

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
January 24, 2017
O'Fallon, Missouri

Volume 10

In the matter of Union Electric)
Company, d/b/a Ameren Missouri's) File No.
Tariffs to Increase Its Revenues) ER-2016-0179
For Electric Service)

MORRIS L. WOODRUFF, Presiding
CHIEF REGULATORY LAW JUDGE
SCOTT T. RUPP,
MAIDA J. COLEMAN,
COMMISSIONERS

REPORTED BY: Julie Ann Whiting, CCR 830

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

A P P E A R A N C E S

For AmerenUE:

Geoffrey F. Grammer, Esq.
1901 Chouteau Avenue
P.O. Box 66149, MC 1310
St. Louis, Missouri 63166-6149

For Office of Public Counsel and the Public:

Office of the Public Counsel
Ryan Smith, Esq.
200 Madison, Suite 650
Jefferson City, Missouri 65102

For Missouri Public Service Commission:

Whitney Payne, Esq.
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, Missouri 65102-0360

THE COURT REPORTER:

Julie Ann Whiting
Midwest Litigation Services
711 North Eleventh Street
St. Louis, Missouri 63101
314-644-2191

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

2

3 (Starting time of the hearing: 12:00 p.m.)

4 JUDGE WOODRUFF: Could I have your
5 attention, please? Once again, my name is
6 Morris Woodruff, and I am the Presiding Officer
7 here this afternoon and I have two of the
8 commissioners -- two of the five commissioners
9 here with me. To my left is Commissioner Maida
10 Coleman and to my right is Commissioner Scott
11 Rupp.

12 Mr. Rupp, do you wish to make a statement?

13 COMMISSIONER RUPP: Sure. Good afternoon.
14 I just wanted to welcome everybody here to
15 O'Fallon for the local public hearing for the
16 pending Ameren rate case. It is great to see a
17 good turnout. We very much appreciate when the
18 public comes out to give us your thoughts and
19 concerns and ideas of -- of what's pending
20 before us. So welcome.

21 One thing I do want to let you know is my
22 fellow Commissioner, Commissioner Coleman and
23 I, we cannot answer any of your questions. We
24 are basically considered like a judge, so we
25 have to take all the testimony, think about it,

1 and then we have to render our decision which
2 will be several months from now. So if you
3 pose any questions to us, unfortunately you
4 will be met with silence. And that is not a
5 sign of disrespect, it's just we don't want to
6 be shown as maybe prejudging the case before we
7 have all of the evidence.

8 So after today's local public hearing,
9 there will be hearings in Jeff City that are
10 very much like a trial. There will be evidence
11 entered in, there will be witnesses, they will
12 be cross-examined, and so that's how this whole
13 process works. So this is the very beginning
14 and which I believe is the most important.

15 This is where we get to hear from you on what
16 you think about the pending rate case and this
17 is also your opportunity to let us know how the
18 customer service is, how the company is active
19 in your area, are they good community stewards,
20 and things of that nature, because we're also
21 very interested in how they -- how they conduct
22 themselves.

23 So there are three other commissioners who
24 are unable to be here today, but as you saw,
25 there is a court reporter. They will get to

1 read all the transcripts of this, and so they
2 will also get to hear your comments. So thank
3 you for coming and I'll turn it back over to
4 the Judge.

5 JUDGE WOODRUFF: Thank you, Commissioner.
6 The way this procedure will work is there was a
7 sign-up sheet out in the lobby before we came
8 in. I'll run down the list of names that are
9 on here. I'll call you up here to come up to
10 the podium to testify. If you didn't get a
11 chance to sign up on the sheet, that's all
12 right, too. When we get to the end, I'll ask
13 if there's anybody else in the audience who
14 wants to make a statement. Just raise your
15 hand and I'll call you up to the podium.

16 Notice that we have a timer over here. We
17 try and keep -- encourage people to keep it
18 down to about five minutes per person, and
19 that's just so that everybody has a chance
20 to -- to speak so that we don't have one person
21 who gets to dominate the conversation. And
22 when I call you up, I'll call you up to the
23 podium, I'll swear you in, and you can give
24 your statements.

25 Before I call the first witness, we need

1 to take care of one more thing and that's
2 determining which parties are here with their
3 attorneys. So I'll ask the parties at this
4 time to make their entries of appearance,
5 beginning with Ameren Missouri.

6 MR. GRAMMER: Appearing for Ameren
7 Missouri, my name is Geoffrey Grammer. My
8 business address is 1901 Chouteau Avenue,
9 St. Louis, Missouri 63166.

10 JUDGE WOODRUFF: And for the staff of the
11 Commission?

12 MS. PAYNE: Whitney Payne for the staff of
13 the Missouri Public Service Commission, and
14 I've provided my address and information to the
15 court reporter.

16 JUDGE WOODRUFF: Other counsel?

17 MR. SMITH: Ryan Smith, Office of the
18 Public Counsel. My address is 200 Madison,
19 Suite 650, Jefferson City, Missouri.

20 JUDGE WOODRUFF: All right. Thank you.
21 Any other parties here represented by
22 attorneys? I don't see anybody else. All
23 right, then. We'll call the first witness,
24 which is Elizabeth Townsend. Good afternoon.

25 MS. TOWNSEND: Good afternoon.

1 JUDGE WOODRUFF: Please raise your right
2 hand.

3 ELIZABETH TOWNSEND,
4 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
5 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
6 TESTIFIED AS FOLLOWS:

7 JUDGE WOODRUFF: And you're Elizabeth
8 Townsend?

9 MS. TOWNSEND: I am.

10 JUDGE WOODRUFF: Could you spell your last
11 name for the court reporter?

12 MS. TOWNSEND: T-O-W-N-S-E-N-D.

13 JUDGE WOODRUFF: Thank you very much.
14 What would you like to tell us?

15 MS. TOWNSEND: I'd like to tell you that
16 I'm very pleased, that your linemen did a
17 fabulous job during the ice storm. We live
18 south of here. We had an issue right here.
19 But they need to be commended.

20 I'm here because my electric bill has
21 gone up one-third in 10 years. In the last
22 10 years, you have had -- there has been seven
23 rate increases. This will be number eight that
24 they're asking -- requesting, and I just don't
25 feel it is necessary. I think there are other

1 ways they can trim costs, especially through
2 advertising.

3 Nothing much was said about this 4.89
4 energy grid access charge. Is that a
5 Commission thing? I know you can't answer
6 that. But is that a Commission thing, or is
7 that legislature?

8 These surcharges never go away. I'm still
9 paying for a Fuel Adjustment, this Energy
10 Efficient Investment Charge. I'm retired. I'm
11 84 years old. My income does not increase.
12 And this new electric bill that I will be
13 paying is \$158.80. I'm all electric.

14 When I moved here 14 years ago in
15 St. Peters, I didn't have an electric bill that
16 went up to \$100 winter, summer, spring, or
17 fall. Now they are regularly over \$100. I
18 keep my house at 72 during the day, 68 at night
19 in the winter. And I really don't remember the
20 summer, but it's comfortable and it's not
21 excessive. I just don't see how you can
22 keep -- continue to increase these fees every
23 year or two. And that is just how I feel about
24 the whole subject. Thank you for your help.

25 JUDGE WOODRUFF: Thank you. Anyone have

1 any questions?

2 COMMISSIONER RUPP: No.

3 JUDGE WOODRUFF: Thank you, ma'am.

4 COMMISSIONER COLEMAN: Thank you.

5 JUDGE WOODRUFF: The next name on the list
6 is Norman Krutzman. Good afternoon. Please
7 raise your right hand.

8 NORMAN KRUTZMAN,
9 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
10 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
11 TESTIFIED AS FOLLOWS:

12 JUDGE WOODRUFF: Again, your name is
13 Norman Krutzman?

14 MR. KRUTZMAN: My name is Norman Eli
15 Krutzman.

16 JUDGE WOODRUFF: Krutzman. Will you spell
17 the last name for the court reporter?

18 MR. KRUTZMAN: Yes. K-R-U-T-Z-M-A-N.

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

21 MR. KRUTZMAN: Well, number one, some of
22 the issues I brought up in the question and
23 answer period, I think that 12:00 for a meeting
24 and 6:00 is unreasonable. If you're going to
25 do it that way, then you ought to make it set

1 up to where people who have other views and
2 can't get here at those times can go on --
3 maybe on the Internet and give you their
4 thoughts on it.

5 These constant raises -- you can almost
6 count on a raise every year. I moved out of
7 Maryland Heights where we constantly had power
8 outages. I had my own generator and I had my
9 own hookup system, and when the power went out,
10 I ran a cord from my generator down in the
11 basement, plugged it in, patched it into my
12 panel after killing my main breaker. I haven't
13 had quite that problem out there in Wright
14 City. Most of the line is underground and
15 there are very few trees along lines out there.

16 But I object to these constant raises. I
17 can't pay them. I am on a limited income.
18 Recently we had -- my wife had to take and get
19 a breathing machine. That thing runs in the
20 evening. That costs a lot of money. Now,
21 that's electric. It's all electric. I can't
22 hardly afford to have anything at the house
23 running. I've got the little screw-in
24 lightbulbs to keep my rates down. My average
25 bills in the summer and stuff are \$54 up to --

1 the one I paid yesterday was \$213 and some
2 change.

3 Then they also have on those bills, which
4 is rather funny -- I don't get my check until
5 the 25th. Sometimes my due date conflicts.
6 And if I don't pay it on the due date, we run
7 into a surcharge. So that also is something
8 that maybe ought to be taken into
9 consideration.

10 To pay for Noranda Aluminum going out of
11 business just drives me wild. And I know it's
12 been in the papers up in Jefferson City, it's
13 been all around, but there's also some things
14 that goes on, like people talk about the
15 advertising. I know that Ameren and former
16 Union Electric, they get a guaranteed rate of
17 return on investment. So consequently, the
18 more they spend, the more they get. And
19 everybody thinks they make a profit on the
20 advertisements on television.

21 If you talk to -- I was talking on the
22 phone last night about the same thing, he said
23 they make a profit on that. Whether they do or
24 they don't, I don't know. Based on what I
25 heard today, I'm not sure. But I have a hard

1 time believing it. I worked in the
2 construction field all over St. Louis,
3 Jefferson County, St. Charles County, Warren
4 County for 55 years. They used to have two or
5 three linemen, workmen, come out and four
6 people in suits. Now, they don't need that
7 much supervision because most of the time they
8 really didn't know what was going on.

9 I seen things happen out in like Callaway
10 County where they built that powerhouse out
11 there and then they turned around and started
12 the second unit and they wanted the people to
13 pay for destroying it when they can't use it
14 anymore. Down in Rush Island, I believe it
15 was, down there near the river, they put in
16 generators, oil-fired generators back when the
17 oil crisis was going on. When they had to take
18 them out of there because of the oil situation,
19 they had to break down walls, bring up flat top
20 boats, bring cranes, load them on, take them
21 away, probably get a back service charge -- a
22 back charge on them and bring in a different
23 type of coal. I think they were coal-fired
24 units. I'm going back in my memory now, so I'm
25 not trying to be fraudulent in anything that I

1 say.

2 But what they do on some of these jobs --
3 and it's well known -- is they take the first
4 unit or something and they put it on a
5 cost-plus basis. The more you spend, the more
6 you get. If they're going to put a second unit
7 out, it goes out to bid for companies like
8 Guarantee and Sachs and the bigger electric
9 companies. So they've already got a rate of
10 return established, now they can save money,
11 but they're still going to get the rate of
12 return like they did on the first one. And
13 people are paying for that.

14 I would like -- I think that they could
15 also take a look on the system to where the
16 older folks -- if they could give companies a
17 break and could raise their prices and make
18 more money, then they ought to give some of the
19 older folks who don't have a chance of doing
20 that a break.

21 I've been trying to get a job. I'm 75
22 years old. I went to Ferguson High School
23 which is no longer in existence. My
24 certificate says that. Under federal rules,
25 they can't ask me my age when I fill out an

1 application, but they do ask you for your high
2 school education and the year you graduated.
3 So I put Ferguson High School down -- that's
4 where I graduated -- and the year was 1959.
5 But if I put McCluer down or something to try
6 to get job, I'm lying and I could be kicked out
7 for that.

8 So I've got no way of making additional
9 money. Now this year, I was lucky, I got an \$8
10 raise on my Social Security. You know where it
11 went? Medicare. I don't have a penny more on
12 my check. The bills are going out. And I
13 don't see why in the world that they can't --
14 if they can get companies that can make more
15 money a reduced rate, that they can't establish
16 a rate for older people who are stuck in the
17 middle and they can't get any more money.

18 I hate to sit there and look at four
19 walls. I worked all those years. Sometimes I
20 had to work two jobs. But I hate to sit there
21 in my house and look at four walls because I
22 can't afford to do anything so that I can have
23 heat and electricity and light. And do I
24 resent it? I sure the hell do, because I tried
25 to work my tail off so I would have some time

1 to do something later on, and I just keep
2 having to pay out more and more and more.

3 Yesterday I had a big fight with the
4 television people because I can't afford the
5 raises. They wanted to raise it up -- well, I
6 went from one figure that ended at \$87 to \$13
7 more just for the same little bit of service
8 that I had, which is basically news, a couple
9 of movie channels. And I don't even do the
10 sports channels. People can't afford that.
11 And when they constantly get these rate
12 increases with the utilities, it just puts you
13 right -- you might as well be dead, and that's
14 nothing to be working for. Thank you very
15 much.

16 JUDGE WOODRUFF: Thank you, sir.

17 COMMISSIONER COLEMAN: Thank you, sir.

18 JUDGE WOODRUFF: Any questions? All
19 right. Mr. Krutzman --

20 MR. KRUTZMAN: Yes, sir.

21 JUDGE WOODRUFF: -- I want to tell you, if
22 you talk to the people out there at the
23 entrance, there is a way for people to make
24 comments on line through the Commission's
25 website, and they can give you the details of

1 that out front there.

2 MR. KRUTZMAN: Can I bring up one more
3 little thing?

4 JUDGE WOODRUFF: Sure.

5 MR. KRUTZMAN: I know my time is up. I
6 was just talking a few minutes ago to that vice
7 president about these things. They need to
8 have somebody that you can call if there's a
9 little problem to find out. My neighbors don't
10 know about fault breakers. Now, this sounds
11 maybe silly to you, but if you've got three or
12 four houses where all the electricity goes off
13 and you don't know what to do about it, the
14 first thing you're going to do is you're going
15 to call Ameren or they're going to call a
16 contractor.

17 JUDGE WOODRUFF: Uh-huh.

18 MR. KRUTZMAN: If call a contractor out,
19 it costs quite a bit of money, especially when
20 it's something that they didn't cause in their
21 home and other people are having the same
22 problems even though it's not a power outage.

23 Now, when our fault breaker -- there's a
24 circuit breaker in the circuit panel, and when
25 that circuit catches any kind of blips, it can

1 trip it out before anybody gets a shock or a
2 fire or anything like that. When you're living
3 in a subdivision out there, they have
4 transformers. They're like daisy chain. In
5 other words, they run the wires down,
6 transformer, two houses, on down the line with
7 the same wires, two houses. So when they do
8 something upstream or even downstream which
9 causes a little arc and it shows up through the
10 transformer, those people's breakers are going
11 to trip out and they're not going to know what
12 to do because they're not skilled in that.
13 Maybe they're computer people or, you know,
14 work at the Chevrolet plant or God knows what
15 they do. They're not skilled in it.

16 So the first thing they're going to do is
17 they're going to try to go down and try to turn
18 them on and if the arc happens again, they're
19 going to go off again. So they're going to
20 think they've got a problem with their panel.
21 I have people come to me. I called for them,
22 and Ameren, they didn't know what I was talking
23 about. I turned the breakers back on. I said
24 turn them back on.

25 Finally they had a lineman, I guess, call

1 me from some substation up there. He basically
2 insulted me because he didn't know what was
3 going on. Now, if you have more than one house
4 doing this and it's all the same type of thing,
5 it's not the individual home's problem.

6 The one guy says, well, take those circuit
7 breakers out and go get replacements. Well, I
8 don't know what they cost now, but they used to
9 cost about \$12 apiece when I was in the trade.
10 Then you have to take the old ones out and put
11 the new ones in. How many of those people know
12 how to do that? And you have all those people
13 doing that just because of a lack of knowledge
14 of being able to go someplace to find out what
15 the problem really is.

16 Now, if it was just my home, I'd say okay
17 I've got a problem. Normally all them breakers
18 aren't going to go out at one time. It's a
19 situation where one or two or something like
20 that is having a problem. Maybe there was
21 eight them in my house. They're not all going
22 to go at one time. So that means there has to
23 be some problem somewhere else, but it's not a
24 severe enough problem to where it knocks out
25 everything.

1 So I think they ought to educate those
2 people or have one or two people that you can
3 call for some type of education to where these
4 people aren't -- I mean, people like myself,
5 you know, if I was -- didn't have the knowledge
6 of it to know how to turn them back on or
7 something like that, I call a contractor out
8 there. Well, maybe I spend two or three
9 hundred bucks or whatever a service call is
10 nowadays. When I was doing it, a service call
11 alone was 70 bucks, let alone whatever they did
12 out there. People can't afford that just
13 because of some glitch on the line by the
14 utility. Thank you.

15 JUDGE WOODRUFF: Thank you, sir.

16 COMMISSIONER COLEMAN: I've got a
17 question. Sir --

18 JUDGE WOODRUFF: Commissioner Coleman.

19 COMMISSIONER COLEMAN: -- I think I heard
20 you mention that your wife is on a breathing
21 machine?

22 MR. KRUTZMAN: Yes.

23 COMMISSIONER COLEMAN: Okay. And so did I
24 get the impression that -- so that means at
25 night it's plugged in and it's using power?

1 MR. KRUTZMAN: Right.

2 COMMISSIONER COLEMAN: More than likely
3 there could be some type of relief for that.
4 Would you speak to someone with Ameren while
5 you're here to see if there's -- there are any
6 types of programs available for assistance that
7 either they can help you with or steer you
8 toward?

9 MR. KRUTZMAN: Also, I might want to clear
10 up one other thing.

11 COMMISSIONER COLEMAN: Okay.

12 MR. KRUTZMAN: We're in the process of
13 being married. We're not exactly married yet.
14 We've been together for eight years.

15 COMMISSIONER COLEMAN: Did you say you're
16 how old? Seventy what?

17 MR. KRUTZMAN: I am 75 years old.

18 COMMISSIONER COLEMAN: You're scandalous.
19 Scandalous. You go, boy.

20 MR. KRUTZMAN: Well, I taught martial arts
21 for 30 years to try to keep in shape. I still
22 try to keep in shape, but -- and I worked in
23 construction all those years. Sometimes that
24 pays off. But I'm very lucky. And like I
25 said, not to say anything fraudulent, we're not

1 married yet, we're in the process of being
2 married. I consider her my wife.

3 COMMISSIONER COLEMAN: But still, if
4 she's -- she's in the home and the use is
5 there, so do check on that. Okay?

6 MR. KRUTZMAN: I will do that.

7 COMMISSIONER COLEMAN: Thank you for
8 coming today.

9 JUDGE WOODRUFF: The next name on the list
10 is Terry Lancia or Lancia. Hello.

11 MS. LANCIA: Hello.

12 JUDGE WOODRUFF: And you are Terry
13 Lancing?

14 MS. LANCIA: Lancia.

15 JUDGE WOODRUFF: Lancia. Could you spell
16 it for the court reporter?

17 MS. LANCIA: L-A-N-C-I-A.

18 JUDGE WOODRUFF: Okay.

19 MS. LANCIA: Excuse me. I have a frog in
20 my throat. I hate public speaking, absolutely
21 hate it.

22 JUDGE WOODRUFF: If you could raise your
23 right hand, I'll swear you in.

24 TERRY LANCIA,
25 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE

1 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
2 TESTIFIED AS FOLLOWS:

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

5 MS. LANCIA: First of all, I will probably
6 be reiterating what everyone else has said
7 except for this one thing. And I think it
8 would be good to tape some of these question
9 and answer -- answer sessions, because there's
10 a lot out there that you're not going to get
11 from this little snippet. And, I mean, a lot
12 of very interesting and intelligent people are
13 out there making their speeches.

14 I have this thing down here. I also want
15 to say I keep my house most of the time at 68
16 in the daytime and 64 at night, which my good
17 friends here freeze when they come over. They
18 bring their sweaters. But the thing is, as
19 seniors, most of us are living on fixed
20 incomes. And like the gentleman said, they may
21 have said we had an increase, but we didn't.
22 They gave it to us in one hand and took it out
23 with the other. So it is very hard.

24 And if you don't fit into the low income,
25 but you're not in the high income, it's the

1 middle class or the lower middle class as we
2 are now becoming that have a very hard time
3 when you don't fit in what I call the doughnut
4 hole to have access to the help, and I feel
5 terribly sorry for those ones that do have to
6 go because they have to jump through hoops
7 probably to get the help they need.

8 But I just think that as far as the
9 advertising goes that the woman brought up,
10 that could be put in your bills. Put a -- you
11 know, highlight it to have them read it instead
12 of putting it on TV ads. That cannot be cheap.
13 That cannot be reasonable. And I've always
14 said about this to the government and I'm
15 saying it to you, if you had to run your
16 business like I have to run my household,
17 things would be in a lot of better shape.
18 Thank you.

19 (Applause.)

20 JUDGE WOODRUFF: Okay. The next name on
21 the list is Raymond Murphey. Good afternoon.

22 MR. MURPHEY: Hello.

23 JUDGE WOODRUFF: And you are Raymond
24 Murphey?

25 MR. MURPHEY: Correct.

1 JUDGE WOODRUFF: If could you spell your
2 last name the benefit of the court reporter.

3 MR. MURPHEY: Murphey, M-U-R-P-H-E-Y. One
4 out of every 20 Murpheys is E-Y.

5 JUDGE WOODRUFF: And if you raise your
6 right hand, I'll swear you in.

7 RAYMOND MURPHEY,
8 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
9 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
10 TESTIFIED AS FOLLOWS:

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

13 MR. MURPHEY: Well, first of all, I've got
14 probably a split viewpoint on both the rate and
15 Ameren because I have been a stockholder. I'm
16 a stockholder for my grandkids, so I like for
17 them to get the dividends as well as the
18 dividends I've got, so I like Ameren to make
19 money so they can pay the dividends to me and
20 my grandkids. On the other hand, when I look
21 at some of these numbers, I have to wonder who
22 is getting what out of the PSC, because, quite
23 frankly, you know, the numbers pretty much
24 guarantee Ameren gets a darn good rate of
25 return every year, which is not correct. It

1 shouldn't be. They should be earning it as
2 opposed to giving it.

3 Case in point, if I read this correctly,
4 it says the staff recommends a \$52 million
5 increase which would be a 1.8 percent return.
6 Let's see. Ameren is asking for a \$206 million
7 increase, 7.8 percent rate increase. A return
8 on equity if the Commission -- that's two of
9 you five, the other three aren't here -- agrees
10 to it is 8.75 percent. I'm guessing that
11 appears be the low end of the rate increase
12 that will be approved. That's not bad on the
13 low end.

14 However, if you decide to go on the high
15 end, 206.4 million, that's a 35 percent
16 increase ROE. I'd love to get that and I think
17 most people would. It just appears to me that
18 probably just about year after year, the PSC
19 takes whatever the rate increase that Ameren
20 asks for and just gives them a certain amount.
21 I think everybody knows how that works. If you
22 want a \$50 million increase, you don't ask for
23 50, you ask for 250 so that the PSC will
24 then take the 250 and say we'll slice it to
25 20 percent, give you the 50, and Ameren gets

1 what it wants. That's -- that's the way it
2 appears to me, the way it works.

3 I wish I could have asked the question
4 before, but I -- in the question and answer
5 session, because I would have loved to have
6 known what the average approval rate is over
7 the years the PSC responds to Ameren. In other
8 words, if they ask for 10 percent, do they get
9 two or so on and so forth. I don't know what
10 that is.

11 So it appears to me that this rate
12 increase which will pay for my kids --
13 grandkids' dividends is pretty good. Anybody
14 that can get an 8.75 percent ROE is not doing
15 too bad. And if you give them a higher rate
16 than that, they're going to get a heck of a lot
17 more. I don't know that my grandkids are going
18 to get a higher dividend. So that's what I
19 have to say. Thank you.

20 JUDGE WOODRUFF: Any questions?

21 COMMISSIONER COLEMAN: Thank you, sir.

22 (Applause.)

23 JUDGE WOODRUFF: Then next name on the
24 list is John Hartog. Good afternoon.

25 MR. HARTOG: Good afternoon. How are you?

1 JUDGE WOODRUFF: I'm doing good. You are
2 John Hartog?

3 MR. HARTOG: Yes, sir.

4 JUDGE WOODRUFF: Could you spell the last
5 name for the court reporter?

6 MR. HARTOG: H-A-R-T-O-G.

7 JUDGE WOODRUFF: Thank you very much.
8 Please raise your right hand.

9 JOHN HARTOG,
10 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
11 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
12 TESTIFIED AS FOLLOWS:

13 JUDGE WOODRUFF: What would you like to
14 tell us?

15 MR. HARTOG: Well, I've got a bunch of
16 things, actually. I've got respect -- great
17 respect for the Union Electric Company and
18 everything for different reasons. But when
19 they kept -- I had inherited this house from my
20 parents and I see what the kilowatt usage is, I
21 feel they're lying to us right here. I see my
22 house in January ran at 4,845 kilowatts. Now,
23 I got it down to this month at 513 kilowatts by
24 going with the all -- the bulbs, the whole
25 works, and everything, but what it don't show

1 is both my parents had to die for me to inherit
2 that to quit using the house. Okay?

3 So I keep getting all these letters saying
4 how, oh, great, you've decreased the usage and
5 everything. 513 kilowatts is kind of an
6 unachievable goal and everything. My house is
7 like a cave. I work nights. The daylight is
8 in the daylight and I don't need the lights on.
9 At night, I come home and go to bed. Make
10 dinner and go to bed. So everything is shut
11 down.

12 There's no way 513 kilowatts you're going
13 to run a household of four people without
14 having a big thing. So at 4,000 kilowatts
15 times whatever the percentage is per 1,000
16 kilowatts is misleading in their ad -- in their
17 letter here. The letter says 8.27 a month for
18 a typical -- well, I feel mine is typical. I'm
19 sure every other person feels it's typical,
20 too. It also says here that they're raising
21 the rates because of non-usage, reduced demand
22 on Ameren Missouri's system.

23 I'm in commissioned sales. If I reduce my
24 desire to work, I don't get paid. And if I
25 come up to my boss and say, hey, because I

1 don't want to work or because the demand is
2 down, they're not buying our product, can you
3 give me another 1,500 bucks? They're going to
4 laugh me right out of the -- existence.

5 So when I read this here -- and I've done
6 everything they said. I changed everything,
7 reduced my rate. But I got another house here
8 and it's a whole lot littler than mine. Here's
9 \$415.53. Now, the guys did take my information
10 and they're going to look at it, but I fought
11 Union Electric for a long time on this, and
12 they say it's all normal. So I've had a lot of
13 problems in that aspect.

14 So it just -- you know, it just frustrates
15 me that they can -- and I've had -- back when
16 my parents ran this house, I had years looked
17 at it and I've had high bills there and they'd
18 come out and they say everything is fine but
19 they'd change the meters and then the meters
20 would, you know, change and everything.

21 So it just frustrates me to see that if
22 they're saying non-usage, to me, that would
23 mean your rate should go down, and then I get
24 this letter. I do everything they say,
25 everything they did, and then they say they're

1 going to raise my rates. So that's why I'm
2 frustrated.

3 And I have nothing, you know, but respect
4 for Ameren. My parents -- my dad and mom
5 graduated -- you know, retired from there.
6 They held this job from the war and everything,
7 but I think it's a different company now. When
8 they can say that they're going to raise your
9 rates because of non-usage -- and maybe I don't
10 understand that. And I -- I saw him standing
11 there. He sounded like this was going to be
12 all just kind of a joke, you know, we're just
13 going to hear a bunch of people rant and rave
14 and everything. But I've done everything they
15 say and then to raise the rates, you know, I
16 don't know.

17 And I'd also like to know how many of
18 these letters went out, because everybody I
19 talked to didn't see one of these. So did they
20 just selectively send these letters out about
21 these notices, or who sent the letters out?
22 Because I sure would think if they're going to
23 raise that much, there would be a lot more
24 people Ameren -- come -- people here protesting
25 this. So I don't know. That's my beef.

1 JUDGE WOODRUFF: Any questions? All
2 right.

3 MR. HARTOG: All right.

4 COMMISSIONER COLEMAN: Thank you, sir.

5 MR. HARTOG: Thank you for putting this
6 together and listening. I appreciate it.

7 JUDGE WOODRUFF: The next name off the
8 list is Jim --

9 MR. KARLL: Karll.

10 JUDGE WOODRUFF: -- Karll. Okay.

11 MR. KARLL: Just like it sounds, except
12 it's with a K.

13 JUDGE WOODRUFF: I wasn't sure about your
14 R. It looked kind of like an N. That's kind
15 of the challenge up here.

16 MR. KARLL: Right.

17 JUDGE WOODRUFF: All right. If you'd
18 please raise your right hand.

19 MR. KARLL: K-A-R-L-L.

20 JUDGE WOODRUFF: Thank you.

21 JIM KARLL,
22 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
23 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
24 TESTIFIED AS FOLLOWS:

25 JUDGE WOODRUFF: What would you like to

1 tell us?

2 MR. KARLL: Well, I'd like to tell you
3 that I've been on the Ameren system for about
4 30, 40 years off and on, and one thing I've
5 noticed is that rates always go up. Okay? On
6 a 15-year section, I was on the rural electric
7 coop, Cuivre River. I didn't see the rate
8 increases there. And to this day now, I still
9 get a rebate for them. They're just as
10 efficient or more efficient than Ameren, but
11 they're there to serve the people. Ameren is
12 there to sell -- to serve the investors.
13 They're the ones who should bear the brunt of
14 this.

15 If they're going to want -- make increases
16 in their system, they have to do that. Why
17 should we have to pay for that? And we've been
18 paying for it for years and years and years and
19 no return on investment. Just like the
20 gentleman says, it keeps going up. They're
21 making money all the time. So that's the brunt
22 that I'm a little upset.

23 But one thing that they're not doing is
24 renewables. I took the opportunity to have
25 solar panels installed. My rates are still

1 going to be the same, but my bills are much
2 lower and will be lower because I'm generating
3 electricity, giving it back to Ameren at .02
4 cents per kilowatt hour. But -- I have an
5 investment in solar panels, but I'm not getting
6 the return that they are.

7 That's all I have to say.

8 JUDGE WOODRUFF: Any questions? Thank
9 you, sir.

10 COMMISSIONER COLEMAN: Thank you, sir.

11 MR. KARLL: Okay.

12 JUDGE WOODRUFF: The next name on the list
13 is Charles H. Smith. Good afternoon, sir.

14 MR. SMITH: Good afternoon.

15 JUDGE WOODRUFF: Please raise your right
16 hand.

17 CHARLES SMITH,
18 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
19 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
20 TESTIFIED AS FOLLOWS:

21 JUDGE WOODRUFF: And you are Charles H.
22 Smith?

23 MR. SMITH: Smith, S-M-I-T-H.

24 JUDGE WOODRUFF: Thank you very much.
25 What would you like to tell us?

1 MR. SMITH: I just simply want to go on
2 the record as being opposed to the rate
3 increase. Over the years as we've shopped for
4 appliances, and we pretty much keep new
5 appliances as we can afford them, I'm 81 on a
6 fixed income that's actually going down, so we
7 have to kind of watch our P's and Q's. And we
8 shop for energy efficient -- they tell me I can
9 expect so much savings per year by buying this
10 energy efficient product, washer and dryer,
11 water heater, whatever it is.

12 We've also went through the CFL bulb
13 fiasco that was supposed to -- buy the bulb
14 that costs a little lit more but lasts years,
15 which never proved, and those were pushed by
16 the electric companies to buy them and use less
17 electricity. So I did that. Well, now we're
18 going through into the LED bulbs which are
19 supposed to be money-saving.

20 So I'm -- I'm seeing that I'm -- the
21 advertisements are telling me that I'm going to
22 be saving some money. I never see that
23 savings. It doesn't go into my pocket. So it
24 looks to me like this savings that I get by
25 buying these energy efficient products that

1 Ameren is recommending we buy, instead of the
2 money that's saved, instead of going in my
3 pocket, it sounds to me like it's going into
4 the stockholders and corporate leaders and that
5 sort of thing.

6 And, now, that's kind of an accusation,
7 but I don't feel any more comfortable after
8 hearing all these explanations here today. So
9 I think the savings that I was promised that I
10 would get for buying these energy efficient
11 products is not going to go in my pocket, but
12 it's going to go back to Ameren. So I'm saving
13 you money on electricity that I use it less
14 that you don't have to generate that should be
15 a savings to you, but I won't see the -- I
16 won't see the return that I was promised. That
17 is it in a nutshell. I just want to stand and
18 go on the record that I'm opposed to a rate
19 increase.

20 JUDGE WOODRUFF: Okay. Thank you, sir.
21 Any questions?

22 COMMISSIONER COLEMAN: Thank you,
23 Mr. Smith.

24 JUDGE WOODRUFF: Thank you. The next name
25 on the list is Debbie Parmer. Debbie Parmer?

1 All right, then. We'll move to Chet Boeke --
2 Boeke.

3 MR. BOEKE: Yeah, here.

4 JUDGE WOODRUFF: Good afternoon. And you
5 are Chet --

6 MR. BOEKE: Boeke?

7 JUDGE WOODRUFF: -- Boeke?

8 MR. BOEKE: Yes.

9 JUDGE WOODRUFF: Can you spell it? Would
10 you spell it for the court reporter?

11 MR. BOEKE: B-O-E-K-E. B, as in boy,
12 O-E-K-E.

13 JUDGE WOODRUFF: Thank you. I need to
14 swear you in. I need to swear you in.

15 CHET BOEKE,
16 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
17 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
18 TESTIFIED AS FOLLOWS:

19 JUDGE WOODRUFF: What would you like to
20 tell us?

21 MR. BOEKE: Pardon?

22 JUDGE WOODRUFF: Go ahead.

23 MR. BOEKE: Well, I don't know where to
24 start. The people have said what they've said,
25 and they've been right about it. We got a five

1 Commission Board, they're appointed by the
2 governor. They get paid probably around
3 \$100,000 a year -- most people don't know
4 that -- that are making decisions on this. And
5 I hope you make the right decision and do the
6 right thing.

7 If you've had any money directly or
8 indirectly given to you as you were senators, I
9 think you need to disclose that and recuse
10 yourself on this because I'm telling you, the
11 people are looking at this. The Post Dispatch
12 is writing a lot of articles about it. I'm
13 surprised they are not here today. And you see
14 all the facts, you know, 7 percent means 8.29
15 and all this kind of stuff. Everything is
16 illusions, and that's the world we live in.

17 I'm asking you-all to do the right thing.
18 There's a lot of people -- you know, one -- one
19 glove doesn't fit all, but there's a lot of
20 people retired such as myself and everything.
21 We don't get any raise. We're -- we're stuck
22 in the middle. Within 50 years from now,
23 everybody is going to be dead in this room and
24 you're going to meet your maker. Probably in
25 50 years, we're all dead. We're gone. The

1 next generation takes over. We always try to
2 make it better for those in the next
3 generation.

4 Ameren doesn't need this money, they want
5 it, and that's the problem. They want more
6 money, always want more money. Greed is
7 corruption and it gets -- it's greed, and
8 that's what Ameren I think has done.

9 I remember back when it used to be Union
10 Electric, then the coop came and AmerenUE and
11 they bought the gas companies, I believe,
12 AmerenUE, no more Union Electric, who was fair.
13 My dad didn't have to holler every year, oh,
14 they're raising it again. 10 percent last
15 year. That should be sufficient. And that's
16 the way you run a business.

17 First of all, you take it out of your own
18 profit, you don't pass it on immediately like
19 they're trying. Ameren wants more money every
20 year. Now it's going to be 18 percent, and the
21 average is 9 percent, which 9 percent is
22 probably 10 percent. We've got an illusion
23 here, guys, going, corruption. And I'm saying
24 it's corruption because they tell you to use
25 less. You buy refrigerators, you buy furnaces

1 and heat pumps and air conditioning, and put in
2 lightbulbs. We're all sitting in half dark
3 rooms. Yeah, they want more savings, so that
4 leaves more -- it doesn't ever give us a break,
5 ever.

6 They need more money again. They want
7 more raises. I was shocked when I seen this
8 8 percent. I thought, well, maybe one year
9 will go by when they got 10 percent in '85.
10 But no, they want more and more and more and
11 more. I'm sorry to say this, but I think
12 Ameren is crooked with their numbers.

13 And I'm saying again, if you-all have
14 taken -- as you ran for senators and stuff over
15 the years, if you've taken sizable amounts of
16 money directly or indirectly, saying, in your
17 past, that is an influence. I don't know if
18 you know this or not, but you may want to vote
19 for this to assure, you know -- I'm sorry to
20 say, but I don't trust you-all, really, as a
21 group. That's all I've got to say.

22 JUDGE WOODRUFF: Thank you, sir. Any
23 questions?

24 COMMISSIONER COLEMAN: Thank you.

25 JUDGE WOODRUFF: Thank you. The next name

1 on the list is Elissa Ornato. Good afternoon,
2 ma'am.

3 MS. ORNATO: Good afternoon.

4 JUDGE WOODRUFF: Could you tell us your
5 name, please?

6 MS. ORNATO: Elissa Ornato.

7 JUDGE WOODRUFF: You better -- you better
8 spell that.

9 MS. ORNATO: O-R-N, as in Nancy, A-T-O.

10 JUDGE WOODRUFF: All right. And Elissa is
11 E-L-I-S-S-A?

12 MS. ORNATO: That's right. Elissa.

13 JUDGE WOODRUFF: Please raise your right
14 hand.

15 ELISSA ORNATO,
16 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
17 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
18 TESTIFIED AS FOLLOWS:

19 JUDGE WOODRUFF: Thank you. What would
20 you like to tell us?

21 MS. ORNATO: I would like to say that,
22 yes, Ameren gets a lot of increases, too often.
23 This time considering the letter they sent with
24 the bill, this is Ameren's own problem and not
25 a problem for homeowners. Okay? They're

1 losing -- they're losing corporate customers.
2 That doesn't mean they can get their money back
3 through homeowners. Okay? Nobody -- no
4 company is guaranteed any income or revenue.
5 Every single company worldwide works to get
6 more business for themselves. They don't
7 constantly go after their own previous
8 customers when they lose another customer.
9 They just go out and find more business.
10 That's just the way businesses work.

11 And what we need here in St. Louis are
12 more corporations. How to get more
13 corporations? Amazon just opened a great big
14 warehouse. I believe it's in Earth City. So
15 we have that, we have other -- we have other
16 businesses moving in, but too many are going
17 out. Monsanto may be taken over and then
18 despite what -- what their new parent company
19 says, that's going to be gone in 10 years.

20 Now, as I brought up in the question
21 session, the big problem here in St. Louis that
22 nobody is talking about and everybody keeps
23 trying to hush it up is the nuclear waste dump
24 and also the toxic waste dump, the landfill --
25 the landfills that we have in Bridgeton.

1 The last I read, they were -- the fire
2 from the toxic landfill was about 1,000 feet or
3 a football stadium distance from the nuclear
4 waste, and there's a possibility that the two
5 come together and then we'll have an explosion
6 that will affect at a minimum and immediately a
7 75-mile radius, okay, where we'll have this
8 nuclear waste fallout. So all of a sudden, the
9 Midwest is going to be known as, you know, the
10 Chernobyl of the United States. Maybe if we're
11 lucky, we'll just be called another Detroit.

12 And you think you're going to be able to
13 attract any more companies here for Ameren or
14 for St. Louis' economy? You won't. But nobody
15 is -- everybody is sitting -- all the
16 politicians are sitting there believing that
17 they have a scapegoat in the EPA because they
18 claim the EPA is not doing anything about this
19 potential fire/explosion. Okay? They need to
20 do something about that because we've been on
21 60 Minutes, all right, and we've been on
22 national -- on nightly news, national news.

23 And St. Louis is doing nothing about this.
24 They think we're going to dig down 200 or
25 300 feet to build a wall. As soon as you open

1 that up and emit more oxygen, the fire is going
2 to go crazy, so -- nobody mentions that. I'm
3 not even a scientist, geologist, or whatever.
4 Okay?

5 They need to contact the team -- it's the
6 only one I can think of, is the team that put
7 out the great oil field fires in the 1990s
8 during the Iran/Iraq war. Okay? Everybody
9 needs to start contacting them, get that fire
10 put out. When that fire is put out, I
11 guarantee you there will be another 60 Minute
12 program saying what wonderful work St. Louis
13 did. They got rid of this -- this terrible
14 situation, and then with that information
15 you'll be able to attract more businesses.

16 Because I'll tell you, if I was a
17 corporate CEO, I would research a company (sic)
18 before I'd consider moving there. And if you
19 think they don't know all about this fire and
20 that nobody is doing anything, believe me they
21 do, and they're not going to come here. It's
22 the ones who don't bother to research it that
23 come here. And Amazon, well, they don't care.
24 All they've got is products there and a few
25 employees, maybe as many as a hundred. I'm not

1 sure on the facts.

2 But anyway, Ameren should not be coming to
3 homeowners to fix a corporate problem when
4 corporations leave. Okay? It's just not
5 right. And if they can't manage their business
6 so that they have sufficient revenue for
7 themselves, maybe they should be a non-profit
8 public utility and then they only have to worry
9 about expenses and income and not profit.

10 Thank you.

11 JUDGE WOODRUFF: Any questions? Thank
12 you.

13 COMMISSIONER COLEMAN: Thank you.

14 JUDGE WOODRUFF: The next name is Adrienne
15 Swiener. Did I get your name right?

16 MS. SWIENER: No.

17 JUDGE WOODRUFF: Okay. I'm sorry about
18 that.

19 MS. SWIENER: It's Adrienne Swiener.

20 JUDGE WOODRUFF: All right. Could you
21 spell the names for us?

22 MS. SWIENER: First name?

23 JUDGE WOODRUFF: Yes. Both.

24 MS. SWIENER: A-D-R-I-A-N-N-E. Last name
25 Swiener, S, as in Sam, W-I-E-N-E-R.

1 JUDGE WOODRUFF: All right. Thank you
2 very much. Please raise your right hand.

3 MS. SWIENER: I can't raise my right hand,
4 but I can affirm.

5 JUDGE WOODRUFF: All right. I'll the ask
6 question and you can affirm.

7 ADRIANNE SWIENER,
8 OF LAWFUL AGE, HAVING AFFIRMED TO TELL THE TRUTH,
9 THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
10 TESTIFIED AS FOLLOWS:

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

13 MS. SWIENER: Listening to everybody, it
14 looks like they've covered a lot of things that
15 I had a problem with. One of the biggest
16 problems that I've noticed -- because I come
17 from the City of St. Louis. I've had UE for a
18 long time. First of all, they're the only game
19 in town, and we're asking you as a Commission
20 to realize that. And they -- they used to be
21 able -- you used to be able to talk to managers
22 if you had problems and now you have to call
23 the call center and you get the supervisory
24 staff and nobody else bothers with you.

25 It used to be -- I guess I've lived here

1 too long -- that there used to be customer
2 service. There is no customer service at UE.
3 There is policies that -- it's just as if
4 you've got a problem, they're reading it from a
5 book. The top level you can get to is a
6 supervisor. You used to be able to talk to --
7 I used to be able to talk to -- I think her
8 name is Janie or something like that, who used
9 to be to be the president's secretary many,
10 many years ago when I had difficulties, and she
11 got me to the right person. Because I think we
12 all understand that supervisory people still
13 have a limit as to what they can do when there
14 is an exception to the rule.

15 And Ameren in the past I would say couple
16 of years has taken on the policy of one size
17 is -- as the other man said, one glove fits
18 all, one size fits all, and that's not true.
19 People have different incomes and with the same
20 incomes, they have different problems and such
21 that occur and need the help to speak to some
22 supervisory people who can make changes.

23 Now, they made such a change for me in
24 March verbally. They no longer do it in
25 writing because then it's a legal thing, and

1 this way they can hide behind their verbal
2 business. And they reneged. I followed their
3 procedure that they set for me to follow and
4 they reneged on it, and I've been fighting them
5 ever since then.

6 And so that's one of the problems is one
7 size fits all, and you just don't have it
8 solved. It just continues on and on and on.
9 And of course they have the right to put on the
10 penalties. Now, I remember when they got the
11 penalties to put on. That was way, way back I
12 believe in the '60s and they started claiming
13 when people don't pay their bills that they can
14 add on like the credit card companies do.

15 Well, they're not credit card people. Now
16 they don't even collect money here in
17 St. Louis. It has to go to a place someplace
18 in Chicago. And you can't even go down there
19 anymore. I've talked with people. I said,
20 look, I'll come down and talk with you in
21 person, I'll show you what I have. You show me
22 the printouts and such, and I'll show you where
23 you made your mistake. And they did send me a
24 sort of a -- but it's not a complete ledger
25 sheet where you can read -- you know, see

1 everything.

2 So they sent me bits and pieces, and the
3 bits and pieces, it's just like you're talking
4 to a computer. They're reading it off the
5 computer and that's it. Now, their accounting
6 department would have something different
7 because it would be in a ledger form with
8 everything on there and they don't feel that
9 most of us are smart enough to understand it,
10 and that's unfortunate, because I do.

11 In any event, as far as raising, I looked
12 at some of my old, old bills from back about
13 10, 15 -- about 10 years ago, and I believe the
14 base rate at that time was \$5. That means if
15 you don't use anything and you just hooked up,
16 you'll owe five bucks. It's gone up to 19
17 last year. I just wonder, are they asking for
18 a raise on their base as well? That means, you
19 know, is that going to be part of it? We'll
20 start with we'll raise the base and go on. I
21 believe they did that to cover Taum Sauk.

22 It just -- if you watch your bills real
23 close as much as they'll tell you, you can see
24 the weird raises that are going on here. I
25 don't think they need that much money. I know

1 I'm not getting any younger either. I'm on a
2 limited income from Social Security, and so
3 that's one of them.

4 They're also -- again, they are a
5 monopoly. You can't get your electricity from
6 somebody else. And if they won't work with you
7 and they renege when they do make these verbal
8 comments, where -- where do you stand?

9 Now, I have had to call the Commission
10 several times within my lifetime that I've had
11 as an adult had to get some help to have them
12 stay with what they promise. And last year, it
13 was like talking to UE, quite frankly. I
14 wasted my time calling.

15 I used to talk with Sheila Lumpe
16 personally. She was on the Commission. And at
17 that time, it was really a customer-based
18 commission. I'm not trying to tell UE they
19 can't make a profit, that they have to go out
20 of business, but they -- they have to consider
21 and they must -- if they won't do it on their
22 own, then the Commission or whoever is going to
23 give them the push or the yes or no, has to let
24 them know that they have to comply with what
25 they say.

1 And, for example, Laclede Gas, I've never
2 had any trouble with them. If there was any
3 problem, I would call them back. They, too,
4 unfortunately, last year started a policy of
5 one size fits all, and you can't talk to
6 anybody beyond the supervisory who do not have
7 the authority to go beyond anything special
8 that needs attention.

9 But they -- I don't know if it was a
10 reduction from -- the Commission suggested to
11 them, but my bill was \$75 and they reduced it
12 to 55. I don't know if they got a break in
13 their money or whatever. There are
14 stockholders for UE. You know, it would be
15 great if we could all be stockholders and make
16 all kinds of great money, but I can't afford to
17 buy stock and I don't think it should be on my
18 back either, taken out of my Social Security
19 check because it's -- it's thievery.

20 And bonuses to the execs? Let them cut
21 back there a little bit if it's just too, too
22 high, you know. It just -- I'm not getting a
23 big raise. And actually, it's really here you
24 go and we'll take it out over on this end real
25 quick.

1 The biggest thing is the base pay, the
2 base they start with. They also came out --
3 you know, you try everything. You make sure
4 your appliances are up to date and you try not
5 to use them all the time. And I normally don't
6 use a lot of lights. I turn them off when I
7 leave a room. I turn them back on. It's
8 amazing -- look, light, it's wonderful -- that
9 you can do that. And if you -- my children
10 also do the same thing in their homes. That's
11 how they were taught to do, to be conservative.
12 And I don't have expensive appliances or broken
13 down appliances that would cause things to
14 spike, you know.

15 I actually had the meter changed. The
16 house hadn't had -- according to them, it
17 hadn't changed since it was built in 1970. So
18 two years ago they came in and changed the
19 meter. It's a plug in. It pops in and -- you
20 pop the old one out and pop the new one in.
21 And I was out there, because I wanted to see
22 what was going on, and the guy put in one of
23 the rustiest things that I had ever seen. The
24 area where it goes in, I don't know what it's
25 called, I don't know the technical stuff, but

1 where the prongs go in were rusty also. And I
2 said, don't you clean it up? He said, we don't
3 have time to do that. Okay. Does that cost
4 more? Does that -- you know, does that take
5 more money? Because, you know, I'd like
6 that -- I try everything I can to keep it down.

7 I can't afford solar as some of the others
8 have put in and -- I can't afford solar. I
9 can't afford a generator. I think the City of
10 O'Fallon and the unincorporated area which I
11 live is surrounded by O'Fallon, they put in the
12 underground cables, which has really helped.

13 What has UE done as far as their
14 infrastructure? I mean, you read -- every time
15 poor Maryland Heights, if there's a storm close
16 by, boom, all of a sudden their electricity is
17 out. Very seldom is it out in O'Fallon. It
18 might click on and click off, but even in the
19 raging storms, we've been very fortunate. And
20 I guess it's due to the cables under the ground
21 as opposed to riding on the poles and such.

22 Ameren UE doesn't seem to really do a lot
23 of infrastructure, so what do they need their
24 money for? Bonuses? Raises? Why? What great
25 stuff have they done? I've seen nothing. They

1 hide from other consumers who need help. And I
2 was listening to all these people that talked
3 today, and a lot of them -- the first one
4 started off with the third raise in a short
5 time. Could it have been that they raised the
6 base and that's what starts it or the cost?
7 I'm very much --

8 COMMISSIONER COLEMAN: It's past --

9 JUDGE WOODRUFF: If you could wrap up your
10 thoughts.

11 THE WITNESS: I'm sorry?

12 JUDGE WOODRUFF: I'm sorry. You're out of
13 time. If you just want to wrap up your
14 thoughts.

15 MS. SWIENER: Okay. Thank you.

16 JUDGE WOODRUFF: Okay. Any other
17 questions?

18 COMMISSIONER RUPP: No.

19 JUDGE WOODRUFF: Thank you.

20 COMMISSIONER COLEMAN: Thank you.

21 JUDGE WOODRUFF: All right. That was the
22 last name on the list. Is there anyone else
23 here who would like to testify? Yes, ma'am.
24 Come on up. Tell us your name, please.

25 MS. WHITWORTH: Jacqueline Whitworth.

1 JUDGE WOODRUFF: Could you spell your last
2 name, please?

3 MS. WHITWORTH: W-H-I-T-W-O-R-T-H.

4 JUDGE WOODRUFF: Okay. All right. What
5 would you like to tell us? Oh, I need to swear
6 you in first.

7 JACQUELINE WHITWORTH,
8 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
9 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
10 TESTIFIED AS FOLLOWS:

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

13 MS. WHITWORTH: I do not intend to testify
14 today, but I have been moved by the comments
15 I've heard from other people. What I've heard
16 is a lot of pain, and I think it's
17 understandable, because many of the people who
18 have testified here today or had questions are
19 expressing their pain and their anger at what
20 they perceive to be corporate greed. When you
21 have a service offered to the public, a
22 necessary service -- how many of us can live
23 comfortably today without the use of
24 electricity -- and you have a monopoly on that
25 service and you repeatedly come to your

1 customers asking for a rate increase, how are
2 people supposed to feel about that?

3 When they see executives making exorbitant
4 salaries perhaps because of a lack of oversight
5 or -- I don't know how to explain it -- a
6 disaster such as the Taum Sauk disaster a few
7 years ago, I would think that those high-paid
8 executives would have been on top of a
9 situation to prevent that from ever happening
10 and the disaster that occurred following the
11 rupture that occurred of that lake or dam or
12 whatever it was.

13 So I just want to go on record as
14 expressing my displeasure in your requesting
15 another repeated rate increase. This is at
16 least the third hearing I have been to in
17 recent years, and unfortunately every time I
18 leave the hearing thinking -- all of these
19 people expressing their displeasure, and I
20 leave with a feeling that it's already a done
21 deal, that their pain and their anger fell on
22 deaf ears.

23 And I sincerely hope that that is not the
24 case today. Thank you for listening to my
25 comments.

1 JUDGE WOODRUFF: Thank you.

2 COMMISSIONER COLEMAN: Thank you.

3 JUDGE WOODRUFF: Anyone else wish to
4 testify? Yes, ma'am.

5 MS. HIBBELER: Yes, sir. My name is
6 Cheryl Hibbeler, H-I-B-B-E-L-E-R.

7 JUDGE WOODRUFF: Cheryl, with a C?

8 MS. HIBBELER: C-H, uh-huh.

9 JUDGE WOODRUFF: All right. Raise your
10 right hand.

11 CHERYL HIBBELER,
12 OF LAWFUL AGE, HAVING BEEN DULY SWORN TO TELL THE
13 TRUTH, THE WHOLE TRUTH, AND NOTHING BUT THE TRUTH,
14 TESTIFIED AS FOLLOWS:

15 MS. HIBBELER: Everyone has been saying
16 the same thing that I might have wanted to have
17 say, but the only thing different I'd like to
18 point out is I really do believe that Ameren
19 has produced facts, figures, and information
20 and data that looks like it supports their
21 request for that amount of money, but, on the
22 other hand, I think our Office of Public
23 Counsel has done their due diligence and
24 presented evidence otherwise. It seems like it
25 may boil down to just the interpretation, which

1 is what you -- you are here for, to make that
2 final decision. But it seems like as the
3 record goes, the Office of Public Counsel and
4 the people that they speak for seem to get
5 their side chosen less often than the data
6 that's produced by Ameren on these various rate
7 increases.

8 So I'm just expressing my opinion that
9 sometimes we should lean more favorably towards
10 the citizen when it's a matter of
11 interpretation and you can't get every single
12 fact and data completely straight. Okay?
13 Thank you.

14 JUDGE WOODRUFF: Okay.

15 COMMISSIONER COLEMAN: Thank you.

16 JUDGE WOODRUFF: Anyone else wish to
17 testify, as the train goes by? All right. I
18 don't see any other hands going up out there.
19 So the next step in the process for the
20 Commission is we will have an evidentiary
21 hearing for three weeks at the end of February
22 and the first two weeks of March, at which time
23 we'll take evidence from all the parties and we
24 eventually will write a multi-page decision to
25 explain exactly what -- how the Commission is

1 deciding the case. The decision will come out
2 in late April and new rates -- assuming that
3 the Commission approves new rates -- will be
4 effective at the end of May.

5 With that, then, we are adjourned. Thank
6 you.

7 (Meeting adjourned at 2:01 p.m.)

8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

	I N D E X	
2	WITNESS:	PAGE
3	Elizabeth Townsend	7
4	Norman Krutzman	9
5	Terry Lancia	21
6	Raymond Murphey	24
7	John Hartog	27
8	Jim Karll	31
9	Charles Smith	33
10	Chet Boeke	36
11	Elissa Ornato	40
12	Adrienne Swiener	45
13	Jacqueline Whitworth	54
14	Cheryl Hibbeler	56

15
16
17
18
19
20
21
22
23
24
25

EXHIBITS

(No exhibits marked.)

HEARING 1/24/2017

A	31:22 33:18 36:16 40:16 44:24 44:24 45:8 54:8 56:12 ago 8:14 16:6 46:10 48:13 51:18 55:7 agrees 25:9 ahead 36:22 air 39:1 Aluminum 11:10 amazing 51:8 Amazon 41:13 43:23 Ameren 1:12 3:16 6:5,6 11:15 16:15 17:22 20:4 24:15,18,24 25:6,19,25 26:7 28:22 30:4,24 32:3 32:10,11 33:3 35:1,12 38:4,8 38:19 39:12 40:22 42:13 44:2 46:15 52:22 56:18 57:6 Ameren's 40:24 AmerenUE 2:2 38:10,12 amount 25:20 56:21 amounts 39:15 anger 54:19 55:21 Ann 1:23 2:21 60:8,20 answer 3:23 8:5 9:23 22:9,9 26:4 anybody 5:13 6:22 17:1 26:13 50:6 anymore 12:14	47:19 anyway 44:2 apiece 18:9 appearance 6:4 Appearing 6:6 appears 25:11 25:17 26:2,11 Applause 23:19 26:22 appliances 34:4 34:5 51:4,12 51:13 application 14:1 appointed 37:1 appreciate 3:17 31:6 approval 26:6 approved 25:12 approves 58:3 April 58:2 arc 17:9,18 area 4:19 51:24 52:10 articles 37:12 arts 20:20 asked 26:3 asking 7:24 25:6 37:17 45:19 48:17 55:1 asks 25:20 aspect 29:13 assistance 20:6 assuming 58:2 assure 39:19 attention 3:5 50:8 attorneys 6:3,22 attract 42:13 43:15 audience 5:13 authority 50:7 available 20:6 Avenue 2:3 6:8 average 10:24 26:6 38:21	B	B 36:11 B-O-E-K-E 36:11 back 5:3 12:16 12:21,22,24 17:23,24 19:6 29:15 33:3 35:12 38:9 41:2 47:11 48:12 50:3,18 50:21 51:7 bad 25:12 26:15 base 48:14,18,20 51:1,2 53:6 Based 11:24 basement 10:11 basically 3:24 15:8 18:1 basis 13:5 bear 32:13 becoming 23:2 bed 28:9,10 beef 30:25 beginning 4:13 6:5 believe 4:14 12:14 38:11 41:14 43:20 47:12 48:13,21 56:18 believing 12:1 42:16 benefit 24:2 better 23:17 38:2 40:7,7 beyond 50:6,7 bid 13:7 big 15:3 28:14 41:13,21 50:23 bigger 13:8 biggest 45:15 51:1 bill 7:20 8:12,15 40:24 50:11 bills 10:25 11:3 14:12 23:10 29:17 33:1	47:13 48:12,22 bit 15:7 16:19 50:21 bits 48:2,3 blips 16:25 Board 37:1 boats 12:20 Boeke 36:1,2,3,6 36:6,7,8,11,15 36:21,23 59:10 boil 56:25 bonuses 50:20 52:24 book 46:5 boom 52:16 boss 28:25 bother 43:22 bothers 45:24 bought 38:11 Box 2:4,12 boy 20:19 36:11 break 12:19 13:17,20 39:4 50:12 breaker 10:12 16:23,24 breakers 16:10 17:10,23 18:7 18:17 breathing 10:19 19:20 Bridgeton 41:25 bring 12:19,20 12:22 16:2 22:18 broken 51:12 brought 9:22 23:9 41:20 brunt 32:13,21 bucks 19:9,11 29:3 48:16 build 42:25 built 12:10 51:17 bulb 34:12,13 bulbs 27:24 34:18
----------	--	---	----------	---	--

HEARING 1/24/2017

<p>bunch 27:15 30:13 business 6:8 11:11 23:16 38:16 41:6,9 44:5 47:2 49:20 businesses 41:10 41:16 43:15 buy 34:13,16 35:1 38:25,25 50:17 buying 29:2 34:9,25 35:10</p> <hr/> <p style="text-align: center;">C</p> <p>C 2:1 3:1 56:7 C-H 56:8 cables 52:12,20 call 5:9,15,22,22 5:25 6:23 16:8 16:15,15,18 17:25 19:3,7,9 19:10 23:3 45:22,23 49:9 50:3 Callaway 12:9 called 17:21 42:11 51:25 calling 49:14 caption 60:12 card 47:14,15 care 6:1 43:23 case 3:16 4:6,16 25:3 55:24 58:1 catches 16:25 cause 16:20 51:13 causes 17:9 cave 28:7 CCR 1:23 60:20 center 45:23 cents 33:4 CEO 43:17 certain 25:20 certificate 13:24</p>	<p>60:1 Certified 60:8 certify 60:10 CFL 34:12 chain 17:4 challenge 31:15 chance 5:11,19 13:19 change 11:2 29:19,20 46:23 changed 29:6 51:15,17,18 changes 46:22 channels 15:9 15:10 charge 8:4,10 12:21,22 Charles 12:3 33:13,17,21 59:9 cheap 23:12 check 11:4 14:12 21:5 50:19 Chernobyl 42:10 Cheryl 56:6,7 56:11 59:14 Chet 36:1,5,15 59:10 Chevrolet 17:14 Chicago 47:18 CHIEF 1:17 children 51:9 chosen 57:5 Chouteau 2:3 6:8 circuit 16:24,24 16:25 18:6 citizen 57:10 City 2:8,12 4:9 6:19 10:14 11:12 41:14 45:17 52:9 claim 42:18 claiming 47:12 class 23:1,1</p>	<p>clean 52:2 clear 20:9 click 52:18,18 close 48:23 52:15 coal 12:23 coal-fired 12:23 Coleman 1:18 3:10,22 9:4 15:17 19:16,18 19:19,23 20:2 20:11,15,18 21:3,7 26:21 companies 13:7 13:9,16 14:14 34:16 38:11 42:13 47:14 company 1:12 4:18 27:17 30:7 41:4,5,18 43:17 complete 47:24 completely 57:12 comply 49:24 computer 17:13 48:4,5 concerns 3:19 conditioning 39:1 conduct 4:21 conflicts 11:5 consequently 11:17 conservative 51:11 consider 21:2 43:18 49:20 consideration 11:9 considered 3:24 considering 40:23 constant 10:5,16 constantly 10:7</p>	<p>Commissioner 3:9,10,13,22 3:22 5:5 9:2,4 15:17 19:16,18 19:19,23 20:2 20:11,15,18 21:3,7 26:21 31:4 33:10 35:22 39:24 44:13 53:8,18 53:20 56:2 57:15 commissioners 1:19 3:8,8 4:23 community 4:19 companies 13:7 13:9,16 14:14 34:16 38:11 42:13 47:14 company 1:12 4:18 27:17 30:7 41:4,5,18 43:17 complete 47:24 completely 57:12 comply 49:24 computer 17:13 48:4,5 concerns 3:19 conditioning 39:1 conduct 4:21 conflicts 11:5 consequently 11:17 conservative 51:11 consider 21:2 43:18 49:20 consideration 11:9 considered 3:24 considering 40:23 constant 10:5,16 constantly 10:7</p>	<p>15:11 41:7 construction 12:2 20:23 consumers 53:1 contact 43:5 contacting 43:9 continue 8:22 continues 47:8 contractor 16:16,18 19:7 conversation 5:21 coop 32:7 38:10 cord 10:10 corporate 35:4 41:1 43:17 44:3 54:20 corporations 41:12,13 44:4 correct 23:25 24:25 correctly 25:3 corruption 38:7 38:23,24 cost 18:8,9 52:3 53:6 cost-plus 13:5 costs 8:1 10:20 16:19 34:14 counsel 2:6,7 6:16,18 56:23 57:3 count 10:6 County 12:3,3,4 12:10 60:5 couple 15:8 46:15 course 47:9 court 2:20 4:25 6:15 7:11 9:17 21:16 24:2 27:5 36:10 60:8 cover 48:21 covered 45:14 cranes 12:20 crazy 43:2</p>
---	---	--	--	--

<p>credit 47:14,15 crisis 12:17 crooked 39:12 cross-examined 4:12 Cuivre 32:7 customer 4:18 41:8 46:1,2 customer-based 49:17 customers 41:1 41:8 55:1 cut 50:20</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>D 3:1 59:1 d/b/a 1:12 dad 30:4 38:13 daisy 17:4 dam 55:11 dark 39:2 darn 24:24 data 56:20 57:5 57:12 date 11:5,6 51:4 day 8:18 32:8 daylight 28:7,8 daytime 22:16 dead 15:13 37:23,25 deaf 55:22 deal 55:21 Debbie 35:25,25 decide 25:14 deciding 58:1 decision 4:1 37:5 57:2,24 58:1 decisions 37:4 decreased 28:4 demand 28:21 29:1 department 48:6 desire 28:24 despite 41:18 destroying</p>	<p>12:13 details 15:25 determining 6:2 Detroit 42:11 die 28:1 different 12:22 27:18 30:7 46:19,20 48:6 56:17 difficulties 46:10 dig 42:24 diligence 56:23 dinner 28:10 directly 37:7 39:16 disaster 55:6,6 55:10 disclose 37:9 Dispatch 37:11 displeasure 55:14,19 disrespect 4:5 distance 42:3 dividend 26:18 dividends 24:17 24:18,19 26:13 doing 13:19 18:4 18:13 19:10 26:14 27:1 32:23 42:18,23 43:20 dominate 5:21 doughnut 23:3 downstream 17:8 drives 11:11 dryer 34:10 due 11:5,6 52:20 56:23 DULY 7:4 9:9 21:25 24:8 27:10 31:22 33:18 36:16 40:16 54:8 56:12 dump 41:23,24</p>	<p style="text-align: center;">E</p> <hr/> <p>E 2:1,1 3:1,1 59:1 E-L-I-S-S-A 40:11 E-Y 24:4 earning 25:1 ears 55:22 Earth 41:14 economy 42:14 educate 19:1 education 14:2 19:3 effective 58:4 efficient 8:10 32:10,10 34:8 34:10,25 35:10 eight 7:23 18:21 20:14 either 20:7 49:1 50:18 electric 1:11,13 7:20 8:12,13 8:15 10:21,21 11:16 13:8 27:17 29:11 32:6 34:16 38:10,12 electricity 14:23 16:12 33:3 34:17 35:13 49:5 52:16 54:24 Eleventh 2:22 Eli 9:14 Elissa 40:1,6,10 40:12,15 59:11 Elizabeth 6:24 7:3,7 59:3 emit 43:1 employees 43:25 encourage 5:17 ended 15:6 energy 8:4,9 34:8,10,25 35:10 entered 4:11</p>	<p>entrance 15:23 entries 6:4 EPA 42:17,18 equity 25:8 ER-2016-0179 1:12 especially 8:1 16:19 Esq 2:3,7,11 establish 14:15 established 13:10 evening 10:20 event 48:11 eventually 57:24 everybody 3:14 5:19 11:19 25:21 30:18 37:23 41:22 42:15 43:8 45:13 evidence 4:7,10 56:24 57:23 evidentiary 57:20 exactly 20:13 57:25 example 50:1 exception 46:14 excessive 8:21 Excuse 21:19 execs 50:20 executives 55:3 55:8 exhibits 59:18 59:20 existence 13:23 29:4 exorbitant 55:3 expect 34:9 expenses 44:9 expensive 51:12 explain 55:5 57:25 explanations 35:8 explosion 42:5</p>	<p>expressing 54:19 55:14,19 57:8</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>F 2:3 fabulous 7:17 fact 57:12 facts 37:14 44:1 56:19 fair 38:12 fall 8:17 fallout 42:8 far 23:8 48:11 52:13 fault 16:10,23 favorably 57:9 February 57:21 federal 13:24 feel 7:25 8:23 23:4 27:21 28:18 35:7 48:8 55:2 feeling 55:20 feels 28:19 fees 8:22 feet 42:2,25 fell 55:21 fellow 3:22 Ferguson 13:22 14:3 fiasco 34:13 field 12:2 43:7 fight 15:3 fighting 47:4 figure 15:6 figures 56:19 File 1:12 fill 13:25 final 57:2 Finally 17:25 find 16:9 18:14 41:9 fine 29:18 fire 17:2 42:1 43:1,9,10,19 fire/explosion</p>
--	---	--	---	--

HEARING 1/24/2017

42:19 fires 43:7 first 5:25 6:23 13:3,12 16:14 17:16 22:5 24:13 38:17 44:22 45:18 53:3 54:6 57:22 fit 22:24 23:3 37:19 fits 46:17,18 47:7 50:5 five 3:8 5:18 25:9 36:25 48:16 fix 44:3 fixed 22:19 34:6 flat 12:19 folks 13:16,19 follow 47:3 followed 47:2 following 55:10 FOLLOWS 7:6 9:11 22:2 24:10 27:12 31:24 33:20 36:18 40:18 45:10 54:10 56:14 football 42:3 form 48:7 former 11:15 forth 26:9 60:12 60:16 fortunate 52:19 fought 29:10 four 12:5 14:18 14:21 16:12 28:13 frankly 24:23 49:13 fraudulent 12:25 20:25 freeze 22:17 friends 22:17 frog 21:19	front 16:1 frustrated 30:2 frustrates 29:14 29:21 Fuel 8:9 fully 60:15 funny 11:4 furnaces 38:25 <hr/> G <hr/> G 3:1 game 45:18 gas 38:11 50:1 generate 35:14 generating 33:2 generation 38:1 38:3 generator 10:8 10:10 52:9 generators 12:16,16 gentleman 22:20 32:20 Geoffrey 2:3 6:7 geologist 43:3 getting 24:22 28:3 33:5 49:1 50:22 give 3:18 5:23 10:3 13:16,18 15:25 25:25 26:15 29:3 39:4 49:23 given 37:8 gives 25:20 giving 25:2 33:3 glitch 19:13 glove 37:19 46:17 go 8:8 10:2 17:17,19 18:7 18:14,18,22 20:19 23:6 25:14 28:9,10 29:23 32:5 34:1,23 35:11 35:12,18 36:22	39:9 41:7,9 43:2 47:17,18 48:20 49:19 50:7,24 52:1 55:13 goal 28:6 God 17:14 goes 11:14 13:7 16:12 23:9 51:24 57:3,17 going 9:24 11:10 12:8,17,24 13:6,11 14:12 16:14,14,15 17:10,11,16,17 17:19,19 18:3 18:18,21 22:10 26:16,17 27:24 28:12 29:3,10 30:1,8,11,13 30:22 32:15,20 33:1 34:6,18 34:21 35:2,3 35:11,12 37:23 37:24 38:20,23 41:16,19 42:9 42:12,24 43:1 43:21 48:19,24 49:22 51:22 57:18 good 3:13,17 4:19 6:24,25 9:6 22:8,16 23:21 24:24 26:13,24,25 27:1 33:13,14 36:4 40:1,3 government 23:14 governor 37:2 graduated 14:2 14:4 30:5 Grammer 2:3 6:6,7 grandkids 24:16 24:20 26:17 grandkids'	26:13 great 3:16 27:16 28:4 41:13 43:7 50:15,16 52:24 greed 38:6,7 54:20 grid 8:4 ground 52:20 group 39:21 guarantee 13:8 24:24 43:11 guaranteed 11:16 41:4 guess 17:25 45:25 52:20 guessing 25:10 guy 18:6 51:22 guys 29:9 38:23 <hr/> H <hr/> H 33:13,21 H-A-R-T-O-G 27:6 H-I-B-B-E-L-... 56:6 half 39:2 hand 5:15 7:2 9:7 21:23 22:22 24:6,20 27:8 31:18 33:16 40:14 45:2,3 56:10 56:22 hands 57:18 happen 12:9 happening 55:9 happens 17:18 hard 11:25 22:23 23:2 Hartog 26:24,25 27:2,3,6,9,15 31:3,5 59:7 hate 14:18,20 21:20,21 hear 4:15 5:2 30:13	heard 11:25 19:19 54:15,15 hearing 1:7 3:3 3:15 4:8 35:8 55:16,18 57:21 hearings 4:9 heat 14:23 39:1 heater 34:11 heck 26:16 Heights 10:7 52:15 held 30:6 hell 14:24 Hello 21:10,11 23:22 help 8:24 20:7 23:4,7 46:21 49:11 53:1 helped 52:12 hereof 60:12 hey 28:25 Hibbeler 56:5,6 56:8,11,15 59:14 hide 47:1 53:1 high 13:22 14:1 14:3 22:25 25:14 29:17 50:22 high-paid 55:7 higher 26:15,18 highlight 23:11 hole 23:4 holler 38:13 home 16:21 18:16 21:4 28:9 home's 18:5 homeowners 40:25 41:3 44:3 homes 51:10 hooked 48:15 hookup 10:9 hoops 23:6 hope 37:5 55:23 hour 33:4
--	---	---	---	--

HEARING 1/24/2017

<p>house 8:18 10:22 14:21 18:3,21 22:15 27:19,22 28:2 28:6 29:7,16 51:16 household 23:16 28:13 houses 16:12 17:6,7 hundred 19:9 43:25 hush 41:23</p> <hr/> <p style="text-align: center;">I</p> <p>ice 7:17 ideas 3:19 illusion 38:22 illusions 37:16 immediately 38:18 42:6 important 4:14 impression 19:24 income 8:11 10:17 22:24,25 34:6 41:4 44:9 49:2 incomes 22:20 46:19,20 increase 1:12 8:11,22 22:21 25:5,7,7,11,16 25:19,22 26:12 34:3 35:19 55:1,15 increases 7:23 15:12 32:8,15 40:22 57:7 indirectly 37:8 39:16 individual 18:5 influence 39:17 information 6:14 29:9 43:14 56:19 infrastructure</p>	<p>52:14,23 inherit 28:1 inherited 27:19 installed 32:25 insulted 18:2 intelligent 22:12 intend 54:13 interested 4:21 interesting 22:12 Internet 10:3 interpretation 56:25 57:11 investment 8:10 11:17 32:19 33:5 investors 32:12 Iran/Iraq 43:8 Island 12:14 issue 7:18 issues 9:22</p> <hr/> <p style="text-align: center;">J</p> <p>J 1:18 Jacqueline 53:25 54:7 59:13 Janie 46:8 January 1:8 27:22 Jeff 4:9 Jefferson 2:8,12 6:19 11:12 12:3 Jim 31:8,21 59:8 job 7:17 13:21 14:6 30:6 jobs 13:2 14:20 John 26:24 27:2 27:9 59:7 joke 30:12 judge 1:17 3:4 3:24 5:4,5 6:10 6:16,20 7:1,7 7:10,13 8:25 9:3,5,12,16,19 15:16,18,21</p>	<p>16:4,17 19:15 19:18 21:9,12 21:15,18,22 22:3 23:20,23 24:1,5,11 26:20,23 27:1 27:4,7,13 31:1 31:7,10,13,17 31:20,25 33:8 33:12,15,21,24 35:20,24 36:4 36:7,9,13,19 36:22 39:22,25 40:4,7,10,13 40:19 44:11,14 44:17,20,23 45:1,5,11 53:9 53:12,16,19,21 54:1,4,11 56:1 56:3,7,9 57:14 57:16 Julie 1:23 2:21 60:8,20 jump 23:6</p> <hr/> <p style="text-align: center;">K</p> <p>K 31:12 K-A-R-L-L 31:19 K-R-U-T-Z-... 9:18 Karll 31:9,9,10 31:11,16,19,21 32:2 33:11 59:8 keep 5:17,17 8:18,22 10:24 15:1 20:21,22 22:15 28:3 34:4 52:6 keeps 32:20 41:22 kept 27:19 kicked 14:6 kids 26:12 killing 10:12 kilowatt 27:20</p>	<p>33:4 kilowatts 27:22 27:23 28:5,12 28:14,16 kind 16:25 28:5 30:12 31:14,14 34:7 35:6 37:15 kinds 50:16 knocks 18:24 know 3:21 4:17 8:5 11:11,15 11:24 12:8 14:10 16:5,10 16:13 17:11,13 17:22 18:2,8 18:11 19:5,6 23:11 24:23 26:9,17 29:14 29:20 30:3,5 30:12,15,16,17 30:25 36:23 37:3,14,18 39:17,18,19 42:9 43:19 47:25 48:19,25 49:24 50:9,12 50:14,22 51:3 51:14,24,25 52:4,5 55:5 knowledge 18:13 19:5 known 13:3 26:6 42:9 knows 17:14 25:21 Krutzman 9:6,8 9:13,14,15,16 9:18,21 15:19 15:20 16:2,5 16:18 19:22 20:1,9,12,17 20:20 21:6 59:4</p> <hr/> <p style="text-align: center;">L</p> <p>L 1:17</p>	<p>L-A-N-C-I-A 21:17 lack 18:13 55:4 Laclede 50:1 lake 55:11 Lancia 21:10,10 21:11,14,14,15 21:17,19,24 22:5 59:5 Lancing 21:13 landfill 41:24 42:2 landfills 41:25 lasts 34:14 late 58:2 laugh 29:4 LAW 1:17 LAWFUL 7:4 9:9 21:25 24:8 27:10 31:22 33:18 36:16 40:16 45:8 54:8 56:12 leaders 35:4 lean 57:9 leave 44:4 51:7 55:18,20 leaves 39:4 LED 34:18 ledger 47:24 48:7 left 3:9 legal 46:25 legislature 8:7 Let's 25:6 letter 28:17,17 29:24 40:23 letters 28:3 30:18,20,21 level 46:5 lifetime 49:10 light 14:23 51:8 lightbulbs 10:24 39:2 lights 28:8 51:6 limit 46:13 limited 10:17</p>
--	---	---	--	--

HEARING 1/24/2017

49:2	26:16 29:8,12	Maryland 10:7	34:22 35:2,13	nature 4:20
line 10:14 15:24	30:23 37:12,18	52:15	37:7 38:4,6,6	near 12:15
17:6 19:13	37:19 40:22	matter 1:11	38:19 39:6,16	necessary 7:25
lineman 17:25	45:14 51:6	57:10	41:2 47:16	54:22
linemen 7:16	52:22 53:3	MC 2:4	48:25 50:13,16	need 5:25 7:19
12:5	54:16	McCluer 14:5	52:5,24 56:21	12:6 16:7 23:7
lines 10:15	Louis 2:4,22 6:9	mean 19:4 22:11	money-saving	28:8 36:13,14
list 5:8 9:5 21:9	12:2 41:11,21	29:23 41:2	34:19	37:9 38:4 39:6
23:21 26:24	42:23 43:12	52:14	monopoly 49:5	41:11 42:19
31:8 33:12	45:17 47:17	means 18:22	54:24	43:5 46:21
35:25 40:1	60:5	19:24 37:14	Monsanto 41:17	48:25 52:23
53:22	Louis' 42:14	48:14,18	month 27:23	53:1 54:5
listening 31:6	love 25:16	Medicare 14:11	28:17	needs 43:9 50:8
45:13 53:2	loved 26:5	meet 37:24	months 4:2	neighbors 16:9
55:24	low 22:24 25:11	meeting 9:23	Morris 1:17 3:6	never 8:8 34:15
lit 34:14	25:13	58:7	move 36:1	34:22 50:1
Litigation 2:21	lower 23:1 33:2	memory 12:24	moved 8:14 10:6	new 8:12 18:11
little 10:23 15:7	33:2	mention 19:20	54:14	34:4 41:18
16:3,9 17:9	lucky 14:9 20:24	mentions 43:2	movie 15:9	51:20 58:2,3
22:11 32:22	42:11	met 4:4	moving 41:16	news 15:8 42:22
34:14 50:21	Lumpe 49:15	meter 51:15,19	43:18	42:22
littler 29:8	lying 14:6 27:21	meters 29:19,19	multi-page	night 8:18 11:22
live 7:17 37:16		middle 14:17	57:24	19:25 22:16
52:11 54:22	M	23:1,1 37:22	Murphey 23:21	28:9
lived 45:25	M-U-R-P-H-E...	Midwest 2:21	23:22,24,25	nightly 42:22
living 17:2 22:19	24:3	42:9	24:3,3,7,13	nights 28:7
load 12:20	ma'am 9:3 40:2	million 25:4,6	59:6	non-profit 44:7
lobby 5:7	53:23 56:4	25:15,22	Murpheys 24:4	non-usage 28:21
local 1:7 3:15	machine 10:19	mine 28:18 29:8		29:22 30:9
4:8	19:21	minimum 42:6	N	Noranda 11:10
long 29:11 45:18	Madison 2:8,11	Minute 43:11	N 2:1 3:1 31:14	normal 29:12
46:1	6:18	minutes 5:18	59:1	normally 18:17
longer 13:23	Maida 1:18 3:9	16:6 42:21	name 3:5 6:7	51:5
46:24	main 10:12	misleading	7:11 9:5,12,14	Norman 9:6,8
look 13:15 14:18	maker 37:24	28:16	9:17 21:9	9:13,14 59:4
14:21 24:20	making 14:8	Missouri 1:1,8	23:20 24:2	North 2:22
29:10 47:20	22:13 32:21	2:4,8,10,12,22	26:23 27:5	Notice 5:16
51:8	37:4 55:3	6:5,7,9,13,19	31:7 33:12	noticed 32:5
looked 29:16	man 46:17	60:3,10,21	35:24 39:25	45:16
31:14 48:11	manage 44:5	Missouri's 1:12	40:5 44:14,15	notices 30:21
looking 37:11	managers 45:21	28:22	44:22,24 46:8	nowadays 19:10
looks 34:24	March 46:24	mistake 47:23	53:22,24 54:2	nuclear 41:23
45:14 56:20	57:22	mom 30:4	56:5	42:3,8
lose 41:8	marked 59:20	money 10:20	names 5:8 44:21	number 7:23
losing 41:1,1	married 20:13	13:10,18 14:9	Nancy 40:9	9:21
lot 10:20 22:10	20:13 21:1,2	14:15,17 16:19	national 42:22	numbers 24:21
22:11 23:17	martial 20:20	24:19 32:21	42:22	24:23 39:12

HEARING 1/24/2017

nutshell 35:17	34:2 35:18 52:21	13:13 32:18	33:15 40:5,13 45:2 53:24 54:2	16:9 17:20 18:5,15,17,20 18:23,24 38:5 40:24,25 41:21 44:3 45:15 46:4 50:3
O	Ornato 40:1,3,6 40:6,9,12,15 40:21 59:11	Payne 2:11 6:12 6:12	pleased 7:16	problems 16:22 29:13 45:16,22 46:20 47:6
O 3:1	ought 9:25 11:8 13:18 19:1	pays 20:24	plug 51:19	procedure 5:6 47:3
O'Fallon 1:8 3:15 52:10,11 52:17	outage 16:22	penalties 47:10 47:11	plugged 10:11 19:25	proceedings 1:3 60:11,14
O-E-K-E 36:12	outages 10:8	pending 3:16,19 4:16	pocket 34:23 35:3,11	process 4:13 20:12 21:1 57:19
O-R-N 40:9	oversight 55:4	penny 14:11	podium 5:10,15 5:23	produced 56:19 57:6
object 10:16	owe 48:16	people 5:17 10:1 11:14 12:6,12 13:13 14:16 15:4,10,22,23 16:21 17:13,21 18:11,12 19:2 19:2,4,4,12 22:12 25:17 28:13 30:13,24 30:24 32:11 36:24 37:3,11 37:18,20 46:12 46:19,22 47:13 47:15,19 53:2 54:15,17 55:2 55:19 57:4	point 25:3 56:18	product 29:2 34:10
occur 46:21	oxygen 43:1	people's 17:10	poles 52:21	products 34:25 35:11 43:24
occurred 55:10 55:11	P	perceive 54:20	policies 46:3	profit 11:19,23 38:18 44:9 49:19
offered 54:21	P 2:1,1 3:1	percent 25:5,7 25:10,15,25 26:8,14 37:14 38:14,20,21,21 38:22 39:8,9	policy 46:16 50:4	program 43:12
Office 2:6,7 6:17 56:22 57:3	P 's 34:7	percentage 28:15	politicians 42:16	programs 20:6
Officer 3:6	p.m 3:3 58:7	period 9:23	poor 52:15	promise 49:12
oh 28:4 38:13 54:5	P.O 2:4,12	person 5:18,20 28:19 46:11 47:21	pop 51:20,20	promised 35:9 35:16
oil 12:17,18 43:7	PAGE 59:2	personally 49:16 60:11	pops 51:19	prongs 52:1
oil-fired 12:16	pages 60:16	Peters 8:15	pose 4:3	protesting 30:24
okay 18:16 19:23 20:11 21:5,18 23:20 28:2 31:10 32:5 33:11 35:20 40:25 41:3 42:7,19 43:4,8 44:4,17 52:3 53:15,16 54:4 57:12,14	paid 11:1 28:24 37:2	phone 11:22	possibility 42:4	proved 34:15
old 8:11 13:22 18:10 20:16,17 48:12,12 51:20	pain 54:16,19 55:21	pieces 48:2,3	Post 37:11	provided 6:14
older 13:16,19 14:16	panel 10:12 16:24 17:20	place 47:17	potential 42:19	PSC 24:22 25:18 25:23 26:7
Once 3:5	panels 32:25 33:5	plant 17:14	power 10:7,9 16:22 19:25	public 1:1,7 2:6 2:6,7,10 3:15 3:18 4:8 6:13 6:18 21:20 44:8 54:21 56:22 57:3
one-third 7:21	papers 11:12	please 3:5 7:1 9:6 27:8 31:18	powerhouse 12:10	push 49:23
ones 18:10,11 23:5 32:13 43:22	Pardon 36:21		preceding 60:16	pushed 34:15
open 42:25	parent 41:18		prejudging 4:6	put 12:15 13:4,6 14:3,5 18:10
opened 41:13	parents 27:20 28:1 29:16 30:4		present 60:11	
opinion 57:8	Parmer 35:25 35:25		presented 56:24	
opportunity 4:17 32:24	part 48:19		president 16:7	
opposed 25:2	parties 6:2,3,21 57:23		president's 46:9	
	pass 38:18		Presiding 1:17 3:6	
	patched 10:11		pretty 24:23 26:13 34:4	
	pay 10:17 11:6 11:10 12:13 15:2 24:19 26:12 32:17 47:13 51:1		prevent 55:9	
	paying 8:9,13		previous 41:7	
			prices 13:17	
			printouts 47:22	
			probably 12:21 22:5 23:7 24:14 25:18 37:2,24 38:22	
			problem 10:13	

23:10,10 39:1 43:6,10,10 47:9,11 51:22 52:8,11 puts 15:12 putting 23:12 31:5	29:16 39:14 rant 30:13 rate 3:16 4:16 7:23 11:16 13:9,11 14:15 14:16 15:11 24:14,24 25:7 25:11,19 26:6 26:11,15 29:7 29:23 32:7 34:2 35:18 48:14 55:1,15 57:6 rates 10:24 28:21 30:1,9 30:15 32:5,25 58:2,3 rave 30:13 Raymond 23:21 23:23 24:7 59:6 read 5:1 23:11 25:3 29:5 42:1 47:25 52:14 reading 46:4 48:4 real 48:22 50:24 realize 45:20 really 8:19 12:8 18:15 39:20 49:17 50:23 52:12,22 56:18 reasonable 23:13 reasons 27:18 rebate 32:9 recommending 35:1 recommends 25:4 record 34:2 35:18 55:13 57:3 recuse 37:9 reduce 28:23 reduced 14:15 28:21 29:7	50:11 reduction 50:10 refrigerators 38:25 regularly 8:17 REGULATO... 1:17 reiterating 22:6 relief 20:3 remember 8:19 38:9 47:10 render 4:1 renege 49:7 reneged 47:2,4 renewables 32:24 repeated 55:15 repeatedly 54:25 replacements 18:7 REPORTED 1:23 reporter 2:20 4:25 6:15 7:11 9:17 21:16 24:2 27:5 36:10 60:9 REPORTER'S 60:1 represented 6:21 request 56:21 requesting 7:24 55:14 research 43:17 43:22 resent 14:24 respect 27:16,17 30:3 responds 26:7 retired 8:10 30:5 37:20 return 11:17 13:10,12 24:25 25:5,7 32:19 33:6 35:16	revenue 41:4 44:6 Revenues 1:12 rid 43:13 riding 52:21 right 3:10 5:12 6:20,23 7:1,18 9:7,19 15:13 15:19 20:1 21:23 24:6 27:8,21 29:4 31:2,3,16,17 31:18 33:15 36:1,25 37:5,6 37:17 40:10,12 40:13 42:21 44:5,15,20 45:1,2,3,5 46:11 47:9 53:21 54:4 56:9,10 57:17 river 12:15 32:7 ROE 25:16 26:14 room 37:23 51:7 rooms 39:3 rule 46:14 rules 13:24 run 5:8 11:6 17:5 23:15,16 28:13 38:16 running 10:23 runs 10:19 Rupp 1:18 3:11 3:12,13 9:2 53:18 rupture 55:11 rural 32:6 Rush 12:14 rustiest 51:23 rusty 52:1 Ryan 2:7 6:17	Sachs 13:8 salaries 55:4 sales 28:23 Sam 44:25 Sauk 48:21 55:6 save 13:10 saved 35:2 saving 34:22 35:12 savings 34:9,23 34:24 35:9,15 39:3 saw 4:24 30:10 saying 23:15 28:3 29:22 38:23 39:13,16 43:12 56:15 says 13:24 18:6 25:4 28:17,20 32:20 41:19 scandalous 20:18,19 scapegoat 42:17 school 13:22 14:2,3 scientist 43:3 Scott 1:18 3:10 screw-in 10:23 second 12:12 13:6 secretary 46:9 section 32:6 Security 14:10 49:2 50:18 see 3:16 6:22 8:21 14:13 20:5 25:6 27:20,21 29:21 30:19 32:7 34:22 35:15,16 37:13 47:25 48:23 51:21 55:3 57:18 seeing 34:20 seen 12:9 39:7 51:23 52:25 seldom 52:17
Q				
Q's 34:7 question 9:22 19:17 22:8 26:3,4 41:20 45:6 questions 3:23 4:3 9:1 15:18 26:20 31:1 33:8 35:21 39:23 44:11 53:17 54:18 quick 50:25 quit 28:2 quite 10:13 16:19 24:22 49:13				
R				
R 2:1 3:1 31:14 radius 42:7 raging 52:19 raise 5:14 7:1 9:7 10:6 13:17 14:10 15:5 21:22 24:5 27:8 30:1,8,15 30:23 31:18 33:15 37:21 40:13 45:2,3 48:18,20 50:23 53:4 56:9 raised 53:5 raises 10:5,16 15:5 39:7 48:24 52:24 raising 28:20 38:14 48:11 ran 10:10 27:22				
				S
				S 2:1 3:1 44:25 S-M-I-T-H 33:23

HEARING 1/24/2017

selectively 30:20	single 41:5	speeches 22:13	storm 7:17	44:24,25 45:3
sell 32:12	57:11	spell 7:10 9:16	52:15	45:7,13 53:15
senators 37:8	sir 15:16,17,20	21:15 24:1	storms 52:19	59:12
39:14	19:15,17 26:21	27:4 36:9,10	straight 57:12	SWORN 7:4 9:9
send 30:20	27:3 31:4 33:9	40:8 44:21	Street 2:11,22	21:25 24:8
47:23	33:10,13 35:20	54:1	stuck 14:16	27:10 31:22
seniors 22:19	39:22 56:5	spend 11:18	37:21	33:18 36:16
sent 30:21 40:23	sit 14:18,20	13:5 19:8	stuff 10:25	40:16 54:8
48:2	sitting 39:2	spike 51:14	37:15 39:14	56:12
serve 32:11,12	42:15,16	split 24:14	51:25 52:25	system 10:9
service 1:1,13	situation 12:18	sports 15:10	subdivision 17:3	13:15 28:22
2:10 4:18 6:13	18:19 43:14	spring 8:16	subject 8:24	32:3,16
12:21 15:7	55:9	ss 60:4	substation 18:1	
19:9,10 46:2,2	sizable 39:15	St 2:4,22 6:9	sudden 42:8	T
54:21,22,25	size 46:16,18	8:15 12:2,3	52:16	T 1:18
Services 2:21	47:7 50:5	41:11,21 42:14	sufficient 38:15	T-O-W-N-S-E...
session 26:5	skilled 17:12,15	42:23 43:12	44:6	7:12
41:21	slice 25:24	45:17 47:17	suggested 50:10	tail 14:25
sessions 22:9	smart 48:9	60:5	Suite 2:8,11	take 3:25 6:1
set 9:25 47:3	Smith 2:7 6:17	stadium 42:3	6:19	10:18 12:17,20
60:11,16	6:17 33:13,14	staff 6:10,12	suits 12:6	13:3,15 18:6
seven 7:22	33:17,22,23,23	25:4 45:24	summer 8:16,20	18:10 25:24
Seventy 20:16	34:1 35:23	stand 35:17 49:8	10:25	29:9 38:17
severe 18:24	59:9	standing 30:10	supervision 12:7	50:24 52:4
shape 20:21,22	snippet 22:11	start 36:24 43:9	supervisor 46:6	57:23
23:17	Social 14:10	48:20 51:2	supervisory	taken 11:8 39:14
sheet 5:7,11	49:2 50:18	started 12:11	45:23 46:12,22	39:15 41:17
47:25 60:12	solar 32:25 33:5	47:12 50:4	50:6	46:16 50:18
Sheila 49:15	52:7,8	53:4	supports 56:20	takes 25:19 38:1
shock 17:1	solved 47:8	Starting 3:3	supposed 34:13	talk 11:14,21
shocked 39:7	somebody 16:8	starts 53:6	34:19 55:2	15:22 45:21
shop 34:8	49:6	State 1:1 60:3,9	surcharge 11:7	46:6,7 47:20
shopped 34:3	someplace 18:14	60:21	surcharges 8:8	49:15 50:5
short 53:4	47:17	statement 3:12	sure 3:13 11:25	talked 30:19
show 27:25	soon 42:25	5:14	14:24 16:4	47:19 53:2
47:21,21,22	sorry 23:5 39:11	statements 5:24	28:19 30:22	talking 11:21
shown 4:6	39:19 44:17	States 42:10	31:13 44:1	16:6 17:22
shows 17:9	53:11,12	stay 49:12	51:3	41:22 48:3
shut 28:10	sort 35:5 47:24	steer 20:7	surprised 37:13	49:13
sic 43:17	sounded 30:11	stenotype 60:13	surrounded	tape 22:8
side 57:5	sounds 16:10	step 57:19	52:11	Tariffs 1:12
sign 4:5 5:11	31:11 35:3	stewards 4:19	swear 5:23	taught 20:20
sign-up 5:7	south 7:18	stock 50:17	21:23 24:6	51:11
silence 4:4	speak 5:20 20:4	stockholder	36:14,14 54:5	Taum 48:21
silly 16:11	46:21 57:4	24:15,16	sweaters 22:18	55:6
simply 34:1	speaking 21:20	stockholders	Swiener 44:15	team 43:5,6
sincerely 55:23	special 50:7	35:4 50:14,15	44:16,19,19,22	technical 51:25

HEARING 1/24/2017

television 11:20 15:4	57:15 58:5	40:23 45:18	36:17 40:17,17 40:17 45:8,9,9 54:9,9,9 56:13 56:13,13	48:10
tell 7:4,14,15 9:9 9:20 15:21 21:25 22:4 24:8,12 27:10 27:14 31:22 32:1,2 33:18 33:25 34:8 36:16,20 38:24 40:4,16,20 43:16 45:8,12 48:23 49:18 53:24 54:5,8 54:12 56:12	they'd 29:17,19 thievery 50:19 thing 3:21 6:1 8:5,6 10:19 11:22 16:3,14 17:16 18:4 20:10 22:7,14 22:18 28:14 32:4,23 35:5 37:6,17 46:25 51:1,10 56:16 56:17	timer 5:16 times 10:2 28:15 49:10 today 4:24 11:25 21:8 35:8 37:13 53:3 54:14,18,23 55:24 today's 4:8 top 12:19 46:5 55:8 town 45:19 Townsend 6:24 6:25 7:3,8,9,12 7:15 59:3 toxic 41:24 42:2 trade 18:9 train 57:17 transcribed 60:15	try 5:17 14:5 17:17,17 20:21 20:22 38:1 51:3,4 52:6 trying 12:25 13:21 38:19 41:23 49:18 turn 5:3 17:17 17:24 19:6 51:6,7 turned 12:11 17:23 turnout 3:17 TV 23:12 two 3:7,8 8:23 12:4 14:20 17:6,7 18:19 19:2,8 25:8 26:9 42:4 51:18 57:22 type 12:23 18:4 19:3 20:3 types 20:6 typical 28:18,18 28:19	unfortunately 4:3 50:4 55:17 unincorporated 52:10 Union 1:11 11:16 27:17 29:11 38:9,12 unit 12:12 13:4 13:6 United 42:10 units 12:24 unreasonable 9:24 upset 32:22 upstream 17:8 usage 27:20 28:4 use 12:13 21:4 34:16 35:13 38:24 48:15 51:5,6 54:23 utilities 15:12 utility 19:14 44:8
telling 34:21 37:10	things 4:20 11:13 12:9 16:7 23:17 27:16 45:14 51:13,23	Townsend 6:24 6:25 7:3,8,9,12 7:15 59:3 toxic 41:24 42:2 trade 18:9 train 57:17 transcribed 60:15	TV 23:12 two 3:7,8 8:23 12:4 14:20 17:6,7 18:19 19:2,8 25:8 26:9 42:4 51:18 57:22 type 12:23 18:4 19:3 20:3 types 20:6 typical 28:18,18 28:19	<hr/> <p align="center">V</p> <hr/> various 57:6 verbal 47:1 49:7 verbally 46:24 vice 16:6 viewpoint 24:14 views 10:1 Volume 1:10 vote 39:18
terrible 43:13 terribly 23:5 Terry 21:10,12 21:24 59:5 testified 7:6 9:11 22:2 24:10 27:12 31:24 33:20 36:18 40:18 45:10 54:10,18 56:14 testify 5:10 53:23 54:13 56:4 57:17 testimony 3:25 thank 5:2,5 6:20 7:13 8:24,25 9:3,4 15:14,16 15:17 19:14,15 21:7 22:3 23:18 24:11 26:19,21 27:7 31:4,5,20 33:8 33:10,24 35:20 35:22,24 36:13 39:22,24,25 40:19 44:10,11 44:13 45:1,11 53:15,19,20 54:11 55:24 56:1,2 57:13	think 3:25 4:16 7:25 9:23 12:23 13:14 17:20 19:1,19 22:7 23:8 25:16,21 30:7 30:22 35:9 37:9 38:8 39:11 42:12,24 43:6,19 46:7 46:11 48:25 50:17 52:9 54:16 55:7 56:22 thinking 55:18 thinks 11:19 third 53:4 55:16 thought 39:8 thoughts 3:18 10:4 53:10,14 three 4:23 12:5 16:11 19:8 25:9 57:21 throat 21:20 time 3:3 6:4 12:1,7 14:25 16:5 18:18,22 22:15 23:2 29:11 32:21	TRANSSCRIPT 1:3 transcripts 5:1 transformer 17:6,10 transformers 17:4 trees 10:15 trial 4:10 tried 14:24 trim 8:1 trip 17:1,11 trouble 50:2 true 46:18 trust 39:20 TRUTH 7:5,5,5 9:10,10,10 22:1,1,1 24:9,9 24:9 27:11,11 27:11 31:23,23 31:23 33:19,19 33:19 36:17,17	<hr/> <p align="center">U</p> <hr/> UE 45:17 46:2 49:13,18 50:14 52:13,22 uh-huh 16:17 56:8 unable 4:24 unachievable 28:6 underground 10:14 52:12 understand 30:10 46:12 48:9 understandable 54:17 unfortunate	<hr/> <p align="center">W</p> <hr/> W-H-I-T-W-... 54:3 W-I-E-N-E-R 44:25 wall 42:25 walls 12:19 14:19,21 want 3:21 4:5 15:21 20:9 22:14 25:22 29:1 32:15

HEARING 1/24/2017

34:1 35:17 38:4,5,6 39:3,6 39:10,18 53:13 55:13 wanted 3:14 12:12 15:5 51:21 56:16 wants 5:14 26:1 38:19 war 30:6 43:8 warehouse 41:14 Warren 12:3 washer 34:10 wasn't 31:13 waste 41:23,24 42:4,8 wasted 49:14 watch 34:7 48:22 water 34:11 way 5:6 9:25 14:8 15:23 26:1,2 28:12 38:16 41:10 47:1,11,11 ways 8:1 we'll 6:23 25:24 36:1 42:5,7,11 48:19,20 50:24 57:23 we're 4:20 20:12 20:13,25 21:1 30:12 34:17 37:21,21,25,25 39:2 42:10,24 45:19 we've 20:14 32:17 34:3,12 38:22 42:20,21 52:19 website 15:25 weeks 57:21,22 weird 48:24 welcome 3:14,20 went 8:16 10:9 13:22 14:11	15:6 30:18 34:12 Whiting 1:23 2:21 60:8,20 Whitney 2:11 6:12 Whitworth 53:25,25 54:3 54:7,13 59:13 wife 10:18 19:20 21:2 wild 11:11 winter 8:16,19 wires 17:5,7 wish 3:12 26:3 56:3 57:16 witness 5:25 6:23 53:11 59:2 witnesses 4:11 woman 23:9 wonder 24:21 48:17 wonderful 43:12 51:8 Woodruff 1:17 3:4,6 5:5 6:10 6:16,20 7:1,7 7:10,13 8:25 9:3,5,12,16,19 15:16,18,21 16:4,17 19:15 19:18 21:9,12 21:15,18,22 22:3 23:20,23 24:1,5,11 26:20,23 27:1 27:4,7,13 31:1 31:7,10,13,17 31:20,25 33:8 33:12,15,21,24 35:20,24 36:4 36:7,9,13,19 36:22 39:22,25 40:4,7,10,13 40:19 44:11,14 44:17,20,23	45:1,5,11 53:9 53:12,16,19,21 54:1,4,11 56:1 56:3,7,9 57:14 57:16 words 17:5 26:8 work 5:6 14:20 14:25 17:14 28:7,24 29:1 41:10 43:12 49:6 worked 12:1 14:19 20:22 working 15:14 workmen 12:5 works 4:13 25:21 26:2 27:25 41:5 world 14:13 37:16 worldwide 41:5 worry 44:8 wrap 53:9,13 Wright 10:13 write 57:24 writing 37:12 46:25 <hr/> X <hr/> X 59:1 <hr/> Y <hr/> Yeah 36:3 39:3 year 8:23 10:6 14:2,4,9 24:25 25:18,18 34:9 37:3 38:13,15 38:20 39:8 48:17 49:12 50:4 years 7:21,22 8:11,14 12:4 13:22 14:19 20:14,17,21,23 26:7 29:16 32:4,18,18,18 34:3,14 37:22	37:25 39:15 41:19 46:10,16 48:13 51:18 55:7,17 yesterday 11:1 15:3 you-all 37:17 39:13,20 younger 49:1 <hr/> Z <hr/> 0 <hr/> 02 33:3 <hr/> 1 <hr/> 1,000 28:15 42:2 1,500 29:3 1.8 25:5 10 1:10 7:21,22 26:8 38:14,22 39:9 41:19 48:13,13 100 8:16,17 100,000 37:3 12 18:9 12:00 3:3 9:23 13 15:6 1310 2:4 14 8:14 15 48:13 15-year 32:6 158.80 8:13 18 38:20 19 48:16 1901 2:3 6:8 1959 14:4 1970 51:17 1990s 43:7 <hr/> 2 <hr/> 2:01 58:7 20 24:4 25:25 200 2:8,11 6:18 42:24 2017 1:8 206 25:6 206.4 25:15	21 59:5 213 11:1 24 1:8 59:6 250 25:23,24 25th 11:5 27 59:7 <hr/> 3 <hr/> 30 20:21 32:4 300 42:25 31 59:8 314-644-2191 2:23 33 59:9 35 25:15 36 59:10 360 2:12 <hr/> 4 <hr/> 4,000 28:14 4,845 27:22 4.89 8:3 40 32:4 59:11 415.53 29:9 45 59:12 <hr/> 5 <hr/> 5 48:14 50 25:22,23,25 37:22,25 513 27:23 28:5 28:12 52 25:4 54 10:25 59:13 55 12:4 50:12 56 59:14 <hr/> 6 <hr/> 6:00 9:24 60 42:21 43:11 60s 47:12 63101 2:22 63166 6:9 63166-6149 2:4 64 22:16 650 2:8 6:19 65102 2:8 65102-0360 2:12
--	---	--	--	--

HEARING 1/24/2017

66149 2:4				
68 8:18 22:15				
<hr/> 7 <hr/>				
7 37:14 59:3				
7.8 25:7				
70 19:11				
711 2:22				
72 8:18				
75 13:21 20:17 50:11				
75-mile 42:7				
<hr/> 8 <hr/>				
8 14:9 39:8				
8.27 28:17				
8.29 37:14				
8.75 25:10 26:14				
800 2:11				
81 34:5				
830 1:23 60:9,20				
84 8:11				
85 39:9				
87 15:6				
<hr/> 9 <hr/>				
9 38:21,21 59:4				