

Exhibit No. 4

Commission – Exhibit 4
Gentry Trotter Statement
Local Public Hearing Exhibit-Sunset Hills
File No. ER-2024-0319



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Ameren Missouri Rate Case Hearing Testimony Exhibit 4
By Gentry W. Trotter, Founder, Heatupmissouri.Org (Heatupstlouis.Org),
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January 27, 2025

Good afternoon, my name is Gentry Trotter, and I am the founder of Heat-Up St. Louis, Incorporated. Thank you for the opportunity to speak to you today about such an important issue. Each of us can agree that times are tough, each of our family budgets are stretched thin and many of us feel like we are at a breaking point — today's dollar does not go as far as the one from yesterday. However, as someone that as devoted their entire life to helping those who need it the most, I want to spend some time today talking about Ameren Missouri from a different perspective: a neighbor and someone that cares about our community.

Since 2008, Ameren and Heat-Up St. Louis have worked together to help the elderly, disabled and low-income families of our community meet their energy needs. From help with bills to information on energy efficiency and weatherization, our partnership has made a difference in the lives of those who need it the most. Our relationship is more than just financial, Ameren Missouri leadership and their employees volunteer at our events and believe in our mission. Why? Because they care and have hearts that want to help others — I have seen it firsthand.

We have so many rank-and-file and top executives at Ameren who support our efforts in the greater metropolitan area and other parts of Ameren's Missouri service area as far as the Bootheel, etc. In our 25th year of public service we have impacted on the lives of 1.7 million people.

I think its also important to point out the numerous programs Ameren Missouri offers to help those struggling to pay their monthly energy bill. The Keeping Current program helps customers pay down large balances and keep their bills current through predictable monthly payments. Through the company's Dollar More program, those struggling to pay their monthly bills can receive up to \$600 per year in assistance. This program is driven by volunteer donations from the company's customers and employees – another example how they walk the walk and talk the talk when it comes to being a good neighbor. Finally, I want to mention the company's New Start Energy Relief program and the work they are doing to help the unhoused in our community. This program is specifically designed to help those who are seeking permanent housing by offering forgiveness from past due bills and late charges as they work to reestablish service.

From energy assistance grants, flexible payment options and more, they offer help to anyone who is willing to reach out and ask for it. Does this sound like a company that only chases profits and does not care about their customers? Not to me, as someone who has worked side-by-side with Ameren Missouri for almost 20 years, this company is a proud member of our community and has a proven track record of always helping those in need, no matter the situation.

Donated By  

A regional energy assistance and public education charity helping the elderly, disabled and needy families avoid unsafe and unhealthy conditions during the heating and cooling seasons.

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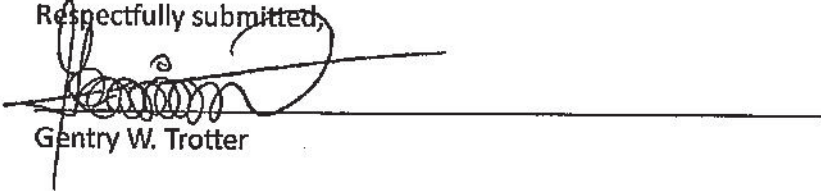
We do the annual Ameren/Heat-Up Utility Winterizing forum; the Cool Down/Ameren A/C S.O.S. (Save our Seniors) project; Hardee's Rise and Shine for Heat benefit; and Ameren/HUSTL Clean Slate project and Cool Down/Ameren Energy Corner co-sponsored by Spire. We do proudly have a board member from Ameren Missouri, bringing expertise and innovations to further help strengthen our and their branding and customer reach in the state. Ameren does listen to counsel on community outreach and other such policies and procedures. Ameren is a good neighbor who appreciates its partnerships.

Finally, let us talk a little bit about the proposed rate increase. Like everyone here, I do not want to pay more than I must on my utility bill, but I think we need to acknowledge the investments Ameren Missouri is making in the electric grid are working. I have heard it reported that during Winter Storm Blair, from January 5-6, the company's infrastructure investments saved more than 14,000 customers from experiencing an outage. This means 14,000 households and businesses did not lose their power, or more importantly their heat, because of ice, snow, or bitterly cold temperatures. What if the company did not make these investments and worked to strengthen our electric grid? That is a conversation no one here wants to have, and I am grateful we do not have to because of Ameren's investments in reliability and the work they are doing to ensure each of us have access to dependable power.

As I close, I just want to remind everyone here that this is not some out-of-state company that only collects a check from each of us every month. Ameren Missouri and its employees are our neighbors. We see them at the grocery store on the weekends, at church on Sundays and everywhere else in between. They are a part of our community and have a proud history of caring about those who call St. Louis home. Thank you for your time and the opportunity to speak today about a company that is more than just a utility provider, they are an important and valued member of our community.

As stated today, I support profitable utility companies, especially as they relate to strong, affordable, and safe delivery of energy. Weak infrastructures are dangerous to the viability of Ameren and the safety of customers of any major energy provider.

Respectfully submitted,



Gentry W. Trotter