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

2 JUDGE WOODRUFF: Good afternoon. Once
3 again, we will go ahead and get started. My name is
4 Morris Woodruff. I am the presiding officer this
5 afternoon. I'm a judge for the Public Service
6 Commission and I have three commissioners with me
7 today. I'll introduce them.

8 To my right is Commissioner Scott Rupp. To
9 my far left over here is Commissioner Stephen Stoll.
10 And then to my immediate left is Maida Coleman.

11 Commissioner Coleman, I believe you wanted to
12 make a statement.

13 COMMISSIONER COLEMAN: Good afternoon,
14 everyone. We thank you for taking the time to come
15 to the hearing today. We believe it's important to
16 hear from all sides when we are looking at the rate
17 cases that come before us, so we thank you for your
18 participation today.

19 I'm always happy to be here at Harris Stowe
20 State University. It's my old legislative district
21 as both a former senator and state representative,
22 so I always welcome the opportunity to come here for
23 whatever the reason and to greet everyone.

24 So we thank you and ask that you provide us
25 with any pertinent information. Give us the good

1 and the not so pleasant if you've had that type of
2 experience that you would like us to know about as
3 we consider this rate case from Ameren. We thank
4 you again for your participation.

5 JUDGE WOODRUFF: Thank you,
6 Commissioner. The way this will work is we'll ask
7 you to come up to the music stand up here and make
8 your statement. We have a list of people who have
9 signed up to testify and I'll go through the list
10 and call them one by one. I'll swear you in to tell
11 the truth, the whole truth and nothing but the truth
12 and then you'll make your statement.

13 And after you've made your statement, if
14 you'll wait a few moments at the microphone we may
15 have some questions from the commissioners and there
16 are attorneys here for the various parties and they
17 may have questions for you also to try and clarify
18 your testimony if that seems to be necessary.

19 As indicated before, the court reporter over
20 here will be taking down everything that's said
21 today and she will be making a transcript of this
22 and if you want to read the transcript it's
23 available on the Commission's website, which is PSC
24 dot mo dot gov and all the records from this case
25 are available there for anyone who wants to see

1 them.

2 So we'll go ahead and call the first person
3 up but before we do that we do need to make a record
4 of who is here for the parties as their attorneys.
5 So I'll ask the parties to enter their appearance at
6 this point and we'll start with Ameren Missouri.

7 MS. JOHNSON: Thank you. I'm Paula
8 Johnson, senior corporate counsel for Ameren
9 Missouri, 1901 Chouteau Road, St. Louis.

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

12 MS. MYERS: For the staff of the
13 Missouri Public Service Commission I'm Jamie Myers
14 and I have provided the court reporter with my
15 information.

16 JUDGE WOODRUFF: And for Public Counsel?

17 MS. SHEMWELL: Good afternoon. I'm Lera
18 Shemwell, Office of Public Counsel and we represent
19 the public and I will give my information to the
20 court reporter.

21 JUDGE WOODRUFF: And for Consumers
22 Council?

23 MR. COFFMAN: John B. Coffman appearing
24 on behalf of the Consumers Council of Missouri.

25 JUDGE WOODRUFF: I believe that's all

1 the attorneys that are here today. So we'll go
2 ahead and get started with the first witness and the
3 first name on the list is Diana Oleskevich.

4 And, first off, did I get your name correct?

5 MS. OLESKEVICH: Yes, you did.

6 Congratulations.

7 JUDGE WOODRUFF: Thank you. If you
8 would please spell it for the court reporter's
9 benefit.

10 MS. OLESKEVICH: O-L-E-S-K-E-V-I-C-H.

11 JUDGE WOODRUFF: Thank you and please
12 raise your right hand. Do you solemnly swear or
13 affirm the testimony you're about to give in this
14 matter is the truth, the whole truth, and nothing
15 but the truth?

16 MS. OLESKEVICH: You betcha.

17 JUDGE WOODRUFF: All right. What would
18 you like to tell us?

19 MS. OLESKEVICH: Okay. I've been an
20 Ameren customer for some 40 years. I'm seriously
21 doubting that my utility, which is a monopoly in the
22 city and should be so noticed, is investing our
23 money in the most responsible way possible.

24 First and foremost, that's means investing
25 money to encourage customers to use less energy. It

1 seems like Ameren thinks that responsibility is
2 making profits and burning coal. I noticed that one
3 of the senior directors is here and the CEO of the
4 company, whose salaries easily equal over a million
5 dollars and should they lower their salaries,
6 instead of asking for a 121 million, maybe the
7 company could only ask for 120.

8 The second thing I wanted to say is that we
9 put solar panels on our garage roof several years
10 ago and took advantage of many of the incentives
11 that Ameren and the federal state government were
12 offering. I do want to say that Ameren pushed back
13 every bit of the way. They delayed in returning
14 forms. They delayed in returning phone calls. It
15 was tedious and not an easy process.

16 Energy efficiency is widely acknowledged to
17 be the cheapest way to meet demand for electricity.
18 We've been talking about that all morning. Energy
19 efficiency is also the cleanest resource available.
20 And did you know that there are more jobs in the
21 energy efficiency industry in Missouri than there
22 are in coal, natural gas and nuclear combined?

23 The Missouri Energy Efficiency Investment Act
24 allows utilities like Ameren to earn profit on their
25 investment in energy efficiency. So the one percent

1 that you are spending on energy efficiency you get
2 some incentives on that as a corporation. The
3 70 percent or more that Ameren is spending on coal
4 is going to be an increasing rising cost. Solar
5 power is not going to get any better than free.

6 The company's shareholders -- excuse me --
7 before approving even more rate increases I
8 encourage the Public Service Commission to require
9 Ameren to capture more energy efficiency than it is
10 currently.

11 In addition to these energy efficiency
12 programs there is other ways that I would propose
13 Ameren encourage conservation. And one of these is
14 by sending customers like us the right priced
15 signal. As my usage goes up the rate we pay on each
16 energy unit goes down. This sends the signal that
17 it's okay to use lots of energy, which increases
18 demands and harms all the ratepayers and mother
19 Earth, our home, as well.

20 I would like to see the company do more to
21 encourage everyone to do less. This type of rate,
22 which we talked about earlier, that fixed rate,
23 whether you call it a shared access fee -- excuse
24 me -- this type of rate which has become
25 standard across much -- I lost my place.

1 Okay. Okay. Perpetuated in Missouri where
2 the Show Me State lags behind and continues to stick
3 with rates that encourage rates -- that's about the
4 volumetric rate -- the Commission should require
5 Ameren Missouri to adopt an inclining block rate in
6 order to encourage less usage and to give customers
7 more control over their own bills.

8 The Commission I hope will refuse or
9 challenge any change that increases that fixed
10 portion of the customers' bills, even when it is
11 called something other than a "fixed charge." As
12 less and less of a customer's bill is based on their
13 actual usage, it becomes harder and harder for the
14 customers like us to affect our total bill.

15 Strategies like my garage solar and simple
16 conserving become less effective at lowering our
17 bills when fixed or non-volume charges get larger.
18 And we heard this morning that the amount that's
19 being charged fixed to residents is larger than that
20 being charged to large corporations.

21 So I would simply like to close and remind
22 the Public Service Commission of what public
23 servants are really chosen to do, and that's the
24 common good and the least among our brothers and
25 sisters.

1 I'd like to propose that we reject or lessen
2 Ameren's rate hike and adopt rates that will reward
3 customers who conserve energy. And I thank you all
4 for your time and trust that our comments will truly
5 be taken as weight in your deliberations.

6 JUDGE WOODRUFF: Thank you. Just a
7 moment, we have a question from Commissioner Rupp.

8 COMMISSIONER RUPP: Thank you for coming
9 today. Could you tell me more about the pushback
10 that you received from the company when you were
11 trying to install your solar panels on your garage?

12 MS. OLESKEVICH: I would describe it as
13 I just described it. Phone calls were not made.
14 Paperwork was lost on the incentives. It took a
15 long time for meters to be checked and approved by
16 Ameren. We got pushback -- we got no support from
17 Ameren for putting the panels in the most
18 preferable, most efficient location on our house.
19 We were forced to put them on the garage, which
20 added increased expense.

21 We seldom -- and I won't say never -- but we
22 seldom received open arms from Ameren and prompt,
23 quick responsive service when we were talking about
24 our solar panels.

25 It's your -- I think it's your meek of public

1 employees who -- you know, I never talked to any of
2 your directors or anyone in the big building. It
3 was a difficult process and it felt like we were
4 constantly pushing uphill and going against the
5 stream. It wasn't as if Ameren was graciously
6 making it easy and pleasant for us.

7 JUDGE WOODRUFF: Any other questions?

8 COMMISSIONER STOLL: Thank you for your
9 testimony.

10 JUDGE WOODRUFF: Thank you for your
11 testimony. And I realized after the first witness
12 started testifying I forgot to explain the countdown
13 machine here. You've probably all noticed it. We
14 do try to encourage witnesses to keep their remarks
15 to about five minutes and that's what the countdown
16 is here. And you finished just right on time, so I
17 don't know if you were watching it or not.

18 MS. OLESKEVICH: Well, it made me
19 nervous and I kept my remarks short because I
20 thought you were going to buzz me. I'm glad you
21 explained.

22 JUDGE WOODRUFF: I'm not going to buzz
23 anybody but it's just kind of a courtesy to all the
24 other people who are here who wish to testify to try
25 and keep it limited so that one person doesn't

1 dominate the entire afternoon. But thank you very
2 much.

3 The next name on the list is Craig Mershon.

4 AUDIENCE MEMBER: He's talking to the
5 company right now outside and he asks that he be put
6 on the list. I told him I would come and get him
7 when we're through with the other witnesses.

8 JUDGE WOODRUFF: That will be fine. The
9 next name then is Pat McHugh.

10 MS. McHUGH: Can I talk from here?

11 JUDGE WOODRUFF: If you can take the
12 microphone over to her, yeah.

13 Good afternoon. If you'll let me swear you
14 in though. If you would please raise your right
15 hand? Do you solemnly swear or affirm the testimony
16 you are about to give in this matter is the truth,
17 the whole truth, and nothing but the truth?

18 MS. McHUGH: I do.

19 JUDGE WOODRUFF: And your name is Pat
20 McHugh?

21 MS. McHUGH: Pat McHugh. M-C-H-U-G-H.
22 I am a retired St. Louis public schoolteacher. I
23 have a two-flat -- I own a two-flat in U. City and I
24 was here the last time. We have to stop meeting
25 like this.

1 But at the time I came in I had -- I got an
2 estimate from a fine company to put solar on my
3 roof, not for my tenant, just for me, for \$20,000.
4 And by the time we played this game I think he had
5 135,000, whoopy-de-do, and that was already used up.
6 Well, you know, I had to pass.

7 And the point I make -- and God bless you, I
8 second everything she said. I -- you have to stop
9 the coal business and do solar big time. There are
10 other parts -- I said this earlier -- other parts of
11 the country are training high school dropouts and
12 former prisoners to install these things and they do
13 it for just fractions of what this is costing the
14 company and this state.

15 So your speaker was saying, "Well, our rates
16 are so low," well, yes, and if we save even more
17 money you can improve the grid, which should have
18 been done God knows when. I mean, we have to stop
19 doing the same old thing.

20 You were talking about we have to plan on
21 replacing old plants. No, don't replace them. Go
22 big into solar and wind and join the 21st century.

23 You know, if I didn't have that rent on the
24 first floor I would be on the street. You know, I'm
25 82, the little bit I get from social security and my

1 laughable retirement from the St. Louis public
2 school system, you know, if you charge me more and
3 it's really going to do something, I guess I could
4 cough it up, but I'll be damned if I want to give
5 you money to do the same old, same old again. So
6 I'm sorry to be disgusting, but, you know, I've
7 earned it.

8 JUDGE WOODRUFF: All right. I
9 appreciate it, ma'am.

10 MS. McHUGH: Thank you.

11 JUDGE WOODRUFF: Any questions?

12 COMMISSIONER STOLL: Thank you.

13 JUDGE WOODRUFF: Thank you.

14 Next name on the list, I think it's Ellis
15 Spurlock. Okay. Good afternoon. Did I get your
16 name right, is it Ellis?

17 MS. SPURLOCK: Yes, correct. Spurlock.

18 JUDGE WOODRUFF: Do you want to spell
19 the last name?

20 MS. SPURLOCK: S, as in Sam, P as in
21 Paul, U-R-L-O-C-K.

22 JUDGE WOODRUFF: Thank you very much.

23 MS. SPURLOCK: Just like it sounds.

24 You're welcome.

25 JUDGE WOODRUFF: If you could please

1 raise your right hand I'll will swear you in. Do
2 you solemnly swear or affirm the testimony you're
3 about to give in this matter is the truth, the whole
4 truth, and nothing but the truth?

5 MS. SPURLOCK: I do.

6 JUDGE WOODRUFF: Thank you. What would
7 you like to tell us?

8 MS. SPURLOCK: Okay. What I would like
9 to tell you concerns the way you do business, okay.
10 I don't know if there was a meeting in reference to
11 this, where you completely stop allowing meter
12 readers to come out and read the meter and then you
13 install these machines into one of your companies or
14 widely spread that you, or whomever is in charge of
15 reading the meters, you do it instead of allowing
16 the customers, both consumers and customers, to read
17 our own meters and send them in to you. You stopped
18 that.

19 So, to me, you are controlling the situation
20 because you want us to believe that you are being
21 fair and that you are honest and we should believe
22 what you are charging us by sending us a bill.

23 Now, I've tried. I've called and asked and
24 I've asked for cards to read my own meter and send
25 them and I've had some of the workers tell me,

1 "Well, you can send them in, but they're not going
2 to read them."

3 So my question is: Why should we trust you
4 that much? And that's like you're spending part of
5 my money. To me, you are, because what do I have
6 for myself to believe that this is an accurate and
7 true amount of electricity that I am using other
8 than the bill where you sent to me? You understand?
9 Instead of me being able to go outside or in the
10 basement, wherever the meter is, and read it to
11 myself and send the card in.

12 Okay. So that's not good for me. As a
13 customer or a consumer that's not good for me. I
14 don't trust anybody that way with my money like
15 that, that I can't at least have a chance to know
16 what and what I'm using.

17 So am I mistaken about that? Are you not
18 having all of this electronically -- electricity or
19 whatever you're using, these machines, to calculate
20 each of our bills and then you send them out to us
21 because I certainly have no way of knowing if it's
22 accurate or not.

23 So I should at least have a choice to read
24 and send the bill in or whatever is on the meter to
25 your company, you look at it and you calculate it.

1 I know that you will send out the calculation for
2 people to do them but maybe you should train people
3 how to do them instead of sending out paper so they
4 can calculate it. But that doesn't change the point
5 is that we still have to rely on you, that you're
6 going to be honest to us about our electrical bills
7 and how much we're really using. That's my
8 testimony. That's all I have to say.

9 JUDGE WOODRUFF: All right. Thank you
10 very much. Questions?

11 COMMISSIONER STOLL: Okay. Ma'am, I
12 would suggest that maybe you talk to some of our
13 staff that are at the table out there regarding the
14 meter reading process. I understand what you're
15 saying but maybe they can help explain a little bit
16 more about it and I don't know if it would satisfy
17 your concern but I would ask you to do that.

18 MS. SPURLOCK: You want me to ask them
19 to do what?

20 COMMISSIONER STOLL: Well, our Public
21 Service Commission folks, just ask them about the
22 meter reading process and how it's done
23 electronically and maybe if there's a way that you
24 could check on it because it seems like everything
25 is going to electronic reading, whether it's water

1 bills or electricity, but there may be a good way
2 for you to be able to verify that.

3 MS. SPURLOCK: Well, I will ask. Okay.

4 COMMISSIONER STOLL: Okay. And the lady
5 right here with her hand up, she would be happy to
6 talk to you.

7 MS. SPURLOCK: But who's to say if I say
8 that my meter reads one thing and it comes back from
9 the company reading something else, so now you're
10 probably going to go with what decision that you
11 have and not with mine.

12 COMMISSIONER COLEMAN: I would ask --

13 MS. SPURLOCK: I just think it's unfair
14 to me, as a customer, and not only to me, to others
15 as well.

16 COMMISSIONER COLEMAN: Have you
17 contacted Ameren regarding this situation?

18 MS. SPURLOCK: Yes, I did. I mentioned
19 that to you.

20 COMMISSIONER COLEMAN: Okay. So
21 whomever -- Gaye, would you be the person with
22 Ameren that she should discuss this with? She's
23 right there and she can get to the crux of your
24 situation.

25 And, as Commissioner Stoll mentioned, we also

1 have a Public Service Commission employee who works
2 for our organization that I would suggest you speak
3 with also.

4 MS. SPURLOCK: Okay.

5 COMMISSIONER COLEMAN: And that way why
6 don't you talk to both of them together at the same
7 time.

8 MS. SPURLOCK: Keep in mind, just keep
9 in mind that you are a business, you provide a
10 service and we are both your customer and your
11 consumer.

12 COMMISSIONER COLEMAN: Sure. Well,
13 let's make a distinction that we are the Public
14 Service Commission and the cute blonde on the left
15 is with the PSC and then the cute blonde on the
16 right is with Ameren, okay? And you're Ms.
17 Spurlock? Spurlock?

18 MS. SPURLOCK: Just like it's spelled.
19 Spurlock.

20 COMMISSIONER COLEMAN: Spurlock. Okay.
21 I might have missed a letter in there then. Thank
22 you for coming today. But don't let them get out of
23 here without you talking to them.

24 MS. SPURLOCK: I won't.

25 JUDGE WOODRUFF: Next name on the list

1 is Cara Spencer. Good afternoon.

2 MS. SPENCER: Thank you. My name is
3 Cara Spencer.

4 JUDGE WOODRUFF: Well, let me swear you
5 in first.

6 MS. SPENCER: Sure.

7 JUDGE WOODRUFF: Do you solemnly swear
8 or affirm the testimony you're about to give in this
9 matter is the truth, the whole truth, and nothing
10 but the truth?

11 MS. SPENCER: I do.

12 JUDGE WOODRUFF: Thank you.

13 MS. SPENCER: Thank you. My name is
14 Cara Spencer. I am here today representing
15 consumers. I am the executive director of the
16 Consumers Council of Missouri. I want to first
17 thank the commissioners for hearing this testimony
18 today. The amount of public hearings is -- you
19 know, I know as a consumer advocate we're very
20 grateful for that, for the opportunity for consumers
21 and customers to come in and voice their concerns
22 and voice their perspective on the potential raise
23 increases.

24 So with that, you know, I'd also like to
25 thank the Office of Public Counsel who has been

1 reaching out and who is here today and has also been
2 very receptive to our concerns.

3 Representing consumers, I have here -- I want
4 to first mention I have testimony from several
5 consumers who were unable to attend any of those
6 hearings because of work and other mobility issues
7 and I'd like to ask the commissioners if I could
8 submit these before --

9 JUDGE WOODRUFF: That would be fine.

10 MS. SPENCER: Okay. Great. I would
11 like them to be included in the official record.

12 JUDGE WOODRUFF: All right. We'll go
13 ahead and denominate them as Exhibit 1 and you're
14 giving them to -- just put them on the front of the
15 stage here, that's fine, and we will give them to
16 the court reporter later.

17 MS. SPENCER: Okay. I appreciate that.

18 JUDGE WOODRUFF: They will be received
19 with the record.

20 MS. SPENCER: Thank you very much.

21 Understanding that the last ten years Ameren
22 rates have increased by almost 50 percent and that's
23 an estimate that would be on the low end, we are
24 asking that the Commission and the Commission staff
25 really take a very scrutinizing audit, a very deep

1 look into the proposed rate increases, both the
2 volumetric increase and the fixed rate.

3 We applaud the Commission and the staff for
4 recommending a significantly lower volumetric
5 increase but this surcharge, the \$4.89 grid access
6 charge, is something that really, really hits
7 consumers very hard, especially when we're looking
8 at low income consumers, consumers on a fixed
9 income.

10 And, as was pointed earlier, consumers cannot
11 adjust this by any uses. They have no way of
12 changing this or altering this. This is essentially
13 a tax on consumers to be able to access the
14 electrical grid. And for that reason we are really
15 asking that you take a look and see if this is an
16 actual necessary charge.

17 This is especially worrisome in the St. Louis
18 region, the region we are in, the city we are in
19 right now where we have very significant high
20 numbers of people that live at or below poverty.
21 St. Louis City right now is sitting at 30 percent of
22 its residents are at or below poverty and these
23 fixed charges are a very, very significant concern
24 for those households in particular.

25 The overall rate increase is something that

1 we find is also somewhat troubling at such a high
2 rate. We are asking you to just ensure that we are
3 not allowing for overdue and overly unnecessary
4 profits to a company that, according to most
5 standards, is doing quite well. We understand
6 Ameren has very healthy profits as of right now and
7 they're doing quite well.

8 So for that reason we are asking, as a
9 consumer advocacy group, asking that the
10 commissioners really look at this and really make
11 sure that we're not allowing for overly earning on
12 behalf of Ameren consumers.

13 And for that, that really concludes my
14 testimony here today. In short, we are very
15 grateful that Missouri does enjoy somewhat
16 reasonable rates and we applaud consumers for coming
17 out. We applaud the Commission for hosting these
18 types of forums where consumers can voice their
19 concerns and we are grateful that we do have
20 reasonable rates here in Missouri and we would like
21 to see that continue and we would like to see the
22 commissioners put the consumers before the profits
23 here with this proposed rate increase.

24 JUDGE WOODRUFF: All right. Thank you
25 very much. Any questions?

1 COMMISSIONER STOLL: Thank for your
2 testimony.

3 JUDGE WOODRUFF: Thank you. Next name
4 on the list is Joy Christensen. Good afternoon.

5 MS. CHRISTENSEN: Good afternoon. I'm
6 Joy Christensen.

7 JUDGE WOODRUFF: If you could please
8 raise your right hand? Do you solemnly swear or
9 affirm the testimony you are about to give in this
10 matter is the truth, the whole truth and, nothing
11 but the truth?

12 MS. CHRISTENSEN: I do.

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

15 MS. CHRISTENSEN: I hope I don't waste
16 everybody's time. In fact, I hope this might be
17 beneficial for small business startups.

18 I purchased a building just within walking
19 distance from where we're here today a year ago and
20 I had to do upgrades obviously and renovate this
21 historical building.

22 My first foray into the utilities was with
23 Laclede Gas and I had to make a lot of upgrades in
24 that regard, which I of course expected to do and
25 pay for myself and they were kind enough to come out

1 and do what needed to be done to upgrade what they
2 had to offer in this old building from the outside
3 to my building.

4 When it came to Ameren I was told that I had
5 to pay \$10,347 to purchase a new transformer in the
6 alley behind my building because the transformer
7 that they bought, four or more years ago before I
8 even bought this building, was not a brand that they
9 liked anymore and it was a Delta brand and they
10 don't want to use that and I have to pay for that.

11 So I was flabbergasted and anyone I spoke to
12 was outraged to think that, I mean, here we are
13 being told that Ameren wants to get money from all
14 the customers to do all these upgrades to provide
15 the service that we need and yet you're coming to
16 me, a very small business startup, and asking me to,
17 in fact, correct a mistake that they made, that I
18 had nothing to do with, at the tune of \$10,347.

19 JUDGE WOODRUFF: We have a question from
20 a commissioner.

21 COMMISSIONER RUPP: Thank you for your
22 testimony. Was the transformer in working order?
23 Would it have provided electric service to your
24 building?

25 MS. CHRISTENSEN: You know what, I don't

1 know the answer to that because that was never even
2 brought up. It was just that this is a brand we
3 don't recognize anymore. That's all I know.

4 COMMISSIONER RUPP: Thank you.

5 MS. CHRISTENSEN: I do think that even
6 if it was, I mean, I'm assuming it was working, but
7 I don't know, but even if it wasn't working, you
8 know, I'm a customer, I want to use Ameren's
9 product. I can't use it if it's not there for me to
10 use. So that's, to me, their responsibility to give
11 me what I'm going to purchase from them.

12 JUDGE WOODRUFF: Another question?

13 COMMISSIONER STOLL: As with a couple of
14 the other folks that have spoken, I would ask you,
15 if you haven't yet, to speak to our consumer service
16 folks and/or Ameren depending on who you need to
17 talk to regarding this.

18 MS. CHRISTENSEN: Well, I will say that
19 I went through a really long little battle about
20 this and I first tried to get answers out of Ameren
21 themselves and I was met with a whole bunch of
22 resistance and little information but I kept pushing
23 and pushing and I finally found out on my own from
24 somebody not at Ameren that I could buy my own
25 transformer and own my own transformer.

1 But when I went back to Ameren with that I
2 was told that, "Well, if you do that we will never
3 service that. That is your transformer. That's not
4 our transformer."

5 So now, you know, I have to -- I'm like
6 beholden to buy the transformer. I don't want the
7 risk of buying my own transformer and then not ever
8 servicing it, which is kind of backwards to the
9 whole concept to begin with.

10 There's a program, and this is a whole
11 separate matter, there's a program where they
12 have -- you can get that \$10,000 back if your
13 electricity can meet that cost, like 800-something a
14 month, starting two months after they put it in.

15 But that doesn't work for me. It is not a -- I
16 mean, that might work for some company or something
17 but it doesn't have anything to do with me having to
18 buy a transformer that's the wrong brand to begin
19 with. I mean, that's a separate issue.

20 And even if it was something where, okay, all
21 the businesses have to pay for upgrades because they
22 need it, it's almost like guilty until proven
23 innocent. They say that they are afraid -- they
24 used to apparently, I don't know for sure, but some
25 businesses wouldn't get up and running and then they

1 would be stuck having spent this money and the
2 business didn't go into business and didn't use the
3 electricity and I understand that.

4 But, if that's the case, why not charge that
5 person after the fact, not up in front of the fact
6 when you're trying to get your business off the
7 ground and you can't even afford to open your doors.

8 The program that is something where you apply
9 some of your electrical bill toward it, is not --
10 that's like a blanket thing that, you know, well, if
11 you're an office building or something, you know,
12 you're going to open your doors and start but we're
13 a small craft artisan distillery. We're not going
14 to be using our electricity at that rate for
15 several -- maybe six months and I can't start that
16 six months later, the program doesn't -- there's no,
17 you know, customization or something I guess for
18 your business but --

19 COMMISSIONER STOLL: Did you speak to
20 anyone other than the company though? I mean,
21 anyone from, I don't know, let's say the -- I don't
22 know if the city would be appropriate, but did you
23 speak to anyone like with our consumer service
24 folks?

25 MS. CHRISTENSEN: I eventually found out

1 from somebody in the higher up from your -- from
2 Ameren that I should come to this today, so maybe I
3 could have a chance to speak to somebody who can
4 make a difference and I don't want to be sent out
5 there to get the runaround anymore and get nowhere.

6 COMMISSIONER STOLL: Okay. Well, it
7 sounds like you've -- you know, you say you've been
8 getting the runaround. This is your opportunity to
9 speak to someone directly from our consumer service
10 and with all that you have done so far I would ask
11 you -- I would advise you to speak with them and see
12 what they say. It's only going to take a few
13 minutes and I think it may be to your benefit, so...

14 MS. CHRISTENSEN: I will do it. I just
15 ask that you consider changing that policy. If it's
16 a policy, I mean it makes no sense. And I also have
17 a whole lot of difficulty with the lady who was in
18 charge of me sending -- saying she was going to
19 email me, not emailing me and then emailing the
20 wrong forms and it was time and time and time again.
21 It was a disaster. It was a ridiculous disaster.
22 And it's not over. It hasn't even started. It's a
23 mess.

24 COMMISSIONER STOLL: Well, thank you for
25 your testimony and I hope you have an opportunity to

1 talk to our folks.

2 MS. CHRISTENSEN: Thank you.

3 COMMISSIONER COLEMAN: Ma'am, when we
4 say "we," we're talking about the Public Service
5 Commission. That's who we work for, so you won't
6 get the runaround if that's your concern. Our
7 organization has a consumer services department in
8 place that is there to work on your behalf.

9 In addition, during introductions the Office
10 of Public Counsel was introduced and they can work
11 on your behalf. We're talking about agencies that
12 are separate from Ameren. So do take advantage
13 while you have these offices here today that work
14 strictly on behalf of the consumer.

15 MS. CHRISTENSEN: Thank you.

16 COMMISSIONER COLEMAN: Thank you.

17 JUDGE WOODRUFF: One more thing, right
18 behind you is Debbie Bernsen and she's our consumer
19 services specialist. Talk to her after.

20 COMMISSIONER COLEMAN: And Lera here,
21 that just stood up, is with the Office of Public
22 Counsel.

23 JUDGE WOODRUFF: The next name on the
24 list is Fran Bonham. Good afternoon.

25 MS. BONHAM: Good afternoon. Before we

1 start, I actually filled out a form that Cara
2 Spencer has submitted to you because I didn't think
3 I could be here, so I'm kind of testifying twice.
4 Is that okay?

5 JUDGE WOODRUFF: That's okay. Tell us
6 your name first.

7 MS. BONHAM: My name is Fran Bonham.
8 It's B-O, N like Nancy, H-A, M like Mary.

9 JUDGE WOODRUFF: Please raise your right
10 hand. Do you solemnly swear of affirm the testimony
11 you are about to give in this matter is the truth,
12 the whole truth, and nothing but the truth?

13 MS. BONHAM: I do.

14 JUDGE WOODRUFF: Thank you. What would
15 you like to tell us?

16 MS. BONHAM: First, I'm not going to be
17 as articulate as I would like to be due to a printer
18 failure. And I'm trying to read my writing, but I
19 would like to thank you for giving me an opportunity
20 to talk about how the proposed rate increase is
21 going to affect me and other people like me.

22 I live on a very tight budget. I think
23 everybody here lives on a very tight budget. We
24 don't have extra money in the mattress. We don't
25 have raises coming in. I certainly am not getting a

1 raise and I am not getting an 8 percent raise. If I
2 am going to have to pay Ameren another 8 percent on
3 my usage bill it's got to come from somewhere and it
4 has got to come from my budget. It's not going to
5 come from magic money. I'm not going to win the
6 lottery. So Ameren wants me to go into my tight
7 budget and give them an additional 8 percent.

8 Here's the thing, let's say that you're a
9 small contractor, you build things, and I've
10 contacted you because I want you to build a swing
11 set in my backyard and we get together and we decide
12 it's going to have two swings, it's going to have a
13 slide, it's going to be painted green and it's going
14 to be really cool.

15 And your responsibility is to say it will
16 cost this much for the equipment, it will cost this
17 much for labor, it will cost this much for the
18 office overhead, it will cost this much for profit.
19 And we agree on it and you start building my swing
20 set.

21 And then you come to me and you say, "You
22 know what, I'm going to need an 8 percent increase
23 because I don't have enough money to get those
24 seats, I mean I can do the ropes but the kids don't
25 have anything to sit on because I'm going to need

1 another 8 percent for that."

2 Okay. This is -- I don't know what you did
3 with the money that we agreed on. I don't know if
4 you had a big Christmas party. I don't know if it's
5 executive salaries that you need to increase. I
6 don't know if you just have a terrible accountant.
7 I don't know why you need that extra money. I just
8 know that's not fair for me to go into my very tight
9 budget and find extra money for something that is
10 your responsibility to find.

11 And I'd also like to talk about the system
12 access charge, which Ameren wants to raise from \$8
13 to \$12.89, which is a 61 percent increase. This is
14 something that we need to pay to connect to your
15 grid and I understand there is a cost for that and I
16 understand that I get charged for that.

17 What I don't understand is why Ameren seems
18 to think this is a moneymaker, that they're going to
19 raise this and get a lot of money and nobody will be
20 able to not pay it because it's a fixed charge.

21 I am the queen of conservation. You know, I
22 go way beyond using CFL light bulbs. As hot as it
23 got this past summer I didn't turn on my
24 air-conditioner because unlike this gentleman over
25 here I don't want to be turned off. I'm afraid of

1 being turned off. So I watch my usage so that I
2 don't use more than I can pay.

3 With this fee there's nothing I can do about
4 it. I can't use less connection. I can't do
5 anything about this. And I think it's unfair that
6 Ameren is trying to, as far as I can tell, make a
7 profit off this fee that I can't control.

8 JUDGE WOODRUFF: Thank you, ma'am. Any
9 questions?

10 COMMISSIONER STOLL: Thank you for your
11 testimony.

12 JUDGE WOODRUFF: Next name on the list
13 is Paul McKnight. Good afternoon. And you are Paul
14 McKnight?

15 MR. McKNIGHT: I am.

16 JUDGE WOODRUFF: Please raise your right
17 hand. Do you solemnly swear or affirm the testimony
18 you are about to give in this matter is the truth,
19 the whole truth, and nothing but the truth?

20 MR. McKNIGHT: I do.

21 JUDGE WOODRUFF: Thank you.

22 MR. McKNIGHT: My name is Paul McKnight
23 and I actually started a small company here in St.
24 Louis five years ago installing solar panels and we
25 do mostly residential at this point. We do some

1 commercial as well though.

2 When we started the business Ameren had a
3 rebate, a solar rebate and it was pretty
4 significant. And, as I understood it, the rebate
5 was supposed to be spread out over multiple years.
6 For multiple reasons --

7 AUDIENCE MEMBER: Louder, please.

8 MR. McKNIGHT: I'm sorry.

9 JUDGE WOODRUFF: Scoot the microphone a
10 little bit closer. You can take it into your hand
11 if you want.

12 MR. McKNIGHT: So as I understood the
13 incentive program for solar through Ameren was
14 supposed to be spread out over several years and
15 through some series of events all the money was used
16 up. In 2013 the program ended and a lot of the
17 small solar companies in the area either went out of
18 business or went out of state, went elsewhere.

19 So I just wanted to point that out and while
20 there are energy efficiency programs that Ameren
21 offers that incentivize people to do certain things
22 like add insulation and buy LED lighting, this is
23 something that we really are missing out on
24 investing in.

25 When your customers pay out of pocket to

1 produce power to build your own -- to build a power
2 plant for Ameren they're actually building an
3 infrastructure with a system bit by bit and it's
4 hard to argue against that. And yet with a fixed
5 rate increase with the grid access fee increased
6 you're actively going against everything that has
7 been done to incentivize efficiency in that way
8 which has been brought up several times now.

9 So I would like to just say that I would
10 strongly encourage the Commission to oppose any
11 fixed rate increase for those reasons. If you're
12 going to support incentive programs for efficiency,
13 that's where -- you need to focus on that because
14 this is directly in opposition to that, so there
15 needs to be a balance and that needs to be taken
16 into consideration. I think that's the most
17 important piece of this.

18 JUDGE WOODRUFF: Any questions?

19 COMMISSIONER STOLL: No questions.

20 Thank you for your testimony.

21 MR. McKNIGHT: If anybody has any
22 justification -- or explanation of why they think
23 that that particular piece of it is not in
24 opposition to energy efficiency measures I would
25 like to hear that reason.

1 JUDGE WOODRUFF: Well, you're welcome to
2 talk to the company about that. I expect it will be
3 an issue in the case that the Commission will hear
4 it at the evidentiary hearing in a few weeks. Thank
5 you, sir.

6 All right. Then we'll go back to Craig
7 Mershon. And your name is Craig Mershon?

8 MR. MERSHON: Craig Mershon, that's
9 correct.

10 JUDGE WOODRUFF: All right. If you can
11 please raise your right I'll swear you in. Do you
12 solemnly swear or affirm the testimony you are about
13 to give in this matter is the truth, the whole truth
14 and nothing but the truth?

15 MR. MERSHON: Yes.

16 JUDGE WOODRUFF: All right. What would
17 you like to tell us?

18 MR. MERSHON: I'd like to tell you that
19 you need to have more interaction with your
20 customers. Like I said before, your office is a
21 joke. Your office is a joke because you don't
22 really care about us as people. You care about how
23 much money you make. You make one excuse after the
24 other, which you've been trained to do, to make a
25 joke to get out of doing different things.

1 You have a way of -- you intimidate, bully
2 people to pay their bill. You don't ask them. You
3 bully them and then you justify why you bully them.
4 You say, well, you know, you didn't pay your bill,
5 you're behind. Well, one day each of you are going
6 to suffer somehow but no one knows how that is going
7 to be but you're going to need someone to help you
8 and you're going to have to rely on someone.

9 It's a shame that you treat us this way. You
10 don't -- you know, we call you, you don't call back.
11 You don't have an appropriate due process system
12 when -- you know, then you use African Americans to
13 do your dirty work for you and then they in turn do
14 it so they can keep their jobs. It's pathetic the
15 way you treat us and then you want money. Like I
16 said before, you want us to approve that you do all
17 these things and then you get African Americans and
18 others to justify what you do. "Oh, well, I can't
19 do this because it's policy." It's a shame.

20 You put a president in office who wants to
21 grope women, and hates women, hates people with
22 disabilities and now he's going to be sworn in
23 tomorrow. So that means sometime down the line when
24 we have problems you're going to sit there and say,
25 "Well, we're just following policy," which is how

1 you control other human beings when you should be --
2 you know, your disconnection notices are crude --
3 but you're not the only company that does that.
4 Ameren -- I mean not Ameren, but AT&T is just as bad
5 as you. And you should treat people with respect,
6 you do not.

7 Why don't we -- why aren't we able to talk to
8 the vice president of the company after we've gone
9 so far with the customer service person? That
10 person says, "Oh, we're just following policy."

11 Do you hate people that much where you just
12 want to follow policy or do you really care about
13 the people that you serve? You want us to give more
14 money for services that you want, then you're going
15 to use African Americans to help you justify.

16 Just like I was telling them out in the hall
17 how you killed a woman, you cut her off and she
18 starved to death, but also she couldn't cook simply
19 because we're in a total electrical building and
20 once you cut the electricity off we can't do
21 anything. We have to go around in the dark. We
22 can't fix our food. A lot of our food spoils
23 because you turn us off.

24 This past summer you turned off 61 people in
25 the complex. You must have -- your souls must be

1 made of concrete. It really is. I cannot believe
2 that you get away with just hurting people. But I
3 can see why white America hurts people, they've been
4 doing that since 1619 when we brought the first
5 slave ship over. I understand that. But to use our
6 own people to fight against us, that's horrible.
7 But you get away with it. And then you're going to
8 say, "No, I'm not like that." You're all like that.
9 Every single solitary one of you.

10 You want help but then -- you're like a cow
11 who has a whole bucket of milk and kicks it over.
12 It's no good once you kick it over. It spills out.
13 It's a shame you're like that and you are. There's
14 no excuse for it but you make excuses for it.

15 If you're supposed to be the Commission or
16 whatever you are, you should be loving toward people
17 and want to help people so they can want to
18 contribute to whatever it is you have to help them
19 but also to help you. Help generates more help but
20 you have to know how to help a person with or
21 without a disability.

22 JUDGE WOODRUFF: All right. Thank you,
23 Mr. Mershon. Any other questions?

24 COMMISSIONER COLEMAN: Yes. Mr.
25 Mershon, did I hear you say that you live in a

1 building that several people were cut off? Did I
2 hear you correctly?

3 MR. MERSHON: Yes.

4 COMMISSIONER COLEMAN: So is this a
5 high-rise apartment building or a complex of some
6 sort?

7 MR. MERSHON: Yeah, it's Spanish Cove
8 apartment complex.

9 COMMISSIONER COLEMAN: I'm sorry, I
10 couldn't hear that?

11 MR. MERSHON: Spanish Cove apartment
12 complex.

13 COMMISSIONER COLEMAN: And that's in the
14 city or the county?

15 MR. MERSHON: That's in North County,
16 right off of 270 and Bellefontaine.

17 COMMISSIONER COLEMAN: Okay. And I do
18 understand that Ameren has programs to assist people
19 financially and with disabilities. Have you had
20 that conversation with Ameren?

21 MR. MERSHON: Yeah. I just recently
22 reapplied for CAA, which I did in the fall and I was
23 going to have my doctor's office fax the form to
24 them but apparently she didn't, so last week or the
25 week before last I had it sent and I sent a copy and

1 some liaison guy came out to the apartments and
2 since I can't get into the rental office the lady
3 who helped me fill it out from the rental office
4 gave some guy a key. But I also mailed a copy.
5 Usually I try to do it as soon as it comes out but
6 my doctor's office failed to fax it to you, so I
7 redid it again.

8 But my biggest problem is how you phrase your
9 disconnection notices "I want to hurt you" and it
10 comes out that way. You may not think it sounds
11 that way, but you make one excuse after the other
12 for doing what you do and then you don't care after
13 it's done.

14 Like I said earlier, maybe you should go to
15 an anatomy lab and start to smell decomposed bodies,
16 then you would understand what it's like for someone
17 to die in an apartment that can't get help from you.

18 COMMISSIONER COLEMAN: Earlier you were
19 higher up on the list and we just came back to your
20 name. During that time I understand you were out in
21 the lobby area speaking with Ameren, is that what
22 you were doing?

23 MR. MERSHON: That's what I was doing.

24 COMMISSIONER COLEMAN: And so the
25 concerns that you brought up here, you've expressed

1 those with the company's representatives?

2 MR. MERSHON: The only person I haven't
3 talked to is the president and vice president.

4 COMMISSIONER COLEMAN: Okay. And my
5 hope is that during that conversation out there with
6 the Ameren employees that they were able to offer
7 you some information and assistance.

8 MR. MERSHON: Yes, they were but that
9 still doesn't -- you're going to forget everything I
10 say and you're going to go back to doing the
11 same thing you have been doing all along: hurting
12 people, making excuses. Because like I know a guy,
13 I'm in a group with him and it's called CTI, which
14 is called Coalition for Training and Independence
15 and he made the statement -- and he's a white
16 American -- he said, "My skin color gives me power."
17 He is correct.

18 You do whatever you can to hurt but you've
19 been doing that for centuries. On May 23rd, 2019,
20 that would have meant that you have doing us like
21 this for four centuries. But that's the way you
22 gain your power. You do whatever you can to hurt us
23 and justify the hurt.

24 I work with Senior Disability Services. They
25 haven't treated us right either. AT&T, they don't

1 treat us right either. So it's not just you but it
2 is other companies but you play a big part in it
3 because you want to control and that's why we have
4 the problems that we have. You don't want to work
5 with people. You want to control them.

6 COMMISSIONER COLEMAN: So, Mr. Mershon,
7 it sounds like you still haven't received any relief
8 to the level that you desire, so I would ask those
9 that are here with Ameren to please make it back to
10 Mr. Mershon to get through his concerns. Thank you,
11 sir, for coming today and for your testimony.

12 MR. MERSHON: You're welcome.

13 JUDGE WOODRUFF: Thank you, Mr. Mershon.

14 That's all the names that were on the list.
15 Is there anyone else here who wants to come forward
16 and testify? We've got a couple names here. The
17 lady in the blue first.

18 I'm sorry. I didn't see you first. We'll
19 get to you next. You can go after her. I
20 recognized her first. I'm sorry.

21 AUDIENCE MEMBER: I had on blue, so I
22 thought you were talking to me.

23 MS. SINGAUS: My name is Mary Singaus.
24 S-I-N-G-A-U-S.

25 JUDGE WOODRUFF: Okay. And if you would

1 please raise your right hand. Do you solemnly swear
2 or affirm the testimony you are about to give in
3 this matter is the truth, the whole truth, and
4 nothing but the truth?

5 MS. SINGAUS: Yes, sir.

6 JUDGE WOODRUFF: What would you like to
7 tell us?

8 MS. SINGAUS: I want to -- I don't know
9 all the technicalities of this request and I see you
10 have a lot of experts in the building and from the
11 handout that was given by your organization, that
12 you've already had testimony that Ameren has not had
13 quite the increase that Ameren wants. I would
14 encourage the Commission to listen to those people.

15 I'm also at a totally electric rental
16 apartment, so I have no control over anything --
17 well, I'm renting, but besides that, it is all
18 rental so it seems to me the people who constructed
19 the apartments were in some kind of deal with
20 Ameren.

21 And then I would be happy to ask through your
22 Commission to publish the percentage of electricity
23 that my money goes to that comes from dirty sources
24 and I include that to mean like fracking -- oil from
25 fracking, oil, gas, coal and nuclear is not clean in

1 that we don't know what to do with the end product.
2 So all of those are not sustainable in this day and
3 age when things need to be sustainable.

4 I think that we need to really focus on the
5 solar and the wind. And Ameren doesn't seem to be
6 investing in solar power to a very large extent and
7 so we keep penalizing ourselves to be hotter in the
8 summer, colder in the winter, when we could maybe
9 have access to what we need to be healthy without
10 destroying the Earth. We need to have Ameren be
11 more sustainable. So, no, I don't want to give them
12 any more of my money if they're not going to really
13 go all out to take care of the Earth.

14 They bragged about being efficient by firing
15 people. I don't see that firing people and
16 decreasing the number of jobs is really efficient.
17 As expressed by people and their services, obviously
18 they need people that will take care of people and
19 so it's not always more efficient to have less
20 people and they need to have well paying jobs so
21 they can afford the electricity that they need.

22 And, also, I would like to suggest to the
23 Commission to encourage Ameren to talk about smaller
24 grids, not a big grid. The reason being that if you
25 have a smaller grid where individual houses and

1 companies can add solar and wind to that part of the
2 grid, it is more efficient.

3 And, secondly, if somebody is going to hack
4 your whole grid and you have -- they have the whole
5 metropolitan area on one grid, it's much easier to
6 cause problems on the whole grid than if you have a
7 smaller, not-so-connected grid. I will leave that
8 to the scientists.

9 I see that energy is a public good and I also
10 question making profit off of a public good. We all
11 need to have electricity, especially in St. Louis,
12 for both the heat and the cold and I don't quite see
13 where other people should be making profit off of
14 our needs. So we can't keep rewarding companies for
15 not making us have a sustainable future.

16 And I thank you all very much for taking the
17 time to listen to me with this five minutes. I'm
18 use to two minutes or one minute. Thank you.

19 JUDGE WOODRUFF: Thank you, ma'am. Any
20 questions?

21 Now, the lady up there. Could you tell us
22 your name, please.

23 MS. HUTCHINSON: I'm Jacqueline
24 Hutchinson. I'm a board chair for Missouri
25 Consumers Council and I am also vice president of

1 Operations for People's Community Action
2 Corporation.

3 JUDGE WOODRUFF: And if you can spell
4 your first name for the benefit of the court
5 reporter?

6 MS. HUTCHINSON: J-A-C-Q-U-E-L-I-N-E.

7 JUDGE WOODRUFF: All right. Thank you.
8 And if you could please raise your right hand I will
9 swear you in. Do you solemnly swear or affirm the
10 testimony you are about to give in this matter is
11 the truth, the whole truth and nothing but the
12 truth?

13 MS. HUTCHINSON: Yes.

14 JUDGE WOODRUFF: Thank you. What would
15 you like to tell us?

16 MS. HUTCHINSON: Okay. So my career has
17 spanned for more than 30 years working for Community
18 Action Agencies and being an advocate for
19 organizations like the Consumers Council and I have
20 participated in I think every rate case hearing in
21 the St. Louis area in the past 30 years. So I just
22 wanted to thank you all for the opportunity to
23 continue the opportunity to come before you and have
24 our voices heard, so thank you for that.

25 So I would like to oppose an 8 percent rate

1 increase for Ameren Missouri and particularly the
2 \$4.89 energy grid access fee. Such a large rate
3 increase creates additional hardships for low income
4 and for elderly households. And the energy grid
5 fee, I see it as a regressive tax that puts an undo
6 burden on low income families. So I am particularly
7 in opposition to that \$4.89 fee.

8 I ask that you consider the demographic
9 conditions which we have in our city today as a part
10 of your rate increase. So the demographic factors
11 are as follows:

12 Missouri elderly and disabled residents
13 received .2 percent increase in their social
14 security, on average \$2 this year. An 8 percent
15 increase in utilities would give them, you know,
16 more choices of heating or eating or buying their
17 medicine than they've had in the past year.

18 The average increase in wages over this year
19 was 3.1 percent. However, that was followed by 1.6
20 percent decrease in wages in 2013 and .6 decrease in
21 wages in 2014 and pretty stable wages last year. So
22 I would like to consider where low income wage
23 earners will get the additional money.

24 Missouri's overall poverty rate is 14.8
25 percent and the St. Louis area remains at a high of

1 28.8 percent. And 21 percent of the children in
2 Missouri, which is 275,000 children, live in
3 poverty. And that is approximately \$1680 a month in
4 income or \$20,000 a year in income and there again,
5 I think it is impossible for those families to
6 absorb any rate increase at all.

7 So low income households pay an average of
8 46 percent of their income for their utilities right
9 now, where the average household pays 6 percent and
10 some low income households are paying as much as
11 54 percent of their household income already on
12 utility bills.

13 So my recommendations are that the 8 percent
14 increase should not be granted and I trust that the
15 Commission will take into consideration all that I
16 said in determining what is fair and necessary.

17 I recommend that the Keeping Current Program
18 be expanded and I commend Ameren for coming to the
19 table to work with us to come up with some best
20 practices and to revise that program. So I am
21 asking that that program be expanded and that the
22 agreed upon changes be made in the program as a part
23 of the rate increase.

24 And I'm asking the Public Service Commission
25 that you consider what other states are doing in

1 establishing a low income rate that you -- I know
2 there was a docket established once before and I
3 have information on other states that have decided
4 that low income is a separate category of customer
5 and have some low income rates like California and I
6 will give you a list of those. I thank you for my
7 five minutes.

8 JUDGE WOODRUFF: And if you need to
9 finish your thoughts, go ahead.

10 MS. HUTCHINSON: So in places like
11 California, Pennsylvania, Ohio, Indiana, Texas,
12 Massachusetts and Nevada there are special rates for
13 low income. So they have decided that low income
14 customers are a separate class of customer and
15 there's several different varieties of programs
16 where either the rates have been lowered and
17 everyone in that category gets a lower rate or they
18 have special programs that connect with the LIHEAP
19 program and other funding sources to make sure that
20 people pay a certain percentage of their income for
21 the rates.

22 And so I have probably for the last 20 years
23 been asking for Missouri to consider a low income
24 rate and I think as we move forward we need to look
25 at the differences in customers. Not all

1 customers -- we recognize that there are, you know,
2 industrial customers and small business customers
3 but we haven't -- we don't recognize that there may
4 be different classes of customers within the
5 residential group of customers and that they need to
6 be treated differently. The elderly maybe need to
7 be treated -- particularly low income elderly need
8 to be treated differently than the general elderly
9 population. Thank you.

10 JUDGE WOODRUFF: Thank you. Any
11 questions?

12 COMMISSIONER STOLL: Thank you for your
13 testimony.

14 MS. HUTCHINSON: So I also have some --
15 sorry, I have some public comments from clients that
16 we serve at Peoples Community Action and I have ten
17 different comments that our clients would like for
18 you to have in terms of how they would be impacted.

19 JUDGE WOODRUFF: We'll go ahead and mark
20 those as an Exhibit 2. We'll handle it the same as
21 we did the other ones. We will take them into the
22 record.

23 Did you have a question? The staff attorney
24 down here has a question.

25 MS. MYERS: Did you also have a list of

1 things that you wanted to enter --

2 MS. HUTCHINSON: Yes, that is a part of
3 that. I put a copy of my testimony there with those
4 documents.

5 MS. MYERS: That is the only question I
6 had.

7 JUDGE WOODRUFF: All right. Thank you.

8 And the lady in red over here had her hand up
9 earlier. And if you would tell us your name,
10 please.

11 MS. BURETTA: My name is Evelyn Buretta.
12 B-U-R-E-T-T-A.

13 JUDGE WOODRUFF: All right. If you
14 would please raise your right hand. Do you solemnly
15 swear or affirm the testimony you are about to give
16 in this matter is the truth, the whole truth, and
17 nothing but the truth?

18 MS. BURETTA: Yes.

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

21 MS. BURETTA: I just wanted to say that
22 I am a very good conserver of energy. I read all
23 the brochures from all the years and I try to follow
24 those and I don't think there is just any more that
25 I can do to conserve even more and I even get little

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17 EXHIBITS

18 Marked Rec'd

19 Exhibit 1 Documents from 22 55
 Cara Spencer

20

21 Exhibit 2 Documents from 53 55
 Jacqueline Hutchinson

22

23

24 (Exhibits were attached to the original transcript.)

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CERTIFICATE OF REPORTER

I, Suzanne M. Zes, a Certified Court Reporter (MO) and Registered Professional Reporter, do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me pursuant to Section 492.010 RSMo; that the testimony of said witness was taken by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken, and further that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.



Certified Court Reporter
within and for the State of Missouri

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