

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS

Public Hearing

August 23, 2006

St. Louis, Missouri

In the Matter of a Proposed Rule)
Regarding Electric Utility Fuel)Case No. EX-2006-0472
and Purchased Power Cost Recovery)
Mechanism)

Colleen M. Dale, Presiding,
Chief Regulatory Law Judge
Jeff Davis, Chairman
Steve Gaw
Linward Appling,
Commissioners

Reported by:
Midwest Litigation Services
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Appearances:
Steven Dottheim
John B. Coffman
Mark Poston

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

2

3 JUDGE DALE: We are here in the matter of a
4 proposed rule regarding electric utility fuel and
5 purchased power cost recovery mechanism, Case
6 Number EX-2006-0472 on August 23rd, 2006.
7 Particularly to hear comments on Rules
8 4CSR240-3.161 and 4CSR240-20.090. At this time I
9 would like to have entries of appearance of counsel
10 beginning with Mr. Dottheim.

11 MR. DOTTHEIM: Steven Dottheim, Post Office
12 Box 360, Kansas City, Missouri, 65102 appearing on
13 behalf of the staff of the Missouri Public Service
14 Commission.

15 JUDGE DALE: And at the St. Louis location, if
16 we can start with Mr. Coffman.

17 MR. COFFMAN: My name is John B. Coffman. I'm
18 appearing on behalf of AARP in this case. 871
19 Tuxedo Boulevard, St. Louis, Missouri 63119.

20 JUDGE DALE: I was able to hear none of that.

21 THE COURT REPORTER: Can we adjust the volume
22 a little bit please.

23 COMMISSIONER GAW: Is this the mic for this?
24 Does that help, Judge?

25 JUDGE DALE: Yes. Yes, that's wonderful.

1 MR. KELLY: I'll just sit here and hold the
2 microphone and then they can come up and use this
3 microphone when they testify.

4 MR. COFFMAN: Judge, if you didn't hear me,
5 it's John Coffman appearing on behalf of AARP.

6 JUDGE DALE: Thank you. Mr. Poston.

7 MR. POSTON: I'm sorry, did you say Mr.
8 Poston? Mark Poston appearing on behalf of the
9 office of the public council, PO Box 2230,
10 Jefferson City, Missouri 65102.

11 JUDGE DALE: Thank you. Ms. Tetra (phonetic)
12 are you entering an appearance today?

13 MS. TETRA: I am not. I am not going to be
14 entering my appearance today. If you remember I am
15 the Kansas transplant awaiting Missouri approval.

16 JUDGE DALE: Before we begin I would like to
17 point out a few things that may have become
18 apparent to you. We have significant video delay.
19 We hear each other with a few seconds delay. So if
20 after you finish speaking you would please just
21 pause for a few minutes. I may have something to
22 say but I'll try not to interrupt anybody. So give
23 me a minute to say something after you finish
24 speaking.

25 This hearing is about fuel adjustment

1 clause -- or fuel adjustment cost recovery
2 mechanism only. This is not about the storm
3 restoration efforts of Ameren. We will be back for
4 another series of public hearings for that. Nor is
5 it about Ameren UE's requested ratings. We will
6 also be back for a series of public hearings on
7 that. In this particular docket we receive written
8 comments, verbal comments and testimony. All of
9 those kinds of comments and testimony are given
10 equal weight. If after you have listened this
11 evening and chose not to speak on the record, you
12 want to say something in this docket, you are more
13 than welcome to send written comments which will be
14 included in the file and given equal weight with
15 all the other comments and testimony. If you need
16 an address for any of those, any one of the Public
17 Service Commission employees on site can get you
18 the address for sending those comments in.

19 With that, I think all opening remarks are
20 concluded and we will begin with the first person
21 who would like to make comments or testimony.

22 MR. KELLY: Judge, the first one this evening
23 is Senator Joan Bray.

24 SENATOR BRAY: Thank you. Thank you, Judge,
25 and Commissioners. My name is Joan Bray. What

1 information do I need to give?

2 MR. KELLY: I think that's it.

3 SENATOR BRAY: Is that it? Okay. I am
4 representing the 24th District of the Missouri
5 Senate. And I want to talk about this, the rule on
6 the fuel adjustment clause. This came out of
7 Senate Bill 179, which I actively opposed on the
8 floor of the senate for one of the major reasons
9 being the fuel adjustment clause. There were also
10 adjustments in the legislation for environmental
11 investments and conservation and weatherization,
12 but this is about the fuel adjustment clause. I
13 want to talk about that. This is an effort to pass
14 along costs to the consumers. I oppose the fuel
15 adjustment clause because it's something if you can
16 pass along the cost of the fuel to the consumer, it
17 gives the company no incentive to find the best
18 cost for the fuel. The gas companies have a fuel
19 adjustment clause and that's sort of the one source
20 of energy or one fuel source so it goes one source
21 and the fuel is the product as well. Electric
22 utilities have a variety of sources for producing
23 their electricity. And so I think we should be
24 able to expect those utilities to mix their sources
25 so that they can get the best deal for consumers.

1 And if they're just allowed to pass along the cost
2 of whatever fuel they buy at the time, there's
3 nothing there to encourage a mixture of fuel
4 sources and really working for the consumer's
5 interest. And I don't believe that the rule is
6 proposed. My understanding is that it doesn't have
7 the kind of consumer protections that during the
8 debate on this bill that we were assured by all
9 kinds of interested parties that when it got to the
10 rule making process that there would be some real
11 interest in protecting the consumers at this level.
12 So it's -- I still have yet to see that kind of
13 assurance that happened during the debate on the
14 bill come out in the rule. We've known for a long
15 time it's an obvious that Ameren UE is a very well
16 run company. It does very well for its investors.
17 It's good for investment investors and produces
18 great returns. It pays its board members well. It
19 does very well by them. It does very well by its
20 executives and the kind of remuneration that the
21 executives get. And my concern is how well does
22 this rule do by the rate payers. And I think that
23 Ameren needs to prove itself to its own customers
24 and its rate payers about its accountability to be
25 as good a relationship with its customers and the

1 rate payers as it is with its board members and its
2 executives and its investors. A surcharge -- and I
3 don't think that another surcharge on the bill is
4 the way to be accountable to the rate payers. If
5 ultimately Ameren gets all the surcharges that are
6 provided in this bill, our bills are going to start
7 looking like our cell phone bills and be completely
8 indecipherable for one thing. But I very much
9 believe -- I like the system we have where a rate
10 case must -- all the factors must be considered,
11 not just the cost, but the savings and the
12 efficiencies as well. I think that's the way it
13 should be. I don't -- I didn't like the bill,
14 don't like the rule, don't like this way of doing
15 business. The accountability to the rate payers,
16 the consumers, is a huge thing. You know, three
17 years in a row there's been -- we've had major
18 outages in this region from storms. And as an
19 elected official I'm still hearing from folks about
20 the fallout from this year's storms. We've
21 suffered in the previous two years as well. And I
22 think there's a lot of things that Ameren still
23 needs to do to its customers and rate payers to
24 prove that it can handle its business properly,
25 whatever comes along, in its utilities. Their

1 business is to provide our electricity, our power,
2 even under the difficult circumstances. I just --
3 like I say, I don't like the rule to begin with.
4 And my concern is that the consumers are not
5 represented well enough in this rule. And I would
6 prefer that Ameren can have its rate case next
7 spring and let's look at it all. Let's consider it
8 all. If they're able to save through some fuel
9 sources others may be more expensive. They may be
10 saving money in some other ways. But it should all
11 be considered. And the way it's done now is the
12 best for all interested parties. The rate payers,
13 the consumers, are served best by the current
14 system. And clearly the investors in the company
15 have done very well as the executives and board
16 members. Thank you very much.

17 JUDGE DALE: Any questions from the bench in
18 St. Louis?

19 CHAIRMAN DAVIS: Senator Bray, I apologize. I
20 got lost on the way here this evening.

21 SENATOR BRAY: I can understand. That's okay.
22 I think some other people did too. But you made
23 your way here. That's good.

24 CHAIRMAN DAVIS: And I know I can go back and
25 read the transcript. Like I said, I apologize. I

1 don't wish to have you repeat everything. But is
2 there anything that's important in your testimony
3 that you want to make sure that I hear while, you
4 know, you're here to --

5 SENATOR BRAY: I think that the heart of my
6 testimony is that we have operated -- we have
7 received our power from a very well run company and
8 operated the way the system is now very well to
9 everybody's interest. I mean, the rates have
10 stayed low and the investors are happy with their
11 returns and all that because rate cases allow
12 everything to be taken into consideration, not just
13 surcharges that don't account for savings as well.
14 I think that's the heart of my thing, my testimony,
15 is the way things are it looks like a fair and
16 balanced way to do business. And that's why I
17 don't like this potential to add surcharge. This
18 bill had, what, three or four surcharges that could
19 be added ultimately?

20 CHAIRMAN DAVIS: That is correct. No further
21 questions. Thank you, Senator.

22 JUDGE DALE: Thank you. Commissioner?

23 COMMISSIONER GAW: I don't have any questions.
24 Thank you, Judge. But I would say thank you to
25 Senator Bray for coming out. I know she's been

1 very involved in this from the beginning and she's
2 usually at these public hearings expressing the
3 opinion that she has and that of for her
4 constituents. And I appreciate that very much.

5 SENATOR BRAY: Thank you.

6 COMMISSIONER APPLING: Senator, Linn Appling.
7 How are you doing?

8 SENATOR BRAY: I'm fine, Commissioner, how are
9 you?

10 COMMISSIONER APPLING: I'm doing great.

11 SENATOR BRAY: Good.

12 COMMISSIONER APPLING: What is your
13 recommendation for this Bill 179 -- what should we
14 as public service commissioners, what are your
15 thoughts? What is your recommendation?

16 SENATOR BRAY: Well, I believe that it's
17 permissive, isn't it, that you don't have to
18 approve a fuel surcharge -- a fuel adjustment
19 clause. You don't have to allow that. And so I
20 think my preference would be for the commission not
21 to make that a part of the process. And that would
22 be my desire, because I have faith in the way we've
23 been doing business where the utility comes in for
24 the rate case and all factors are considered.

25 COMMISSIONER APPLING: Thank you very much. I

1 appreciate you coming out tonight. Thank you very
2 much.

3 SENATOR BRAY: Thank you.

4 JUDGE DALE: Thank you, Senator Bray.

5 SENATOR BRAY: Thank you, Judge.

6 MR. KELLY: Next is John Koester. No? Okay.
7 Before I go to the next one I just want to let you
8 know that the chairman of the public service
9 commission, Jeff Davis is here. So it's Chairman
10 Davis and Commissioner Steve Gaw are with us this
11 evening. Claudette Grant? Melanie -- is it
12 Shouse?

13 MS. SHOUSE: Shouse, yes. I'd like to begin
14 by saying that I was just made aware of this
15 meeting a few hours ago. And I have not had time
16 to prepare any remarks. So I hope I'm coherent, in
17 any case. I'd like to speak on this fuel
18 adjustment surcharge. Is that what it's called?
19 From the perspective of someone on a limited
20 income. I'm not sure how many of you have had
21 experience living at or below the poverty line, but
22 I'm here to tell you what it's like. Just for a
23 little bit of background, if you don't mind me
24 taking a minute, I had owned a business for about
25 12 years. And last October I was diagnosed with

1 stage four breast cancer, which is the final stage.
2 And after a little research found out that I had a
3 13 percent chance of survival. And I was forced to
4 quit working. And I am now on a fixed income of
5 \$832 a month. Now, I'd like to know how many of
6 you can tell me exactly where any projected fuel
7 increases are going to come out of my so-called
8 paycheck. I just don't see where. This fuel
9 adjustment charge or surcharge, they say that it's
10 based on cost. Well, is it -- is it a gift for the
11 spectacular job you did cleaning up after the
12 storm? I mean, there were people in my
13 neighborhood that were without power for nine days
14 after the storm. Is it the magnificent job you did
15 with the Taum Sauk Reservoir? I'm a little
16 confused here. I don't see why they need to be
17 given the arbitrary power to raise the rates
18 whenever they wish. I know that there are a lot of
19 people like myself who are on fixed incomes who
20 were not able to come here because, A, they didn't
21 hear about it because it was not advertised at all;
22 and, B, it's not on a major mass transit route. So
23 unless they have a vehicle, they're out of luck.
24 So that's why this room is mostly empty tonight. I
25 just think it's an outrage. And even people that

1 are working -- as you may know Missouri has the
2 appallingly low minimum wage of \$5.15 an hour.
3 And, you know, these people are lucky if they can
4 afford to put food on their table, you know, much
5 less deal with rate increases. And also with the
6 global climate change that's been occurring and
7 we've been having 100 degree days for a week at a
8 time. And I'm sure that that's going to happen
9 next summer as well. And there were dozens of
10 people this summer that perished because they could
11 not afford to keep their air conditioner on. Now
12 do we really need to give the utility companies the
13 arbitrary power to raise rates -- at a time when
14 people are dying because they cannot afford to pay
15 their power bills? I just wish that reality would
16 appear before you folks before you decide to make a
17 decision that could cost lives in this state. And
18 I think that's all that I have to say.

19 MR. KELLY: Does anyone have any questions?

20 JUDGE DALE: Mr. Kelly.

21 MR. KELLY: Do any of the commissioners have
22 any questions for the witness?

23 JUDGE DALE: Not here.

24 COMMISSIONER GAW: Thank you for coming,
25 ma'am.

1 MR. KELLY: Is the next one Ruth Grill? How
2 about John Moyle?

3 MR. MOYLE: Close. John Moyle.

4 MR. KELLY: Sorry, John.

5 MR. MOYLE: Well, I'm another one of those
6 people that didn't expect to be coming here
7 speaking today because I found out about it today,
8 but we're here and hopefully we'll work it out. I
9 agree with my senator when she said that Ameren is
10 pretty well run and they've done a good job with
11 working with the State to try to keep the rates
12 down. And if Ameren came to me and said that they
13 needed to do a marginal rate increase in general I
14 might have less problem with that. But they're
15 talking about a fuel surcharge increase that is
16 because of the cost of fuel going up. I don't have
17 the ability to get a fuel surcharge increase in my
18 budget at home when my cost of fuel has gone up.
19 In a sense we're all customers of the State of
20 Missouri here. One customer is seeking special
21 consideration over the cost of fuel, versus the
22 rest of the customers that have no special
23 consideration from the State over the cost of fuel,
24 be it fuel taxes or anything else. I don't think
25 one should be looked upon more favorably than the

1 other. That's pretty much all I have to say.

2 JUDGE DALE: Thank you, sir. Are there any
3 questions from the bench?

4 COMMISSIONER GAW: John, excuse me. Judge, I
5 realize that we don't have to swear witnesses in
6 for this, but it would be helpful I think to have
7 some identifier in case we needed to contact them
8 for some reason. And I don't know if we're getting
9 addresses or contact information in the event.

10 MR. KELLY: There are addresses on here.

11 COMMISSIONER GAW: Will that be made a part of
12 the file so we can see that?

13 MR. KELLY: I submit it to the rate clerk law
14 judge.

15 JUDGE DALE: Tell the location where they can
16 get those before those witnesses leave.

17 COMMISSIONER GAW: Yes, Judge. Kevin Kelly
18 just said that the information is on the list, sign
19 up list. So we will have it evidently.

20 JUDGE DALE: Okay. Thank you. There are no
21 questions on this end, Mr. Kelly.

22 MR. KELLY: Dennis Anderson. Mr. Anderson, if
23 you would after we're done, I'll need your address
24 because we put your name on here at the end. Thank
25 you.

1 MR. ANDERSON: Thank you, Judge. Thank you,
2 Commissioners for allowing me to speak. I'm a
3 former alderman for the City of Pagedale and I'm
4 also a teacher. And I just recently just heard
5 about this commission just as well like the others
6 on the news this evening. And I told my wife I'm
7 coming right over. My basic concerns are this: I
8 believe these rate increases or this rate
9 surcharge, please correct me if I'm stating it
10 wrong, is seasonal to me. What I mean by seasonal
11 is that it seems like utility commissions or
12 utility agencies always talk about rate increases
13 at their highest rate time, or rate peak during the
14 year. I never hear of one talking about surcharge
15 during the low times in the winter. It always
16 seems to be during the peak period where they could
17 show the need. And that's my biggest concern. I
18 mean, I never heard anyone say this is our yearly
19 rate, our yearly average over the length of the
20 entire year. It seems like it's always during the
21 peak periods of -- or output during the summer
22 months, or during their highest demand. And I'm
23 just saying that to me it doesn't seem like it's
24 very equitable to those of us during the low times
25 when -- where the demand isn't there or is not

1 there. So I'm saying to base this rate increase on
2 during the summer, during the high peak output, to
3 me is unfair. Because that's when you could show
4 the highest level of consumers or usage during that
5 rate time. And I feel that it does the rest of us
6 a disservice who are fixed incomes. And I can't
7 speak as eloquently as the senator and the former
8 people who have been before me, but I think they
9 make the case just as well as I do. I feel that if
10 you're going to have this type of surcharge, I feel
11 that it should be looked at over the total usage
12 for the entire year. And it should have some real
13 limits set on it. But also, too, I wish someone
14 would come in and give me a surcharge when the
15 rates gets about 3.10, 3.50. And I don't have that
16 luxury. They tell me -- and I heard -- this is a
17 direct quote from my utilities. They told me when
18 I said I lost about maybe 500 or \$600 worth of
19 food, they said that's my problem. I need to work
20 through it. Why is it that they should have the
21 luxury of not working through it. That really
22 bothers me, that arrogance. That really bothers
23 me, you know. I feel that they should work through
24 it. Thank you for hearing me. I hope you have a
25 pleasant evening. Thank you. Thank you, Judge.

1 Thank you, Commissioners. Are there any more
2 questions?

3 JUDGE DALE: Are there any questions for
4 Mr. Anderson?

5 CHAIRMAN DAVIS: Thank you, Mr. Anderson.

6 COMMISSIONER APPLING: Mr. Anderson, thank you
7 for coming in. I know it could have been -- if you
8 would have known about it sometime it could have
9 been much better. But I apologize to you for the
10 fact you didn't get the notice earlier. But,
11 anyway, thank you for coming in tonight. I
12 appreciate your comments.

13 MR. ANDERSON: Thank you very much.

14 JUDGE DALE: Mr. Kelly, do you have any other
15 witnesses?

16 MR. KELLY: Judge, that's the last person I
17 have on the list. Is there anyone else? Okay.
18 Come on. If you want to go ahead and identify
19 yourself.

20 MS. STEELE: Of course. My name is Angela
21 Steele. And just quickly I just wanted to point
22 out that, you know, most of us work at jobs where
23 we're lucky if we get a 3 percent cost of living
24 allowance each year. And, you know, the 17.7
25 percent increase that was reflected here is rather

1 out of line with reality for the most of us. And
2 there was some discussion earlier about the
3 protective elements that were supposed to be in
4 place should this go through, and some is not the
5 same as sufficient. Hopefully it won't go through,
6 but should that happen despite the feedback that
7 you've received here this evening, I would hope
8 that there would be sufficient protective measures
9 implemented within the language of this. And
10 that's basically all I have to say.

11 JUDGE DALE: Before you leave -- two things.
12 One is make sure that you get your name and address
13 to Mr. Kelly.

14 MS. STEELE: Yes, ma'am.

15 JUDGE DALE: And the other thing is that the
16 17 percent that you're talking about is part of a
17 rate case. And you should be getting a billing
18 insert that notifies you about an opportunity to
19 comment on that rate case increase. And I hope
20 that you will bring your comments up again in that
21 forum as well.

22 MS. STEELE: Okay. I did have one other
23 comment because the information that was reflected
24 in the newspaper article that was e-mailed amongst
25 some of us here indicated that they did not expect

1 for the attendance to be very high because the
2 common layperson couldn't understand the language
3 of what was to be discussed anyway. And I
4 personally consider that an insult. And I think
5 for them to blatantly reflect that type of a mind
6 set is not helpful to their cause if they hope to
7 gain any support for this to be passed.

8 JUDGE DALE: Thank you. Are there any
9 questions from the bench in St. Louis?

10 CHAIRMAN DAVIS: Thank you, ma'am.

11 JUDGE DALE: Thank you. Is there anyone else
12 who would wish to testify or comment?

13 MR. APELL: Yes. My name is Scott Apell. I
14 did sign the list, but unfortunately no one could
15 read my writing. That's why my mother always said
16 I should be a doctor. I don't have anything
17 prepared. I came here mostly to crab about the
18 storm situation and the rate increases and also
19 this. And I was basically going to be here to
20 listen. Luckily by being the last, people that are
21 much more informed and more intelligent than myself
22 have already spoken most of my case. The one thing
23 that I look at is I look at -- I've always worked
24 in a factory. I'm your common person who doesn't
25 understand all this legal mumbo jumbo or whatever.

1 20-something years ago there was a referendum, if I
2 remember right, for the State of Missouri on
3 building a nuclear power plant in our -- you know,
4 in our area of Callaway County. And I was
5 amazed -- there's certain things in my life. One
6 was when I was in high school and I was in
7 government economics class. And this is during
8 Vietnam, '67, '68. And it always amazed me why a
9 person would spend a quarter of a million dollars
10 to run for an office that at that time was paying
11 \$50,000 a year. That stuck in my mind. It also
12 stuck in my mind that after this referendum was
13 finished and the bill was passed, that they could
14 build a nuclear power plant, that all these friends
15 of mine that worked along side -- I worked in a
16 printing company all my life -- and were scratching
17 their heads and said, I voted against that thing.
18 Well, the wording on the referendum was such that
19 if you voted no, it was actually yes, and vice
20 versa, which gets me to the point here, two things.
21 I could understand a need, you know, for increased
22 cost and this, that and whatever. You can see that
23 nowadays by going to any Mobile Exxon station most
24 of them in the city have now gone to the little
25 signs that have the 3.25 that they have to stick up

1 every morning with suction cups to electronic signs
2 so they can change these at will almost instantly.
3 There's no accountability with these people. And
4 like the senator said, and whatever, if you're just
5 passing things through, there's no incentive to cut
6 costs or retain costs, this, that or whatever. If
7 you have a rate case that has to go before a
8 certain period of time, there's some sort of
9 planning that has to be involved. These people are
10 not idiots. The gas companies are not idiots. I
11 guarantee you every time you see a 10 cent
12 increase, and it comes down 9 cents, then another
13 time you see 10 cent increase and it comes down 9
14 cents. You know, it never really gets down to
15 where it was originally. And this is all
16 preplanned by psychologists that work with their
17 company and whatever. If we're going to sit here
18 and basically let UE off the hook, I can understand
19 their reason for the cost. And I think one
20 gentleman said something about maybe that's okay
21 but at a slower rate. To sit here and let them say
22 well, we can go ahead and we've got to pay \$1 per
23 unit per cost where it was 50 cents before. Well
24 they've got professional people, and I don't work
25 for them, and that's why I don't work for them,

1 that have already taken all of this into
2 consideration and are supposed to be planning for
3 this. I guarantee you there's a lot of people down
4 there that don't hang electrical lines down there.
5 So to sit there and allow them this freedom, you
6 know, without any accountability except you say,
7 well, they have to come back and review this with
8 the PSC, yeah, well, possession is another thing
9 I've remembered in my life, possession is
10 nine-tenths of the law. You know, you try and
11 wrangle money out of these people, well, we've got
12 these costs here and we've got these costs here.
13 These aren't relevant to the rate increase for the
14 gas, you know, for their energy costs. Then we go
15 into Enron. Here we've got a middleman company
16 just bouncing the prices all over the place. So
17 what you're saying is instead of UE going back to
18 Enron and saying, well, listen, we can't pay this
19 we're going to have to buy from another source or
20 this, that or whatever, because electricity is
21 transmitted all over the United States and bought
22 from different companies. You know, if you're
23 going to sit there and allow them to do this,
24 what's the incentive for them to say, wait a
25 minute, we'll cut down on our paperwork. We can

1 fire somebody in the office that, you know,
2 normally monitors this. So there's no incentive
3 for them to keep their costs under control, even
4 the outside costs. If I don't want to go to
5 Wal-Mart, you know, I'm not going to drive them out
6 of business, but, you know, by not shopping
7 someplace it's going to help them control the cost.
8 One reason here -- by the way, in defense, there
9 were two articles in the paper. And I,
10 unfortunately, I'm the type of person that reads
11 the paper from cover to cover. There was an
12 article last week about this hearing and there was
13 an article tonight. So it wasn't totally
14 unannounced. They didn't put it up on Highway 40
15 on a billboard, but it was, you know, noticed. And
16 I did hear it on the news. But basically -- and I
17 guess in closing to let Ameren have this ability to
18 not be accountable for this in the short term and
19 just be able to float their rates, you know,
20 according to their costs is something like a wolf
21 guarding the flock. You know, it just doesn't make
22 sense. And one of the reasons too, at least my
23 belief, this is a little social thing. The reason
24 there's so few people here is because there's a
25 great apathy. You know, what's the use of me

1 coming to a meeting. This is my first meeting.
2 What's the use of me coming to a meeting and saying
3 something. I didn't plan on saying anything and
4 it's evident. But I know in a small way the PSC
5 works because I had a situation with the phone
6 company where I had a bad line. And they said,
7 well, you don't have in-house service and therefore
8 it's going to cost you 37.50 for us to come out and
9 check the line. I'm sitting next to a lineman.
10 He's got my house unplugged, got his phone plugged
11 into the line and it was, you know, staticky. I
12 even told that to the gentleman at Southwestern
13 Bell. Well, that doesn't matter. You don't have
14 in-house service. So basically, in closing, I
15 wrote a small letter to the PSC saying to me this
16 sounds like extortion. You know, I've got to buy
17 this service, this insurance that I don't need.
18 That's similar to the roaring 20's. You don't buy
19 protection, you know, I'm going to throw a brick
20 through your window. So in the small sense, to
21 those who are kind of apathetic, PSC does work a
22 little bit anyway. Thank you.

23 JUDGE DALE: Thank you, sir. Are there any
24 questions from the bench?

25 CHAIRMAN DAVIS: No, but Mr. -- is it

1 Mr. Apell?

2 JUDGE DALE: Anyone else wishes to testify or
3 comment?

4 CHAIRMAN DAVIS: Thank you, Mr. Apell.

5 JUDGE DALE: Beg your pardon?

6 MR. KELLY: Did she ask me something?

7 JUDGE DALE: I'm hearing nothing, so --

8 CHAIRMAN DAVIS: Anybody else wishing to
9 testify?

10 MR. KELLY: Is there anybody else who wishes
11 to testify tonight?

12 COMMISSIONER GAW: Hold on just a second,
13 Judge. You're just not hearing us. You're clear.

14 MR. KELLY: I think that's it.

15 JUDGE DALE: Okay. Thank you everyone for
16 coming. We really appreciate your coming out and
17 making all these comments and giving us this
18 feedback. And with that we will be adjourned.
19 Thank you.

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I N D E X

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| 5 | Joan Bray | 4 |
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| 13 | Angela Steele | 18 |
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| 15 | Scott Apell | 20 |
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| 19 | (No exhibits were marked for identification.) | |
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