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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
LOCAL PUBLIC HEARING
MARCH 1, 2011
ARNOLD, MISSOURI
VOLUME 12

In the Matter of Union Electric Company, d/b/a
AmerenUE's Tariffs to Increase Its Annual
Revenues for Electric Service

File No. ER-2011-0028

KENNARD JONES, PRESIDING SENIOR REGULATORY LAW JUDGE
ROBERT KENNEY, COMMISSIONER
LEWIS MILLS, JR., OFFICE OF THE PUBLIC COUNSEL

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1 PROCEEDINGS

2 JUDGE JONES: Can I get you-all's
3 attention in the back, please? My name is
4 Kenard Jones. I'm the regulatory law judge
5 presiding over this local public hearing
6 tonight. To my right, is Commissioner Robert
7 Kenny. He's one of the five commissioners with
8 the Public Service Commission.

9 This is the on-the-record portion of the
10 local public hearing. Prior to this, you-all
11 had a question and answer session. I hope your
12 questions were adequately addressed. During
13 this portion, however, there will be no
14 questions, only on-the-record statements, sworn
15 testimony will be given at this microphone, and
16 I have a list of persons who have signed up to
17 testify.

18 I'll ask you to step up to this
19 microphone, I'll swear you in, and then you'll
20 give your testimony, which will be on the record
21 and made part of the case.

22 After your testimony, I'll ask that you
23 to remain at the microphone. Commissioner Kenny
24 or myself may have clarifying questions for you
25 and some of the attorneys for the parties that

1 are represented in this case may also have
2 questions. They usually don't, but they may.
3 And then afterwards, you can go ahead and have a
4 seat and then the next person will testify.

5 Let's see if I covered -- oh, if during
6 this on-the-record portion of the hearing
7 questions come to mind, try to remember and jot
8 it down and it can be addressed after the
9 hearing with some of the parties that will more
10 than not remain here to address your concerns.

11 Let's go ahead and get started.

12 COMMISSIONER KENNY: Good evening,
13 everybody. My name is Robert Kenny, as
14 Judge Jones just indicated. I'm one of the five
15 commissioners that will hear the case. I wanted
16 to just thank you-all for coming tonight and
17 participating in the process. Your comments and
18 testimony will be sworn and will be transcribed
19 by the court reporter and will become testimony
20 in the case and will become a part of the case.
21 So while I'm the only commissioner that's
22 attending tonight, the other four commissioners
23 will have the opportunity and will take the time
24 to read your comments and consider your comments
25 as they deliberate the case.

1 So you are a very important part of the
2 process and we do appreciate you taking the time
3 to come out and share your thoughts with us this
4 evening. Thank you.

5 JUDGE JONES: The first person signed up
6 to testify is Elaine Faries, F-A-R-I-E-S. Okay.
7 Can you step to the microphone.

8 (Thereupon, the witness was sworn.)

9 TESTIMONY BY MS. FARIES:

10 MS. FARIES: Ameren advertises cut your
11 energy usage and lower your costs. When we
12 called about this huge increase in our electric
13 bill because of the rider fee, we were told the
14 more electric we use, the more the rider fee
15 would be.

16 The next month we used less electric.
17 We found out no matter how much you cut your
18 cost, your energy usage, the rider fee will not
19 make your bill be lowered. Service from 11/25
20 to 12/18 -- 10/25/10 to 12/28/10, our electric
21 bill was \$259.50. The rider fee was \$18.62.
22 Service from 12/28/10 to 1/27/11, our electric
23 bill dropped to \$215.79. It's a \$43.71 less
24 usage than the previous month; yet, the rider
25 fee was \$19.83, which was a \$1.20 more when we

1 used \$43.71 less.

2 I was told by another individual that
3 his electric bill rider fee was \$35. I would
4 like to see the rider fee repealed. Rate
5 increases plus rider fees is too much for the
6 consumer. Rider fees take away Ameren UE's need
7 to be frugal. It takes away their incentives to
8 find ways to cut fuel costs. It allows them to
9 pay or spend any amount on fuel with no risk to
10 them because they can pass the cost on to the
11 consumer that has no other option but to pay
12 since they are the only utility company in our
13 area. They have the monopoly. These charges
14 destroy our budgets. Rate increases to
15 businesses are then passed on to the consumer
16 also. So we pay twice.

17 Employment is a problem for everyone at
18 this time. My son is currently unemployed, and
19 we have been helping him with his necessities.
20 We are retired at an age employment is a problem
21 in the best of times. We have limited ways to
22 increase our income to cover our never ending
23 living costs, just our necessities. It's not
24 just utility bills that are rising leaps and
25 bounds but gas prices are soaring, food prices

1 are rising, our healthcare costs are going up,
2 required automobile insurance rising, taxes of
3 all kinds increasing, and now there is a move
4 starting in our country to break an
5 organization, the unions, that has helped
6 working people achieve different -- decent wages
7 which will affect my son, grandchildren in the
8 future.

9 We feel the middle class and lower
10 income earners are being assaulted. Companies
11 controlling the necessity of our life and
12 holding their fellow citizens hostage for more
13 profits than they need is destroying our
14 country.

15 The movie Wall Street said greed is
16 good. Greed is not good. It's like cancer. It
17 eats away at a society until it crumbles.
18 Countries around the world are experiencing this
19 now.

20 Tonight I heard that they said that our
21 rider fee was put on because the legislature
22 told our only system that that the consumers
23 have to control this, the Missouri Public
24 Service Commission, that the legislature passed
25 that told them to add this rider fee. That

1 should be illegal and is not right because this
2 is our only way of controlling our costs.

3 Thank you.

4 COMMISSIONER KENNY: I was going to ask
5 you a question Mr. Faries. If you want to come
6 back up to the mic, that would be great.

7 MS. FARIES: Sure.

8 COMMISSIONER KENNY: You mentioned that
9 you have taken some measures to conserve and
10 decrease you energy consumption. Were those
11 efforts that you made independently of anything
12 that Ameren helped you with? Did they provide
13 you with information on how to conserve or were
14 these independent decisions that you made.

15 MS. FARIES: It was an independent
16 decision, and we had windows put in for the
17 stimulus package -- we used that to put in
18 windows. It did help, and we're watching our --
19 turning out lights. We're doing lots of things
20 to lower the cost, but it's not lowered. It
21 keeps going up.

22 COMMISSIONER KENNY: But you don't
23 notice any decrease in the bill?

24 MS. FARIES: Nope. It's went up. And
25 the rider fee will never let it go down because

1 it will also raise your bill no matter what you
2 use.

3 COMMISSIONER KENNY: Thank you very
4 much.

5 JUDGE JONES: Next is Wilma Cox.
6 Can you raise your right hand please?
7 (Thereupon, the witness was sworn.)

8 MS. COX: I do.

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

11 TESTIMONY BY MS. COX:

12 MS. COX: I'm 72 years old, and I worked
13 for Boeing, and whenever they took a hit on the
14 their profits and everything, I was affected, so
15 was everybody else in the company. We weren't
16 allowed, and neither were they, to go out to
17 everybody in the country and ask them -- to make
18 the government pay more for these airplanes. I
19 don't understand why whenever the electric
20 company gets a depreciation and they get a tax
21 break for the depreciation, they come back to me
22 and double dip and raise my rates.

23 I don't understand why when they get a
24 new CEO and this time they had to raise the new
25 CEO's pay equivalent to the one that was going

1 out that had been there a number of years. If I
2 got hired in, I would be hired in at a lower
3 rate. I wouldn't be allowed to hire in at the
4 top of the business and then get my bonuses on
5 top of that.

6 Anything I do to decrease my electric
7 bill, does not help. I've added insulation,
8 I've added new stoves and refrigerators. I've
9 went and got an efficient dishwasher. I'm one
10 person only in my home, and last year I was
11 paying \$80 a month on supposedly budget. This
12 year I'm paying 91. Where am I getting an
13 average? They raised everything, and I don't
14 understand it.

15 COMMISSIONER KENNY: Ms. Cox, thank you.
16 I want to ask you this. I appreciate you taking
17 the time to share your thoughts with us.

18 I want to ask you the same question I
19 asked Ms. Faries. The insulation and stove and
20 dishwasher and refrigerator, those
21 energy-efficient appliances that you purchased,
22 was that because of information you had been
23 given by Ameren or was that a decision you made
24 on your own to try and conserve?

25 MS. COX: No, they didn't. They didn't

1 give me any information. That was desperation.
2 I'm trying to make it on retirement, on
3 Social Security, and I have to buy food. I have
4 to pay my utilities. I have to pay for my car
5 and gas. And whenever you don't have but \$2 and
6 you owe \$5, you have to do something.

7 And they're not helping. They just keep
8 on raising. Well, they need to tie their belts
9 a little bit tighter, too. During the
10 depression, they put a cap on people like this.

11 COMMISSIONER KENNY: Thank you for your
12 time.

13 JUDGE JONES: Next to testify is
14 Diane Woehr, W-O-E-H-R.

15 (Thereupon the witness was sworn.)

16 MS. WOHR: Yes, I do.

17 TESTIMONY BY MS. WOHR:

18 MS. WOHR: I'm in the same boat she is.
19 I'm a lot of younger than she. However, my bill
20 has raised per month at least \$30 a month and
21 you're talking about raising an extra 10. I can
22 barely make things now. I turn the electric off
23 and everything I can possibly do. I'm down to
24 68 degrees in my house. I tell my daughter and
25 myself to put sweaters and more clothes on so we

1 can keep warm enough so we can keep electricity
2 on in our home.

3 I cannot afford another rate, and that's
4 just me. That's not my brother's and sister's
5 problems, that's not my mother's problems or
6 anybody else in the neighborhood. Everybody I
7 talked in our neighborhood, their rates have
8 gone up, too and no one can make this adjustment
9 I'm going to end up not being able to pay.

10 My electric bill went up. I was on the
11 budget, but the one to catch up for the year
12 went up to \$300. I couldn't make the car
13 payment because I had to pay the electric bill.
14 I just don't think that they -- they need to
15 tighten their budgets. I take a pay cut, they
16 take a pay cut.

17 Where is all their insurance money? My
18 house burns, my insurance has to cover it or I
19 cover it. I can't go out to somebody else to
20 cover my bills. Let them cover their own.

21 Thank you.

22 JUDGE JONES: Next is Mary Calantone.

23 MS. CALANTONE: I think they pretty much
24 covered everything I wanted to say.

25 JUDGE JONES: Did I pronounce your last

1 name correctly, C-O-L-A-N-T-O-N-E.

2 MS. COLANTONE: I'll swear.

3 JUDGE JONES: You don't need to. I'll
4 note for the record. Thank you.

5 Next listed is Mike Walter.

6 (Thereupon, the witness was sworn.)

7 TESTIMONY BY MR. WALTERS:

8 MR. WALTER: Good evening. My name is
9 again Mike Walter. I'm a businessman and
10 financial secretary of the International
11 Brotherhood of Electrical Workers Local 1439.
12 My union represents approximately 900 members at
13 the Ameren company, a total of close to 1,000
14 for the utilities. And we are intervenors in
15 this rate case. We also have contracts with
16 Intergy, Alliance and at most energy centers
17 throughout Missouri, Iowa and Arkansas.

18 I myself was hired in the industry in
19 1979. I've been working with the union since
20 1995 --

21 JUDGE JONES: Mr. Walter, can I
22 interrupt you for a second?

23 MR. WALTER: Yes.

24 MR. MITTEN: Since the union is an
25 intervenor in this case, they're required to

1 pre-file testimony just like all the other
2 parties. They did, in fact, pre-file some
3 testimony about a week or ten days ago. I'm not
4 sure what the purpose of this supplemental
5 testimony at the public hearing is, but I would
6 like to raise an objection based on the fact it
7 wasn't pre-filed.

8 JUDGE JONES: Are you an attorney?

9 MR. WALTER: No. I'm the business
10 manager of the local union.

11 JUDGE JONES: I tell you what I'm going
12 to do -- are you testifying on behalf of the
13 union?

14 MR. WALTER: Yes. And we filed on
15 behalf of the union.

16 JUDGE JONES: He is subject to cross
17 examination, you realize that?

18 MR. MITTEN: I just want to make my
19 objection. I have no problem with the gentleman
20 continuing his statement but -- and I will ask
21 questions if I feel it's necessary.

22 JUDGE JONES: So you're noting your
23 objection for the record?

24 MR. MITTEN: I will withdraw my
25 objection, but he is testifying for a party that

1 is an intervenor in the case.

2 JUDGE JONES: Again, I'll remind you, as
3 all other witnesses, to remain at the microphone
4 in the event there are questions for you. You
5 may continue.

6 MR. WALTER: I was hired in the industry
7 in 1979. I've been working for the union since
8 1995, as the business manager since 2007. I am
9 also a customer as well.

10 As the Local 1439, we do support the
11 rate case, the rate increase. Not that this
12 work is requested at the rate that it is
13 requested, but we do support a rate increase.
14 There are several reasons for our support. Our
15 concerns for reliability, the aging
16 infrastructure, aging workforce, new
17 technology/smart grid, which is the common term
18 today, the environmental mandates related to the
19 generation.

20 Local 1439 has been partnered with
21 Ameren since 1945 by virtue of a collective
22 bargaining agreement. We are proud of our
23 members and the work they do as employees of
24 Ameren. We're proud of our service we provide
25 and reliability and safety and the fact we

1 provide this product at one of the lowest costs
2 in the nation. We have been doing something
3 right for 65 years.

4 We see the utility from a different
5 perspective, from the inside out. I view our
6 basis for support of the rate increase as being
7 more of a reality and one that is practical and
8 prudent. The poles, wires, meters,
9 transformers, switches, relays, et cetera are
10 all what we -- is what we look at each and every
11 day and foresee what we think could be a
12 possible problem in the event that we do not
13 continue the maintenance and improvement.

14 I am old enough to remember the brown
15 outs in the early to mid 1960s. Ameren, then
16 known as Union Electric, invested in large sums
17 of money to upgrade the system to meet the fast
18 and ever-growing demands at that time. Those
19 transformers, breakers, switches, poles and
20 wires, et cetera are still in our system today.
21 In some instances they have gone beyond their
22 life expectancy and now with -- demand is
23 growing, requires the loads to exceed 100% of
24 the equipment's capacity. Imperative demand to
25 replace the system is a reality and cannot be

1 delayed.

2 It is a fact supported by independent
3 state and federal studies that the aging
4 workforce is a reality and an alarming concern.
5 By 2013, the industry is predicability to
6 lose -- potentially could lose of up to 45% of
7 its workforce. These are not jobs that can be
8 filled by college graduates or laid off
9 electricians or ironworkers or auto workers. These
10 jobs are unique to the industry and require
11 high-qualifications, specialized training, both
12 classroom and on-the-job. And these jobs, as
13 many of you know, is very hazardous.

14 The average employee at Ameren at
15 Local 1439 requires five to seven years of
16 training, experience to become proficient and
17 provide reliable and safe service. We must also
18 add the need to train for the new, unavoidable
19 technologies. We cannot overlook the
20 significant investments required to continue our
21 heritage and reputation as a leading electric
22 supplier, provider. We cannot wait until the
23 equipment fails or until an employee retires to
24 act. We must be proactive in these efforts.

25 We are speaking about the maximum

1 company profit allowed by the Commission, nor
2 are we speaking of the executive bonuses or
3 stock or dividend prices. That is for someone
4 else to address. I'm speaking about the reality
5 of the system and the operations, the inevitable
6 needs and demands require the Commission insist
7 that Ameren rebuild and upgrade the transmission
8 system, distribution system, address the
9 environmental mandates, alternate source of
10 generation, age-generating plants and investing
11 in the workforce and the future. We can not
12 forget the need to continue efforts to create
13 energy efficiency. If Ameren does not continue
14 as they have to promote energy efficiency, who
15 will?

16 And all these concerns do not come
17 without a price. Quite possibly trackers could
18 be established which would be built into the
19 needed rate increase which would be monitored by
20 the Public Service Commission to insure spending
21 is proper and appropriate. It is viewed by our
22 union it's pay-now-or-pay-later logic. At the
23 end of the day, what is best in the customers is
24 what is really important.

25 Thank you. And I'm prepared to answer

1 any questions.

2 COMMISSIONER KENNY: Thanks for coming
3 and providing your unique perspective.

4 How many members do you represent in
5 Local 1439?

6 MR. WALTER: Just under 1,000.

7 COMMISSIONER KENNY: Are these on
8 average good-paying, high-quality jobs?

9 MR. WALTER: Yes.

10 COMMISSIONER KENNY: Have you been
11 satisfied in your dealings with management and
12 negotiating your collective bargaining
13 agreement?

14 MR. WALTER: That's a tough question.
15 Sometimes I am, and sometimes I'm not.

16 COMMISSIONER KENNY: Fair enough. You
17 talked a bit about reliability and environmental
18 upgrades. Are the technologies that are being
19 deployed today more complex and more complicated
20 than technologies of 20, 25 years ago?

21 MR. WALTER: Most certainly.

22 COMMISSIONER KENNY: And when you say
23 45% of the workforce is aging and going to be
24 retiring, what's it going to take to replace
25 those workers? Will you be able to apply the

1 same training that you applied 25 years ago to
2 the workers that you're going to need to replace
3 the 45% that are retiring?

4 MR. WALTER: To a certain extent, but
5 the jobs have changed, just any change --
6 technologies changed, the need for a safer
7 workforce has changed, that we've become much
8 smarter. Our equipment is much different than
9 it was 25 years ago. So the training has
10 changed. It's become much more in depth.
11 There's no doubt about that. It has increased.
12 What is it doing to take -- one philosophy is
13 you wait until an employee retires, and then you
14 replace that employee.

15 I think in this country we're falling
16 short, and Ameren is no different than any other
17 utility. We've got to pass on that experience
18 to that next person. And so there's no
19 incentive or nothing there to drive the utility
20 to continue with that logic as they did back 30,
21 40 years ago. The company has changed. The
22 company has reduced the workforce. Since the
23 mid '90s our workforce had been reduced 45%, so
24 there certainly has been a lot of cuts. There's
25 no doubt about it.

1 And the -- I guess the logic of just
2 wait until people leave and then try to bring
3 people up to speed, we keep falling behind, and
4 that's why we continue to say we need to invest
5 in what's inevitable. We have to train people
6 and it's going to require a rate increase
7 possibly in my mind to provide that source.

8 COMMISSIONER KENNY: Thank you very
9 much.

10 JUDGE JONES: I want to ask a couple of
11 questions.

12 Do you know who your attorney is?

13 MR. WALTER: Yes.

14 JUDGE JONES: Who is that?

15 MR. WALTER: Sherry Schroeder.

16 JUDGE JONES: And have you talked to her
17 prior to giving this testimony? Does she know
18 that your intent was to come here and speak?

19 MR. WALTER: Maybe not.

20 JUDGE JONES: And did you specifically
21 file direct testimony in this case?

22 MR. WALTER: Yes.

23 JUDGE JONES: So what purpose outside of
24 the evidentiary hearing did you expect your
25 testimony here to serve?

1 MR. WALTER: Quite honestly I think it's
2 more of an education process to the public.
3 It's a complex industry, and I think it's hard
4 for everybody to understand. Just as you hear
5 the customers question the company, it's
6 difficult to really understand. I think we have
7 a different perspective of it.

8 JUDGE JONES: Any questions from the
9 office of Public Council?

10 MR. MILLS: Judge, I don't have any
11 questions. But part of Mr. Walter's testimony
12 was hearsay, about studies having to do with the
13 aging of the workforce, and I'm going to object
14 to that as hearsay.

15 JUDGE JONES: What I'll do is pass this
16 onto the judge that is presiding. No study has
17 been entered. That portion, however, can be
18 stricken. Of course, you can't not hear it now
19 that it's been said, so I will make a note to
20 pass it along to the judge who will preside over
21 the evidentiary hearing.

22 Any cross from Ameren?

23 MR. MITTEN: We'll reserve our cross for
24 the evidentiary hearing.

25 MS. KLIETHERMES: Judge, no objection.

1 I would just note this would appear to be
2 supplemental direct, and I believe a waiver is
3 required for that, which hasn't been presented.
4 I don't know that the Staff has any objection.

5 JUDGE JONES: With regard to the
6 supplemental direct, should we expect a motion
7 from Staff to strike the testimony?

8 MS. KLIETHERMES: I do not expect Staff
9 to file such a motion.

10 JUDGE JONES: Thank you, Mr. Walters.

11 MR. WALTER: Thank you.

12 JUDGE JONES: Next we'll here from
13 Mark Bergson. Mark Bergson? Maybe I'm not
14 pronouncing the last name right, from St. Louis.
15 It looks like Mr. Bergson --

16 ATTENDEE: He's gone.

17 JUDGE JONES: He's gone. Thank you very
18 much. I appreciate it.

19 David Houser.

20 (Thereupon, the witness was sworn in.)

21 MR. HOUSER: Yes, sir. Thank you, sir.

22 JUDGE JONES: You may proceed.

23 TESTIMONY BY MR. HOUSER:

24 MR. HOUSER: Commissioner Robert Kenny,
25 good evening. I realize that Ameren Missouri

1 says the rate increase is because of the rate
2 case seeking to recover costs already incurred
3 in conduct system-wide reliability improvements
4 and purchase of fuel to generate electricity.
5 We're taking proactive steps to reduce our costs
6 but will not cut costs at the expense of
7 providing safe, reliable service.

8 If the rate increase is approved, that
9 would be in essence to free up monies for other
10 uses. If those uses are towards building a
11 second nuclear plant, for generating electricity
12 to help keep electric costs down in the future,
13 I say okay. But if it would free up monies to
14 increase salaries and pensions and higher profit
15 to the stockholders, then this -- in this
16 economic climate, I say that increase should be
17 denied.

18 I was very appreciative to the kind of
19 information that was given here this evening
20 concerning work of the Commission and of the
21 other work that's gone into this hearing this
22 evening. And that was my main concern, is about
23 where the money would go afterwards.

24 COMMISSIONER KENNY: Thank you. Can I
25 ask you one quick question, Mr. Houser? Thanks

1 for taking the time and we're pleased to hear
2 that you found the question and answer portion
3 beneficial. Have you had any customer service
4 interactions with Ameren?

5 MR. HOUSER: Yes. I'm definitely a
6 customer, and, of course, trimming the trees in
7 our area. We have a very long lane and lots of
8 trees, and about ten years ago, they finally got
9 around to cutting them after about ten, 15 years
10 that it hadn't been done. And then this last
11 year, they came and cut them again. And this
12 time it seemed to me like it was with a -- they
13 had a contract -- they had the work out to a
14 different company, and the work was done better
15 and more efficiently than ten years ago. And so
16 in that area, I think that Ameren has improved
17 their services nicely.

18 COMMISSIONER KENNY: Have you overall
19 been pleased with reliability? Have you had any
20 other outages or any other issues of that sort?

21 MR. HOUSER: The only one little problem
22 is it seems like Sunday morning about 9:00 the
23 power goes off and comes back on, and this
24 causes a small break in our power to the house,
25 you know. As a result, the clocks go off, the

1 computers shuts down and things like that. But
2 we live close to a fire station, and as a
3 result, our power is usually on more quickly
4 than other areas. So we have no problems that
5 way. But generally speaking, I'm very happy
6 with the service from Ameren Missouri.

7 COMMISSIONER KENNY: Thank you again for
8 taking the time to come down today.

9 JUDGE JONES: H-O-U-S-E-R.

10 MR. MILLS: Just a quick question: Did
11 you mean to say your power goes off every
12 Sunday?

13 MR. HOUSER: Not every Sunday, but it
14 seems at least once a month or twice a month, as
15 if they're changing from one power station to
16 another or something like that that causes the
17 power to go off and come back on.

18 MR. MILLS: And that's okay with you?

19 MR. HOUSER: Well, I just assume not, of
20 course.

21 COMMISSIONER KENNY: There might be
22 somebody in the room that may want to talk to
23 you about that may be able to provide some
24 assistance.

25 JUDGE JONES: Any questions for him?

1 MR. MITTEN: I have no questions.

2 JUDGE JONES: Thank you, Mr. Houser.

3 Joe Loyet or Loyet, L-O-Y-E-T.

4 (Thereupon, the witness was sworn.)

5 MR. LOYET: Yes.

6 JUDGE JONES: Thank you, sir. You may
7 proceed.

8 TESTIMONY BY MR. LOYET:

9 MR. LOYET: I appreciate you-all
10 listening to us tonight. I stated this earlier
11 today, I'm a small business owner with 180
12 employees, and I was talking about the bonuses
13 that were given out to the UE employees in 2010,
14 and that's -- you know, I don't -- it is public
15 knowledge to us, and with the Commission here,
16 you know, we're all -- things have changed in
17 the world, and I don't see how they can give
18 them bonuses, pay increases; yet, he said that
19 they froze their -- the pay. Well, I feel if
20 you get a stock -- that a stock option, that's a
21 raise. That's a bonus. You know, maybe it
22 wasn't dollars, but it's a stock option that is
23 dollars. So that was my biggest concern.

24 You know, they're looking for a rate
25 increase. I think there's other ways they can

1 trim their budget that we don't have to pay.

2 COMMISSIONER KENNY: You were here
3 earlier for the question-and-answer period?

4 MR. LOYET: Yes, sir.

5 COMMISSIONER KENNY: Did you have an
6 opportunity to express that to the Company?

7 MR. LOYET: Yes.

8 COMMISSIONER KENNY: What was the answer
9 you received?

10 MR. LOYET: There really wasn't an
11 answer. There wasn't really an answer.

12 He did say that they froze, but they
13 didn't freeze them at 2010. There was bonuses
14 given out for 2010, plus there was stock
15 options, too. So I don't -- I don't see where
16 that's -- that doesn't freeze anything.

17 COMMISSIONER KENNY: Thank you for
18 providing your perspective.

19 MR. LOYET: Can I say something off the
20 record?

21 JUDGE JONES: No.

22 COMMISSIONER KENNY: Maybe after it's
23 over with.

24 JUDGE JONES: Next we'll here from
25 Carla Giovanoni.

1 (Thereupon, the witness was sworn in.)

2 MS. GIOVANONI: Yes.

3 JUDGE JONES: Could do you spell your
4 last name for the court reporter.

5 MS. GIOVANONI: G-I-O-V-A-N-O-N-I.

6 MR. JONES: Thank you. You may provide.

7 TESTIMONY BY MS. GIOVANONI:

8 MS. GIOVANONI: I'm collecting
9 disability, and my mom's on a fixed income, too.
10 She's -- has very little pension right now and
11 very limited -- Social Security hasn't raised in
12 like three years. And I've been on disability
13 for quite some time, and so it really hasn't
14 raised. And I'm only making, like, before they
15 take out the Medicare, it is \$700. And I have
16 to pay part of my staying at my mom's house, and
17 I pay half the electricity and half the water.
18 And with all of that, then Medicare cut back on
19 all the other stuff, which the prescriptions and
20 all that kind of stuff, and so it costs a lot of
21 money. So how are people with fixed incomes
22 going to be able to do this?

23 And I'm kind of feeling like I'm talking
24 for all the people that are on disability.
25 Because a lot of people that want to be in

1 housing -- because I applied for housing, but
2 the thing is I was denied because of -- they had
3 to make cutbacks, too. So it's kind of, like,
4 everybody else has to cutback, and that's why I
5 feel bad -- the rate increase is not going to be
6 too good for the disabled. If something were to
7 happen to my mom, where does that leave me? It
8 would leave me homeless, which I don't want to
9 be.

10 Because the disability people can only
11 protect you so much, and you only get that money
12 and that's before they take the Medicare out,
13 which I think is \$95. And then along with that,
14 then I'm paying \$160 for my medical insurance,
15 and on top of that, I'm paying about \$40 a month
16 for my Part D coverage. So that doesn't leave
17 me with a whole lot of extra cash. And I have
18 to pay for gasoline and pay for the trips up to
19 West County and back for my therapy. So that's
20 why I think that all people like me, who is on
21 disability for OCD and all those kinds of mental
22 issues, it's very difficult for them to be able
23 to -- to be able to deal with all of this, all
24 this raising of stuff because it cutback -- my
25 mom and I, we've done everything possible known

1 to man. We shut off a lot of lights at night
2 and we do a whole lot of things.

3 We have new windows in our house that
4 are energy efficient. A couple of them broke,
5 but we're going to be handling that and getting
6 them fixed. We just haven't done what we need
7 to do. But our house has become energy
8 efficient. I bought a computer that was energy
9 efficient back -- whatever that star -- energy
10 star, and I got an energy star a lot of things.
11 And I feel that I'm trying to do my part in to
12 saving the environment and making it better.
13 But I think that this is just going -- I think
14 this is just terrible to do this when they
15 haven't even made any Social Security increases
16 in three years. And that is -- that's kind of
17 hit the bottom line that's on disability and on
18 Social Security. Because my mom and I aren't
19 making a whole lot of money and we have to kind
20 of survive it together. And that's all I have
21 to say.

22 JUDGE JONES: Thank you. Do you have
23 questions?

24 COMMISSIONER KENNY: Thank you very much
25 for your time.

1 JUDGE JONES: I appreciate your time.

2 Thank you.

3 Next is Janette Barbey.

4 (Thereupon, the witness was sworn in.)

5 MS. BARBEY: Yes I do.

6 JUDGE JONES: Thank you. You may
7 proceed.

8 TESTIMONY BY MS. BARBEY:

9 MS. BARBEY: You know one thing the
10 utility company is saying that we have the
11 cheapest rates in Missouri, but most of my
12 friends have co-ops where they share in some of
13 profits of their electric company because
14 I've -- I've had a house up in northeast
15 Missouri, and I got a check for some of their
16 over -- they give it back to the people. We
17 don't get nothing back.

18 My family has donated all kinds of land.
19 We have power lines going through our land, up
20 and down our land. We have done our part. It
21 was about three years ago I allowed them to dig
22 another place all the way through our property
23 to put more of your power lines. What do I get
24 back?

25 I've got kids that are disabled. I've

1 been trying -- I pay three electric bills. I
2 have a small business. I pay for my son's
3 that's disabled. He has kidney failure and
4 heart failure. I pay for mine. I have people
5 living there, and it's went up significantly. I
6 bought a double-wide mobile home, put it on the
7 basement, got the best six-inch walls, best
8 thing I could get to save money, and it's gone
9 up -- the last month my bill was \$258. Down at
10 my mother's where it was always cheap, it was
11 278. Now, I'm paying most of this myself. At
12 my work it was 150.

13 I'm almost 70 years old, and I'm paying
14 that. And like all these other older people,
15 they're probably helping kids that are disabled,
16 don't have jobs.

17 Every time Ameren UE -- this man said
18 it's a thousand jobs from the union. Well, you
19 don't see them hiring anybody to cut the trees
20 or anything. They're outsourcing everything.
21 Our area, our community isn't getting those
22 jobs, not at all. All we see is a bunch of CEOs
23 that make all this money. I have a business. I
24 have never given myself a bonus. I've lowered
25 my salary every time, and I haven't raised my

1 customer's prices in years because I know that
2 they have a lot of bills to pay, and I try to
3 help my fellow man make it. I do them as I'd
4 want to be done. And I think Ameren UE can do a
5 lot better by quit paying the CEOs and all these
6 bonuses and quit taking them all from us.

7 And if they need a nuclear plant, why
8 can't we get some of the profits. If we pay for
9 this, why can't you give this back to us, some
10 of the profits that you're making from these
11 things and our land that we've donated. We
12 don't get anything back. That's all I've got to
13 say.

14 COMMISSIONER KENNY: I don't have any
15 questions, Ms. Barbey, but thank you for taking
16 the time to come and participate.

17 JUDGE JONES: Next we'll here from
18 John -- I can't read the last name --

19 (Thereupon, the witness was sworn in.)

20 JUDGE JONES: Could you state and spell
21 your last, John?

22 MR. STAGG: John, J-O-H-N, Stagg,
23 S-T-A-G-G. Sorry about the sloppy spelling.

24 JUDGE JONES: Actually, that was some
25 other John but -- you can go ahead.

1 MR. STAGG: I can go back and sit down
2 if you like.

3 JUDGE JONES: You're here now. Thanks
4 Mr. Stagg.

5 TESTIMONY BY MR. STAGG:

6 MR. STAGG: I'm retired. I'm older than
7 I look. I have four daughters. My electric is
8 well over \$300 for the last several months. The
9 only time it was lower was when -- when it was
10 really hot during the summertime and I just
11 didn't really run the heater or air conditioner
12 or anything. We just sat in the house and
13 sweated. I don't mind sweating, but we can't --
14 I can't have my children freezing to death in
15 that house, so we run our electric. And when I
16 turn on the electric to heat the house, you
17 know, that furnace, I can almost see the money
18 going, you know -- flying out the house, and I
19 have other heating systems like a wood-burning
20 stove and a fireplace, and I use those. But for
21 some reason Ameren, they just keep raising their
22 rates over and over again.

23 I live 15 miles from the Black River
24 Electric. They're a nonprofit. They're
25 nonprofit. They're board members are -- answer

1 directly to the customers. They serve a
2 three-year term, and they are a co-op. I don't
3 feel it's right that I am at the mercy of the
4 Public Service Commission. I feel the Public
5 Service Commission does not care about us. I
6 feel very much I've been disenfranchised, and
7 one reason I say that is because I only see one
8 of the members here. And where are the other
9 ones, I don't know. But -- I'm sorry. I'm a
10 little nervous.

11 COMMISSIONER KENNY: Take your time.

12 MR. STAGG: Does the commissioner mind
13 if I ask a question?

14 COMMISSIONER BERRY: You can ask, but I
15 can't answer.

16 MR. STAGG: Okay. That's okay. I don't
17 have to answer.

18 JUDGE JONES: If you have questions, you
19 might remain after and representatives from the
20 parties might be able to answer that to you.

21 MR. STAGG: It's a rhetorical question.

22 JUDGE JONES: You can certainly ask a
23 rhetorical question.

24 MR. STAGG: Okay. Thank you. Does a
25 Public Service Commission receive incentives by

1 Ameren to continue to approve rate increases
2 over and over and over again. I mean, I would
3 assume that they have integrity and are
4 honorable men, but I'm beginning to wonder when
5 they sign their name over and over again to
6 these rate increases that nobody can afford.

7 I thank you, sir. I thank you for
8 listening to me. Thank you very much.

9 JUDGE JONES: Thank you.

10 COMMISSIONER KENNY: I'm not going to
11 ask you a question, Mr. Stagg, but I did say at
12 the beginning there are five commissioners and
13 what I neglected to also say at the beginning of
14 that is there are several local hearings that
15 will take place prior to the evidentiary hearing
16 that will take place at the end of April and
17 beginning of May. And we do our level best to
18 make sure at least one of us is at each of the
19 public hearings. So my colleagues have attended
20 that I've been unable to attend and I attend
21 public hearings when they're unable to attend.

22 The court reporter transcribes all of
23 this, and I can assure you that these
24 transcripts are available for the Public Service
25 Commissioners, all five of us, to read and

1 consider as we embark on the deliberate process
2 when the hearing begins. So no question. I
3 just wanted to make sure I clarified my
4 statement from earlier.

5 JUDGE JONES: Okay. Is there another
6 John in the audience hear from Arnold, Missouri?
7 Candy Thom.

8 (Thereupon, the witness was sworn in.)

9 TESTIMONY BY MS. THROM:

10 MS. THROM: I'm an Ameren employee, and
11 I am also a customer. I'm also a member of
12 local -- union IBEW Local 1455. I'm on the
13 executive board. I'm here to testify for
14 myself. Ameren -- I know my union has spoken
15 for the rate case. I agree with it, too. More
16 and more regulations keep getting imposed on
17 Ameren. The environmental concerns that exist
18 today did not exist 20 years ago when our rates
19 were so low. We have to come up to EPA
20 standards. To do that, we need money to do it.
21 We have to pay for it.

22 I would also like to make a comment
23 about Taum Sauk and rate recovery there. There
24 were improvements. Like with the Sioux plant,
25 we get money back. We tried to recover our

1 costs for those improvements. And I know the
2 Public Council is trying to say there weren't
3 improvements to Taum Sauk and that should have
4 been paid for by us. However, would the
5 Public Council like the Taum Sauk built like it
6 was back in 1965 and then make the improvements
7 afterwards and try to claim them when it would
8 be more expensive.

9 I'm reading from notes.

10 We have made a lot of electrical
11 reliability improvements. My house is case in
12 point. Under normal circumstances, my house
13 would have been without electric in this last
14 storm. However, my house had electric in the
15 last storm, which is just amazing, and several
16 storms before that, I was without power, in 2006
17 and July in the 2007 ice storm.

18 One point I would like to make is if we
19 want to make improvements to our plant and we
20 can't recover any costs, then we have to buy
21 power from other resources, and we've seen
22 what's happened in California where they've been
23 forced to buy power from outside resources at
24 exorbitant rates, even having brown outs and
25 power outages.

1 I know there have been claims that
2 Ameren is not trimming -- or that Ameren has not
3 trimmed the fat. Well, being internal to Ameren
4 and being an employee, we do trim the fat. On
5 peak summer days, when demand is high, we work
6 with only half our lights. They turn off our
7 lights to conserve power. They also conserve
8 power throughout the building.

9 We had a layoff. We had one in
10 November 2009 to some of the staff. I've also
11 noticed that in the area they've not been
12 replacing employees that have been leaving. My
13 co-worker -- I was a team of two and my
14 co-worker decided to retire in October of 2009.
15 They did not replace him. I am now a one-person
16 team for a job of two. I get in the office -- I
17 work from when I get there until the moment I
18 get out the door. It is nonstop because I have
19 to do the job of two people.

20 In the question and answer there was a
21 question about the billing cycle and different
22 show of days. The reason we do that is to save
23 more money because we have a 21 -- we have 21
24 periods in a billing circle, so 21 days and we
25 do that -- we don't bill on holidays, and that's

1 so we don't have to pay for extra pick-ups at
2 the post office and that saves money.

3 In my house, I have made energy
4 improvements and I have seen results in on my
5 electric bill. A little over two and a half
6 years ago, I have to replace my AC unit. I had
7 to increase from 10 SEER to a 16 SEER, two
8 stage. My electric bill during the summer went
9 down between 50 and \$100.

10 We reinsulate our attic, and our house
11 is not that old. We found a whole section of my
12 house where the sun hits that was not insulated.
13 We saw a result in my electric bill that went
14 down. So energy efficiency improvements do
15 work.

16 Another claim that was made was that the
17 CEO paid previous to the CEO that we have now,
18 the CEO should not receive the same pay rate
19 because of the other CEO. Our previous CEO was
20 only there for maybe three to five years that I
21 can remember, and that was Gary Rainwater. So
22 this new CEO getting the same rate as the old
23 one, it could be comparable.

24 My parents are on Social Security. I
25 understand everyone's concerns in here, and my

1 mom tells me every single day and reminds me
2 that she has not had a Social Security increase
3 in three years and she can't understand it, that
4 the government says that prices aren't going up
5 but she can see gas prices going up, the grocery
6 store prices going up.

7 I understand everyone's concerns, but we
8 have to make reliability improvements or no one
9 is going to have power. The system is aging.
10 The infrastructure is aging. And like business
11 manager, Mike Walter said, we have old equipment
12 that is passed their due dates that need to be
13 replaced in order to be reliable. It's sort of
14 a Catch 22. If we don't replace it and the
15 electric goes out, we hear about it. If we
16 replace it and there's a cost, we hear about it.
17 So, you know, which way would they like to have
18 it? Do they want their electric on and reliable
19 or do you want to wait until the equipment fails
20 and you have to replace it --

21 And one other thing I would like to say
22 is we have made improvements to our response and
23 everything. This last storm, watching on the
24 news, when there were news people in the area of
25 the outage, every single time they noticed we

1 had a crew. We are responding to the outages.

2 That's all I have a to.

3 COMMISSIONER KENNY: Thanks for coming
4 down. I don't have any questions.

5 JUDGE JONES: Next is Glenn Ponder,
6 Mr. Ponder?

7 Tom Starnes, Junior.

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

10 TESTIMONY BY MR. STARNES:

11 MR. STARNES: After Taum Sauk failed and
12 the reservoir burst, your CEO retired shortly
13 thereafter. Why did you pay him approximately
14 \$200 million as a severance package or golden
15 parachute, and then shortly after that, there
16 was a rate increase that was approximately equal
17 to that \$200 million that was going to be
18 requested. And if I was going to make a list of
19 what's wrong with America, at the top of my list
20 would be corporate monopoly and bloated
21 executive pay.

22 Back on Taum Sauk, that thing had been
23 overflowing numerous times and it was reported
24 by the workers and it was ignored by the upper
25 management and you were depending on instruments

1 and computers to shut the pumps off to keep the
2 thing from overflowing on the midnight shift
3 when -- and there was nobody on staff there.
4 Why didn't you pay one man or woman in the union
5 to work the midnight shift to turn the pumps off
6 so the reservoir didn't overflow?

7 The old reservoir did not have a
8 spillway and the instruments failed multiple
9 times, and then I'm sure the blame was put on
10 the workers there at the site instead of
11 managers who ignored the workers' reports and
12 recommendations.

13 Then there was mention earlier tonight
14 here the rebuild cost of Taum Sauk -- did they
15 say 480 million? So many umpteen million
16 dollars. One thing they didn't mention on the
17 cost to rebuild that was a woman who got killed
18 there on the construction crew. A large truck
19 ran over her and she was loaded up in the
20 ambulance in broken pieces and died later. That
21 was part of the cost of to rebuild Ameren, too,
22 the fatal employees and injured employees from
23 that project.

24 About a year ago, there was a meeting in
25 this same room and there was an overwhelming

1 opposition from the public for a rate increase
2 but the rate increase happened anyway. Now,
3 here it is time to talk about another rate
4 increase and we can see from the past what
5 happened before. Jeff City, they want to make
6 Missouri a right-to-work state and get rid of
7 the union, and if that passes and
8 Union Electric's union is busted and you end up
9 saving money because you don't pay the low-level
10 workers as much as before, will that savings
11 pass on to the customer or will that savings go
12 to executive pay and bonuses?

13 COMMISSIONER KENNY: Mr. Starnes, thanks
14 for coming. I wanted to make sure you were
15 aware that we don't work for the company? Were
16 you aware that we don't work for the company?
17 We work for the Public Service Commission. I
18 want to make sure you're aware we don't work for
19 the company, that we work for the Public Service
20 Commission.

21 But I appreciate you coming out and
22 taking the time to share your thoughts with us.

23 JUDGE JONES: Next is Denise Jackson.

24 (Thereupon, the witness was sworn in.)

25

1 TESTIMONY BY MS. JACKSON:

2 MS. JACKSON: Well, I've been an Ameren
3 UE customer. I've been paying my utility bills
4 since I was 16. I have now turned 40, and
5 that's how long I've been paying my own Ameren
6 UE utility bills. I want to say that I oppose
7 this rate increase. I am absolutely against it.
8 Ameren is a monopoly. I would much rather be
9 with a co-op as I was when I lived in Florida.
10 I do still get a kickback from that co-op with a
11 check by the co-op.

12 I'm 17 miles from Black River Electric
13 and they are a co-op and I would -- if I could,
14 I would definitely be with them and I will tell
15 you my reasons why.

16 In 2009, February 2009, my husband had
17 lost his job. He was working for the propane
18 companies, and he's now been unemployed now for
19 two years. I worked at Washington University,
20 School of Medicine. I was an administrative
21 assistant there, and due to the cutbacks of
22 administrative workers, I had lost my position
23 March 18th of 2010.

24 During this process -- as I say, my
25 encounter with Ameren UE started in October of

1 2009. Me and my husband, we have owned seven
2 and a half acres on Berry Road in Bonne Terre.
3 Before we ever started doing any construction or
4 anything at our site, we had Dan, Dan Osche from
5 Ameren UE come out and give us all the specifics
6 of what we needed to do to have electricity put
7 on our property, where we were going to build.
8 We -- he gave us some paperwork. He told us,
9 you know, we needed to clear this, he wanted us
10 to put our electric here, where the driveway
11 was, where it was going to be, give us all kinds
12 of information.

13 We -- and as I was going on, just as I
14 was closing my home loan to build, I had lost my
15 job. So we had already sold our home in
16 Bismark. We were homeless at that point with a
17 piece of land. I am homeless, but I thank God
18 that when me and my husband were working
19 together and making 90,000 plus a year that we
20 had bought a fifth-wheel camper, 30-feet long
21 with two rooms in it for me and my daughter and
22 husband to stay in because that's what we live
23 in now.

24 At know point did they tell us that I
25 needed a 400-square foot home on my land for

1 them to bring out my utility. He told us -- he
2 came out three times at each step when we were
3 doing our construction. I used my 401(k) money
4 to get to a point where we thought we could get
5 utility and have electric. For nine months out
6 of 2010 I lived with no electric.

7 He came out when we got -- when we got
8 the property cleared and he said -- we had our
9 driveway in, he says your electric meter needs
10 to sit here, we will provide up to five hundred
11 feet of electric, we'll put the meter and pole
12 in, you know. Fine. We did our part. We got
13 our piping, everything up to the road to where
14 they were going to put the pole in. We got our
15 meter in. Okay. What else do we need? Well,
16 you need a permanent fixture on the property to
17 show us that a home is going to come in here.
18 Okay. What do we need? He says you need your
19 well, you need your septic. That shows that a
20 home is coming in here.

21 I put the septic in. I had the money
22 for the well. I couldn't get the well put in
23 because that well requires electricity. I had
24 to put a mobile home lot on my land and lease it
25 out to a friend just so we could get electricity

1 to have water. So not only was I without
2 electricity, I was also without water. But I
3 had a roof over my head that was fully
4 functional, sewer and stuff. You know, we had
5 to truck in the water from another source. We
6 had to go down to the dump station and dump
7 our -- up until we got our septic in.

8 You know, but the issue is that how can
9 Ameren UE ask for rate increases when they are
10 not providing a service to everyone equally and
11 not being upright and upfront with honest people
12 at the beginning of a construction project or
13 any project.

14 And my thought right now is I got my
15 first electric bill in July, the end of July.
16 It was due August 15th or something like that.
17 It was \$85. September come around, my camper
18 has solar and we use a little bit of electricity
19 because we have a shed that has a refrigerator
20 and a full-size refrigerator and freezer in it.
21 I am -- from September I got a bill \$170.
22 October I got a bill it was \$189. November came
23 around, my bill was \$215. December, my bill
24 came around it was \$286. January came around
25 and it was \$348. I read my digital meter. I do

1 not use any difference in electricity each
2 month.

3 Now, you explain to me how Ameren can
4 ask for rate increases and rate increases when
5 they're increasing and increasing people's bills
6 when they're not even using it.

7 I'm to a point right now that I can't
8 even afford to drive home from work because I
9 can't afford the gas prices that keep going up.
10 And if I'm being raped by the government taking
11 half of my paycheck in taxes, I'm raped by the
12 oil companies for the gas prices. Now, I'm
13 being raped again by the utility company because
14 they want another increase. Come on. When is
15 this going to stop? You know, all -- our pay
16 rates are not going up.

17 That's all I have to say.

18 JUDGE JONES: Ms. Jackson, could you
19 remain for moment?

20 COMMISSIONER KENNY: Where does the
21 situation stand with your property now? Is the
22 electricity run and the well has been dug?

23 MS. JACKSON: Yes. I had to lease a lot
24 of my land to get the electricity out because
25 they wanted to charge me \$4800. That was half

1 of what it cost me to put my well in. If I
2 would have paid that, I would not have had the
3 \$8600 for my well to be dug. I'd still be
4 without water.

5 COMMISSIONER BERRY: Ms. Jackson, thank
6 you for coming and sharing with us the
7 difficulties you had. And I would encourage you
8 if you're able to stick around and speak to some
9 of the representatives from Ameren that may be
10 able to provide you an explanation or going
11 through --

12 MS. JACKSON: I've heard several of
13 their -- I've talked to three or four people
14 higher up. I've sent letters to your -- the
15 Public Safety Commission. I've got letters back
16 and you stood behind their 400-square-foot home
17 and I do have a letter that documents that.

18 COMMISSIONER KENNY: I was actually
19 referring to your bills and maybe that can
20 provide some explanation for why your bills are
21 what they are. And while you're here, you might
22 be able to get some better answers than what you
23 got through the mail.

24 MS. JACKSON: Okay.

25 JUDGE JONES: Paul DeGeare, is it?

1 D-E-G-E-A-R-E.

2 (Thereupon, the witness was sworn in.)

3 TESTIMONY BY MR. DEGEARE:

4 MR. DEGEARE: Do I understand properly
5 you fellows are on the Public Commission and not
6 representatives of Ameren?

7 COMMISSIONER KENNY: Yes.

8 MR. DEGEARE: Okay. It seems to me that
9 we don't have a lot of representation through
10 your group. Ameren wants a rate. They get a
11 rate or a raise. Ameren wants another one, hey,
12 get another one. They said now that we're
13 putting all this money into underground service.
14 Wow. That's great. Well, in 1945, 1948 the
15 government demanded that they do that and they
16 didn't do it, and the Public Service Commission
17 never ever made them do it. And now that
18 they've made untold major profits in the last
19 couple of three years, they want us to pay it
20 for them for a plant, a factory. Nobody has to
21 do business like that except the public service
22 people. They're the only deal in town, just
23 like Ma Bell said we're not (sic) the only
24 people in town. You know, you can't tell -- we
25 can't tell the difference. This is the only

1 place in town to get electric for most of us.

2 I'm 70 years old. I'm a retired
3 carpenter. I have whole \$475 worth of pension
4 from them. I have a little bit of
5 Social Security, and everything that I use goes
6 up. I have to go out and do little side jobs to
7 make ends meet when some poor young fellow needs
8 to get out there having those jobs and raising
9 his kids. My kids are raised. I'm in survival
10 mode. That's the only thing we all are in.
11 This is survival mode. It's a bad economy,
12 probably worst than most of these people have
13 ever seen and doesn't look like it's going to
14 get that much better.

15 Ameren doesn't need a rate increase.
16 They make plenty of profits, lots of profits.
17 If they were losing, it would be different.
18 They're not losing, they're making all these
19 profits --

20 I'm sure they have been denied and
21 declined raises. I don't know when they were.
22 I don't recall that. I do recall when the
23 people voted not to give them a raise and they
24 got it anyway. Public Service Commission
25 deemed, yeah, they really needed it. Well, I

1 don't think they need it. I didn't think that
2 he need another one. I think the people here
3 need a break and we need a Public Service
4 Commission that will represent us and not the
5 utility companies. Thank you.

6 JUDGE JONES: Mr. DeGeare, we only have
7 one more person to testify. Just for clarity's
8 sake, I'd ask you perhaps to stick around until
9 after that person testifies to speak with some
10 of the representatives here from the Public
11 Service Commission and Office of Public Council
12 from Ameren so that you can better understand
13 the roles that the different entities play in
14 this process. It may help you understand.

15 Can you do that for me?

16 MR. DEGEARE: Certainly.

17 JUDGE JONES: Next, and, finally, we'll
18 here from Gary Steel, S-T-E-E-L.

19 (Thereupon, the witness was sworn in.)

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

22 TESTIMONY BY MR. STEELE:

23 MR. STEEL: Well, just about everybody
24 here said pretty much everything I was going to
25 say, but I have an underground -- or

1 earth-structure house. I've got solar panels on
2 it. I keep my thermostat set at 64 degrees and
3 my bill, it just keeps going right on up. It
4 doesn't make any difference. If I have -- this
5 week I have thought about putting my thermostat
6 on about 75 or 80 just to see what would happen,
7 maybe my bill would go down. I don't know.

8 It just seems like everybody says, you
9 know, turn back the thermostat, save wherever
10 you can save. I don't think anybody can come
11 out to my house and show me anyplace where I
12 could save. If they would, I sure would
13 appreciate. I don't know where it would be at.
14 That's as much as I've got to say.

15 COMMISSIONER KENNY: I don't have any
16 questions, Mr. Steel. Thanks for coming out
17 tonight.

18 JUDGE JONES: This concludes the
19 on-the-record testimony of our hearings. Is
20 there anybody else that would like to present us
21 on -- we have one hand -- two hands. I see the
22 purple and sleeveless jacket. Could you step
23 up, please?

24 Can you please raise your right hand?

25 (Thereupon, the witness was sworn in.)

1 JUDGE JONES: Can you state your name
2 and spell it for the record.

3 MS. HERTWIG: Rebecca, R-E-B-E-C-C-A,
4 Hertwig, H-E-R-T-W-I-G.

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

7 TESTIMONY BY MS. HERTWIG:

8 MS. HERTWIG: One point a few people
9 made before me was that an increase is needed
10 because of environmental EPA requirements.
11 However, in the major issues below on this piece
12 of paper here 72% of the issue value is for
13 return on equity and only 2.4% of requested
14 increase is actually for the environmental stuff
15 and all that stuff. So 72% is so that investors
16 can have a great return that nobody is getting
17 anywhere.

18 In the beginning of the summer, this
19 past summer, I used actually less kilowatts and
20 the next month my bill was higher. So I called
21 to inquire about that and I found out actually
22 how much rate increase they wanted last year,
23 which was unbelievable. And also they just
24 informed me that just because it's summer they
25 can charge more, and that was the only reason I

1 was given that they charged summer rates. So I
2 went and unplugged everything I could possibly
3 do.

4 Anyway, I would ask that the Commission
5 deny any rate increase. I live within my income
6 and I cutback. If I need to be, so I do not go
7 into debt -- I don't go into debt. And I don't
8 get to ask anybody for anymore money, and Ameren
9 UE needs to live below their means like I do and
10 not spend more than they make.

11 I would also like to note there doesn't
12 need to be any money spent on advertising
13 because that is totally unnecessary. It's not
14 like we have a lot of choice in the matter and
15 there's no competition.

16 So I ask that you please not grant a
17 rate increase. Because each time you do,
18 they'll just want more, and this is evidence
19 that we're here again, and I testified last year
20 for the same thing. That's all.

21 COMMISSIONER KENNY: Ms. Hertwig, thank
22 you for coming out. I don't have any questions,
23 but I would encourage you to talk to our staff
24 about the fact sheet that you have, maybe just
25 to clarify some of the points, particularly with

1 respect to -- which portions of the rate
2 increase are going for which items.

3 But thank you for taking the time this
4 time and last time and coming to share your
5 thoughts.

6 JUDGE JONES: Okay. I noticed there was
7 someone else.

8 (Thereupon, the witness was sworn in.)

9 JUDGE JONES: State and spell your name
10 for the record?

11 TESTIMONY BY MS. WARING:

12 MS. WARING: Mary Jane, space between
13 the two names, Waring W-A-R-I-N-G.

14 I appreciate you giving me the
15 opportunity to get up here because I had a
16 question earlier, and it was like I don't
17 know -- I haven't been to a meeting like this
18 before, so I just appreciate it.

19 My concerns are -- and I oppose the pay
20 raise because people's incomes are limited.
21 They're not getting raises. The economy is
22 poor. It's a terrible time to be asking for
23 that.

24 And as far as them asking and saying
25 that it's to reimburse for money they've already

1 spent, why didn't they explore new technology at
2 that time when they redid that particular power
3 plant? They advertise that they're exploring
4 new technology, and they kind of -- I asked
5 earlier, and they kind of dipped into the idea
6 of what they're doing, but it seems like it's a
7 slow way.

8 And it's unfortunate that they're the
9 only provider. There isn't any competition. I
10 feel this way about a lot of things, our big
11 corporations, that when they ask the people for
12 raises and increases or they tax something even
13 more, the small business people don't have that
14 opportunity. And it just seems like we keep
15 getting gouged. And I don't recall a time that
16 Ameren has asked for a raise that they have been
17 denied, and there are a lot more people on fixed
18 income now.

19 And like I said, the economy -- the
20 people are unemployed and struggling. I mean,
21 the food -- Ameren is not the only issue really,
22 but it is tonight. But everything is going up
23 and maybe we have control over this particular
24 raise, and it would be nice to come out a winner
25 for once.

1 That's all I have to say. Thank you.

2 COMMISSIONER KENNY: Thank you,
3 Ms. Waring.

4 JUDGE JONES: Is there anybody else that
5 would like to testify?

6 Okay. With that, then we -- do you want
7 to make any closing remarks?

8 COMMISSIONER KENNY: The hearing -- the
9 evidentiary portion of the hearing will take
10 place at the end of April and beginning of May,
11 and those hearings will also be broadcast and
12 streamed live over the Internet, and you'll have
13 the opportunity to watch those hearings as they
14 occur if you don't want to come to
15 Jefferson City.

16 But, again, the case hasn't been decided
17 yet, and your input is significant and is
18 important, and we thank you for coming out
19 tonight.

20 JUDGE JONES: Okay. With that, we'll go
21 off the record.

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4	TESTI M O N Y B Y M S. F A R I E S	8
5	TESTI M O N Y B Y M S. C O X	12
6	TESTI M O N Y B Y M S. W O E H R	14
7	TESTI M O N Y B Y M R. W A L T E R S	16
8	TESTI M O N Y B Y M R. H O U S E R	26
9	TESTI M O N Y B Y M R. L O Y E T	30
10	TESTI M O N Y B Y M S. G I O V A N O N I	32
11	TESTI M O N Y B Y M S. B A R B E Y	35
12	TESTI M O N Y B Y M R. S T A G G	38
13	TESTI M O N Y B Y M S. T H R O M	41
14	TESTI M O N Y B Y M R. S T A R N E S	46
15	TESTI M O N Y B Y M S. J A C K S O N	49
16	TESTI M O N Y B Y M R. D E G E A R E	55
17	TESTI M O N Y B Y M R. S T E E L E	57
18	TESTI M O N Y B Y M S. H E R T W I G	59
19	TESTI M O N Y B Y M S. W A R I N G	61
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22	(No exhi bi ts were marked.)	
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