

1 STATE OF MISSOURI
2 PUBLIC SERVICE COMMISSION
3 TRANSCRIPT OF PROCEEDINGS
4
5 IN THE MATTER OF UNION ELECTRIC)
COMPANY, d/b/a AMEREN UE FOR)
6 AUTHORITY TO FILE TARIFFS)Case No. ER-2007-0002
INCREASING RATES FOR ELECTRIC)
7 SERVICE PROVIDED TO CUSTOMERS)
IN THE COMPANY'S MISSOURI)
8 SERVICE AREA)
9
10 IN THE MATTER OF UNION ELECTRIC)
COMPANY d/b/a AMEREN UE FOR)
AUTHORITY TO FILE TARIFFS)Case No. ER-2007-0003
11 INCREASING RATES FOR NATURAL GAS)
SERVICE PROVIDED TO CUSTOMERS)
12 IN THE COMPANY'S MISSOURI)
SERVICE AREA)
13
14 PUBLIC HEARING
TAKEN JANUARY 8, 2007
UNIVERSITY OF MISSOURI-ST. LOUIS
15 ST. LOUIS, MISSOURI
VOLUME 6
16
17 CHERLYN D. VOSS, Presiding Regulatory Law Judge
DOUGLAS HEALY, Personal Advisor to Chairman Davis
STEVE GAW, Commissioner
18 LINWARD "LIN" APPLING, Commissioner
19 REPORTED BY: SUSANNAH L. WALMSLEY, CCR, CSR
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13 PUBLIC HEARING taken on the 8th day of
14 JANUARY, 2007 between the hours of twelve in the
afternoon and six in the afternoon of that day at the
15 location of UNIVERSITY OF MISSOURI-ST. LOUIS, One
University Boulevard Century Room of Millennium
Student Center, in the County of St. Louis, State of
16 Missouri, before Susannah L. Walmsley, a Registered
Professional Reporter, CSR and Notary Public, within
17 and for the State of Missouri, in the Matter of Union
Electric Company, d/b/a Ameren UE for Authority to
18 File Tariffs Increasing Rates For Electric Service
Provided to Customers in the Company's Missouri
19 Service Area and in the Matter of Union Electric
Company d/b/a AmerenUE for Authority to File Tariffs
20 Increasing Rates for Natural Gas Service Provided to
Customers in the Company's Missouri Service Area.
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23
24
25

1 A P P E A R A N C E S

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1 TRANSCRIPT OF PROCEEDINGS

2 JUDGE VOSS: I'm Cherlyn Voss. With me
3 today are Commissioner Steve Gaw and Commissioner Lynn
4 Appling and the Personal Advisor of the Chairman, Mr.
5 Doug Healy.

6 This the official hearing of the Missouri
7 Public Safety Commission. The statements will be
8 recorded by the court reporter. Although the purpose
9 of the hearing is to hear from you on the subject of
10 Ameren's hearing rate increase due to storm issues we
11 will also be taking testimony regarding any such
12 service issues.

13 This hearing is your opportunity to
14 testify and your remarks will be part of the official
15 case file in both the rate case and the storm service
16 issues case.

17 If you are unable to testify today for any
18 reason there are fliers to pick up over on the table.
19 On the back the fliers have a space for you to enter
20 your name and address and to also give your comments
21 in writing.

22 You can fill the form in today and give it
23 to a staff member or you can take it with you, fill it
24 out later and mail or fax it to the Commission. You
25 can also go to the Commission's website which is

1 listed on the back and file your comments on line.

2 No matter how they get to the Commission
3 they will be part of the official case file and the
4 Commissioners will be able to review them before
5 making a decision in this case.

6 For those who wish to testify live I will
7 call your name and generally in the order you signed
8 up to speak. When your name is called come forward to
9 the stand, don't worry about the microphones, and I'll
10 ask you to spell your name for the record and to give
11 your address then you will be able to give your
12 statement.

13 Please stay in the witness chair until you
14 are excused because the commissioners and some of the
15 counsel that may have questions for you and we want to
16 make sure all of your testimony gets into the record.

17 Also, please try not to talk when another
18 witness is testifying because the court reporter can
19 only record statements made by one person at a time
20 and we want everyone's comments to be recorded.

21 Does anybody have any questions about the
22 proceeding we are going to go through today?

23 The first witness I would like to call is
24 Senator Bray.

25 (Following comments and answers by Senator Joan Bray)

1 JUDGE VOSS: Is the testimony you are about
2 to give the truth, the whole truth and nothing but the
3 truth?

4 A. Yes.

5 JUDGE VOSS: Can you please state your
6 name and spell it for the record?

7 A. I'm State Senator Joan Bray, J-O-A-N
8 B-R-A-Y. And my address is 7120 Washington Avenue,
9 St. Louis, Missouri 63130.

10 JUDGE VOSS: And are you a customer of
11 AmerenUE?

12 A. I am.

13 JUDGE VOSS: Do you have any comments you
14 would like to make today?

15 A. I want to make some brief comments. I want
16 to thank you and the Commissioners and the proxy for
17 being here today. It's really important that you do
18 show up. And I also do want to thank the public who
19 is coming to testify today because this is such an
20 important issue.

21 The consumers and the customers are going to
22 have to speak loudly so they can be heard and I am
23 delighted that the first two hearings didn't seem to
24 quell the appetite for speaking out of the public.

25 I wanted to speak on behalf of my

1 constituents, the 167,000 people that I represent who
2 have been victims of storms and outages four times in
3 the past three years.

4 I think one particular constituent who was
5 out nine days last summer, five days in December and
6 this morning had another outage. That's who we are
7 here for.

8 I have long said that Ameren is a very well
9 run business. It is run well in terms of its return
10 to its investors. It is a good investment; however,
11 my concerns now are its return to its customers and
12 return to service. And I think we have seen serious,
13 serious issues. And as this case goes forward I am
14 glad that the customers are here to speak up to cast
15 doubts on the utility's ability to satisfy its
16 customers in the past and hopefully that they will in
17 the future.

18 I don't think a rate increase is what is
19 necessary to get that done. I know that the PSC staff
20 has recommended a rate decrease and from the
21 information I've had over the years I think that is
22 probably very appropriate. I guess one thing that I
23 do want to say is I hope through this process is that
24 the public is aware that because of the change in law
25 two years ago that as we go through this whole process

1 and there may not be a rate increase, but because of
2 the fuel surcharges that can be applied and
3 particularly as a result of this case the customers
4 can see their bills going up dramatically because of
5 the fuel surcharge that is allowed under law and which
6 I understand they have asked for this in case.

7 There were two other surcharges that allowed
8 in that law, the environmental surcharge and the
9 conservation surcharge that I think can't be part of
10 it maybe because the rules haven't been written or
11 something, but I just wanted the public to be made
12 aware that they need to speak up loud and long and
13 make sure voices are heard because it's not just the
14 matter of rate increase, it could be the allowance of
15 the surcharge that would make their bills as variable
16 as their gas bills are now.

17 So again, I appreciate your being here and I
18 thank the public for being here and I'm eager to watch
19 this process go forward because it is time that the
20 customers be heard and that Ameren listen and the PSC
21 listen too. Thank you.

22 COMMISSIONER GAW: I do have a few brief
23 comments. I just want to thank you, Senator Bray, for
24 coming. I don't know of any other elected official
25 who has been more active than you have been before the

1 Public Service Commission and I want to compliment you
2 for that because it does make a difference what
3 happens in people's daily lives and utilities and how
4 reliable they are and how much it costs and to get
5 that service is important and I know you are aware of
6 that and I want to thank you for that.

7 A. Thank you for those comments. It's clearly
8 part of my job and I relish it. Thank you.

9 COMMISSIONER APPLING: Senator, thank you
10 and good to see you. I was in University City last
11 night when someone called me on my cell phone and said
12 my house is dark and I can't get in it so it was last
13 night in your district and it was in University City
14 and I was down there.

15 A. Well, I hope you spent some money in the loop
16 or something.

17 COMMISSIONER APPLING: I went to the
18 grocery store and that's when they called me, but
19 thank you. Good to see you again.

20 PERSONAL ADVISOR HEALY: The Chairman
21 would like to thank you for being here. It is
22 appreciated. Any remarks made today will be relayed
23 back to the Chair. Thank you very much.

24 A. I know that and I appreciate it. Thank you.

25 JUDGE VOSS: Thank you.

1 I want to take entries of appearance by
2 the parties represented by counsel beginning with you.

3 MR. BYRNE: I'm Tom Byrne, representing
4 AmerenUE. My address is 1901 Chouteau Avenue, 63103.

5 JUDGE VOSS: Thank you. Office of the
6 Public Counsel.

7 MR. MILLS: On behalf of the Office of the
8 Public Counsel and the public, my name is Lewis Mills.
9 My address is 200 Madison Street, Jefferson City,
10 Missouri 65102.

11 JUDGE VOSS: John Coffman?

12 MR. COFFMAN: John B. Coffman, 871 Tuxedo
13 Boulevard, St. Louis, Missouri 63119.

14 JUDGE VOSS: We are doing entries of
15 appearance for the court reporter so if they have
16 questions of the witness they will know who is asking
17 the question.

18 MR. COFFMAN: I am appearing on behalf of
19 AARP and the Consumers Council of Missouri.

20 JUDGE VOSS: Any others represented by
21 counsel today?

22 JUDGE VOSS: Then we will call the next
23 witness.

24 Mable Jackson.

25 (Following comments and answers by MABLE JACKSON)

1 JUDGE VOSS: Is the testimony you are
2 about to give the truth, the whole truth and nothing
3 but the truth?

4 A. Yes.

5 JUDGE VOSS: Could you please state and
6 spell your name for the record?

7 A. Mable, M-A-B-L-E, Jackson, J-A-C-K-S-O-N.

8 JUDGE VOSS: And What is your address?

9 A. 1133 June Avenue, Spanish Lake 63138.

10 JUDGE VOSS: Are you currently a customer
11 of AmerenUE.

12 A. Yes, ma'am, I am.

13 JUDGE VOSS: Do you have any comments you
14 would like to make today?

15 A. Yes. I wrote these out. If AmerenUE has had
16 no losses and it continues to have a proxy, if I had
17 \$10,000,000 and you had \$100,000,000 I would not be
18 comparing my millions to yours because we both would
19 be doing well regardless of the time factor, one year
20 or twenty years.

21 This isn't to say that I'm against companies
22 making high profits. What I am saying is that I am
23 against companies making high profits by putting their
24 sustainable expenses back on the customers because
25 there's absolutely no one anywhere putting any extra

1 money back onto our incomes to pay for your higher
2 rates.

3 Say you have 50,000,000 now in operating
4 expenses. Spend it uprooting, not trimming, because
5 in about a year those trees are going to be back again
6 and probably the branches will be fuller than they
7 were before. Uproot these trees along the lines
8 caught in these previous three storms. Get your own
9 trained supervisory crew to oversee and report to you
10 on the contractors that you hire. Then yearly
11 continue this process until all lines are permanently
12 cleared of trees.

13 Next, hire your own permanent maintenance
14 crews to check the poles and transformers and wires.
15 AmerenUE, ask Missouri Public Service Commission,
16 Missouri legislators to legislate the removal of trees
17 on private property lines.

18 I would rather have a tree removed from my
19 property than have no lights, no heat and spoiled food
20 due to fallen trees from your power lines.

21 And last, I juggle my gas and electric bills
22 by paying when the bills are higher. For example,
23 when the electricity is higher in the summertime I try
24 to pay on it so they won't cut it off, keep them from
25 cutting it off, and then in the wintertime when it's

1 not supposed to be as high then I try to get it
2 current, pay it all at one time. Same thing with gas.
3 In the wintertime the gas is higher so I pay as much
4 as I can to keep from getting it cut off and then in
5 the summertime when it's supposed to be lower I bring
6 it to the current amount. Thank you.

7 JUDGE VOSS: Thank you.

8 COMMISSIONER GAW: Ma'am, I don't have too
9 many questions, but just a couple. Could you tell me
10 what your outages were like this year?

11 A. This time they were out four days. And we
12 ended up going to a motel to stay.

13 Q. Is that during the ice storm?

14 A. Yes, this very last one. Prior to that it
15 was out, I forget the time it was out, but it's a
16 terrible situation to be in I can tell you again. The
17 house gets very cold, your food spoils, you have no
18 lights. It's really hard.

19 COMMISSIONER GAW: And you were four days
20 in a motel or hotel?

21 A. Yes, this last one.

22 COMMISSIONER GAW: Did you have to do that
23 during the summer outages as well?

24 A. No, I went to stay with my son.

25 COMMISSIONER GAW: But you still had

1 outages then too?

2 A. Oh, yes.

3 COMMISSIONER GAW: Do you have a problem
4 with reliability during other times of the year other
5 than during the storms, do you know?

6 A. Well, no, not really. What appears to me is
7 that the transformer which is located somewhere on
8 Redmond, and I overheard the guys talking about it
9 when they were fixing it in the prior storm, that the
10 transformer had gone out on Redmond. Consequently,
11 when I passed this very last one I noticed that the
12 lights were out at Redmond in that area, so when I
13 finally got through to a person rather than all that
14 telephone thingamajig I told them that I really needed
15 to get the lights back on because our son there is a
16 diabetic and we needed to get some food in.

17 So within that four day time after we got a
18 motel they did turn it back on. I thought that was
19 really good. I appreciated them getting it back on,
20 but I explained to them that the transformer whenever
21 it went out at Redmond, in that particular area,
22 Spanish Lake will always be out on our street.

23 COMMISSIONER GAW: And you don't know what
24 the cause -- you started to say the transformer. Was
25 it a transformer you think that caused it?

1 A. I have no idea. I just mentioned it because
2 it was out there and, like I said, I overheard workers
3 on the previous storm saying that the transformer went
4 out on Redmond and when they got that fixed our lights
5 came back on so I assumed it was the same situation.

6 COMMISSIONER GAW: Thank you very much.

7 A. Thank you very much.

8 JUDGE VOSS: I have one question. With
9 calling into the service department did you have a
10 difficult time getting a hold of people, did you have
11 to make a lot of phone calls?

12 A. Absolutely, but I have patience.

13 JUDGE VOSS: Okay. Thank you.

14 A. Okay.

15 JUDGE VOSS: I'll call the next witness.

16 Fredricka Lainoff.

17 (Following comments and answers by FREDRICKA LAINOFF)

18 JUDGE VOSS: Do you swear or affirm that
19 the testimony you are about to give is the truth, the
20 whole truth and nothing but the truth?

21 A. I do.

22 JUDGE VOSS: Could you please state and
23 spell your name for the record?

24 A. Fredricka Lainoff, F-R-E-D-R-I-C-K-A
25 L-A-I-N-O-F-F. I live at 10367 Oxford Hill Drive and

1 that'S in St. Louis, Missouri.

2 JUDGE VOSS: And are you a customer of
3 AmerenUE.

4 A. Yes, I am.

5 JUDGE VOSS: Do you have some comments
6 you'd like to make today.

7 A. Yes, I do.

8 Ladies and gentlemen, I want to thank you for
9 having these hearings concerning the AmerenUE rate
10 increase that could mean an average of \$6 per month
11 increase per customer.

12 Reading the Post Dispatch about last week's
13 testimony it would seem that everyone testifying
14 against this increase is presenting the argument of
15 the inefficiencies of this utility and lack of
16 preparedness to the two recent storms that left
17 hundreds of thousands of customers without
18 electricity, some for over a week. Somehow, my
19 neighborhood survived.

20 I'm not here to complain about the
21 inefficiencies of this utility over the years. I'm
22 here to present a case concerning the hardship one
23 more increase in cost of services will mean to over 10
24 percent of the Greater St. Louis population, senior
25 citizens.

1 I am a member of a senior group who for the
2 37 years have spoken out for seniors living in
3 missouri. In the past working with other groups we
4 were able to obtain the Circuit Breaker Law to assist
5 seniors with the cost of housing, the Elder Abuse Law
6 and the recently passed Assisted Living Bill and there
7 will be many more coming up in this legislative year
8 and we will be working with our other groups together
9 watching out for our seniors.

10 I happen to live in a heavily populated area
11 of seniors living independently in their own homes or
12 apartments. With a grant from the U.S. Government I
13 am fortunate to benefit from a pilot project,
14 Naturally Occurring Residential Communities (NORC), a
15 program to assist seniors to enable them to live in
16 their own homes as long as possible.

17 We don't often talk about our finances when
18 we get together, but in recent meetings this subject
19 has come up. In December seniors in the United States
20 received a statement from the Federal Government
21 showing the amount they would receive from Social
22 Security in 2007. That statement also showed an
23 increase for Medicare and in my case the Social
24 Security increase barely covered that Medicare.

25 Every senior I know also received a letter

1 from their supplemental Medicare insurer, if they have
2 any, informing of the increase they will pay for 2007.
3 Several of my friends have not found Plan D, the
4 prescription drug program, to be the panacea it was
5 touted to be.

6 They fell into that doughnut hole that you
7 hear about and they didn't come up covered in
8 chocolate, they came up in debt.

9 We all share information about bargains at
10 the grocery store that can help cut the rising cost of
11 groceries. And one member bragged about the fact that
12 she made it to her meeting walking the two blocks with
13 her walker and she hoped that the weather would
14 continue to stay nice so she could continue getting to
15 her activities because she can't afford the gasoline
16 anymore, only for doctors appointments and other real
17 necessities, but her hip sure was hurting and the
18 water exercises that morning hadn't helped very much.

19 We are the seniors who all our lives worked
20 in social services, hospitals, factories, et cetera.
21 Some of the women and most of the men served in World
22 War II and the Korean War. We thought our retirement
23 would be easy, a time to travel and do the things we
24 enjoy. For many of us the first years worked out
25 okay, but then we found that the pension didn't go as

1 far as we would hoped, if we had a pension. We had to
2 dip into the savings more and more to cover the rising
3 costs to just get by.

4 Some, like the woman who sat across from me
5 in the very recent discussion group, stated that she
6 was dropped from her medical coverage by the firm she
7 had worked for for 40 years. We had never thought we
8 would be able to live only on the auspice of Social
9 Security. We planned for retirement and somehow it
10 just doesn't stretch to cover the rising costs of
11 living on housing, property taxes, increased costs to
12 maintain our home, if you live in your own home. Many
13 seniors live in apartments and the rent goes up every
14 year.

15 More and more I'm seeing seniors looking for
16 that part-time job. Not because they want to, they
17 have to. And they are glad to find that job whether
18 it's bagging groceries or wiping up tables at the fast
19 food place.

20 When I was thinking about coming here today
21 to share the financial burden \$6 a month would be to
22 seniors I thought you might all think I'm nuts, one of
23 those who, like my dear mother used to say, "cried
24 poor with two loafs of bread under their arms."

25 I thought I would check and see what the

1 statistics would tell me. Going to my computer I
2 pulled up www.Missouri.gov and then went to Health and
3 Senior Services, "Missouri Senior Report" and I found
4 the following information:

5 Here's a copy of that report. This is for
6 the five counties of the greater St. Louis area.
7 Franklin County, 12.6 percent of the population are
8 seniors. Their average monthly income is \$1,298.
9 Jefferson County, 10 percent of the population are
10 seniors with income \$1,641 a month. This is a month.
11 St. Charles, 9.8 percent are seniors. It's a young
12 community, families, young families. The average
13 income is \$1,448 a month. St. Louis County, 14.3
14 percent are seniors. Their average income is \$2,149 a
15 month. St. Louis City, 12.2 percent are seniors,
16 income averaging \$2,382. So what we see is in
17 populated areas it's not as difficult to find
18 part-time work.

19 The majority of us are what I have termed the
20 dignified poor seniors. If the Public Service
21 Commission had not stated that this increase is not
22 necessary I don't know if I would spend my time
23 digging up these statistics, staying up late last
24 night and getting up early this morning to make sure I
25 could come here and present a good case for the senior

1 community, but the PSC did say not only is this
2 increase not necessary, but we should even get a cut
3 in cost.

4 The \$6 a month will end up being more if the
5 40 percent increase to businesses is made because
6 businesses will pass that on to the consumer. The
7 seniors I represent can't absorb another increase in
8 the cost of living. We are not poor enough to be able
9 to get assistance and we are not wealthy enough to sit
10 back and not worry. We may not be your family or your
11 parents, but if we were, what I described, is this the
12 kind of life you would like them to have? Thank you.

13 JUDGE VOSS: We'll mark that as an
14 exhibit.

15 COMMISSIONER GAW: Ma'am, I want to thank
16 you for coming in for that fine presentation.

17 A. Thank you.

18 COMMISSIONER GAW: And just a few
19 questions. First of all, you said you represent a
20 senior group. Is there a particular name of this
21 group or are you coming for seniors in general?

22 A. I haven't been authorized by my organization
23 to present testimony.

24 COMMISSIONER GAW: I understand.

25 A. And therefore I did not mention it.

1 COMMISSIONER GAW: That's fine. I think
2 I'm generally aware of the group from past experience.
3 I want to stay to you --

4 A. We were affiliated with a community center.

5 COMMISSIONER GAW: Yes, ma'am. I want to
6 say to you that I think everybody knows this, but
7 sometimes doesn't acknowledge it. The greatest parts
8 of this country are here because of your generation
9 and the fact that anyone should be discussing whether
10 or not anyone in your generation is having a difficult
11 time is amazing to me.

12 A. It's very sad.

13 COMMISSIONER GAW: It is indeed. I want to
14 thank you for making sure to remind all of us on this
15 Commission of those facts.

16 It is also important I think that we
17 understand how consumers always fit together into this
18 picture of any kind of a rate proposal that comes
19 before the Commission. And I think you have done a
20 good job of giving us evidence of that.

21 A. Thank you.

22 COMMISSIONER GAW: Is there anything in
23 particular that you would like to tell us in regard to
24 service issues? You said you didn't lose service. Do
25 you know of others who did?

1 A. Oh yes, oh yes.

2 COMMISSIONER GAW: And is there anything in
3 particular you would like to tell us about that and
4 only if you feel you are comfortable doing that.

5 A. There's nothing I could add. People in their
6 homes have helped out their neighbors as best they
7 could.

8 I would like to add one thing. I tried last
9 night to try to find out what the salaries are for the
10 administrators of AmerenUE. I also tried to find out
11 what the board members are paid. A lot of people
12 don't realize when you sit on a board for something
13 like AmerenUE you get paid for that. And I couldn't
14 find that either. And I know that it must be part of
15 the public record. And I believe that would be great
16 if we could have that kind of information because I
17 think we are looking at people who like our baseball
18 players are getting pretty good salaries. I seem to
19 have that feeling. And I think we ought to know about
20 it.

21 COMMISSIONER GAW: I'm not sure if that is
22 a good comparison with baseball because you have a
23 choice about whether you go to your baseball game or
24 not.

25 A. That's true.

1 COMMISSIONER GAW: Thank you.

2 COMMISSIONER APPLING: Thank you very much
3 for coming, ma'am. We appreciate your testimony and
4 we are listening to what you have to say. Thank you.

5 PERSONAL ADVISOR HEALY: No questions.
6 Thank you very much.

7 A. Thank you. And thank you for representing
8 us.

9 JUDGE VOSS: Thank you.

10 Franklin Morris.

11 (Following comments and answers by FRANKLIN MORRIS)

12 JUDGE VOSS: Do you swear or affirm that
13 the testimony you are about to give is the truth, the
14 whole truth and nothing but the truth?

15 A. I do.

16 JUDGE VOSS: Could you state and spell your
17 name for court report?

18 A. Franklin Morris, F-R-A-N-K-L-I-N
19 M-O-R-R-I-S.

20 JUDGE VOSS: And what is your address?

21 A. 335 St. Eugene Lane, Florissant, Missouri
22 63033.

23 JUDGE VOSS: And are you currently a
24 customer of AmerenUE?

25 A. Yes, I am.

1 JUDGE VOSS: Any comments you would like to
2 make today?

3 A. I've lived in the same house since 1970 and
4 we never had the kind of power problems that we have
5 today. We were out seven days and two hours in July.
6 We were out five days in December of this last storm.

7 And the one thing that I want to talk about
8 today is I have three children that live in the area,
9 one lives in Florissant, the Cindy Morris family. And
10 then Terry Morris, who was a victim of Katrina, they
11 moved to St. Louis and they were victims in July and
12 December. And my daughter lives across the street
13 from them and they were out, Terry and Alice were out
14 seven days and Cindy and her family were out seven
15 days.

16 My son Terry has three special needs
17 children. They've been trying to get on a list to be
18 able to get some kind of a generator or something.
19 And every time they called they have been denied. And
20 these children were born premature in 2000. They are
21 seven years old now and they have to have special
22 needs. They've been treated and have been on
23 television at Children's Hospital which is one of the
24 best hospitals in the world.

25 They did have good hospitals in New Orleans,

1 but when Katrina flooded that out they had to seek
2 transfer to St. Louis which they now live in the
3 Jesske Park area. Basically that's what I want to see
4 is if we can get these children on the list and when
5 the next big storm comes up, who knows, it may never
6 come up again, and if it does they should be able to
7 get (inaudible). They were in a hotel at St. Charles
8 and stayed there for the seven days. And that's the
9 only comments I have to make.

10 One other comment too, AmerenUE has not
11 trimmed trees in my area for the past fifteen years.
12 And that's a fact. One of the tree companies did cut
13 some limbs off of a tree in the duplex area two houses
14 down from mine and they only got stuck once.

15 COMMISSIONER GAW: Mr. Morris, I think I
16 understood you said you have not had your trees
17 trimmed in the last 15 years?

18 A. That is correct, sir. They used to, people
19 would come by every so many years, like every three or
20 four years, but that's long past and it hasn't been
21 done since.

22 COMMISSIONER GAW: So what do the lines and
23 the trees around them look like in your area?

24 A. Some of them are pretty tall. Some of them
25 are underneath the lines now, going up to them.

1 COMMISSIONER GAW: So there are limbs that
2 are through the lines themselves where you live?

3 A. Some, but not much. We don't actually really
4 lose that much power it seems like right in our
5 immediate area, but it's up and down.

6 We live on a Metropolitan Sewer District
7 creek that used to be a creek and they dug all of that
8 out and put concrete in. And at the time they were
9 supposed to have put a concrete slab across and we
10 were supposed to gain more of our land back and
11 instead we lost that. They just don't do the
12 trimmings they used to do.

13 COMMISSIONER GAW: And before that 15 year
14 period you talked about the tree trimming was more
15 frequent?

16 A. It was more frequent, yes, sir, it was.

17 COMMISSIONER GAW: And I take it you liked
18 that better.

19 A. Absolutely. Absolutely. I'm not a very good
20 tree climber.

21 COMMISSIONER GAW: Now the three children
22 that you mentioned, again, can you give me any basic
23 understanding of what their needs are?

24 A. Yes. There are two girls and they have
25 problems. They've been treated at Children's

1 Hospital. They've been retrofitted with knee braces
2 and things like that. And if you ever watch Channel 5
3 or Channel 4 news you've seen them on the TV
4 frequently.

5 And I can't say enough for the doctors and
6 the nurses at Children's Hospital.

7 They have problems moving. And one of the
8 girls has to sleep in a special bed that was built for
9 her in Slidell, Louisiana at the hospital there and
10 she gets into it and then they fasten her into it.
11 She has a tipping thing. And that is one of the
12 things she misses the most when she had to go to the
13 motel for seven days, she wanted her bed. She had a
14 hard time sleeping without it.

15 COMMISSIONER GAW: Okay. That's helpful to
16 me. So there is a direct connection between having to
17 leave the home and her care?

18 A. Yes, sir. And two of the girls, they both
19 had to have shunts in the back of their neck to keep
20 it from going into their head, their brain. They get
21 good, good care at Children's Hospital.

22 COMMISSIONER GAW: Thank you very much for
23 coming today, sir. I appreciate your help.

24 COMMISSIONER APPLING: Mr. Jackson, thank
25 you for coming. But just one question, please.

1 Mrs. Jackson when she came up earlier, her
2 testimony was to remove trees. If the Public Service
3 Commission should choose to seek legislation what do
4 you think your concern and your neighbor's concern
5 would be trimming versus removing those trees which is
6 close enough to the lines that it would cause damage
7 in the future? What would your response be to that?
8 Please share that with me.

9 A. I think it would be a good idea if they could
10 cut all of the trees down as far as I'm concerned.

11 COMMISSIONER APPLING: What do you think
12 the neighbors down the street would say?

13 A. With all this outage I would think they would
14 be glad to see it to. The front part is where your
15 big trees are. It's in the back of the yard that's
16 where all this brush keeps going up and you know how
17 fast brush goes. It just keeps growing and we have no
18 way to trim it. We can't get down in the sewer line.
19 I guess it's about 8 feet deep down there. Sometimes
20 the water runs to it and it's 6 feet deep.

21 COMMISSIONER APPLING: Thank you very much
22 for coming out today and thank you for your answers,
23 sir.

24 A. Thank you very much.

25 JUDGE VOSS: Byron Price?

1 (Following comments and answers by BYRON PRICE)

2 JUDGE VOSS: Do you swear or affirm the
3 testimony you are about to give is the truth, the
4 whole truth and nothing but the truth?

5 A. Yes.

6 JUDGE VOSS: Would you please state and
7 spell your name for the record?

8 A. Byron Price, B-Y-R-O-N P-R-I-C-E. 1520 78th
9 Street, University City, Missouri 63130.

10 JUDGE VOSS: And are you a current customer
11 of AmerenUE?

12 A. Yes.

13 JUDGE VOSS: Do you have any comments you'd
14 like to make today?

15 A. Yes.

16 JUDGE VOSS: Please proceed.

17 A. Dear Public Service Commission: As an
18 elected official Councilman of the Third Ward of
19 University City, husband and parent, I am speaking in
20 opposition to the rate increase requested by AmerenUE.
21 The reasons for this denial are poor customer service
22 and lack of maintenance of their right-of-ways and
23 equipment.

24 We have had two outages in my neighborhood.

25 At my house we were out for eight days during the

1 summer and four days during the winter. My wife tried
2 to be brave during the winter. We lasted one day and
3 we had to get out of the house.

4 My family and the residents I serve have felt
5 the wrath of two power outages. These outages cost
6 tree men house financial loss, medical hardship and
7 possible loss of life. For example, people were
8 staying in homes in 100 degree weather and freezing
9 temperatures during this last outage.

10 I also witnessed two elderly ladies 70 years
11 plus explaining how they were surviving in their homes
12 by sleeping in their kitchen near the stove. This is
13 a very dangerous situation; however, when we have
14 people who have no where to go or the financial
15 resources they will do whatever is necessary to
16 survive.

17 Therefore, as an elected official I recommend
18 that this request be denied due to their lack of
19 maintenance and poor customer service.

20 I have for the record service outages that
21 have lasted for 687 days. We have a University
22 service because to me I get nervous when you tell me
23 you have to transport your crew from other states.
24 That makes we very uncomfortable because that let's me
25 know you have no major presence in an area as big as

1 the St. Louis Metropolitan Area.

2 We've had street lights out for 687 days,
3 686, 302 days, 350 days and that backs up my
4 suspicions that they have no local crews here. So
5 when it comes to common maintenance ongoing there is
6 nobody here to do it. We put in request after request
7 after request and nothing is done. So I don't see how
8 you can ask for more money when you are not dealing
9 responsibly with the money that you have. So that's
10 my comment.

11 JUDGE VOSS: Excuse me, one moment,
12 please. We have some questions for you.

13 COMMISSIONER GAW: Mr. Price, thank you
14 for coming. I want to ask you about the outages that
15 lasted 687 days. That refers to the outages for the
16 City, University City?

17 A. Right.

18 COMMISSIONER GAW: Over what period of
19 time, do you know?

20 A. It was recorded, we had one outage that was
21 recorded January 25th of '05 and it's been out for 687
22 days.

23 COMMISSIONER GAW: This is a street light
24 or street lights?

25 A. It is a street light.

1 COMMISSIONER GAW: So you -- this is a
2 responsibility -- help me out with this process. This
3 is a responsibility that Ameren has when the City
4 contacts them to fix whatever the issue is with the
5 street lights?

6 A. Yes.

7 COMMISSIONER GAW: And this is one
8 incident. And do you have any correspondence or any
9 documentation?

10 A. Our City Manager has sent the correspondence
11 to AmerenUE related to these issues.

12 COMMISSIONER GAW: Yes. Is there a
13 response back from Ameren that you know of?

14 A. I can't make a comment on that. I wouldn't
15 know.

16 COMMISSIONER GAW: You don't know?

17 A. Right. All I do know is, well, I'll give you
18 an example.

19 COMMISSIONER GAW: Sure.

20 A. One street on Etzel was out 217 days. That
21 went out April 10th of '06. That has just recently
22 been turned on. But what happens is we get the brunt
23 of the residents because they don't understand why is
24 this taking so long.

25 COMMISSIONER GAW: Do they sometimes blame

1 the City?

2 A. Yes.

3 COMMISSIONER GAW: Do you hear about it?

4 A. Yes, I hear about it.

5 COMMISSIONER GAW: So there is a contact
6 made with Ameren, but you are giving me the
7 information on how long things have been out. Is that
8 record available to us?

9 A. Yes.

10 COMMISSIONER GAW: Is it something we could
11 have?

12 A. I made copies.

13 JUDGE VOSS: Give her a couple. We'll
14 mark it Exhibit 3.

15 Would you like to explain what it is a
16 little bit to give background for the exhibit, what
17 the other Commissioners are looking at. It is lights
18 and the days they've been out?

19 A. Yes. It will list reported day, location,
20 address, who is responsible, description and it also
21 has headers of whether it's a light out or whether
22 it's broken, et cetera, so they can track all of the
23 way across.

24 JUDGE VOSS: Is the date the date it's
25 reported to your office or the date you reported it to

1 Ameren?

2 A. I believe it's the date it was reported to
3 Ameren.

4 JUDGE VOSS: Okay. Thank you.

5 COMMISSIONER GAW: And, Councilman, if I
6 remember correctly there have been some witnesses that
7 have testified in other hearings about reliability
8 issues in University City on electricity. And I'm
9 just wondering if you have any knowledge of outages
10 and problems on outages that have occurred other than
11 the two storms that you mentioned. And if you don't,
12 that's fine.

13 A. The only comment I would like to make on
14 that, I do know for sure the street I live on that the
15 same pattern happens over and over. Everybody gets
16 powered up first and then our block is always last.
17 So there has to be a problem with the same source.

18 The only other comment I would like to make
19 is what troubled me about this winter storm is somehow
20 this was the greatest winter storm in the history of
21 St. Louis. And I just turned 50. This is not the
22 greatest winter storm in the history of St. Louis
23 because there's been times -- I used to be a
24 forecaster where we had 52 below for a week straight,
25 we've had two feet of snow where your cars were

1 covered, so I've been through some storms.

2 So I was puzzled about how all of the sudden
3 this is this great tragedy of ice. And it's not. So
4 I hope whatever they are doing that it gets fixed.
5 And this is a public regulated utility and people's
6 lives are at stake. This is not a warning. This is
7 something people need.

8 And I'm very disturbed how carte blanche this
9 company has been with maintenance of its
10 infrastructure. Thank you.

11 COMMISSIONER GAW: You said you used to be
12 or you are a forecaster?

13 A. Yeah, a long time ago I used to work for
14 Southwestern Bell and we had to forecast how many
15 workers we needed, operators, based on weather.

16 COMMISSIONER GAW: Yes, sir?

17 A. And I was a young guy then and then we had
18 this tremendous snow storm where your car was covered
19 and I don't remember during that period where power
20 went out. I remember other ice storms where we didn't
21 have these massive outages.

22 And I don't remember since this Ameren took
23 over of seeing any utility truck when it's not a major
24 outage. I mean, I just don't see any service trucks
25 anywhere. And I can't recall, as the gentleman said,

1 they may have, but I don't recall anyone in the last
2 10 or 15 years trimming any right-of-way behind my
3 house. I just don't remember it.

4 COMMISSIONER GAW: I'm going to stop with
5 that. Thank you very much for being here.

6 A. I appreciate it.

7 COMMISSIONER APPLING: Mr. Price, thank you
8 for coming out. I think Commissioner Gaw asked a lot
9 of the questions, so I won't ask you anything.

10 A. Thank you very much.

11 JUDGE VOSS: Thank you.

12 Bethany Porter?

13 (Following comments and answers by BETHANY PORTER)

14 JUDGE VOSS: Do you swear or affirm the
15 testimony you are about to give the truth, the whole
16 truth and nothing but the truth?

17 A. I do.

18 JUDGE VOSS: Could you state and spell your
19 name for the record?

20 A. Bethany Porter, B-E-T-H-A-N-Y P-O-R-T-E-R.

21 JUDGE VOSS: And what is your address?

22 A. 302 Thoroughman, T-H-O-R-O-U-G-H-M-A-N,
23 Avenue in Ferguson.

24 JUDGE VOSS: And are you currently a
25 customer of AmerenUE?

1 A. Yes.

2 JUDGE VOSS: Do you have a comment you
3 would like to make today?

4 A. Yes, I do.

5 JUDGE VOSS: Please proceed.

6 A. I have a statement here. Behind our home is
7 a utility easement with a low lying line, leaning
8 utility poles and most importantly a plethora of
9 overgrown vegetation including trees, English ivy and
10 a number of other weeds.

11 In the four years I've lived at this address
12 I've yet to see any kind of trimming or maintenance
13 work done on that easement. During these four years
14 we have suffered more than twelve outages of varying
15 duration.

16

17 The concern in our neighborhood is not about
18 aesthetics. Throughout the Jesske Park neighborhood
19 bordered by New Florissant and Elizabeth Avenues in
20 the west and east, Powell and Herford Avenues on the
21 north and south the concern is for the young families
22 and older residents throughout the area.

23 Of major concern this summer during the eight
24 day outage our neighborhood suffered were the elderly.
25 The Fields, who live two doors up, were in a

1 particularly bad situation with the 88 year old Mrs.
2 Fields growing more confused daily as she was forced
3 from her home during the hottest days of the summer,
4 her condition deteriorating due to Alzheimer's and her
5 inability to stay in the familiar surroundings of her
6 home.

7 While our one year old son seemed to enjoy
8 sleeping in a tent and sweating constantly, his
9 grandmother two blocks and 82 years away was depressed
10 by the lack of response to the situation. She like
11 many other elderly residents was extremely reluctant
12 to leave the familiar setting of her hom of 50 plus
13 years much to the dismay of her doctor.

14 That many elderly residents were made to
15 suffer during the hottest days of summer and the
16 coldest days of winter was deeply troubling. Also
17 troubling was the duration of the outages and lack of
18 a coordinated response.

19 In the coldest days of 2006 again much of
20 Ferguson suffered five to seven days without power,
21 finding humor only in the repair estimate of three to
22 four days by Ameren.

23 While more frequent maintenance in an area
24 with so many old overgrown trees would be welcomed,
25 also at issue is the trust that Ameren has shattered

1 with its business practices.

2 We do not have a choice in this matter as
3 consumers and frankly we are fed up. The inability of
4 Ameren to be coordinated and truthful in their
5 response to the two so-called storms of the century
6 suffered in 2006 is troubling to say the least.

7 Utility trucks were not seen for days and the
8 Customer Service Center's response was not at all
9 helpful. The centers did not have useful, truthful
10 information if they were ever able to be reached.

11 Ameren seems to no longer care about what
12 their customers think, taking advantage of the fact
13 that they have no where else to turn.

14 The response after storms needs to be
15 improved dramatically in order to bring Ameren's
16 customers the service they deserve. That crews are
17 driving around surveying damage three to four days
18 after an outage is unacceptable. Damages could and
19 should be assessed within 24 to 48 hours after a
20 storm, the repair estimates after an outage to be
21 truthful and the line of communications open, not a
22 face saving PR effort.

23 Lastly, in light of the shattered trust
24 between Ameren and public a rate increase should not
25 be seriously considered in its atmosphere of slipshod

1 maintenance, untruthful communications with the
2 public, lackluster responses, record profits and
3 dividends on behalf of Ameren. Thank you.

4 COMMISSIONER GAW: Okay. I've got to ask
5 some questions.

6 A. Certainly.

7 COMMISSIONER GAW: First of all, the
8 vegetation management, you talked about that and I
9 want you to give me a little bit of detail about what
10 you are seeing in your neighborhood so that I can
11 visualize this a little bit better.

12 A. I'm fortunate enough to live on a main
13 street, Thoroughman, that runs between New Florissant
14 and Elizabeth. And behind there we have the easement,
15 but also at my mother-in-law's house she has the same
16 type of easement and it is the same type of problem at
17 her house. She says that -- I haven't lived here long
18 enough, but since Union Electric was taken over they
19 don't have yearly maintenance and they did before.
20 It's an overgrowth of trees. You are welcome to come
21 by. It's five minutes away. Our fence is overgrown
22 with vines. I can't control them. I've tried
23 everything. There is English ivy and vines and
24 various weeds and trees and the lines are low enough I
25 would go back there and cut it if I could, but I

1 can't. I'm not going to shock myself to death either.

2 COMMISSIONER GAW: First of all, we have
3 some staff here and I would like to make a request if
4 it's possible, I don't know if it's possible to do it
5 today or not, if someone could go by a camera I would
6 like to see what she is describing and perhaps that
7 could be put into the record appropriately at some
8 point. I'm seeing nodding heads back in the back
9 indicating that yes, that can be done, so if you could
10 get with them after you are finished.

11 A. Certainly. I would be glad to.

12 COMMISSIONER GAW: That would be helpful.
13 And have you seen any tree trimming since you've been
14 here?

15 A. None. And I'm a stay at home mom and I'm
16 running around the neighborhood a lot talking to
17 different people because that's what I do and there's
18 no one. It hasn't happened for a long time. And
19 during every outage that we do have it's always blamed
20 on the trees.

21 Also, we've had trees like a tree was
22 rotting. It fell off on a line. We were out for
23 about eight hours.

24 An Allied Waste Truck backed up this summer
25 to a pole and knocked it over. It took them more than

1 18 hours to fix the one pole and the power to our
2 entire neighborhood.

3 COMMISSIONER GAW: Now I want to ask you
4 about that time frame. Was that at all during the
5 time frame when the storms hit?

6 A. No, not at all. It was, I think, in the
7 beginning of September maybe, late in August, early
8 September.

9 COMMISSIONER GAW: So 18 hours when they
10 didn't have other restoration efforts going on?

11 A. Exactly.

12 COMMISSIONER GAW: Now in regards to the
13 outages you've described, you said twelve outages in
14 the span of four years; is that correct?

15 A. Yes.

16 COMMISSIONER GAW: Give me an idea about
17 the length of those outages.

18 A. The summer outage was for eight days, nine
19 days for my mother-in-law and the winter outage was
20 five days for us, six days for my mother-in-law over
21 there. She seems to always get it a day later.

22 The other outages last anywhere from two
23 hours, I'm talking about outages at least two hours
24 and maybe up to like the 18 hour outage.

25 COMMISSIONER GAW: So in other words, when

1 you say outage you are not talking about something
2 causes the clock to blink necessarily?

3 A. No.

4 COMMISSIONER GAW: You are talking about a
5 power outage that last two or three hours at least?

6 A. Right, I'm talking about power out, right.

7 COMMISSIONER GAW: That's helpful.

8 Now in regard to the Customer Service
9 Center issue, when you said that there was difficulty
10 communicating with them, do you have any information
11 that's more detailed than that because if you do I
12 would like to hear about it?

13 A. The lady up the street, Mrs. Field, who was
14 trying to reach, trying to even get an estimate to
15 find out what she needed to do as to when her power
16 would be restored, it took her during the summer
17 outage four days to even get through and she was
18 calling constantly on her cell phone. I started
19 trying to help her by calling and I never got through.

20 COMMISSIONER GAW: And this was during the
21 summer outage?

22 A. Right. And when she did get through they
23 said crews are working as fast as they can, we are
24 doing all that we can, you just have to be patient.

25 COMMISSIONER GAW: And I want to thank you

1 very much for coming up here. That was very helpful
2 information.

3 And the other thing, I want to apologize
4 to everybody in here for my questions. I'm trying to
5 keep in mind there are a lot of people here that want
6 to say something so I'm trying to cut back on the
7 amount of time I'm spending. So thank you.

8 COMMISSIONER APPLING: Thank you very
9 much. I will share some of my time with Mr. Gaw.

10 JUDGE VOSS: I did have a question for
11 you. You said Mrs. Field, it sounds like she's had
12 the direct issues that you are testifying about to
13 some extent?

14 A. Yes.

15 JUDGE VOSS: And she wasn't able to attend
16 today?

17 A. No, no. She's actually taking care of her
18 mom today so she is not here.

19 JUDGE VOSS: You might want to pick up one
20 of the forms in the back.

21 A. I did.

22 JUDGE VOSS: I just wanted to make sure you
23 are aware because she can be as much a part of the
24 record as much as anyone else.

25 PERSONAL ADVISOR HEALY: Thank you very

1 much.

2 JUDGE VOSS: If someone has already said
3 everything you've wanted to say, but you want to make
4 sure your voice is heard too you are welcome to come up
5 and say I second what Bethany Porter said.

6 James Strawhun.

7 (Following comments and answers by JAMES STRAWHUN)

8 JUDGE VOSS: Do you swear or affirm that
9 the testimony you are about to give is the truth, the
10 whole truth and nothing but the truth?

11 A. I do.

12 JUDGE VOSS: Could you please state and
13 spell name for record?

14 A. James Strawhun, S-T-R-A-W-H-U-N.

15 JUDGE VOSS: And what is your address?

16 A. 2545 St. Catherine, Florissant.

17 JUDGE VOSS: And are you currently a
18 customer of AmerenUE?

19 A. Yes, I am.

20 JUDGE VOSS: Do you have a comment you
21 would like to make today?

22 A. Yes.

23 JUDGE VOSS: Please proceed.

24 A. I live at 2545 St. Catherine in Florissant
25 and my address is important because in our

1 neighborhood we experience an abnormally high number
2 of power outages each year. My wife and I have kept a
3 log of outages since 1992.

4 In 2001 we experienced a record ten outages,
5 almost one per month. It was so bad I finally
6 contacted an engineer at Ameren. He assured me that
7 new equipment and tree trimming should alleviate our
8 problem, yet these outages persist. Just three years
9 later in 2004 we experienced another eight power
10 interruptions.

11 Most people who attend these meetings are
12 discussing the two big outages at the end of July and
13 the recent ice storm. We had those two plus an
14 additional five for a total of seven outages in 2006.

15 Don't think that they only occur during bad
16 weather. We had a three hour outage on a clear sunny
17 day with no wind. Trees certainly weren't falling on
18 the lines that day.

19 The homes across the street from us always
20 seem to have power as well as the subdivision behind
21 us.

22 I would like the problem in our subdivision
23 fixed. I sent copies of this log to Warren Wood,
24 Director of Utility Operations as well as to Jeff
25 Davis, Chairman.

1 I will continue to keep this log and to
2 inform the Public Service Commission of this problem.
3 In return I expect the PSC to make Ameren more
4 accountable to the consumer and if it takes a denial
5 of a rate increase to get their attention, so be it.

6 JUDGE VOSS: Do you have a copy of that
7 log today?

8 A. Yes.

9 JUDGE VOSS: We'll give it to the court
10 reporter.

11 COMMISSIONER GAW: Mr. Strawhun, the log
12 you are keeping, do the outages tell us how long they
13 are lasting approximately?

14 A. Yes, they do.

15 COMMISSIONER GAW: And when you say you
16 have an outage can you give us an idea of the minimum
17 time you have outages that you are logging in outages?

18 A. Some are just power interruptions. They are
19 who momentary.

20 COMMISSIONER GAW: Sure. And some of them
21 are longer?

22 A. Yes.

23 COMMISSIONER GAW: And your log will
24 indicate that so we will have that in the record when
25 we look at it?

1 A. Yes. And initially we were not keeping track
2 of weather conditions, but after the first year or so
3 I tried to correlate weather with the outages, so
4 there are weather conditions on the log as well.

5 COMMISSIONER GAW: That's helpful. And
6 this is something that is occurring in how large of an
7 area, if you know?

8 A. I've been unable to determine that because we
9 are not sure how the feeder lines run. They are not
10 geographical with the plot of the subdivision, so I
11 really don't know, but I do know the subdivision
12 across the street and the subdivision behind us seems
13 to have power when we don't.

14 COMMISSIONER GAW: Okay. Thank you very
15 much, sir.

16 A. Uh-huh.

17 COMMISSIONER APPLING: I'm sorry, sir, but
18 I have no questions. Thank you very much.

19 PERSONAL ADVISOR HEALY: I want to thank
20 you for sending the letter to Mr. Davis. He does read
21 everything that is sent to him and always replies to
22 rate increases as they are pending.

23 A. Thank you.

24 JUDGE VOSS: Kathy LaRue?

25 (Following comments and answers by KATHY LARUE)

1 JUDGE VOSS: Do you swear or affirm that
2 the testimony you are about to give is the truth, the
3 whole truth and nothing but the truth?

4 A. Yes.

5 JUDGE VOSS: Could you please state and
6 spell name for record?

7 A. Kathy with a K, K-A-T-H-Y, LaRue, L-A-R-U-E.

8 JUDGE VOSS: And what is your address?

9 A. 21 Colchester. We live in Ferguson, Missouri
10 63135, very close to Thoroughman, so we have a lot of
11 the same issues.

12 JUDGE VOSS: Are you currently a customer
13 of AmerenUE?

14 A. Yes, we are.

15 JUDGE VOSS: Do you have comments you would
16 like to make today?

17 A. Yes.

18 JUDGE VOSS: Please proceed.

19 A. I guess first of all, we talked with a number
20 of workers and I would like to see a survey by an
21 independent company, by someone, a survey of all of
22 the workers, Ameren and all of the various state
23 workers that came because I would like to see -- I
24 know what these people told us, that the wires, the
25 cables in our area are in very, very bad shape. I'd

1 like to see what other opinions they might have had.

2 I feel like they shouldn't receive a rate
3 increase until we see some improvement in the
4 equipment because we've lived where we are 28 years
5 and in that 28 years I guess the last four years we've
6 had, four or five years we've had electric problems.
7 We have power outages. And prior to that we didn't
8 have a lot of problems.

9 We had ice storms and snow storms. I mean,
10 we had 2 feet of snow one time, people were snow
11 skiing and our electric was on. We didn't have any
12 problems like this. We were without electric 11 days
13 in July. We were without electric about 30 days later
14 than that for two days because they didn't repair what
15 they were supposed to do, what they were supposed to
16 come back and fix. And then I believe we were out six
17 days in December.

18 The problem that we had after the July
19 outage, we have woods behind us or an undeveloped
20 park. They call it a number of things, but we have
21 this common area behind us and Union Electric used to
22 have the wires cleaned. They cleaned brush every two
23 or three years it seemed like when we first moved in.
24 And now we haven't had it cleaned for years.

25 So I think that something definitely needs to

1 be done because we had so many vines growing over the
2 wires that the vines as they grew up and over and hung
3 down they looked like a waterfall. They killed trees
4 that are back there.

5 In July when we had our outage we had one
6 crew that came like on day seven or eight. They spent
7 hours, maybe two, maybe three, looking at all of the
8 problems. And they were a tree trimming crew and they
9 wouldn't stay. They left. They would not trim the
10 vines. They said it was too dangerous. They left.
11 And they were an out of state crew, they weren't a
12 local crew, but then we were without power three or
13 four more days.

14 And all of those vines that were hanging, no
15 one cut them during that time. So when we had the
16 very next storm they were able to get our electric
17 back up without repairing them. When we had the very
18 next storm the vines broke the wires because they
19 needed to be replaced anyway, but it broke them and
20 then we had to have people sawing all night long
21 trying to cut through. I mean, these vines are
22 massive vines and they had to cut through the vines to
23 make a way so they could get between the two poles and
24 repair what they needed to repair.

25 I know that we live in an area that is older.

1 Our home is like 54 years old, and that is not old,
2 but those wires are be probably 54, 60 years old and
3 they haven't had any work.

4 My other concern is every time we have a
5 serious power outage we never see an Ameren truck.
6 Never. They don't come into our subdivision, they
7 don't drive by. I think just seeing an Ameren truck
8 would be helpful. It would make me feel better, but
9 we don't ever see an Ameren truck and when we do
10 finally see a truck it's an out of state truck. And
11 to me, gosh, for them (inaudible) because there is no
12 one else around. Even if they would drive around,
13 check everything out and let you know what your status
14 is, but I tried to call them also and called for days.

15 And I eventually called in this last time as
16 an emergency because both entrances to our area were
17 blocked by trees and wires down. And those two ways
18 are the only ways we have. Well, we had a car that we
19 could get around underneath one cable and back out
20 underneath another one, but there was no way they
21 could get emergency vehicles in to take care of us so
22 I called in to report that.

23 Within 24 hours we had an entrance in and out
24 of our subdivision, so they did respond to that. And
25 that was -- I guess when I called they did cut up the

1 tree on one side. They cut up the tree on Friday or
2 Saturday. I don't remember what day it was that they
3 connected our electric, but there was a span of time.
4 And I think those are my main issues.

5 I also have pictures of all of the vines in
6 the summer because I was trying to have our electric
7 turned back on we were without it for so long so I
8 talked to someone. And I'm going to send by e-mail
9 pictures of what these vines look like in the summer
10 because it is massive, it is unreal because it's gone
11 on so many years.

12 JUDGE VOSS: Take one of the green forms
13 with you and write your name on it and submit it with
14 the pictures, that way it can go in under your name
15 with the comments.

16 A. Okay. Thank you.

17 COMMISSIONER GAW: So, Judge, we will get
18 those in and it will be an exhibit?

19 JUDGE VOSS: I believe it will be attached
20 with comments as an exhibit.

21 COMMISSIONER GAW: I want to make sure that
22 we have it in the record.

23 JUDGE VOSS: It will be in the record. And
24 since it's coming in after the fact it will be
25 identified with her address and her name.

1 COMMISSIONER GAW: Okay.

2 With regard to you calling, ma'am, did I
3 understand you to say you called for 32 hours?

4 A. Oh, I called for hours and days the first
5 time, but I didn't -- I didn't get through.

6 COMMISSIONER GAW: Did you get a busy
7 signal?

8 A. A busy signal.

9 COMMISSIONER GAW: A busy signal?

10 A. Right. And I think somewhere toward the end
11 like on the eighth, ninth, tenth day, somewhere along
12 there then we started getting through and they would
13 say that there wasn't a date, a scheduled date for
14 repair in our area.

15 COMMISSIONER GAW: And did you have an
16 outage with the ice storm?

17 A. Yes.

18 COMMISSIONER GAW: And did you try calling
19 then?

20 A. We did try and all. The ice storm is when I
21 had to hit the other number for the emergency.

22 COMMISSIONER GAW: Yes.

23 A. Because of being blocked.

24 COMMISSIONER GAW: Yes?

25 A. And they did respond. They came within 24

1 hours the electric was connected again.

2 COMMISSIONER GAW: Now what other number
3 did you use when you say you called an emergency
4 number, not the exact number, but I just want to know
5 what was the number to, was it an Ameren number?

6 A. It was an Ameren number, yes. Like we have
7 one phone number in our phone book, but in the paper
8 they had another 800 number and I called that 800
9 number.

10 COMMISSIONER GAW: All right. You
11 mentioned several times something about out of state
12 trucks coming through. Is that when they had workers
13 in from out of state to repair storm damage or are you
14 talking about other times as well?

15 A. No, from storm damage. We are always, our
16 areas are always the out of state people.

17 COMMISSIONER GAW: And you said something
18 about that I believe you used to clean the vegetation.

19 A. Uh-huh.

20 COMMISSIONER GAW: Do you have a specific
21 knowledge or recollection of there being a change in
22 regard to the trimming that was going on between
23 Ameren acquiring, after Ameren acquired UE, do you
24 know?

25 A. I believe it stopped somewhere around the

1 time when UE became Ameren, but it's been many years
2 since anyone has cleaned back there so I don't know.

3 COMMISSIONER GAW: All right. I look
4 forward to seeing the pictures. Thank you very much,
5 ma'am.

6 A. They also had to bring in all-terrain
7 vehicles to actually clean part of this out. They had
8 to bring all-terrain vehicles in through some of the
9 yard.

10 COMMISSIONER GAW: When was the actual
11 trimming, the actual cutting of those vines done that
12 you are describing, do you know?

13 A. It was probably about four weeks after. It
14 was either three or four weeks after that July outage.
15 There was another small storm and that small storm
16 took of course our electric out again. And they
17 didn't come by to check it until it was almost dark,
18 so then they had to work I think until 3 or 4 o'clock
19 in the morning. They started in the evening and
20 worked all night cutting and sawing those with chain
21 saws. I mean, they are some large -- all of the brush
22 is still down there. They cut it and left it.

23 COMMISSIONER GAW: Okay. Thank you, ma'am.

24 A. Thank you.

25 COMMISSIONER APPLING: No questions.

1 JUDGE VOSS: Thank you.

2 We're going to do one more witness and
3 then take a break.

4 Joseph Rebholz.

5 (Following comments and answers by JOSEPH REBHOLZ)

6 JUDGE VOSS: Do you swear or affirm the
7 testimony you are about to give is the truth, the
8 whole truth and nothing but the truth?

9 A. I do.

10 JUDGE VOSS: Would you please state and
11 spell your name for the record.

12 A. Joseph Rebholz, J-O-S-E-P-H R-O-B-H-O-L-Z.

13 COMMISSIONER GAW: Can I interpose just a
14 minute? We have some people that may be leaving and I
15 don't know if they are coming back. I just want to
16 make sure that if they have comments and they don't
17 have time to wait to give them verbally that they take
18 a comment sheet so that we can have those things in
19 the record, so whatever needs to be done.

20 JUDGE VOSS: Hopefully they can pick them
21 up off the table in the back of the room.

22 Could you please state your address?

23 A. 2116 Prather Avenue 63139, St. Louis,
24 Missouri.

25 JUDGE VOSS: And are you currently a

1 customer of AmerenUE?

2 A. Isn't everybody.

3 JUDGE VOSS: Is that a yes?

4 A. Yes.

5 JUDGE VOSS: Please make your comments.

6 A. I'm going to be short here. I didn't lose
7 any power, though according to Ameren I did. We
8 looked up on the website and our whole block was out
9 of power.

10 But what my real point is, I don't want the
11 price increase, but one of the reasons is because I
12 recently was on budget billing and they take out \$74 a
13 month, you know, and my bill is \$22 a month, so they
14 had like an increase or an excess of \$250 for me, me
15 and my wife. So we basically said, well, you know,
16 you have an extra \$250 why don't you hold onto that
17 until I start needing to owe you some money. And the
18 next month they told me I owed them extra money and
19 they charged me a late fee even though they still had
20 \$250 of my money.

21 So then we went on the phone and we waited
22 for an hour and a half to get through to them and tell
23 them they are wrong, you owe me money and went through
24 a bunch of rigmarole to get to tell them again that
25 they owe me money.

1 Now I know with budget billing they are
2 taking the money and putting it into the accounts and
3 they are getting interest on it and everything else,
4 but they are overcharging me \$52 more than what I'm
5 actually being charged. And in that situation if they
6 would just charge me double then it could cover what
7 it was, you know what I'm saying. I'm being charged
8 \$22. If they would have charged me \$44 that would
9 cover what I would be charging because I don't use
10 that much air-conditioning in the summer or anything
11 like that, but it seemed kind of excessive to me.
12 That's pretty much what I had to say.

13 JUDGE VOSS: Did they take care of your
14 late fee?

15 A. They say they are taking care of it, but we
16 are holding on and double checking, waiting for the
17 next bill to make sure.

18 JUDGE VOSS: You might want to pick up one
19 of the fliers that has the staff number and they can
20 help you with that issue.

21 A. I left it to my wife. She is pretty
22 competent.

23 JUDGE VOSS: The number is there.

24 COMMISSIONER GAW: Just a few details.
25 Your budget bill you've overpaid. And is that cycle

1 completed or are you in the middle of it or do you
2 know?

3 A. Well, we cancelled the budget billing because
4 we were \$250 excess.

5 COMMISSIONER GAW: Now I'm tracking. So
6 you were over. When is it scheduled that you are
7 going to get that money back or did they tell you?

8 A. Well, we just said we're going to start
9 taking the \$22 a month out of the budget billing, out
10 of the \$250 excess until we owe you some more money.

11 COMMISSIONER GAW: And did Ameren agree to
12 that?

13 A. They said they would, but then they sent us a
14 bill saying we owed them extra money and a late fee.

15 COMMISSIONER GAW: Because evidently they
16 didn't --

17 A. Stop it, no.

18 COMMISSIONER GAW: -- stop it. What
19 happened with that, was that for the first month after
20 you were off the budget billing?

21 A. Yeah. Basically they charged me another \$74
22 and a late fee for not paying the budget bill even
23 though they owed me \$250.

24 COMMISSIONER GAW: I really appreciate you
25 bringing this up. I'm trying to understand what the

1 explanation might be.

2 A. Because they aren't very good accountants.

3 COMMISSIONER GAW: I think it would be
4 inappropriate for me to comment on that, but thank you
5 very much for that.

6 JUDGE VOSS: We're going to take about a
7 ten minute break so we will come back just before 20
8 till.

9 JUDGE VOSS: I will reiterate I know some
10 people had to leave and several people left because
11 what they had to say had already been said by another
12 witness and if something you feel has already been
13 said you can say it's already been said or say what a
14 specific witness said.

15 Please pick up a paper at the back so your
16 comments are reserved for record. And if you have a
17 neighbor and they aren't here, but have comments, take
18 one for them as well.

19 Our next witness is Alberta Slavin.

20 (Following comments and answers by ALBERTA SLAVIN)

21 JUDGE VOSS: Do you swear or affirm that
22 the testimony you are about to give is the truth, the
23 whole truth and nothing but the truth?

24 A. I do.

25 JUDGE VOSS: And what is your address?

1 A. It's 631 East Polo Drive, Clayton, Missouri
2 63105.

3 JUDGE VOSS: And please state and spell
4 your name for the record.

5 A. It's Alberta, A-L-B-E-R-T-A, Slavin,
6 S-L-A-V-I-N.

7 JUDGE VOSS: And are you currently a
8 customer of AmerenUE?

9 A. Yep.

10 JUDGE VOSS: Do you have any comments you'd
11 like to give this afternoon?

12 A. Actually, I have some prepared testimony. If
13 you don't mind I'd like to read it into the record.

14 JUDGE VOSS: Okay.

15 A. First of all, thank you very much for
16 offering us this opportunity to present testimony.
17 And as I said, my name is Alberta Slavin and I served
18 as a member of the Public Service Commission and then
19 Chairman from 1978 to 1981. Kit Bond fired me, if you
20 recall.

21 Anyway, I've studied utility issues for a
22 long time. And I currently serve as the President of
23 the Consumers Council of Missouri which is an
24 intervenor in that case. I'm also among the hundreds
25 of thousands of individuals who suffered in the recent

1 AmerenUE outages. I'm testifying as both President of
2 the Consumers Council and a customer.

3 I also have a handout that I would like
4 entered into the record.

5 Safe and reliable electric service should be
6 provided by a regulated utility. Absent that a
7 company should not be rewarded with higher rates.
8 Certainly AmerenUE should not receive any rate
9 increase for making the improvements they need to make
10 until they make them and then only after there's been
11 a full rate case audit of its total investments and
12 expenses.

13 It's outrageous for AmerenUE's CEO to even
14 suggest a special rider or surcharge that would allow
15 single issue rate increases on this subject.

16 Putting storm reliability issues aside for
17 the moment, I think it's extremely interesting that
18 two extensive audits of AmerenUE showed our electric
19 rates actually should be reduced to prevent excess
20 profits. Both your own staff and the Missouri
21 Attorney General have independently come to the
22 conclusion that AmerenUE is over-earning above and
23 beyond the legally allowed revenue limit.

24 I, like hundreds of thousands of other
25 AmerenUE customers was without electric service as a

1 result of the outages caused by the recent ice storm.
2 Our outage lasted for about four days. The
3 temperature in our home reached a low of 33 degrees,
4 clearly uninhabitable. It was extremely frustrating
5 to call the company's 800 number day after day only to
6 be told by a recorded voice to prepare for a long
7 outage with no estimate of when service would be
8 restored.

9 And I only found the 800 number because I had
10 a battery operated radio, because if you called
11 342-1000 you get nothing but busy, busy, busy, busy.
12 And by the way, my lines are underground. It wasn't
13 an overhead wire in my yard.

14 As part of our research for the pending
15 AmerenUE rate case, I called the utility company in
16 California, Pacific Gas and Electric. I called
17 because I heard of its compensation program for
18 customers who suffered long periods without electric
19 service following severe storms.

20 Such a program does indeed exist. It's
21 called the Safety Net Program. And the Consumers
22 Council advocates adoption of a similar program by
23 AmerenUE. Here is the way it works. And I have a
24 copy for UE so they can put it into effect
25 voluntarily.

1 Residential customers, in fact only
2 residential customers who lose their electric service
3 for longer than 48 hours are entitled to receive
4 compensation for the inconvenience caused by the
5 outage. For each 24 hours after the 48 hour threshold
6 customers will automatically receive either a check or
7 a credit on their electric bill in the amount of \$25
8 for each additional 24 hours they are without
9 electricity.

10 Since this may only cover part of a
11 customer's losses it in no way prevents them from
12 filling additional claims for losses. These claims
13 are handled on a case by case basis. The safety net
14 program is triggered whenever a storm causes both
15 extensive and extended outages.

16 Although we in the Consumers Council realize
17 a Safety Net Program by AmerenUE would in no way begin
18 to cover the losses experienced by its customers in
19 the last two major outages, it would at least indicate
20 the company took responsibility other than simply
21 telling folks to prepare for a long outage, that's
22 when you are in it of course, and then claim using
23 rate payer dollars to purchase full page newspaper ads
24 and specially produced television ads that the company
25 has done an admirable job restoring service to its

1 thousands of customers.

2 I, for one, never saw truck. And I was out
3 for four days.

4 My research also shows that AmerenUE
5 computers are able to tell a company precisely how
6 long a customer is out of service. In fact, a
7 customer service representative told me my family was
8 without service for 94 and a half hours, but that we
9 weren't charged during that period. Boy, is that
10 something.

11 Under a Safety Net Program we would probably
12 qualify for close to a \$50 credit or refund check. If
13 we lost a lot of food or were required to go to a
14 hotel because of health or age or the unlivable
15 conditions in our home, which they were, I could also
16 file a claim which would be handled, as I said, on a
17 case by case basis.

18 What is the value of such a Safety Net
19 Program adopted by PG&E? In addition to the goodwill
20 it should engender it would be a strong financial
21 incentive to restore power as quickly as possible to
22 avoid payments of refunds to customers.

23 In addition, the simplicity of the program
24 makes it easy for customers to be compensated for the
25 inconvenience caused by an extended outage.

1 In response to a recent request by the PSC
2 for improvements which could be made to the company's
3 reliability, and you've heard a lot of testimony today
4 which suggests there is not reliability and the
5 maintenance program stinks, Ameren recommend some
6 changes. These included more money for tree trimming,
7 comprehensive pole and line inspections and burying
8 more lines. It would seem to me the first two at
9 least should be part of the company's routine
10 maintenance; however, AmerenUE's Chief Executive
11 Thomas Voss was quoted as saying many of the steps
12 suggested would take years to show results.
13 Unfortunately, storms and outages will probably
14 continue in the foreseeable future.

15 This makes adoption of a Safety Net Program
16 even more important to provide basic equity to
17 AmerenUE customers.

18 Although the Consumers Council recommends
19 AmerenUE voluntarily adopt this program as PG&E did,
20 says it did, it may require regulatory action to
21 initiate in Missouri. And in either case it is very
22 important to realize that this is a program which must
23 be paid for out of shareholder earnings, not rates.

24 I will present a little information that
25 shows how executives are compensated and you might cut

1 down on some of those salaries of the Chief Executive.

2 In addition to being the fair and right thing
3 for customers, the Consumers Council believes such a
4 program would be a strong incentive for the company to
5 do a better job of maintaining its system and keeping
6 up with its tree trimming program.

7 I think it's unconscionable that they say
8 they will only begin to catch up in 2008. That is
9 ridiculous. And I think the Commission can order them
10 to speed up that program and not simply say, okay,
11 that will be a good job, get to it by 2008.

12 I also want to strongly object to the notion
13 which was included in a January 4th letter from
14 Ameren's CEO to Chairman Davis that says that the
15 Commission should consider special riders, recovery of
16 construction work in progress and other means to pay
17 for improvements that would be manifestly unfair to
18 consumers.

19 Missouri consumers are already at risk for
20 enough single issue surcharges as pointed out by Joan
21 Bray, which by the way we oppose, as a result this
22 Senate Bill 179 which was signed by Governor Blunt
23 from 2005 and approved by the Commission for adoption
24 of an energy surcharge, creating yet another way to
25 raise rates without a full rate case audit would be

1 unconscionable, adding insult to injury. And allowing
2 possible future investments into rates before they
3 made those investments would allow windfall profits.

4 The improvements that Ameren needs to make
5 should have already been made and consumers should not
6 be required to grant special rate rewards above and
7 beyond normal rate procedures.

8 AmerenUE keeps repeating that it's not had a
9 rate increase in a long while. What they fail to
10 mention is the reason. The reason is that they have
11 been consistently over-earning and reaping excess
12 profits.

13 Rate payers deserve a rate reduction to avoid
14 AmerenUE from continuing to keep those excess profits
15 and overpay their executives.

16 The Consumers Council takes the position that
17 the PSC should act in the public interest and demand
18 that the utility provide safe and reliable service.
19 AmerenUE is clearly not meeting that standard of
20 service. On this basis alone a rate increase should
21 be denied.

22 Too many AmerenUE customers feel compelled to
23 buy generators to prepare for the frequent outages and
24 multi-day outages they've faced within a matter of
25 months, as you've heard today and all last week.

1 Consumer should not have to provide backup generators
2 at their own expense with a company market valuation
3 of \$11,000,000,000 and a 2005 compensation of 2.7
4 million dollars for its CEO.

5 And I would be very happy to put in the
6 record information that was provided or that we found
7 on the web that Mrs. Lainoff was looking for which is
8 the compensation of Ameren's top five executives. We
9 have that which we will be happy to supply for the
10 record.

11 Mr. Rainwater's total package, \$2,699,551.
12 Thomas Voss, \$1,419,957. I could go on. They are
13 here. And we will put that in the record.

14 JUDGE VOSS: Mark those Exhibits 5 and 6.

15 A. And I will also put into the record I have
16 supplied Union Electric with a copy of the Safety Net
17 Program which I received from PG&E.

18 JUDGE VOSS: Exhibit 7.

19 A. PG&E recognized it had a problem because of
20 frequent storms and frequent outages. It took steps
21 to offer some relief to customers inconvenienced by
22 extended periods without electricity. Absent the
23 company volunteering adopting such a program the
24 Consumers Council of Missouri asks the Public Service
25 Commission to require the company to adopt this simple

1 program of great potential benefit of customers of the
2 company which should be taken from earnings, not from
3 the rate payers.

4 Ameren should not be rewarded with higher
5 rates and potentially higher salaries and bonuses for
6 its executives while it continues to offer less than
7 reliable service to its customers. Giving the company
8 an increase in rates before it is required to provide
9 safe and reliable service for its customers sends the
10 wrong message.

11 Regulators, you all should reject the rate
12 increase and adopt your staff recommendations for a
13 significant decrease in rates. And that concludes my
14 testimony.

15 COMMISSIONER GAW: Thank you for coming,
16 Mrs. Slavin. And I won't belabor this with additional
17 questions.

18 I would ask, it wasn't clear when you were
19 reading those salaries, I thought I may have
20 misunderstood what you were saying. Did you say, were
21 you saying million not thousands?

22 A. Did I say thousands? It should be million.
23 Definitely million.

24 COMMISSIONER GAW: Thank you very much.

25 A. I always have trouble with zeroes.

1 COMMISSIONER APPLING: Thank you for
2 coming.

3 PERSONAL ADVISOR HEALY: Thank you very
4 much. We appreciate your comments.

5 JUDGE VOSS: Stephany Brot.
6 (Following comments and answers by STEPHANY BROTT)

7 JUDGE VOSS: Do you swear or affirm that
8 the testimony you are about to give is the truth, the
9 whole truth and nothing but the truth?

10 A. Yes, I do.

11 JUDGE VOSS: Please state and spell your
12 name for the record.

13 A. Yes. My name is Stephany Brot. The first
14 name is spelled differently. It's S-T-E-P-H-A-N-Y.
15 And the last name is Brot, B-R-O-T.

16 JUDGE VOSS: And your address.

17 A. My address is 8145 Cornell Court in
18 University City 63130.

19 JUDGE VOSS: And are you a current customer
20 of AmerenUE?

21 A. Yes, I am.

22 JUDGE VOSS: Do you have comments you would
23 like to make today?

24 A. Yes.

25 JUDGE VOSS: Please proceed.

1 A. I'm going to make them brief and not be
2 repetitious as much as I can help it. I agree totally
3 with the Former Chair of the Public Service
4 Commission, Ms. Alberta Slavin, so I will not to say
5 anything differently than she did so well.

6 As a member of University City I know how
7 hard we try to improve the City and meet the needs of
8 our citizens. I do not feel that AmerenUE has met our
9 needs and I am so happy that you are here to hear the
10 testimony.

11 Our City Manager, Julie Feier, invited CEO
12 Mr. Gary Rainwater to attend one of our council
13 meetings. Although many of the people here today are
14 from University City there are thousands who are not
15 here and we would like to give more people an
16 opportunity to voice their concerns.

17 We have nothing but praise for the workers
18 who came into our community and for our City Manager
19 who was absolutely brand new on the job and
20 immediately put an excellent program into effect,
21 included 24 hour service by our staff, our fireman
22 that were known to have to carry senior citizens out
23 of buildings with no elevator service.

24 I was really happy that I lived in University
25 City in the summer until on the fifth day of the

1 outage I found myself on the floor gasping for breath.
2 The heat gets even some of us who think we are pretty
3 young seniors, but our City has one of the largest
4 proportions of the population being much older
5 citizens and they were at even more risk than I was.

6 It's been mentioned about the high cost
7 people have had to expend for replacing spoiled food,
8 for refrigerators that were damaged, but it hasn't
9 been mentioned about the high cost to the City budget.

10 City budgets today have to watch every single
11 dollar and juggle and juggle. We do have a reserve,
12 but we had to pay out the costs first for our staff
13 being on 24 hour service and then longer than their
14 usual work week.

15 We did get reimbursed because of the
16 declaration of emergency, but it left us \$20,000 in
17 debt. We were just short \$20,000. Well, then it's up
18 to the Council with the City Managers advice to figure
19 out do we have to cut a policeman, do we have to close
20 the pool earlier. We have to have a balanced budget
21 and the high cost of these two emergencies to our City
22 has been very, very big.

23 Personally, I was shocked when I was home and
24 I saw the AmerenUE, it wasn't really, it was someone
25 from out of state, but they had on a uniform and they

1 were walking around our neighborhood and I went out
2 and I said when are you going to put the electricity
3 back on in my house. And they asked for the number
4 and I told them and they said, oh, you have
5 electricity. So I invited the gentleman to come into
6 my hot house and I told him that I could not offer him
7 a refrigerated drink because I had no electricity. He
8 said, but the grid shows you have it. And I said,
9 yes, that's one of your problems, isn't it, outdated
10 infrastructure. And then he said, do you have any
11 idea why those two houses have electricity and no one
12 else does. And I said, to me it's a pretty
13 inefficient grid.

14 And there were different outages, different
15 houses in the summer and in the winter.

16 At one point on our short street there were
17 several trucks parked during this winter damage. We
18 had just come home and we had to make a detour because
19 there was a downed wire in one of our major streets,
20 Delmar. And our police had to sit there and guard
21 this wire.

22 So I went up to one of the workers in the
23 trucks and I said, you know, two blocks away there is
24 a major emergency. Could you either take care of it
25 or let somebody know because this is really bad. And

1 they said, well, we have to sit here and wait until we
2 get orders. And I thought you always see them on
3 television or talking into their shoulder, their
4 little phone up here, there should be a better way of
5 communicating.

6 And I was shocked that our City Manager tried
7 to reach Ameren just like we, the citizens, did over
8 and over and over with no response. I know that
9 University City set up a shelter for people two times,
10 but with my battery powered radio I never heard our
11 shelter mentioned. So I know that many people risked
12 their lives when they could have been saved.

13 I find the performance of AmerenUE
14 unacceptable. Reliable power is a basic
15 responsibility. That is what they are supposed to do
16 for us.

17 And we urge the Public Service Commission to
18 deny rate increases until improvements have been made
19 by UE with its tree trimming, with its upgrading of
20 infrastructure, with its communication with citizens,
21 pole replacing, investigation of the wire strength.

22 And like many have said, that with
23 \$17,000,000,000 in assets it's time we got more
24 service.

25 In closing, we love the workers, but we are

1 very upset with the kind of service we received. My
2 colleague, Byron, talked earlier about the darkened
3 streets in U. City going back hundreds and hundreds of
4 days. We have asked for a copy of a plan so we know
5 when these lights will go on. We have not received
6 it. We have asked for a copy of the plan for the
7 utility easement maintenance plan. We have not
8 received it. And we have also asked for a copy of the
9 emergency response plan that AmerenUE has for taking
10 care of large scale catastrophic outages if they
11 should ever occur.

12 We know and expect that Ameren can do much
13 better for us citizens and we urge you, the Public
14 Commission, to help us. Thank you.

15 COMMISSIONER GAW: Real quick, Councilor.

16 I take it you would agree what your fellow
17 council person suggested on the light outage problem.
18 Any other comments?

19 A. We need to have them taken care of. They've
20 been out way too long. The storm definitely knocked
21 out more, but a person shouldn't have to wait up to
22 two years to get their street lighted.

23 And AmerenUE also has another problem in that
24 they have shut off the lights to a vacant site which
25 used to be our school and in so doing they have shut

1 off the outdoor lights are for Crown Center for Senior
2 Citizens. And it's extremely dark, has been extremely
3 dark in the parking lot where the seniors park. And
4 if they are walking to the store they can't see. So
5 that's another example of the inefficiency of the
6 grid.

7 COMMISSIONER GAW: Has that been
8 communicated as well?

9 A. Yes.

10 COMMISSIONER GAW: Would you please mention
11 that to staff if you have time on your way out?

12 A. Okay.

13 COMMISSIONER GAW: And also, did you get a
14 response, did the City Manager get a response to the
15 request for the CEO to come and visit?

16 A. No.

17 COMMISSIONER GAW: How long was it since
18 you issued that request, do you know?

19 A. I don't know, but our City Manager is here.
20 I think it's been about a month.

21 CITY MANAGER: December 14th.

22 COMMISSIONER GAW: December 14th. And
23 there has been no response?

24 A. Correct.

25 COMMISSIONER GAW: Thank you very much.

1 COMMISSIONER APPLING: Mrs. Brot, thank
2 you for coming out and thank you for your comments.

3 JUDGE VOSS: It sounds like you had a
4 couple of requests for documentation that you haven't
5 received from Ameren. You might check with staff on
6 your way out and see if there is any way we can get
7 those.

8 A. Okay.

9 PERSONAL ADVISOR HEALY: Thank you very
10 much.

11 A. You're welcome.

12 JUDGE VOSS: Evelyn Thomas.
13 (Following comments and answers by EVELYN THOMAS)

14 JUDGE VOSS: Do you swear or affirm that
15 the testimony you are about to give is the truth, the
16 whole truth and nothing but the truth?

17 A. Yes, I do.

18 JUDGE VOSS: Could you please spell your
19 name for the record?

20 A. My name is Evelyn Thomas, E-V-E-L-Y-N, middle
21 initial J., Thomas, T-H-O-M-A-S.

22 JUDGE VOSS: And what is your address?

23 A. My address IS 5928 Emma and that's 63136.

24 JUDGE VOSS: And you are currently a
25 customer of AmerenUE?

1 A. Yes, I am. It's the only one in town.

2 Anyway, my complaint is I am one of the
3 senior citizens. I am 71 years old. I tend to
4 myself, I do for myself. I do have medical problems
5 though which are concerned with AmerenUE. I use a
6 nebulizer three to four times a day. My medicine is
7 in my refrigerator. I had my doctor send a form to
8 AmerenUE concerning the usage of my nebulizer. When
9 the lights are out I can't use the nebulizer.

10 Not only do I have asthma, I have two
11 children in my home, my adopted daughter and my
12 grandson. We all have asthma. We are all on a
13 nebulizer.

14 When talking to UE after sending them a
15 letter the letter they returned to me, you should be
16 aware that because of major storms and other
17 unforeseen circumstances beyond our control, it might
18 not be possible to restore service for a lengthy
19 period of time and a backup plan should be considered.

20 How in the world can a backup plan be
21 considered other than they say it's -- if your
22 physician indicated your equipment is of a very
23 serious nature we have enclosed a label with more
24 specific instructions to affix near your phone.

25 What good is it doing calling somebody on my

1 phone when I need electric, not talking to someone on
2 the phone.

3 However, since we cannot guarantee
4 uninterrupted electric service you may want to refer
5 to the supplier of your equipment, that's UE, they
6 supply my electric, or your physician for a backup
7 system. My physician can't afford to supply me with
8 electric.

9 I was one of the unfortunate ones to have no
10 service during the summer and periodic service in the
11 ice storm. With health concerns I had to charge a
12 generator so my grandson -- I mean my daughter and
13 myself could use our nebulizer, also medications which
14 require refrigeration. These services are life
15 threatening. Without them we have problems.

16 Being a senior citizen I can't go out and
17 earn a living. My health does not let me. I can't
18 for reasons that most of you if you live long enough
19 will find out, your body won't take it.

20 AmerenUE does not deserve a price increase
21 until they take care of the things that are at hand
22 which many people have already spoke about, but more
23 of my concern is my health issues.

24 I was without electric for over, almost two
25 weeks in the summertime, periodically through the ice

1 storm and in general periodically through the year.
2 One or two times it's been off for four or five hours.

3 You know, these things are really a health
4 emergency for we older people. I don't say I'm a
5 senior citizen, I say I have lived well and been well
6 rewarded by God, but these are things that we feel we
7 should have. And most of us cannot even afford a rate
8 increase because we are on a fixed income.

9 We don't get great big salaries or great big
10 retirement plans, we only get a small amount which
11 comes once a month and has to be budgeted so we can
12 stay within our living budget. So therefore, I don't
13 feel that AmerenUE needs a raise in rates. I'm
14 finished.

15 COMMISSIONER GAW: No questions, ma'am.
16 Thank you very much for coming.

17 JUDGE VOSS: Thank you.

18 Fran Grecco.

19 (Following comments and answers by FRAN GRECCO)

20 JUDGE VOSS: Do you swear or affirm that
21 the testimony you are about to give is the truth, the
22 whole truth and nothing but the truth?

23 A. I do.

24 JUDGE VOSS: And can you please state and
25 spell your name for record?

1 A. Fran, F-R-A-N, Grecco, G-R-E-C-C-O.

2 JUDGE VOSS: And what is your address?

3 A. 206 Moundale, M-O-U-N-D-A-L-E, in the Jesske
4 Park area of Ferguson 63135.

5 JUDGE VOSS: Are you currently a customer
6 of AmerenUE?

7 A. Unfortunately, yes.

8 JUDGE VOSS: Please make your comments.

9 A. Like Mrs. Porter, I too am a resident of the
10 Jesske Park area of Ferguson here in North County. I
11 who like everyone else who has testified oppose
12 vigorously Ameren's request for a rate increase.

13 While Ameren might be good for its investors,
14 it treats its captive consumers abysmally. Its
15 attitude seems to be we do not care what you, the
16 captive consumers, say, do or experience.

17 Their attitude towards us, the consumer,
18 seems to be more like that of Enron, we don't care.
19 They should not be given even a 9 percent rate of
20 return. Fair in the area of the rate of return should
21 be measured against the quality service they provide
22 to their lawfully given captive consumers.

23 Do not reward their bad behavior. What
24 exactly from a consumer's point of view has been their
25 quality of service provision? In a word, abysmal.

1 In my neighborhood power outages have become
2 so frequent and so lengthy that many members of many,
3 many households in my neighborhood purchased
4 generators prior to the outages of July of '06.

5 In July of 2000 there was a five day outage.
6 In the years following there have been at least two
7 outages per year of at least 48 hours duration.

8 In the summer of '05, one full year prior to
9 this summer's bad storm, we had repetitive outages all
10 involving a primary line that was running in the
11 right-of-way between Moundale and Robin.

12 In discussing the nature of the ongoing
13 repetitive outage the linemen who were wonderful, they
14 were helpful, they were informative, they were
15 compassionate, unlike management of Ameren, and their
16 comments to us were we are really sorry, this
17 equipment is antiquated, it is old. We are doing our
18 best, and I use one of the repairman's words, Jerry
19 rigging this to get it to work.

20 It worked for three days. The power again
21 went out. This is July of '05. They were back. The
22 comments that time were it is the same problem. We do
23 not know where we will find this particular piece of
24 equipment.

25 I wish I could give you some specificity on

1 the name of the piece of equipment that they were
2 discussing. I didn't think to ask because, quite
3 frankly, I was so frustrated.

4 Two days later when the power was again
5 restored they said they had gotten this errant piece
6 of equipment from Oklahoma. The equipment that needed
7 to be replaced was so old that the parts were not
8 generally available.

9 In the spring of '06 prior to this earth
10 shaking devastating set of wind storms my neighbor at
11 214 Moundale made repetitive phone calls to AmerenUE
12 because there was an oak tree in the right-of-way that
13 was listing seriously and it needed to come down.
14 Despite repetitive phone calls we never saw a tree
15 trimmer. I started calling. We didn't see a tree
16 trimmer.

17 At midnight one night guess what happened.
18 No wind, no rain, the tree just toppled and it took
19 the line down, an entire primary that served an entire
20 neighborhood.

21 They did send a truck out that night who
22 said, yep, that's the tree. And we said, yep, and
23 we've been making phone calls, days, weeks, a month.
24 You were the first person that has Ameren anywhere
25 associated with you to come by and see this tree and

1 it has now taken out the power line.

2 The power was out for a day and a half before
3 they could get equipment in, get the entire tree down
4 and get the lines back up.

5 This is all before the storms.

6 In July of '06 I and my neighbors were
7 without power for in excess of seven days. In
8 December I and my neighbors were without power for in
9 excess of five days.

10 In desperation during the December outages I
11 started opinion polling the out of state linemen who
12 were working in our neighborhood. By the way, they
13 didn't get there for a few days. What they told me
14 was astounding. I repeat to you some of their
15 comments. "Does your utility company trim at all."
16 "This is the worse tree trimming we've ever seen." A
17 supervisor I suspect because of his age and I quote,
18 said in pointing kind of broadly to the vegetation he
19 and his crews were climbing through on Scott Avenue in
20 Ferguson said, "This is the shit we sprayed DDT on in
21 Vietnam to kill."

22 Another repair person said there are problems
23 with temporary repairs that obviously must have been
24 made during your summer power outage that were never
25 made fixed permanently.

1 I encourage you to return to North County and
2 to Ferguson in particular next summer. Consider this
3 the invitation of one resident. Come see the
4 vegetation growth. There are wild honeysuckle vines
5 that have climbed any number of electric lines just
6 like lattice work. They are pulling down the guide
7 wires, they are pulling down the lines. You cannot
8 find power poles for the vegetation.

9 I ask you to take a look at the full page
10 Post Dispatch ad that Ameren published with rate payer
11 money after the power outage. The Public, thank you
12 to our consumers with the lineman in the midst of the
13 trees. Look carefully. If I had been Ameren
14 executives I would not have used that picture because
15 you can't see the ground, you can barely see the pole
16 for the vegetation that poor lineman had to climb
17 through. Hardly demonstrative of Ameren's good faith.

18 Ameren consistently points to the fact that
19 they have a priority restoration program. Primary
20 lines are to be restored first. I suggest to you that
21 that is practiced more in the breach than in the
22 actuality.

23 Case in point, the primary line that services
24 my subdivision services in excess of 600 households.
25 It runs from a large sub on the Berkeley Ferguson line

1 roughly at the interchange of Frost Avenue and Ford
2 Avenue. It runs south on Ford and then it runs west
3 along Powell into the Jesske Park neighborhood. As I
4 said, it services over 600 customers.

5 Despite repetitive calls, never able to get
6 through the customer service line. After day three I
7 was able to reach a customer service representative
8 who was very helpful and explained that, no, it has
9 not yet even been assigned to Forestry.

10 The problem was there was a line, a tree down
11 in the right-of-way west of New Florissant and it had
12 not yet even been assigned to Forestry, three full
13 days after the conclusion of the ice storm.

14 I continued repetitively calling from that
15 moment forward. It was not until day four that I
16 heard from another beleaguered customer service
17 representative that, yes, the repair on that line had
18 in fact been assigned to Forestry, but no, they had no
19 idea when a crew would physically be there.

20 I will tell you that once the Forestry crew
21 got there to take the offending tree off the line it
22 was less than 24 hours that it took to get 600 houses
23 back.

24 No one will convince me that Ameren pays
25 attention to tree trimming. Their tree trimming in

1 general is hellacious. The wild honeysuckle continue
2 to climb the lines. The right-of-way that runs behind
3 my house on Moundale has not been trimmed at all since
4 October of 2000.

5 Their customer service line is a joke. I
6 just gave up calling in July in better using my time
7 to find gasoline to power the generator.

8 The first three days of the December storm it
9 was impossible to get anything but a busy signal at
10 314-342-1000. I never once in three days calling once
11 every three hours around the clock got anything but a
12 busy signal.

13 On day four I finally got a recording -- I
14 take that back. It was the end of day three I finally
15 got the recording. Be prepared for lengthy outages.
16 I redialed. I got the same message. This time,
17 however, instead of waiting for the auto dial system
18 that says if you have an emergency press one, if you
19 smell gas press two, if you have a customer service
20 question press three, I pressed two. That's the
21 number for if you smell gas.

22 I offer to everyone in the room this
23 suggestion. That is the way to get a live person at
24 the end of the AmerenUE phone line. Press the I smell
25 gas button. From that moment forward I always got a

1 real person. They were always very helpful.

2 Ameren should not be rewarded for taking our
3 money when we are held captive to them. I suggest to
4 you that a fair rate of return is breaking even for a
5 while. Thank you.

6 COMMISSIONER GAW: Thank you very much for
7 coming and sharing that with us.

8 In regard to the issues on getting
9 through, when you were trying to get through in the
10 summer and in the fall, late fall ice storm was the
11 busy signal the same occurrence both times?

12 A. Yes.

13 COMMISSIONER GAW: You couldn't get through
14 at all?

15 A. Yes. It was the end of day three, early
16 morning of day four of the December ice storm that I
17 was finally able to get something other than a busy
18 signal.

19 COMMISSIONER GAW: Did you talk to any of
20 your neighbors about trying to get through during the
21 November, December period?

22 A. Oh, they just gave up.

23 COMMISSIONER GAW: Same reaction?

24 A. They just gave up.

25 COMMISSIONER GAW: Same experience?

1 A. Yes. In fact, my elderly neighbor who is in
2 her nineties went to spend the outage time with a son
3 and they gave up trying to reach Ameren. And the ad
4 hoc way we decided was they would call me to see if I
5 had any success because they had no success.

6 COMMISSIONER GAW: There may have been, and
7 I may be paraphrasing here, but there's been some
8 reports if I recall correctly indicating in the press
9 that Ameren has suggested that their problem or a
10 portion of their problem with being able to trim trees
11 is not being able to get permission from land owners.
12 What you are describing does not sound like that. And
13 let me make sure I understand.

14 A. Let me give you an example of what they are
15 holding up as their dubious justification. When my
16 neighbors -- the tree in the right-of-way behind my
17 neighbor's house was listing so seriously last spring
18 and then it fell, to get their equipment back in there
19 to cut that tree required the removal of a bush and a
20 tree that was on the front property line. My neighbor
21 was at work. They were wondering what to do.

22 I said, oh, you'll have permission in 30
23 seconds to cut anything you need to get back there. I
24 used my cell phone, called my neighbor at work who
25 said why are you wasting time asking me if they can

1 cut that, tell them to take it down. I have never yet
2 in my neighborhood at least met anybody who was, shall
3 we say, a tree hugger. We love our trees, that's why
4 we moved to North County, but when it comes to trees
5 versus power lines the trees will always go.

6 COMMISSIONER GAW: And the tree that you
7 described laying on the power line, I want to make
8 sure I understand --

9 A. In the right-of-way.

10 COMMISSIONER GAW: It was in the
11 right-of-way easement?

12 A. In the right-of-way easement. And Gary had
13 made at least three phone calls and I made two over
14 the course of at least three weeks, perhaps a month's
15 time saying that tree is listing more and more and
16 more and it's going to come down onto your lines. And
17 never once did we see a tree trimming crew, never once
18 did we see a supervisor who came by to evaluate it.
19 It was not until the tree completely uprooted itself
20 and pulled the line down.

21 COMMISSIONER GAW: Thank you very much.

22 PERSONAL ADVISOR HEALY: No questions.

23 Thank you.

24 A. Thank you so much for taking public
25 testimony.

1 JUDGE VOSS: Thank you very much.

2 MR. COFFMAN: Your Honor, I'd like to make
3 a quick request there are many people who have spent
4 many hours waiting to come and more who have left and
5 signed green sheets and made comments in writing and I
6 just wanted to make sure the Commission was going to
7 live up to its statement for testimony here, so I
8 would like to offer the green sheets and comments into
9 the record of this transcript if that is okay.

10 JUDGE VOSS: It's my understanding that
11 they are automatically offered in the public comment
12 section which is where this is going to go.

13 MR. COFFMAN: The official case file isn't
14 necessarily evidence in the way the record of the
15 transcript is, unless there is some objection from
16 Ameren.

17 MR. BYRNE: No.

18 JUDGE VOSS: It's my understanding I
19 thought they were. If I'm mistaken, we will make sure
20 that they are.

21 MR. COFFMAN: Thank you.

22 Patty DeGonia.

23 (Following comments and answers by PATTY DEGONIA)

24 JUDGE VOSS: Do you swear or affirm that
25 the testimony you are about to give is the truth, the

1 whole truth and nothing but the truth?

2 A. I do.

3 JUDGE VOSS: Would you please state and
4 spell your name.

5 A. The first name is Patricia, P-A-T-R-I-C-I-A.
6 The last name is DeGonia, D-E-G-O-N-I-A.

7 JUDGE VOSS: Could you give us your
8 address, please.

9 A. 2412 Forest Shadows, 63136. That's St.
10 Louis.

11 JUDGE VOSS: And are you a current customer
12 of AmerenUE.

13 A. I am.

14 JUDGE VOSS: And do you have comments you'd
15 like to make this afternoon?

16 A. Yes, I do.

17 I'm on the Board of Directors of a small
18 community. We have 209 units in our area. We are in
19 North County. Our front entrance faces Dunn Road.

20 We are constantly surrounded by electricity
21 no matter what happens, whether it's a storm today or
22 yesterday or four days ago, three years ago. Everyone
23 will have electricity except for us. We are in a
24 complete circle.

25 In July when we had the storm our front

1 entrance was lit, but none of the residents had
2 electricity. Since I'm on the Board of Directors and
3 my phone number is more readily available than UE I
4 get a lot of calls. About 75 percent of our residents
5 are elderly people from the ages of 60 to 92. So a
6 lot of them find it a lot more convenient to call me.

7 In July when we had the outage I got a number
8 of calls and I assured them that we knew our
9 electricity was out and we would (inaudible) I would
10 as soon as I got through. I tried for several days,
11 got the same response as everyone else.

12 Then when I finally got through I got a young
13 lady that said, why are you wasting my time, you have
14 electricity. I said, no, believe us, we do not. She
15 said the grid shows you've got electricity, I am not
16 speaking with you, you are wasting my time from people
17 who really need to have service. She hung up on me.

18 I called back and got a very, very nice lady
19 and told her situation. And she said not only do we
20 not show that you do not have electricity, we don't
21 have anybody in your area, but I will give this to
22 someone to call back. I never heard from them, but
23 they did like five days later send somebody out and I
24 think it was like seven days we got electricity.

25 So then in December naturally our electricity

1 went out once again. Our front entrance was lit so a
2 lot of the people coming home thought we had
3 electricity. Again, we are in a pocket apparently
4 completely surrounded by electricity so the linemen in
5 July had said if this happens again you call because
6 they are not going to show that you have no
7 electricity.

8 So I called and couldn't get through for a
9 day or so. And finally I got through and I spoke with
10 this young lady and I said, you know, we don't have
11 electricity. And she said, no, I show you have
12 electricity. And I said, no, I really don't. And I
13 thought maybe I do and I just don't know it. I'm in
14 the kitchen looking around and it's freezing cold and
15 I said no, no, I really don't have electricity, I know
16 I don't. And she said, well, I will turn this over to
17 somebody and they will call you back. Which has never
18 happened.

19 And then I called back and the lady said,
20 well, I'll have a supervisor call you back and we will
21 try to determine what the problem is why you are not
22 registering on the grid.

23 And I said just send people out to hook up
24 the electricity. I said our cables are underground
25 and to my understanding everybody surrounding us has

1 electricity and our cables are underground and your
2 cables that come out of the ground to the substation
3 has to be the problem. Of course I'm not
4 knowledgeable on this stuff, so I gave this as a
5 suggestion. And she says, well, it's possible. So
6 we continue on. Finally after seven days we get our
7 electricity back.

8 And last week I came home and my neighbor
9 came running to me and she says, you know, we don't
10 have electricity. And I said oh, geez, let me call
11 UE. So I called and I spoke with Angie and I said I
12 think possibly what it is is at our entrance there is
13 a tree on some lines. And she said how far are the
14 poles and what dimensions are they. And these are
15 questions I have no idea. So I said I really don't
16 know this.

17 And I was about to tell her that in the past
18 the grid doesn't show that we don't have electricity;
19 however, I got as far as in the past and she just went
20 hysterical and started screaming in the past, in the
21 past, we don't talk about the past, the past is over,
22 we're not talking about the past.

23 And I said can I speak with a supervisor and
24 she said someone will call you back. She hung up on
25 me. So no one called me.

1 I called again and I talked to Cameo. And I
2 told Cameo about the problem on the lines. I said
3 maybe this is our problem, the limbs, you know. And
4 again, I didn't want to say in the past, and I said,
5 you know, our cables are underground and I said on the
6 news and when I said on the news she just went on, she
7 said on the news, we're on the news every day, we're
8 going to continue to be on the news, what do you care
9 about the news. And I said, oh, wait just a minute
10 and bam, she hangs up on me.

11 I call again to a third person who was
12 extremely nice, apologized for all the problems and
13 said we will get somebody out there. And so sure
14 enough that afternoon a lineman came out.

15 And he knocked on my door and I said, well,
16 you know, it's not only my electricity, it's 209 units
17 so the little community right on Dunn Road and we are
18 completely covered with electricity all around us.

19 So I said, again, it would make sense since
20 our cables are underground if you'd check the cables
21 that they are okay coming from underground to another
22 point. He said, yes, I know. And he said what you
23 are going to have to do is just put up with it. And I
24 said why. He said, well, it's expensive to correct.
25 And he says we're not going to correct it, so you will

1 just have to put up with it. And I said, you know, we
2 have a lot of elderly people here.

3 Again, my neighbor who is sit 86 years old,
4 she came home. She was told -- this is something
5 else. All through this outage we were told we have
6 power. My neighbor went to her -- she's 86. She went
7 to her boyfriend's who is 91. Both are able to drive.
8 Anyhow, he had electricity. And she called and they
9 said, oh, you have power. So she came home.

10 And as I was coming in I seen smoke coming
11 out of the windows and I ran in and said what are you
12 doing. She said, well, they said we had power, I'm
13 trying to light the furnace. So she had a block of
14 newspaper sticking it in the furnace thinking that she
15 was going to light the furnace.

16 I said you don't have power, you really don't
17 have power. And she said they said I did. And I said
18 I know they did, but take a look, there's no lights,
19 you don't have lights, you don't have a power.

20 So anyhow, for unknown reasons after this we
21 got, when our power came back on we were notified that
22 we had no electricity and it was for unknown reasons
23 and they had no idea when it was going to be fixed.

24 So last week, as I said, the lineman came out
25 and said, yes, this is going to be your problem, more

1 or less you are going to have to learn to live with
2 it, your lights will flicker off and on, be out
3 periodically. And I said, so what you are telling me
4 is that you are not going to fix it. And he said no,
5 it's too expensive. He said for us to do that it
6 would cut into our profits.

7 And I have to say here I am absolutely amazed
8 by the knowledge that some of these public people have
9 gone out and found out about the word substation and
10 the lines. To me a lot of these people who are senior
11 citizens are out here looking. I think it's time to
12 get together and stop this greed of corporate America.

13 You have a CEO of Union Electric or AmerenUE
14 who is making millions. He is not a spokesperson. He
15 apparently is not a leader. I'm sure any one of you
16 could step into his shoes and do the same thing he has
17 done, probably even better because at least you came
18 to meet the public and tell us what is wrong.

19 And I think it's time that we acknowledge
20 that a raise is not the answer because if they've got
21 the money now they are not doing anything with it,
22 what would they do with the money of a raise. It will
23 probably go to another bonus. Thank you.

24 COMMISSIONER GAW: Thank you very much for
25 coming, ma'am. That's very interesting testimony and

1 I will just say that.

2 But I wanted to ask you when you said you
3 attributed, and I'm paraphrasing your quote to
4 somebody working for Ameren in regard to cutting into
5 their profits and not fixing their line, do you know
6 who it was that you were talking to?

7 A. No, I don't. He just came to the door one
8 day. I asked for a supervisor to please contact me
9 back.

10 COMMISSIONER GAW: Yes.

11 A. And he just came up and he knocked on the
12 door and he said I'm here to check your lines. And he
13 said your lines are fine, your electric is fine. And
14 I said it's not only mine, it's a complete community
15 here of people that we're talking about. And he said,
16 well, when your car breaks down, you don't know that
17 it's going to break down. And I said that's true, but
18 when it breaks down I look to see what the problem is
19 and have it fixed.

20 And he said the grid isn't always working
21 because I mentioned about them not showing us on the
22 grid. He said life is not perfect. I said I can
23 understand life is not perfect, but again, when it's
24 not perfect you try to investigate and make it better.
25 And I said we are here and patient and understanding

1 to the point that these things do happen, but you
2 proceed and try to find solutions for them.

3 COMMISSIONER GAW: And when was that, about
4 when was it that you had this conversation, do you
5 recall, just a general time frame.

6 A. You mean how many days ago?

7 COMMISSIONER GAW: Yes, just some general
8 idea.

9 A. I would say a week ago.

10 COMMISSIONER GAW: So very recently.

11 A. Oh yes, yes. As a matter of fact, I think it
12 was the 28th of December. What is today?

13 Q. It's the 8th. I don't need the exact date,
14 just a general time frame.

15 A. But he is not the only one that's told me
16 that. This is the second lineman who said we know the
17 problem, we're not fixing it.

18 COMMISSIONER GAW: Okay. Thank you very
19 much.

20 COMMISSIONER APPLING: Patricia, thank you
21 for coming in. Your comments were very interesting.

22 And I have one question. Are you french
23 by any chance?

24 A. Yes.

25 COMMISSIONER APPLING: I spent four years

1 in Paris. I kind of gleaned that out of your last
2 name. Thank you very much for your comments.

3 A. Thank you.

4 PERSONAL ADVISOR HEALY: Thank you very
5 much. I appreciate it .

6 JUDGE VOSS: And I would encourage you to
7 talk to staff at the back of the room to talk to them
8 about a complaint if you would need to.

9 Peggy Garrett.

10 (Following comments and answers by PEGGY GARRETT)

11 JUDGE VOSS: Do you swear or affirm that
12 the testimony you are about to give is the truth, the
13 whole truth and nothing but the truth?

14 A. Yes.

15 JUDGE VOSS: Would you please spell your
16 name for the record?

17 A. It's Peggy Garrett, G-A-R-R-E-T-T. I live at
18 2 The Orchards Lane in Olivette 63132.

19 JUDGE VOSS: Are you currently a customer
20 of AmerenUE?

21 A. Yes.

22 JUDGE VOSS: Please proceed.

23 A. I have resided in Olivette for over 30 years
24 and I have just been persistently staying here, so you
25 know it's not just in a certain area, but this is an

1 outstanding problem all over St. Louis.

2 And I realize there are a lot of emotional
3 things that have been said here and a lot of very
4 insightful things, but I'm not going to repeat that, a
5 lots of personal things, I just want to tell you my
6 area and experience and I will follow up by sending
7 you pictures.

8 I live on a major street, by a major street,
9 that goes by Olive Street Road and Ladue Road.
10 There's a lot of beautiful trees, big yards.

11 The right-of-way between Ladue and Olivette
12 is directly behind our home. We've lived there 12
13 years. The first outage that I remember was in 1997,
14 ten years ago. And the right-of-way was somewhat
15 clear when we moved to purchase the home, moving from
16 another location just two blocks from this location.

17 And every time we have a storm they do come
18 out and fix it. It's delayed, and I'll give you those
19 dates, but right now regarding those lines we have I
20 assume a line that is not live hanging from a pole
21 that was left there after the last repair. And there
22 is a tree at an angle that the next storm it's going
23 to go over. It's the same story that we have heard
24 here.

25 In the twelve years we've never seen those

1 lines cleared. The right-of-way has remained with
2 very large trees.

3 We keep talking about the unique storm that
4 caused this. I'm not even talking about short outages
5 in the twelve years. We've been out for four days in
6 one storm, four days when we had the hail storm that
7 was quite unusual in May of 2005, I believe. We have
8 lost five days this past summer and then recently six
9 nights, seven days.

10 Needless to say this is causing a lot of
11 anxiety to our whole subdivision, our whole area and
12 the street behind our house that's called Sumac.

13 But I would like to talk about the emotional
14 aspect because as I've heard all of these people
15 talking there is a big emotional aspect because they
16 cannot depend on AmerenUE.

17 And actually, I would hate to be in your
18 position, your paid position, to listen to the people
19 making the big salaries because they pay other people
20 to come and hear and then they get on television and
21 tell us how inconvenient it was because they too were
22 out for one day. When I was sitting in a warm home,
23 not in my own home, and I heard that I thought I
24 cannot believe this, they have the nerve to say they
25 were out for one day.

1 People's lives are in danger because of these
2 storms. People are not depending on UE so they are
3 going and getting generators. That's very dangerous
4 because older people don't know how to work them.

5 And at a recent party that I was at in a very
6 nice location they looked at me and said go get a
7 generator, you can afford it. Why should we have to?
8 It's reliability, it's emotional aspect of children
9 left and scared because they don't have electricity.
10 It's older people who know that they have no place to
11 go. And I just feel like this needs to be
12 communicated. This is a problem that has to be solved
13 because there is a great emotional as well as personal
14 burden for our citizens. Thank you.

15 COMMISSIONER GAW: Thank you very much,
16 ma'am, for coming today.

17 JUDGE VOSS: Thank you.

18 Lou Jearls.

19 (Following comments and answers by LOU JEARLS)

20 JUDGE VOSS: Do you swear or affirm that
21 the testimony you are about to give is the truth, the
22 whole truth and nothing but the truth?

23 A. I do.

24 JUDGE VOSS: Would you please spell your
25 name for the record.

1 A. First name Lou, L-O-U. Last name Jearls,
2 J-E-A-R-L-S.

3 JUDGE VOSS: What is your address?

4 A. I live in the City of St. Louis, 6542
5 Marmaduke Avenue 63139.

6 JUDGE VOSS: And are you currently a
7 customer of AmerenUE?

8 A. Yes.

9 JUDGE VOSS: Please proceed with your
10 comments.

11 A. I'm also the Director of Public Works for the
12 City of Florissant and I'm here on behalf of myself
13 and Mayor Robert G. Lowery, Senior, and I guarantee
14 you would rather listen to me than Mayor Lowery, and
15 several thousand residents in Florissant that were
16 without power several times this year as was testified
17 to earlier by Franklin Morris and James Strawhun.

18 Quite simply, AmerenUE knows how to fix the
19 problems. I maintain infrastructure in Florissant.
20 I'm an engineer. And I know what the problems are in
21 Florissant and I know what money it's going to take to
22 fix them and I've fixed them for the last 25 some odd
23 years in Florissant.

24 AmerenUE doesn't need to be hold how to solve
25 these problems. They've got one thing to do and that

1 is to provide reliable electric. If I maintain the
2 infrastructures, street infrastructures and bridges
3 and buildings as reliably as AmerenUE maintains the
4 electric in our area I wouldn't be working for
5 Florissant and Mayor Lowery wouldn't be Mayor.

6 The reliability aspect of AmerenUE has gotten
7 so bad you've heard several people talk about
8 emergency generators. We put in the budget this year,
9 and I've got bids out right now, \$130,000 in bids for
10 emergency generators for police headquarters and the
11 City Garage. And I've got other portable generators
12 that we use around and about the City to help because
13 AmerenUE has become so unreliable.

14 The City is actually helping to some extent
15 with the trees. We have a property maintenance code.
16 We cite dangerous trees. And in years past we never
17 got these calls, but recently we've just been getting
18 a number of calls from residents citing dangerous
19 trees next to power lines. They want the City to do
20 something about it.

21 Let me back up just a little bit. When the
22 power goes out and they can't get a hold of AmerenUE,
23 guess who they call. They call my department, they
24 call the switchboard, they finally get to the Mayor,
25 they call the police department, they will call the

1 Health Department. They will call anybody who will
2 talk to them. So we are on the front lines.

3 The Mayor opened the civic centers. Another
4 problem. The Mayor opened the civic centers for all
5 of those who didn't have electric, heat or
6 air-conditioning this summer and heat this winter.
7 Unfortunately, some of the nursing homes brought many
8 of their people, residents over to the civic center
9 and we just absolutely did not have the facilities to
10 take care of older people, elderly people that need
11 daily care, medical care and so now we are going to
12 have a meeting with nursing homes asking them
13 basically that they need to provide emergency
14 generation for their facilities. Again, they can't
15 rely on the City. We know, we both know you can't
16 rely on AmerenUE. And so this is going to be putting
17 another burden on nursing homes in Florissant.

18 That is ridiculous. It's just ridiculous.
19 We have to do something to that extent.

20 Like I said earlier, I maintain the
21 infrastructures in Florissant. And take City streets,
22 for instance. It represents maybe a \$60,000,000
23 investment for the City. By industry standards I
24 should be spending close to \$2,000,000 maintaining
25 those streets every year and I spend 1.5 million and I

1 guarantee you it goes to the maintenance of those
2 streets, not new streets and not to salaries.

3 Again, AmerenUE doesn't need to be told how
4 to solve the problem, they need to be told to solve
5 the problem. That's all I have.

6 JUDGE VOSS: Let's take a real quick
7 break.

8 COMMISSIONER GAW: Just a minute. I could
9 be long because I would like to ask you a lot of
10 questions, but I won't be with courtesy to the others.

11 I would like to know to just make it very
12 clear that the vegetation management that you see in
13 Florissant, I'm understanding you to say that it's
14 inadequate in your opinion?

15 A. That's correct.

16 COMMISSIONER GAW: Is it a problem where
17 they are actually not trimming back, not taking care
18 of things in the right-of-way?

19 A. Yes, many comments that were stated earlier,
20 you know. We have power outages on a nice clear no
21 breezy day. If squirrels are a problem, I don't know
22 if trees are intermingling with the power lines. On a
23 nice sunny day with a little bit of a breeze we have
24 power outages. It's not unusual for us to go a month
25 without somebody calling in and saying can you get a

1 hold of AmerenUE, we are without power again. And
2 it's just ridiculous.

3 COMMISSIONER GAW: Thank you. Give my
4 regards to Mayor Lowery.

5 PERSONAL ADVISOR HEALY: No questions.
6 Thank you.

7 JUDGE VOSS: Thank you. We'll take a
8 quick break.

9 (Whereupon a brief recess was taken)

10 JUDGE VOSS: We're going to go ahead and
11 get started. We're ready for Marge Polcyn.

12 (Following comments and answers by MARGE POLCYN)

13 JUDGE VOSS: Do you swear or affirm that
14 the testimony you are about to give is the truth, the
15 whole truth and nothing but the truth?

16 A. Yes.

17 JUDGE VOSS: Could you please state your
18 name and spell it for the record.

19 A. Marge, M-A-R-G-E, Polcyn, P-O-L-C-Y-N.

20 JUDGE VOSS: Your address.

21 A. 4363 Kingbolt Boulevard, St. Louis, 63129.

22 JUDGE VOSS: Are you a customer of
23 AmerenUE?

24 A. Yes.

25 JUDGE VOSS: Please make your comments.

1 A. Thank you very much for your patience. I'm
2 representing the St. Louis Gateway Chapter of Owl.
3 Owl is a national grassroots advocacy organization
4 dedicated to providing a voice for mid-life and older
5 women. We have 70 chapters across the country.

6 We are very distressed and outraged that
7 consumers at this time can be confronted with the
8 possibility of an increase in our electric and gas
9 utility rates.

10 The most recent consumer outages last summer
11 and again this winter have resulted in tangible and
12 intangible costs to consumers. We believe the cost of
13 doing business should not be placed on the shoulders
14 of consumers as projected by AmerenUE.

15 We would point out that such costs are
16 properly within the sphere of operations of a socially
17 responsible corporation especially of a corporation
18 that's making a high rate of return and paying
19 excessive amounts to its executives and paying board
20 members \$1,000 every time they attend a meeting.

21 Also, the taxpayers may also be confronted
22 with the costs of a lawsuit stemming from the
23 unbelievable Taum Sauk fiasco.

24 Absent a long range plan developed by an
25 independent entity that would assure minimum and

1 infrequent interruption of service, including a
2 timely, smooth transition to underground lines as well
3 as a cessation of ongoing reductions in its tree
4 trimming workforce, we find it unconscionable that
5 AmerenUE would persist in seeking a rate increase as
6 well as implementation of an ill advised fuel
7 adjustment clause.

8 We are well aware that the Commission can
9 take into account a utility's service and reliability
10 to its customers in deciding to grant a rate increase.

11 Most older women and men live on fixed
12 incomes and are constantly juggling tight budgets.
13 Any increase in utility rates will impose an extreme
14 hardship on this segment of the population, as we have
15 heard today.

16 We therefore urge the Public Service
17 Commission to, one, not give any consideration to any
18 rate increase, in fact, with new information brought
19 to light a rate decrease would more properly be in
20 order. And, two, not implement any rules that would
21 permit AmerenUE charge its customers an ill advised,
22 unnecessary fuel adjustment clause which the courts,
23 in the past, have overturned. Thank you very much.

24 COMMISSIONER GAW: Thank you very much for
25 coming.

1 COMMISSIONER APPLING: Thank you very
2 much.

3 JUDGE VOSS: Thank you.
4 Craig Mershon.

5 COMMISSIONER APPLING: Craig, this
6 Commission apologizes to you. I've been sitting here
7 all day looking at you and I should have come over
8 there and asked you if you are here to testify, but if
9 you want to beat up on somebody I've got broad
10 shoulders so you can hit me up side of the head if you
11 want to. Thank you very much.

12 (Following comments and answers by CRAIG MERSHON)

13 JUDGE VOSS: Do you swear or affirm that
14 the testimony you are about to give is the truth, the
15 whole truth and nothing but the truth?

16 A. I do.

17 JUDGE VOSS: Could you please state and
18 spell your name for the record?

19 A. My name is Craig Mershon, C-R-A-I-G
20 M-E-R-S-H-O-N. Yes, I am an AmerenUE customer. And I
21 live at 11923 El Sabado Drive, St. Louis, Missouri
22 63138.

23 First, I'd like to give honor and praise to
24 Lord Jesus Christ, the person who has had us all here
25 and has sustained us through all of the problems.

1 And second of all, I'd like to say that the
2 company is very inadequate and I don't think that they
3 deserve a price increase, a rate increase because of
4 the way that they do us as customers.

5 I'm a person with a disability and I have a
6 form that I fill out every year indicating that I need
7 to use electric equipment and it's filled out by my
8 doctor stating that without the electric equipment I
9 cannot basically sustain life because I couldn't get
10 around without this.

11 And when the electricity was off for five
12 days in my home I had to stay with my parents. And
13 their electricity was off too. And when we tried to
14 contact them they ignored us.

15 And then just recently I called the
16 Commissioner's office because I got a disconnection
17 notice. And I always pay my bill every month. I pay
18 something on it even though I'm on a fixed income. I
19 pay what I can on it and I try my best to pay what I
20 use. And it's ironic that I have these forms and they
21 are filled out and they are on record with the company
22 and I'm still treated with disdain and hatred by the
23 company.

24 One time very recently they disconnected me
25 after they were paid. I told them I had to take some

1 medicine because I suffer with hypertension and the
2 lady told me, well, eat crackers, we're not going to
3 turn you on yet, we haven't received your money. And
4 the next hour I called back and they had received it
5 and they wanted to wait. They said we'll do it the
6 next day.

7 And when I did get it back on I called and
8 she said she wanted to make sure I was a person listed
9 with a disability. And she said they talked with them
10 and they did as much as they could, but they didn't.
11 Then they kept threatening to disconnect me.

12 I called the U.S. Senator Jim Talent at the
13 time and the lady's name was Rhonda who talked with
14 the person in the office. And they told the person
15 they have policies. You tell the United States
16 Senator you have policies, they don't care. They are
17 supposed to take up for us, the constituents.

18 And I find it unreasonable and very rude for
19 anyone even in the Commissioner's office to tell me
20 that, to bounce me around. And that's what happened
21 just recently. I was bounced around. And I called
22 and asked to get some assistance because I got a
23 disconnection notice and I asked the lady if she could
24 take care of it because Shelly Burbank is no longer
25 there because that's who I usually call and she helps

1 me out and helps me from getting upset with the
2 company.

3 And so she bounced me and bounced me and
4 bounced me and kept telling me, well, I'll give you
5 this one. Ma'am, I don't want to tell them. I want
6 you to do something. She refused. She gave me some
7 number, I don't know who it was, and hung up.
8 Fortunately I got (inaudible) Brady who was supposed
9 to be talking with them, I don't know.

10 But the main thing is you target people with
11 disabilities and you target African Americans and you
12 target the elderly. If you go to any of the places
13 where you get energy assistance you will see elderly,
14 you will see African Americans and you'll see people
15 with disabilities. And that's a shame because we have
16 the American Disabilities Act of 1990 to protect us
17 and you don't go by it. You don't even care. And
18 that's not a good reputation to have for a company
19 that relies on customers.

20 And as I look at the four of you up there, 30
21 years from now you may not be working in the positions
22 you are in now. And how would you feel if you had to
23 live or ambulate in a scooter like this or walk with a
24 cane or some other disability that may come upon you?
25 You may be white American, African American, Jewish

1 American and you can't change that, but being disabled
2 doesn't have any discriminatory aspects to it. It
3 hits anyone. You all now look all nice and spry and
4 energetic and you are all lawyers and doctors and
5 engineers. You won't be like that forever.

6 And every night I praise the Lord to sustain
7 my life because I believe he has something for me to
8 do here. And that's when I look at you all and I see
9 you, you look so nice and clean and energetic and nice
10 looking clothes, but it won't be like that forever.
11 How would you feel when it's time for you to retire or
12 at any time you could walk out today and something
13 could hit you and you could be afflicted with a
14 stroke, how would you like for AmerenUE and the Public
15 Service Commission or even the Commissioners to ignore
16 you. You call them up for help and they ignore you.

17 One day that is going to happen. And you may
18 not think it now and you may think who is this stupid
19 fool, but look at it again. All of those people that
20 were out, they were elderly, they complained about
21 things that happened to them. You never know when
22 it's going to get you.

23 I'm blessed because I was born this way so I
24 don't know what it's like to be physically normal.
25 You all do. But as time goes on you may be like me.

1 And there are a lot of people that were in the room
2 that were elderly and they walked with canes and
3 things. It's not an easy job and a lot of them are on
4 fixed incomes like me. It's not an easy job.

5 And we do the best we can to pay you. And to
6 treat us with the disdain that you have, you should go
7 home and count your blessings because you won't be
8 able to be like you are always. So I want you to
9 think about those things as you write down things and
10 take information in and even as you are driving home
11 being in a traffic jam you'll eventually get out.
12 I'll never be able to be physically normal like any of
13 you. Ever.

14 And I am thankful for the way I am because I
15 was able to get a college degree and I plan to go
16 further in my education, but I just want you guys to
17 think about all of this when you are compiling all of
18 your information. I want you to each think about how
19 you would adjust to being like me and being like the
20 other people that were in this room. And I hope and
21 pray that you do think about it.

22 You'll forget about it as you leave and
23 you've got your own personal problems and personal
24 families and things like that, but how would you feel
25 if somebody in your family was like that.

1 So as I leave I just want you to think about
2 some of the things I've said to you. And if you were
3 to call one of the Commissioners if you are not one
4 and they decided not to hear you what would your
5 response be, how would you think of it. Because you
6 all, you know, you've got jobs now, but eventually you
7 won't have them because you'll be at retirement age.
8 Thank you.

9 COMMISSIONER GAW: Thank you very much for
10 coming and talking to us and putting things in
11 perspective. Thank you.

12 COMMISSIONER APPLING: Craig, again, I do
13 apologize. I did see you over there when you first
14 came in this morning. I should have brought you up so
15 you could be at home by now, but I made that mistake.
16 But thank you for bringing it to my attention.

17 And I also wanted to tell you I understand
18 what you are saying. The doctor told me 18 months ago
19 that I have cancer, so don't believe because we are
20 sitting up here with a tie on that everything is as
21 pretty as it looks. Thank you very much. And we
22 heard what you had to say.

23 PERSONAL ADVISOR HEALY: Thank you very
24 much. We appreciate it.

25 JUDGE VOSS: Thank you and everyone else

1 for their patience.

2 Kay Drey.

3 (Following comments and answers by KAY DREY)

4 JUDGE VOSS: Do you swear or affirm that
5 the testimony you are about to give is the truth, the
6 whole truth and nothing but the truth?

7 A. Yes, I do.

8 JUDGE VOSS: Would you please state and
9 spell your name for the record?

10 A. My name is Kay Drey, K-A-Y D-R-E-Y.

11 JUDGE VOSS: And what is your address?

12 A. 515 West Point, University City 63130.

13 JUDGE VOSS: And you are currently a
14 customer of AmerenUE?

15 A. Yes.

16 JUDGE VOSS: Please proceed.

17 A. Thank you for this opportunity to speak with
18 you.

19 As with many St. Louisans, my husband and I
20 were also forced to leave our house in December
21 because of no heat, electricity or running water. And
22 as with many St. Louisans, the gorgeous Johnson
23 Shut-ins had always been one of our family's most
24 favorite state parks.

25 However, I am here today to talk about a

1 different financial challenge facing Ameren and the
2 rest of us as electric rate payers and that is the
3 Callaway Nuclear Power Plant. St. Louis is only 60
4 air miles down wind from Callaway and 80 river miles
5 downstream on the Missouri River.

6 For years I've been writing to the Missouri
7 Public Service Commission and the Missouri Public
8 Council to ask about the costs and liabilities
9 associated with Callaway's steam generators and to
10 specifically ask if AmerenUE's rate payers were going
11 to have to pay for the elaborate repairs and
12 ultimately for the premature replacement in 2005 of
13 the gigantic, expensive and ineffectively designed
14 Westinghouse steam generators.

15 I've always been told I would have to wait
16 until the next rate case to raise such questions.
17 It's my understanding that this public set of hearings
18 is the finally the appropriate time.

19 Union Electric placed an order in July 1973
20 with Westinghouse for an incredibly expensive and
21 complex nuclear power plant reactor and steam electric
22 system for its Callaway County location.

23 It was understood by the public that the
24 basic equipment, the reactor, the steam generators and
25 the other major components and systems would operate

1 for the full 40 year duration of the plant's operating
2 license. Instead, not long after December 1984 when
3 the plant began operating leaks began to occur in all
4 four of the gigantic steam generators.

5 The steam generator problems should have come
6 as no surprise to Union Electric. In 1978 a report
7 was published by the U.S. Nuclear Regulatory
8 Commission that featured the Westinghouse steam
9 generator to degradation as one of the most serious
10 unresolved safety issues of nuclear power plants.

11 And I'm submitting to you all and to the
12 Public Counsel's office a copy of the description in
13 that report.

14 In the nuclear power plant the water that
15 flows within the steam generator tubes is the
16 identical radioactive and contaminated cooling water
17 that is present in the reactor vessel where the
18 uranium fuel fissions to generate the heat that
19 generates the electricity.

20 Many pipes, valves and other components have
21 also had to be replaced during Callaway's first 22
22 years of operation that is the kind of repairs that
23 are required in all power plants. At Callaway,
24 however, and in other nuclear power plants the
25 replacements and repairs involve radioactive equipment

1 and therefore far more workers are needed than for
2 repairs in a coal or gas fired plant.

3 Starting in 1978 more than a dozen electric
4 utilities faced with the same degradation and
5 premature aging of the nuclear plant steam generators
6 filed lawsuits against Westinghouse demanding payment
7 for a portion of the costs of purchasing and
8 exchanging replacement steam generators including
9 removal and storage costs of the old ones and the cost
10 of having to pay for alternate power sources for their
11 customers during the long shutdown.

12 Although Union Electric did not file a
13 lawsuit it reached a settlement for an undisclosed
14 amount with Westinghouse for a portion of the cost.

15 Was the Public Service Commission informed of
16 the amount provided by Westinghouse? How will the
17 Commission decide if it was an appropriate amount and
18 how much of that should be charged to the rate payers,
19 if any, and how much of the shareholders?

20 Westinghouse knew the steam generators were
21 defective when Union Electric purchased them. What
22 guarantees has Ameren obtained, if any, from
23 Framatome, the manufacturer of the replacement
24 generators covering the design and materials of the
25 new generators.

1 Each of Callaway's four steam generators has
2 5,000 tubes inside made of metal only four-hundredths
3 of an inch thick. The tubes are shaped like an upside
4 down U and are threaded through holes in a series of
5 so-called two support plates.

6 The radioactively and thoroughly hot cooling
7 water travels in pipes from the reactor vessel into
8 the 22,500 steam generator tubes and then back into
9 the reactor vessel. It's a loop.

10 The cooling water travels under tremendous
11 pressure. The resulting vibration of the steam
12 generator tubes and the buildup of highly radioactive
13 corrosion on the tubes and on the tube support plates
14 caused some of the tubes to dent, crack and then to
15 leak. This leakage results in the release of
16 radioactive water, steam and gases to the environment.

17 Because the water inside the tubes is so
18 radioactive and the rust or corrosion products are
19 also highly radioactive, high radiation fields are
20 created with the steam generators where the workers
21 have to make repairs.

22 I first began learning about how radioactive
23 the steam generators are when the Callaway plant was
24 first under construction. A Nuclear Regulatory
25 Commission engineer sent me an article from Nuclear

1 News published by the American Nuclear Society. It
2 said that the took eight months and 700 men for the
3 repair of the steam generator at the Indian Point
4 Plant in New York, a repair that would have taken,
5 quotes, "about two weeks, not eight months using 25
6 men, not 700 men if it had been a coal fired plant."

7 I hope the Public Service Commission will
8 specifically seek information on how much it costs
9 Ameren to pay for the experimental Framatome
10 electrosleeving repairs in 1999 that were made to
11 leaking tubes in two of the four Callaway generators.

12 The Nuclear Regulatory Commission cited
13 Ameren for unexpectedly high exposures of workers to
14 radiation during those repairs.

15 No other electric utility in the United
16 States tried out the Framatome process either before
17 or after the Callaway experiment. In fact, even
18 Ameren failed to electrosleeve the other two
19 generators as it had planned to do during its next
20 refueling outage.

21 I believe one important question is why
22 Ameren chose to expend a great deal of money and
23 expose its workers to the high levels of radiation to
24 electrosleeve the steam generators when the company
25 knew long before the electrosleeving experiment that

1 it intended to replace all four of the generators,
2 which it did do in 2005.

3 I would also like to know if the Public
4 Service Commission has been examined to what extent
5 Ameren may be making decisions about replacing major
6 expensive equipment at Callaway in order to be in a
7 better position to be granted by the NRC an extension
8 of an operating license for an additional 20 years
9 beyond the current 40 year duration.

10 I would like to offer the staffs of the
11 Commission and of the Public Counsel's office the
12 opportunity to borrow or copy documents about steam
13 generators that I have accumulated over these several
14 decades. I have literally a filing drawer full of
15 reports about steam generators which happen to be my
16 favorite of many defective components that clearly
17 demonstrate that nuclear power is dangerous, dirty and
18 expensive. Thank you.

19 COMMISSIONER GAW: Mrs. Drey, you are
20 providing some of that testimony today?

21 A. Right. I saw I had a typo up at the top.
22 I'll fix that and turn it in to you.

23 COMMISSIONER GAW: And if you have not done
24 so, since we are not in a position to discuss this
25 with you, being the case Commissioners themselves, you

1 can discuss it, as you probably already know, with our
2 staff who is here and with public counsel in order to
3 see if you can get a reaction about whether they are
4 going to inquire or have already inquired about these
5 issues during the rate case process. And you might
6 want to take advantage of that while they are here as
7 well.

8 A. Okay. So with whom should I speak?

9 COMMISSIONER GAW: Well, I see one engineer
10 over here who might be able to tell you some things
11 and I know public counsel is also here.

12 A. Okay.

13 COMMISSIONER GAW: Thank you very much.

14 A. Thank you.

15 JUDGE VOSS: George Gholston.

16 (Following comments and answers by GEORGE GHOLSTON)

17 JUDGE VOSS: Do you swear or affirm the
18 testimony you are about to give is the truth, the
19 whole truth and nothing but the truth?

20 A. I do.

21 JUDGE VOSS: Could you please state and
22 spell your name for the record?

23 A. It's George, G-E-O-R-G-E, Gholston,
24 G-H-O-L-S-T-O-N, Jr.

25 JUDGE VOSS: And what is your address?

1 A. 1595 Fairmont Drive, 63033.

2 JUDGE VOSS: And you are in fact a customer
3 of AmerenUE?

4 A. I am.

5 JUDGE VOSS: Please proceed.

6 A. Just about everything that needs to be said
7 about Ameren's rate increase and their request for its
8 tariff and fuel adjustment has been said.

9 However, there is one thing I am not sure
10 about regarding the scope of the Missouri Service
11 Public Commission's authority and that is should
12 AmerenUE's board decide to be acquired by another
13 company I would hope that the Missouri PSC, Jay Nixon,
14 the State of Missouri Attorney General and the
15 legislature for the State of Missouri will get
16 involved with such an acquisition if they can legally.

17 I have absolutely no information that such an
18 event is imminent, but it is a hypothetical situation
19 that we can not ignore. They must insure that the
20 customers of AmerenUE are protected against AmerenUE's
21 selling out and leaving us figuratively and literally
22 in the dark.

23 AmerenUE has squandered some parts of the
24 payments we have paid to them on things other than
25 sound and prudent business practices. They eliminated

1 maintenance crews and they neglected their
2 infrastructure which has created the numerous outages
3 that we have recently experienced.

4 AmerenUE has created a convoluted power
5 delivery system whereby the poles in many instances
6 are not supporting the wires, but instead the wires
7 are supporting the poles.

8 I'm sure there are problems with some of
9 their transformers and substations; however, I cannot
10 see nor am I qualified to evaluate the condition of
11 this outside plant.

12 My greatest fear is that AmerenUE will sell
13 out and that the new company will, after they realize
14 what they have bought, look to us for extra funds or
15 to our Governments for our tax money to correct the
16 substandard infrastructure and obsolete outside
17 plants.

18 AmerenUE eliminated their maintenance crews
19 and neglected their equipment on their own in favor of
20 a policy of repair it when it breaks. Their
21 mismanagement saved the company a lot of short-term
22 money, but now it's time to pay the piper.

23 AmerenUE's request for a rate increase should
24 be denied and the request for a change to their tariff
25 to allow for fuel adjustments should like wise be

1 denied.

2 A substantial rate reduction should be
3 granted to the customers of AmerenUE until this
4 inferior and neglected system can be brought up to an
5 acceptable and reliable level.

6 I would like to thank the Missouri Public
7 Service Commission board and their staff, Attorney
8 General Jay Nixon, all of the elected and appointed
9 officials who have been involved in these hearings,
10 all forms of responsible and informative and unbiased
11 news organizations and I would like to thank the
12 customers of AmerenUE who like myself want nothing
13 more than good, reliable and properly managed electric
14 service at a reasonable cost. Thank you.

15 One other thing, I was at a previous meeting
16 at the Wohl Center and at that time I presented 72
17 pictures of some of the broken, deteriorated and
18 obsolete equipment out there, but I didn't have the
19 list of where those pictures were for. So at this
20 time I'm going to present it to stenographer or clerk,
21 if that's all right with you. Is that okay?

22 JUDGE VOSS: Yes, that's fine.

23 A. And then they can be matched with the
24 pictures.

25 JUDGE VOSS: I'm not going to have it

1 marked as an exhibit with this hearing because it
2 actually goes with a different hearing.

3 A. I didn't hear you.

4 JUDGE VOSS: I will put them with the
5 exhibit that they reflect because you referenced that
6 you were going to be supplying them.

7 A. Right. Okay.

8 JUDGE VOSS: Thank you.

9 A. Thank you.

10 JUDGE VOSS: Patricia Brown.

11 (Following comments and answers by PATRICIA BROWN)

12 JUDGE VOSS: Do you swear or affirm that
13 the testimony you are about to give is the truth, the
14 whole truth and nothing but the truth?

15 A. Yes.

16 JUDGE VOSS: What is your address?

17 A. 1065 Ozment, O-Z-M-E-N-T, Drive, Florissant
18 Missouri 63033.

19 JUDGE VOSS: And are you currently a
20 customer of AmerenUE?

21 A. Yes, ma'am.

22 JUDGE VOSS: Please make your comments.

23 A. The comments are I wanted to say some things
24 that have not been said.

25 I've had four power outages lasting longer

1 than 24 hours since July. That means I've thrown my
2 refrigerator away four different times since July.
3 Also, my work has been out two days in July and two
4 days over the ice storm. And that is something no one
5 has brought up except that this is costing businesses
6 money. You know, it effects your income. You don't
7 get paid.

8 The last time the power was out it was due to
9 the repair that Ameren made the time before. It was
10 entirely their fault. It was not anything to do but
11 other than a bolt that hadn't been tightened properly
12 and it came undone.

13 Also, I wasn't home when they did the repairs
14 that they did and they drove their trucks through my
15 backyard causing deep ruts and, you know, I have a
16 very small bark yard and they just drove all over it
17 with these huge trucks.

18 Also, the electricity fell off the house.
19 You know how the unit, they call it a unit, came off
20 the house. And I'm not sure that most people or if
21 anybody knows, I didn't, but when that happens you are
22 responsible for paying for it yourself, getting it
23 back on. And nobody will do that. It cost me \$2,300
24 and they wanted the money up front. And then when
25 they do that they want to upgrade your breaker system

1 inside, so that was quite an unexpected amount of
2 money.

3 Also, on that bill there was \$198 fee for
4 reinspection. And I don't know who does the
5 reinspection or why the charge was there except that
6 if they did it they would have noticed maybe this
7 loose bolt that then ruined my whole Christmas.

8 On Christmas Eve morning I was getting ready
9 to do what everybody does, this and that, and my
10 electricity out in the house. I had one light in the
11 kitchen and one light in the basement and the furnace
12 burnt. So I was thinking since I had electricity I
13 didn't think it was Ameren.

14 I called the people that had done the breaker
15 electrical work and they were trying to find someone
16 to come out until I told them I wasn't going to pay
17 for the \$200 fee because it was Sunday and a holiday
18 and I felt that it was something they had done. And
19 then suddenly they wouldn't find someone to come out
20 and so I called someone else. He told me he would
21 come after he had done his other work for a \$200 fee.
22 So I had to make the decision to leave town with all
23 of the holiday food. I had a fridge stuffed to the
24 gills. I tried to give it away. Nobody was home. I
25 had to make a decision, so I left.

1 I came back Tuesday night. It was at least
2 warm because the furnace was working again. My son
3 had to take off work. I called the electrical company
4 that did the work. They were very nice. I spoke to
5 the owner and he said we don't think it's our problem.
6 I thought how could it not be your problem, we have
7 power. And so I called Ameren and indeed it was this
8 loose bolt.

9 Everyone is saying such wonderful things
10 about the workmen. I won't be able to say that. I
11 thought they did it very quick and everyone got power
12 back. They didn't drive into their back yards because
13 they can't. They did drive into mine because they
14 could. And I don't think that's right to disregard
15 people's property. They wanted to get the job done as
16 quickly as possible and they didn't do it right and so
17 I threw hundreds of dollars away again on food. So
18 that's my comment.

19 COMMISSIONER GAW: Thank you very much for
20 coming.

21 JUDGE VOSS: I have a question. Did they
22 knock off this thing on the side of the wall when they
23 were doing the repairs in the backyard?

24 A. No.

25 JUDGE VOSS: It just fell by itself?

1 A. No, it fell during the storm.

2 JUDGE VOSS: Okay. Thank you very much.

3 Rosalyn Borg.

4 JUDGE VOSS: Do you swear or affirm that
5 the testimony you are about to give is the truth, the
6 whole truth and nothing but the truth?

7 (Following comments and answers by ROSALYN BORG)

8 A. I do.

9 JUDGE VOSS: Please state and spell your
10 name for the record.

11 A. Rosalyn Borg, R-O-S-A-L-Y-N B-O-R-G.

12 JUDGE VOSS: And what is your address?

13 A. 7820 Cornell Avenue, University City 63130.

14 JUDGE VOSS: And are you currently a
15 customer of AmerenUE?

16 A. Yes, I am.

17 JUDGE VOSS: Please make your comments.

18 A. Thank you very much. Thank you for your
19 patience. I apologize if I'm repetitious. I've been
20 here since past 11 this morning.

21 Like many of the people you've heard this
22 afternoon, I'm one of the hundreds of thousands who
23 lost power twice last year, a week in the summer and
24 again last month. And I also lost power for over a
25 week in 2005. Interestingly, I didn't lose telephone

1 power.

2 What made the winter loss even more difficult
3 is I have a health condition. To avoid getting colds
4 you see I'm wearing gloves. To add insult to injury,
5 I couldn't reach AmerenUE even though I began calling
6 the company at 3:30 a.m. when the power first started
7 flickering. And going out a week later, I still
8 couldn't get through. The line was busy.

9 It does no good to have a Public Service
10 Commission announcement when one doesn't have the
11 power to connect to the website.

12 I'm opposed to a rate increase for AmerenUE
13 because I do not think they are doing a good job of
14 serving the public. However, I will say the linemen
15 during the bitter cold and heat deserve a bonus.
16 Management deserves all of the criticisms they are
17 justified in receiving.

18 This is the fourth community I have lived in
19 and it has the most disastrous trimming program of any
20 community. We can't prevent wind and ice storms, but
21 AmerenUE tree trimmers can do something about
22 (inaudible) with lines. They could begin with a more
23 aggressive tree trimming schedule.

24 I can't remember the last time someone came
25 on my property or when I had my trees trimmed. If

1 trees on private property are part of the problem then
2 that issue has to be addressed.

3 I will concede that AmerenUE cannot prevent
4 the natural disasters, but they know and members of
5 the Commission know that they will occur. We have
6 wind damage every summer. I have the bills from the
7 tree company to prove it. And in those areas where
8 the lines are above ground the company knows it should
9 have and must take proactive measures to prevent the
10 loss of power.

11 Natural disasters aside, were we faced with a
12 terrorist attack how could we communicate between
13 government and citizens if we have no power? If the
14 easement on private property is too narrow, obtain
15 right-of-way to trim back from the wires.

16 For example, if you drive south along Ballas
17 Road you can see that limbs and branches of the trees
18 are touching or hanging directly over or into the
19 wires. That should be unacceptable. If regulations
20 need to be passed to change the conditions of private
21 trees to keep the limbs off the wires Ameren should
22 seek such legislation.

23 However, there should also be regulations
24 preventing private trees from being planted within a
25 certain distance. If AmerenUE doesn't have the

1 personnel to handle the work they should be doing let
2 them work out a program with the various
3 municipalities by refunding the municipal fee
4 collected every month. Work to seek fair solution in
5 its responsibility to the public.

6 By their own admission they cut back the tree
7 trimming budget several years ago. I wonder for what
8 reason. Surely they must be doing long range planning
9 for disasters. They are not losing money. They don't
10 carry an unreasonable amount of debt. They have an
11 excellent return on investment. How is that profit
12 being used? They are obliged to serve. It is the
13 rate payers money that makes the company profitable,
14 not the income from its management. The company is
15 entitled to a reasonable return on investment, but not
16 when they don't do the job.

17 Executive officers in top management are well
18 paid. It's already been stated. Perhaps they should
19 dig into their pockets to help take care of the costs
20 of maintenance and repairs. Let the company officials
21 do their part.

22 Finally, this is a hearing before the Public
23 Service Commission. The key words being public. The
24 electric company is a public utility. It has a
25 monopoly. It by law serves the public's needs.

1 If I'm not happy with my telephone service I
2 can switch. If I don't like the supermarket, I can
3 switch to another one. I can change doctors, but as
4 Commissioner Gaw said earlier this is the only game in
5 town and if I'm unhappy with the electric service I'm
6 stuck.

7 Until the problems that were manifest this
8 year are fixed I see no reason that the tax payers
9 should see a rate increase in their electric bill.
10 The need has yet to be proven or heard. Thank you
11 very much for your patience and attention.

12 COMMISSIONER GAW: Thank you for coming in
13 today. I don't have any questions, but I want to
14 clarify you have lived in other communities?

15 A. Yes.

16 COMMISSIONER GAW: And I want to make sure
17 the record reflects whether or not those other
18 communities were served by Ameren.

19 A. No, they were not. They were served in other
20 states.

21 COMMISSIONER GAW: Thank you.

22 JUDGE VOSS: Melanie Shouse.

23 (Following comments and answers by MELANIE SHOUSE)

24 JUDGE VOSS: Do you swear or affirm that
25 the testimony you are about to give is the truth, the

1 whole truth and nothing but the truth?

2 A. I do.

3 JUDGE VOSS: Please state and spell your
4 name for the record.

5 A. Melanie Shouse, M-E-L-A-N-I-E S-H-O-U-S-E.

6 JUDGE VOSS: And what is your address?

7 A. 8951 Argyle Avenue, Overland 63114.

8 JUDGE VOSS: And you are a current customer
9 of Ameren?

10 A. Yes.

11 JUDGE VOSS: Please make your comments.

12 A. I would just like to point out that Ameren
13 had a third quarter profit, which is one quarter of a
14 year, they had a third quarter profit according to St.
15 Louis Business Journal of \$293,000,000. This was in a
16 quarter which included the most damaging storms in
17 their history in July and the Taum Sauk Reservoir
18 settlement which added up to 15 to 17 million. And
19 excluding all of those costs they still came out with
20 profits of \$293,000,000.

21 Based on their comments one would think that
22 this would be one of their lower quarterly profits
23 given those extensive costs.

24 I see on the yellow sheet that you gave us
25 when we came in that you are recommending an increase

1 in their annual tree trimming expense to \$45,000,000
2 per year. Off the top of my head that looks like
3 about 16 percent or so of their quarterly profit.

4 I would like to know what could possibly
5 justify a rate increase given the fact that even if
6 they were to use all of that tree trimming expense to
7 actually do their work they are still left with an
8 \$238,000,000 extra profit for one quarter over and
9 above the entire annual tree trimming expense. It's
10 really outrageous. I'm not sure what I can add to the
11 other comments.

12 I would like to make a comment about some of
13 the individuals expressing an interest in just, quote
14 unquote, "getting rid of all the trees." I'm sure you
15 are all aware of the global climate crisis that we are
16 all facing, not only as a planet, but as a country and
17 as a community. And cutting down all the trees is
18 clearly not the solution to our climate crisis
19 problem. And I really hope you are not giving that
20 any serious thought.

21 I strongly suggest that you encourage or
22 require Ameren to actually spend some of their profits
23 on tree trimming instead of just having a stop gap
24 cheap solution of sending somebody up there one day
25 and cutting down every tree in sight because that

1 would not be smart. If you would like more
2 information on the climate crisis you can get it at
3 climatecrisis.net, but I really don't think I need to
4 go into it because it's become rather apparent to all
5 of us over the past couple of weeks.

6 The other thing that would not be a solution
7 to our climate crisis would be investments in nuclear
8 power. And any costs that they are trying to recover
9 based on investments in nuclear power is nothing but a
10 scheme, what I would consider to be a completely
11 irresponsible scheme to impose nuclear power on us
12 because it's clearly not a solution to our energy
13 problems or climate crisis. And for other information
14 on that I would recommend a book by Dr. Helen
15 Caldicott called Nuclear Power Is Not The Answer, a
16 very good book.

17 But getting back to the rate increase, I
18 think the central question here is impunity. Ameren
19 as a publicly regulated company has a mandate to serve
20 its customers. They clearly from this testimony have
21 not provided the level of service that they are
22 supposed to provide to their customers. And they have
23 breached their contract with we, the public, and now
24 they are trying to impose a contract on us for higher
25 rates that has absolutely no legitimacy.

1 And I strongly encourage the Public Service
2 Commission to do everything in their power put a stop
3 to it because as you can see Ameren is rapidly losing
4 credibility among the public. Thank you.

5 I'm sorry, I had one more thing I wanted to
6 bring up real quick. I also noticed in some reading I
7 was doing recently that Andy Blunt who is I believe
8 the brother of Governor Matt Blunt is a paid lobbyist
9 for Ameren. I would like to know what he is getting
10 paid and what services Ameren is expecting in return
11 for his fee.

12 JUDGE VOSS: Thank you very much.

13 Richard Dockett.

14 (Following comments and answers by RICHARD DOCKETT)

15 JUDGE VOSS: Do you swear or affirm that
16 the testimony you are about to give is the truth, the
17 whole truth and nothing but the truth?

18 A. I do.

19 JUDGE VOSS: Would you please spell and
20 state your name for the record?

21 A. My name is Richard Dockett. It's
22 R-I-C-H-A-R-D D-O-C-K-E-T-T. I live at 6844 Crest
23 Avenue in University City.

24 JUDGE VOSS: Are you currently a customer
25 of AmerenUE?

1 A. Life time.

2 JUDGE VOSS: Please proceed with your
3 comments.

4 A. I am the President of the Rockwood
5 Neighborhood Association right there in University
6 City. And it's currently where the cradle of
7 civilization actually exists and we are thereby the
8 keepers of the gate.

9 I am also the spokesperson for the St. Louis
10 Area Concern Tax Payers, phonetically pronounced
11 SLATP. We are located at 200 North Broadway. We are
12 a watchdog group that is continuing to monitor where
13 our tax dollars are going and have gone.

14 And of course I'm here today because I see a
15 system that is broke in AmerenUE. And I'm not talking
16 about financially, but in terms of the services that
17 are not provided. AmerenUE is in need of a fix. And
18 of course where I'm at in the immediate area there
19 with the City Manager's help, Julia Feier, like the
20 fire, we had to go through hell and high water and she
21 and others including myself on the 6600 block of Crest
22 Avenue which is down the street from me.

23 The street lights was out well before any of
24 these storms took place and they were out for nearly
25 nine months, a year, close to a year. And of course

1 just before Christmas with the Mayor, the City
2 Manager, the council persons, the people in the
3 community that live there, they were just, the power
4 and the lights were just restored there right before
5 Christmas. And that was after hundreds of people that
6 got involved to get one block of lights on. And of
7 course the Commission was contacted by me, the City
8 Manager and others to help facilitate that.

9 The problems with Metro have been well
10 documented here today. And I want to ditto everything
11 that's been said thus far. No one, absolutely no one
12 has spoke for a rate increase. To the T everyone that
13 has spoken thus far has spoke to the question of a
14 rate decrease.

15 The situation in terms of a fix, you
16 mentioned one of the things is that the frayed copper
17 wires, they are the same copper wires on the block
18 that I'm living on and other areas. They are still
19 there. And they only fix them when it's needed.

20 Now as you know, because you reported on
21 this, those copper wires have becoming brittle. All
22 of those copper wires that are in University City and
23 other municipalities throughout this area here should
24 have been replaced now with aluminum wires.

25 They are antiquated wires and when the

1 repairmen that I spoke to, they were talking about
2 doing a patch job and that's the patch that you've got
3 up there now, and we are in the midst of a winter now
4 and we could have another severe storm.

5 I'm here to bemoan the fact that one of the
6 tree trimmers on the street called Georgia in
7 University City was killed. And my hat is off to him
8 because I had occasion to visit on that site at the
9 request of another neighbor and that was on a tree
10 area there and I was granted that perhaps even today
11 those trees have not been trimmed. Now I have not
12 been back up there, but with the low level of service
13 that Ameren has.

14 So I'm here today to speak on that issue and
15 on the behalf as spokesperson of the St. Louis Area
16 Concern Tax Payers, I charge AmerenUE and its
17 Commissioners and its board with gross mismanagement.
18 And so therefore I'm calling upon our state auditor,
19 Susan Monty and the Governor of the State of Missouri,
20 Matt Blunt to initiate an audit as to determine
21 whether has all the money gone. The money has
22 definitely not gone to improving the services.

23 When I saw Richards, it was the Charles Jayco
24 report, it was this past Saturday, if I'm not mistaken
25 he said that AmerenUE when rated to others throughout

1 this nation was above average. Why shouldn't AmerenUE
2 with the money it's had and the money it's spent thus
3 far not be at the top instead of just above average,
4 just barely making it in some kind of category that
5 might have some fair representation.

6 And so I want to say once again that with
7 these hearings when they are concluded will full
8 reports be made back to this community. And on behalf
9 of the St. Louis Area Concern Tax Payers I want to
10 point out to you that we represent all of the City of
11 St. Louis and St. Louis County. St. Louis County is
12 four times the size of St. Louis.

13 I think this is a grave crises that we are in
14 and that we need to deal with the gross mismanagement
15 of AmerenUE. And I'm calling on here today for the
16 Governor of Missouri to work in conjunction with Susan
17 Monty to institute such an audit that could determine
18 where has all the money gone. And I thank you.

19 JUDGE VOSS: Thank you.

20 Warren Burnett.

21 (Following comments and answers by WARREN BURNETT)

22 JUDGE VOSS: Do you swear or affirm that
23 the testimony you are about to give is the truth, the
24 whole truth and nothing but the truth?

25 A. Yes, I do.

1 JUDGE VOSS: Could you state and spell
2 your name for the record?

3 A. My name is Warren Burnett, B-U-R-N-E-T-T.
4 And I reside at 6854 Melrose, St. Louis, Missouri
5 63130.

6 JUDGE VOSS: And are you currently a
7 customer of AmerenUE?

8 A. Ma'am, I want to forewarn you I have a
9 hearing problem. Now what did you say?

10 JUDGE VOSS: Are you currently a customer
11 of AmerenUE?

12 A. Oh, yes, a number of years, faithful
13 customer.

14 JUDGE VOSS: Please proceed with your
15 comments.

16 A. I guess you might consider what I'm going to
17 say somewhat of a populous and somewhat of an
18 optimist. I too have suffered an outage in the
19 summer, I lost food and everything, and I also
20 suffered a loss this winter. I was without heat for
21 seven days and I had to go over there with my
22 daughter.

23 So anyway, that's not my main concern. It
24 was one of my concerns, but I have had the opportunity
25 to think about the various utilities for a while. And

1 what I'm about to say, the people that proceeded me
2 will bear witness to what I am about to say.

3 In my opinion in as much as these resources
4 that are being owned by the various institutions, for
5 lack of a better word, or organizations, I call them
6 clicks really, I think that the problem would be
7 solved if these resources in as much as they are not
8 man-made would be owned by the state.

9 Now I heard a fellow make that statement a
10 while ago when he first came in here.

11 As farfetched as it is, I'm putting this out
12 there. I guess you might call me an optimist and
13 somewhat of a pessimist, but it is the profit motive,
14 the fact that we put profit before the welfare of the
15 people that is causing a lot of the problems. So
16 that's one of my suggestions, however farfetched it
17 might be, that all these utilities be owned by the
18 state.

19 And I might mention that it might come to the
20 point where we might have to do again what was done
21 several years ago. I'm somewhat of a sidekick of
22 Richard Dockett and I'm a member of an organization
23 called The Black United Front. And I don't guess any
24 of you might know about it, but we did a march or a
25 protest several years ago against Laclede Gas and we

1 went to Jefferson City, joined with Larry Bryce and we
2 talked with the Governor and we were able to get the
3 rates lowered. Some people thought it was a gift from
4 heaven, you know, but it was our effort. And we might
5 have to do that again.

6 The people might have to take to the streets
7 to get some relief. That's a radical approach, but
8 sometimes you do what you have to do.

9 So this is what I wanted to share with the
10 people here. I wanted to get this started for
11 whatever good it might do. And I hope somewhere in
12 the future we're going to have to come to the point
13 that the utilities will have to be owned by the state.
14 And I thank you.

15 COMMISSIONER GAW: Thank you, Mr. Burnett.

16 JUDGE VOSS: Thank you.

17 Julie Feier.

18 (Following comments and answers by JULIE FEIER)

19 JUDGE VOSS: Do you swear or affirm that
20 the testimony you are about to give is the truth, the
21 whole truth and nothing but the truth?

22 A. I do.

23 JUDGE VOSS: Please state and spell your
24 name for the record.

25 A. Julie Feier, J-U-L-I-E F-E-I-E-R.

1 JUDGE VOSS: And what is your address?

2 A. 6801 Delmar Boulevard.

3 JUDGE VOSS: And you are currently a
4 customer of AmerenUE?

5 A. I am.

6 JUDGE VOSS: Please make your comments.

7 A. I just want to thank you all. I think it's
8 amazing we've all been here for over five hours and
9 the audience and your endurance is marked.

10 Really quickly I just want to provide an
11 updated list of University City's outages and say
12 thank you to Ameren even. Ameren has since December
13 14th taken care of 30 of the street lights that we
14 have out since the December 14th correspondence which
15 has already been submitted.

16 We also still have 65 lights out. We have 13
17 poles down. And to me that seems like an
18 extraordinarily long time for a company with means.

19 The main thing I wanted to express today is
20 that our residents, our business have suffered
21 financial losses, our City has suffered financial
22 losses, the warming cooling centers, public safety
23 (inaudible) we expended over \$85,000. Some of that
24 was refunded through the state, federal, county.

25 All of these entities have come forward with

1 taxpayer dollars to subsidize Ameren's lack of
2 maintenance. And I think that is what we are looking
3 at when we are talking about going to Ameren's website
4 and they are celebrating nine years of healthy
5 dividends and everything (inaudible) and I'm going to
6 have to go buy a \$30,000 generator for the rec center
7 that we have to set up in our community center.

8 It is a situation in University City where we
9 have a dense population of assisted individuals living
10 in high density multi-floor establishment. The Crown
11 Center for one is having to put in an additional
12 generator and elevator.

13 We had paramedics carrying people out of 16
14 flights of stairs to take them to the cooling center
15 the first storm. And I was there. There were people
16 who need aid. They needed assistance and here we are
17 taking them in wheelchairs to elementary size
18 bathrooms and schools because the City's facilities
19 were down. It's a serious issue. (Inaudible) and as
20 quickly as they come in.

21 Right now people might be sitting here saying
22 they want us to rip out all of the trees. I can tell
23 you that the problem is Ameren has been shortsighted
24 in their maintenance, that just allowing them to come
25 through and bulldoze the trees over electricity, we'll

1 be back here again hearing the same things. That's
2 not the answer.

3

4 A long-term solution when you are dealing
5 with infrastructure that's been allowed to age and not
6 been maintained, it's having to be replaced.

7 I would request that it be underground,
8 buried, that we bring utilities underground, not that
9 that is not going to eliminate outages either. We've
10 got areas that are underground utilities that have
11 been out, but I feel there are benefits to have lines
12 buried. If we are spending the money let's do it
13 right on the front end instead of doing it on the
14 cheap.

15 We do need to take care of our trees, but
16 there are the right trees and the right place to
17 make that happen.

18 And I also want to applaud Ameren for moving
19 forward with their wind power initiative. I think
20 that is really valuable. I think that's the direction
21 we need to be going in. The Federal Government is
22 going in that direction.

23 And I will also point out that I would argue
24 whether or not nuclear is a renewable resource.
25 That's not where we post a lot of our funds, but we

1 look into truly renewable resources.

2 And several of my council members and
3 residents were here today. We are a passionate
4 community, we are a dense community. We were highly
5 impacted by both storms.

6 So I'll close really quickly. I just want to
7 say again, that I have made a request of Mr. Rainwater
8 that he submit what I thought was very reasonable what
9 is your plan to get our street lights back on. What
10 is your plan to handle the maintenance that has
11 clearly been deferred.

12 And I can't say I've personally been there
13 for decades, but when I'm out on the streets and the
14 residents are coming out and standing around and they
15 are telling me their stories as they've told you
16 today, they've been living there, some of them 70, 80
17 years in the same house and they know who has come
18 through and who has clean out those easements and who
19 hasn't. And clearly Ameren hasn't held to the same
20 standard as UE did before. And that's something that
21 needs to happen.

22 And in addition, an emergency response plan,
23 we've established that's an issue. We are in this
24 world of homeland security. I'm kind of surprised
25 they weren't able to produce an emergency response

1 plan. I'm looking for all of those and I will leave
2 it at that. Thank you very much.

3 JUDGE VOSS: I wanted to ask what area do
4 you work in for the City?

5 A. I'm the City Manager. I'm feeling very
6 popular today.

7 COMMISSIONER GAW: Mrs. Feier, I won't
8 delay you and I appreciate the fact that you and
9 everyone else has stayed this long too. This is our
10 job to be here, it's not your job to be here and I
11 appreciate the fact that you have waited this long.

12 I am interested in knowing whether you get
13 this response back to your letter to Mr. Rainwater and
14 if you want to I'd like to see if you can share it
15 with us.

16 A. Mr. Price shared it previously. I think it's
17 attachment 3.

18 COMMISSIONER GAW: That's good, but I'm
19 talking about the response if you get one.

20 A. Absolutely.

21 COMMISSIONER GAW: I have a feeling we're
22 going to see one at this point. But we do have the
23 initial letter that you sent. That's all I'm going to
24 ask right now. Thank you very much for waiting.

25 A. Thank you.

1 JUDGE VOSS: Jeff Coleman.

2 (Following comments and answers by JEFF COLEMAN)

3 JUDGE VOSS: Do you swear or affirm that
4 the testimony you are about to give is the truth, the
5 whole truth and nothing but the truth?

6 A. I do.

7 JUDGE VOSS: Could you please state and
8 spell your name for the record?

9 A. Jeff Coleman, J-E-F-F C-O-L-E-M-A-N.

10 JUDGE VOSS: And your address?

11 A. 4643 Robins Grove Drive, unincorporated St.
12 Louis County. I am a customer of AmerenUE, as a
13 matter of fact.

14 JUDGE VOSS: Please begin with your
15 comments.

16 A. I'll be mercifully brief. I just wanted to
17 second the proposal that was brought up earlier this
18 afternoon by Mrs. Slavin with the Consumers Council in
19 proposing a type of financial incentive for Ameren to
20 speed through those outages and get people up and
21 running faced with the cost of out of their pocket of
22 a penalty of some sort. I had a similar idea that I
23 think might be somewhat complimentary to that.

24 I've heard it said that one silver lining of
25 these power outages to the customers is that during

1 that time they are not incurring any charges from the
2 electric company. They are not -- at least they are
3 not having to pay for the time that they are not
4 receiving service. Well, that's actually not entirely
5 true.

6 There is a portion of the electric bill that
7 is a fixed monthly cost, as I'm sure you are well
8 aware. It's not itemized separately on our electric
9 bills so many customers are not aware of that, but
10 during those months I found in my own household at
11 least that during those months when we are not using
12 air-conditioning that fixed cost can be as much as
13 half of our monthly bill.

14 I would propose that during those situations
15 when customers experience a power outage that the
16 fixed cost incurred during that amount of time should
17 be credited back to the customer's bill.

18 Obviously Ameren is on top of keeping track
19 of when the outage starts and when it stops. All of
20 that is computerized and we've been made aware of that
21 and so I would think it would be a fairly simple
22 matter for them to calculate automatically the amount
23 of credit back to customers' bills and automatically
24 credit it back to customers' bills. It should all
25 happen behind the scene without any intervention from

1 the customer.

2 That would, in addition to Mrs. Slavin's
3 proposal, again that would provide an incentive
4 financially for Ameren to get up and get those power
5 outages solved as quickly as possible because it would
6 cost them money. I would estimate that in the
7 combined catastrophic outages we had in July and
8 December it would be in the million of dollars, with
9 that measure alone credited back to customers' bills.

10 And also along the lines of what Mrs. Slavin
11 said, my proposal should be, I think the cost of it
12 should be borne by shareholders of AmerenUE rather
13 than the customers, of course. That's all I have.

14 JUDGE VOSS: Thank you very much.

15 Frederick Eccher.

16 (Following comments and answers by FREDERICK ECCHER)

17 JUDGE VOSS: Do you swear or affirm that
18 the testimony you are about to give is the truth, the
19 whole truth and nothing but the truth?

20 A. I do.

21 JUDGE VOSS: Could you please state and
22 spell your name for dollar record.

23 A. My name is Frederick Joseph Eccher, Jr.,
24 E-C-C-H-E-R. And I live at 2705 Utah in the City,
25 63118 and I am an AmerenUE customer.

1 I'm also here to suggest that Ameren should
2 not or should be denied the rate increase. I have
3 five points that I think are unique and I will start
4 with the one sentence statements.

5 I have the same issues as most others in the
6 room have testified. Out of power for extended
7 periods, twice in 2006 and unable to get through
8 customer service because of a constant busy signal,
9 loss of food, loss of money and health issues during
10 the summer hot and cold in the winter.

11 And the other five issues that I have I'm
12 going to list first is expertise, second is
13 maintenance of trees and electrical infrastructure,
14 third is problems with the across the board rate
15 increases, five is the private residents property
16 issue about the company was unable to deal with trees
17 on private properties and the fifth one is the one I
18 want to talk about first.

19 People claim that there is no way around the
20 electric utility company. My suggestion would be to
21 dissolve AmerenUE's assets in Missouri to install
22 electrical generators in each home. That would cause
23 competition between natural gas and propane dealers,
24 would help stabilize the prices and it would actually
25 reduce our vulnerability to terrorists.

1 I don't know if you know this, maybe you do,
2 but even though we're not one of the biggest cities in
3 the U.S. we're one of the prime targets because we are
4 in the middle, our proximity to Scott Air Force Base.

5 The issue on expertise, you know, AmerenUE
6 must be held fully accountable for the slow return to
7 normal for both electrical outages. No other group
8 currently has the expertise to do that. And even
9 though that seems obvious I want to mention something
10 that I've almost always had as a lab test where the
11 doctor or nurse tells you to go home and fast, don't
12 drink water, don't brush your teeth in the morning.
13 (Inaudible) I was a medical technologist for 20 years
14 and I was on the bench for 18 months and for a year
15 and a half was a supervisor on that bench. One of the
16 things that doctors, nurses and the patients don't do
17 is they don't tell the lab how to run a calcium.
18 There is total ionized calcium. Nobody has the
19 expertise but the lab people to determine, you know,
20 what's the best thing to do in that situation.

21 And I suggest that Ameren has to be
22 completely accountable because they are the only ones
23 with the expertise to return it.

24 In the same way the V.A. has disaster drills
25 two to four times a year to empty beds in case of war

1 and even though we are in the middle of one we still
2 consider war to be a pretty rare event, but we have to
3 be able to empty 28 beds within a certain amount of
4 hours in the event of casualties coming in.

5 So even though you have the once in many year
6 summer issue and winter weather issue you still have
7 to be able to be the accountable group. And I don't
8 think they have done that at all.

9 The maintenance of trees and electrical
10 infrastructure, in my neighborhood the transformer
11 constantly goes out. We've been told by the AmerenUE
12 customer service that they know what the problem is
13 and that somebody will decide whether or not to
14 replace the transformer. I always ask to talk to
15 somebody and they never know who that person is.

16 With the maintenance on trees, one of the
17 things that I thought of is if the tree trimming were
18 contracted out to two professionals plus a group, in
19 other words small groups, two professionals plus the
20 rest of the group being community service or
21 internships what you would have is you would have a
22 whole group of community service people from St. Louis
23 University and also the jails and the prisons. The
24 last time I looked was probably 1993 and in order to
25 utilize the prisoners for a day it cost \$7.50. So

1 internships -- I have a Bachelor's in biology and I'm
2 sure forestry students could manage internships for
3 three months over the summer. UMSL here gives three
4 hours of credits for two semesters in internships.
5 The interns are generally paid about \$10 an hour.

6 And the reason I say two professionals is in
7 case something happens to one of them, vacations,
8 emergency, someone has to be there. Of course these
9 people have to be trained every month, but you are
10 talking about college age women and men who probably
11 wouldn't be falling out of trees as much as 60 year
12 old men.

13 The problems with across the board rate
14 increases I think are becoming more and more acute.
15 Many cannot afford the electricity bills that they
16 have now. And the gap analysis in public policy
17 administration shows that this is getting worse and
18 worse. And the ability for non-profit organizations
19 to bridge the gap is not working at all.

20 The last one I have is the private residence
21 property issue. And I was born and raised in St.
22 Louis. I was on the road for 11 years with the V.A.
23 Department of Defense and Public Health Service, but
24 the rest of the time I've been a customer since I've
25 been 18.

1 I have never been asked for any permission at
2 any time for anyone to come onto my property and trim
3 my trees or trim my trees for a reasonable amount.
4 And I think this goes back to the point where somebody
5 has to be responsible and it's got to be the people
6 with expertise, AmerenUE. If you don't ask for this
7 permission in advance you have no business coming on
8 to the news and saying hey, we're having problems,
9 we're having a problems getting permission coming on
10 here.

11 So just as a small thought, I've driven by
12 the visitation academy a few times. And I think the
13 call center with 16 year old girls calling up and
14 asking if they can have permission, talking for 5 or
15 10 minutes, you know, that would certainly help them
16 with their 20,000 words a day.

17 And in closing I want to mention that I do
18 have a Bachelor's in biology from Blackburn and a
19 Bachelor's in psychology from Washington U and a
20 Master's of science from MIS, from UMSL a MBA and I
21 just finished my last course for my Master's in public
22 policy administration. So the first day we had the
23 outage in St. Louis I was on the 11th floor of the
24 Microsoft building out in Creve Coeur. I was giving a
25 live meeting internationally and I got one slide up

1 and the power went out. So the damage to my
2 international reputation is staggering. And I did
3 actually get complaints. Thank you for listening.
4 Have a good day.

5 COMMISSIONER GAW: Thank you very much.

6 JUDGE VOSS: That was the last witness
7 scheduled to testify today. Is there anyone else who
8 has comments before we break and go to the next public
9 hearing?

10 This now concludes the presentation.
11 Thank everyone for their patience and their time.

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