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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Public Hearing

September 8, 2008

Harris Stowe University - St. Louis, Missouri

Volume 2

In the Matter of Union)
Electric Company d/b/a AmerenUE's)Case ER-2008-0318
Tariffs To Increase Its Annual)
Revenues for Electric Service)

1 COMMISSIONERS PRESENT:

2 Morris L. Woodruff, Regulatory Law Judge
Chairman Jeff Davis
3 Commissioner Kevin Gunn
Commissioner Robert Clayton
4 Commission Terry Jarrett

5

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

2 JUDGE WOODRUFF: Let's go ahead and
3 get started. I want to welcome everyone here this
4 morning. My name is Morris Woodruff. I'm the
5 Regulatory Law Judge assigned to this case, and with
6 me today on the left here is Chairman Jeff Davis. On
7 my right is Commissioner Kevin Gunn. We're expecting
8 Commission Robert Clayton who will be joining us here
9 in a few minutes. He got tied up in traffic. Let's
10 start out today if the Commissioners have any opening
11 comments. Commissioner Davis?

12 COMMISSIONER DAVIS: I just want to
13 say welcome to everyone, and please don't be shy so
14 as to testify. These hearings are for you and it's
15 meant for you to tell us, you know, about your
16 service, you know, and about your rates and ask
17 questions and let us know if you do see any problems
18 that we need to address. So thank you for coming in
19 today and for the hearing.

20 JUDGE WOODRUFF: Thank you. And
21 Commissioner Gunn?

22 COMMISSIONER GUNN: I just want to
23 echo the Chairman's comments. So we look forward to
24 hearing all you have to say. We'll be here until
25 you're finished. So thank you.

1 JUDGE WOODRUFF: Thank you. At this
2 point I'll ask if there are any of the attorneys for
3 any of the parties here so they'll want to enter an
4 appearance.

5 MS. TATRO: Wendy Tatro, 1901
6 Chouteau Avenue, St. Louis, Missouri, here for
7 AmerenUE.

8 JUDGE WOODRUFF: And for Public
9 Counsel?

10 MR. LEWIS: On behalf of the Office
11 of Public Counsel and the public, my name is Lewis
12 Mills. My address is Post Office Box 2230, Jefferson
13 City, Missouri.

14 JUDGE WOODRUFF: Anyone here from
15 staff? Any other parties? All right. Well, as you
16 can see we have a court reporter here today taking
17 down and transcribing the testimony that will be
18 received. Not all of the Commissioners can be here
19 today. But the ones that aren't will be able to read
20 the transcript and other testimony as we consider the
21 case. I want to state we're here to listen to what
22 you have to say about the service received from
23 Ameren and about the rate increase. The
24 Commissioners cannot answer questions today. If you
25 have some specific questions about your bill or your

1 service you can ask representatives of the staff or
2 public counsel from the company. If you'll notice
3 there are a whole lot of AmerenUE people out there
4 ready to answer your questions. I'm going to ask
5 people to come up and testify based on the sign up
6 sheet here. Even if you didn't sign up, if you
7 decide that you want to testify just let me know and
8 I'll call you on up here. I'll swear you in and then
9 you can tell the Commissioners what you want to say.
10 When we're done the Commissioners may want to ask a
11 few follow-up questions. I'll give the attorneys for
12 the parties have a chance to -- an opportunity to
13 answer questions as well. I'm sorry. Commissioner
14 Jarrett is on the web cast. That's him on the screen
15 here. Commissioner Jarrett, do you have anything you
16 want to say?

17 COMMISSIONER JARRETT: Yes, Judge. I'm
18 joining you. Sorry I couldn't be there in person,
19 but I'm glad to be able to join you here. So I look
20 forward to hearing the testimony.

21 JUDGE WOODRUFF: Okay. Well, I'll
22 call up the first person on the list, which is
23 Julianne Allen. Good afternoon, Ms. Allen. Please
24 raise your right hand and I'll swear you in. Do you
25 swear or affirm the testimony you are about to give

1 today is to be the truth, the whole truth and nothing
2 but the truth?

3 MS. ALLEN: I do.

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

6 MS. ALLEN: I'm here as a private
7 citizen and as a social worker. I get a lot of phone
8 calls for people looking for energy assistance. The
9 average income -- the average cost of living increase
10 for the people who are on Social Security who call
11 our office is 2.5 percent. A lot of times these
12 people are having to make decisions whether they're
13 going to buy prescription drugs, buy food or pay
14 utilities. I'm here to speak against the rate
15 increase. In the City of St. Louis there are about
16 59,026 people who are between the ages of 60 -- or
17 who are 60 and over. If you look at the disabled,
18 which is probably about 18.4 percent, that number is
19 61,977. 17.4 percent people in the City of St. Louis
20 is (inaudible). I think the rate increase will cause
21 a hardship for many of these people that would serve.
22 As a social worker I do a lot of home visits for the
23 elderly at this age. I'll give you an example. Last
24 summer I went to a client's home that was 81 years
25 old. He was homebound in a wheelchair. After I got

1 there someone from AmerenUE came out to disconnect
2 his electric. He had nobody. He had no place to go.
3 I asked him did he have someplace to go, and he said
4 he didn't. He owed the company I think he said it
5 was \$50. However, he had been paying what he could
6 on his utility bill every month. The gentleman that
7 I talked to from the company that came out to -- I
8 guess it's a separate contractor from AmerenUE said
9 he did not have any money. I was going to give the
10 man \$50 out of my pocket. It was at the end of the
11 month. They could not wait for the first of the
12 month for the gentleman to get the \$50 to pay the
13 utility bill. A lot of times I see a lot of clients
14 like this who are isolated who don't have anybody to
15 help them, and usually when they struggle with
16 utility bills it's usually at the peak of the heating
17 or electric season. So on behalf of those clients,
18 I'm just against this rate increase.

19 JUDGE WOODRUFF: Thank you. If you
20 would wait for a moment for questions. Does AmerenUE
21 or Public Counsel have any questions for this
22 witness?

23 MR. MILLS: I don't have any
24 questions. Thank you.

25 MS. TATRO: I don't have any

1 questions. Could the witness state her address?

2 JUDGE WOODRUFF: Okay.

3 MS. ALLEN: My address is 1927 Annie
4 Malone Drive.

5 JUDGE WOODRUFF: Thank you. Chairman
6 Davis, do you have any questions?

7 CHAIRMAN DAVIS: No questions, ma'am.
8 Well, would you tell us tell us what agency you work
9 for?

10 MS. ALLEN: I work for a city agency.

11 CHAIRMAN DAVIS: Okay. That's fine.
12 Thank you.

13 MS. ALLEN: All right.

14 JUDGE WOODRUFF: Mr. Jarrett, do you
15 have any questions for this witness?

16 COMMISSIONER JARRETT: No questions.
17 Thank you for your testimony.

18 JUDGE WOODRUFF: Commissioner Gunn?

19 COMMISSIONER GUNN: I just have one
20 question. How do you think the company does in your
21 experience in getting out information about low
22 income assistance programs that they may have?

23 MS. ALLEN: I don't think they do a
24 good job at all because when I talk to people and ask
25 them if they know about these programs, they tell me

1 that they don't. I know about these programs. What
2 I do is I send the application out to these clients
3 or I would go to their home to complete the
4 application. But I think a lot of times people just
5 assume that the public knows about these programs.
6 Some of the elderly or some of the disabled they
7 have, you know, medical equipment in the homes and
8 they aren't aware. It might have a lot to do with
9 literacy. But most of the people that I talk to,
10 they aren't aware of these programs.

11 COMMISSIONER GUNN: How about how the
12 company does informing you as a social worker and a
13 member of a social service agency in what these
14 programs are? Are their materials easy to get
15 through?

16 MS. ALLEN: For me, yeah. The
17 materials usually I'll call because I know where to
18 call because I worked with the Energy Assistance
19 Program for about five years. So I know what's out
20 in the community and what's available. So it's
21 always easy for me to make a phone call to get the
22 information, and I don't have any trouble with that.

23 COMMISSIONER GUNN: Has the company
24 been responsive to you when you have contacted them
25 in your capacity as a social service agency?

1 MS. ALLEN: Yes, they have.

2 COMMISSIONER GUNN: Okay. Great.
3 That's all of the questions I have.

4 JUDGE WOODRUFF: Well, thank you very
5 much for testifying.

6 MS. ALLEN: Thank you.

7 MR. THOMPSON: Judge?

8 JUDGE WOODRUFF: Yes.

9 MR. THOMPSON: Kevin Thomas for the
10 staff and I would like to enter an appearance for the
11 record.

12 JUDGE WOODRUFF: Go right ahead, and
13 then please speak up and speak clearly. We're having
14 a little difficulty hearing.

15 MR. THOMPSON: Thank you, Judge.
16 Kevin Thompson for the staff of Missouri Public
17 Service Commission, Post Office Box 360, Jefferson
18 City, Missouri 65101.

19 JUDGE WOODRUFF: Thank you,
20 Mr. Thompson. Ms. Allen was the only person who
21 signed up to be a witness. Is there anyone else in
22 the audience that would like to give testimony? I
23 don't see any other response. Well, since it is over
24 the noon hour and so forth, what we're going to do is
25 take about a 15 minute recess and see if anyone else

1 appears that wants to testify. So at this point
2 we'll take a recess and we'll come back at 12:30.

3 (WHEREIN, a brief recess was taken at
4 12:16 p.m.)

5 JUDGE WOODRUFF: All right. Let's go
6 ahead and get started again. We're back from recess.
7 It's now 12:35. While we were in recess Commissioner
8 Clayton joined us. Commissioner Clayton, do you have
9 any questions?

10 COMMISSIONER CLAYTON: No. I
11 apologize. I just claim to be a victim of the
12 Highway 40 reroute and apologize for my tardiness.

13 JUDGE WOODRUFF: All right. Has
14 anyone else arrived while we were in recess that
15 wishes to testify? I don't see any response out
16 there. Any of the Commissioners have anything they
17 want to add? Commissioner Jarrett?

18 COMMISSIONER JARRETT: No.

19 JUDGE WOODRUFF: With that then we
20 are recessed. Thank you all for coming.

21 (WHEREIN, the hearing was adjourned
22 at 12:38 a.m.)

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EXHIBITS

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Stephanie D. Darr, CCR