

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

January 20, 2010

St. Louis County Library, Thornhill  
St. Louis, Missouri

Volume 10

In the Matter of Union       )     File No. ER-2010-0036  
Electric Company, d/b/a     )     Tariff Nos. YE-2010-0054  
AmerenUE's Tariffs to       )             and YE-2010-0055  
Increase the Annual         )  
Revenues                     )

MORRIS L. WOODRUFF, PRESIDING  
DEPUTY CHIEF REGULATORY LAW JUDGE  
ROBERT CLAYTON, III, Chairman  
TERRY JARRETT, Commissioner  
KEVIN GUNN, Commissioner

REPORTED BY:

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

2 JUDGE WOODRUFF: This is the public  
3 hearing for the AmerenUE rate case. My name is Morris  
4 Woodruff. I'm the regulatory law judge assigned to this  
5 case, and with me are two or three of our Commissioners.  
6 I'll introduce them. To my left here is Mr. Robert  
7 Clayton.

8 CHAIRMAN CLAYTON: Thank you. Thank  
9 you, Judge.

10 My name is Robert Clayton. I'm chairman of  
11 the Missouri Public Service Commission. I wanted to  
12 welcome -- welcome everyone here today. We are going to be  
13 in the St. Louis Metro area for the next couple of days  
14 conducting hearings such as this in various parts of the  
15 city to receive public testimony on AmerenUE's rate  
16 increase request.

17 I appreciate you all coming out today. I  
18 want to introduce my colleagues who are here. I'm one  
19 commissioner out of five members of the Missouri Public  
20 Service Commission.

21 To my left is Commissioner Terry Jarrett.

22 AUDIENCE MEMBER: Hi, Terry.

23 CHAIRMAN CLAYTON: And to my second  
24 right here is Commissioner Kevin Gunn, and -- and this is  
25 Judge Woodruff, who will be presiding the case today.

1                   We appreciate you coming out today, and  
2   appreciate you being willing to share some information and  
3   regarding the service provided by Ameren in this area.  
4   This is not my first time in this space. We have been here  
5   on many different occasions, whether it was related to the  
6   storm outages of 2006 or whether it was to attend hearings  
7   on the prior AmerenUE rate -- rate increase request.

8                   So we appreciate you being here. The  
9   Commissioners may have some questions. We wanted to add  
10   that if you have questions, you cannot ask us, but our  
11   staff is available to answer them. And if you'd like, you  
12   can come and go as you like from this hearing space, but  
13   our staff is right outside the door.

14                  I would encourage you, if you do have a  
15   question, and if the testimony or your name is going to  
16   come up, feel free to step out, track down one of our staff  
17   members, and you can answer those questions, and then come  
18   on back in. We don't mean to cut anyone off, but  
19   apparently we have to be out of here by a certain time. I  
20   think by three o'clock this afternoon, and then we go on to  
21   several other locations tonight.

22                  So thank you very much for being here, and  
23   we'll get -- we'll get started.

24                  JUDGE WOODRUFF: Thank you, Mr.  
25   Chairman.

1                   Let me explain the procedures. We had a  
2 sign-up sheet out there where we have, looks like, about 20  
3 names on here, and I'll call the -- go down the list of  
4 names, call you up here to the podium where I'll swear you  
5 in to tell the truth, just like on TV. And then we'll --  
6 we'll let you state your name and spell it for us, and then  
7 we'll let you give your statement.

8                   After you've given your statement, we'll ask  
9 the Commissioners if they have any questions to follow up  
10 on things that you might have said. We'll get through  
11 this.

12                  We have, obviously, a lot of people here  
13 today, and so I would encourage you to keep your statements  
14 concise and then brief. Keep it down to about five minutes  
15 or so, and then we'll be able to move through this fairly  
16 quickly. Keep in mind, of course, there are other people  
17 behind you who want to testify as well.

18                  Before we call the first witness, I do need  
19 to find out which attorneys are here for the parties. Is  
20 there an attorney here for the staff?

21                         MS. KLIETHERMES: Yes, Judge. Sarah  
22 Kliethermes from the Staff Counsel's Office for the staff  
23 of the Missouri Public Service Commission. Thank you.

24                         JUDGE WOODRUFF: Thank you. And is  
25 there an attorney here for the company, for Ameren?

1                   MR. BURKE: Yes, your Honor. Tom  
2 Burke. I'm appearing on behalf of AmerenUE. 1901 Chouteau  
3 Avenue, St. Louis, Missouri 63103.

4                   JUDGE WOODRUFF: Anyone here from the  
5 Office of Public Counsel?

6                   Lewis Mills is the public counsel for  
7 Missouri, and I believe he is at the other hearing that's  
8 going on right now at UMSL. So he indicated that, of  
9 course, he's only one person, so he can't be at both places  
10 at once. So he offered his regrets for not being able to  
11 be here at this particular hearing.

12                  All right. Let's go ahead and call the  
13 first witness, and the first witness on the list is Bonnie  
14 Pullman.

15                   (Thereupon, Witness Bonnie Pullman was  
16 sworn on her oath by Judge Woodruff, and  
17 testified as follows:)

18                  Okay. State your name, please.

19                  MS. PULLMAN: Bonnie Pullman.

20                  JUDGE WOODRUFF: All right.

21                  MS. PULLMAN: First of all, I want to  
22 thank the Commission for allowing this forum so we can  
23 voice our concerns.

24                  I am not a public speaker, so you'll have to  
25 bear with me. But what I'm going to do is I'm going to

1 cite some words that the Commission says are important to  
2 you.

3 One of which is it's investor owned. Second  
4 of all, it's a reasonably priced utility, which is all  
5 subjective. Third, you balance the interest of the public.  
6 Fourth, you expect a reasonable return on your investment.

7 Now, I'm speaking from a point of view that  
8 you don't often hear, or at least I'm assuming you don't  
9 often hear. And that is the point of view from a  
10 shareholder, and I cannot speak for all the shareholders.  
11 I can only speak for me and mine.

12 And a lot of the things that have been  
13 voiced is the infrastructure and the damage and the  
14 recouping and things of that sort, but there was a ten-year  
15 period of time that AmerenUE reduced its expenditures and  
16 gave bigger profits to the shareholders.

17 Now what's happening is that time has come  
18 to pay back, and it's biting us in the butt. And I'm  
19 speaking from a shareholder's point of view and a  
20 consumer's point of view. Okay.

21 And as a consumer, that time that I was  
22 receiving those profits as a shareholder was really good,  
23 but they -- they were instant gratification without long  
24 projected view into the future. Well, that future has  
25 arrived, and now is the time that we should have instead of

1 coming back to the public and asking for more money and  
2 more money.

3 I can't remember a time in my history when I  
4 got a raise before a year's period, and at that time, it  
5 was a merit raise. It didn't happen just because my  
6 expenses went up.

7 My suggestion is that there be a freeze put  
8 on the shareholders, and according to your paper, you also  
9 state that part of the increase is for payroll and  
10 benefits. We all have taken greatly. We all have had  
11 freezes put on us, some points to the point that we can't  
12 pay our electric bill, or it's a choice between paying for  
13 our -- our prescription drugs or food or having our  
14 electricity shut off.

15 As the woman so eloquently stated earlier,  
16 you can only cut back so far, and then there is no more to  
17 cut back on. Yes, your words are pretty, and yes they make  
18 logical sense. But there comes a point in time that we  
19 have to work as a unit like we did in World War II, where  
20 we work for the common good of our nation.

21 This is called the United States. Our  
22 government is based upon profits, that's true. We are a  
23 capitalistic government and a free-will market. That's all  
24 true, but when it comes to the point of profiting to the  
25 point somebody else is going to die because they can't take



1     their medicine or because they can't pay their electric  
2     bill, then that's no longer profit. That's greed.

3                     The time frame that you guys are talking  
4     about of trimming trees and poor infrastructure and things  
5     of that sort that you were paid -- you have paid for, and  
6     you're expecting us to pay for retroactively, we don't get  
7     retroactive raises. We deal with what we've got. We make  
8     it work, and then we budget for the future with what's  
9     coming to us.

10                    That's what we expect you to do as a  
11     company. That's what we as businesses have to do.  
12     Sometimes as a business, we have to eat the mistakes that  
13     are made for the common good of the company. I don't see  
14     that you're eating anything.

15                    In today's market, one of the things that  
16     everybody is talking about is the economy, the economy, the  
17     economy. When our economy improves, therefore, your  
18     economy will improve, and you won't have all of us up in  
19     arms because we're a fair people.

20                    If it comes to the point that the businesses  
21     -- and you charge businesses a whole lot more than you do  
22     consumers, and consumers are having a hard time. So how  
23     are the businesses having a hard time when you're upping  
24     your rates, you're planning on a huge expenditure from the  
25     insurance companies, and the benefits are coming left and

1 right.

2                   Businesses can no longer stay in business,  
3 and we're having to lay off people left and right to the  
4 point that the unemployment has reached to proportions that  
5 people are losing their houses. They're not being able to  
6 provide dentistry for their children, and then you come  
7 through and want a 18 percent interest -- or 18 percent  
8 increase.

9                   It just doesn't make sense, and how can we  
10 as companies afford to hire people, which keeps the market  
11 going, which keeps the economy growing, when we are so  
12 burdened that we can't do what is right and good because  
13 you are seeing to your shareholders first, and the overall  
14 good of the country second.

15                   Yes, we are some of the last -- the lowest  
16 paying in the country, but as my grandma used to say, "If  
17 Joe Blow jumped off the roof, do you want to go too?"

18                   I don't care about the others and what their  
19 rates are. I care about what my rate is. I care about my  
20 ability to be able to do what is right and good for me, my  
21 family, and my community. And that's not being  
22 shortsighted. What was shortsighted was when you were  
23 giving me, as a stockholder, ten years ago great dividends  
24 and cutting back on trimming trees and checking the  
25 infrastructure and doing the power lines because you were

1 cutting corners.

2 Well, it's coming back now, and you don't  
3 come back to us for it. You were the ones that chose to  
4 cut the corners. So now you need to eat it like we do when  
5 we have companies.

6 Now, I didn't mean to go off on a tangent  
7 there. I apologize if I did.

8 My suggestions aren't really popular,  
9 according to the way our country is set up, but my  
10 suggestion -- and this has been done at other occupations  
11 and other companies throughout industry.

12 My suggestion is: A) to assimilate some of  
13 the profits you're asking for into your own company; B)  
14 freeze your payroll and benefits as other companies have.

15 CHAIRMAN CLAYTON: We don't work for  
16 Ameren.

17 MS. PULLMAN: I know, but I'm show- --

18 CHAIRMAN CLAYTON: I just wanted you to  
19 know that.

20 MS. PULLMAN: I'm giving you -- I  
21 don't want to just complain. I want to give you what I  
22 want to see in summary.

23 CHAIRMAN CLAYTON: I want you to give  
24 us all that information. It's just when you were saying  
25 you do this, I was just like I wanted to make sure that you

1     were aware --

2                     MS. PULLMAN:   You as a corporate body.  
3     Not you as an individual.

4                     CHAIRMAN CLAYTON:  Oh, I know.  We  
5     don't work for Ameren is what I'm saying.

6                     MS. PULLMAN:   Okay.  You're the  
7     Commission that governs Ameren.

8                     CHAIRMAN CLAYTON:  Yes.

9                     MS. PULLMAN:   So what you say goes.

10                    CHAIRMAN CLAYTON:  We're a public  
11     agency that --

12                    MS. PULLMAN:   Right.

13                    CHAIRMAN CLAYTON:  -- regulates Ameren.

14                    MS. PULLMAN:   All right.  Then I --

15                    CHAIRMAN CLAYTON:  But we don't control  
16     them.

17                    MS. PULLMAN:   I stand corrected.

18                    JUDGE WOODRUFF:  Okay.  I just wanted  
19     to make that clear to everyone because we frequently get  
20     that.

21                    MS. PULLMAN:   All right.  But please  
22     understand that I am not a public speaker.

23                    JUDGE WOODRUFF:  You're doing fine.

24                    MS. PULLMAN:   And that you understand  
25     of whomever it is that needs to be notified.  So whoever

1 "you" is, take it.

2 JUDGE WOODRUFF: Okay.

3 MS. PULLMAN: What I would like to see  
4 in the summary -- summation that you guys commit is what  
5 I've already previously stated, a freeze on payroll benefit  
6 -- payroll and benefits, and assimilation of some of the  
7 expenses that you're saying is needed into the company and  
8 absorbing it in the company structure instead of coming to  
9 us for it.

10 Freezing the profits of the shareholders and  
11 that's hard for me to say being a shareholder. But what's  
12 more important to me is my country versus my econ- --  
13 personal economy, and I want my country to come out of this  
14 freeze. I want people to be able to get jobs and support  
15 their families and prosper as we should in this country.

16 JUDGE WOODRUFF: Thank you, ma'am. Any  
17 questions from the Commissioners?

18 The next name on the list is Fredericka  
19 Laimoss? Good afternoon.

20 MS. LAIMOSS: Good afternoon.

21 (Thereupon, Witness Fredericka Laimoss  
22 was sworn on her oath by Judge Woodruff, and  
23 testified as follows:)

24 Thank you.

25 MS. REPORTER: Could I have the name,

1 have her spell her name for me?

2 JUDGE WOODRUFF: Certainly.

3 MS. LAIMOSS: I will.

4 JUDGE WOODRUFF: Spell your name.

5 MS. LAIMOSS: Yes. F-R-E-D-R-I-C-K-A.

6 L-A-I-M-O-S-S.

7 I wasn't going to come here originally this  
8 morning. I was going to prepare a statement and mail it to  
9 you gentlemen, and then I opened up this morning's paper.  
10 And on the front page -- if you don't read the bottom, you  
11 might have missed it.

12 "Outside the City poverty is  
13 soring. The number of poor in 15  
14 suburban St. Louis counties is up  
15 27 percent from the year 2000 to  
16 2008, report finds."

17 So with that and a 9.6 unemployment in the  
18 state of Missouri, I decided maybe I'd better get down  
19 here. And in many ways, I'm glad I did because I hope the  
20 people who did give such great information in the  
21 discussion that went on, I don't believe that's part of the  
22 record, and they should be aware of that because they made  
23 some very, very good points. And I wanted to encourage  
24 them, if there's time, to come up to this mike and say it  
25 to these gentlemen and so that our recorder here will take

1 it down.

2 This is the second time I've appeared before  
3 the Public Service Commission. Back in the 1960s I was  
4 fairly active with a wonderful woman of blessed memory,  
5 Alberta Slavin. Us gray hairs remember Alberta.

6 Anyway, since my retirement about 20 years  
7 ago, I've been an active volunteer in the community. My  
8 volunteerism led me to become an advocate for seniors. And  
9 I went on to -- as a volunteer sitting on a couple of  
10 boards I can't mention because I have not had the time to  
11 clear with them that I would appear before you, but trust  
12 me when I say I do work very closely with the senior  
13 population in the Greater St. Louis area.

14 Google me up. A few days ago, I researched  
15 poverty in the state of Missouri, and these figures -- I  
16 didn't have a chance to dig them up out of my computer this  
17 morning when I made this decision to come down here. So  
18 I'm going on memory, so don't hold me to it. But I seem to  
19 recall 12.8 of the senior population in the state -- in St.  
20 Louis County live below or at the poverty level. 12.8.

21 Franklin County, I think I remember, has  
22 something like 14 percent. Then when our legislators  
23 wanted to give everybody, all the seniors, a break on their  
24 Social Security on their state income tax, we found out 48  
25 percent of the seniors in Missouri wouldn't have benefited

1 from that break of, you know, getting back something on  
2 their Social Security because they didn't have enough  
3 income. That meant nothing to them. That placed them  
4 somewhere in that 32, 34, 36, 48 thousand dollars a year  
5 income that they're living off of. And this is fixed.

6 Now, these figures go back a few years.  
7 Since then my gas has gone up to drive my car. Even though  
8 I put LED bulbs in a lot of my sockets in my house, when  
9 you -- well, not you, but when Ameren raised their rates, I  
10 lost that benefit of trying to save and economize on my  
11 bill. It didn't -- they just gobbled it up, whatever  
12 savings I would -- that I was making on using less energy  
13 to light the house using LED bulbs.

14 On a personal level, I have no problem  
15 saying this because I know I speak for about 25 percent of  
16 the seniors in the state of Missouri. For 2008, my medical  
17 bills were \$14,000. For 2009, it's going to be \$17,000.  
18 Unfortunately, my husband broke a crown and I need a root  
19 canal. It's just that basic. We even decided -- talked  
20 about, didn't decide. Talked about should we just pull the  
21 tooth. And our dentist definitely advised us not to do  
22 that if we possibly could keep that tooth in our mouth.

23 These are the decisions that seniors face.  
24 I have a suggestion for AmerenUE. They have a board of  
25 directors that gets a stipend every time they come to the



1 meeting, and it isn't just, you know, car fare and the cost  
2 of their transportation.

3 A few years ago, the "Post Dispatch"  
4 published that stipend that they received monthly I think  
5 it was, maybe -- maybe by the year, probably by the year.  
6 Those guys could get along well without receiving that.  
7 They're already CEOs, CFOs, CCOs, sitting on corporation --  
8 big corporations, you know, top four, five, six hundred,  
9 whatever.

10 Those gentlemen and ladies could suck it up  
11 a little bit like the rest of us are having to do. Bonnie  
12 here made a suggestion. I don't know you. Do you mind if  
13 I call you by your first name?

14 MS. PULLMAN: That's fine.

15 MS. LAIMOSS: We might become new  
16 friends.

17 She made a suggestion that they just curtail  
18 salary increases. I have a better suggestion. My son did  
19 it. He walked in because they were talking about laying  
20 off people where he works, and he said, "I don't need to  
21 live on what you're paying me. I can do it with 10 percent  
22 less," and he threw that out as a challenge for the rest of  
23 the people where he works at his level.

24 I'm very proud of that son of mine. I must  
25 have done something right, because in times like this, when

1 we have people lining up outside the soup pantries, and I  
2 can see the Jewish Family and Service Group Pantry from my  
3 kitchen window. That line is long, and when I spoke to the  
4 executive director a few days -- it was December the 6th we  
5 had a -- we had a community-wide program to bring them food  
6 and money and whatever to help the Food Pantry. And  
7 speaking with him, he told me that their needs have  
8 increased way more than a third, way more.

9                   They -- they have -- they have days when  
10 that pantry is empty, and I know for a fact that within my  
11 community here, we are working -- what -- at my Synagogue  
12 congregation's, I walked in there yesterday, there were  
13 four grocery carts lined up, where we used to only keep  
14 one.

15                   That's how much members of that congregation  
16 are bringing in to help the people at the Food Pantry to  
17 keep those shelves filled up. And in this article, they  
18 speak of the Circle of Concern, basically the same thing,  
19 triple. Triple amounts of people coming in for food, basic  
20 needs.

21                   And AmerenUE has to suck it up. They've got  
22 to find that 18 percent within their own organization.  
23 That's the only way it's going to work. How dare them!  
24 When we're in such a -- such a really horrific recession.

25                   One of the organizations that I work -- that



1 state. And most recently because we -- we're working hard  
2 to keep our Meals-On-Wheels program going in this state, I  
3 Googled up poverty and seniors in the state of Missouri.

4                   Gentlemen, please do that. You will be  
5 astonished. I always knew that there is some poverty in  
6 the senior communities in our state, but I had no idea it  
7 was at such a high percentage. That's what I did, I just  
8 Googled it up "Missouri Poverty Seniors", and there it came  
9 up for me from the Department of Health and Senior  
10 Services.

11                   No. How dare them, 18 percent. We are all  
12 stretched about as far as we can go. So please consider  
13 this as you're sitting there, remember Alberta. She's  
14 going to be watching you.

15                   JUDGE WOODRUFF: Thank you. Next name  
16 on the list is Jack Rehagen. Jack Rehagen?

17                   MR. REHAGAN: Yes.

18                   JUDGE WOODRUFF: Okay. Good afternoon.

19                   MR. REHAGAN: Good afternoon.

20                   (Thereupon, Witness Jack Rehagen was  
21 sworn on his oath by Judge Woodruff, and  
22 testified as follows:)

23                   JUDGE WOODRUFF: State your name and  
24 spell your last name, please.

25                   MR. REHAGAN: My name is Jack Rehagen.

1 R-E-H-A-G-E-N.

2 I'm the -- I'm from the city of St. Ann  
3 located in North County. I've lived there since 1958. I  
4 was mayor for 12 years. I'm here, not on behalf of the  
5 city administration, but on behalf of myself and there are  
6 many people that asked me to come and speak out on this  
7 issue.

8 I know many of those who live in our city  
9 have had foreclosures, many have left the area, many have  
10 not received a salary increase for many years. They  
11 absolutely cannot stand any additional burden on their  
12 income. This is a city of many elderly people on a fixed  
13 income and many young people looking for a good starter  
14 home at a low price.

15 I realize that Ameren needs to improve their  
16 facilities and pay dividends to their shareholders, but not  
17 at the expense of the consumer.

18 The original re- -- the original request of  
19 18 percent was totally and totally unrealistic and  
20 definitely not in the best interest of the people. Even if  
21 you consider a 9 percent increase, it's going to have  
22 drastic input on these people.

23 Consideration needs to be made when 9  
24 percent is considered that it be stretched out for a number  
25 of years, such as five or six, and not to exceed 9 percent.

1 It also should have a sunset provision in the agreement.  
2 They should -- they should be earmarked for those specific  
3 projects only.

4 Thank you for taking the time to hear my  
5 comment, and please enter it into the record.

6 JUDGE WOODRUFF: Thank you, Mr.  
7 Rehagen. The next name on the list is Nancy Buth.

8 (Thereupon, Witness Nancy Buth was  
9 sworn on her oath by Judge Woodruff, and  
10 testified as follows:)

11 State your name and spell your last name.

12 MS. BUTH: Nancy, B-U-T-H, Buth.

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

15 MS. BUTH: Pardon me if my voice  
16 shakes. I'm not used to this, and I am a rerun for those  
17 who heard the comments earlier.

18 I am a retiree on a limited fixed income. I  
19 do not live lavishly. I've never had my nails done  
20 professionally in my life. I've had my hair done twice  
21 professionally in my life. Yes, this is a cheap wig, which  
22 will last me about six months.

23 I am dangerously underinsured, and the bill  
24 last year nearing \$11,000. My insurance paid well less  
25 than half. I don't have cable. I don't have a cell phone.

1 I have cheap 46 kbs dial-up. No DSL for my 2003 previously  
2 owned laptop. I've been to two movies in the past five  
3 years, and I don't go to sporting events.

4 I'd like to know where UE seems to think I  
5 should come up with nearly 20 percent out of this very  
6 lavish lifestyle to support their ROE. I am not weeping  
7 for their executives or their shareholders and how bad  
8 things must be for them.

9 When I retired, I had what I thought would  
10 be an adequate next egg. Well, Wall Street greed took care  
11 of that, and I don't really want to support anyone else's  
12 greed.

13 Thank you.

14 JUDGE WOODRUFF: Thank you. The next  
15 name on the list, the first name is Judy and it starts with  
16 an 'R'.

17 (Thereupon, Witness Judy Ranger was  
18 sworn on her oath by Judge Woodruff, and  
19 testified as follows:)

20 Tell us your name and spell the last name,  
21 please.

22 MS. RANGER: Judy. The last name is  
23 Ranger. R-A-N-G-E-R.

24 JUDGE WOODRUFF: Thank you.

25 MS. RANGER: I just want to say that I

1   totally agree with what everyone else is saying, so I don't  
2   want to be redundant. But I do have a comment that I think  
3   Ameren is out of touch with reality, based on what you know  
4   everyone is saying and feeling.

5                   I only realized this hearing was going on  
6   like an hour before it happened. So I think that's one of  
7   the things that needs to be corrected, because I think  
8   you'd have a lot more people here.

9                   My second comment is if President Obama can  
10   refer to the police as being stupid, then I think Ameren is  
11   really stupid for asking for this request. It's out of  
12   control.

13                   JUDGE WOODRUFF: Thank you.

14                   CHAIRMAN CLAYTON: Ms. Ranger.

15                   JUDGE WOODRUFF: Ms. Ranger.

16                   CHAIRMAN CLAYTON: Ms. Ranger, I just  
17   wanted to ask you on -- on communicating notice of -- of  
18   these hearings. I was wondering -- I think there were bill  
19   inserts. I know that the radio station has been running  
20   repeatedly. What would be a preferable way or how should  
21   we get more information out about these hearings?

22                   MS. RANGER: Well, I didn't receive  
23   anything through my mail. So like, I think it should be --  
24   you know, involved in the first -- the month before it  
25   actually happens, because people forget sometimes, you



1 know.

2 The only notice I got was this morning at  
3 10:30 on the news.

4 CHAIRMAN CLAYTON: It should have gone  
5 out in the bill.

6 MS. RANGER: And I think that yesterday  
7 you had a meeting somewhere. I'm counting maybe five  
8 people in that room. Probably nobody knew about it.

9 CHAIRMAN CLAYTON: Well, that's what  
10 I'm asking. What would be the best way to notify you?

11 MS. RANGER: In the bill, in the media  
12 at least a week before.

13 CHAIRMAN CLAYTON: That's where I'm  
14 confused. I'm wondering if maybe the bills didn't go out,  
15 because we ordered that they be included in the bills that  
16 go out.

17 MS. RANGER: Well, I didn't -- I didn't  
18 notice in mine, but I --

19 CHAIRMAN CLAYTON: I'll tell you this,  
20 we -- we expanded because we've been getting more people at  
21 the hearings. We've expanded. So we're actually holding  
22 more than we originally scheduled, and some of the other  
23 sites -- there's another site going on right now -- they  
24 don't have near the crowd that's here. I mean, it's  
25 actually over there and they're finished. They did not

1 have the crowd that this one got.

2                   So I appreciate your comments. We want to  
3 make sure that people are aware, and that's the struggle we  
4 got -- we got in the first place.

5                   MS. RANGER: And there was another  
6 question. Mr. Marks referred to something about there'll  
7 be a 20 percent increase in demand for energy. I forget  
8 the year that he projected.

9                   Well, if that's true, then with all these  
10 rates that keep going up, you're going to meet and exceed  
11 that -- that increase anyway, would seem to me. I'm not a  
12 mathematician. I'm not a statistician, you know. This was  
13 just, you know --

14                  CHAIRMAN CLAYTON: Ms. Ranger, thank  
15 you for coming. I don't have any other questions.

16                  JUDGE WOODRUFF: The next name on the  
17 list is Loretta Lauff.

18                  MS. BUTH: I forgot something. May I  
19 come back up?

20                  JUDGE WOODRUFF: Sure. Come on. For  
21 the record, this is Ms. Buth.

22                  MS. BUTH: Something I should have  
23 mentioned right away. In the winter, I have my thermostat  
24 set at 62 and in the summer at 86. And in terms of aid for  
25 the poor, I am in that inbetween group that is not poor

1 enough to get any aid from anybody for anything, and I  
2 didn't have the foresight to have several children to help  
3 support me in my old age. And while I'm not poor enough to  
4 get help, I'm not rich enough to not worry by any means.

5 I'm sorry to have omitted that.

6 JUDGE WOODRUFF: That's all right.

7 MS. BUTH: Thank you.

8 (Thereupon, Witness Loretta Lauff was  
9 sworn on her oath by Judge Woodruff, and  
10 testified as follows:)

11 JUDGE WOODRUFF: State your name and  
12 spell your last name.

13 MS. LAUFF: My name is Loretta Lauff.  
14 L-O-R-E-T-T-A. Lauff. L-A-U-F-F as in friend. Okay.

15 i appreciate being able to come before the  
16 Public Service Commission. A couple of things I want to  
17 mention.

18 You did a pretty big increase last year.  
19 I'm not sure what it went for, but it seems we're always  
20 getting increases. Now they want 18 percent more, which is  
21 402 million, and they always make it sound like chump  
22 change. Where to us we're kind of going eeee.

23 I suggest maybe that AmerenUE needs to kind  
24 of watch the budget. They own a lot of TV ads, radio ads,  
25 print ads. Excuse me! Isn't it a monopoly? I don't know

1 of anybody else I can go to for electricity.

2 My next contention would be if you ask the  
3 employees who are out working out in the field, out  
4 checking the supervisors, not the COEs that are in the  
5 offices. But I'm a retired teacher, and I know if they had  
6 ever asked the teachers, they could have said where you  
7 could save a bunch of money. Okay.

8 So to me, if you would ask the employees,  
9 bring them together, an anonymous group without none of the  
10 bosses around, and say what would you do to make this  
11 faster, easier, safer, I think you'd have some great  
12 solutions we haven't even thought about.

13 I think that would really help. There's a  
14 point in there. It was 17 million for payroll and  
15 benefits. I'm sorry, but do you get the feeling those are  
16 going to go for bonuses? I would love to know what the  
17 exact bonuses are going to be, because with the economy the  
18 way it is -- with the economy the way it is, I don't think  
19 anyone deserves a bonus at this point.

20 If you still happen to have a job, you're  
21 not getting an 18 percent rate increase in your salary. I  
22 mean, you're lucky you're holding on to your job with your  
23 toenails and fingernails because they're chopping so many  
24 people out of their office, you don't hear or gripe or hear  
25 of any guilt.

1                   So I -- I just think there could be some  
2 changes. But one thing that most people realize and have  
3 said, the economy is lousy, people are out of a job,  
4 they're under employed. I was listening to a talk show  
5 yesterday. They estimated it's over 20 percent for the  
6 guys. Guys are being laid off more, the way this talk show  
7 host said, which I think is probably true, because they  
8 make more money than the women do.

9                   So you ditch the more expensive people  
10 first, but they are supposed to be at the 20 percent  
11 bracket of not working. Then if you find a job, you're  
12 under employed. You don't get benefits. They keep you  
13 just part-time just long enough so you can't get benefits.  
14 They just -- and one other thing on the paper that I picked  
15 up, they want you to save energy.

16                  Well, I get the feeling if you save the  
17 energy, it's kind of like schools, if -- if you don't have  
18 enough kids, taxes have to go up because we don't have  
19 enough kids. So we have to have more money. So you can't  
20 lower your county tax, you know, because they figure out a  
21 way to manipulate that.

22                  I think this is what's happening kind of  
23 here maybe. And I think any rate increase should only last  
24 a year, because I think if you're way more careful with the  
25 budget, they could -- they could do much better than what

1 they're doing.

2                   What can I say. And one last thing. No one  
3 should have to have assistance to pay their bill. When I  
4 get those in the mail from Union Electric, Laclede Gas, I  
5 always go golly, they must have a lot more money in their  
6 budget at the office at Laclede Gas and at UE than I do in  
7 my budget to send in a couple of dollars. And no one  
8 should have to ask for it in this -- in this country.

9                   I do appreciate you listening to me. Thank  
10 you.

11                   JUDGE WOODRUFF: Thank you. The next  
12 name on the list is Burt Mayfield.

13                   (Thereupon, Witness Burt Mayfield was  
14 sworn on his oath by Judge Woodruff, and  
15 testified as follows:)

16                   MR. MAYFIELD: My name is Burt  
17 Mayfield. The last name is spelled M-A-Y-F-I-E-L-D.

18                   I've been an AmerenUE customer for about  
19 over 30 years, and God willing, at least another 30 or  
20 more. So your decision on this matter or any other future  
21 rate hike matters will affect me for the rest of my life.

22                   Some internet -- through some internet  
23 research, I have found out that this Commission last year  
24 approved a \$163 million rate hike and a clause that grants  
25 a 95 percent pass-through of fuel expenses. So AmerenUE

1 can raise rates when fuel costs rise.

2 According to a newspaper article I read,  
3 AmerenUE stated that the last rate increase was:

4 "Much of the increase covers  
5 the cost of projects initiated to  
6 improve the reliability of out  
7 electrical systems, the cost of  
8 environmental and efficiency  
9 improvements at our generating  
10 plants, and the cost of fuel for  
11 those plants."

12 Most of the aforementioned item except for  
13 the fuel costs are capital improvements, that once finished  
14 only need to be maintained at a much lower cost. Before  
15 this Commission should approve any more money for UE, they  
16 should find out what will become of the extra money in the  
17 future years after these improvements are made.

18 As for the rise in the fuel prices, last  
19 year, you approved a clause that already allows for UE to  
20 pass those fuel prices on to the consumer.

21 So do they really need another rate hike,  
22 and if they do, should it be this large? The problem with  
23 the rate hike is is that it is for- -- it is usually  
24 forever.

25 Thank you.

1 JUDGE WOODRUFF: Any questions?

2 The next name on the list is Georgia Durfee.

3 MS. DURFEE: Durfee.

4 (Thereupon, Witness Georgia Durfee was  
5 sworn on her oath by Judge Woodruff, and  
6 testified as follows:)

7 JUDGE WOODRUFF: State your name and  
8 spell your last name.

9 MS. DURFEE: My name is Georgia Durfee.  
10 My last name is D-U-R-F, as in Frank, E-E.

11 And I too live in North County, and I came  
12 today because I'm not able to make the meeting this  
13 afternoon. But I also came because I think that, kind of  
14 like a lot of the people here have already said, it's an  
15 economic issue. But I also think it's a big perception  
16 issue.

17 As you can tell, I'm not old enough to be  
18 retired, but my family does exist on one income. And I am  
19 part of that 9.6 unemployment in our state right now. But  
20 in 2006, our family was out of power for 13 days total  
21 during both of the outages that happened that year.

22 That cost our family approximately \$2,000  
23 based on having to go out to eat, having to increase our  
24 gas consumption because we were driving back and forth to  
25 friends' homes so that we could stay warm, also in loss of



1 food.

2 That was our family. Okay. Other people  
3 were out of power for almost a month. There was absolutely  
4 no concern, no compassion on the part of AmerenUE, but we  
5 all experienced that because they were not responsible  
6 enough to maintain their lines and their equipment.

7 That is absurd. No other business is able  
8 or allowed or would continue to exist if they didn't take  
9 care of the basic functions of that business. In addition  
10 to that, they have CEOs and senior vice presidents who make  
11 millions of dollars a year. In 2008, according to the "St.  
12 Louis Post Dispatch", "STL Today" in the business section,  
13 "While AmerenUE's per share fell 10.6 percent, Mr. Gary  
14 Rainwater, the CEO, got a salary and bonus package of \$5  
15 million."

16 In 2008, his salary was \$935,000, which was  
17 up 3.9 percent from 2007, which in 2007, again let me just  
18 remind you, that was after most of us were out of power for  
19 at least five days, if not more, in 2006.

20 He received a cash incentive of \$771,656, up  
21 11 percent from 2007; stock awards of \$2.8 million; and  
22 pension and deferred compensation of \$456,616. And  
23 earnings fell 10.6 percent per share.

24 How come -- how come the rest of us can't  
25 have a business like that? You all are -- are charged or

1 privileged -- I'm not sure which at this point -- to have  
2 these issues come before you for AmerenUE, for Laclede Gas.  
3 You are a public service commission, and to serve the  
4 public, I think there needs to be some parity here in -- in  
5 what is expected, how we are expected to function.

6                   Everybody already knows. They're sitting  
7 here. They have family budgets. They have to adhere to  
8 them. If they can't afford it, they don't get it. They  
9 can't go ask their neighbors for an 18 point -- 18 percent  
10 increase, the third one in three and a half years, to help  
11 them pay their bills. They can't do that, all the while  
12 telling their neighbor, yeah, I just got a bonus of \$5  
13 million.

14                   Come on, you guys. That's on top of the  
15 fact that we already have to pay, what is it, the sewer and  
16 the water company for the rain water that falls on to our  
17 driveway. I think this is so absurd. And then we have  
18 this nice lovely commercial that had to cost a pretty penny  
19 to talk about how AmerenUE is so diverse and they're so --  
20 they have beautiful wind turbines up there and they're so  
21 looking into increased ways for energy.

22                   And they're just trying to give us a warm,  
23 fuzzy feeling. I do not appreciate that they -- that they  
24 might think that they can fool us into not looking at them  
25 for what they are. They are a company of greed. And for

1 -- for them to publicly to put in print to say that part of  
2 their package, this rate increase, again the third in three  
3 and a half years, is for salaries. I am just -- just  
4 speechless that that would literally be something that they  
5 would be the one to put in print.

6                   It would seem to me that with rates the  
7 lowest in the country, they ought to be helping the Chamber  
8 of Commerce in the city and the county promote the fact  
9 that those rates are that low so maybe businesses and  
10 families will want to move to the area, instead of knowing  
11 and putting out that, you know, they get an 18 percent rate  
12 increase when they ask for it to help pay for -- in part to  
13 help pay for salaries.

14                   The rest of us who run businesses or who  
15 have to pay for businesses to function, and those  
16 businesses have to raise costs to pay for supplies or  
17 whatever, we all have to pay for that. But their CEOs and  
18 their vice presidents are making millions of dollars a  
19 year, and then turn around and saying oh, but we have a  
20 monopoly. You need us, so we can do what we want.

21                   And you guys, by approving this rate  
22 increase, continue to let them think that and do that.

23                   CHAIRMAN CLAYTON: Thank you very much  
24 for your comments. I appreciate it, and you obviously did  
25 some research for today.

1                   I wanted to ask you about the outage of  
2   2006. You said that you were out about 13 days?

3                   MS. DURFEE: Yes.

4                   CHAIRMAN CLAYTON: And -- and --

5                   MS. DURFEE: In July and November.

6                   CHAIRMAN CLAYTON: I -- I recall there  
7   were two outages that year, and I think there was one in  
8   2007, right after the turn of the year as well. I was  
9   here. I participated in those hearings on those storm  
10   outages.

11                  MS. DURFEE: Yes.

12                  CHAIRMAN CLAYTON: That was one of the  
13   times that I was here.

14                  During that time, we heard a lot about  
15   reliability issues with Ameren, not just the storm outages,  
16   but also day-to-day type of outages.

17                  I wanted to ask you, have you seen an  
18   improvement since those hearings in either storm-related  
19   outages or just day-to-day reliability in the service that  
20   you receive?

21                  MS. DURFEE: Well, I guess I would have  
22   to say since I haven't had to spend \$2,000 in any year  
23   since 2006 as a result of power being out, I guess that's  
24   -- that's an improvement. So that's kind of an interesting  
25   way to ask the question.

1                   CHAIRMAN CLAYTON: Let me ask it a  
2 different way. I'm not trying to ask -- and everybody, can  
3 I please. Let me ask the question.

4                   I want to know is your -- are your lights  
5 staying on like on a day-to-day to basis? Do you have  
6 outages where the lights click off and on? I mean, on a  
7 day-to-day basis, are you happy with that level of service?  
8 Has it improved in that sense?

9                   Let's ignore weather for right now. We'll  
10 get to that in a second.

11                  MS. DURFEE: Well, I think prior to  
12 2006, I can tell you that I never -- I didn't have that  
13 issue.

14                  CHAIRMAN CLAYTON: Okay.

15                  MS. DURFEE: Yesterday the power went  
16 out for the first time in -- in quite a few days, but it  
17 just went out long enough that I had to reset everything.  
18 So probably 25 seconds at my house.

19                  CHAIRMAN CLAYTON: I think that  
20 happened to someone else sitting at this table.

21                  COMMISSIONER GUNN: For about five  
22 hours this morning.

23                  MS. DURFEE: And so -- so I would say  
24 in that regard, yes. In another regard for -- as far as  
25 service is -- is concerned, you know, there's -- I haven't

1 had an issue to -- to need -- to need them. I have, you  
2 know, looked at my bills, and we are set up on a -- our  
3 family is set up on a budget billing basis. And like  
4 everyone else, we're looking at LED lights and, you know,  
5 trying to figure out ways to -- to shut off the computers  
6 and get the kids to do that.

7                   So in that regard yes, but -- but as so as  
8 stated by someone before me, the rate increase has eaten up  
9 those -- those savings, as well as the cost of -- the  
10 increased cost of the LED lights. The thing that I haven't  
11 appreciate is watching the AmerenUE crews or the  
12 contractors trim trees.

13                   It -- there's nothing environmentally  
14 friendly about observing that process whatsoever. And --  
15 and had, you know, they had the foresight, as has already  
16 been mentioned, you know, when the rebates were coming back  
17 and the refunds were coming back, you know, I -- I lived  
18 here for that. So I had to experience some of that as  
19 well, but that infrastructure still needed to be  
20 maintained.

21                   Some of those trees should have been totally  
22 removed instead of, you know, going down Calverton Road or  
23 going down Elizabeth, which is in my neighborhood, there  
24 are just -- it's just disturbing. I mean it just looks  
25 like, you know, okay we just need to get the job done. We

1     need to show that we're out serving the consumer. We're --  
2     we're making good, you know, good PR for AmerenUE.

3                     That's what it looks like, and that's what  
4     it feels like. So that would be my answer to your  
5     question.

6                     CHAIRMAN CLAYTON: Okay. Thank you  
7     very much.

8                     MS. DURFEE: You're welcome.

9                     JUDGE WOODRUFF: Next on the list is  
10    George Koss1.

11                    (Thereupon, Witness George Koss1 was  
12                    sworn on his oath by Judge Woodruff, and  
13                    testified as follows:)

14                    Tell us your name.

15                    MR. KOSSL: George Koss1. K-O-S-S-L.

16                    I also live in North County, and I think the  
17    Commission will probably remember me from 19'6 (sic), but  
18    the fact is AmerenUE at that time got their raise, what  
19    they were asking for, and they promised that they were  
20    going to eliminate the problem, the outages.

21                    Now, in the last month, I had two of them  
22    for about say five or ten minutes. I didn't keep time on  
23    it, and there was two of them. Which not -- the only  
24    reason in this three days -- two days or three days is  
25    because the wind was only for about 30 miles or 25 to 30

1 miles an hour.

2                   So evidently they didn't clean the trees  
3 out. First of all, the first six foot either side of the  
4 property line belongs to them. I donated it to them, and  
5 if there's a tree -- not just me, but anybody here has the  
6 same thing. Property where the line goes six foot either  
7 side of the property line, it belongs to them. They can  
8 use it any time and do anything.

9                   If there is a tree growing over there, they  
10 should have cut that out at the root, instead of just  
11 trimming it like my house. They are -- they were about six  
12 inches from the line or 7200. They cut out another foot,  
13 and now it's back again two years later. It took them two  
14 years to get to it to begin with.

15                   They could have cut that bush out. I asked  
16 them, I mean, why don't you just cut it out? That's an  
17 easement. "Well, we can't do that."

18                   You're going to come back. It's -- I guess  
19 it's a job thing for the contractor, but they should be  
20 removing those trees to begin with. They promised to put  
21 them lines underground. I haven't seen anybody. I don't  
22 know where they've been working, but I haven't seen  
23 anywhere. And I run with my business in St. Louis County  
24 and even further. I haven't seen any crews going out there  
25 putting lines underground. I mean, what happened? And



1 they get every year -- every year they get an increase.

2                   And when Union Electric was in power instead  
3 of Ameren, and I'm talking back a few years ago, we didn't  
4 have these problems. Since AmerenUE took over, they have  
5 neglected the power service. I've been a journeyman  
6 electrician for 50 years almost, since 1952. It's more  
7 than 50 years, and I've been working all the way up to  
8 69,000 volt. But I can't believe that -- that the people  
9 let the line from the ground run up on the telephone pole  
10 and no support cable and blow the fuse box off of the thing  
11 twice already in the last three years.

12                   That's their job to clean it up. Well,  
13 they're going to send somebody out to trim it a little bit,  
14 and it grows back. And they want more money. I mean,  
15 that's ridiculous. Right in here, in this little pamphlet  
16 it says, and I'm just only going to read you a long  
17 paragraph.

18                   "The remainder of the request slightly more  
19 than half is to cover higher for fuel costs and lower  
20 revenues from sale outside AmerenUE's system."

21                   Well, why do we have to pay for that?  
22 That's their problem if they can't sell it. Right now, in  
23 St. Louis City and County and St. Charles and St. Peters,  
24 they are the only game in town. Now, they already had a  
25 fuel cost increase. So why do they need another one. The

1 gasoline didn't go up. The oil is the same price.

2                   There's Ameritech -- the oil for using in  
3 turbines, if they're using oil in that thing, it's been  
4 down slightly because the oil cost is down to \$50 a barrel.  
5 So I don't know where that they got the fuel cost increase.

6                   And this is 18 percent every year? And  
7 they're not doing their job they promised four or five  
8 years ago almost. I mean, it's ridiculous. I can't  
9 believe that they can come to the Public Service Commission  
10 every year and asking for an increase when they already had  
11 increases before that.

12                   Thank you very much.

13                   JUDGE WOODRUFF: Thank you.

14                   CHAIRMAN CLAYTON: Mr. Koss1.

15                   MR. KOSSL: Yes.

16                   CHAIRMAN CLAYTON: I looked over and  
17 though it was an 'H'. I wanted to talk to you about these  
18 trees.

19                   Now, did you call the company to -- to tell  
20 them that they had these trees and they had to take them  
21 out?

22                   MR. KOSSL: Well, no.

23                   CHAIRMAN CLAYTON: Is that what you  
24 did?

25                   MR. KOSSL: No. No. While the company

1    was there to trim it, I asked them, and I told them a  
2    six-foot easement so they got 12 foot. And they should  
3    have been -- there shouldn't be a tree in there where it  
4    can grow. There is a possibility if you had a big oak tree  
5    and said and they grow 20 feet, that the limb will  
6    eventually grows out there. That's a different story.

7                   CHAIRMAN CLAYTON: And they wouldn't do  
8    it, they wouldn't cut it all the way down?

9                   MR. KOSSL: No, they just trimmed it  
10   about a foot and they let it go.

11                  CHAIRMAN CLAYTON: Did you ever -- did  
12   you try to follow up with the company to tell them they  
13   really ought to take care of it, or was it just not a big  
14   deal for you?

15                  MR. KOSSL: Well, I mean, the fact is  
16   that two different companies came out to cut the trees, and  
17   they argued whose job it was and whose wasn't it. Two  
18   different companies from two different out-source from  
19   probably northwest. I don't know where they come from  
20   really. I didn't have to name them.

21                  CHAIRMAN CLAYTON: I don't even know  
22   how to tackle that issue. I don't even know where to begin  
23   with it. But I do want to follow up with these outages.

24                  And you said that your power has been out  
25   several times --

1 MR. KOSSL: Yes.

2 CHAIRMAN CLAYTON: -- in this year?

3 MR. KOSSL: In the last -- well, it  
4 wasn't this year. It was in December four different times.  
5 Twice -- one was I think five minutes. The other one was  
6 ten minutes. I didn't call them because I had a stack of  
7 paper from explanation from UE, and I've been a journeyman  
8 electrician a long time.

9 CHAIRMAN CLAYTON: All right.

10 MR. KOSSL: They're switching sometime  
11 of emergency or a car hits a pole and so forth. I can  
12 understand that, but if they would be already underground,  
13 the car couldn't hit the pole.

14 CHAIRMAN CLAYTON: You haven't seen any  
15 underground being --

16 MR. KOSSL: No, sir.

17 CHAIRMAN CLAYTON: What neighborhood?  
18 Can I just ask what neighborhood?

19 MR. KOSSL: Well, it's right by the --  
20 I live by the airport.

21 CHAIRMAN CLAYTON: Bridgeton or St. Ann  
22 or --

23 MR. KOSSL: Bridgeton. I live in  
24 Bridgeton.

25 CHAIRMAN CLAYTON: Bridgeton, okay.

1                   MR. KOSSL: The runway is only a  
2 thousand feet from my front door.

3                   CHAIRMAN CLAYTON: Oh, well, I  
4 understand.

5                   MR. KOSSL: The line running up on a --  
6 up to the pole, and I asked him when the man was over  
7 there, why don't you cut out?

8                   "Oh, I just trim it up."

9                   Now, I understand that he's a journeyman, an  
10 electrician, and that's not his job, but AmerenUE hiring  
11 these other people, which UE used to do, they had their own  
12 crew, and they sent it out and took care of it right away.  
13 They didn't have to wait two years to have another fuse.  
14 The whole clip blew off there, you know. You're talking  
15 about 7200 volts. As I said I've been working all the way  
16 up to 69,000 volts. So --

17                  CHAIRMAN CLAYTON: Let me ask you this  
18 question. You saw the trees. Obviously you weren't  
19 satisfied with the specific tree or the specific brush, but  
20 you have seen some progress on tree trimming?

21                  MR. KOSSL: Well, they were out in the  
22 neighborhood, yeah, but it's -- that's just ridiculous the  
23 way they do it.

24                  CHAIRMAN CLAYTON: Do you think they --  
25 do you think they need more, more tree trimming or --

1                   MR. KOSSL: Well, they need a better  
2 job to do the tree trimming, not just cut back two to three  
3 feet and two years later, they're back there and we're  
4 doing the same -- going through the same thing. Now, he  
5 did need the whole lift to cut up -- cut that whole limb  
6 off. I mean, that's -- that's easier for them because they  
7 don't have to call the contractor and trim it two years  
8 from now.

9                   CHAIRMAN CLAYTON: Okay. I appreciate  
10 you coming, Mr. Koss1. Thank you.

11                  MR. KOSSL: Thank you very much.

12                  JUDGE WOODRUFF: Next name on the list  
13 is David Bates.

14                         (Thereupon, Witness David Bates was  
15 sworn on his oath by Judge Woodruff, and  
16 testified as follows:)

17                         State your name, please.

18                   MR. BATES: David Bates. 'B' as in  
19 boy, -A-T-E-S.

20                         I just came -- I just wanted to go back over  
21 just two points that people have already made. First of  
22 all, one key element is that AmerenUE is a monopoly, so  
23 that's the crux of many of the problems. We shouldn't even  
24 be here today. I'm just glad that we have a commission to  
25 oversee these monopolies.

1                   I have to thank the advocate group that --  
2   that's watching the rates. That's how I became aware of --  
3   of this hearing and voicing an opinion versus -- I have no  
4   problem with railing against the hierarchy and the upper  
5   management of AmerenUE for not doing their jobs and getting  
6   paid outrageous amounts.

7                   Their people in the field, however,  
8   everybody that I've ever seen, are line people that I've  
9   talked to, they're hard-working people. They're  
10  professional. They're polite. So anything that's said on  
11  -- from me is not against the people that are in the field  
12  doing the work.

13                  I would like to speak to the supposed --  
14  well, what they've been -- the premise that they've been --  
15  one of the big premises that they've been going for to get  
16  this rate increase is paying for -- for infrastructure and  
17  improvements that they've made over the last year I guess,  
18  or two years. And that's what I would like to speak to in  
19  addition to just re-covering those points.

20                  I live in Creve Coeur. They came through  
21  out subdivision this past summer or spring. I don't recall  
22  which. I don't have any -- any notes here. I can follow  
23  up if you want particulars.

24                  They did improvements to transformers. They  
25  buried some lines from point A to point B under the road.

1 The road was being resurfaced in our subdivision. They --  
2 they did those improvements. I went out and asked somebody  
3 because I was curious, because we've had numerous outages  
4 all along the creek line. That has a pretty good tree line  
5 above it. They sent one of their out-sourced tree trimming  
6 people to come in and clean that out because we've had  
7 numerable outages back throughout the years.

8 I had to buy a -- a generator because of  
9 that. Lost quite a bit of frozen things. You know,  
10 worried about, you know, the safety of the house being  
11 burglarized if we moved to a hotel, et cetera, et cetera.

12 Anyway, they -- the tree trimming took of  
13 that for the most part. We haven't had any real long  
14 outages since then, but when they came in and did the  
15 improvements that they're talking about that this rate is  
16 supposed to take care of, they didn't even address my  
17 issue.

18 I'm at the end of a 40 -- from what they  
19 told me, a 40-home line that is fed by one end only. And  
20 if anything on that line goes out, I lose service. So now  
21 I'm even a lower since they improved the rest of the  
22 neighborhood. I'm still on a 40-person or 40 -- what is it  
23 -- meter. Thank you. A 40-meter segment. So I will get  
24 taken care of -- if that line goes out, I will get taken  
25 care of last.



1                   This is their idea of improvement? This was  
2 last summer or last spring that they want me to pay for and  
3 you to pay for, and they don't even do it. I mean, I  
4 talked to -- I talked to -- I even talked to a -- the head  
5 of the local area. I don't know what his management title  
6 was -- about finding out if we could continue the loop so  
7 it was double fed, double-in fed. Logistics is doing on  
8 that, and finding out what it would cost even if I booked  
9 up for it myself.

10                   Never got back to me. Kind of just blew it  
11 off. That's management for you, and they want us to pay  
12 for that. I mean, it's kind of -- if you guys give them a  
13 rate increase, that's just -- I -- it scares me. It scares  
14 me that we're even here, period.

15                   Thank you.

16                   CHAIRMAN CLAYTON: Mr. Bates, can I  
17 follow up on a few of these things? I started taking down  
18 and I wrote down several of the things.

19                   You have -- you have seen them burying some  
20 lines, I think you said? You've seen Ameren burying some  
21 lines?

22                   MR. BATES: I can't say that I saw them  
23 actually do it. I -- I seen the people that I talked to,  
24 management that were on -- not management but the head of  
25 the crews or whatever, about what was going on, and he said

1     that they were burying some lines underneath our  
2     subdivision.

3                     CHAIRMAN CLAYTON:   Some evidence  
4     though?

5                     MR. BATES:   Yeah.

6                     CHAIRMAN CLAYTON:   Some lines being  
7     buried?

8                     MR. BATES:   Uh-huh.

9                     CHAIRMAN CLAYTON:   And then also did  
10    you say that you -- you've experienced -- you've seen some  
11    tree trimming going on in the area?

12                    MR. BATES:   Yes.

13                    CHAIRMAN CLAYTON:   Okay.   You also  
14    mentioned numerous outages, and I'm wondering, have the  
15    outages increased in number or decreased in number over the  
16    last several years?

17                    MR. BATES:   They've --

18                    CHAIRMAN CLAYTON:   What I'm --

19                    MR. BATES:   They decreased in number,  
20    but as I said before, we're the last to get turned back on  
21    because we're a smaller segment, you know.

22                    CHAIRMAN CLAYTON:   So -- so they  
23    decreased in number, but are they --

24                    MR. BATES:   But only because they  
25    trimmed -- they trimmed the line that my service is off of

1 two years back.

2 CHAIRMAN CLAYTON: Okay. Well,  
3 following all those outages, we -- we mandated a lot of  
4 tree trimming and infra- -- you know, looking at  
5 infrastructure, looking at, you know, addressing  
6 underground issues. And it's that feedback that I'm trying  
7 to get on what's going on out there.

8 MR. BATES: Well, I would just -- I  
9 would just give you my feedback and say why would you even  
10 have to mandate this. If they had any competition, they  
11 would have taken care of it themselves. And instead of  
12 talking about it a nuclear power plant, they would be doing  
13 hydro with the Mississippi more. They would be doing a lot  
14 of other sources of energy, okay, instead of asking us to  
15 pay for people who aren't thinking ahead.

16 Let -- like somebody else said before, let  
17 the people who are out doing the actual work, the  
18 engineering people, let them run the company.

19 CHAIRMAN CLAYTON: You mentioned also  
20 that you had the -- you felt the need to buy a generator  
21 because of the outages. Did I hear that correctly?

22 MR. BATES: Yes.

23 CHAIRMAN CLAYTON: How long ago did you  
24 -- did you buy that? Last year, last couple of years?

25 MR. BATES: Three or four years ago.

1                   CHAIRMAN CLAYTON: You know, I think  
2 Ameren actually has a program that helps people with buying  
3 generators. Were you aware of that?

4                   MR. BATES: Yeah. Uh-huh. Yeah,  
5 that's -- that's -- I looked into it.

6                   CHAIRMAN CLAYTON: I'm serious. This  
7 is not a comedy routine.

8                   MR. BATES: I looked into it.

9                   CHAIRMAN CLAYTON: There is a -- I  
10 think they are the only utility that actually has a  
11 program. That's why I'm --

12                  MR. BATES: Again, I would come back at  
13 you and say why do they need it?

14                  CHAIRMAN CLAYTON: I understand that,  
15 but you didn't access that, did you? You didn't access  
16 that?

17                  MR. BATES: No, because it's an  
18 outrageous amount. They're talking about having an  
19 electrical contractor come in and hook it into the house, a  
20 huge diesel operated deal or whatever. And then you got to  
21 go through your subdivision coding to make sure it's hidden  
22 behind.

23                  No, I just bought a portable generator,  
24 because I need to keep my alarm on, air conditioning, if  
25 needed, a freezer going or a refrigerator going.

1                   CHAIRMAN CLAYTON: I just -- I was just  
2 -- I wanted to ask you if you used it. Thank you very much  
3 for your testimony.

4                   MR. BATES: Thank you.

5                   JUDGE WOODRUFF: Thank you, Mr. Bates.

6                   The next name on the list is Mel Klearman.

7                   MR. KLEARMAN: Is it Klearman?

8                   JUDGE WOODRUFF: Klearman, that must be  
9 it.

10                   (Thereupon, Witness Mel Klearman was  
11 sworn on his oath by Judge Woodruff, and  
12 testified as follows:)

13                   MR. KLEARMAN: I don't have a cost or  
14 revenue analysis in front of me, so I can't approach --  
15 discuss costs or savings with Ameren.

16                   I can discuss one particular cost savings  
17 because I have the privilege and the honor of working with  
18 one of Ameren's forestry supervisors when we had the  
19 outages from the storms in, I think, July and November.

20                   The forestry supervisor was very  
21 conscientious. Our homeowner's association consists of 255  
22 homes. We -- he walked the lines together with me, and I  
23 helped him negotiate some tree-cutting downs. The reason  
24 that I'm mentioned that is at that time, there were  
25 supposed some stricter ordinances in Creve Coeur regarding

1 the planting of underlines and the cutting down of trees.

2 Creve Coeur was supposed to establish some  
3 ordinances in phases to the distance. I understand if the  
4 Missouri Public Service Commission created some new  
5 guidelines for cutting down trees. I'll put it very  
6 briefly. If Ameren wants to cut down a tree, Ameren should  
7 be able to cut down a tree. Why? Because in one instance  
8 on a three-phase line that was serving 1,804 customers,  
9 there happened to be one or two sick people on that  
10 depending on electricity for life-sustaining.

11 Ameren came -- our association owned the  
12 ground underneath the three-phase line. They wanted it cut  
13 down. Be our guest. We had to -- had to negotiate with  
14 some homeowner. They didn't want their tree cut down, so  
15 therefore, it's tree trimming. I suspect the tree trimming  
16 is a very significant part of their budget. I don't know.  
17 I don't have the analysis.

18 But it seems to me, and I know there's  
19 homeowners here. I don't have a pet tree. What I have is  
20 I want electricity. So that's just one aspect that I'm  
21 talking -- that I'm talking about. I agree with a lot of  
22 people about the rate increases, but I want electricity.

23 I'm an endangered species. At 79, I'm on  
24 retired income, but when I go to get a job that I'm  
25 qualified for, they tell me I'm over qualified. So I'm

1 fighting. The water is up to here, but that -- I think  
2 there are cost cuts like the trees where you guys can put  
3 some teeth into it and where conscientious forestry  
4 supervisors can provide a service that they can function  
5 and our electricity will run and save some money.

6 Also just as easily as you give rates  
7 increase, I hope that you monitor -- monitor decreases and  
8 give it to -- to the people.

9 That's all I have to say.

10 JUDGE WOODRUFF: Thank you, sir. For  
11 the benefit of the court reporter, would you spell your  
12 last name, please.

13 MR. KLEARMAN: K-L-E-A-R-M-A-N.  
14 Klearman with a 'K'.

15 JUDGE WOODRUFF: Thank you very much.  
16 Questions?

17 CHAIRMAN CLAYTON: Mr. Klearman, can I  
18 ask you a few questions?

19 MR. KLEARMAN: Sure.

20 CHAIRMAN CLAYTON: When did this  
21 walk-through in your homeowners association occur with the  
22 forestry supervisor?

23 MR. KLEARMAN: It started with the  
24 first outage.

25 CHAIRMAN CLAYTON: Now, wait. Which

1     outage, in '04, '05, '06?

2                     MR. KLEARMAN:   It was July what year?

3                     CHAIRMAN CLAYTON:   Of '06.

4                     MR. KLEARMAN:    '06.

5                     CHAIRMAN CLAYTON:   The first really big  
6     one was July of '06.

7                     MR. KLEARMAN:    July '06.

8                     CHAIRMAN CLAYTON:   Okay.

9                     MR. KLEARMAN:    It continued through the  
10    next one, and it continued afterwards.   But the forestry  
11    supervisor went down Ladue Road.   There was a new  
12    subdivision coming in, and this was after the outage.   And  
13    lo and behold there's a series of pine trees that were  
14    growed (sic) to be affect that -- that major feed line  
15    along Ladue Road, and with his help, we reported it to the  
16    City Manager.   And the City Manager got the subdivision to  
17    move the tree back.

18                    You need -- you need strong regulations  
19    where it can go under lines and strong regulations for what  
20    Ameren can do to save money.   I want electricity.   I plan  
21    to vote.   I wish I never would.

22                    CHAIRMAN CLAYTON:   The -- so the -- you  
23    consider you had a positive relationship with this forestry  
24    supervisor out there?

25                    MR. KLEARMAN:    Absolutely.



1                   CHAIRMAN CLAYTON: Okay. And he  
2 engaged you in the process of what trees he thought should  
3 come down, and he included you in that process?

4                   MR. KLEARMAN: That's right.

5                   CHAIRMAN CLAYTON: All right. And then  
6 you were --

7                   MR. KLEARMAN: Because trustee -- with  
8 the approval of our trustee. We're very conscious about  
9 service to our homes.

10                  CHAIRMAN CLAYTON: So you had authority  
11 through your homeowners' association before?

12                  MR. KLEARMAN: Yes.

13                  CHAIRMAN CLAYTON: And then -- and then  
14 were you the go-between when having to go to a homeowner  
15 and say look, we think this tree has got to go and working  
16 through that?

17                  MR. KLEARMAN: On some cases where he  
18 couldn't handle it himself.

19                  CHAIRMAN CLAYTON: Okay. Well, you  
20 know, when we wrote the rules that address reliability, I  
21 mean, that was the vision that you had this two-way  
22 interaction in making these sometimes difficult decisions.

23                         We just don't hear it happening very often.  
24 I'm glad to hear it happened there.

25                  MR. KLEARMAN: Well, agreement doesn't



1 I'd say it had. We had -- only had -- if I may, there was  
2 one homeowner that wouldn't allow them to touch their tree,  
3 and lo and behold a year or so later a branch fell off of  
4 her tree, and I was out of electricity.

5 CHAIRMAN CLAYTON: Oh, justice. Thank  
6 you very much for your testimony.

7 COMMISSIONER GUNN: Thank you.

8 JUDGE WOODRUFF: Next on the list is  
9 Richard Bossch.

10 (Thereupon, Witness Richard Bossch was  
11 sworn on his oath by Judge Woodruff, and  
12 testified as follows:)

13 State your name and spell your last name.

14 MR. BOSSCH: Richard Bosch.  
15 B-O-S-S-C-H.

16 A question for the Commission. Can you tell  
17 me in dollars how much profit Ameren made last year?

18 JUDGE WOODRUFF: We can't answer  
19 questions.

20 AUDIENCE MEMBER: They're not allowed  
21 to answer questions.

22 MR. BOSSCH: You're not allowed to  
23 answer?

24 JUDGE WOODRUFF: We cannot.

25 MR. BOSSCH: I have been trying to

1 find, on the computer, every place, the actual amount of  
2 profit that Ameren made last year.

3 JUDGE WOODRUFF: There are some Ameren  
4 people out back as well as our staff members.

5 COMMISSIONER GUNN: Our staff members.  
6 If some of our staff members could raise their hand in the  
7 back that they might be able to help you out. They should  
8 be able to answer that question.

9 MR. BOSSCH: By the same token, do you  
10 have any idea how much in dividends they paid out of their  
11 stock?

12 COMMISSIONER GUNN: Same people. Our  
13 process doesn't allow us to answer.

14 MR. BOSSCH: Shouldn't that be  
15 published somewhere for the public to see?

16 JUDGE WOODRUFF: I think it is.

17 CHAIRMAN CLAYTON: I think it is.

18 MR. BOSSCH: Well, I haven't been able  
19 to find it.

20 AUDIENCE MEMBER: Have you tried the  
21 public library?

22 MR. BOSSCH: Well, I've tried the  
23 internet, and I can't seem to find it.

24 CHAIRMAN CLAYTON: Our staff can give  
25 you some guidance on that. I think that information is all

1 public. I think it's required by the Securities and  
2 Exchange Commission, and Ms. Brad back there can send to  
3 the right person.

4 MR. BOSSCH: But you do not have this  
5 readily available?

6 CHAIRMAN CLAYTON: No, not --

7 MR. BOSSCH: Shouldn't this be  
8 something the Public Service Commission has readily  
9 available?

10 CHAIRMAN CLAYTON: Well, sir, the file  
11 on this is quite large. We're here to take public  
12 testimony. It's not for us to -- to explain. We have  
13 staff to answer these questions, to get it for you, but I  
14 assure you that this information comes up during the trial  
15 that will take place in -- in March.

16 MR. BOSSCH: Okay. All right. Well,  
17 just one other thing. I'm a senior. I draw Social  
18 Security. We got no cost-of-living increase last year on  
19 our Social Security, and it just doesn't seem right that  
20 Ameren should be asking for an 18 percent increase when we  
21 got nothing.

22 so I think the -- I think the Public Service  
23 Commission should take that under consideration. And  
24 whatever the profit was, I'm sure it was immense, and I'm  
25 sure the dividends they paid out were immense. I suggest

1     that they take some of that money and use that to replace  
2     the 18 percent that they're trying to squeeze out of the  
3     public at this time.

4                     That's all I have.

5                     JUDGE WOODRUFF: Thank you, sir. Any  
6     questions?

7                     CHAIRMAN CLAYTON: No questions. Make  
8     sure you see her back there.

9                     MR. BOSSCH: Okay.

10                    CHAIRMAN CLAYTON: Did you see her  
11    raise her hand back there? There she is.

12                    JUDGE WOODRUFF: All right. Next name  
13    on the list is Chris Grone or Grone -- G-R-O-N-E. All  
14    right.

15                    J. Howard Merle.

16                    (Thereupon, Witness J. Howard Merle was  
17    sworn on his oath by Judge Woodruff, and  
18    testified as follows:)

19                    State your name and spell your last name.

20                    MR. MERLE: John Howard Merle.  
21    M-E-R-L-E.

22                    I live in University City. My comments will  
23    probably be taken rather poorly by the group, but maybe not  
24    by the end.

25                    I've been a client of AmerenUE. I've been a

1 stockholder for 34 years. So 34 years ago, I decided to  
2 invest in this company for a couple of reasons. One, it  
3 was a conservative company. It's a conservative industry.  
4 Good dividends, which I have reinvested since the very  
5 beginning.

6 I believe in investing in what you know or  
7 what you use or are satisfied with. Everybody needs  
8 electricity. Through the years, Ameren has dodged all the  
9 missteps of other utilities such as setting up trade  
10 companies or exchange companies like Emron did, or  
11 investing in foreign utilities like Texas Utilities did.

12 These actions were huge mistakes by the  
13 management at those firms, and the company and its  
14 customers and shareholders suffered. Ameren has had to  
15 deal with significant weather shocks to the system over the  
16 recent years, and the company and its employees should be  
17 saluted and commended for their efforts to keep the lights  
18 on.

19 Who do I represent? No one but me.  
20 However, my comments early on will probably be interpreted  
21 as representing the company, but I believe in the end, will  
22 prove to represent the interest of the area.

23 In February of last year, to answer one of  
24 the gentleman's pieces of information, the company cut the  
25 dividend by 40 percent. That resulted in the open market,

1 the stock dropping 50 to 60 percent. What a shock. And no  
2 warning. I know your thoughts. Hey, you're an investor.  
3 That's the risk you take. Yes, I know. I get it.

4 I was determined to understand what brought  
5 all this about. I read the company annual report, and  
6 surmised that the non-regulated side of the company was  
7 subsidizing the regulated side of the business. I was  
8 determined to find out if this was true. I attended the  
9 2009 annual stockholder meeting.

10 By the way, the only thing missing from that  
11 crowd at the meeting were pitchforks, torches and hangman's  
12 ropes take on the management.

13 I posed my question to CEO Mr. Rainwater.  
14 He responded that he understood that my conclusion could be  
15 inferred from the annual report, and that the company --  
16 but if the company could have sold all of the energy they  
17 produced as a non-regulated company in the open market.  
18 Ameren could have earned an additional \$1 billion in  
19 income.

20 Without his saying it, the arithmetic would  
21 conclude there would have been no reason to cut the  
22 dividend. This brings me to why I'm here today.

23 AmerenUE charges its customers the lowest  
24 regulated price for electricity in the country. This has  
25 been stated by them, which many a cynic would say that's



1 just self-serving, but outside sources such as "Business  
2 Week" have confirmed this fact.

3 Your job as a group is to regulate and  
4 protect the consumer's interest. I believe your reluctance  
5 to allow the company to collect what they should be allowed  
6 to charge the customer stands to kill the company.

7 Let me explain. While your authority to  
8 regulate the equivalent of operating in a closed market  
9 where you control the revenue stream, the company operates  
10 in a national market, and is subject to the forces of  
11 competition for capital and investor money.

12 The dividend cut in February 2009 resulted  
13 in a 50 to 60 percent drop in the stock per share. The  
14 current value does make it a little bit north of 27 bucks.

15 Is there anyone at your table that believes  
16 that interest rates on the market are not -- are not headed  
17 higher sometime in the future? My point, utility stocks  
18 have a tendency to act like bonds when interest rates  
19 fluctuate.

20 As interest rates go down, bonds and utility  
21 stocks tend to rise in value. And conversely, as you -- as  
22 interest rates go up, bond and utility stocks tend to go  
23 down in value. If rates go up, and I believe they will,  
24 Ameren's stock will fall further from where it is now.

25 What's the point you ask? Remember the rest

1 of the world? There are other companies that are out there  
2 looking for value opportunities, and they jump when those  
3 opportunities arise. Just ask the shareholders of  
4 Anheiser-Busch about the circumstances that led to its  
5 buyout.

6 Oh, may I ask this at this point? Is anyone  
7 at your table or in the room gotten a bad batch of  
8 electricity lately? No. Did you have any recent recalls  
9 of bad electricity? I guess not.

10 The point is electricity is either on or at  
11 -- off, and an acquiring company may look at a decline  
12 price of Ameren stock as a great opportunity to buyout the  
13 company and acquire production capacity at rock bottom  
14 prices or below-market replacement costs.

15 So what? I personally do not want to see  
16 Mayor Slay in front of a bank or microphones once again  
17 assuming -- assuring the public the company acquiring  
18 AmerenUE has promised they will keep a corporate presence  
19 in St. Louis.

20 My point is the people who run the company  
21 in St. Louis live in St. Louis. If I don't have  
22 electricity, chances are they don't. Who's going to be  
23 more responsive when the power goes off, the guy in town,  
24 or the CEO sitting in his or her office 500 miles away?

25 Your rate actions in the past and the one

1 before you now, which you may elect to decline in the  
2 interest of the consumer, stand a good chance of forcing  
3 Ameren into the hands of another company. Local control  
4 will go away. This community will suffer it's loss.

5 I'm calling you out on it because I don't  
6 want it to be said that nobody either mentioned it and that  
7 nobody, an interested party, cannot say that they were not  
8 warned that this could happen. It's hard to believe that  
9 five individuals hold that much power over this company.

10 The 18 percent request is actually a joke.  
11 If you allow only -- if you allow it, it only moves  
12 Ameren's pricing up to the bottom quarter of peer pricing.  
13 All of you gentlemen are attorneys. So in your language,  
14 continuance of your actions is injurious to the  
15 stockholders and consumers in the community.

16 Thank you.

17 JUDGE WOODRUFF: Thank you, Mr. Merle.  
18 Any questions of Mr. Merle?

19 CHAIRMAN CLAYTON: Yes, I've got a  
20 question.

21 Mr. Merle, I wanted to ask you about a  
22 comment that you said about something restricting the  
23 ability of Ameren to sell excess power into the market.

24 MR. MERLE: The understanding is that  
25 the company can sell their non-regulated power. Okay?

1                   I believe that when you look at the facts,  
2   that what they can charge on the regulated side is not  
3   equivalent to what they can charge on the non-regulated  
4   side. They're taking a hit.

5                   That hit came out to the -- to the  
6   stockholders, and the stockholders have taken a hit.

7                   CHAIRMAN CLAYTON: I understand that,  
8   but what was restricting them from selling their excess  
9   power on the open market?

10                  MR. MERLE: I don't believe there is  
11   any that would.

12                  CHAIRMAN CLAYTON: So -- so was there a  
13   suggestion that there was something restricting their  
14   ability to take that power on the open market?

15                  MR. MERLE: No. I'm suggesting is that  
16   the company was being forced to take monies that they  
17   earned on the non-regulated side and used to subsidize the  
18   operations on the regulated side.

19                  CHAIRMAN CLAYTON: Okay. Maybe I just  
20   don't understand. Thank you.

21                  JUDGE WOODRUFF: Thank you.

22                  The next name on the list is Carolyn  
23   Johnson. Ms. Johnson? Okay. Next name then is Diane  
24   Shinken. No? Okay.

25                  Ken Speckart.

1                   (Thereupon, Witness Ken Speckart was  
2                   sworn on his oath by Judge Woodruff, and  
3                   testified as follows:)

4                   State your name and spell your last name,  
5                   please.

6                   MR. SPECKART:   It's Ken Speckart.  
7                   S-P-E-C-K-A-R-T.

8                   JUDGE WOODRUFF:   Thank you.

9                   MR. SPECKART:   The reason I'm here,  
10                  I've heard what everybody has to say.   I go along with a  
11                  lot -- most everything.   You know, like, you know, why do  
12                  we have to make this such a -- such a feel sorry for this  
13                  one, feel sorry for that one?   Okay.

14                  You know, we've got problems with trees.  
15                  Okay.   You put them all underground, you know.   Get UE on a  
16                  program where they do the whole -- the whole area.   Five  
17                  years, everything is underground.   We eliminate the  
18                  problem.   Okay.

19                  We also know that you -- sitting four of you  
20                  guys, I'm not trying to give you a hard time.   We also know  
21                  it's a game, you know.   They ask for 18.   They probably  
22                  want 9, you know.

23                  So my theory is, okay, if they ask for 18,  
24                  9, give them about 4 and a half.   Okay.   The other  
25                  gentleman who was just up here was a stockholder.   I'm also

1 a stockholder in some other utilities myself. Not -- not  
2 this one. You know, there's good times in stocks, and  
3 there's bad times in stock.

4 You know the buy/hold theory for one company  
5 is not always correct. You know, if you think things are  
6 changing in a stock, you got to get out of there and go to  
7 a different stock. You know, you just can't buy and hold.

8 Also what I'd like to know is, you know, in  
9 the last number of years for, you know, gas and coal has  
10 come down a lot from what it was. What's the deal with the  
11 utility saving so much money from what they were a couple  
12 of years ago? You know, all the rates they paid for coal  
13 and gas then, you know. Where's -- where's that extra  
14 money at? Okay. Well, you know, because they want 18  
15 percent. Well, how much are they saving from what they  
16 were two years ago.

17 Let's see. Another idea would be they  
18 brought up infrastructure. Somebody brought that up.  
19 Okay. Well, you know, most businesses, if they're not a  
20 monopoly, they have to decide at some point whether to make  
21 an investment for future gains.

22 Okay. Maybe they might have to take a  
23 little less, okay, at one time to put out the money, to  
24 invest it, where they can make more down the road. I think  
25 Ameren should be -- should be right there too. If they

1 have to make an investment -- I mean, they're a monopoly.  
2 You know, at the same time, we want -- we want cheap -- we  
3 want cheap electric, but Ameren -- Ameren really -- they  
4 want to sell as much electricity as they can.

5                   It would be like if your Kuebler Cookie  
6 Company. You make money by selling cookies. Okay. That's  
7 the same way Ameren makes money. Okay. So all this stuff  
8 about saving energy, and that's -- that's all fine and  
9 dandy. Okay. And they put out things where they show you  
10 how to save energy, and we read the paper, it's on the TV  
11 and all that. And that's all true and good, and there's  
12 nothing wrong with doing that to lower your bill a little.

13                   But when it comes right down to it, they  
14 want to sell as much electricity as possible because that's  
15 what they're in. That's how they make their money. Okay.

16                   So what else I got. I'd like to know, the  
17 other gentleman brought up -- I don't know what the  
18 dividend rate the company currently is paying their  
19 shareholders. Is that -- is that the low end of the  
20 spectrum, is that in the middle spectrum, or is that at the  
21 high end of the spectrum?

22                   I think that's something that should be  
23 considered also.

24                   That's -- that's basically all I have to  
25 say. I'm sorry I wasn't a little more prepared, and all

1 the stuff off my hand, but I think I got my point across.

2 It reminds me kind of like giving the government money.

3 Okay.

4 Is there one person sitting here who thinks  
5 that the more money we give the government, the better the  
6 job they do?

7 AUDIENCE MEMBERS: No.

8 MR. SPECKART: Is there one person here  
9 who thinks that?

10 AUDIENCE MEMBERS: No.

11 MR. SPECKART: Okay. All right. So we  
12 all realize that Ameren is a business, a monopoly. They're  
13 a little unusual, okay. They don't have any competition in  
14 St. Louis. Okay. So before -- before they got into this  
15 area, you know, they had to realize that too. And I'll --  
16 I'm sympathetic to the shareholders and all that too, but  
17 you know, the more -- the more money you give them, you  
18 know, it's a piss-poor time. Okay.

19 Look, you know, we got problems in the  
20 country, we've got unemployment real high, you know, people  
21 have had to cut back, losing their jobs. So you know, they  
22 couldn't have brought this up at a worse time. You know.  
23 You know, tighten down the screws. Get smart, you know.  
24 Who dropped you on your head to ask for this now? You  
25 know.



1                   Plus you put all this stuff on TV, you know.  
2   You know, you're real good guy. You know, cut all that BS  
3   out. We don't need all the money spent on advertisement  
4   right now. They could save that.

5                   So that's my point. Thank you very much.

6                   JUDGE WOODRUFF: Next name on the list  
7   is Margaret Nappa. All right. Dot Kelly.

8                   (Thereupon, Witness Dorothy Kelly was  
9                   sworn on her oath by Judge Woodruff, and  
10                  testified as follows:)

11                  Please tell us your name.

12                  MS. KELLY: My name is Dorothy Kelly.  
13   K-E-L-L-Y.

14                  JUDGE WOODRUFF: Thank you. You can  
15   put your hand down.

16                  MS. KELLY: Thank you. I'm a little  
17   intimidated --

18                  JUDGE WOODRUFF: That's all right.

19                  MS. KELLY: -- by the people before me,  
20   even though I agree with a hundred percent. Except I would  
21   like to take Mr. -- I can't remember his name -- from  
22   University City. As the gentleman who just spoke before me  
23   said, yes, if you're in stock, and he's been in it, he  
24   said, since 1945. I am sure he knows how the stock market  
25   works.

1                   If you don't like the stock, then you  
2 shouldn't be there. And I'm sorry you lost money. So did  
3 401Ks. So did the little bit of money I put in from my  
4 retirement, along with my husband who's been deceased ten  
5 years, also lost a lot of money. Everybody in this room  
6 lost a lot of money this year, maybe even including the  
7 people in the front desk there. I'm not sure.

8                   But I am here to speak for the everyday  
9 person, the people who lost their jobs, the people who had  
10 to cut their time so that they didn't lose their job. I'm  
11 here to talk about my children who are working in two jobs.  
12 My daughter, who has a job, works four days a week and goes  
13 to school two. She has a two-and-a-half- and a  
14 six-and-a-half-year-old child that I'm now a caretaker for  
15 because it costs \$10 an hour for child care.

16                  That's just the tip of the iceberg of what  
17 people have to pay today. This is a terrible time in our  
18 economy, and I don't want to speak too long because my  
19 heart is racing. Because this is not easy for me, even  
20 though I spoke when the water company wanted their grand  
21 increase, and they are 60 percent owned by a German  
22 company, and 40 percent on Wall Street.

23                  So we may be blessed with UE being here in  
24 St. Louis and using the same electric that we do, but I'm  
25 sure if they're out of electricity, they'll be the first to

1 be served. I cannot get a generator either. I do not have  
2 a husband to help me with that, and there are many, many  
3 people, retired people, and those who are not working  
4 people and those people who are working two jobs.

5 I have a lot of list here, but many people  
6 spoke before me, and they spoke eloquently. I'm just going  
7 to close with, please, please do not grant this increase,  
8 even though I heard on the radio yesterday that they  
9 weren't going to ask for 18, they were going to ask for 9.

10 What a beautiful compromise that is for  
11 people who don't have a job. What a compliment that is to  
12 all us having to, like one of the women said today, you put  
13 on your sweats, and you turn that thermostat down. That's  
14 not even going to help you. You can wear two sweats if  
15 they get an increase. They have had increases, and they  
16 are a monopoly.

17 We are burdened enough in this country. You  
18 represent us. We're counting on you. It is your duty to  
19 make this not happen, and I implore you not to do it at any  
20 percent.

21 And I thank you for listening to me.

22 COMMISSIONER GUNN: Thank you.

23 JUDGE WOODRUFF: Ms. Kelly was the last  
24 name on my list. Is there anyone else here who would like  
25 to testify who didn't sign the list?

1 MR. BOSSCH: Can I just ask a question?

2 JUDGE WOODRUFF: Well, you can ask them  
3 out there, but --

4 MR. BOSSCH: Well, just let me --

5 JUDGE WOODRUFF: Is it about a  
6 procedure?

7 MR. BOSSCH: Yeah, about a procedure.

8 JUDGE WOODRUFF: All right. We do have  
9 another list here.

10 MR. BOSSCH: This is really just for my  
11 information. If you're the Public Service Commission and  
12 this is a public hearing, you're not allowed to answer  
13 questions. That seems strange. Where do we go to get  
14 answers to our questions from you people?

15 JUDGE WOODRUFF: You can talk to the  
16 staff out there, which is our Commission staff. And let me  
17 explain the difference.

18 MR. BOSSCH: Yeah, please. It's like  
19 we're -- where's the information?

20 JUDGE WOODRUFF: We're really judges in  
21 the case. Just like a judge in a courtroom, and a judge in  
22 a courtroom can't come out and answer questions for people  
23 about the case that they're going to hear because the  
24 Commission and myself are going to hear the evidence that's  
25 going to be presented in March.

1                   And therefore, we can't comment about the  
2     evidence before we hear it all.

3                   MR. BOSSCH:   Okay.   Is there a time or  
4     a place though that people can come and question the Public  
5     Service Commission and get answers from --

6                   JUDGE WOODRUFF:   Well, you can talk to  
7     our staff today, and you can talk to Ameren today, but you  
8     can't talk to the Commission.

9                   MR. BOSSCH:   Well, you're the people  
10    with the answers.

11                  JUDGE WOODRUFF:   Well, no.   At this  
12    point, we're not the people with the answers. The staff out  
13    there is the -- they're our technical staff. They won't be  
14    presenting evidence until after the hearings.

15                  MR. BOSSCH:   But there is --

16                  JUDGE WOODRUFF:   But they -- they're  
17    not -- they're not the judges.

18                  MR. BOSSCH:   Is there anywhere that the  
19    public can go and question the Public Service Commission?  
20    I mean, it's a simple question.

21                  JUDGE WOODRUFF:   No.

22                  COMMISSIONER GUNN:   Not --

23                  JUDGE WOODRUFF:   Not while the case is  
24    under --

25                  COMMISSIONER GUNN:   We can answers

1 questions about general items. When a specific case is  
2 going on, we don't -- our process doesn't allow us. I know  
3 it's frustrating. Does not allow us to answer questions  
4 related to that specific case.

5 If you have the --

6 MR. BOSSCH: But you're the people that  
7 make the decisions.

8 COMMISSIONER GUNN: And that's exactly  
9 right. We make the decision after --

10 MR. BOSSCH: But we ask you a question,  
11 and --

12 COMMISSIONER GUNN: And then we -- we  
13 make the decision after we hear from the public, after we  
14 have an evidentiary hearing. So this is just the beginning  
15 and part of the process. And the -- the way that it works  
16 is it's an adversarial proceeding just like a trial, and  
17 people are allowed to be cross-examined, and people are  
18 allowed to enter evidence and what you're doing.

19 And some of our answers to those questions  
20 may be viewed and in some ways are viewed as potentially  
21 prejudging issues. And so the process that has been set  
22 up, and has been set up for years, is that -- is that we  
23 don't -- don't set ourselves up for prejudging specific  
24 issues.

25 So our technical staff and Ameren

1 representatives are here. They can answer questions  
2 specifically about the case, and quite frankly, at this  
3 point, they have done a lot of work and know a lot more  
4 about the issue because we -- we hear the issue when it's  
5 entered into evidence, not in the workup -- in the workup  
6 of the case.

7                   So it's a -- I know it sounds frustrating  
8 and it's even backwards, but any -- any view that we are  
9 prejudging something undermines the entire process. And  
10 that's why we are prohibited from answering questions.

11                   MR. BOSSCH: It just seems strange that  
12 the people making the decisions can't be questioned and get  
13 answers from, but that's the way it is.

14                   JUDGE WOODRUFF: The way it works is  
15 the Commission will issue an order at the end of the whole  
16 process. I mean, the last Ameren case took around about  
17 130 pages explaining in great detail exactly why we made  
18 the decision we made and this way and -- and each issue  
19 that we go through.

20                   And so that's -- that's how the Commission  
21 can speak. The Commission can't speak to answer questions  
22 at this point.

23                   MR. BOSSCH: Okay.

24                   JUDGE WOODRUFF: All right. I do have  
25 a couple of other names on the list.

1                   Nancy Richards.

2                   MS. RICHARDS: My name is Nancy

3 Richards. R- --

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

6                   (Thereupon, Witness Nancy Richards was  
7 sworn on her oath by Judge Woodruff, and  
8 testified as follows:)

9                   MS. RICHARDS: Nancy Richards.  
10 R-I-C-H-A-R-D-S.

11                   I moved to this area about ten years ago. I  
12 live in an eight-unit condominium building that is  
13 somewhere between 40 and 50 years old. So it's not  
14 terribly well insulated.

15                   I served on the board for six years, and I  
16 do want to say there is a utility easement on the north  
17 side of our property, and during the time that I was on the  
18 board, we repeatedly asked Ameren to trim trees because  
19 there were trees in among the wires. It might have been a  
20 foolish thing to plant them there in the first place, but  
21 that's -- that's a moot question.

22                   They did finally come in. They used an  
23 out-sourced company from Iowa. They came in after the  
24 hullabaloo about the big long outages and the last couple  
25 of storms, and they did trim the trees, and I just want to



1 express my gratitude that they finally did that.

2 I particularly appreciate the linemen  
3 because I grew up in Wisconsin and my dad was a lineman for  
4 Wisconsin Electric Power and was climbing poles with  
5 climbers and a slip belt long before they had cherry  
6 picking equipment. So I'm not anti-utility.

7 When I moved here -- I'm a retired pastor.  
8 I have a limited income. When I moved here, I had some  
9 so-called discretionary income. With the increases I have  
10 experienced in utilities, insurance and food, et cetera, I  
11 no longer have any discretionary income.

12 I live within my means. I do practice  
13 energy conservation, but I draw the line when I come to the  
14 one that says "Try pioneer living." That -- if I turned my  
15 thermostat down to 62 degrees, like the woman who spoke  
16 earlier, I would be dead of hypothermia.

17 That doesn't work for me. I lived in the  
18 country in Harris County with a friend who did pioneer  
19 living, and I nearly froze to death. So I am -- I can't go  
20 back that far. I do practice conservation. I don't leave  
21 things on. I save all the energy that I can in the  
22 circumstances in which I live.

23 I don't subscribe to a newspaper. I don't  
24 subscribe to magazines. I rarely go to a movie. I get  
25 them for free from the library. My car is 13 years old,

1 and I will probably drive it until it doesn't run anymore.  
2 I don't have dental or vision care. So every time I need  
3 something in that area, or every time I have the car  
4 repair, I have to dip into what resources I have, which I  
5 hope will last me the rest of my life. Whether they will  
6 or not, I don't know.

7 But I don't want to speak only for myself.  
8 There was a woman a few minutes ago who spoke for a younger  
9 generation. And I want to address that too. I have two  
10 sons who get their power from Ameren. In one family, both  
11 parents work. They're in their mid 40s. They now have a  
12 son in college, and another one coming along the way, and  
13 they are finding it very hard to make ends meet because  
14 they have little financial aid.

15 I have another son who went through a  
16 divorce. He can't afford a place to live. He inherited  
17 \$50,000 of family debt, and he can't afford a place to  
18 live. So he's living with me. He is paying me something  
19 every month to offset utilities and food, but that's all it  
20 does, is offset utilities and food.

21 I'm not necessarily opposed to a rate  
22 increase, but I think it has to be modest, if it has to be.  
23 In my working life, I didn't earn a lot of money. I just  
24 retired this year at age 72, and the biggest raise I ever  
25 got was 2 percent.

1                   So I'm willing to practice energy  
2 conservation, but I'm not willing to try pioneer living.

3                   JUDGE WOODRUFF: Thank you, ma'am.  
4 Questions?

5                   MS. JAMKU: My name is Margaret Jamku.  
6 That's J-A-M-K-U.

7                   JUDGE WOODRUFF: Ma'am.

8                   MS. JAMKU: I spoke earlier --

9                   JUDGE WOODRUFF: I need to swear you in  
10 first.

11                  MS. JAMKU: Oh, yes. I'm sorry.

12                  (Thereupon, Witness Margaret Jamku was  
13 sworn on her oath by Judge Woodruff, and  
14 testified as follows:)

15                  Thank you.

16                  MS. JAMKU: I spoke before the formal  
17 speeches about our problem with Ameren, and to condense it,  
18 there was a problem with the tree trimming company hired by  
19 Ameren. But I had a mailing from Ameren with the name of  
20 the person to contact if I have any questions.

21                  I tried to speak directly to the tree  
22 trimming company, without success, several times, because  
23 they did work in the neighborhood for quite a while.

24                  Since they didn't respond, I called Ameren  
25 and asked by name for the person who was -- name appeared

1 on the mailing. A courteous woman took my name and number,  
2 and said that they -- he was not available, but he would  
3 call.

4 He didn't call. I repeated on follow days  
5 my call. Again courteously told, after taking my name and  
6 number, that he would call me. I still haven't heard from  
7 him, and this was more than a year ago.

8 It's so basic for a company that is  
9 operating efficiently to return phone calls. People who  
10 talk about consumer satisfaction emphasize that one of the  
11 best ways to keep people happy is to do what you will do,  
12 return a phone call.

13 The company hasn't learned that yet.  
14 They've got a long way to go. Thank you.

15 JUDGE WOODRUFF: Thank you, ma'am.  
16 Questions?

17 CHAIRMAN CLAYTON: Ms. Jamku, so you  
18 never resolved your problem?

19 MS. JAMKU: No, I -- as you can see, I  
20 have health problems. In fact, the tree trimming was  
21 really important. With my own money, I paid twice to have  
22 a well-recognized company do my trees because I want -- and  
23 I was out -- I was out, of course, during the ice storm,  
24 but I was also out in that freak wind storm, and had to  
25 have extensive re-doing of the line from the -- Ameren's

1 line to my house. And of course, I paid for that again  
2 with a reliable company that's been in operation and done  
3 all the electrical work at my house because my husband, who  
4 was an electrician, felt that that company was well  
5 qualified.

6 And I didn't want a second company coming in  
7 and saying well, this is all wrong, they did this wrong.  
8 The same company has taken care of my own electrical repair  
9 problems. But at any rate -- and I'm sorry I've lost track  
10 of --

11 CHAIRMAN CLAYTON: No, that's quite all  
12 right. So do you -- do you still need help with something  
13 right now? Should we -- we have Ameren. We have our  
14 staff. Maybe we could get you all together and solve this  
15 problem today.

16 MS. JAMKU: Yes. When I spoke before  
17 you all came, I was told to speak to a man in a blue shirt  
18 who was part of Ameren's staff about the tree problem. But  
19 yes, the accumulation of things that this tree trimming  
20 company did not remove from the easement area is still a  
21 pile in my backyard, which the wildlife, the rabbits, et  
22 cetera, love. But I can tell their work because their work  
23 is done with a power saw; whereas, anything I do is just  
24 clippers.

25 And anything that just falls off, that's

1 have the same saw marks. So it's there waiting for them,  
2 and I will speak to the man in the blue shirt if he's still  
3 there.

4 CHAIRMAN CLAYTON: He waived right back  
5 here, ma'am.

6 MS. JAMKU: Okay.

7 CHAIRMAN CLAYTON: So please, and if  
8 you need help with our staff, we can -- the staff -- or the  
9 SPC staff can sit in and help with that if you need it.

10 MS. JAMKU: And in conclusion, I should  
11 say that people -- and there are many more than just me --  
12 who use oxygen 24/7, we have in our homes concentrator,  
13 which is a large electrically operated piece of equipment  
14 because at nighttime, especially, you need the concentrator  
15 because you may not be breathing deeply enough to get buy  
16 with one of these things, which depends on your breathing  
17 in in order to get the oxygen.

18 So electrical service in the event of an  
19 outage, this thing is good, and this is a larger tank. Not  
20 as large as they have at hospitals, but large enough to  
21 carry around. I brought to today because I wanted to stay  
22 to the end. I would have to sit up to use this probably,  
23 and I could not stay in my own home indefinitely without  
24 the use of the concentrator that depends on the power  
25 source.

1                   CHAIRMAN CLAYTON: Ms. Jamku, thanks  
2 for sticking with us today, and we really appreciate your  
3 sacrifice to come out today.

4                   MS. JAMKU: Well, it's not a sacrifice.  
5 Great showing.

6                   COMMISSIONER GUNN: Thank you.

7                   COMMISSIONER JARRETT: And I just  
8 wanted to say one of my pet peeves is when people don't  
9 return calls, and you know, when you call them one time,  
10 maybe they could lose the message or something. You know  
11 that happens, but when you call them several times and they  
12 don't return your call, there's just really no excuse for  
13 that.

14                   And I expect the company to fix that if they  
15 haven't.

16                   MS. JAMKU: I just hope they would  
17 certainly. It's just so basic. They really need training,  
18 even for this person. I hope he was not just a clerk,  
19 because his name appeared on the literature. I mean, he  
20 should have had training as basic as good customer  
21 relations required to return phone calls.

22                   COMMISSIONER JARRETT: And I'm sorry  
23 you had to go through that.

24                   MS. JAMKU: No, it's -- life is not  
25 perfect.

1 JUDGE WOODRUFF: The next name on the  
2 list is Linda Koleta?

3 MS. KOLETA: Koleta.

4 (Thereupon, Witness Linda Koleta was  
5 sworn on her oath by Judge Woodruff, and  
6 testified as follows:)

7 JUDGE WOODRUFF: State your name,  
8 please.

9 MS. KOLETA: Linda Koleta.

10 JUDGE WOODRUFF: Okay. You better  
11 spell your last name, please.

12 MS. KOLETA: Okay. I'm sorry.  
13 K-O-L-E-T-A. Sorry.

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

16 MS. KOLETA: I got the original letter  
17 there in my jacket, and there was a rate increase of 8  
18 percent as of March of last year. For the same reasons,  
19 they want an 18 percent increase. That's like 26 percent  
20 for one year.

21 I'm not buying that bull. I'm just not  
22 buying it. First of all, we've all got -- people that can  
23 afford it, got the energy efficient light bulb. They're  
24 trying to get new appliances, appliances that are energy  
25 efficient also, if they can afford it.



1                   So you know those houses are saving some  
2 electricity. You're not seeing a turn. Maybe you're not  
3 getting that money feed back, so you have to kind of stick  
4 it to us and say we want more money, because you're not  
5 seeing that same using rate. So why are we buying these  
6 low efficient light bulbs, appliances just to pay more on  
7 our bills?

8                   It seems a little crazy. Don't it? They're  
9 like useless. I got some -- I went to that AmerenUE fair,  
10 I think it was about two years ago. You had it downtown,  
11 and you were giving out those energy efficient bulbs for a  
12 pretty inexpensive price. I've still got them in the  
13 basement. They got the UE sticker on it. You had a bunch  
14 of them -- your guys there and showing us how good the  
15 bulbs are and stuff.

16                  And I had one that went out after two years,  
17 another which was about this is when the fair was about,  
18 two years ago. So that's when I got them. And another one  
19 I've just recently. And I called UE because they had your  
20 stickers all over them, light bulbs and packages. And I  
21 know you guys -- they told me we had nothing to do with  
22 that. We didn't make these things. You got to call the  
23 manufacturer.

24                  So I called the manufacturer finally. I had  
25 to look it up on the internet, and they told me that oh,

1 they should never go out after two years. They go -- they  
2 say how do you use them. I said we'll they're in a wide  
3 open socket in the basement. I mean, there's nothing  
4 wrong. It's just wide open.

5 Two years and it goes out? And I said yeah.  
6 And the funny thing about it -- this happened same thing  
7 here -- the banister was still hot, but the light wouldn't  
8 go on. Get those out of your sockets immediately. He said  
9 that's a big no, no, send those back.

10 So that's for a little info for anybody  
11 here. When those things go on, get it out. Those banister  
12 can get hot and overheat.

13 Something else I was going to say. About  
14 seven years ago I had a problem with my house. There was  
15 two of us sitting in the kitchen. Sparks come flying out  
16 of the outlets, big sparks. I'm saying enough to where if  
17 I was sitting three feet away, you could almost feel it.

18 I called UE. I got no electricity, and they  
19 weren't so nice. They basically said that oh, well, you  
20 just blew a fuse or something like that.

21 And I said, well, no, I called my next door  
22 neighbor, and we both lost the main fuse. What you call  
23 that switch on the -- the main broke -- breaker went off on  
24 both of our houses.

25 And when I went around the house and further

1 it blew my GFI out and downstairs bathroom. It blew a hole  
2 in the table where my computer was, right through the UPS,  
3 and that's the first place it went to it because that's the  
4 first -- that's right at the box, was my computer.

5 And then the GFI even that outlet problem,  
6 and downstairs it was just shot sparks right through them.  
7 And UE said we didn't do anything wrong. I said how did  
8 that power surge come -- come to be? And it ain't just my  
9 house.

10 We didn't do anything. I told them what  
11 happened, what was burned and what was melted, and they  
12 said, huh, sue us. We didn't do nothing.

13 That's your guys. We didn't do anything.  
14 What you going to do about it?

15 I said, that was my computer, but it did  
16 happen.

17 CHAIRMAN CLAYTON: May I ask a question?

18 JUDGE WOODRUFF: Please.

19 CHAIRMAN CLAYTON: Ma'am, how -- this  
20 was seven years ago?

21 MS. KOLETA: Yeah, I figure about --  
22 well, five to seven years, so --

23 CHAIRMAN CLAYTON: Did you call the  
24 Public Service Commission for the --

25 MS. KOLETA: I called the bill AmerenUE

1 emergency. I believe that's what I did.

2 CHAIRMAN CLAYTON: Okay.

3 MS. KOLETA: And they called -- put to  
4 somebody that would know something about it, whether or not  
5 there was a big hit or surge or something like that. Well,  
6 we didn't see anything. There's nothing. Nothing happened  
7 here.

8 CHAIRMAN CLAYTON: So no one from  
9 Ameren ever came to your house?

10 MS. KOLETA: No, nothing.

11 CHAIRMAN CLAYTON: And --

12 MS. KOLETA: They told me tough, deal  
13 with it, sue us.

14 CHAIRMAN CLAYTON: How many times -- so  
15 that's --

16 MS. KOLETA: Sue us if you need to.

17 CHAIRMAN CLAYTON: Did -- how much  
18 damage did you have? You had a table that was --

19 MS. KOLETA: It was right under the  
20 fuse box. I had a unit for my -- for the computer, you  
21 know. A battery saver. Thank God that was there, but the  
22 electricity went right through it and burnt a hole in the  
23 table that it was sitting on. Thank God, at least, I had  
24 that before the computer.

25 And the bathroom in the basement, which was

1     about seven -- seven to ten feet away from that was totally  
2     melted. And the upstairs, the sparks flew out while the  
3     outlets. There was probably about three or four outlets in  
4     the kitchen at least. And like I said, it blew the circuit  
5     breaker in the basement, the main circuit breaker. But  
6     those upstairs were fine.

7                     CHAIRMAN CLAYTON: Thank you very much  
8     for coming.

9                     JUDGE WOODRUFF: Next name on the list  
10    is Robert McWhorter.

11                    (Thereupon, Witness Robert McWhorter  
12                    was sworn on his oath by Judge Woodruff, and  
13                    testified as follows:)

14                    Tell us your name and spell your last name,  
15    please.

16                    MR. McWHORTER: Robert McWhorter from  
17    Creve Coeur.

18                    JUDGE WOODRUFF: Okay. Could you spell  
19    McWhorter for us.

20                    MR. McWHORTER: I haven't spoken  
21    before.

22                    JUDGE WOODRUFF: No, I'm sorry. Could  
23    you spell your last name for us.

24                    MR. McWHORTER: Oh, M-C-W-H-O-R-T-E-R.

25                    JUDGE WOODRUFF: Thank you, sir.

1                   MR. McWHORTER: The gentleman that  
2 owned Ameren stock appeared unhappy about it, but if he  
3 were to buy that stock today at today's current prices, it  
4 would take 25 bucks a share. He'd still get 10 percent  
5 return on -- on his investment, and there's not many other  
6 places you can do that. So I don't think the company is in  
7 financial straits.

8                   Last year I had a record of it, and in 2008,  
9 they had \$3.6 million to spend on lobbying Congress. And I  
10 hate to underwrite that with a rate increase. I think it's  
11 gone up since then.

12                  And there are not many businesses today that  
13 give between 8 and 10 percent return. UE is one of them,  
14 and you people are helping them to do that. I don't want  
15 them to go down, but then I -- I don't like to see them  
16 being able to spend all that kind of money on lobbying and  
17 salaries to their executives.

18                  And their -- their stance on the -- on the  
19 global warming issue leaves something to be desired. They  
20 came up, worked up a price and decided it would be feasible  
21 to put a dip of their very efficient, very energy helpful  
22 nuclear energy. But when they saw what it was going to  
23 cost, they decided that they would ask the rate payers to  
24 foot the construction bill for it instead of issuing bonds  
25 themselves, as any other business would have to do.

1                   When the rate payers properly refused to  
2     underwrite their thing and get nothing in return, they  
3     decided that they weren't all that environmentally friendly  
4     after all, and they would cancel the project, which they  
5     did. Which I take to be a very black mark against UE's  
6     management, and I don't think they should be rewarded in  
7     any way for their stance on salaries, on lobbying, on the  
8     environment.

9                   I urge you strongly to consider those  
10    matters and refuse their latest rate increase. Thank you.

11                   JUDGE WOODRUFF: Thank you.

12                   COMMISSIONER GUNN: Thank you.

13                   JUDGE WOODRUFF: Yes, sir. That was  
14    the last name on my list. Is there anyone else who'd like  
15    to testify?

16                   Yes, sir?

17                   (Thereupon, Witness Jonathan Spurill  
18    was sworn on his oath by Judge Woodruff, and  
19    testified as follows:)

20                   Please tell us your name.

21                   MR. SPURILL: Jonathan Spurill.

22    S-P-U-R-I-L-L.

23                   JUDGE WOODRUFF: Okay. What would you  
24    like to tell us?

25                   MR. SPURILL: Well, I'd like to say if

1   you raise -- I'm retired, and me and my wife, we just  
2   simply can't afford it. And there's other alternatives I  
3   think, you know, you should look at and same thing too, you  
4   know. I try to, like the all the rest of them, try to get  
5   it from another source. There's no way. And I have to  
6   find some other way to survive. I'm not -- although I  
7   could I could survive by some other way. But if I have to,  
8   I will have to go back to the way we survived back in the  
9   '50s. We didn't have lights, so things get rough.

10                   But what I have to say we really just can't  
11   afford these increases, not right now. The economy is just  
12   too bad right now. And that's all I got to say, the  
13   economy is just too bad right now for their increase.

14                   JUDGE WOODRUFF: Thank you, sir.  
15   Questions?

16                   COMMISSIONER GUNN: No.

17                   JUDGE WOODRUFF: Anyone else wish to  
18   testify? Yes, sir.

19                   (Thereupon, Witness Gregg Heise was  
20                   sworn on his oath by Judge Woodruff, and  
21                   testified as follows:)

22                   Please tell us your name and spell your last  
23   name.

24                   MR. HEISE: Gregory Heise. Last name  
25   spelled H-E-I-S-E.



1                   I didn't plan on speaking when I came here.  
2   I just hear and just been taking notes. Listening to the  
3   others speak, I see a common thread going through this that  
4   people have had enough.

5                   The economy is bad, bad for everybody, bad  
6   for our nation as a whole, not just this region. It's  
7   hitting the lower income and the elderly especially hard,  
8   more than it ever has in the past.

9                   18 percent's -- I mean, that's outrageous.  
10   If anything, our inflation rate is less than 1 percent  
11   right now, and has been for several years. 18 percent rate  
12   or anything to increase right now is uncalled for. It just  
13   further burdens people. The people that are essentially  
14   the income for the company asking for this, be it  
15   shareholders, whatever, of course they business bottom line  
16   is -- a business is in business to make money. And people  
17   that own stocks expect and would like to see dividends off  
18   that company, or they go wherever it makes money.

19                  A lot of people have within their portfolios  
20   utility stocks of course, and they like -- again, they like  
21   to see the increase, but as others have said earlier on, is  
22   this increase fiscally sound for a business, or is it just  
23   simple corporate greed that is what in a sense put this  
24   company -- or country in the straits that we're on now.  
25   Look at the happenings on Wall Street a few years ago.

1                   As far as the area, I don't see where this  
2     can be justified, them raising rates this much without  
3     further burdening the people that are the very foundation  
4     for paying for this company, business, utility, whatever  
5     you want to call it.

6                   Another issue, like some people, I've seen  
7     these also these ads on television, prints, so forth.  
8     They're showing these wind turbines, wind farms. I'm not  
9     aware of any that are in Missouri or within Ameren's  
10    service areas yet. How can they show all these wind farms,  
11    wind turbines, et cetera out there when they're not  
12    utilizing the green resource, green energy ability yet?

13                  They're trying to look for other things.  
14    The nuclear plant would be incredible. This country's  
15    lacking in nuclear programs, way behind on that.

16                  Some of that -- it hasn't been deemed as  
17    being as clean. A lot of people haven't thought it as  
18    clean as what it actually can be. Seven billion dollar  
19    plant, that's a big chunk of money. That is.  
20    Unfortunately, that may be a solution that's too late.  
21    That should have been done 15, 20 years ago, and then it  
22    would have alleviated the need now also for these 18  
23    percent increases.

24                  Something else I have a concern with is with  
25    this increase, one of the things that's mentioned of course

1 first on that list we received today, is the number one, I  
2 believe it's -- I don't have it in front of me right now.  
3 Just kind of going from memory. It's \$100 million dollars  
4 for shareholders.

5                   Again, you're breaking the backs of the  
6 people putting money in your pocket by expecting high  
7 dividends as you've seen them in the past. The days of the  
8 high-rolling, high dividends of corporate America that we  
9 experienced in the '80s or '90s are gone. And to expect  
10 that still, I think is -- is just pure greed. We're all  
11 having problems. We all need to buckle down as a nation, I  
12 believe the lady said that earlier on. We're the United  
13 States. We're not just one group. We're a nation that's  
14 united, or should be united. And we should all share the  
15 burden of that.

16                   One of the other things that I believe it's  
17 44 million that's set up for in this rate increase is for  
18 -- I'm forgetting the exact wording, excuse me -- is for  
19 pensions and early -- essentially people retiring early to  
20 give them a benefits package, pull out and retire early,  
21 and salaries.

22                   Again, salaries have increased. They needed  
23 to, but inflation has been low within this nation, and a  
24 lot of these salaries, CEO level on down, management level,  
25 worker level. Worker levels no, have not increased as much

1 as management. A \$5 million bonus. Five million dollars,  
2 I'd be set for life, let alone one year. I'm in my early  
3 40s. So I -- I too, and my family also feels that. I just  
4 haven't seen too many younger people up here speaking on  
5 this.

6                   It hurts the elderly incredibly. They don't  
7 have the ability, many of them, through health concerns,  
8 what have you, to go out and increase their income.  
9 Unfortunately, the way our nation is now, our younger  
10 people within this country are struggling to try and find a  
11 job to increase their income. And most people don't have a  
12 way to do that right now, whereas, in the past they did.  
13 Companies just don't exist around anymore that are hiring  
14 people.

15                   And to ask for more when even some of our  
16 nation's leaders have been saying try to get by on less,  
17 for somebody to be trying to ask for more at this time, I  
18 just don't agree with it. I just don't think that is the  
19 proper thing we need to be doing as a nation, region, what  
20 have you. We should all just buckle down and be united and  
21 say we got to figure this out and get through it together,  
22 and I don't think this is supporting the unity of what this  
23 nation should be, especially for this area.

24                   Thank you.

25                   JUDE WOODRUFF: Thank you, sir. Anyone

1 else who wishes to testify?

2 (Thereupon, Witness Jacob Dawson was  
3 sworn on his oath by Judge Woodruff, and  
4 testified as follows:)

5 Tell us your name and spell your last name.

6 MR. DAWSON: Jacob Dawson.

7 D-A-W-S-O-N.

8 I really enjoyed a lot of the people speak  
9 up here about their issues in their own personal life. I  
10 felt a lot of valid points were made. I just -- I don't  
11 think that Ameren is, you know, too big to fail. I think  
12 it's almost like a bailout. A lot of people said it was  
13 like a bailout.

14 You know this 18 percent, you know, it is  
15 outrageous, and you know that \$7 billion that the people  
16 are going to pay for the new power plant, the nuclear power  
17 plant I think it was, and you know Ameren is supposed to  
18 be, you know, on this green campaign. You know that would  
19 help out a lot, but I think for probably 2.5 billion, you  
20 could just outfit at least all the commercial places with  
21 solar panels pretty easily.

22 You know, not easily, but everybody involved  
23 they could probably buy -- you know, the solar panels are  
24 considerably cheap for price. They would still make a  
25 profit too, you know, because I think that would be

1 something that would be okayed by the taxpayers. You know,  
2 people could get behind that green movement, you know.

3 And the whole nuclear power plant, you know,  
4 it's just -- you know, another way I think to bilk, you  
5 know, the taxpayers. I think, you know, that that's -- and  
6 it's also not a long-term solution. You know, uranium is  
7 also, you know, it's finite. It's a finite resource.

8 One person said here, I don't know how it  
9 worked, but it seemed like a good idea that you could put  
10 hydroelectric on the Mississippi. I don't how that would  
11 affect the Mississippi, if it would, you know, interfere  
12 with, you know, what little fish we probably have left in  
13 there. You know, on account of the mercury levels are  
14 increasing, and probably from the coal ash too omitted by  
15 coal powered plants.

16 So that's pretty much what I wanted to say.

17 JUDGE WOODRUFF: Thank you, sir.

18 There's a gentleman back here wants to come up.

19 MR. O'BRYAN: Good afternoon.

20 (Thereupon, Witness Tim O'Bryan was  
21 sworn on his oath by Judge Woodruff, and  
22 testified as follows:)

23 JUDGE WOODRUFF: Tell us your name.

24 MR. O'BRYAN: Tim O'Bryan.

25 JUDGE WOODRUFF: Okay. What would you

1     like to tell us?

2                     MR. O'BRYAN: Well, first off, I'd like  
3     to point out that I didn't come prepared to speak or say  
4     anything today, so I apologize if I sound a little nervous,  
5     and I'm not prepared with any facts.

6                     My comments will be more as worded as  
7     questions or challenges to the Commission itself.

8                     As I -- as I look through this piece of  
9     paper called the information sheet, I see a lot of issues  
10    brought up that are based on assumptions, and I haven't  
11    really heard much in the way of challenges for a lot of  
12    these assumptions that are implied by the statements that  
13    are made in this.

14                    You've got three paragraphs, as well as a  
15    paragraph talking about the issues. And I looked through  
16    this piece of paper, and I see statements like to continue  
17    system-wide reliability improvements for customers as well.

18                    I implore you people to really check to see  
19    what improvements have been made, because repeatedly I've  
20    heard people talking about the -- the tree improvement  
21    programs and that have been going on for the last couple of  
22    years.

23                    We were part of both the big outages that  
24    came from the big storms, and the the utility company  
25    through with their lines -- their crews to clean up the --

1 the right-of-ways. Well, they would trim the branches that  
2 were only within certain distance above the line or  
3 actually touching the lines themselves.

4                   We have trees that are 60, 70, 80 feet tall  
5 that the branches still continue to go over those lines.  
6 We've got oak trees, four foot diameter oak trees, that are  
7 less than a foot off the power line, and we were told that  
8 it -- it's just too unpopular with the people in the  
9 neighborhood, that -- well, to quote someone else --  
10 they're their pet trees.

11                   And I don't know what the answer to that is.  
12 You know, do you cut them all down, do you strong-arm these  
13 people? How -- what effect that has on people noticing  
14 improvements in their power reliability after all this has  
15 gone on.

16                   Another thing I see stated here, the  
17 remaining request, slightly more than half, is to cover the  
18 higher fuel costs. Well, it's my understanding that the  
19 fuel costs in the world are driven by the price of oil,  
20 largely, and the price of oil is almost one -- is a little  
21 more than 1/3 of what it was just, what, a couple of years  
22 ago when it was over \$140 a barrel.

23                   Well, my challenge would be review the  
24 analyses that are being performed to justify these higher  
25 fuel cost statements. Is that based on fresh data? How



1 fresh is that data, and is it based on speculation or  
2 extrapolations of \$140 a barrel prices and what effect does  
3 that have on the price of the coal and the uranium and all  
4 the other alternative energy sources people have been  
5 talking about just that have been factored in that we're  
6 going to see.

7                   We're probably not going to see the higher  
8 prices that we've seen historically. Okay.

9                   Lower revenues from sales outside Ameren's  
10 system. It's my understanding, and maybe I'm wrong, and I  
11 apologize. I don't know the facts. I wasn't prepared.  
12 But we're not here to subsidize programs or businesses in  
13 your other jurisdictions. That this happens to be what's  
14 going on in Missouri, what does it cost to produce power  
15 for Missourians, and revenues related to power consumed by  
16 Missourians.

17                   And the challenge is how complete, how  
18 reliable are the accounting systems that are coming up with  
19 the information to keep that -- that data separate and  
20 challenge the assumptions that are being made about  
21 depreciation and allocating interest costs from a parent  
22 company and how that gets farmed out into each of the  
23 subsidiaries. A lot of dirt can be hidden in those books.

24                   Okay. That -- those are really the crux of  
25 my observations looking at this sheet. Now, I do want it

1 to be reflected that I -- I don't want to see the company  
2 go out of business. I don't want to experience power  
3 outages like we've read about on the West Coast. And I  
4 don't want to wind up like the man who pointed out that  
5 our utility to become Anheiser-Busch and having some  
6 foreign country or company acquire it and we're winding up,  
7 you know, writing letters to the -- some politician in Rio  
8 de Jeniero begging permission for -- to turn our power back  
9 on.

10 So I want to keep the company healthy, but  
11 by the same token I think they need to be challenged on  
12 where these numbers are coming from.

13 Thank you.

14 JUDGE WOODRUFF: Thank you, sir.  
15 Anyone else who wishes to testify? I don't see anybody  
16 else. So with that, we are adjourned. Thank you all very  
17 much.

18 COMMISSIONER GUNN: Thank you.

19 (Thereupon, the proceedings were  
20 concluded 2:35 p.m.)

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