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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Public Hearing
September 11, 2008
Wentzville, Missouri

Volume 6

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)

1 COMMISSIONERS PRESENT:

2 Ronald D. Pridgin, Regulatory Law Judge, via Webcast
3 Commissioner Kevin Gunn
4 Commissioner Robert Clayton
5 Commissioner Terry Jarrett, via Webcast

6 REPORTED BY:

7 Wanda L. Greenlee, CCR No. 1188
8 MIDWEST LITIGATION SERVICES
9 711 North Eleventh Street
10 St. Louis, Missouri 63101
11 (314) 644-2191

12

13 COUNSEL FOR AMERENUE:

14

15 Ms. Wendy Tatro
16 Attorney at Law
17 1901 Chouteau Avenue
18 St. Louis, Missouri 63103
19 (314) 621-3222

20

21 COUNSEL FOR OFFICE OF THE PUBLIC COUNSEL:

22

23 Mr. Lewis R. Mills, Jr.
24 DEPARTMENT OF ECONOMIC DEVELOPMENT
25 200 Madison Street
Post Office Box 2230
Jefferson City, Missouri 65102
(573) 751-1304

26

27 GENERAL COUNSEL FOR MISSOURI PUBLIC SERVICE COMMISSION:

28

29 Ms. Sarah Kliethermes
30 Governor Office Building, Suite 800
31 200 Madison Street
32 P.O. Box 360
33 Jefferson City, Missouri 65102

34

35

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1 PROCEEDINGS

2 JUDGE PRIDGIN: Good evening. This is the
3 local public hearing for Case No. ER-2008-0318, being held
4 in Wentzville, Missouri on September 11, 2008. The time
5 is approximately 6:10 p.m. I am Ron Pridgin. I am the
6 Regulatory Law Judge assigned to preside over tonight's
7 local public hearing. If I could, just for the benefit of
8 the public, I'll just give a brief explanation of the
9 purpose of the hearing. And that is to hear from you, to
10 give your comments on AmerenUE's proposed rate increase.

11 We do have members of the Commission staff
12 and representatives from AmerenUE to be in the room with
13 you, and you can speak with them after the hearing. But
14 the purpose of this hearing is to give your testimony and
15 your comments.

16 As you can see, we have a court reporter.
17 And here in a moment, after I read some opening remarks
18 and see if the commissioners here with me this evening
19 have any remarks, I'll ask you to come to the lectern and
20 I will swear you in. I'll ask you to spell your name for
21 the court reporter, and I'll probably ask you some
22 preliminary questions, such as your name and address and
23 ask if you're an AmerenUE customer. And then we will hear
24 any comments that you have.

25 Are there any questions from anyone before

1 we begin the formal local public hearing?

2 MR. OCHOA: No, sir.

3 JUDGE PRIDGIN: All right. Very good. The
4 Missouri Public Service Commission regulates the rates
5 charged by investor-owned utility companies in Missouri to
6 ensure that those rates are just and reasonable. The
7 Commission also regulates the quality of service and
8 safety of the operations on investor-owned utilities.

9 The Commission is made up of five
10 commissioners; three of them are here this evening. They
11 are appointed by the governor and confirmed by the senate.
12 The commissioners employ a staff of engineers,
13 accountants, attorneys, financial analysts and other
14 specialists in the field of utility regulation.
15 Commissioners present this evening, Commissioner Robert
16 Clayton, Commissioner Terry Jarrett and Commissioner
17 Kevin Gunn.

18 This is an official hearing of the Missouri
19 Public Service Commission, and the statements and
20 testimony of witnesses will be recorded by the court
21 reporter and must be given under oath. All of the
22 commissioners will have a chance to read all of the
23 witness's remarks.

24 The purpose of this hearing is to hear from
25 you. The company will not present witnesses and will not

1 answer questions. This is your chance to testify, and
2 your remarks will be made a part of the official record of
3 this case.

4 When I call your name, please approach the
5 lectern and I will ask you a few questions. And then we
6 will take your statement. If there is someone who wishes
7 to testify, but because of religious reasons cannot take
8 an oath, please inform me and I will ask your testimony be
9 affirmed instead. Are there any questions about the
10 procedure we will follow?

11 MR. OCHOA: No questions.

12 JUDGE PRIDGIN: Mr. Ochoa, thank you. If
13 there are no questions before we call any witnesses, let
14 me ask if the commissioners have any opening remarks.
15 Commissioner Clayton?

16 COMMISSIONER CLAYTON: I don't have any
17 opening remarks. Thank you.

18 JUDGE PRIDGIN: Thank you. Commissioner
19 Jarrett, any remarks?

20 COMMISSIONER JARRETT: I just want to say
21 hello to everyone. And I apologize for not being there in
22 person, but I'm glad I'm able to join by webcast. Thank
23 you.

24 JUDGE PRIDGIN: Commissioner, thank you.
25 Commissioner Gunn?

1 COMMISSIONER GUNN: No opening remarks
2 except to thank everybody for coming here tonight.

3 JUDGE PRIDGIN: And Commissioner, thank
4 you. Mr. Ochoa, if you would call the first witness,
5 please.

6 MR. OCHOA: Judge, before you do that,
7 would you like to take entries of appearance? We have
8 staff counsel -- or counsel for Ameren --

9 JUDGE PRIDGIN: Thank you. I had forgot
10 that we had counsel that needed to enter appearances. And
11 let me get those entries. Thank you, Mr. Ochoa.

12 Any entries of appearance for the staff of
13 the Commission?

14 MS. KLIETHERMES: Yes, Judge. For the
15 staff of the Commission, Sarah Kliethermes, Governor
16 Office Building, Suite 800, 200 Madison Street, P.O. Box
17 360, Jefferson City, Missouri 65102.

18 JUDGE PRIDGIN: Ms. Kliethermes, thank you.
19 On behalf of AmerenUE, please?

20 MS. TATRO: Wendy Tatro, 1901 Chouteau
21 Avenue, St. Louis, Missouri, on behalf of AmerenUE.

22 JUDGE PRIDGIN: Ms. Tatro, thank you. On
23 behalf of the Office of the Public Counsel?

24 MR. MILLS: Lewis Mills, Post Office Box
25 2230, Jefferson City, Missouri 65102. I'm here on behalf

1 of Public Counsel.

2 JUDGE PRIDGIN: Mr. Mills, thank you. Any
3 other counsel who wish to enter an appearance?

4 MR. OCHOA: No, Your Honor.

5 JUDGE PRIDGIN: All right. Thank you.
6 Mr. Ochoa, thank you very much. Would you call the first
7 witness, please.

8 MR. OCHOA: Sure. Norman Krutzman.

9 JUDGE PRIDGIN: Would you come forward to
10 be sworn, please, sir.

11 MR. KRUTZMAN: I'd like to ask a question
12 before I'm sworn. Some of the things I'm going to say
13 cannot be proved by me. Some of the people involved are
14 dead, were not willing to testify of their appraisals and
15 things of that nature. But what I would tell you is to
16 the best of my knowledge to be truthful. I've witnessed
17 what I've seen and what I've experienced.

18 Now, I don't know whether that's --

19 JUDGE PRIDGIN: That's --

20 MR. KRUTZMAN: -- a problem or not.
21 Because some of this stuff -- if I have to come back later
22 and they say, Well, you made this statement and you can't
23 prove it, I don't want to be sued over this. But what I'm
24 going to tell you is what I've witnessed and what I am
25 truthfully telling you. So I want that understood clearly

1 before we start. Other than that, I have no problem.

2 JUDGE PRIDGIN: That's perfectly fine.

3 I'll ask you to take an oath, and you're welcome to make
4 whatever comments you'd like to make, sir.

5 MR. KRUTZMAN: Okay.

6 JUDGE PRIDGIN: Would you raise your right
7 hand to be sworn, please.

8 MR. KRUTZMAN: (Complies.)

9 JUDGE PRIDGIN: Do you swear the evidence
10 you're about to give will be the truth, the whole truth
11 and nothing but the truth, so help you God?

12 MR. KRUTZMAN: I do.

13 JUDGE PRIDGIN: Thank you very much, sir.
14 If you would, please state your name for the record.

15 MR. KRUTZMAN: My name is Norman Eli
16 Krutzman, Jr.

17 JUDGE PRIDGIN: And would you spell your
18 last name for the court reporter?

19 MR. KRUTZMAN: It's K-R-U, T like in Tom, Z
20 like Zebra, M-A-N.

21 JUDGE PRIDGIN: All right. And are you a
22 customer of AmerenUE?

23 MR. KRUTZMAN: Yes, sir. I am.

24 JUDGE PRIDGIN: All right. Do you have a
25 statement for the Commission, sir?

1 MR. KRUTZMAN: Well, I'm not really sure
2 where to start, so I'm going to start at the beginning --
3 the most recent happening.

4 Last Thursday evening, I think that would
5 be the 4th of September, my power went out at 6:30 p.m.,
6 approximately. The normal thing to do, you make a phone
7 call. I made a phone call. They asked me the phone
8 number. They tell you there is a power outage; we're
9 aware of it. They told me it would be rectified by
10 7:00 p.m.

11 Well, that really didn't tell me anything.
12 So I found a way to beat the system. You take a cell
13 phone where you don't have it registered and call, and you
14 don't get this recording. You actually get to talk to
15 somebody. So I did that, and they told me the same thing.
16 But they said the power actually went out at 12:59. Now,
17 that's a minute till one o'clock. My power didn't go off
18 until 6:30. So that told me that they really didn't know
19 what they were talking about.

20 I walked outside, though, and my neighbors
21 were out there. And they were all wondering what they
22 were going to do, and deciding whether we were all going
23 to go all -- maybe go out collectively and get some
24 hamburgers at White Castle or whatever. And I said, Don't
25 worry about it. The power will be back on at seven

1 o'clock. At ten minutes after 7:00, two Ameren trucks
2 went up Hollycrest to the top of the hill. Obviously,
3 we're not going to have our power back by seven o'clock.

4 I went back and went through the same
5 process again. Now, I don't know if I -- to be honest and
6 truthful about it, I don't know if I went through this
7 number that gives me the recording. But I definitely used
8 my cell phone system again. I called them. They said,
9 Your power will be back on at eight o'clock. We had a
10 tree limb fall on a power line.

11 Okay. I went back outside again. Hey,
12 eight o'clock. We can live until then. Everybody goes
13 back into their house. At 9:30 we've still got no power.
14 I've got 50 pounds of deer meat in my refrigerator that
15 cost me a lot of money to get processed, and I don't eat
16 it all at one time. I'm single. It's just me and my dog.

17 All right. I'm thinking, What should I do
18 about this? If it's going to be off for a long period of
19 time, I'd like to transfer this -- there was 103 houses
20 involved, by the way. Just 103 houses. So I didn't know
21 whether to take this two miles away to my daughter's house
22 who has a freezer or what to do with it. I don't want to
23 lose it. I buy my groceries a month at a time since I
24 live by myself, and I store stuff. I freeze bread.

25 So this kept going on. Well, 1:30 in the

1 morning I decided to try this again, and I called again.
2 And I think I went through both systems on this again. I
3 finally got aggravated, went and used the cell phone and I
4 talked to a man. He said, Sir, he says, we've had a
5 problem with the power in your area. He says, A tree limb
6 fell on a pole and broke it.

7 Now, we're not talking a major storm here.
8 We're talking a rain storm. Maybe there was a little
9 wind. Okay. I said, What should I do about my meat? I'm
10 getting a little upset. My bread is thawing out. He
11 says, Well, you need to call a packing company because, he
12 says, it's our estimation that those things will hold for
13 seven to seven and a half hours. I said, I don't have a
14 reversal freezer. I have a refrigerator that's got a
15 freezer section. I said, I don't know if that meat will
16 hold for that long. I said, You're not going to reimburse
17 me for the meat cost.

18 He says, Well, I'm telling you that it will
19 hold for seven to seven and a half hours. You need to
20 call a packing company. I said, Where am I going to call
21 a packing company at 1:30 in the morning? How do I get a
22 hold of these people? I said, What's the -- that doesn't
23 going to prove what's going to happen in my case. I said,
24 I don't want to wake up my daughter who lives up off of
25 Fee Fee Road and take my stuff up there and see if I can

1 keep my food until the morning or until we get it back on.
2 He said, Well, you live in one of the older sections. He
3 says, Those limbs are big out there and they fall. He
4 says, We can't control it. So he says, I can't tell you
5 when it will be back on. Well, I gambled, and so I went
6 to bed. Well, the next morning, it was on.

7 Now, I don't know if you want me to play
8 this of a recording, but I have Ameren's response when
9 they called me to check if my power was back on -- on a
10 cell phone. I've got it recorded. It was on a voice
11 mail. And it makes a very clear statement that they still
12 didn't -- they claimed -- is your power back on?

13 Do you want me to play this? I'll be glad
14 to play it. Basically what it says, Is your power back
15 on? We still don't know what the problem is. I played it
16 for these other people earlier this evening. They can
17 verify what I'm telling you. It goes through a little
18 process where I've got to call, and then they come back
19 and I have to put my code and all of that, and then I'd
20 have to hold it where you could possibly hear it.

21 But, basically, that's what they're saying.
22 This is Ameren, 8:05 Friday morning, is your power back
23 on? If it's not, call us. We still don't know what the
24 problem was. Now, how is a person in my position to know
25 what to do? I mean, there ought to be a better way of

1 finding out should I take 50 pounds of meat out? Should I
2 run up to the store and try to get ice and pack it in the
3 freezer? What in the world should I do? They're not
4 going to reimburse me for this, but they'll come along and
5 then they'll raise my rates.

6 Now, this is basically the beginning. I
7 can go back quite a few years. I do have a older house.
8 I moved in in 1965 -- actually, I moved in the fall of
9 '64. And the bad part about a subdivision is the
10 easement. This easement is four foot wide, to the best of
11 my understanding. In that same easement, in my corner of
12 my yard, there's also a sewer. Years ago we were governed
13 by Fee Fee Trunk Sewer. I took and boxed that off --
14 because I had young kids -- with a fence. I got a
15 quitclaim deed and had it notarized and sent it to Fee Fee
16 Trunk Sewer.

17 The people in the corner didn't say a
18 thing. They're both dead. Hardy and Martha Moore,
19 they're both dead. So there's no verification of that.
20 These are some of the things I was talking about before I
21 actually took the oath. I cannot verify this. I don't
22 know if the county keeps those records or Fee Fee Trunk
23 Sewer turned those records over to Metropolitan Sewer.

24 So I could see where -- after we had the
25 big storm a couple of years ago in November, of the ice, I

1 could see we were going to have a problem here. Because
2 in this area that's got the sewer and the pole, which it's
3 roughly eight foot by eight foot with a four-foot easement
4 with the pole. I believe it belonged to Metropolitan
5 Sewer Company.

6 So I called them and I said, Hey, you've
7 got a problem here. We've got a lot of trees growing up
8 here and it's connecting the laterals on three houses
9 coming from the UE pole. But since it's your property,
10 you need to cut it because when I call UE or Ameren -- I
11 refer -- my problem is I haven't gotten used to calling
12 them Ameren yet. When I say Ameren or UE, I'm talking
13 about Ameren.

14 But I said -- they keep telling me that the
15 laterals are my problem. Well, they can't be my problem.
16 They're not on my property. They extend across my
17 property to my sewer, yeah. They extend across for a lady
18 that has a business on the corner. She's afraid to come
19 here too, somewhat. She won't say that, but that's what
20 the problem is.

21 The guy behind me, they extend across to
22 his house. So there's three laterals. So I take it on
23 myself to take my chainsaw and cut these things. If I
24 tear one of those lines down because I can't control the
25 way those trees go -- I don't have the ropes; I don't have

1 want anybody in this yard without my permission. I called
2 the police department. They said, When you -- I put
3 chains and locks on my gate. Now, this isn't the first
4 instance. Those poles and that easement are shared by
5 Charter. They're shared by the telephone company, and I
6 imagine AT&T now that they're doing cables, plus basically
7 for Ameren.

8 I am the only yard that's fairly
9 accessible. Everybody else put up a six-foot privacy
10 fence and -- so I could do the same thing. And the only
11 way they could get to that easement along through there
12 would be by parachute. The police officer explained to me
13 -- to the fellow who was cutting the trees, that when this
14 man has these chains and locks on his gate, unless it's an
15 emergency, you can't go in there.

16 I have it set up with Ameren now --
17 supposedly, I haven't verified this -- that they have to
18 give me two days' notice and get my permission. I have
19 the same thing with Charter, because I filed a lawsuit
20 against Charter with the Attorney General's Office and I
21 won. I won the fact that they reduce my rate by
22 two-thirds for a certain period of time, because I caught
23 them coming through the backyard, slamming an extension
24 ladder into a new truck that I hadn't even made the first
25 payment on yet.

1 And the guy -- I kind of lost my cool. He
2 locked himself in the truck. I called the police
3 department again. Explain to these people they're
4 trespassing. I told them if I have this problem -- if it
5 happens again, I will put the six-foot privacy fence in a
6 foot on my property. Then try to get to your easement.

7 Now, getting back to the laterals.
8 Whatever I could do -- I tried and tried and tried my
9 best, and they wouldn't do anything about it. I had
10 actually threatened and blackmailed UE -- Timothy Green is
11 the state senator. I read in the newspaper where he --
12 and I hate to bring up people's names in this without them
13 knowing about it.

14 But he -- at that time, he was in the
15 legislation up there as a senator making some issues about
16 what happened during the ice storm at Spanish Lake, and
17 Ameren was trying to address it. Timothy Green's brothers
18 all worked for the same electric company that I worked
19 for, a contractor.

20 I said, I know Timothy Green very well. I
21 will call him and give him some more information, if you'd
22 like. So the fellow said, Okay. He said, I'll tell you
23 what, we'll come through and we'll trim the lateral for
24 that lady's service if you'll cut the rest of those trees
25 out of there when you get time. But don't tell anybody.

1 Well, I told everybody. That's stupid.
2 Because the first time we have a storm, we'll be without
3 electric again because these people aren't trained to get
4 out there and cut electric wires. I'm an inside wireman.
5 I'm not a linemen. I know what's coming off of there,
6 110, 220. I understand that. But I don't want that
7 responsibility either. I don't want to cut those trees
8 and take out somebody else's electric, and I really don't
9 want to do it on my own.

10 But I had to go through all of that just to
11 get that done. They finally did come and trim the trees
12 just below the levels of the lines -- they have the
13 ladders and the equipment to do that. They came in from
14 the neighbor's side, into that section I was talking
15 about.

16 Well, I had intended to take -- to go ahead
17 and cut the rest of that out of there. Unfortunately, I
18 had a knee replacement. And in May, when things started
19 getting warm and I felt like getting out there, I went
20 into the hospital from June the 8th until October --
21 roughly through a period of October 4th. I wasn't in the
22 hospital that whole time, but I was incapacitated for four
23 months.

24 Well, by the time I started getting into
25 it, it was the cold weather again. I don't want to get

1 out there and climb on ladders with a knee that I just got
2 to where I could walk on it again. So I didn't do it.
3 But we're getting into a situation now where we've got
4 vines growing on the telephone wires, and we're going to
5 have the same problem again the first time we have a
6 decent storm. We're going to lose the electric lines
7 again. We're going to be sitting there waiting until
8 Ameren -- we're probably going to be out a period of time.
9 There's a lot wires out there, and a lot of people are
10 going to be down. This lady will be without her business.

11 I think there's something wrong with that
12 system. I know when I'm saying this, you're probably
13 going to say, Well, it costs more for them to do this. If
14 they're in that area cutting behind there anyway, another
15 30 minutes to cut those things isn't going to kill them.
16 They've already got their equipment there and they're
17 there.

18 Even though some of these trees are pretty
19 good-sized -- now, the trees in that little thing I'm
20 talking about, they aren't that big. But they're big
21 enough that a person like me, one person, goes to cut with
22 a chainsaw -- you've got the chainsaw in your hand -- I
23 don't have the ropes and all of the equipment to tie those
24 off and make sure that it's not going to tear those three
25 laterals out of there. And three laterals come off one

1 pole, going three directions and pretty tight.

2 I have a place down in Reynolds County, and
3 I have Black River Cooperative that takes care of that for
4 me down there. And I can always tell when my power is off
5 during a storm by calling down there because my answering
6 machine will not pick up. The phone just gives a ringing
7 sound.

8 In the last three to four years, I've had
9 less problems down there. My place is surrounded on 340
10 degrees by Mark Twain National Forest. I have electric
11 lines running 600 yards through my field, down below the
12 house. My lateral comes 440 feet from that field up to my
13 mobile home. And I've had less problems down there, in a
14 rural area with less of a company, than I've had in my
15 area up here in Maryland Heights in the last -- same
16 period.

17 Just prior to that situation I talked about
18 last Thursday, when I came home the night before, my power
19 had been off again for some period of time. It's real
20 easy to tell because my phone goes haywire. We reset the
21 answering machine. My microwave has to be reset, and all
22 my clocks that don't have batter backup have to be reset.
23 So there's no way to deny this situation.

24 So these are the kind of things I'm talking
25 about. Now, I read on this little green card that I got

1 notification of this thing here. Here we get into some
2 touchy stuff. I've been an electrician in St. Louis area
3 for 48 years. I just retired on June 1st. And most of my
4 work was residential, commercial and industrial. And I
5 cannot verify that this practice is still in effect today.
6 But when I was doing some of the residential work and some
7 of the commercial work, when the Union Electric -- and I
8 can't verify for sure whether it was all Ameren, because I
9 -- because the last few years since it's been Ameren, I've
10 been indoors at most of the bigger buildings.

11 They used to leave these trucks running all
12 the time, all daylong, eight hours. The whole time the
13 crew was there, the trucks ran. That means gasoline was
14 being expended and used. When I made a comment about it
15 -- because I'm a pretty thrifty person; I always have been
16 -- what's the problem? Well, we're told by our
17 supervisors we have to leave those run. Why would they
18 burn fuel? I could understand if maybe -- I've got stock
19 in Ameren, not a lot, but I've actually got stock in
20 Ameren.

21 And I realize how the cost of return -- the
22 more you spend -- you go back and you talk to the Public
23 Service Commission, and they give you a certain amount of
24 profit, whatever, on what you spend, a rate of return.
25 Well, the more gas you use, whether it's being expended

1 and used in the proper manner or not, it still runs that
2 price up.

3 I worked with people that worked for these
4 big powerhouses. Our union, Local IBEW, in St. Louis,
5 Missouri's gotten a bad name because of some of this stuff
6 that goes on in these powerhouses. And there was so many
7 things that happened. They're told to run conduits down
8 hallways with no direction involved. They've had
9 situations where conduits are passing each other on these
10 things, but it was supposed to be joined up. They moved
11 it.

12 The next day they'd tear them down, and the
13 supervisors, or whoever it was, Bechtel or whatever
14 company was involved at that particular place, said that
15 Ameren or UE wants it moved six inches. This is not
16 cost-effective. What it eventually does when this cost is
17 run, it again raises the rate of return.

18 Again, my electric bill, my neighbor's,
19 retired people like myself, we're paying more. We're not
20 cash cows. We can't just go out and pick the money off
21 the trees. We've got a certain amount, and that's all
22 we've got.

23 And lately everybody's going up. I read
24 where the water company is wanting more money.
25 Metropolitan Sewer just sent me a pretty good-sized one.

1 Laclede's wanting more money. The sewer company is
2 wanting more money. Ameren is wanting more money. My
3 costs have gone up too, and I have no way of recouping
4 them. I have no way of going to my bedroom and saying,
5 Oh, there's some extra thousand dollars; I'll give it to
6 UE.

7 So somehow some of this stuff needs to be
8 addressed. What I'm getting at is, on these construction
9 jobs, they need to be supervised. You can bring in
10 Bechtel, Brown & Root, and some of these big corporations
11 to set up some of these powerhouses. They weren't --
12 there's nobody coming in there.

13 They're bringing in the big cars on the
14 trains and they bring all this equipment. You've got
15 contractors here in St. Louis that are more than capable,
16 general contractors -- and I'm not representing any
17 general contractor or any electrical contractor -- they
18 could more than handle these particular projects.

19 We don't need to bring somebody in out of
20 town that's going to have all of the rooming expenses and
21 all that stuff. And then we don't even have anybody out
22 there supervising what's going on. And me, my fellow
23 electricians, fellow construction workers, get the wrap
24 for it. We're really kind of sick and tired of it. We
25 try to -- most of us are dedicated to doing a good job.

1 When I got out of school and went through
2 my training, I went through another ten years of school.
3 I took every course my union had. Then I went down to
4 Ranken to get into semiconductor electronics before that
5 was even permissioned by these jobs. And I've always had
6 a good reputation. And it bothers me to find out by a
7 neighbor who comes up and says, You know, my electric bill
8 wouldn't be so high if you'd guys do a little work when
9 you're out doing the powerhouses.

10 So if you take a construction job, or a
11 powerhouse, then you know what that rate's going to be set
12 for. Then you go over and get another company, a local
13 company -- maybe McCarthy -- I'm not trying single him
14 out; I'm using it as an example -- and bring him in at a
15 cheaper rate. Meanwhile, you've got the chargeable rate
16 set for the most expensive one, and you have to assume it
17 would be that for the second one. At least that's what
18 they want people to think.

19 I don't remember whether it was Rush Island
20 or what, but we had all these rusty housed generators down
21 there. And originally they were coal-fired. Well, what
22 happened is they run into some little labor problems,
23 supposedly. So at the same time as that, we have our
24 first energy crisis. What do you think they do? They
25 took and tore down walls, moved these generators out and

1 brought in the power-fired ones -- or gas, if they were
2 going to use petroleum products.

3 Now, what does that sound like to you? I'm
4 just a common guy. It sounds to me like there's a little
5 boloney going on, or something's going on. Why would you
6 have something already set in place with coal, which is
7 our biggest natural resource, and then bring in something
8 that's already -- tear those out and put something in when
9 there's already a short supply?

10 Now, this is stuff I can't verify. You go
11 through the records and find out if that's Rush Island or
12 which one it was, but that actually happened and it was
13 even in the newspapers. The Globe-Democrat used to report
14 on that type of stuff.

15 These are my issues. When I sit back and I
16 see that they got this -- basically, what they're asking
17 for here, and when they come back with this thing on the
18 fuel, that's basically unlimited. It has to be set by
19 somebody. But they're basically saying they're going to
20 add a surcharge. So they raise their rate a certain
21 amount. Then they come back with the fuel, and say, Well,
22 fuel is going up; we need to add a surcharge.

23 Where do they -- I've already -- since I've
24 retired, I keep my temperatures in my house during the
25 summer on 80 degrees. I might as well not even have

1 air-conditioning. It helps a little bit when it gets up
2 into the 90s.

3 Now, when I get a little bit older and
4 prices keep going up, I might have to just open my windows
5 and throw the air-conditioner out and forget about it.
6 And that's what a lot of retired people are doing.

7 The other issue I have -- and somebody
8 tries to tell me -- trying to tell me now that this is
9 handled by another branch -- is this "dollar more." Now,
10 everybody's consensus of a dollar more is just to help
11 people that cannot pay their bills. My consensus of that
12 very same thing is that's the guarantee that Union
13 Electric doesn't have to lose any money on the amount of
14 money they get. If Joe over here that can't pay his bill,
15 we're going to make sure he gets it paid even if we have
16 to give a dollar -- go to the dollar more. That's a
17 guarantee that they get their rate. That doesn't mean
18 it's really helping Joe. What would help Joe, if he's a
19 retired person, would maybe give a little reduction in his
20 rate instead of a dollar more.

21 Now, I've argued about this, and I can't
22 prove it by Ameren. But a lot of people think this is
23 based on -- they have office personnel, maybe employed by
24 Ameren, taking care of this. And, again, I've been told
25 that this is different. But if they're doing it, what

1 that does is that increases the chargeable rate and I'm
2 paying for it anyway. And then if I decided to put a
3 dollar more in there, all I am really doing is -- if they
4 have these initial office personnel handling this, then
5 their chargeable rate goes up because they're spending
6 more money. And then if I give a dollar more, that means
7 I'm paying for it twice for somebody.

8 But all it's doing, really, is guaranteeing
9 that Union or Ameren get their total bill paid. That's
10 not really helping this individual unless he doesn't get
11 it anymore. What would really help these people is like
12 some places -- like, I belong -- I'm a hunter and a
13 fisherman. The Conservation Commission, after you're 65,
14 I don't buy hunting permits anymore. Something like that,
15 maybe a lower rate increase, could help some of these
16 retired people. Instead of this other thing where the
17 dollar -- nobody ever finds out who gets it. We don't
18 know if anybody's really being helped or not.

19 They tell me, Well, maybe go on your
20 computer and do it. I'm not computer literate. I can
21 install them. I can wire them. I know Boolean algebra. I
22 know basically how they work. But I don't have the time
23 to sit around and learn how to play every little thing on
24 the computer or the desire to do so, just to check up on
25 people. There's more to life than that.

1 Now, I think I've touched on everything
2 except possibly Tom Sauk, and maybe that's not a good
3 issue. I have a place in Reynolds County. I almost
4 bought land on the back of the Tom Sauk reservoir here
5 about 20 years ago. I'm glad I didn't. Those people down
6 there -- that's an economically depressed county. A lot
7 of businesses down there are being hurt right now because
8 of their failure to monitor the dam.

9 All right. Now, forget I even said that.
10 There's some speculation going on about Callaway County
11 adding two more nuclear plants. That's going to cost a
12 lot of money. The first thing Ameren is going to do is
13 say to you, We want construction costs to be on a bill.
14 We want to raise the rate. Then we'll bring it back over
15 to somebody -- now, they haven't said this, but this is
16 what will happen. They'll run the prices sky high. Same
17 thing again. All right. And they'll want you to pay for
18 the cost.

19 The last time they wanted to start a second
20 unit, we had to get a referendum and vote on it -- from
21 the state, from the legislature, because they wanted us to
22 pay for the second unit that they didn't go ahead and
23 complete. This is all history; you can check it.

24 But these are my concerns. I have concerns
25 about these companies. I have concerns about their

1 executives. Everybody like myself, or less than middle
2 class, we're taking a kick in the pants. These executives
3 -- read what they make. It comes out in the paper. Are
4 they really worth those millions of dollars? Are they
5 really worth all of those stock options when people like
6 me are suffering, your normal person? I mean, they've got
7 money far in excess than they could ever spend. But
8 there's other people that are hurting that could use some
9 of this money, and yet they keep wanting the rates to go
10 higher and higher and higher.

11 And I'm an investor. I don't have that
12 many shares of stock. Sure, I'm greedy. When I heard
13 that they were going to make this -- buyout the Southern
14 Illinois Power, I run out and bought some shares of, at
15 that time, Union Electric stock thinking I was going to
16 make a little more money. Well, everybody who had
17 Southern Illinois Power, for every two shares, they got an
18 additional share. I didn't do a darn thing, stayed share
19 for share. So it was a loss thing, but I still have the
20 stock.

21 So this is basically what I'm trying to
22 tell you. I don't think they deserve this raise. I think
23 they need to be investigated and -- for far more reasons
24 of what they really are. I mean, these construction costs
25 need to be investigated and watched very carefully. If

1 they do that thing up there in Callaway, you watch,
2 they'll be bringing Bechtel, Brown & Root, some national
3 company.

4 And I guess I'm making -- I can see I'm
5 making you uneasy. I'm probably talking too long. But
6 this is my opinion, and this is what I came here to talk
7 about, and this is what I'm saying. Thank you.

8 JUDGE PRIDGIN: Mr. Krutzman, thank you.
9 The commissioners may have some questions. Can you stay
10 at the lectern for a moment?

11 MR. KRUTZMAN: Sure.

12 JUDGE PRIDGIN: And the commissioners may
13 have some questions for you. Commissioner Clayton, any
14 questions, sir?

15 COMMISSIONER CLAYTON: Thank you, Judge.
16 First of all, Mr. Krutzman, thank you very much for
17 coming. Frankly, these are the most comprehensive
18 comments that I think I've heard at any public hearing for
19 any utility in the time that I've served on the Public
20 Service Commission. I want to thank you for taking the
21 time to put together those thoughts.

22 MR. KRUTZMAN: Well, it gets to the point
23 to where it gets to here and you can't take no more.

24 COMMISSIONER CLAYTON: Well, it comes
25 through in your testimony, believe me. And I don't have

1 many questions at all. In fact, I wanted to see on the
2 tree trimming issues, specifically -- you started with
3 that. Have you been able to make contact with the company
4 officials that are here or with our staff to try to
5 address some of these issues or try to resolve --

6 MR. KRUTZMAN: We discussed it out there,
7 and there was no answers, basically. I was approached by
8 Terry, and I don't know that I actually gave them a chance
9 to give the issues. But it's been handled out with me
10 over the telephone with those people so many times, I
11 don't think they can tell me anything that I don't already
12 know.

13 COMMISSIONER CLAYTON: Well, you need to
14 understand that you're dealing with some high-level
15 employees of AmerenUE here tonight. And I would take the
16 opportunity to try to resolve these issues while you have
17 them in the room. And I know you're -- I hear your
18 frustrations with people on the phone and getting
19 information. I understand that's a different issue. But
20 please take advantage of having all of these people and/or
21 our staff that are here to try to resolve some of those
22 issues. Aside from that, I don't think I have any
23 questions. I hear you on the tree trimming issues and a
24 number of these other financial issues, and I appreciate
25 you coming out tonight.

1 MR. KRUTZMAN: Well, thank you very much.

2 JUDGE PRIDGIN: All right. Thank you.

3 Commissioner Jarrett, any questions?

4 COMMISSIONER JARRETT: I don't think I have
5 any questions, but I do thank you for your testimony. I
6 appreciate you coming out here.

7 MR. KRUTZMAN: Thank you. I would like to
8 say one thing, though --

9 JUDGE PRIDGIN: Thank you.
10 Commissioner Gunn, any -- any questions, Commissioner
11 Gunn?

12 COMMISSIONER GUNN: I actually just have a
13 couple. Again, I appreciate you coming out. The comments
14 are very, very helpful to us. Other than the tree limb
15 incident where your power went out, over the past year or
16 so, have you had regular power outages or has the --

17 MR. KRUTZMAN: Well, now that you mentioned
18 it. I'll bring this up. My niece lives in the other
19 subdivision. I live in the Brookside subdivision, which
20 is on the west side of Doddridge Parkway. I think the
21 road changes right at that point. She lives in the older
22 section. She is, at the present time, moving. She's a
23 younger lady. She's 28 years old. She is, at the present
24 time, moving because of -- what she told me the other day
25 -- she asked me to recommend an electrical contractor to

1 come and do some work at her house because they had the
2 inspector from Maryland Heights come and they want to sell
3 the house.

4 Now, they haven't lived there less -- more
5 than two years. And I said, What do you want to sell the
6 house for? I said, It's just perfect. You don't have any
7 children. It's just the right amount of rooms. She says,
8 Uncle Norm, I cannot stand the power outages. She said,
9 We come home and our power is out. She says, I cannot
10 stand the power outages.

11 Now, if necessary, I can probably get her
12 to make a sworn testimony to this very same conversation.
13 But she's going to Kirkwood. She says, Kirkwood has their
14 own power company and they buy power from Union Electric,
15 and we're going to give that a try -- or Ameren.

16 COMMISSIONER GUNN: Okay. How about your
17 house?

18 MR. KRUTZMAN: My house? I've got several
19 outages off and on. A couple of years ago we had the big
20 ice storm, and we were out for almost three or four days.

21 COMMISSIONER GUNN: Sure.

22 MR. KRUTZMAN: And there's no -- at that
23 point in time, I did take my food to another place.

24 COMMISSIONER GUNN: Okay. But --

25 MR. KRUTZMAN: And at that time, we

1 couldn't get any -- of course, we expected it because that
2 night we got ice storms we could hear the trees cracking
3 and it sounded like shotguns.

4 COMMISSIONER GUNN: Right.

5 MR. KRUTZMAN: So you expect something like
6 that. I will say this -- and I know there's a lot more
7 areas involved -- I went down to my place in Reynolds
8 County the weekend right after that. And I had several
9 trees in my road and everything else. My power was out
10 down there for a day. This is in a national forest, and
11 every area that Black River -- again, I say it was out for
12 a day. To my knowledge, it was out for a day. Okay.

13 I have no proof of this, again. These are
14 the things that I cannot prove. And under oath I probably
15 shouldn't even be saying them. But to my knowledge, based
16 on what I could find out, my power was off for a day. And
17 as I drove from Fredericktown over -- Farmington area,
18 over to my place, because I vary my way of going, there
19 was a lot of trees down and a lot of stuff.

20 When I got down there, my power was back
21 on. But I had a lot of trees that were down in my road
22 and everything. There were other concerns. So it makes
23 me wonder how a small outfit like Black River can be so --
24 but I didn't come through there on a regular basis. In
25 fact, I've had problems with them fighting over the spring

1 down there, because I won't let them spray herbicides on
2 my property. Because I have a spring-fed creek that runs
3 through it and goes into the Black River. I've had the
4 Missouri Conservation screen teams down there checking it
5 out. And there's also a thing that came out in the Post
6 Dispatch about the sperm count of men down there because
7 of all of the spraying and stuff that goes on, the various
8 herbicides and chemicals that's been used.

9 I will not let that be used. I don't want
10 my grandkids swimming in a place and come out as some kind
11 of mutant down the road. So we have that problem. But
12 they still -- they're maintenance is more superior -- what
13 I've witnessed the last few years -- than Ameren or UE.

14 COMMISSIONER GUNN: So just to kind of
15 follow up. Other than some weather events, where you said
16 you would expect power to be out, have you had any kind of
17 unexplained outages or --

18 MR. KRUTZMAN: Well, the other night I come
19 home and it was really out.

20 COMMISSIONER GUNN: Other than --

21 MR. KRUTZMAN: I mean, I'm talking about
22 prior to this, already before that one day I had a power
23 outage when I came home. My microwave was zeroed out. My
24 phone went back to Sunday, twelve o'clock, my recording
25 machine. And all my clocks were off. And I guess I could

1 have checked how many hours when I put them back on, what
2 the difference of the time was, I didn't think to do that.
3 I just started resetting them.

4 COMMISSIONER GUNN: Is that a regular --

5 MR. KRUTZMAN: It happens more often -- and
6 I don't want to say exactly.

7 COMMISSIONER GUNN: Sure.

8 MR. KRUTZMAN: It happens on a regular
9 basis, yes.

10 COMMISSIONER GUNN: Okay.

11 MR. KRUTZMAN: I would say in the last
12 couple of weeks it's happened at least two or three times
13 not counting the one -- now, they've got the records of
14 this. They can either refute this or not. I have no way
15 of -- but I come home and found this situation. And
16 that's the only thing that knocks out my recording
17 machine, my microwave and my clocks is the power outages.

18 COMMISSIONER GUNN: How long did it take
19 you to get through to customer service when you called?

20 MR. KRUTZMAN: Well, the first time -- if I
21 just call the generic number, which I've got right -- I'll
22 tell you how often it comes on. I've got the phone
23 numbers programmed right here. Here's the (800) 52 --
24 552-7503 number. Sometimes it comes right away, and
25 sometimes you wait and then you call back.

1 Then I've tried this other number that I
2 have, 342-1000. That's the number I usually use when I
3 use a cell phone that doesn't have my identification.

4 COMMISSIONER GUNN: And that's the one that
5 gets you to a --

6 MR. KRUTZMAN: That gets me to a talking
7 individual. That gets me to somebody that I can talk to
8 and try to find out -- other than the fact that it would
9 take -- they want you to dial in your phone number. So
10 you dial in my phone number, which is a 291 exchange.
11 They said, Well, we have problems recorded in your area.
12 It will be taken care of as soon as possible or something
13 along that wording with no time involved. So it could be
14 a month. It could be a day. It could be two hours. And
15 you don't know that when you're sitting there with a
16 freezer full of food.

17 COMMISSIONER GUNN: I understand.

18 MR. KRUTZMAN: And in my particular
19 position, that -- that could be a bad thing. Like I said,
20 I work it out to where I basically do my grocery shopping
21 once a month.

22 COMMISSIONER GUNN: Sure.

23 MR. KRUTZMAN: And I'm not full of money
24 right now since I've retired. And I've -- there's two
25 reasons I retired. I want to get into this because it has

1 a basis on this. We have a lot of people out of work
2 right now, and it's just me and my dog. So by being
3 retired, it possibly saves a person's job that has a
4 family. I also -- I wasn't going to actually retire. But
5 as of the first of June, I was supposed to go to Florida
6 for two weeks with my fiancée. I was supposed to go to
7 Loveland, Colorado for two weeks in July, and I was
8 supposed to go to Cancun for two weeks -- because we
9 joined a travel club -- in August.

10 She died Memorial Day. So that left me in
11 a lurch. Had that not happened, I probably wouldn't be
12 retired. Had it not been that we planned to make those
13 trips -- and I'm not looking for sympathy. What I'm just
14 trying to tell you, I'd probably still be working. And if
15 I'd still be working, I'd probably be making another,
16 maybe, \$2,000 a month -- or maybe I wouldn't. Maybe I
17 would be laid off because of a lack of work.

18 But in any case, maybe there's another guy
19 with a family that is working that has kids and stuff to
20 take care of that I don't have right now. So, again, I'm
21 not looking for sympathy. I'm just telling you the facts.

22 COMMISSIONER GUNN: Well, I appreciate you
23 coming out. That's all the questions I have. Sorry for
24 your loss. But thank you very much for coming out and
25 giving your statements. That's all I have, Judge.

1 JUDGE PRIDGIN: Commissioner Gunn, thank
2 you. I don't have any questions. Are there any
3 clarifying questions from counsel?

4 MR. KRUTZMAN: I apologize for taking so
5 long, but I just --

6 COMMISSIONER GUNN: That's what we're here
7 for.

8 MR. KRUTZMAN: -- wanted to say that.
9 Thank you.

10 JUDGE PRIDGIN: Mr. Krutzman, thank you
11 very much, sir.

12 MR. KRUTZMAN: Thank you.

13 JUDGE PRIDGIN: Okay. I don't know if
14 Mr. Ochoa is there -- I see you in the back of the room.

15 MR. OCHOA: Yeah.

16 JUDGE PRIDGIN: Is there --

17 MR. OCHOA: There is no one else who is
18 signed up to testify.

19 JUDGE PRIDGIN: All right. If there are no
20 other witnesses signed up, is there anything else further
21 from the bench? Anything from Commissioner Clayton?

22 COMMISSIONER CLAYTON: Nothing here, Judge.
23 Thanks.

24 JUDGE PRIDGIN: All right. Thank you.
25 Commissioner Jarrett?

1 COMMISSIONER JARRETT: I have nothing.

2 JUDGE PRIDGIN: And Commissioner Gunn?

3 COMMISSIONER GUNN: Nothing from me. Thank
4 you.

5 JUDGE PRIDGIN: All right. Thank you.
6 Anything from counsel before we go off the record?

7 All right. If there's nothing, that
8 concludes this local public hearing. Thank you very much.

9 (WHEREIN, the hearing was adjourned at 6:46 p.m.)

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