was there first back in the 40s & 50s, long before Ameren or a predecessor of theirs ever began installing infrastructure. It is not the fault of the 261 Three Rivers members & customers that both utilities are now supplying power in the same area. The fact Ameren has a monopoly with the City of Jefferson to supply AC power should have no bearing on the fact the area where the customer exchange is to occur, is 'close' to the Jefferson City limits. Three Rivers was there first and common sense would dictate they should be allowed to continue to serve their current customers, regardless if, and when the city ever tries to annex that area.

In my opinion, there is no justification for this swapping of customers to take place. There is not one advantage or benefit for ALL 261 customers now with Three Rivers Electric to begin obtaining their AC power from Ameren Missouri.

I strongly urge the Commissioners to reject the customer-exchange proposal case #EO-2020-0315 between Three Rivers Electric Cooperative and Ameren Missouri. Please do what is right and fair for the customers, and not what the Utilities want. Thank you.

10. P202100024

Regarding File No: EO-2020-0315 I am wholeheartedly against the swapping of customers of Ameren to 3 Rivers! I have 2 solar producing systems providing power to Ameren. This transition does not take customers like us in consideration. We will pay much higher \$ due to Ameren having summer versus winter rates. 3 Rivers does not. Obviously solar produce during the summer and use more during the winter. This appears to be a breach in our original contract with Ameren AND I have to buy new meter.

11. P202100025

I can understand that the proposal makes sense as at the present time there is duplication of facilities in both areas. Will this eliminate any of the power line, transformers, etc or will each utility only connect to the existing facilities. My big concern is that the cost of my electric service will increase by approximately 10 percent when I am connected to Three Rivers Cooperative. Can this be addressed?

12. P202100033

We are a local manufacturing company, [REDACTED], and it is vital our operations are kept up and running with no interruption in service. Interruptions in our service can lead to costly mistakes with our equipment: loss of product, equipment failure and loss of time. The change over from Three Rivers Electric to Ameren is continuing with no information being given to affected customers. We would venture to say [REDACTED] is one of Three Rivers larger clients being affected by this change over. We have been in contact with both Three Rivers and Ameren and no one can tell us what rates will be, how growth will be affected and if they will be able to keep up with us. Three Rivers has been a wonderful company to work with and given the option we would choose to stay with them. When we call with an issue or question we always get a person who is local and they can help us resolve our problem in an efficient manner. We also own several rental properties and the service provided by Ameren is less responsive and the costs are much higher.

We are strongly against this forced change without more information being provided.

13. P202100048

Good evening. AmerenUE and Three Rivers are in discussion to swap customers. I am a customer affected by this potential change.

I would like to voice my concern about being moved from Three Rivers to AmerenUE. When we purchased our house, we specifically looked at only homes in the Three Rivers area. Having lived before in AmerenUE territory, we had problems with outages. These outages would some times last for long periods of time. There were also times when coming home from work and school that it was obvious (clocks out) that service had been disrupted during the day. We also wanted Three Rivers for their partnership with their customers, including opportunities for high school students and giving back

yearly “profits.” These programs are important to our family. Being kicked over to AmerenUE, we would lose these benefits.

Many in the area feel the same way. I don’t think current customers should be forced to a company that they don’t want to have. Please do not allow this customer swap to happen!

### **Comments Received by TREC**

14. 10/21/19 [REDACTED] called, not happy with this trade, tried to explain but wanted to talk to someone else. Gave him Thayne's voicemail as he was on the phone. Kmm

10/21/19 Thayne called [REDACTED] back. He felt like we were a superior power supplier and more reliable and had no desire to be traded. Felt like TREC was "pulling the rug out from under them". I tried to explain why the Board felt it necessary to look into the territorial agreement and trade members but he really didn't want to hear much from me. I believe he just wanted us to know that he opposed the trade/agreement and was looking forward to the public comment opportunity. I don't feel like we need to pursue this any further with him at this point. Tlb Received a private message from [REDACTED] at 12:14 a.m., Oct. 22: We got a letter from Three Rivers Electric Cooperative that told us our electric service was being traded to Ameren and Three Rivers would get Ameren customers in exchange. That this was going to affect 300 customers. We called Three Rivers & the PSC to protest. We bought in Cole County so we would have Three Rivers & have had no problems for 25 yhears. We were shocked, upset & dismayed. We also buy propane. - I did not respond to this private message - lorie kiso Ms. [REDACTED] also gave us a recommendation about the issue. In addition to what she had already written, she wrote the follwoing: We are shocked, dismayed & sad. We REALLY, REALLY, love our service from Three Rivers. We would never trade our cooperative for a profit drive utility like Ameren. - lorie kiso Mrs. [REDACTED] responded to [REDACTED] on our Facebook page on November 11: "[REDACTED] Me too. Throwing us to Ameren, a for profit electric company. Our bills will go up and our service will decline. It is not right." - lorie kiso

15. 10/21/19 [REDACTED] called upset about this trade saying that he does not want to be on Ameren's lines. I explained the best I could & then gave him to Thayne as he was not happy. Kmm

10/21/19 Thayne called [REDACTED] back to hear Mr. [REDACTED] voice his concerns and complaint about the proposed trade. He felt that TREC had lower rates, was a better provider in responding to outages and service work as well as being providing better reliability. i discussed with him the reasons for the proposed territorial agreement, that the Board doesn't take this decision easily or lightly and are very concerned about those that this proposal would affect. He inquired about the "profit sharing" or captial credits and i assured him that they would not lose any of the allocatios/capital credits that were already accrued and that they would be paid out in the normal course of business as they are now. He also was interested in the process of the agreement and when the public forum period would be held. I told him that time sequence would be up to the PSC but to keep a lookout for future information from us and in the Rural Missouri magazing.He basically had no desire to be traded to an inferior electric provider with higher rates.I don't believe he is looking for another phone call from us at this time. tlb

16. 10/21/19 per call from [REDACTED] not happy about trade does not want to be traded has been a customer for over 50 years, going to fight this gave call to TB..lpk

10/21/19 Thayne called [REDACTED] back and discussed the proposed territorial agreement with Ameren and possible trade of members. She was very unhappy that she was on the list to be traded. She indicated that she was a loyal TREC member for over 40 years and had no desire to be an Ameren customer. She was interested in the public forum or comment period where she and her neighbors could voice their dissatisfaction with the trade. i told her to watch for more information from us and in the Rural MO magazine as the PSC would set the timeline for the public comment portion of any proceedings. No need for TREC to follow up with any further contact at this time. Tlb [REDACTED] called again on 7/14 after recieving her letter encouraging her to call the PSC or go on their website and log her concern. She echoed the same concerns mentioned to Thayne above. She does not want to be traded becuse she does not like change. I told her that i would log her concern, but i encouraged her to make sure to log her concern with the PSC. She was elderly and i am not sure she will do this, but i encouraged her multiple time that the public comment was the best way to make sure her concerns wer heard.—RK

17. 10-24-2019 Sherry got call from [REDACTED] on Propane line & asked for Roger. She put thru to his voicemail..he didn't indicate what he wanted just asked for Roger...mw

10/24/2019: [REDACTED] called to talk to [REDACTED] concerning the trade...gave call to Thayne. (vl)Thayne called Mr. [REDACTED] Back on 10/24/19. Mr. [REDACTED] wanted to voice his concerns over the proposed trade. I told him i would record his concerns. 1. Wanted to know if he would be notified of the public comment/meetings 2. Doesn't like the change to Ameren. 3. Doesn't like Ameren from prior dealings. 4. Ameren's service reliability sucks 5. Loves TREC and our service 6. Bought current residence in part due to TREC as electrical provider 7. Also has TREC Propane and would probably switch to MFA if he was traded. Likes the propane service and the propane driver (Dale) even though his brother or brother-in-law works for [REDACTED]. No need to call back at this time. TLB

18. [REDACTED] is a long-time member of Three Rivers Electric is definitely opposed to the customer exchange and vows to attend any public meeting. I explained that he would not lose his capital credits when asked. He wanted to know if the exchange was for sure going through and I explained that the exchange would go through if everything works out. He wanted to know when the exchange would happen.

Mr. [REDACTED] attended the meeting and said he found it disappointing to receive the letter notifying him about the customer swap and territorial agreement. - lorie kiso 2/14/2020

19. 10-29-2019 Roger received letter from [REDACTED] (husband [REDACTED] deceased 4 yrs ago) Here is exact words in letter and also imaged in vault: Dear Roger KLoeppel, Since receiving your letter of Oct 15 I have been heart sick & upset. We have been with Three Rivers since 1958. I have always paid my bill on time even reading my meter. I do not want to be traded to Ameren. I don't care how much easier it will be for the cooperative because a greedy company is waiting to swallow us all up and raise prices every time they see fit. It has happen with all the gas stations that use to be managed with real private individual people. We did not have electricity because Mo Power & light would not provide us with service. We had electricity when REA came along and they would not provide us with Natural Gas because we were members of REA. I know if we had all our old neighbors they would be in an uproar. I am 87 years old and I have been living long enough that I don't want to CHANGE NOW and being part of all

the greed. You seen what happen to the gas prices & grocery prices. We don't have private owned grocery stores or gas stations. I have always been proud to belong to the REA family. So please do not trade us like a pair of old shoes. Thank You [REDACTED].....My husband has been gone for four years. [REDACTED] which is still in his name. I will not be able to come to the meetings, so I am writing this so you know how I feel.....mw\*\*\*\*\*Since husband is deceased we could refund her CC when goes out of her name\*\*\*just a thought..mw

20. Posted on our Facebook page under photo of Bugle Boy parade. "Very nice.....BUT, I am very, very disappointed about Three Rivers bailing on us." Posted November 7. - lorie kiso November 27 Facebook post after storm: As usual, we can always count on Three Rivers when the weather is bad to keep us updated and to get the power restored in a timely manner. Sure gonna miss that when we get dumped for Ameren. - lorie kiso

21. [REDACTED] called to just talk about trade...he said he understands but hopes they'd still be able to go to the Annual meeting. He asked about other neighbors---told him basically will include all of Rock Ridge and Frog Hollow..kgm

22. 1-17-2020 [REDACTED] called stating she received a letter about Ameren/TREC trade....we don't show her on listing of ones we are trading...BUT she said she has another location on Ameren on [REDACTED] in Wardsville...she didn't have envelope to verify, but I told her that letter must of come from Ameren, not us...BUT the swap letter applied to her...most likely would move from Ameren to TREC at that location..she was good with that...mw

23. Per call from Mrs. [REDACTED] 19 16 040 2/5/2020 talked to Roger..bv - [REDACTED] expressed her concerns about the trade. She really likes TREC and she has been a member since 2012. Before that she was a member of Consolidated. She thinks co-ops provide better service and have lower rates. I assured her that the rates between the two utilites are very close annually. I thanked her for her concerns and kind words about our level of service. I explained our reasoning for proposing this trade. She was very nice, but since she would not be able to attend the public meetings, she wanted to call and share her feelings.—RK

24. Wanted information about the Open House/Meeting on the proposed customer swap. Thayne took his call. [REDACTED] wanted to know if the meeting required the member to be present at 3 PM until 7 PM. Thayne told him it was an open house forum for the customer/member to come and go as they please and to ask questions of TREC or Ameren as needed. He said he is upset about the proposal and that no one in his neighborhood wants to be traded. Wants to voice his opinion about capital credits and if they are traded against their own choice, that we will pay out their capital credits in full. i expect to see him at the meeting on 2/12/2020Mr. [REDACTED] asked if swap could occur if there were numerous people who did not want this to happen - lorie kiso 2/14/2020.

25. Mrs. [REDACTED] does not want to change providers. She likes the Annual Meeting, Rural Missouri and capital credit checks. She said she can also speak with the ROW crews and talk to them about tree trimming when they are on her property - lorie kiso

26. [REDACTED] attended the public meeting for Mr. [REDACTED]. His main questions were what is the benefit to [REDACTED]? Mr. [REDACTED] believes he is "getting screwed" in this deal since he will no longer be accruing capital credits. - lorie kiso.

27. Mr. and Mrs. [REDACTED] are upset about proposed switch. They both remembered when first poles were set on their properties. Since Ameren didn't want to serve them in the beginning, why should they get their property now - lorie kiso

28. Mr. and Mrs. [REDACTED] are not happy. They asked Chip Webb how many of Ameren's customers were there because they were upset about being traded - lorie kiso 2/14/2020

29. Ms. [REDACTED] attended the public meeting and said she was sad because she would no longer receive the personal service once she is traded to Ameren. She is also upset that she will no longer continue to receive capital credit checks or be able to attend Annual Meeting. While her bill will be about \$200 lower with Ameren, she said money isn't everything and it is the relationship that matters most - lorie kiso 2/14/2020

30. Mr. ██████ attended the public meeting and asked how the switch will benefit him. He also said they love the co-op's service - lorie kiso 2/14/2020

31. Mr. ██████ attended public meeting and asked how project was started. He wanted to know if there was any recourse so the TREC members could stay with the co-op. He has been a member since 1983 and does not want to be traded. He was happy with the process that allowed co-op members to come and speak to staff and Ameren officials - lorie kiso - 2/14/2020

32. ██████ called to ask about the proposed Ameren/TREC trade. He wasn't able to attend the Open House meeting due to being out of town but wanted to voice his concerns over being traded to Ameren. He stated that he was a loyal TREC member for many years, hated the thought of being an Ameren customer and paying their electric rates. Wanted to know if any information was available on our website. TLB

Thayne took phone call and listened to his concerns. TLB tried to restate the primary reasons for the proposal and assure him we would document his phone call and concerns. TLB explained the risk of duplication of services, infrastructure costs, reliability issues, annexation concerns, potential loss of infrastructure investments, comparability of rates, and the cooperative model. He was cordial and understanding but yet still wanted us to know he was against the proposal and to please document his vote/concerns. tlb

33. 10-22-2019 William spoke to ██████ and voiced his displeasure with the change.....██████ mentioned talking points in letter along with service in each area. Also future annexation. He was interested in coming to our meetings concerning the change..mb

34. ██████ wants the board to listen to our loyal members to make decision. ██████ thinks this is part of the City of Jeffersons rewriting of the comprehensive growth plan. ██████ wants to attend the next board meeting to address the board personally. I told ██████ that he knows more of the inner working of the city and that we did not consult the city. MB 10/24/19 ██████ called in and asked to speak with Roger, let him know he will be out of the office until 10/28. He said Mark told him to call and talk to Roger about getting on the agenda for the next board meeting. Vicki had left for the day so I sent her an email that ██████ would like a call back to start the process of speaking in front of the board at the next meeting. -sc



10/25/2019: Mailing [REDACTED] letter from Roger with the Board Policy and request form. Per policy, informed [REDACTED] that the request form must be received by Nov 5 in order to be on the agenda for the November board meeting. (vl)

35. Mr. [REDACTED] said he liked the personal service he receives from the co-op, especially the billing department. He suggested the utilities let the customers decide if they want to be traded and said the companies should explore other options to cut costs. Mr. [REDACTED] spoke at length to Roger Kloepfel and Chip Webb after the open house concluded - lorie kiso 2/14/2020

36. Per call from [REDACTED]. He does not want to be traded. He has been very happy with his service from TREC and he has recieved poor service from Ameren in the past and he is shocked we would even think about trading them without their permission. I explained that we do not want to trade members, but we have to look out what is best for the entire membership. I encouraged him to share his concerns at the upcoming meetings annd i thanked him for calling.--RK

37. Per call from [REDACTED] on 10/29--[REDACTED]--He wanted to express his concern with the Ameren TREC trade. He has been very happy with TREC's reliability which is important for the [REDACTED] business and does not think Ameren will be able to deliver the same level of reliability. He is planning on attending the public meetings whenever they occur.—RK

38. 10/21/19 [REDACTED] called in and asked to speak with Roger or Thayne regarding the trade...they were both busy at the time so sent RK and TB an email to call him back. He wanted to know when the community meetings would be held...let him know our management and lawyer will be meeting with Ameren again soon and the meetings will be planned at that time. He mentioned that he feels like we are stabbing him in the back and is very disappointed we are trading a loyal member of the co-op. —sc

I called [REDACTED] back and he expressed his displeasure with potentially being traded to Ameren. He does not think they do a good job keeping their ROWs clean ([REDACTED]) and he does not feel as though Ameren provides the same level of customer service. He claims he will show up at any meeting and start a "shit show" to keep this trade from occurring. I explained to [REDACTED] that his concerns were important to us, and we would weigh his, and other, concerns as we determine whether this is the right

move to make. I also made it clear that he would have the opportunity to express his concerns to the PSC whenever we have the public meetings.--RK2/14/2020 –

39. Mr. and Mrs. ██████ attended the public meeting. Mr. ██████ said there is a distinct difference in the quality of line built by Ameren and TREC and added that you can't compare oranges and apples and he would rather stay with TREC. He doesn't want to be a small fish in a big pond. He also does not like that the decision to trade consumers has already been made -lorie kiso7/13/2020--MR. ██████ called me to again express his concerns with this trade. He asked whether there was a bylaw that disallowed this or required it to go to a vote of the membership. I informed him that this was not a decision that had to go to a vote of the membership. His concerns echoed the same concerns he had mentioned previously--RK

40. 10/21/19 ██████ called rec'd letter not happy asked when the meeting was..explained at this time no date or time is set up yet, but he would be informed of when & where the meeting would be.. ██████ said he is going to fight this DOES NOT WANT TO BE AN AMEREN CUSTOMER...moved to this location so he could be a Three Rivers member..he has had Ameren in the past & he said their rates are not compariable to ours..going to fight this trade..lpk

50. 10/22 per call from wife, ██████ wanted to let us know that she was very happy with Three Rivers service and does not want to be moved to Ameren. I let her know there would be public meetings she could come to if she would like. She said she was interested in coming to the meetings and was looking forward to hearing the dates of the meetings. –sp

51. 10/22 per call from ██████ he wanted to know how he could make the trade stop. I let him know about the public meeting that would be held that he could voice his concerns at. He said he would like to go to that and asked to talk to Roger, let him know Roger was out but he could talk to Thayne. Gave call to TB –sp

52. Thayne talked with Mr. ██████ and listened to his concerns. Believes he needs to get his neighbors organized in order to stop the proposal. He also stated that since we were recommending trading to Ameren that he and his neighbors should also stop using our Propane service. I did tell him

that he could continue to use our propane service even if he wasn't an electric consumer. Also assured him that his capital credits were not lost and would be paid out in the normal course of business as we do now. He thought we should pay him off since we were terminating him. Tlb Mr. and Mrs. [REDACTED] came to public meeting and informed us they were not happy with decision to enter into territorial agreement - lorie kiso 2/14/2020

53. 10/23/19 [REDACTED] called asked for Roger, not here gave message to Mark to call her...her home & rental properties our part of trade...of rental properties 3-4 have pd deposits..lpk [REDACTED] would prefer to stay with Three Rivers Electric and asked if anything they would say would make a difference. She was concerned with Ameren's rate being higher until we covered that talking point. She has 13 accounts counting her rentals. mb

54. 10/30/19 per call from [REDACTED], he wanted to speak with Roger regarding the trade. Roger was unavailable so [REDACTED] asked that someone give him a call back. He can be reached at [REDACTED]. I sent an email to Roger, Thayne, and Mark –sc I called [REDACTED] back at 12:40 on 10/30. He seemed a little confused by the letter we had sent out and was not certain what it meant. I explained that TREC was looking a trading meters/areas with Ameren to capitailize on both utilities long term strenghts and to avoid duplication of line and improve safety in the different areas. I explained that there were two plances where we had an immediate concern: Wardsville and Rock Ridge and the the two utilitiees had discussed and determined that TREC was better suited to serve the Wardsville area and Amreren was better suited to serve the Rock Ridge area. He seemed to understand our situation, but was disappointed and he told me he would likely show up at any public meeting we had to express his concern with this proposed trade. –RK

55. Per call from [REDACTED]. She called and wanted to express her concern with the Ameren trade. She is very happy with TREC and does not want to be traded. Her concern sounded a little bit rehearsed (to me). Her neighbor [REDACTED] called yesterday and i have a feeling he asked her to call in. Never the less, she expressed concern. I assurred her that we were listening, and i encouraged her to attend the public meetings whenever they take place.—RK

56. Per call from Mr. [REDACTED]. He called and asked about the Ameren Trade. His main question was whether Ameren would hook up an

old idle location that we had recently told him he would have to replace the meter loop on. I explained that Ameren has their own policies regarding reconnects, but i was certain they would somehow provide him with electrical service--if the trade takes place. He was concerned that Ameren would be more expensive. I explained that Ameren was about the same price for the average member. He told me he preferred TREC but he understood the situation because his neighborhood is spotted with Ameren and TREC.—RK

57. 11/5/19 per call from [REDACTED], she wanted to voice her concern for this trade. She does not like it and thinks Ameren is just trying to run us into the ground and take over all the rural areas. I let her know that we would be swapping a very even amount of meters. She asked about the public meetings and I let her know members that would be effected will receive notification regarding when the meetings will take place. She said she will be there if at all possible...she enjoys being a member of the coop and would hate for the trade to happen. –sc

58. 11/6/19 per call from [REDACTED], she will not be able to attend the public meetinfs due to no transportation. She just wanted to call and let us know she understands why we would do the trade but she really really hopes that it does not go through. –sc

59. 11/6/19 Per call from [REDACTED], she wanted to voice her concern regarding the possible trade. She asked if it was 100% going to happen. I let her know that nothing was set in stone as of right now but it is still in the works. She wanted to speak with management so trasnferred the call to TB. –sc

Thayne called [REDACTED] back and listened to her concerns. She stated that she did not like Ameren (as a previous customer of theirs), Ameren has terrible customer service, and just doesn't want to switch providers.She was very complimentary of TREC ... likes our service, likes being a part of the corporation/coop, likes the "kickbacks" (capital credits) and even has used our Foundation for a grant to assist their autistic family member.Wanted to call and voice her complaint/frustration with the proposed switch.i told her we would document her concerns and that there would be a public meeting coming after the first of the year that she could also attend to talk with staff and the Board. tlb 11/6/2019

60. I returned a phone call message to [REDACTED] on November 7. He had left a message on November 5 and asked for a return call. He wanted to express his concern with the Ameren Trade. Sounded like he was planning to wait until the meeting, but a neighbor had told him it would be best to call us now. I explained our concern with the city of Jefferson one day annexing the area and TREC being locked in with no opportunity to grow. He understood and explained that he was surrounded by the city on two sides and expects he will soon be annexed. Very happy with TREC. Likes working with us, and does not want to change--if he has a choice, but understands if he does not.

61. [REDACTED] called wanting our rates...went over our s/a & kwh cost with her; told her that over a year, Ameren's rates are very comparable to ours; she was still upset that they moved to a location that had TREC & that was where they wanted to retire because they had Ameren in the past & really didn't want them again; we discussed that with expected growth in her area, Ameren would be better equipped to serve them; she thanked me for the information (ge).

62. 2/7/2020 [REDACTED] called asked for Roger, not in office, have note to give him to call her..very unhappy about trade..unable to attend meeting on 2/12 so that is the reason for phone call...WANTS A CALL BACK..lpk

2/10/2020 Called [REDACTED] back. She pretty much repeated the same concerns that she had before. They love TREC, they think Ameren is too expensive. They do not like the idea of a for profit electric company. I explained that the rates were very close to the same over a 12 month period. At the end of the call, she also asked that TREC offer broadband and encouraged us to purchase more renewable power. If we decide to trade, she will still suport TREC propane.

63. 2/18/2020 per call from [REDACTED], he was unable to attend the public meeting held regarding the possible trade. He wanted an update...let him know there were several members who came and voiced concerns. Mentioned that there will be more meetings between PSC/Ameren/TREC and then we will have to discuss options with our board of directors. All member concerns will be kept in mind throughout the process. -sc

64. 7/24/2020 per call from [REDACTED], she said she was elderly and could not make it to the meetings but wanted to let us know that she did not

want to be traded. I let her know we would take her opinion in to consideration. She was also worried about Ameren's rates being higher. I assured her that Ameren's rates were very comparable with Three River's rates –sp

65. [REDACTED] called as she actually owns this location and didn't understand the Ameren Trade. I talked with her for awhile to try and explain and then gave to Ted as she was wondering why she didn't get a letter. He let her know the letter only went to the person that has the electric in their name and that her own house is not one to be traded, mrk

### **Comments Received by Ameren**

66. Has been an Ameren customer for many years and really likes Ameren.

67. Just curious about what we are doing. Likes Ameren and Three Rivers. No issues.

68. Just curious as to when the transfer would occur. I explained the process and current status.

69. Owner requested a personal meeting during the Public meeting to discuss rate impacts on his business. Chip Webb, Director; Jason Woodard, Supervising Engineer; and Lori Hoelscher, Regional Account Exectutive met with them on 2/28/2020.