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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
January 20, 2015
St. Charles, Missouri
Volume 7

In The Matter Of Union)
Electric Company d/b/a) File No. ER-2014-0258
Ameren Missouri's Tariff)
To Increase Its Revenues)
For Electric Service)

KENNARD JONES, Presiding
CHIEF REGULATORY LAW JUDGE

ROBERT S. KENNEY
SCOTT T. RUPP
STEPHEN STOLL
COMMISSIONERS

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

2 JUDGE JONES: Okay. Let's go on the
3 record. We are on the record in Case No.
4 ER-2014-0258. My name is Kennard Jones. I'm the
5 judge conducting this hearing. To my right is
6 chairman of the Commission, Chairman Robert Kenney.
7 To my immediate left is Commissioner Stoll and to
8 his left is Commissioner Rupp. They may have
9 comments before we take testimony. Those of you who
10 were here at the very beginning heard me go over the
11 process. I'll do that again for those who may have
12 not been here.

13 This is the on-the-record portion of the
14 hearing. You've had a question-and-answer session.
15 We won't take questions at this time but we will
16 take testimony, that will be sworn statements from
17 those of you who have signed up to give testimony.
18 I will call your name in the order that you signed
19 up. You will step up to the podium, I will swear
20 you in, and you will make your statement.

21 After you're finished please remain at the
22 podium. Myself or one of the commissioners may have
23 a question for you. After that then you'll take
24 your seat and I'll move on to the next person.
25 After we have gone through the list if there is

1 someone here who during the process thinks or comes
2 to their mind they want to also testify, you'll have
3 an opportunity to do that. I'll just ask if there
4 is anyone who wants to make a statement and by show
5 of hands we'll proceed in that order. After that
6 the hearing will be over.

7 Okay. Mr. Chairman, if you want to make
8 comments.

9 COMMISSIONER KENNEY: Just briefly,
10 thank you, Judge. Good evening to all of you.
11 Thank you for being here. My name is Robert Kenney.
12 This is a portion of an entire 11-month process.
13 This is the local public hearing process for the
14 local public comment. This is your opportunity to
15 talk to the Commission about your perspective with
16 respect to the company's request for a rate
17 increase.

18 As the judge indicated, the court reporter is
19 transcribing and making a record of all of your
20 testimony. There are five commissioners and three
21 of us were able to be here tonight. You shouldn't
22 read anything into the fact that the other two
23 weren't able to be here. We try to divide up the
24 labor among ourselves but the other commissioners
25 will have the opportunity to read the transcript of

1 this and they will have the opportunity to take into
2 account comments that you're making tonight as we
3 deliberate the case.

4 So this is very important to us. We do
5 appreciate the fact that you're here and take very
6 seriously the fact that you've taken the time out on
7 a Tuesday night to come and spend your evening here
8 talking about this case. So thank you for being
9 here and we look forward to the comments that you
10 have to provide.

11 COMMISSIONER STOLL: I, too, just want
12 to welcome everyone. I -- we do appreciate you
13 coming out. When we hold a local public hearing we
14 really prefer to have a lot of citizens come out and
15 make their statements. So I just welcome you and
16 look forward to hearing your testimony.

17 COMMISSIONER RUPP: Welcome. I'm Scott
18 Rupp, commissioner. I wanted to just say that when
19 you come up to testify you don't just have to talk
20 about the pending rate case. If you have something
21 that you think the Commission would like to know
22 about the customer service that you've received
23 through the company now is a great time for you to
24 inform us of that as well because that gives us an
25 overall good look at how the company is meeting its

1 mission here in St. Charles County.

2 The other thing is we are not allowed to
3 answer any questions. So if you come up and you
4 pose a question to us, we cannot answer you. Now,
5 we may ask you a few questions that will clarify
6 maybe some of your testimony but, you know, we're
7 considered judges so we -- anything that we would
8 answer to your question someone could say maybe we
9 were prejudging the case or something. So your
10 questions would have to be rhetorical as we would
11 just have to smile and listen.

12 But we do want to hear from you, that's why
13 we have the process so please come up and we look
14 forward to hearing your thoughts.

15 JUDGE JONES: First on the list is
16 Vicki -- and I cannot read your last name.

17 MS. JOHNSON: Oh, I thought I was
18 second. Johnson.

19 JUDGE JONES: You are second but the
20 first person scratched their name out. It's
21 Johnson?

22 MS. JOHNSON: Yes, sir.

23 JUDGE JONES: Oh, before you come up let
24 me take entries of appearances from the parties that
25 are present. First from Ameren Missouri.

1 MR. TOMC: Thank you, Your Honor,
2 Matthew R. Tomc appearing on behalf of the Union
3 Electric Company doing business as Ameren Missouri.

4 JUDGE JONES: From the Staff of the
5 Commission?

6 MS. DALE: Colleen M. Dale, P.O. Box
7 360, Jefferson City, Missouri on behalf of the Staff
8 of the Missouri Public Service Commission.

9 JUDGE JONES: Office of Public Counsel?

10 MR. OPITZ: For the Office of Public
11 Counsel I am Tim Opitz, P.O. Box 2230, Jefferson
12 City, Missouri 65102.

13 JUDGE JONES: Are there any other
14 parties present? Mr. Coffman?

15 MR. COFFMAN: John B. Coffman on behalf
16 of the Consumers Council of Missouri.

17 JUDGE JONES: Any other parties present?
18 Okay. Let's move on.

19 Ms. Johnson, you may step forward. Can you
20 please raise your right hand. Do you solemnly
21 affirm that the testimony you are about to give is
22 the truth?

23 MS. JOHNSON: Yes, sir.

24 JUDGE JONES: Thank you, ma'am. You may
25 proceed.

1 MS. JOHNSON: And I just first want to
2 say thank you for having this opportunity to speak.
3 My name is Vicki Johnson and I am a social service
4 worker with Sts. Joachim and Ann Care Service. It's
5 a nonprofit here in town, been around 32 years.
6 We're housers. We keep people housed. I'm here on
7 behalf of Miriam Mahan, who is our executive
8 director.

9 Being a social service worker I work in our
10 CFD department which is Children and Family Division
11 and so I see first-hand homeless families, families
12 who are doubled-up, families who are in hotels and
13 then families who are housed. I go into the homes
14 and our main objective there is to do budgeting,
15 talk about weatherization, talk about -- you know,
16 maybe inquiring about getting on utility billing.

17 And so for the most part I'd say 85 percent
18 of the people I serve are single moms, very young
19 single moms. And to squash some of the stereotype,
20 most of my clients, I would say 90 percent, are all
21 working individuals, hard-working Americans who are
22 just trying to, you know, make a way in this life.
23 We also see single dads who have custody of their
24 children and/or we see family units who are still
25 there with both parents working.

1 And I got to tell you these families are
2 fragile enough without having to even think about a
3 rate increase coming down the pipe. You know, when
4 you talk to these families and a woman tells you she
5 can't even buy a candy bar for her kid and I'm not
6 saying candy is great but, you know, these folks are
7 living, you know, on the end of their rope. And so
8 for them it would be a huge thing, you know, to try
9 to get by with any type of increase at all.

10 On the other hand, Ameren are great friends
11 of ours. I mean, I think since the conception of
12 Dollar More they have been partnering with us and
13 they have helped us keep folks housed who have those
14 wonderful, you know, state Section 8's or public
15 housing who are going to have their electric cutoff.
16 So we have -- they have partnered with us over these
17 last many years.

18 They also stand on our board. They're also
19 volunteers in our organization. And, with that
20 said, they also give us great air-conditioners to
21 seniors who don't have any type of way to get
22 air-conditioners as well as, you know, our families
23 and stuff. So I just wanted to say that and thank
24 you so much for the opportunity.

25 COMMISSIONER KENNEY: No questions,

1 Ms. Johnson. Thanks for being here.

2 COMMISSIONER STOLL: Thank you for your
3 testimony.

4 JUDGE JONES: Thank you. Next is Mark
5 Staffne; is that correct?

6 MR. STAFFNE: You're good.

7 JUDGE JONES: Can you raise your right
8 hand. Do you solemnly affirm that the testimony
9 you're about to give is the truth?

10 MR. STAFFNE: It is.

11 JUDGE JONES: Thank you. And is your
12 last name spelled S-T-A-F-F-N-E?

13 MR. STAFFNE: Correct.

14 JUDGE JONES: Okay. You may proceed.

15 MR. STAFFNE: I appreciate the time to
16 speak in front of you. As I said, you know my name
17 is Mark Staffne. I am currently a business rep for
18 IBEW Local 1439. We represent the outside physical
19 workers at Ameren. I've been doing this for about
20 the last seven and a half years. Prior to that I
21 worked for Ameren out in the St. Charles District
22 for 25 and a half years.

23 I started out as a meter reader, did that for
24 two and a half years and spent the remainder of my
25 time in substations as an apprentice, electrical

1 mechanic and a leader out here in St. Charles that
2 whole time.

3 So I'm here to speak in favor of the rate
4 increase because of the aging infrastructure and the
5 aging workforce. When I started back in substations
6 in 1984 the load on the substations was somewhere
7 around 50 percent plus on these transformers,
8 breakers and all that. Since then the load on these
9 has increased steadily over the years to sometimes
10 now in the summer they're close to 100 percent of
11 their nameplate value.

12 So there is a large amount of older equipment
13 out here in St. Charles and it has been running with
14 this large load on it for 24/7 365 and even though
15 Ameren has been very good with their maintenance
16 program, you can only run this stuff so long.

17 One of the largest substations out in this
18 area is Huster sub and I think -- I believe it was
19 built back in the early 1960s, so it's 50 plus years
20 old and it carries a large amount of St. Charles
21 City and parts of the county. And do realize that
22 you can only maintain so much of this equipment.

23 One thing that customers always like is the
24 reliability. I like it myself. Like I said, I live
25 out here. I have for 47 years out of 53. So I do

1 not care for rate increase, tax increases but this
2 is something that do see as needed to keep this
3 reliability. Ameren and our members do a very good
4 job that when you turn the lights on, the lights are
5 there but unless Ameren can replace these
6 substations that reliability will not be there and I
7 understand it very well from doing this for, like I
8 said, over 25 years.

9 One other thing that we believe the
10 Commission needs to look into is the aging
11 workforce. Ameren has been very frugal. Since back
12 in the early 1990s we had almost 1600 members. We
13 now have 703 members on the property. Out of those
14 703 members 40 -- 40 percent of them can retire
15 within the next six years.

16 We have very highly-trained members. It
17 takes a considerable amount of time to train these
18 people. The apprenticeship programs are anywhere
19 from two to four years. Anybody that knows anything
20 about apprenticeship programs that just basically
21 gives the basic to get out of there, so to actually
22 do the work and have the knowledge you need to --
23 it's double that time.

24 So in both of these areas we believe Ameren
25 has done very good and the improvement and the

1 infrastructure is greatly needed. So that's really
2 all I have to report on at this time. I know you
3 guys have a difficult job to do, a balancing act for
4 the company and the customers but if you have any
5 questions I'll be more than happy to answer them.

6 COMMISSIONER KENNEY: Mr. Staffne,
7 thanks for being here. Just a quick question about
8 that one statistic. You said 40 percent of the
9 workforce will be eligible to retire within the next
10 three years?

11 MR. STAFFNE: Yeah, right now we have --
12 and it's changing because February 1st is a big
13 retirement month -- we have 703 members that work
14 for us. 5.12 percent can retire -- they're in their
15 60s. That's 36 of our members. 198 of our members
16 are age 54 to 59 and 112 of our members are 50 to
17 53.

18 One thing, I think the average age of our
19 retirement is about 59 years old. We are a physical
20 workforce, linemen, substations, relay and stuff
21 like that, so you know, you may think that's kind of
22 young but you do that for 30 or 40 years and it has
23 a heck of a tole on your body. So that's an area
24 we're very concerned about.

25 COMMISSIONER KENNEY: That's the only

1 question I had. Thanks for being here.

2 COMMISSIONER STOLL: Thank you for your
3 testimony.

4 MR. STAFFNE: Thank you.

5 JUDGE JONES: David, I believe
6 Blackwell? Or Blankwell? Let's just try David,
7 anyone named David here who wants to testify? Jim
8 Pepper?

9 Do you solemnly affirm that the testimony
10 you're about to give is the truth?

11 MR. PEPPER: Yes, I do.

12 JUDGE JONES: Thank you, sir. You may
13 proceed.

14 MR. PEPPER: Okay. My name is Jim
15 Pepper. I am a council member for the City of
16 O'Fallon but I am here as a private citizen. As a
17 taxpayer and concerned citizen I am very, very
18 concerned about how much the city has to pay for
19 streetlight services. This total reaches more than
20 1 million each year for O'Fallon and Ameren has
21 resisted every effort by the city to resolve this
22 issue and protect the taxpayers, like myself, from
23 these increasing costs.

24 It is my understanding that the City of
25 O'Fallon wants to convert the streetlight system in

1 the city to a customer-owned tariff in an attempt to
2 save money in the long run by acquiring the
3 depreciated fixtures from Ameren. In doing so the
4 city also would take over the repair, maintenance,
5 and replacement cost associated with these assets.

6 Of course I understand this would not be free
7 and there would be a cost associated with it but the
8 city should be allowed to purchase the depreciated
9 fixtures at fair market value. Ameren's
10 unwillingness to negotiate with the city is
11 detrimental to the taxpayers like myself.

12 If the city converted to the customer-owned
13 tariff O'Fallon would be paying approximately
14 \$180,000 a year under the existing customer-owned
15 tariff for that street lighting rather than over
16 1 million. Thank you.

17 COMMISSIONER KENNEY: And you said --
18 thanks, Mr. Pepper, for being here and for your
19 testimony. You said you're testifying as a private
20 citizen but you obviously have some knowledge. Has
21 the city tried to negotiate directly with Ameren
22 about this?

23 MR. PEPPER: Yes, they have and my
24 understanding is that this used to be the process
25 then all of sudden Ameren changed and said no, we're

1 not going to do it. I wasn't in those negotiations
2 but, if I remember right, it was the City of
3 Ballwin, one of them two, was also involved in the
4 same kind of thing.

5 COMMISSIONER KENNEY: Thanks for being
6 here.

7 COMMISSIONER STOLL: Thank you for your
8 testimony.

9 JUDGE JONES: Next is Bob Howell. Do
10 you solemnly affirm that the testimony you're about
11 to give is the truth?

12 MR. HOWELL: Yes, sir.

13 JUDGE JONES: Thank you, sir. You may
14 proceed.

15 MR. HOWELL: Thank you, your honorable
16 commissioners, former senator, current commissioner.
17 Again, my name is Bob Howell. I am also a city
18 councilman from the City of O'Fallon. Just to pick
19 up a little bit where councilman Pepper left off --
20 and I am speaking as a resident too, not as a
21 council member.

22 Because of Ameren's unwillingness to work
23 with the city, the city already is paying too much
24 for street lighting. This is detrimental to me and
25 my family as a taxpayer in the city. With this in

1 mind I encourage the Commission to ensure that all
2 O'Fallon residents are not subject to this rate
3 increase. Furthermore, my city is committed by
4 reducing our energy usage and becoming more
5 efficient. Ameren's refusal to negotiate with the
6 city for the sale of these depreciated fixtures is
7 detrimental to my city's efforts to increase the use
8 of more energy-efficient street lamps.

9 If O'Fallon was allowed to purchase the
10 streetlights the city could further investigate and
11 potentially accelerate the transition to newer, more
12 efficient fixtures. As the second largest city in
13 the Metropolitan Area, O'Fallon's efforts could help
14 drive our entire region into an era of more
15 efficient energy use.

16 I guess I want to say, you know, we're very
17 fortunate to have the solar panel project out in our
18 city. We were very glad to see that happen. As you
19 asked Mr. Pepper earlier, we're just looking for --
20 to come to the table to talk, to negotiate and we're
21 yet to see that happen. So that's what we're
22 emphasizing more than anything as residents for the
23 City of O'Fallon. Any questions?

24 COMMISSIONER STOLL: Thank you for your
25 testimony.

1 MR. HOWELL: Thank you, gentlemen.

2 JUDGE JONES: Next is DiAnne Mueller.

3 Do you solemnly affirm that the testimony
4 you're about to give is the truth?

5 MS. MUELLER: Yes.

6 JUDGE JONES: Thank you. Is your name
7 spelled D-I-A-N-N-E?

8 MS. MUELLER: Correct.

9 JUDGE JONES: Okay. Thank you.

10 MS. MUELLER: Great. Good evening. So
11 I'm here as the chief executive officer of the St.
12 Louis Crisis Nursery. We have three nurseries.

13 AUDIENCE: We can't hear her.

14 MS. MUELLER: Okay. I'm the CEO of the
15 St. Louis Crisis Nursery and I also live here in
16 St. Charles and we have three crisis nurseries here
17 in the St. Charles area.

18 And so I just wanted to mention tonight, very
19 quickly, what a good community member Ameren is to
20 the Crisis Nursery. They support our services that
21 we provide to over 7,000 kids in the area. They
22 support events that we do. They particularly
23 support a program that's called The Family Emergency
24 Fund where the families that we work with live in
25 extreme poverty. Very much like Joachim and Ann

1 they are the single-parent families that are really
2 struggling. And we have a program where we can help
3 a family keep their utilities on and make a pledge
4 to Ameren to support that family so that the -- when
5 the kids come home from school it's not dark. And
6 so we're really proud of that partnership and we're
7 proud that they care enough about our community to
8 help support that.

9 And, in addition to that, we also have had in
10 the past board members from Ameren that come to our
11 meetings and offer their area of expertise and are
12 involved in that way. So I just wanted to let you
13 know that, that they are engaged and involved in the
14 community and that we, at the Crisis Nursery, really
15 need that kind of support because we are a nonprofit
16 and we depend on our corporate supporters to help
17 prevent child abuse and help the kids in our
18 community.

19 JUDGE JONES: Thank you.

20 COMMISSIONER STOLL: Thank you for your
21 testimony.

22 COMMISSIONER KENNEY: Thank you for your
23 testimony and the work you do.

24 JUDGE JONES: Elizabeth Townsend?

25 Do you solemnly affirm that the testimony

1 you're about to give is the truth?

2 MS. TOWNSEND: I do.

3 JUDGE JONES: Thank you. You may
4 proceed.

5 MS. TOWNSEND: My name is Elizabeth
6 Townsend. I'm a resident of St. Peters. I moved
7 here 12 years ago last October. My electric bill
8 never went over a hundred dollars, no matter what
9 the weather was, until the last few years. It now
10 reaches 150 to \$160 in the winter. I am very
11 against another rate increase. We -- I didn't
12 realize it was the legislature that gave you those
13 two add-ons that we have now.

14 I don't get an extra \$50 a month to pay my
15 electric bill and if you add to it that just means I
16 get less. So I'm very against a rate increase.
17 They do a wonderful job. I have no complaint with
18 their service but the rate increase is just getting
19 to be too much. Thank you.

20 COMMISSIONER KENNEY: Thanks for your
21 testimony, ma'am.

22 JUDGE JONES: Sarah Lehmann?

23 MS. LEHMANN: I pass.

24 JUDGE JONES: Cynthia Lampe?

25 Please raise your right hand. Do you

1 solemnly affirm that the testimony you are about to
2 give is the truth?

3 MS. LAMPE: I do.

4 JUDGE JONES: Thank you. You may
5 proceed.

6 MS. LAMPE: I cannot understand how
7 Ameren can constantly keep coming and asking for
8 rate increases. It's easier to pay for previous
9 monies expended towards capital improvements, okay,
10 you ask for that 10 percent increase to pay for
11 those capital improvements, what happened to that
12 10 percent rate increase? It didn't go away. They
13 still have that 10 percent from that last project
14 and now they're coming and asking for 10 percent
15 more. Is this just poor planning on the part of
16 Ameren? Is it a money grab?

17 They say one of their first reasons they're
18 requesting this increase is due to increasing cost
19 of producing electricity, yet every form of energy
20 has dropped almost 40 percent this year from crude
21 oil to coal to natural gas. The only thing that's
22 up is uranium.

23 I don't think it's fair to continually pass
24 on costs to the customers. What happened to the
25 10 percent we gave you to pay off the other one? If

1 it's not paid off yet are you spending too much on
2 capital improvements that aren't necessary? Prove
3 that it's necessary.

4 I would rather see a bill that says this is
5 the cost of the energy that you actually used and a
6 separate item for repayment of capital costs so that
7 we can say, okay, we paid off that capital cost, our
8 bills will go down. You know, you can itemize out
9 the different ones. You're paying this much for
10 this, this much for this, this much for this. We
11 would have a much better idea of what we are paying
12 for rather than paying for \$6 million costs of your
13 CEO.

14 That's why I was asking about their cost
15 centers. What is their largest cost center?
16 Obviously it's not the coal or the natural gas
17 because those costs have gone down. I can't --
18 my pay has not gone up in ten years. How can we
19 keep paying these exorbitant rates and constantly
20 10 percent this year, 10 percent this year?

21 Twenty dollars more out of my pocket, I don't
22 have it. I struggle to pay my gas bill, my electric
23 bill every year and I don't have a choice because my
24 home is all electric. I pay more in the winter than
25 I do in the summer and my average bill is 250 a

1 month, not a hundred dollars a month. So this
2 increase is going to be \$25 more on my bill. \$25
3 more that I don't have.

4 It's just not fair to continually pass it off
5 to us. They have to look and be good stewards of
6 the money we're giving them.

7 COMMISSIONER KENNEY: Thank you.

8 COMMISSIONER STOLL: Thank you for your
9 testimony.

10 JUDGE JONES: Next is Kathleen Kaiser.

11 Do you solemnly affirm that the testimony you are
12 about to give is the truth?

13 MS. KAISER: I do.

14 JUDGE JONES: Thank you. You may
15 proceed.

16 MS. KAISER: Okay. I'm here to address
17 I'd like to say rape case instead of rate case
18 because that's what I feel like we're going to get
19 again. I mean, they already got two years ago an
20 increase. I spoke up about that. I told them, you
21 know, okay, I'm retired, you know, I don't have the
22 extra income coming in and I always gave to their
23 Dollar Help program. When I needed it, I got
24 shutdown. I mean, I couldn't get past first base.
25 That money is all spoken for. No, nothing here for

1 you.

2 Okay. My service hasn't been that great. In
3 2007 -- gosh, when we had that ice storm I didn't
4 have any electricity for five days. It went off
5 twice this summer. Twice in the heat. It went off
6 twice.

7 And then they're putting up all kinds of
8 unsightly -- the substation that they put up in the
9 City of St. Charles is extremely unsightly. I mean,
10 here we are trying to make our improvements with our
11 new city, with our new whole area on like 5th
12 Street. We've done these vast improvements.
13 Friedens, big old substation right there. No trees,
14 no nothing, just a very unsightly substation and
15 here we are trying to make these improvements and
16 it's shutdown.

17 And the way they cut trees. Go down some of
18 the streets, I mean, they don't do any trimming. I
19 mean, they just come and chop them and so you're
20 driving down a street and you see just a bunch of
21 heads chopped off trees, which is going to cause
22 infestation of bugs because they've chopped them
23 instead of trimmed them. They top them and it's
24 ridiculous.

25 And they had opportunities along Friedens

1 Road near Arena Parkway to start burying those
2 cables because we did massive construction things
3 there. I mean, they took out sidewalks. They put
4 in all new piping and everything. No, they left
5 their unsightly boxes, electric wires, poles up
6 there. It's tremendously unsightly.

7 And I don't have it in my budget for another
8 increase and it's not only going to increase, like
9 they said, \$10 per household. Well, look at all
10 these charges on my bill. I have a fuel adjustment
11 charge. I have an electrical residential charge. I
12 have an energy efficiency investment charge. I have
13 a Missouri local state tax and I also have the
14 St. Charles municipal tax.

15 So you can't tell me that a rate increase of
16 -- that they want is going to be just \$10 a
17 household. You're going to have to add all these
18 other taxes and charges on there too. And I,
19 personally, can't do that and I don't know how it's
20 going to come out of my budget but I'm finding
21 myself unfortunately unable to give to, you know,
22 places that I'd like to give my money to like
23 charities and things, so I don't know where else to
24 cut. I mean, I've cut my budget.

25 I think we should look at their executive

1 compensation program and have them cut that. And I
2 would like to see what are they doing in the
3 community and how safe are all these old boxes and
4 all these poles with all these things up in my
5 neighborhood. I have seen an increase of cancer in
6 my neighborhood and I'm wondering, you know, what
7 are they doing about that. Just charge us more
8 money for it, put some more ugly things up and not
9 take care of things when they could and in an
10 efficient way. So I'm very disappointed and I'm
11 very opposed to this increase. Thank you.

12 COMMISSIONER KENNEY: Ms. Kaiser, thanks
13 for being here. Just real quick, the two times that
14 you had outages this summer, how long was it out?
15 How long was your power out?

16 MS. KAISER: I would say maybe 45
17 minutes to an hour.

18 COMMISSIONER KENNEY: And did you call
19 at the time and how was your interaction with the
20 company?

21 MS. KAISER: No, you really couldn't get
22 through. I didn't call, no use to.

23 COMMISSIONER KENNEY: Well, thank you
24 for taking the time to be here this evening.

25 MS. KAISER: Thanks.

1 JUDGE JONES: Next is Chet Boeke or
2 Beck.

3 MR. BOEKE: Boeke.

4 JUDGE JONES: Boeke. Do you solemnly
5 affirm that the testimony you're about to give is
6 the truth?

7 MR. BOEKE: Absolutely.

8 JUDGE JONES: Thank you. You may
9 proceed.

10 MR. BOEKE: Well, some of the facts are
11 I'm, first of all, retired. That's not your
12 problem, that's my gain but three years ago the
13 federal government said the way we figure,
14 inflation, gas is close to \$5, we won't give you a
15 raise. So we didn't get no raise 2013. They said
16 again there ain't no cost of giving going up, you
17 get zero.

18 Then this year they said well, you get 1.7,
19 that's the way they figured things went up. So my
20 budget has been cut quite a bit like all retired
21 people and that's no problem of mine other than I
22 got to live within the bounds of means I can.

23 According to the news they said that food is
24 the highest in Missouri across the nation. Another
25 thing you got to have. So these are a little bit of

1 what some people like us are battling out here
2 trying to make it -- make it on the money we've got.

3 I would like to say, first of all, you've got
4 the union back here that says they are for this
5 increase and it might be good for the company to get
6 -- that they work for gets some additional money but
7 I don't see 10 percent being reasonable. I don't
8 even know why that could even be considered, even
9 half of that.

10 You know, I was a union rep. I was a
11 committee man and all that, so I understand
12 negotiation. I think if this gentleman here came in
13 and said we want 10 percent, your company would be
14 laughing, Union Electric would be laughing about it
15 and saying you're crazy. Okay, we'll talk
16 8 percent. No, you ain't going to get that. That's
17 the real world.

18 I suggest -- my suggestion is you might
19 consider close to 2 percent and that's being
20 generous because, first of all, I don't believe you,
21 the company, is submitting to you everything that
22 could be done the way it's going to be done. They
23 may say we want this, this and this, kind of that's
24 what that lady back here stated, it's easy for them
25 to say it but is there a timetable and a

1 follow-through? I don't think you've really had
2 that.

3 And I'd say you can't even hold their feet to
4 the fire saying, well, you know, infrastructure
5 we're going to do this. It's easy to say. Well, we
6 all got big dreams. And if they didn't, they got
7 the increase but they ain't going to do the work
8 until their timetable calls for it, so they can use
9 that money discretionary.

10 I would ask you, I would tell you, I would
11 hope you consider not to even consider this kind of
12 increase. And I'm a citizen, I'm asking, telling,
13 considering, hoping that you will consider nothing
14 like this. Ten percent, there's a lot of people out
15 there just barely making it. They're making a
16 profit, a good profit.

17 And certainly they're paying their CEO and
18 some other people some really good-size money. I
19 don't think any of us could even -- you know, nobody
20 is worth that, football player, actor, nobody
21 deserves \$6 million a year, believe me, they don't.
22 You can think about that on your time but I'll tell
23 you, I would ask you, tell you, hope that you would
24 deny these people.

25 And one other thing, after the tornado I was

1 in last year I don't know if it's down at Jung
2 Station and Arrow Rock Drive, look on the pole, they
3 cut the wires and they rerouted, I don't know if
4 it's electric wires, cable or what it is but they're
5 hanging there and they have hung there for a year.
6 So I don't know if I'm wrong about that. I'm not
7 wrong about it being cut and it's not being used no
8 more but they didn't even tape them up. They're
9 just hanging down everywhere. I think they've had
10 time to properly do something with them, tape them
11 back up.

12 But obviously deny the request, might give
13 them 3 percent and that would be generous in my
14 opinion. Thank you.

15

16 COMMISSIONER KENNEY: Sir, thanks for
17 taking the time to be here. I was going to ask --
18 I'm not going to ask a question. I would encourage
19 you to take an opportunity to talk to Ameren staff
20 about where those hanging wires are and let them
21 know about that.

22 MR. BOEKE: It may not be their
23 responsibility because it may be other wires. It's
24 the lower ones but they're not dangerous.

25 COMMISSIONER KENNEY: Sure.

1 MR. BOEKE: They cut them and we had a
2 hell of a mess up there last year but I can tell you
3 somebody needs to look at it.

4 COMMISSIONER KENNEY: They'll be able to
5 get to the bottom of it. Thanks for being here.

6 COMMISSIONER STOLL: Thank you.

7 JUDGE JONES: Steve Foster? Please
8 raise your right hand. Do you affirm that the
9 testimony you're about to give is the truth?

10 MR. FOSTER: Yes, sir.

11 JUDGE JONES: Thank you, sir. You may
12 proceed.

13 MR. FOSTER: I live in Warren County. I
14 hope I'm eligible to speak here in St. Charles
15 County at this meeting. I think the -- I'm opposed
16 to the rate increase. I think it's excessive and I
17 think it comes too closely on the other rate
18 increases that they've had. The 57 percent total
19 over seven years would be quite a pay raise for
20 anybody in this room I think. I think the affect on
21 seniors and on business would be a hard hit.

22 And I have listened to -- tried to educate
23 myself listening tonight -- I'm not an accountant or
24 even that good at math -- about the return on equity
25 being too low. They want to increase the rates so

1 that they can have a higher return on their equity.

2 Okay. I don't know exactly what goes into
3 equity but it seems to me this rate increase, as
4 well as the last few, have focused on improvements
5 in infrastructure. So basically we're paying them
6 for more infrastructure, which is more equity so now
7 they have a higher amount of equity that we've paid
8 for and because that number is now higher, they need
9 to jack up the rates so they have a higher return on
10 something we've already bought. And I just wanted
11 to comment that I don't understand that. That's all
12 I have to say.

13 COMMISSIONER STOLL: I would ask one
14 question: Did you have an opportunity or take an
15 opportunity to ask about that during the question
16 and answer?

17 MR. FOSTER: I didn't. They didn't get
18 to me on that question.

19 COMMISSIONER STOLL: Okay. You might
20 just stop and chat with our Staff, with the Public
21 Service Commission Staff and see if they don't have
22 some additional information out there for you.

23 MR. FOSTER: Sure. Thank you.

24 COMMISSIONER STOLL: And is there a
25 Staff member?

1 MS. FERGUSON: Yes, I can talk to him.

2 COMMISSIONER STOLL: Okay. And they
3 have a table right outside.

4 JUDGE JONES: Stephanie Wooten?

5 Do you solemnly affirm that the testimony
6 you're about to give is the truth?

7 MS. WOOTEN: Yes.

8 JUDGE JONES: Thank you. You may
9 proceed.

10 MS. WOOTEN: Yes, my name is Stephanie
11 Wooten and I was on a Telecom and I heard about this
12 and I said, well, I need to be here. Anyway, I
13 oppose this increase of 10 percent. After listening
14 to the young man saying that each year since 2007
15 they have been getting 4 percent, they don't
16 probably need to get any percent this year.

17 But I was looking at all of the improvement
18 that they're doing and I think they're doing a
19 little bit too much, okay, for us to have to cover
20 the costs. I realize they want to with the new
21 technology and everything, which is fine, but maybe
22 they need to concentrate on one and get that
23 together and then move to the next phase.

24 Now, I had my bill printed out and it went up
25 65 percent from last year the same time and I'm

1 wondering what is going on. And then the guy, he --
2 I went to the table too and he told me my average
3 would be \$7.62 cents, which I say that is
4 impossible. Now, my last bill in December of last
5 year, according to this here what I had printed out,
6 it was \$60. Now I'm paying a \$102 the same month.
7 So I was trying to figure out what did I do
8 differently. I got a space heater but I know I
9 didn't use it that much to be a \$40 difference.

10 But anyway, I oppose this increase of
11 10 percent. They should not get it. It's 9-point
12 whatever it is but just round it up to 10 percent,
13 they should not get that because it's just costing
14 me a lot. I have four kids, two in college. So I'm
15 getting ready to retire in five years. 2020 is my
16 retirement, so I'm trying to get this money in
17 place, get the kids out of the way.

18 Now I got UE, Ameren, wanting more money out
19 of my pocket for some things, improvements,
20 investments in Missouri that they call these
21 different things, which I think is okay, but if
22 they're getting 4 percent per year and then this
23 year they want to get 10 percent, what is -- the
24 thing is next year, how much do they want next year,
25 12 percent?

1 So it's like it's going up, up, up, so maybe
2 we should just tell them to hold off on the
3 percentage. I don't know how you would do this but
4 I know like the young lady was saying they check out
5 everything, since it's a -- what is it, 11 months or
6 7 months or however you do your thing. But I just
7 feel like it's too much. And like this fuel
8 adjustment charge, they say it's going to expire in
9 December of this year, but like they said too,
10 another charge is going to creep up. They'll call
11 it something else.

12 And the same with this energy efficiency
13 investment charge that was in 2013 through this
14 year, 2015, that might be phased out and be called
15 something else. So I don't know. I know you know
16 we need this but maybe they're doing a little bit
17 too much.

18 They were showing us those four different
19 things that they are doing, which is great but if
20 they're getting 4 percent each year they shouldn't
21 be getting this because on my job the cost of living
22 allowance, when our contract goes through, we only
23 get 1 percent on cost of living, 1 to 2 percent.

24 So, you know, 4 percent over a period of --
25 has it been eight years since 2007? I think they're

1 asking a little bit too much and the top -- the top
2 is just too heavy maybe. You know, maybe the
3 management, the upper management, maybe they can
4 come down on their costs to help out on some of
5 these improvements instead of passing it on to us,
6 the residents. That's all I have to say.

7 COMMISSIONER STOLL: Thanks for your
8 testimony.

9 COMMISSIONER KENNEY: Thanks,
10 Ms. Wooten.

11 JUDGE JONES: Laura Jensen? Is there a
12 Laura Jensen here? Leo Ladaor? I'm not sure if I'm
13 pronouncing the last name correctly. First name is
14 Leo. Chuck Bauche or Bauche, B-A-U-C-H-E? Juli
15 Viel?

16 Do you solemnly affirm the testimony you're
17 about to give is the truth?

18 MS. VIEL: I do.

19 JUDGE JONES: Thank you. You may
20 proceed.

21 MS. VIEL: I'm Juli Viel. I live in
22 O'Fallon, Missouri. I can't afford an increase in
23 my electric bill and I know no one else here can
24 either but I feel a little mixed about the increase.

25 I'm here because I'm concerned about climate

1 change and the number one driver of climate change
2 is carbon emissions. The number one emission on
3 this is not just oil, not just natural gas but it's
4 coal and Ameren burns a lot of coal. They're the
5 number one coal burner almost of any utility in the
6 United States. Missouri is leading the burn on coal
7 and so we have a lot of room to improve in reducing
8 our fossil fuel emissions in Missouri and Ameren has
9 a lot of room to improve.

10 I say this because I'm concerned about my
11 children's lives, my grandchildren. And I have this
12 graph I taped together out of the National Climate
13 Assessment Report and it shows that we're baked into
14 go -- have an increase in temperature, global
15 temperatures, not just local, global temperatures
16 and that drives everything. It drives our weather.

17 As the temperature increases the humidity in
18 the atmosphere increases and that ramps up storms.
19 It ramps up deluges. It ramps up evaporation. It
20 changes our seasons. The artic ice is melting. It
21 changes the jet stream. You know, we're -- I heard
22 on the news last summer that we're due to have
23 inevitable sea rise from the Antarctic ice shelf
24 melting and that's going to affect everybody.

25 We have increased -- the carbon goes into the

1 ocean. It's causing carbolic acid in the ocean.
2 It's called ocean acidification. So the pH of the
3 ocean has changed from like 7.6 to 7.3. It changes
4 the whole ecosystem of our Earth all in this
5 century, not next century, not a billion years.
6 Right now.

7 And we have got to get off carbon. We have
8 got to get off fossil fuels. And I know some of
9 those improvements that they showed about the
10 infrastructure has to do with that. You know,
11 there's studies out there that say we've got to go,
12 say, 30 percent solar, 30 percent wind and another
13 percent where you capture the heat from the sun with
14 mirrors and you can have steam -- steam-powered, you
15 know, throughout time. It's a study by Mark
16 Jacobson of Stanford University that's out there.

17 We've got to start transitioning. One of the
18 things that Ameren has -- I have written to them and
19 they got back with me, they said, "Well, we spent a
20 lot of money trying to sequester carbon." That
21 means put it into the ground. The carbon dioxide,
22 that's gas. And it came back -- everything I have
23 read said that comes back unprofitable. It's just
24 so cost-prohibitive. It's very expensive. That
25 should not -- you should not approve any rights to

1 have this carbon sequestration.

2 Let's just skip the fossil fuels. It's very
3 expensive for our lives. It omits sulfur dioxide
4 which affects our lungs, our heart condition. It's
5 just both a waste for the carbon -- for the coal
6 that's stored in the Missouri River Valleys, you
7 know, it's not -- the water is not being monitored.
8 That's all going to cost us in the form of deadly
9 mercury, you know, for all of us. And that costs
10 us.

11 So I would like Ameren to really invest all
12 their money that we give them, we give them a lot,
13 and they should educate the public about climate
14 change, about carbon, about coal. They can have
15 tables. I've seen them at the Missouri Botanical
16 Garden, the Earth Day, they just give out light
17 bulbs and bags and no education can happen. Even
18 their websites could be, you know, better and not
19 that people look at them but, you know, they kind of
20 talk about it.

21 There's some -- you know, Ameren doesn't need
22 to be giving its -- as much money to its whoever
23 they are, the top hundred people making money. I
24 work for the State of Missouri. I got a little \$50
25 whatever increase but my health insurance cost was

1 more than that. So I got a decrease last year and
2 everything costs more. I can't afford to pay hardly
3 anything more and nobody else can. I work all the
4 time. You know, we've got to really pinch our
5 pennies.

6 Ameren gets a rate of return to dividends.
7 What's this rate of return for? What did they
8 really invest in in the last -- I mean, we have done
9 the investment as the ratepayers, not they. So why
10 are they even getting a rate of return? The last
11 big investments the ratepayers -- or the
12 stockholders paid for has been years ago.

13 I just hope that the Public Service
14 Commission and Ameren, you know, do their best by us
15 as citizens. I'd like to see a five-, ten-year plan
16 for -- energy plan that could be public, that we can
17 look at, we can inspect or hope that we have a
18 chance, you know, for our future. That's about it.
19 Thanks.

20 COMMISSIONER KENNEY: Thanks, Ms. Viel.

21 COMMISSIONER STOLL: Thank you for your
22 testimony.

23 MR. OPITZ: Judge Jones, I have got a
24 question?

25 JUDGE JONES: Just a minute, Ms. Viel.

1 MR. OPITZ: Ms. Viel, would you like to
2 offer your chart as an exhibit?

3 MS. VIEL: No, they've seen it before.

4 JUDGE JONES: All right. Thank you.
5 Esther Jensen?

6 Okay. We've come to the end of our list. Is
7 there anyone else here who would like to make a
8 statement? I don't see any hands, so with that, we
9 will go off the record and we thank you all for
10 coming out.

11 - - - - -

12 (Public Hearing concluded at 7:52 p.m.)

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CERTIFICATE OF REPORTER

I, Suzanne Zes, within and for the State of Missouri, do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me; the testimony of said witness was taken by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken, and further that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.

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