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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing  
September 22, 2008

Jefferson Community College, Hillsboro, Missouri  
and Mexico, Missouri

Volume 12

In the Matter of Union Electric        )  
Company d/b/a AmerenUE's Tariffs        ) Case No. ER-2008-0318  
To Increase Its Annual Revenues        )  
For Electric Service                    )

COMMISSIONERS PRESENT:  
Morris L. Woodruff, Deputy Chief Regulatory Law Judge  
Commissioner Connie Murray in Jefferson City  
Commissioner Robert Clayton in Mexico

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1 PROCEEDINGS

2 JUDGE WOODRUFF: All right. Good  
3 evening, everyone. My name is Morris Woodruff. I'm the  
4 regulatory law judge assigned to this case, and I'll be  
5 conducting the hearing this evening.

6 This is the case No. ER-2008-0318 concerning  
7 AmerenUE's request for a rate increase. I'm at a little bit  
8 of a disadvantage here. I'm not sure who's there at the  
9 location at Hillsboro and Mexico. Do I have any  
10 Commissioners there in Hillsboro?

11 MS. MANTLE: No, there is none here,  
12 Judge.

13 JUDGE WOODRUFF: Okay. They may be  
14 arriving later, but we'll go ahead and get started.

15 As you have probably already heard, there's  
16 going to be a transcript made of this as well as we're  
17 making a tape of this so that the Commissioners who aren't  
18 here -- and I'll tell you also we have another hearing going  
19 on right next door to me here concerning American Water  
20 Company. So at least one Commissioner is over there.

21 Anyway, the Commissioners who aren't here this  
22 evening will be able to read the transcript of the hearing  
23 so they will have a chance to hear any comments that you  
24 want to make.

25 We'll begin today by taking entries of

1 appearances. For the company, for AmerenUE.

2 MR. LOWERY: Thank you, your Honor. My  
3 name is James Lowery with Smith Lewis, L. L. P., 111 South  
4 Ninth Street, Columbia, Missouri 65201 representing  
5 AmerenUE.

6 JUDGE WOODRUFF: And for the staff  
7 Commission?

8 MS. KLIETHERMES: Thank you, Judge.  
9 For the staff Sara Kliethermes, Governor Office Building,  
10 Suite 800, 200 Madison Street, Jefferson City, Missouri  
11 65102.

12 JUDGE WOODRUFF: And for the Office of  
13 the Public Counsel?

14 MR. MILLS: On behalf of the Office of  
15 Public Counsel and the public, my name is Lewis Mills. My  
16 address is Post Office Box 2230, Jefferson City, Missouri  
17 65102.

18 JUDGE WOODRUFF: And, Mr. Mills, where  
19 are you located?

20 MR. MILLS: I'm in Hillsboro.

21 JUDGE WOODRUFF: All right. Thank you.

22 MS. FRED: Judge, this is Gay in  
23 Mexico. I wanted to announce that Commissioner Clayton is  
24 here.

25 JUDGE WOODRUFF: Okay. Very good.

1 Welcome, Commissioner Clayton.

2 COMMISSIONER CLAYTON: I am delighted  
3 to be here, Judge.

4 JUDGE WOODRUFF: Any comments you'd  
5 like to make?

6 COMMISSIONER CLAYTON: I just want to  
7 welcome everyone who is here, and I want to apologize to  
8 them because my back is to them the way this room is set up,  
9 but I do appreciate everyone coming out here today. And the  
10 people who are going to testify are going to come up and sit  
11 -- or be at the podium in front of me.

12 But it's interesting you said that the  
13 Missouri American Water hearings are going on next door. We  
14 were just here, I think it was last week, doing the Missouri  
15 American hearing here in Mexico. So I'm glad to be back in  
16 Mexico.

17 That's it.

18 JUDGE WOODRUFF: Thank you, sir. All  
19 right. Let's go ahead and call the first witness. Let's  
20 start in Mexico.

21 MS. FRED: Okay. Your Honor, the first  
22 witness is Robin Acree?

23 MS. ACREE: Acree.

24 JUDGE WOODRUFF: Please raise your  
25 right hand, and I'll swear you in.

1                   (Thereupon, Witness Acree was sworn on  
2                   her oath by Judge Woodruff, and testified as  
3                   follows:)

4                   Thank you very much. And could you state your  
5                   name again and spell your last name for us.

6                   MS. ACREE: Sure. My name is Robin  
7                   Acree. It's R-O-B-I-N. Last name is A-C-R-E-E. I live at  
8                   628 West Love Street here in Mexico, Missouri, and I'm an  
9                   AmerenUE customer.

10                  JUDGE WOODRUFF: All right. Thank you  
11                  very much. What would you like to tell us?

12                  MS. ACREE: Well, first of all, I would  
13                  like to say that I -- today around 1:18 p.m., exactly  
14                  actually, I was in conversation with someone from the Public  
15                  Service Commission, and I just would like to know when the  
16                  time change was made.

17                  I understand that Ameren -- that on our bills  
18                  that they said that the time of this was 6:30 p.m. But I  
19                  want it to be noted that I was talking with someone on the  
20                  Public Service Commission's web site, and according to the  
21                  Public Service Commission today, this question and answer  
22                  session was supposed to start at 5:30 p.m., and at 6:00 p.m.  
23                  was when I supposed to give testimony and that my time is  
24                  just as valuable as your all time.

25                  And I do not understand why that was not made

1 clear to me at 1:18 p.m. when I was speaking with someone  
2 from the Public Service Commission today to tell me that the  
3 time had changed. And I want to thank everyone who is  
4 willing to stay here and sit through the simulcast of the  
5 two different hearings happening at the same time, because I  
6 have been before the Public Service Commission before, and  
7 the Public Service Commissioners were all in attendance,  
8 except for one I believe the last time I gave my -- any  
9 testimony to this Commission. And I do think you're trying  
10 to do an awful lot on one night when it is such a serious  
11 matter as saying you're going to raise -- to hear public  
12 testimony. I would like to see more value placed on public  
13 testimony as opposed to giving AmerenUE all the time for  
14 questions and answers to distract us from why -- what the  
15 purpose of this Public Service Commission meeting -- hearing  
16 is all about. It's about the public being able to have the  
17 opportunity to dispute or to support, whichever may be, the  
18 public -- the rate increase sought by AmerenUE.

19 I would also like to have it be noted on the  
20 record that a state representative that was at Hillsboro cut  
21 off another gentleman here in Mexico, Missouri, and that  
22 state representative -- I don't know who that person is  
23 personally, but I thought it was rather rude, and the  
24 coordinator here did nothing to prevent that person -- to  
25 make sure that that person was being heard. And that person

1 waited very patiently. And I want to thank that person  
2 because I know if that would have happened to me, I would  
3 have found that to be rather rude.

4 Now that said, I would just like to say that  
5 there is not one Commissioner in Hillsboro right now, and we  
6 are lucky to have one of our Public Service Commissioners  
7 here. If I believe correctly, Mr. Clayton, you were also in  
8 attendance at the last time that I did ever give testimony.

9 I had no intention to really have to come  
10 today to give testimony, but I spent a little time on the  
11 internet today, and I want you to know that my time I feel  
12 is very valuable. I work in an organization that is a  
13 social justice organization doing (inaudible) and  
14 organizing. That organization represents low-income  
15 constituencies almost throughout all of AmerenUE's service  
16 area, whether it be electric or gas.

17 The reason that I was concerned is because the  
18 meeting is portrayed it as though the public didn't care  
19 enough to come out to these events. I want it to be known  
20 that the people that I talked to today that would have tried  
21 to be here, first of all, did not know where to tell us  
22 (inaudible) even that it's a lovely, lovely service that we  
23 have here and that we're able to simulcast it (inaudible).

24 But the point I'm trying to make is this is  
25 not conducive to getting people out in the community. This



1 is not, first of all, even if you can to get a ride out  
2 here, (inaudible) that for anything for less than \$7 or \$8.  
3 So I do not think it is conducive to me and all of the  
4 constituency that I represent as well the customers that  
5 AmerenUE represents.

6                   So now that I think I've said all that, let me  
7 just go right into why I believe that AmerenUE is asking for  
8 an obscene amount of money once again as a rate increase and  
9 why I believe it's justified to say to not give AmerenUE  
10 this rate increase.

11                   First of all, they're (inaudible) as billing  
12 like 9 to 10 dollars a month on our utility bill. You know,  
13 that comes out to be a little bit between 100 and 120  
14 dollars a year, and I want to just let it be known -- and I  
15 will be submitting this also as paper testimony on my part  
16 -- I guess I give that to you -- as well to show you the  
17 things that I found out about this company today.

18                   The company in July of 2006 asked for an \$11  
19 million increase in natural gas delivery rates, and the PSC  
20 gave them \$6 million effective last year in April 2007.

21                   In May of 2007, the PSC approved \$43 million  
22 in electric rate increase effective June 4, 2007 for  
23 AmerenUE.

24                   In May of 2007, the Ameren Corporation posted  
25 record profits at 76 percent boost in the first quarter in

1 May of 2007. Now, this generated calls by the way from  
2 lawmakers from Illinois to roll back the company's  
3 residential rates because that was just unheard of. It's  
4 unheard of.

5                   The Missouri-based utility reported that its  
6 net income rose \$123 million, or 59 cents per share. That  
7 makes it sound like it's less, but it went up from \$70  
8 million, or 34 cents per share, from just a year ago in  
9 2006.

10                   In August 2007, higher electric costs  
11 contributed to a nearly 38 percent increase in Ameren  
12 Corporation's profits for the first half of the year  
13 compared to 2006. The St. Louis utility reported this, and  
14 then the \$266 million from January through June 2007  
15 amounted to \$1.29 per share compared to the \$193 million, or  
16 94 cents per share, last year.

17                   The Ameren Corporation is headquartered in St.  
18 Louis, Missouri, and it's a public utility holding property.  
19 And as we know, the Public Service Commission is supposed to  
20 be overseeing the regulatory aspect and the rate increases  
21 of this investor-owned property.

22                   I just want to make it known that if they're  
23 so hard up for money that they have to put a rate increase  
24 on the customer -- on their residential customers again,  
25 then I would like to know why the CEO, Gary L. Rainwater, in

1 the -- in this year's modification was able to (inaudible).  
2 On April 2008, his total compensation was \$1.99 million. We  
3 should round it off as 2 million -- \$2 million. That CEO of  
4 this company made \$2 million in one year.

5                   Now let me finish it off. That ain't enough.  
6 Let's rewind it. Five years' compensation for this  
7 gentleman who is 61 years of age, which a lot of folks at 61  
8 can tell you they are struggling because they are not even  
9 ready to -- they can't get their retirement yet, but a lot  
10 of them are tired. If you know what I'm saying. They have  
11 health problems, they've got all kinds of issues, but this  
12 61-year-old should have no problems at all because according  
13 to his five-year compensation total, he's at \$7.69 million  
14 -- \$7.69 million.

15                   Now, I have this all to submit to you to prove  
16 that it shows his salary is 90 million, bonus 70 million,  
17 other 39 million. And then the total compensation comes to  
18 \$1.99 million.

19                   Now, I just want to let it be known too that  
20 the average median income for folks here in Audrain County  
21 happens to be around \$32,000 a year, \$32,000. Now, why --  
22 and that's the median income. That doesn't even count like  
23 36 percent of the folks here who are on fixed incomes or  
24 what they call transfer payments or Social Security benefits  
25 in this county. Those folks gen- -- those folks generally

1 make anywhere between 600 and 700 dollars a month.

2                   Now, but these folks are being asked to pay  
3 their rent, pay their utilities, and there are all these  
4 hardships being placed on them so that we can line Mr.  
5 Rainwater's pockets and the company's profits, then I have a  
6 little problem with that.

7                   And the biggest problem I have, and I'm very  
8 pleased, Robert Clayton, that you're here today as a  
9 Commissioner, because if this Public Service Commission does  
10 not quit allowing bonuses to be paid. All right. And for  
11 example, they gave him money for tree trimming and \$9  
12 million to go out and trim the trees. What did they do?  
13 They fired the tree trimmer so they didn't have to spend the  
14 money on that.

15                   You know, I'm getting sick and tired of my  
16 money, whether it be my taxpayer dollars subsidizing their  
17 problems, or when their company needs to increase their  
18 profits, then it's coming out of the pockets of the folks  
19 that I care about in my community. And I'm sick and tired  
20 of that. So it's about time, I believe, that corporate  
21 responsibility play a part.

22                   Why is it we bail out Wall Street? Why is it  
23 we bail out big corporations? Why aren't we bailing out the  
24 economy that is suffering right now in this state and  
25 consumers who can't make ends meet right now? I don't know



1 personal responsibility. Like I said, we take our own  
2 responsibilities, and we try to pay our bills, and I believe  
3 there is a community -- I know the Dollar More is something  
4 that should be used to try to keep these folks' utilities  
5 on. But it should be that at least some of this is being  
6 shared out of the corporation responsibility and the  
7 corporate profits.

8                   Since 2003, this Public Service Commission has  
9 given AmerenUE \$172 million -- \$172 million. That's a lot  
10 of money, and I want to offer today one final thing, and  
11 then that's it. And that is if this Public Service  
12 Commission doesn't begin to stand up for the Missourians,  
13 that they're sitting representatives at that time, then you  
14 know what, they can go home and they need to let somebody  
15 else come up here and take this job. Because right now it  
16 feels like that every time that AmerenUE asks for a rate  
17 increase, or whether it be Laclede or whether it be American  
18 Water, the lists goes on and on and on, it seems like they  
19 represent the corporate interest, not the customers'  
20 interest. And I think it's high time that the Public  
21 Service Commission and the Office of Public Counsel work  
22 together to represent the customers of these utilities in  
23 this state.

24                   JUDGE WOODRUFF: Thank you, ma'am.  
25 Wait a minute. Commissioner Clayton, do you have any

1 questions?

2 COMMISSIONER CLAYTON: Yes. Am I the  
3 only Commissioner to be at this hearing tonight?

4 JUDGE WOODRUFF: Commissioner Murray is  
5 with me here in Jefferson City now.

6 COMMISSIONER CLAYTON: Oh, okay. And  
7 she doesn't have any questions?

8 COMMISSIONER MURRAY: No, I don't.  
9 Thank you.

10 COMMISSIONER CLAYTON: Okay. Thank  
11 you. Ms. Acree, I do just have a couple of questions.

12 MS. ACREE: Yes, sir.

13 COMMISSIONER CLAYTON: You obviously  
14 work with people that have difficulty paying their bills.  
15 Is that a fair statement?

16 MS. ACREE: Yes.

17 COMMISSIONER CLAYTON: What else could  
18 the Commission be doing to assist those people in making  
19 energy more affordable? And I know your immediate response  
20 is going to be vote no and don't approve the rate increase,  
21 but aside from that. I'm talking about energy efficiency,  
22 talking about live heat, talking about other weatherization  
23 programs, things that are in place, what works and what  
24 doesn't work?

25 MS. ACREE: Well, I mean, quite

1 frankly, I know in other states, particularly in other  
2 states, you do not -- there is actually -- it's been proven  
3 that there's been a significant income plan where you  
4 actually could -- they could actually try a pilot of this to  
5 try to keep people's utilities on. And there was actually,  
6 you know, cost gained -- I mean profits gained by keeping  
7 people's utilities on.

8                   You know the one thing that people want to --  
9 want to say is that because they were paying why does the  
10 company's not have enough profit. You know, there's a cost  
11 every time people turns that electricity off or holds that  
12 gas up or whatever. And I think that by this company  
13 actually being responsible and maybe (inaudible) income  
14 payment plan which they (inaudible), I think that would be  
15 something that we can look at as a way to really to begin to  
16 ensure that these folks do not lose their utilities.

17                   The other thing that I really think that is  
18 important as well is that we're also trying to find ways  
19 that we're making these folks' homes more weatherized, and I  
20 don't just mean come out and put a little bit of weather  
21 stripping and caulking out there, you know. But to truly,  
22 truly make sure that these people that own these homes, the  
23 lenders, the landlords, and I know my (inaudible) one  
24 landlord he keeps (inaudible) very well. I'm very pleased  
25 and proud of that because he does take real good care of his



1 property to make sure that they're going to be efficient.

2 They have energy efficient appliances.

3                   Why isn't there some kind of program that if a  
4 renter adds a -- there's a renter -- I hate to use that  
5 word, but you know what I mean. I've seen the landlord deal  
6 where if they are actually putting energy saving devices,  
7 hot water heaters, you know, what I mean, racks, those are  
8 things in folks' homes that would keep their utility costs  
9 down. I think there is some type of incentive program I  
10 believe for that as well.

11                   And then the final thing I would just say to  
12 prevent disconnect. Another thing would be is to get rid of  
13 some of these (inaudible) to make sure that they don't have  
14 a right to disconnect somebody who does not have the ability  
15 to pay. And I really get frustrated when I have to try my  
16 -- I mean, people like one blind situation and I have had to  
17 argue not with (inaudible), but (inaudible) just to keep  
18 folks' utilities on and why they get in that situation and  
19 they need oxygen or they need their C-pap machine or  
20 whatever they need to stay alive. And that should not even  
21 be a question.

22                   If a person has that type of disability and if  
23 they're at home, that means they're not charging in the  
24 hospital, right, we should make sure that there is some kind  
25 of program to keep these folks in their home and keeping

1 them safe in the AmerenUE service.

2 COMMISSIONER CLAYTON: Last question I  
3 just want to talk to you about is reliability. In the years  
4 2004, '5, and '6 and even '7, some territory associated with  
5 Ameren had difficulties with reliability.

6 How is the reliability in Mexico from your  
7 standpoint? Does it stay on?

8 MS. ACREE: Well, I think it's pretty  
9 good. I mean, I hear it's really bad, but I do know that  
10 there are times when we get surges a lot, and I know that  
11 that affects my appliances. Even that I've actually had,  
12 you know, what I call my (inaudible) clock, you know,  
13 actually just go off, and I could never get my clock to go  
14 back on. (Inaudible.)

15 And hospitals, I want to say, it was a real  
16 horrible time for some of my -- for the members down in the  
17 southeast and on the eastern part of the state. And you  
18 know they had to -- you know they had spoiled food, they had  
19 all those kinds of things. And luckily our power hasn't  
20 been off that much, but when these storms (inaudible), and  
21 with the amount of trees that are still not being trimmed  
22 appropriately here in Mexico, you know, that concerns me  
23 that we have more downed wires and other problems in the  
24 future (inaudible).

25 COMMISSIONER CLAYTON: I have a lot

1 more questions, but I'm going to stop right there. Thank  
2 you very much for coming out today, and thanks for not  
3 sugar-coating it. All right.

4 MS. ACREE: I never sugar-coat.

5 JUDGE WOODRUFF: Do any of the parties  
6 have any questions of Ms. Acree? No questions here, okay.  
7 Thank you, ma'am.

8 MS. ACREE: Thank you.

9 JUDGE WOODRUFF: We'll switch over to  
10 Hillsboro next.

11 MS. MANTLE: The first person to  
12 testify here will be Representative Belinda Harris.

13 REPRESENTATIVE HARRIS: I'm  
14 Representative Belinda Harris. My address is 7158 White  
15 Road, Hillsboro, Missouri 63050.

16 JUDGE WOODRUFF: All right. Thank you.  
17 If you please raise your right hand, I'll swear you in.

18 (Thereupon, Witness Harris was sworn on  
19 her oath by Judge Woodruff, and testified as  
20 follows:)

21 Thank you. What would you like to tell us?

22 REPRESENTATIVE HARRIS: Well, there's a  
23 couple of things. One is the -- the trimming of trees. I  
24 do have to say that there has been some areas a lot of  
25 aggressive trimming, but I still see areas that are in the

1 more isolated parts of my county that have not been trimmed.  
2 And we've had a power outage just recently, and some of the  
3 people that were out the longest were in the areas that were  
4 in isolated places.

5 Another thing is that when someone has medical  
6 needs that are critical, machines that need electricity, I  
7 feel that those should be on a special list. I know that  
8 our County Health Department has been trying to track those  
9 individuals that have special needs and need electricity to  
10 run equipment such as breathing machines.

11 I was hoping that Ameren would honor these  
12 individuals and maybe use them as a one to get out there and  
13 try to clean up the trees or at least get their electric  
14 going before someone else. I know in some cases they have,  
15 but in other cases they have made note that it's not a  
16 priority.

17 The other thing is that how the rates -- last  
18 year there was approximately a \$42 million rate increase.  
19 Now we're talking about another rate increase. There was  
20 one of the past Commissioners of the Public Service  
21 Commission that had made a statement that instead of in 2007  
22 when they wanted the 42 million, he thought it should have  
23 been a 60 million decrease. And I'm kind of hearing the  
24 same story this year, that this increase that AmerenUE is  
25 requesting that others have a different opinion that maybe

1 this increase is not necessary.

2 I hope that we take heed to it this year.  
3 Last year we went ahead and passed this increase. I hope  
4 this year that we listen to what Public Counsel has to say  
5 and take some of the recommendations.

6 Then we have on the horizon this possible  
7 legislative change that AmerenUE might be seeking for the  
8 second nuclear power plant. This would be another rate  
9 increase before the plant is built. My concern is that  
10 we're getting too many rate increases, and that the public  
11 can't afford these.

12 And that's the end of my comments.

13 JUDGE WOODRUFF: Thank you very much.  
14 Commissioner Murray, do you have any questions?

15 COMMISSIONER MURRAY: I have no  
16 questions. Thank you, Representative.

17 JUDGE WOODRUFF: Commissioner Clayton,  
18 do you have any questions?

19 COMMISSIONER CLAYTON: I do, Judge.  
20 Thank you.

21 Representative Harris, welcome to one of our  
22 local public hearings. This isn't the first time you've  
23 attended them, so thank you for taking the time out of your  
24 schedule to come. What I wanted to ask you about --

25 MS. MANTLE: Excuse me, Commissioner.

1                   COMMISSIONER CLAYTON: -- was relating  
2 to reliability in Jefferson County. Can you tell me whether  
3 you have sensed any changes in tree trimming or  
4 infrastructure replacement or general reliability in  
5 Jefferson County for you or your constituents?

6                   REPRESENTATIVE HARRIS: Since the last  
7 really severe storms that we've had, I do see an  
8 improvement. I have seen trucks out. I do know that they  
9 have been trimming in a lot of areas, and I do commend that.  
10 There's still a lot more work to be done.

11                   COMMISSIONER CLAYTON: Can you  
12 elaborate on the work that needs to be done? Is it  
13 generally more trees that need to be trimmed, that sort of  
14 thing?

15                   REPRESENTATIVE HARRIS: It's definitely  
16 trees to be trimmed, and that's I guess the biggest thing in  
17 a rural area, is that there's areas that go across country,  
18 not even near roads, and those areas you can't drive a car  
19 by to see if a line is down or not. They have to actually  
20 go across wooded areas to check to see if these lines are  
21 being compromised by trees.

22                   So those I think are the ones that are in  
23 great need right now.

24                   COMMISSIONER CLAYTON: Okay. And with  
25 regard to your testimony about Calloway, the Calloway 2 so

1 to speak, did you say that you were not in favor of  
2 including those costs in rates?

3 REPRESENTATIVE HARRIS: I don't know  
4 how you got that from my -- my statement. Okay. What I was  
5 saying about the Calloway plan is that if we start the  
6 second power plant, that as I understand, legislation needs  
7 to be changed to allow rates for the construction in  
8 progress. And so in doing so, to build this second plant,  
9 it's going to be very expensive, and I am not in support of  
10 this other rate increase for that.

11 I see this as a separate issue than the rate  
12 increase that they're asking for now.

13 COMMISSIONER CLAYTON: Okay. I don't  
14 think I have any other questions. Thank you.

15 JUDGE WOODRUFF: Thank you. Do any of  
16 the parties have questions? No questions from them. All  
17 right. Let's go back to Mexico. Who's next the witness in  
18 Mexico?

19 MS. FRED: The next witness is Jennifer  
20 Islam?

21 MS. ISLAM: (Speaking in Spanish.)

22 JUDGE WOODRUFF: Before you start, I  
23 need to swear you in.

24 MS. ISLAM: Okay.

25 JUDGE WOODRUFF: Could you raise your

1 right hand.

2 (Thereupon, Witness Islam was sworn on  
3 her oath by Judge Woodruff, and testified as  
4 follows:)

5 All right. What would you like to tell us?

6 MS. ISLAM: (Speaking in Spanish.)

7 MS. REPORTER: Excuse me. Is she  
8 speaking in Spanish?

9 MS. MANTLE: Excuse me. The court  
10 reporter -- excuse me. The court reporter here in  
11 Hillsboro --

12 MS. REPORTER: I can't understand what  
13 she's saying.

14 MS. MANTLE: -- cannot understand what  
15 you're saying. I'm assuming you're speaking in Spanish; is  
16 that correct?

17 MS. ISLAM: Si, Espanol.

18 MS. MANTLE: She cannot transcribe it  
19 in Spanish. Can you try to speak in English? If not, get  
20 one of our staff people there to help you to maybe write  
21 down what you need to say?

22 MS. ISLAM: No. (Speaking in Spanish.)

23 JUDGE WOODRUFF: All right. Well, we  
24 have a language problem then. The court reporter cannot  
25 take down what you're saying in Spanish.



1 MS. ISLAM: (Speaking in Spanish.) You  
2 guys do not speak Spanish?

3 JUDGE WOODRUFF: Apparently, the court  
4 reporter does not speak Spanish.

5 MS. ISLAM: Okay, that's fine.

6 JUDGE WOODRUFF: But we are recording  
7 -- we are recording this. If you wish to speak in Spanish,  
8 it will be recorded that way, and it can be transcribed  
9 later if necessary. Otherwise, if you can speak in English,  
10 that would be helpful.

11 MS. ISLAM: I would rather speak in  
12 Spanish. I do want to speak in Spanish.

13 JUDGE WOODRUFF: All right.

14 MS. ISLAM: Thank you.

15 JUDGE WOODRUFF: Go right ahead. And  
16 have the court reporter just not take it down.

17 (Thereupon, Witness Islam proceeded to  
18 give her testimony in Spanish to be translated at  
19 a later time.)

20 Let's go to the next witness from Hillsboro.

21 MS. MANTLE: Judge, did you want to ask  
22 did the Commissioners have any questions?

23 JUDGE WOODRUFF: Do the Commissioners  
24 have any questions? No, okay. Next witness from Hillsboro  
25 then.

1 MS. MANTLE: The next witness from here  
2 is William Zell.

3 MR. ZOLL: Zoll.

4 MS. MANTLE: Zoll? I'm sorry, Mr.  
5 Zoll.

6 JUDGE WOODRUFF: Good evening, sir.

7 MR. ZOLL: Good evening.

8 JUDGE WOODRUFF: Could you tell us  
9 where you live?

10 MR. ZOLL: My name is William Zoll, and  
11 my address is 13549 Cedar Hollow Road, Fletcher, Missouri  
12 and that's 63030.

13 JUDGE WOODRUFF: Thank you, sir. Could  
14 you spell your last name for us?

15 MR. ZOLL: 'Z', like in zebra, 'O' and  
16 two 'L's.

17 JUDGE WOODRUFF: Okay. Thank you. Can  
18 you please raise your right hand, and I'll swear you in.

19 (Thereupon, Witness Zoll was sworn on  
20 his oath by Judge Woodruff, and testified as  
21 follows:)

22 Okay. What would you like to tell us?

23 MR. ZOLL: So Ameren wants another  
24 raise, and they're asking this Commission to okay a rate  
25 increase so that you and I can pay for it. In my opinion,

1 that's some gall. Every recent news report that I have  
2 heard has had a segment on the economy. Unemployment is  
3 high, housing market is down, interest on savings accounts  
4 is falling, investment industry is in trouble, and the Fed's  
5 trying to bail them out with a buy-out solution.

6 It's anybody's guess where that will end. I  
7 say no to Ameren's rate increase. If Ameren -- excuse me.  
8 I say no to Ameren's rate increase. Ameren has ads bragging  
9 about Ameren. I'm not seeing well -- I'm sorry.

10 JUDGE WOODRUFF: Sir, we're not hearing  
11 you from this end.

12 MR. ZOLL: I'm sorry.

13 MS. MANTLE: Mr. Zoll, would you mind  
14 moving a little bit closer to the mike. This is the mike,  
15 and we thought it would work from over there, and it won't.

16 Judge, would you like him to start over?

17 JUDGE WOODRUFF: Yes, I think that  
18 would be helpful.

19 MS. MANTLE: Please.

20 MR. ZOLL: Start from the beginning, or  
21 do you want me to start where I say no to rate increases?

22 JUDGE WOODRUFF: I think that's about  
23 where we lost you.

24 MR. ZOLL: All right. I say no to rate  
25 increases for Ameren, and if Ameren -- there's something

1 wrong with this.

2 JUDGE WOODRUFF: No, we can hear you  
3 now then.

4 MR. ZOLL: Okay. Oh, if Ameren's ads  
5 bragging about Ameren have any effect on the rate increases,  
6 I say no to that also. And what I mean by that is that if  
7 they can use those costs to raise my rates, that's what I'm  
8 saying no to.

9 If Ameren wants to build an image for  
10 themselves, I say insulate the feeder lines. It's a good  
11 start, and it's a safety issue. If Ameren wants to raise --  
12 a raise, they might try what everybody else is doing:  
13 tightening their belts, cut down on those wasteful ads, cut  
14 back on down time for outages.

15 There's no reason for a customer to have to  
16 wait for somebody to come from some other state here to fix  
17 their lines.

18 Stop Ameren's controlled outages. I know this  
19 year alone, starting in January 1, 2008 to September 21st of  
20 2008, my wife and I have recorded 167 outages. Many more  
21 have occurred while we were sleeping. Now, I've talked to  
22 the fellows in the back, and they said they're going to come  
23 out and help me with that, but they've been doing this for  
24 two years, and I'm still getting the outage.

25 I was forced to disconnect my answering phone

1 because either the battery would keep running down and I  
2 missed half -- more messages than I got.

3 This brings a new meaning to the word  
4 continuous service. As a rate payer, I thought we were  
5 entitled to that.

6 That's all I have.

7 JUDGE WOODRUFF: Thank you.  
8 Commissioner Murray, do you have any questions?

9 COMMISSIONER MURRAY: Just briefly.

10 The outages that you you describe, are they  
11 just momentary outages, are they --

12 MR. ZOLL: Why are you asking that  
13 question?

14 COMMISSIONER MURRAY: -- power went out  
15 for --

16 MR. ZOLL: Why are you asking this  
17 question?

18 COMMISSIONER MURRAY: I'm sorry. What  
19 did you say?

20 MR. ZOLL: Why are you asking that  
21 question about if they're brief outages or not?

22 COMMISSIONER MURRAY: Well --

23 MR. ZOLL: What difference does it  
24 make? I'm experiencing the outage. It's more than an  
25 inconvenience for me. Why is there a difference? What I'm

1 saying is I've been experiencing this for two years.

2 COMMISSIONER MURRAY: Are they  
3 momentary outages, or are they lengthy outages?

4 MR. ZOLL: There's a combination of the  
5 two.

6 COMMISSIONER MURRAY: All right. Thank  
7 you very much.

8 JUDGE WOODRUFF: Commissioner Clayton,  
9 do you have any questions?

10 COMMISSIONER CLAYTON: No questions.

11 Thank you for coming today, sir.

12 JUDGE WOODRUFF: Thank you. Do the  
13 parties have any questions? No questions from the parties  
14 here. All right. Thank you, Mr. Zoll.

15 Let's go back to Mexico then. Do we have  
16 another witness in Mexico?

17 COMMISSIONER CLAYTON: Hang on. She's  
18 on her way up there. Hazel Roberts is the name, Judge.

19 JUDGE WOODRUFF: Thank you. Ms.  
20 Roberts, if you please raise your right hand, I'll swear you  
21 in.

22 (Thereupon, Witness Roberts was sworn on  
23 her oath by Judge Woodruff, and testified as  
24 follows:)

25 Thank you, ma'am. Tell us your name.

1 MS. ROBERTS: Hazel Laverne Roberts.

2 JUDGE WOODRUFF: And where do you live?

3 MS. ROBERTS: I live at 1524 Fair

4 Grounds Road, Mexico, Missouri 65235.

5 JUDGE WOODRUFF: What would you like to  
6 tell us?

7 MS. ROBERTS: Well, I'd like to tell  
8 you that I think it's unreasonable for AmerenUE to be asking  
9 for another rate increase, even on electricity. I have gas  
10 and electric at my house, and of course in the summer  
11 electric goes up, and in the winter gas goes up.

12 And now they're wanting electric to go up  
13 again for the winter or next Spring. I can't afford it.  
14 I'm on a -- pretty much a fixed income, and a lot of my  
15 friends are too. And it's difficult to make ends meet  
16 anymore, and our increases on Social Security or any other  
17 funds people have coming in are very, very small compared to  
18 the increases in everything we're paying.

19 Next month I have a bill that's going up a  
20 substantial amount of money. It's my Medicare supplement,  
21 and we have to have health care, as you know. That's why  
22 I'm going to pay it. I have to have electric. If you have  
23 an increase, I'll have to pay it. But I'm on budget  
24 billing, and it's about out of my budget.

25 I cannot afford to keep going up so much on my

1 Ameren bills, and I don't think it's fair to put all of this  
2 on the consumers. The residential customers shouldn't have  
3 to pay so much so often when there's a problem with their  
4 company and their problems.

5 I also recently had a short outage at my  
6 place, and I had to stay up until the power came back on  
7 because I have a bi-level C-Pap machine that keeps me  
8 breathing at night. And when the power came back on, I  
9 could go to bed and feel comfortable that I wasn't going to  
10 die before morning.

11 I don't think that they need to charge so much  
12 for reconnect fees. On the friends that I know that has had  
13 their electric cut off, there's a reconnect fee. And  
14 customers ought to be able to have access if they've already  
15 been connected because you've got to throw a switch or  
16 something to put them back on. That shouldn't have to cost  
17 a whole bunch of money to do that.

18 That goes for the water company and everybody  
19 else. And I have a friend whose income is a lot less than  
20 mine, and she's barely making ends meet. And it's difficult  
21 to try to hold your head up and be a stand-up person in the  
22 community when you know that next week you may not have an  
23 income that's going to pay all of your bills, and it's very  
24 difficult.

25 And I don't think that AmerenUE is reasonable



1 in asking for the amount of rate increase that they're  
2 asking for.

3 I think that's about all I have. I have a lot  
4 more, but I'm good at that.

5 JUDGE WOODRUFF: Okay. Well, thank  
6 you, ma'am.

7 Commissioner Murray, do you have any  
8 questions?

9 COMMISSIONER MURRAY: No questions.  
10 Thank you, ma'am.

11 JUDGE WOODRUFF: Commissioner Clayton?

12 COMMISSIONER CLAYTON: Ms. Roberts, I  
13 don't think I have any questions, but I hear what you're  
14 saying, and I appreciate your coming out tonight. Thank you  
15 very much.

16 JUDGE WOODRUFF: Any of the parties  
17 have questions? All right. Thank you, Ms. Roberts. Go  
18 back to Hillsboro.

19 MS. MANTLE: In Hillsboro, the next  
20 sign-up is Mr. and Mrs. Virgil L. Ruby.

21 JUDGE WOODRUFF: Good evening, ma'am.

22 MS. RUBY: Good evening. I'm Mrs.  
23 Virgil --

24 JUDGE WOODRUFF: Could you tell us your  
25 name, please.

1 MS. RUBY: Yes. I'm Mrs. Jacqueline  
2 Ruby. Address 110- --

3 JUDGE WOODRUFF: Ruby, R-U-B-Y?

4 MS. RUBY: R-U-B-Y.

5 JUDGE WOODRUFF: And your address?

6 MS. RUBY: 11007 Lalumondiere Road,  
7 L-A-L-U-M-O-N-D-I-E-R-E Road, Potosi, Missouri.

8 JUDGE WOODRUFF: Thank you. If you'd  
9 raise your right hand, I'll swear you in.

10 (Thereupon, Witness J. Ruby was sworn on  
11 her oath by Judge Woodruff, and testified as  
12 follows:)

13 What would you like to tell us?

14 MS. RUBY: Well, first of all, I'd like  
15 to thank the Commission for their oversight of this matter,  
16 and I'd for sure like to thank Belinda Harris for listening  
17 to us when we call and for her input and for being here to  
18 support us.

19 As you know, I gave you my name, but my  
20 husband's name is Virgil Ruby, and we live in a rural area.  
21 In 1980, we were out of service for 12 days. When we called  
22 in on the 12th day to check just when we were going to get  
23 electric, they laughed. They said, "We thought you were  
24 on," everybody else was on nine -- you know, three days ago.

25 Okay. We -- we got service. Someone from

1 AmerenUE pointed out that they weren't even in service in  
2 our area back then, it was ArkMo. I didn't know that fact,  
3 and I haven't checked it. So -- I will though.

4                   But there have been numerous outages since  
5 1980, but I'm going to skip to 2007. That storm we were out  
6 for nine days. Hundred and five degrees, and we have a  
7 well. So we had no water. It was the time of the month,  
8 since we're on a fixed income, we didn't have money for gas  
9 to run 12 miles to town to get our supplies. People brought  
10 us water, and we greatly appreciated their efforts.

11                   But we got reconnected. AmerenUE told Virgil  
12 that they were going to run new lines at that time since  
13 ours were out of date and would take the load of a  
14 subdivision near us called Road Creek because the line was  
15 overloaded since all those people moved in.

16                   Oh, yeah, they ran the new lines to Road  
17 Creek. Newcomers. My husband's family has been on that  
18 land almost 100 years, but we never did any new lines to our  
19 farm. We -- we have not seen one tree cut since 2007 when  
20 we were sitting on the porch for five days.

21                   Virgil found the break for them and all these  
22 years inbetween he's been out there, but you know, back then  
23 he was healthy. He's not healthy now. He's no younger --  
24 no longer young and strong. He's in his late 60s, and he's  
25 been ill.

1                   In 2007 when that power was out, the line was  
2 down setting fire to a wooded area. We'd been out. My  
3 husband got out on his little four-wheeler because he can no  
4 longer walk like he did on that farm. He went out there,  
5 and he found those downed lines. Hey, it's to my advantage.  
6 I'm thankful that man still knows where to go to look for  
7 those lines, and we appreciate the men in our area, our  
8 linemen and linewomen that work in our area. They do a good  
9 job. That's not who we have the problem with.

10                   2008 September 14th. I'm going to skip all  
11 those other times. We call as soon as it blinks. Many  
12 times he says don't call, it just blinked. It'll come back  
13 on. Ut-uh. I call every time it blinks. You know why?  
14 Because I got power surges and little by little on a fixed  
15 income we've had to replace every single appliance in my  
16 home, the home he built with his hands.

17                   Yeah, we have all Energy Star. Do you know  
18 what he did last year? We budgeted for those fluorescent  
19 bulbs, and we have all but five replaced in that house. And  
20 yeah, it did make a difference. It made a difference in our  
21 bills. We had to. We have a new furnace now. We have a  
22 new air-conditioner, central now, and guess what we got to  
23 do a few weeks ago. Lightning hit our well. We got to  
24 replace the pump. We loved it. That is our responsibility.  
25 That's our home.

1                   Yeah, we didn't cry out for anybody to come  
2 help us. We paid it. We take care of ourselves, and we  
3 don't ask for any help. But we're asking for the  
4 Commission's help today. We are on a fixed income. We need  
5 someone to stand up and say no for us. Thank you, Belinda,  
6 for being here.

7                   I'm going to talk about this storm. Yeah, it  
8 was a heck of a storm -- in Texas. I had 40-mile-an-hour  
9 winds in my county. Now come on! We have worse tornado  
10 storms in my county, but let's talk about the specifics.

11                   Sure enough, right on schedule, the Ruby lines  
12 were down because they're never maintained. We were out.  
13 We were the last to be connected again. It's an ongoing  
14 problem. We are always last.

15                   AmerenUE sent our repairman, our area, to  
16 Bismark, and we were the first people, by their own words,  
17 that reported that outage in my area. I talked to these  
18 people: Phyllis; twice to Andrea; once to Cheryl, who did  
19 her utmost and beyond by calling help from another area,  
20 talking to area dispatchers and supervisors to get us help;  
21 then Linda; then Joel; then Eric; and then I got sick. I  
22 got sick of it, and I had a last resort number from UE with  
23 a man named Brian Rippaport, I believe is the last name.

24                   But I have the phone number here, and I want  
25 it in the record -- 314-554-3404. And he greeted me with

1 the most disinterested voice he could pull off because he  
2 dealt with me the last time in 2007. I'd love to go back to  
3 that 2007 outage, because he came up on my porch and told me  
4 we'd have electric that night. We didn't for two more days,  
5 and he just toddled right off that driveway and drove off to  
6 his tent, and I bet you he had lights.

7                   Anyway, after he gave us that number in case  
8 we needed him and after no -- hours of hours of no response,  
9 you see how many people I called. After all that spectacle,  
10 he called back, and said that there were no crews in our  
11 area right now, and that they went where the greatest  
12 outages were, by his own words.

13                   I asked what his responsibility was then. He  
14 laughed. He laughed. I -- he knows for a fact Virgil is on  
15 that registry for medical equipment. He knows I'll fight,  
16 and I will fight to my last breath. My husband needs a  
17 reliable source of power in our area. It's not a toy. It  
18 is his life I'm talking about. That's the only life I have.  
19 I take care of him. He is my life. It's important to me  
20 that we have the electric there.

21                   He said -- you know, Brian thought it was so  
22 amusing. He said he didn't know what his responsibilities  
23 were. Somebody ought to look into that. I hope he does.

24                   Then I asked for his supervisor, and he gave  
25 me right away Dave Wakeman, number 314-554-2141. That's so

1 Ameren can call those numbers and find out just who those  
2 gentlemen were.

3                   Now, in all fairness to Mr. Wakeman, he did  
4 phone me back, but I already had power by then. I got voice  
5 mail. So I reiterated my problem about my husband's  
6 machine, how he has to sit in a chair, and you wonder, you  
7 wonder are we going to make it through this night. Is he  
8 going to choke this time, and I won't hear it.

9                   I explained to the recording that we were out  
10 of power for hours, and no one could even tell me when they  
11 were going to assign someone to our outage. Finally at 6:10  
12 p.m. someone came, but not from our area again. And Virgil  
13 had already found the downed line for them. His greeting in  
14 the driveway was this, "Oh, so you're the one that's been  
15 calling."

16                   Virgil's reply was, "Yeah, and I found your  
17 downed line too."

18                   While on the way to the break with him, Virgil  
19 said that the man said he was not from this area, and  
20 wouldn't have never even known where to look for this break.  
21 I want to tell you right now, I don't even have this in my  
22 notes, but that was a hot wire laying on the ground, and  
23 that's not the first hot wire Virgil has come across. It  
24 set the woods on (sic) in 1907 -- I'm sorry -- maybe then  
25 too -- 2007.

1                   Anyway, I get carried away when I get this on  
2 my mind. So anyway he tied red ribbons to the trees on the  
3 road so that the crew would be able to find that area and  
4 left. I ask you, does it make sense to you to take men from  
5 our area that know how -- where those lines run and where  
6 the weak spots are and to send them to an area that they  
7 don't know, and then call in someone else who's a stranger  
8 to my area and fumble around dangerously. And then call for  
9 someone else who is a stranger out of the area to just try  
10 to find it, stumble onto it?

11                   It doesn't make sense to me. Is that using  
12 your assets wisely. The guys filled up the truck. They  
13 know us by our first names. They live in my area, but  
14 they're in Bismark. The guy who lives here is gone. The  
15 guy has to be called in through Cheryl, bless her heart, to  
16 get somebody there to see about my husband's needs.

17                   Anyway, why do the other areas get priority  
18 service when I pay my bill every month just like they do?  
19 I really want that question answered. We go through all the  
20 hoops. Well, I better stick to my notes or I'll skip  
21 something.

22                   When I asked how many were out in my area --  
23 this is the best part. I'm sure glad I didn't skip it.  
24 When I asked how many are out in my area, you know what  
25 those are, "We have 22,000 out in your area of coverage."



1                   No, I say, "No, no, no. That isn't what I  
2 asked. I asked how many are out in the Potosi area." Guess  
3 what I hear almost every time. Finally after we played our  
4 little game, three or four is the answer. Want to tell me  
5 who they are. One is my house, one is my shed, one is my  
6 deceased brother's home, and one is Dr. Jerome Holiday's  
7 extra property on our road. That's who they are. We're the  
8 only ones that live there.

9                   We're not priority to AmerenUE, and we haven't  
10 been for years. I might be on their, you know, budget sheet  
11 or accounts receivable, but you know, the expenses, they're  
12 not laying any out in my area. We have done everything  
13 AmerenUE requires to register that my husband is on a  
14 medically required equipment in my home.

15                   We had our doctor sign numerous forms, and no  
16 sooner do we register, than they tell us that we did not --  
17 they didn't get it. So after about four times during Dr.  
18 Yatt's services to us, he said he was going to fax it and  
19 tell them that it was permanent. And he did. This worked  
20 for a while, but Virgil got sicker.

21                   And when we changed doctors as Virgil's health  
22 is even more complicated now, we had to re-register and  
23 re-register, and even when we sent in the forms, we  
24 immediately got a letter saying we didn't send in the forms.  
25 We're dropped from the registry again because we did not

1 file the papers with them.

2                   And we filed again another time last week, a  
3 certified return registered receipt at the Potosi Post  
4 Office, letter self-addressed by AmerenUE. I have learned  
5 that although it costs me about \$5.32 every time I have to  
6 mail one, that's the only one they ever acknowledge they get  
7 because somebody has to sign for it.

8                   That way they can't say they didn't get it.  
9 Doctors are already very busy, and then we have specials  
10 stuff he does for us. They don't like signing extra forms  
11 over and over, believe me. It's not pleasant for us to ask  
12 them.

13                   This is harassment. That's how I see it.  
14 Harassment because he's sick and he's getting old, and we're  
15 in the heartland of Missouri, the farms. That's where we  
16 live, the old farm place, yep. They're part of this land.  
17 They're a big part of the backbone of this nation, but to  
18 have this harassment is about the stupidest thing I have  
19 ever experienced, and believe me I've lived a while as you  
20 can tell.

21                   If a legally mailed document received in your  
22 office in the official envelope that AmerenUE sends us  
23 already addressed to the correct department is mishandled  
24 that many times, you need different management in that  
25 office too, not just out in the field.

1                   Hey, you're wasting my time and my money and a  
2 lot of other folks' money and time too. We just heard from  
3 another lady that had to sit in that chair not -- wondering  
4 if she'd make it till morning. It's not a joke. Why? Why  
5 is that? Where's the problem?

6                   Why in the world do you think these types of  
7 problems with service that you should have the audacity to  
8 ask for a raise? You don't even have a sound fiscal plan  
9 for these emergencies. And a working plan? Hey, that's a  
10 dream. You don't have a working plan on the ground when we  
11 do have them.

12                   Oh, yes, every time we call in with an outage  
13 and explain about the machine my husband must have, they  
14 tell us we need to have a backup plan for emergencies.

15                   This time I told my husband, I said, "They  
16 told us that we need a backup plan." He had a reply.

17                   You know what, I'm going to tell you what he  
18 said. "I think AmerenUE needs a backup plan themselves for  
19 these emergencies."

20                   Top heavy, mismanaged supervision of assets is  
21 the problem. The men and women working on the lines and the  
22 grid are not the problem. The top management is. They know  
23 their jobs, but evidently you do not or you would not waste  
24 money by cutting the brush and the trees and not allocating  
25 men who know the area to remain in the area and handle local

1 problems, and for sure you would have someone who knows when  
2 the power will be restored to a priority listed customer.

3                   When you have told me that AmerenUE sends  
4 repair crews to the most outaged areas first. This is what  
5 they tell me. Why? Oh, let me answer that one for them.  
6 Because of one thing, money, money, money. Those little  
7 wheels are turning, and if there's a hundred of them little  
8 wheels up there turning instead of four on my road, what do  
9 you think's going to happen. Those hundred are going to get  
10 first service. I guarantee it.

11                   "We need to get them back on. There's a  
12 thousand up there. There's only four out on Lalumondiere."  
13 Hey, we'll get him. We'll get him, but we're sick and  
14 isolated. We're on the family farm if you want to call that  
15 isolated.

16                   We are the first to call, by their account,  
17 every time. Yeah, I'm called Quick Draw Ruby. I dial as  
18 fast -- I've got you on speed dial, Ameren. I need to  
19 because just like Mr. Zoll said, 167. I wish I'd have had  
20 time, Mr. Zoll, to count them all. I really do. I was so  
21 proud you were here, but I don't even know that man.

22                   Want a raise? We say no. You should manage  
23 your assets a lot better. Put some of that top-heavy,  
24 salary-heavy and easily-amused supervisors who do not know  
25 what their job is, by their own words, and put more

1 qualified men and women on the ground in trucks to do the  
2 real work.

3                   Now to this weekend, September 20th, oh, we  
4 had a little, bitty rain storm. Not even a storm, just  
5 rain. Last outage six days before that. Now we have  
6 another one. We were out from 12:20 p.m. until almost 7:00  
7 p.m. Saturday. Why? The line was down in our field. It  
8 was three poles away from my house, but you know what? I  
9 can't see. I only have part of one eye left. What do you  
10 think it's like for me in the dark with candles.

11                   What do you think the danger in my home is to  
12 have candles when you can't see? Do they think about those  
13 dangers for people who are handicapped? No. (Laughing), "I  
14 don't know what my responsibilities are." Well, I know what  
15 mine are. I'm not weeping for me. God gives us strength to  
16 deal with what we have to. That's the hand he dealt me, and  
17 I use it.

18                   There are people more disabled than me, and I  
19 thank him for the abilities I still have. As you can see, I  
20 can still type, but I'm telling you what. They don't need a  
21 raise. They need somebody to reorganize their company, just  
22 like we see a lot of others have to do. There's a lot of  
23 sacrifices to be made, and people in our nation have already  
24 made them.

25                   The corporations need to tuck in their belt

1 just like he said, pull it in, stop some of the parties,  
2 stop some of the meetings that do nothing but entertain  
3 themselves with that good ol' boy network. You're doing a  
4 good job down there. They're not.

5 This last one, a tree fell on the line. They  
6 had no one here who could take the phone call to fix it  
7 because, you know, hey, they worked last weekend. They were  
8 out all kinds of hours last weekend.

9 They had to call someone from the Piedmont  
10 area, which the gentleman from UE told me that as his  
11 division, they are all spread out. It is still under his  
12 supervision. I understand that, but hey, does that mean  
13 nobody in the Potosi area is assigned to be available for  
14 another emergency in our system?

15 Please, Commissioners, hear the people. We  
16 cannot change companies like we would do if a grocery store  
17 laughed when I said I had a problem with their product. We  
18 are trapped. I can't pick another company. Don't let them  
19 rob us more when they already get far more than it should  
20 cost for power we use.

21 You know what, it is robbery. I sit there. I  
22 do everything that I can possibly do when it's an outage.  
23 Oh, maybe I'll repot my plants today. I couldn't find time  
24 before. That's all I can do with no power. I go outside  
25 where there's light.

1                   This is an important issue. I'm just one of  
2 thousands in my area that are handicapped. Look at the  
3 statistics. Look at the people who are on fixed income in  
4 my area alone. We are an aging group of people getting  
5 sicker and older, but trying to stay in our homes and not  
6 ask for help. We need help from people who can make a  
7 difference, commissioners and overseers, representatives who  
8 will make sure that these things are handled.

9                   I appreciate you listening. I appreciate the  
10 opportunity for this hearing, and I thank you for your time.

11                   JUDGE WOODRUFF: Thank you, ma'am.

12                   Commissioner Murray, do you have any  
13 questions?

14                   COMMISSIONER MURRAY: No questions.

15 Thank you.

16                   JUDGE WOODRUFF: Commissioner Clayton?

17                   COMMISSIONER CLAYTON: No questions,

18 Judge. Thank you for coming, Ms. Ruby.

19                   MS. RUBY: Uh-huh.

20                   JUDGE WOODRUFF: Do any of the parties  
21 have questions? No questions from them. All right. Let's  
22 go back to Mexico.

23                   MS. FRED: The next witness, Judge, is  
24 Robert Marty.

25                   JUDGE WOODRUFF: Good evening, sir.

1     Could you please raise your right hand, and I'll swear you  
2     in.

3                             (Thereupon, Witness Marty was sworn on  
4                     his oath by Judge Woodruff, and testified as  
5                     follows:)

6                     Thank you. Can you spell your name.

7                             MR. MARTY: Robert H. Marty. 1411  
8     Bennington, Mexico, Missouri.

9                             JUDGE WOODRUFF: And your name, last  
10     name, is spelled M-A-R-T-Y?

11                             MR. MARTY: M-A-R-T-Y, right.

12                             JUDGE WOODRUFF: Thank you. What would  
13     you like to tell us?

14                             MR. MARTY: Well, first I'd like to  
15     start off I see you got a couple of policemen out here. I  
16     just hope you're paying for them privately. Good. I'm on  
17     Administrative Alliance, and when we hire the police to  
18     come, we pay for it. So you're paying for them tonight?

19                             JUDGE WOODRUFF: Yes, sir.

20                             MR. MARTY: The City of Mexico?

21                             JUDGE WOODRUFF: Well, I hope that they  
22     do.

23                             MR. MARTY: Okay. Well, I'll see that  
24     they do.

25                             Mr. Clayton, I want to tell you -- you asked



1 me this question, and I want to make it clear that generally  
2 altogether the service of the electric company is excellent  
3 in this town. We've had a problem we've got trouble with  
4 sewers, we have lightening strikes, and we do have have a  
5 stuff. We have storms. We used to have one every July 5th.  
6 We had July 4th, and every July 5th we had a storm.

7                   The city manager was leaving town, and the  
8 second city manager wasn't quite competent (inaudible), but  
9 they do a real good job in repairing it. That's what I mean  
10 (inaudible), and this lady was talking about the trees. One  
11 of the problems is this is an historic city with a lot of  
12 trees. Best I can tell, the electric company is constantly  
13 working on them. They have some company with sort of an  
14 obscene name cutting them. I'm afraid to say it in public.

15                   The name is Osput. That's the better than I  
16 thought. It's something I don't want to talk about in  
17 public.

18                   I'd like to caution both the Commission and  
19 the Commissioners, the Public Service Commission and the  
20 Commissioners, that over the 20 years of my dealing with  
21 this, one of the problems I find that there some success by  
22 appearing in public. And I appreciate, as the lady said,  
23 that we have an opportunity to appear in public.

24                   But there's a long history of some times the  
25 committee members can be sleepy, and there is a question of

1 the AmerenUE's criteria. In 1986 we appeared in the City of  
2 Mexico, and Missouri Power and Light was asking for a rate  
3 increase.

4                   And I asked if there was only one stockholder,  
5 which was UE, Union Electric, for Missouri Power and Light,  
6 why did they both have members at Jefferson City?  
7 (Inaudible.) They both had accountants and lawyers and so  
8 forth. It turned out that UE owned three companies, of  
9 which Missouri Power and Light was one. And after nine  
10 months, they consolidated all that to like 200 and some  
11 lobbyists, white collar, attorneys and so forth, and they  
12 reduced the rate 5 percent. As the lady said, you can look  
13 it up.

14                   When they were asked publicly why didn't you  
15 do this before, they said because the Missouri Public  
16 Service Commission never mentioned it. So that's why I  
17 encourage you to be (inaudible) history lesson done some  
18 digging. It's very significant if you cut the rates 5  
19 percent.

20                   Later, maybe within the last seven, eight  
21 years, they have come for a gas increase on the monthly  
22 unit, monthly service charge. And I'm going to say the rate  
23 was 6, and they wanted to go to 14 or 18.

24                   And that hearing was held in the auditorium of  
25 the Mexico public school, and I asked why are they

1 increasing it when now they read meters by satellite, they  
2 have telephones where the humans don't answer them, and they  
3 had just started to get together with Illinois AmerenUE and  
4 there must be some synergy of the two of them together and  
5 gas.

6 Well, after some period of time, AmerenUE  
7 said, well, you know, instead of wanting \$16, we only want  
8 9. The number are not exactly significantly. They came  
9 down off their request, and when I asked why did you change  
10 your request, they said, "We used the wrong figures."

11 This is -- you can look them up. Which means  
12 to me they either used the old figures before the savings  
13 that I had mentioned. If that's inadvertent, that's not  
14 good. If it was on purpose, it's even worse.

15 But that's a public record I'm telling you.  
16 The Public Service Commission needs to be wide awake and be  
17 checking the figures you get from the company.

18 Now, one other issue is conservation, and it's  
19 ironic. I think we've talked about this -- by the way, we  
20 have a consolidated co-operative, which is a little old  
21 co-operative here, and most recently they have been giving  
22 away (inaudible). I want to say eight balls to the package.  
23 They were giving them away if you showed up with your fact  
24 that you paid a bill. And I think that's a great thing, to  
25 be able to cut down on energy. We buy our own -- we are

1 buying our own, but they were giving away to encourage  
2 conservation.

3                   And Columbia Power and Light, which is owned  
4 by the people which is interesting for an extra fee, Mr.  
5 Clayton, you can buy a meter. You have to pay for the extra  
6 meter, but the meter will give you different rates, I want  
7 to say, at night versus daytime. It's less usage at night.  
8 If you use your washing machine or whatever it is at night,  
9 you get a lower rate, and you can save money that way.

10                   But that's not a new concept. That's been  
11 used in Europe for 20 or 30 years, to have a dual meter. In  
12 fact, I think AmerenUE is starting to do that in Illinois.  
13 So if they are doing it in Illinois, we ought to hear it  
14 here first before we go increase this rate. We ought to  
15 hear from this group before we go to a rate increase.

16                   Outside of the fact that I've totally  
17 confirmed (inaudible) considering all natural gas, that's  
18 all I have to say.

19                   JUDGE WOODRUFF: Thank you, sir.

20                   Commissioner Murray, do you have any  
21 questions?

22                   COMMISSIONER MURRAY: No, but thank  
23 you, Mr. Marty. Nice to hear from you again.

24                   JUDGE WOODRUFF: Commissioner Clayton?

25                   COMMISSIONER CLAYTON: Yeah, thank you

1 again, Mr. Marty, for coming out. I think this makes the  
2 third or fourth local public hearing that you've attended,  
3 so you get the gold star. As I tell my children, you get  
4 the gold star for effort.

5 MR. MARTY: (Inaudible.)

6 COMMISSIONER CLAYTON: Okay. Well,  
7 that's great. I just want to explore this -- this time of  
8 use pricing or this real time pricing sort of thing. I'm  
9 not familiar with the Columbia meters, but I would urge you  
10 to, perhaps after this hearing, meet with Mr. Zeller or some  
11 of the Ameren folks.

12 I think we have some time of use pricing or  
13 some rate differentials right now in the tariffs. It's just  
14 not very -- it's not widely advertised, and it's not  
15 something that --

16 MR. MARTY: You got to have a meter to  
17 do that.

18 COMMISSIONER CLAYTON: I don't know the  
19 answer to that, but I would urge you to talk with these  
20 folks, and --

21 MR. MARTY: Well, they heard me  
22 tonight, I think.

23 COMMISSIONER CLAYTON: You bet. You  
24 bet.

25 MR. MARTY: That should be a start.

1 Illinois is going to (inaudible) part of the meters, then it  
2 should be coming here.

3 COMMISSIONER CLAYTON: Well, there is a  
4 -- the technology has changed a great deal just in recent  
5 days, and there are some parts of the country that are even  
6 going to real-time pricing where the price of electricity  
7 changes at different times during the day so that more than  
8 just one price or two prices during the day and night, but  
9 it's -- and so it really does encourage you to watch how you  
10 use your power when you're using washing machine at a  
11 certain time of day.

12 But we're not to that point, and it takes  
13 money to do that.

14 MR. MARTY: A lot of people that bought  
15 did buy the extra meter, and so I don't have any figures,  
16 but they did buy them.

17 COMMISSIONER CLAYTON: That's something  
18 we --

19 MR. MARTY: It's never been offered to  
20 us.

21 COMMISSIONER CLAYTON: We -- you know,  
22 we don't regulate the municipals. So we don't have any  
23 interaction with them, but that is something we really ought  
24 to follow up with.

25 MR. MARTY: AmerenUE knows about this.

1 This isn't a surprise to them.

2 COMMISSIONER CLAYTON: No. No. I don't  
3 think I have any other questions. Thanks for coming.

4 MR. MARTY: Thank you, sir.

5 JUDGE WOODRUFF: Any questions from the  
6 parties? No questions here. All right. We're back to  
7 Hillsboro.

8 MS. MANTLE: Judge, the next person on  
9 our list is Mr. Virgil Ruby.

10 JUDGE WOODRUFF: All right. Good  
11 evening, sir.

12 (Thereupon, Witness V. Ruby was sworn on  
13 his oath by Judge Woodruff, and testified as  
14 follows:)

15 Thank you. And your name is Virgil Ruby?

16 MR. RUBY: Yes, it is. Address --

17 JUDGE WOODRUFF: I believe that was  
18 your wife, Jacqueline, that just spoke?

19 MR. RUBY: Yes, that was her.

20 JUDGE WOODRUFF: All right. All right.  
21 What would you like to tell us?

22 MR. RUBY: All right. What I'd like to  
23 tell you is, to start off with, I've -- I've had a stroke.  
24 I've got heart trouble, I've got Parkinson's, and I've got  
25 stints. And I want to know about this priority whenever you

1 get out electric.

2                   Now, this gentleman right here just spoke  
3 about his electric being off so many times, I'm just right  
4 across the hill from him. I ain't very far away, and I'm  
5 the last one on the electric line.

6                   And I was told three or four years ago that my  
7 line was going to be taken care of, there was going to be  
8 new wires come in there, and going to be new poles. But  
9 guess where the wires stopped at, a subdivision that's  
10 called Road Creek. And they got some people on the new  
11 wires. They got the old people on the old wire. There's  
12 four wires running on the same line. They took the old  
13 wires. I got two wires coming to my place. Would be good  
14 enough if they'd work all the time.

15                   And -- and I've got this sleep apnea, and of  
16 course, a lot of people don't know what this breathing  
17 machine is all about. Like the woman spoke, you sit up in a  
18 chair and you still choke without your machine when you get  
19 tired and sleepy. What it is your airways go shut, and you  
20 can't get no air. It's just like somebody's got their hand  
21 over your mouth and -- and holding your nose. That's just  
22 what it amounts to.

23                   Now, I've worked at places, but I didn't make  
24 very much money. I worked 40, maybe 50, hours a week at the  
25 shoe factory down in Potosi back in the '60s, but I cleared



1 \$26, and -- and UE is wanting a raise whenever you can't  
2 hardly get by, you know, when you're on a fixed income, and  
3 you make these low wages, you don't get much Social  
4 Security. You -- you don't get much.

5                   What it is you're lucky that you don't have to  
6 borrow money to make it through the month, and I cannot see  
7 the raise for UE with the way this economy is.

8                   Now, I'm going to tell you every company I  
9 worked for the customers came first. You didn't -- you  
10 didn't say one bad word about the customers. The customers  
11 had all the say so, and I worked as a security officer, and  
12 it was the same way with them. They could spit on you or  
13 whatever they wanted to do, but don't you touch them unless  
14 they pull a gun on you. Now, if they pull a gun on you, you  
15 had a right to defend yourself.

16                   Now, let me tell you what a good company UE  
17 is. There was a pole that my transformer was on my house.  
18 It was broke completely off of the ground. It was just  
19 standing there, the lines holding it up. Well, I called  
20 them up. Well, the come out there with ropes, guy pins.

21                   They throwed one in my garden, tied a nylon  
22 rope to it, tied her off, and then they lassoed the other  
23 side, and drive a pin in the ground, and lassoed the other  
24 side.

25                   Well, one day I was out there, and the wind

1 was blowing pretty good, and the old pole was, you know, it  
2 was giving you that. And I called them up. I said, "Hey,"  
3 I said, "this pole's been out here for a long time like  
4 this," and I said, "If it falls, it's liable to set my house  
5 on fire or something's going to happen."

6 Well, about a day or two later, they -- they  
7 came out, and they put me in a new pole. So -- so this is  
8 the way it's been. And what -- what is this priority?  
9 What is this priority mean that UE gives you that they make  
10 you go to the doctor and fill it out and make it sound so  
11 good that you'll be the first one get -- get on if your  
12 electric goes out?

13 Then you -- then you call them, and well,  
14 we'll -- we'll report it. Well, you sit there three or four  
15 hours, you hear nothing. You call up there, "Well, we  
16 reported it."

17 Well, then the next thing you know, "We don't  
18 know when it's going to get on." But still you can be the  
19 first one to call in, and the last one to get on because  
20 it's happened so many times. And -- and you know, this  
21 company could save a lot of money if they had management.  
22 If they had management, they could save a lot of money  
23 because I've seen how they operate. I have seen.

24 And -- and I'm going to give one reason, just  
25 like you, Judge, you come down there where I'm at. You know

1 where the electric line is? No. You wouldn't know. You  
2 wouldn't know unless you went back behind my house and --  
3 and seen the way it went. You wouldn't know.

4                   And that's the same way with them. The last  
5 guy that came out to my house, there was -- there was some  
6 from the Potosi area, but the ones they sent out there were  
7 from Piedmont. Do you realize how far away that is from me?  
8 That's a long ways down -- down around, what, St. Genevieve,  
9 down in that area.

10                   And this is poor management, and then -- then  
11 you may see -- see different ones around where I believe in  
12 two guys on the job because -- because that's all it takes,  
13 two guys, to splice a wire. But you may have a -- you know,  
14 you might have to wait four or five hours on a crew to get  
15 there to help them two guys, because I've seen them do it.

16                   I seen them in that storm, two guys out there  
17 cut a tree off of it, spliced it together, and then -- then  
18 they got it going real quick. Maybe a 20-minute job, and  
19 you wait days for it.

20                   And then I've got a question that I want an  
21 answer to. Now -- now, they're -- UE is supposed to just  
22 only cut a certain size tree, and then anything over that  
23 size, they got to call the Forestry in. Now, are they  
24 paying the Forestry for coming in and cutting that tree, or  
25 how does this work?

1                   These are the questions I want answered, and I  
2 -- I cannot understand why used to they didn't -- the  
3 electric lineman, he'd carry a chainsaw with him. Do you  
4 need three or four boom trucks to come to fix one job? I  
5 don't think so. I think that's the way you could save  
6 money, and you wouldn't need no raise.

7                   And I believe this is about all I can talk  
8 about right now. I'll think of a lot more later.

9                   JUDGE WOODRUFF: All right. Thank you,  
10 sir.

11                   Commissioner Clayton, do you have any  
12 questions?

13                   COMMISSIONER CLAYTON: No questions,  
14 Judge.

15                   JUDGE WOODRUFF: Questions from the  
16 parties?

17                   COMMISSIONER CLAYTON: Thank you.

18                   JUDGE WOODRUFF: Thank you for coming,  
19 sir.

20                   WITNESS V. RUBY: You're welcome. Glad  
21 to be here.

22                   JUDGE WOODRUFF: All right. I suppose  
23 we're back to Mexico.

24                   MS. FRED: The next witness, Judge, is  
25 Darrell Enslin.

1 JUDGE WOODRUFF: And let me ask you,  
2 the moderator there, how many more people do you have there?

3 MS. FRED: In Mexico, we have one more.

4 JUDGE WOODRUFF: Okay.

5 (Thereupon, Witness Enslin was sworn on  
6 his oath by Judge Woodruff, and testified as  
7 follows:)

8 All right. Tell us your name.

9 MR. ENSLEN: Darrell S. Enslin. 901  
10 Rhue Court, Mexico, Missouri 65265.

11 JUDGE WOODRUFF: And could you spell  
12 your last name for us.

13 MR. ENSLEN: E-N-S-L-E-N.

14 JUDGE WOODRUFF: All right. What would  
15 you like to tell us?

16 MR. ENSLEN: Well, I'm here to talk  
17 about some of the folks that can't get over to these  
18 meetings. Just a couple of weeks ago, American Water  
19 Company had a meeting here, and I laid out some things to  
20 them, and the people don't really believe that some people  
21 in the water -- to save the water don't flush their stools  
22 but once a day.

23 Now, that sounds gross, but that's true. And  
24 they -- they -- the same thing is with the electricity.  
25 There's still people that unplug their refrigerator at night

1 to save electricity. You can't convince them that it takes  
2 electricity for it to get them working better in the  
3 morning, but that does happen.

4 I have all electricity, an all-electric home.  
5 I don't unplug the -- the refrigerator, and I flush the  
6 stool every time I use it, but the ones -- there's lots of  
7 young- -- older folks that, like I said, can't make these  
8 town meetings. They don't even know they're going on, even  
9 when they're taking the newspaper.

10 The food costs have gone up in the grocery  
11 stores. Hundreds of items have gone up 100 percent  
12 (inaudible), canned beans, things like this, and those folks  
13 that are living on fixed incomes are beginning to -- are  
14 really hurting. There are some people that we know of here  
15 in Mexico that's had their electricity turned off -- turned  
16 off for the last two or three months, and -- because they  
17 got way behind on the bill, and they -- there's no funding  
18 that they can find to get them back on.

19 The senior centers in the county area and  
20 central Missouri, each senior center has care coordinators,  
21 and they go out and they help people that are living at home  
22 with their food, with their medication and with other items  
23 that they can and try to get the families involved. But  
24 they -- they're reluctant that they cannot get involved with  
25 their income because a lot of people don't want to tell

1 anybody about their income.

2                   But the care coordinators can go in and see  
3 that their -- the way that they're living that this does  
4 show up. The Governor and the Lieutenant Governor have been  
5 -- well, first off, let's go back. The Governor cut back  
6 this Medicaid health care, and that's affected a lot of  
7 people in Mexico, just like it has across the state. I  
8 think they say across the state it's around 700,000 people  
9 don't have health care.

10                   And in Mexico, it has approximately 20 to 24  
11 percent senior citizens, around 12 to 13 percent of  
12 minorities. In fact, the Governor and the Lieutenant  
13 Governor they keep talking about they want folks to stay at  
14 home. And I heard the Lieutenant Governor say that there's  
15 ways that these folks that are having to stay home and that  
16 they improve their lives by such things as this list of  
17 energy saving actions, long-term energy saving actions.

18                   Whoever put this bulletin out, ought to put  
19 the -- put the cost right behind each one of these items.  
20 And because it says replace -- replace the furnace and caulk  
21 around the windows. All these things will help, but who's  
22 going to do it?

23                   Now, there are supposed to be people that -- I  
24 don't know anybody that does this, but there's supposed to  
25 be people that does. I don't even know if they're supposed

1 to come to Ameren or anywhere. I don't know, and the local  
2 food center here they call it a Help Center, just like a  
3 place where people can go that -- that need food. Two weeks  
4 ago when I was here when the water company, I went up there,  
5 and they were out of food. So I went up there this past  
6 Friday, and they were out of food.

7                   Now, we went out and told some people that  
8 they were out of food. Some people brought some in, but  
9 they don't have the stocked shelves. And the lady said that  
10 if somebody comes in, then they give them 5 to 10 pounds of  
11 food, where they used to give them 30 pounds. Just think  
12 about five pounds of food. That's a pound -- that's a bag  
13 of flour, four pounds, and a loaf of bread. Just think of  
14 it.

15                   One other thing is that in Jeff City a few  
16 days ago there was a hearing, and according to the news in  
17 the Jeff City paper, one of the persons who got up and was  
18 talking about the rate increase, and the way I read this  
19 that he said that -- that lots of seniors have stock in  
20 Ameren. They get dividends, and he thought that Ameren  
21 should get a rate increase. And I thought, man, he better  
22 get out and see what's going on.

23                   I think that all American wages are politics.  
24 Like I was talking about food prices just skyrocketed, and  
25 the broken health care system, which is causing headaches to



1 these folks that are living at home. And there are more  
2 Missourians living in poverty than last year.

3 And the -- in Jefferson City back a couple of  
4 weeks ago there was a food crisis there. The American  
5 Center was low on food, and more people were seeking help.  
6 And this seems to be the way it is all across the country  
7 anymore.

8 And one other thing. It's -- you say, well,  
9 what are people doing about their health care? If they need  
10 it, they're going to the emergency room, and the emergency  
11 rooms in all the hospitals in this area have seen an  
12 increase of people coming in for health care any time of the  
13 day or night, and don't pay for it. And the hospitals are  
14 having to absorb these costs.

15 If you ask me, well, do you think that Ameren  
16 ought to get a rate increase, well, give the residents a  
17 dollar more on their bills and all the executives in the  
18 back row ought to take a 10 percent pay cut.

19 That's all I have.

20 JUDGE WOODRUFF: Commissioner Murray,  
21 do you have any questions?

22 COMMISSIONER MURRAY: No questions.

23 Thank you.

24 JUDGE WOODRUFF: Commissioner Clayton?

25 COMMISSIONER CLAYTON: Mr. Enslin, you

1 -- this is the second time that I've heard you testify. I  
2 heard you at the water hearing last week. I appreciate you  
3 coming out.

4 MR. ENSLEN: Okay. Thank you.

5 JUDGE WOODRUFF: Any questions from the  
6 parties?

7 MR. LOWERY: No questions.

8 JUDGE WOODRUFF: All right. Thank you,  
9 sir. Let's go back to Hillsboro.

10 MS. MANTLE: Judge, the last --

11 JUDGE WOODRUFF: How many other names  
12 are on -- how many other names are on the list at Hillsboro?

13 MS. MANTLE: The last person that has  
14 signed up is Ms. Sharon Pickett.

15 JUDGE WOODRUFF: Thank you. Ms.  
16 Pickett, come forward. Good evening.

17 MS. PICKETT: Hi.

18 JUDGE WOODRUFF: Could you please raise  
19 your right hand.

20 (Thereupon, Witness Pickett was sworn on  
21 her oath by Judge Woodruff, and testified as  
22 follows:)

23 Thank you. Could you tell us your name.

24 MS. PICKETT: My name is Sharon  
25 Pickett.

1 JUDGE WOODRUFF: Spell the last name  
2 for the court reporter.

3 MS. PICKETT: P-I-C-K-E-T-T.

4 JUDGE WOODRUFF: Thank you. What would  
5 you like to tell us?

6 MS. PICKET: Okay. First of all, the  
7 Rubys are my best friends. I sat up with them during the  
8 last two storms just to make sure that they made it through  
9 the night. I take care of elderly people all day long. I  
10 hear about them not being able to pay their electric bill,  
11 not being about to pay their heat bill. You're in good  
12 spirits when you go to work, and you can cry -- I can cry  
13 when I come home.

14 I don't have a whole lot to say other than  
15 what's been said here today, but the only raise that  
16 AmerenUE needs, in my opinion, is a kick in the air as far  
17 as they can go. That's just the way I feel about it.

18 JUDGE WOODRUFF: Well, thank you,  
19 ma'am.

20 MS. PICKETT: We need a --

21 JUDGE WOODRUFF: Commissioner Murray,  
22 do you have any questions?

23 MS. PICKETT: We need a decrease, not  
24 an increase, and I'm not just talking for myself.

25 JUDGE WOODRUFF: Okay. Commissioner

1 Murray, do you have any questions?

2 COMMISSIONER MURRAY: I have no  
3 questions. Thank you.

4 MS. PICKETT: Thank you.

5 JUDGE WOODRUFF: Commissioner Clayton?

6 COMMISSIONER CLAYTON: I don't think I  
7 have any questions, Judge. Thanks, Ms. Pickett, for coming,  
8 and thanks for not sugar coating.

9 MS. PICKETT: I don't sugar-coat  
10 nothing. Thank you.

11 JUDGE WOODRUFF: All right. Thank you,  
12 ma'am. Any questions from the parties? No questions. All  
13 right. Thank you, ma'am. Back to Mexico then.

14 MS. FRED: The next witness is Danny  
15 Goe.

16 (Thereupon, Witness Goe was sworn on his  
17 oath by Judge Woodruff, and testified as follows:)

18 JUDGE WOODRUFF: All right. Thank you.  
19 Tell us your name.

20 MR. GOE: Danny Goe. Mexico, Missouri,  
21 515 Holmes.

22 JUDGE WOODRUFF: Could you spell your  
23 last name, please?

24 MR. GOE: G-O-E.

25 JUDGE WOODRUFF: G-O-E, okay. What do

1 you want to tell us?

2 MR. GOE: Yes, the American economy is  
3 in terrible shape. Our society is standing on a precipice  
4 for the higher -- a major recession. Our economy will  
5 collapse inward until it comes back. I don't know when it  
6 will come back, and a large increase by an entity of  
7 government, regardless of whether it be state, county,  
8 local, or any water or utility company will only add to the  
9 misery and recession of the people of this locale.

10 I expect that we will lose major jobs. We  
11 have lost major jobs. For Mexico, Missouri was a major  
12 industrial plant for bricks for many years. We lost 750  
13 working people jobs. The water plant has 250 people. That  
14 closed out about the same time. We've lost others. We  
15 probably lost another 250 jobs from other local businesses  
16 that have closed.

17 I look for more downturns, and word on the  
18 street from more places that are suffering and will probably  
19 curtail. Some have already curtailed to one or two shifts.  
20 The Spartan plant was one of them, which manufactures  
21 automotive parts. And we look for a major downturn in the  
22 economy not only in Mexico, but other counties, the state of  
23 Missouri, and America as a whole.

24 I would think it would be in the best interest  
25 of the people, and under the Constitution, I believe it

1 comes under Article I or sec- -- Article I or Article II  
2 that to paraphrase it, the needs are the people need to be  
3 taken care of first.

4                   And with all due respect to AmerenUE, I think  
5 it best that we address the needs of our people first. Our  
6 families, our citizens, we're in an aging society here in  
7 Audrain County. We have 31 percent, I'm told, of the people  
8 above 65 years of age.

9                   We will probably get another 15 percent within  
10 the next five years. If any of the citizens want to go to  
11 see the movie "I O USA", it has a lot of number specifics  
12 regarding a 99 trillion unfunded mandate by our federal  
13 government. I am not sure what our state governments have  
14 in mandates, but they're going to lose their -- their  
15 funding from the feds because the feds will have to start  
16 funding Social Security when two people are retired for  
17 every one that's working. We are fast approaching that  
18 particular point in time.

19                   It's our stock market has major, major  
20 downturns ahead. Our dollar is collapsing. The price of  
21 oil will probably hit \$148 a barrel by -- on or before  
22 December 31st. Oil -- gold will probably hit a hundred, and  
23 so we're -- gold will probably have \$140.50 last time. It  
24 will be at the \$148 a barrel for oil.

25                   So with all due respect, your Honor, I ask for

1 major consideration for the citizens of Mexico, or the  
2 citizens of Audrain County and the citizens the UE serves to  
3 limit if not curtail any major increase of AmerenUE  
4 Corporation or any corporation, public utilities  
5 corporation, in this state.

6 Thank you. Any questions?

7 JUDGE WOODRUFF: Thank you, sir.

8 Questions from Commissioner Murray?

9 COMMISSIONER MURRAY: No, thank you.

10 JUDGE WOODRUFF: Commissioner Clayton?

11 COMMISSIONER CLAYTON: Mr. Goe, thanks  
12 for coming out tonight. I appreciate your testimony. I  
13 have no questions.

14 MR. GOE: Thank you.

15 JUDGE WOODRUFF: From the parties?

16 No questions. All right. Let's go back to Hillsboro for a  
17 moment.

18 MS. MANTLE: Is there anyone here that  
19 would like to testify who did not sign up?

20 Judge, no one has said that they would like to  
21 testify that did not show up -- or sign up.

22 JUDGE WOODRUFF: All right. Then back  
23 to Mexico.

24 MR. MILLS: Judge, before you go back  
25 to Mexico -- Judge Woodruff?

1 JUDGE WOODRUFF: Pardon me?

2 MR. MILLS: Before you go back to  
3 Mexico, this is Lewis Mills in Hillsboro, Mr. Zoll again --

4 JUDGE WOODRUFF: Go ahead.

5 MR. MILLS: Mr. Zoll had given me a  
6 written copy of his testimony. I know you had some problems  
7 hearing him during some of his testimony before he moved to  
8 the microphone. Can I give this to the court reporter and  
9 have it marked as an exhibit?

10 JUDGE WOODRUFF: Yes. Go ahead and  
11 mark it as Exhibit No. 1.

12 MR. MILLS: Thank you very much.

13 (Thereupon, evidence from Mr. Zoll was  
14 marked for identification as Exhibit No. 1.)

15 JUDGE WOODRUFF: Any objections? Any  
16 objections to Exhibit 1? No response to that. So Exhibit 1  
17 will be admitted into evidence and made part of the record.

18 (Thereupon, Exhibit No. 1 was admitted  
19 into the record.)

20 Thank you, Mr. Mills.

21 MS. FRED: Judge, this is Gay in  
22 Mexico. We also have a written statement that was presented  
23 by Robin Acree that we need to enter as an exhibit as well.

24 JUDGE WOODRUFF: All right. Mark it as  
25 Exhibit 2.



1 (Thereupon, written statement from Ms.  
2 Acree was marked for identification as Exhibit No.  
3 2.)

4 You guys don't have a court reporter in  
5 Mexico; is that right? Ms. Fred, just bring it back to  
6 Jefferson City and give it to Jean. I'll make sure it gets  
7 with the court reporter to put in the transcript.

8 MS. FRED: Will do.

9 JUDGE WOODRUFF: We'll mark it as  
10 Exhibit 2. Any objections to its receipt? Hearing nothing,  
11 it will be received into evidence.

12 (Thereupon, Exhibit No. 2 was admitted  
13 into evidence.)

14 All right. Well, it sounds like everyone has  
15 had a chance to speak that wants to speak, so we'll be  
16 adjourned. Thank you.

17 (WHEREIN, the hearing was concluded at  
18 8:16 p.m.)

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## 1 CERTIFICATE OF REPORTER

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I, Patsy A. Hertweck, Certified Court Reporter  
4 No. 1276(T) within and for the State of Missouri, do hereby  
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9 record was made; and further that I am not a relative or  
10 employee of any attorney or counsel employed by the parties  
11 thereto; nor financially or otherwise interested in the  
12 outcome of the action.

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Patsy A. Hertweck, C. C. R. 1276(T)

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