

1 STATE OF MISSOURI
2 PUBLIC SERVICE COMMISSION
3
4 TRANSCRIPT OF PROCEEDINGS
5 Local Public Hearing
6 January 21, 2010
7 Fox C6 School District
8 VOLUME 15
9 In the Matter of Union)
Electric Company d/b/a)
10 AmerenUE's Tariffs to) File ER-2010-0036
Increase its Annual)
11 Revenues for Electric Service)
12
13 Morris Woodruff, Presiding
Deputy Chief Regulatory Law Judge
14 Robert Kenney
Kevin Gunn,
15 Commissioners
16
17 Sam Ritchie, Staff Attorney
18 Tom Burn, counsel for AmerenUE
19 Lewis Mills, Office of Public Counsel
20
21 Reported by:
22 Jeanne M. Pedrotty, CCR/CSR
23 Midwest Litigation Services
24
25

1 JUDGE WOODRUFF: Good evening. My name is
2 Morris Woodruff. I'm a Judge with the Commission. I
3 want to welcome you to the local public hearing for
4 AmerenUE's request to increase their rates. To start
5 things off, I'd like to introduce the commissioners
6 here with us tonight. On the left is Commissioner
7 Kevin Gunn.

8 COMMISSIONER GUNN: Hello, everybody.
9 First of all, I want to thank everybody for coming out
10 tonight. The way this process is going to work is the
11 Judge will swear you in. When you come up -- we have
12 a list of people sign up. We'll take testimony, it
13 will become officially part of the record in the rate
14 case, and the commissioners may or may not have
15 questions for you. If we don't ask questions -- we've
16 kind of been erring on the side of not asking a lot of
17 questions. We want to make sure as many people as
18 want to testify can testify, so don't read anything
19 into it if we don't ask questions. There are two
20 commissioners here tonight. We've had 14 public
21 hearings scheduled in this case, so we've kind of
22 divided and conquered. Everything that you say will
23 be on a transcript, and it is read and considered by
24 the commissioners. And we certainly appreciate you
25 taking the time to be out here tonight. A couple of

1 preliminary matters. The commission acts as the judge
2 in this case. Even though we have Judge Woodruff
3 here, he presides over the trial, but ultimately the
4 decision making is done by the commission. And
5 because of that, we're under some restrictions. We
6 cannot answer questions, unfortunately. Although we
7 do have PSC staff here tonight as well as people with
8 the company and we may direct you to those folks to
9 answer your questions if you have a specific
10 questions. Dan, who was presiding over this, and if
11 there are any other staff in the room, and we have
12 people out in the hallway. Also, please feel free
13 during the session to get up, if you have a question
14 and want to take advantage of some of Ameren's
15 executive that right here. Because it is sometimes a
16 rare opportunity to be able to talk to these people
17 face to face and address a specific problem or
18 question. Please feel free to go out and talk to
19 them. We won't miss you. Even if you signed up to
20 testify, we will come back to you. We'll be here
21 until everybody that wants to testify testifies. We
22 also have Lewis Mills here who will be introduced, who
23 is with the Office of Public Counsel. He represent
24 the public in the rate cases very ably, I will say.
25 And he can answer a lot of questions afterwards as

1 well. So, unfortunately we're not allowed to answer
2 any questions. There are plenty of resources here and
3 we may suggest you take advantage of that, but we
4 certainly ask you to take advantage of it from a
5 specific concern because we always like to say that
6 service is -- we hope that it's good all the time, but
7 sometimes surprisingly during these rate cases people
8 pay a little more attention to specific issues. So,
9 that's all I have for right now as a preliminary
10 matter. Just keep in mind we're not proposing this.
11 We don't work -- we're not part of Ameren. We are the
12 commission, the state agency that ultimately will rule
13 after an evidentiary hearing, after some of these
14 local public hearings, on whether the rate request
15 should be granted. And that decision, according to
16 statute, has to be done, I think, late spring or early
17 summer of this year. So again, thank you all for
18 coming out. We really appreciate it and we will be
19 here until everybody that wants a chance to speak gets
20 to speak. If my co-commissioner Kenney has anything
21 to say?

22 JUDGE WOODRUFF: On my right is
23 Commissioner Robert Kenney.

24 COMMISSIONER KENNEY: Thank you all for
25 coming out. Your participation is a very valuable and

1 integral part of the process, so we do very much
2 appreciate the fact that you are taking the time to
3 come out here tonight and make yourself a part of the
4 process. Thanks and I look for to hearing what you
5 have to say.

6 JUDGE WOODRUFF: Let me explain the
7 procedure. I have a list of names of people signed up
8 here. I'll go down the list one by one and ask you to
9 come up to the podium. I'll swear you in, ask you to
10 raise your right hand and swear to tell the truth just
11 like you see on TV shows. Your testimony is going to
12 be recorded by video equipment and it's going to be
13 transcribed by the court reporter so the commissioners
14 who are not here tonight will be able to see it also
15 as part of the permanent record in this case. We have
16 quite a few people here tonight, so I appreciate if
17 everyone else in the audience, if you keep your
18 remarks brief and to the point. Keep in mind there
19 are other people behind that you want to testify also.
20 So keeping that in mind, first thing we need to do is
21 take entries of appearance from the attorneys here for
22 the parties. Is there an attorney here for AmerenUE?

23 MR. BURN: Yes. I'm Tom Burn appearing for
24 AmerenUE. My address is 1901 Chouteau Avenue, St.
25 Louis, Missouri, 63103.

1 JUDGE WOODRUFF: And for the staff?

2 MR. RITCHIE: Sam Ritchie, attorney for the
3 staff of Missouri Public Service Commission, P. O. Box
4 360, Jefferson City, Missouri.

5 JUDGE WOODRUFF: And Office of Public
6 Counsel?

7 MR. MILLS: On behalf of the Office of
8 Public Counsel and the public, my name is Lewis Mills.
9 My address is Post Office Box 2230, Jeff City,
10 Missouri, 65102.

11 JUDGE WOODRUFF: Are there any other
12 parties here represented by attorneys? All right.
13 First name on the list then is Jill Williams. Good
14 evening. Please raise your right hand. Do you
15 solemnly swear or affirm that the testimony you're
16 about to give shall be the truth, the whole truth, and
17 nothing but the truth?

18 MS. WILLIAMS: Yes, sir.

19 JUDGE WOODRUFF: Thank you. Would you tell
20 us your name please?

21 MS. WILLIAMS: Jill Williams.

22 JUDGE WOODRUFF: What would you like to
23 tell us?

24 MS. WILLIAMS: Well, I can say, Judge
25 Woodruff, the commissioners of MPSC, and Warner

1 Baxter, president and CEO of UE. I'd like to direct
2 these comments to you. After carefully reviewing this
3 18 percent rate hike, I believe that UE is out of
4 touch with reality. The consumer price index said
5 that there wasn't a price cost of living increase in
6 2009, so why does UE need this 18 percent increase?
7 Excuse me. I don't believe in AmerenUE is financially
8 distressed. They had a profit of 11 percent in the
9 third quarter of '08 to the third quarter of '09
10 according to the records. Also, according to the
11 records in 2007 there was a two percent rate increase.
12 Nothing in '08, but in 2009 there was an eight percent
13 rate increase, and now in 2010 they are asking for an
14 18 percent rate increase. That's a 28 percent rate
15 increase in four years. And this is at a time when
16 our economy is going down. We've been in a recession.
17 Unemployment is high. So it doesn't -- I'm sorry --it
18 doesn't balance to me. Okay. They paid \$1.3 million
19 to three top executives, and last night on the
20 television on the news, Warner Baxter said this wasn't
21 from public funds. Well, then I assume it's from the
22 stockholders. Why not take that \$1.3 million and pay
23 off this money that they have already put out, you
24 know, instead of giving these enormous bonuses during
25 a time when most -- a lot of people don't even have an

1 income because of unemployment. It just doesn't seem
2 like that's being in reality to me. One of the
3 improvement that would save costs, would be, in my
4 opinion, would be to take the above ground lines that
5 you have now have -- you have the expense of trimming
6 trees with those. You also have the expense of buying
7 these poles that are \$1100 a piece to string the wires
8 on, and you know, why not start -- why not spend that
9 \$1.3 million towards the beginning after program that
10 buries these lines that are above ground where you
11 won't have those expenses every year. That would help
12 keep your expenses down the way I understand it.
13 Missouri has a ten percent rate increase, a ten
14 percent rate of unemployment -- excuse me -- at this
15 time. The economy is not at its best. The country is
16 in a recession. So where do they think people are
17 going to get the money to pay a 18 percent rate
18 increase. Now, I understand if it's correct what I
19 was reading from your web site was that during a
20 certain time of the winter, certain time of the year,
21 they won't shut people's electric off, but once you
22 past that -- I'm not used to this. I'm sorry. Once
23 you pass that date in the spring, then they start
24 billing you again for what was not paid and if it's
25 not paid by a certain time then they shut the electric

1 off in the summer. And all the older people plus
2 younger people, I think too, need the electric in the
3 summer for air conditioning, especially the older
4 people, you know. When we get a heat wave, if you
5 listen to the people on TV they say they should be in
6 air conditioning -- the older people should. Too many
7 people died because they don't run their air
8 conditioners, older people. So, you know, I'm sorry
9 that just doesn't make a lot of sense to me. Yeah,
10 you won't shut it off in the winter, but you're going
11 to shut them off in the summer when they need the air
12 conditioning. So the way I look at it I think it's
13 needed all year round. And I know they have these
14 programs where they put money out, the dollar more and
15 other programs that the president and CEO just told us
16 about to help with this, I realize that and I give
17 them credit for those things okay. I think that's
18 great. But I just don't think they're taking into
19 consideration the average person, you know, that has
20 to pay these rates. And the other thing and they did
21 sort of cover this earlier, I was like why spend all
22 this money on TV ads. And he said something to the
23 effect that well send it all out in paperwork. Well,
24 we were told not all the customers can read. And I
25 understand it's the boot heel, I know there is a lot

1 of this. I'm a schoolteacher. I'm aware of that, but
2 TV ads refer people to the Internet and if these
3 people can't read, what good is it going to do for
4 them to go to the Internet. Do you understand what
5 I'm saying? It's like you're sending just another way
6 of reading. Maybe, I don't know, I haven't thought
7 through how else you can cover this, but may be they
8 can send people out that have needs to inform the
9 people of these service that you were talking about,
10 like conserving energy and these things, and face to
11 face talking would take care of the people that aren't
12 able to read and it wouldn't put them at a
13 disadvantage, and you still wouldn't be spending the
14 money for the big money for TV commercials. You know,
15 you'd be spending money to send people out and I don't
16 think it would cost -- I could be wrong, but I don't
17 think it would cost as much as big TV commercials do.
18 So that's my comment. I tried to make sure all my
19 information that I have given you was correct, you
20 know. I just didn't go by hearsay. I went to the
21 Internet and got my information. Thank you very much
22 for listening to me. I appreciate it.

23 JUDGE WOODRUFF: Thank you, ma'am.
24 Commissioners have any questions? Ma'am, Commissioner
25 Kenney has a question for you.

1 MS. WILLIAMS: I'm sorry.

2 COMMISSIONER KENNEY: That's okay. You
3 mentioned the advertising, questioning the expense.
4 Have you seen any of Ameren's advertising regarding
5 energy efficiency. And if you have, has it had any
6 impact on your personal energy usage.

7 MS. WILLIAMS: I have. I'm managing my own
8 personal usage ever since prices started going up. As
9 inflation has gone up, I do that just to try to keep
10 my bills down because I am on a fixed income and I
11 only have so much money to spend. So I have been
12 doing that. TV commercials have not affected me
13 whatsoever.

14 COMMISSIONER KENNEY: Thank you for your
15 time, ma'am.

16 MS. WILLIAMS: You're welcome. Thank you.

17 JUDGE WOODRUFF: Thank you. Next name on
18 the list is Kevin Buchheit. Good evening.

19 MR. BUCHHEIT: Good evening.

20 JUDGE WOODRUFF: Please raise your right
21 hand. Do you solemnly swear or affirm that the
22 testimony you're about to give shall be the truth, the
23 twhole truth, and nothing but the truth?

24 MR. BUCHHEIT: I do.

25 JUDGE WOODRUFF: Can you state your name

1 please?

2 MR. BUCHHEIT: My name is Kevin Buchheit.

3 JUDGE WOODRUFF: Spell the last name.

4 MR. BUCHHEIT: B-u-c-h-h-e-i-t.

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

7 MR. BUCHHEIT: About a year ago a similar
8 percentage increase was instituted for the Power On
9 project to improve the infrastructure and to install
10 distribution lines underground. It's my understanding
11 that the project was eliminated without making the
12 major improvements that the increase was for, yet the
13 increase was not repealed. I'd like to ask the Public
14 Service Commission to question Ameren why the project
15 was cancelled and where in turn did that money go from
16 that rate increase. Why did they need more if they
17 cancelled the project already. And then also in the
18 current financial climate, I consider it unreasonable
19 to ask for return on equity money until Ameren starts
20 to make more changes to its budget, reduce its cost,
21 and make improvements to its services and
22 infrastructure. Very few entities are making large
23 shareholder profits or dividend payments right now.
24 Ameren would be better served to earn their profit
25 margin by proving they are a cost effective entity and

1 there in turn creating more share sales instead of
2 dividend payback. And as far as the commercial thing,
3 we were talking about those. I don't know about
4 anybody else in the room, but me, commercials come on
5 that's when I go to the bathroom. I don't pay
6 attention to them. I would rather see it come out in
7 the bill. They say people can't read, they pay their
8 bill somehow. They are signing the check, I mean,
9 somebody is reading it for them if it's the case.
10 That's all I have.

11 JUDGE WOODRUFF: Thank you. Any questions
12 for Mr. Buchheit?

13 COMMISSIONER GUNN: I don't have any
14 questions. I would urge to you ask the question about
15 that Power On program, if you go talk to one of our
16 staff, they may be able to help you get a little more
17 information.

18 MR. BUCHHEIT: Thank you.

19 COMMISSIONER KENNEY: I appreciate you
20 coming out tonight.

21 JUDGE WOODRUFF: Thank you. The next name
22 on the list is Sue Bucowski.

23 MS. BUCOWSKI: I'd like to defer that to
24 George. There's been quite a few statements that I
25 was going to ask or statement made that have already

1 been addressed.

2 JUDGE WOODRUFF: Good evening, sir. Raise
3 your right hand. Do you solemnly swear or affirm that
4 the testimony that you're about to give shall be the
5 truth, the whole truth, and nothing but the truth?

6 MR. ENGELBACH: I'm George Engelbach and I
7 do swear.

8 JUDGE WOODRUFF: Thank you very much.

9 MR. ENGELBACH: To the best of my
10 knowledge.

11 JUDGE WOODRUFF: And what is your name,
12 sir?

13 MR. ENGELBACH: My name is George
14 Engelbach, and I reside in Hillsboro, Missouri.

15 JUDGE WOODRUFF: Can you spell the last
16 name for us?

17 MR. ENGELBACH: E-n-g-e-l-b-a-c-h.

18 JUDGE WOODRUFF: Thank you.

19 MR. ENGELBACH: I currently sit on four
20 boards, three school boards. One is Jefferson College
21 Community board, 911 emergency telecommunications
22 board, and the Soil and Water Conservation District
23 board. One of my questions earlier was to deal with
24 soil and water in our streams and bank erosion, the
25 way they take care of our transmission lines when they

1 cross our creeks, but that's not my main point. One
2 is this rate increase going to do to our schools.
3 911, I just had board meeting this afternoon, we paid
4 a \$1600 plus in electric bill this past month to
5 Ameren. That amounts to be about another \$228 or 30
6 dollars give or take a few here or there per month.
7 We're currently trying to survive on half cent sales
8 tax that was instituted. It didn't really go into
9 effect until October. We got about a million dollars
10 out of it so far. Sales tax in the state of Missouri
11 according to OA is down 5.3 percent as of July 1,
12 starting fiscal year to current January 1. Other
13 entities, fire and ambulance, several of them have to
14 rely on sales tax, if sales tax is down, how are they
15 going to make up this increase to pay the men. None
16 of them is getting raises that I know of, but pay the
17 men and keep their benefits up and their insurance in
18 order to keep employees and keep things going. This
19 is basically what I have to say I guess about my
20 boards that I sit on and what it's going to do to the
21 public entity throughout the state not just hear in
22 Jefferson County and boards I sit on, but every school
23 district and every community college and all of the
24 other emergency services, ambulance and et cetera,
25 fire. Next thing I want to address is the farm. I

1 don't know if anyone knows how difficult it is to make
2 a living on the farm, but I have been there all my
3 life and plus I work construction to try to supplement
4 the farm. Out here on the farm this past fall the
5 drying season was not very good, it was very muddy.
6 Grain comes in and had to be dried, we run electric
7 burner and gas burner and whatever we can do get this
8 grain dried, and turn fans that kind of thing. We got
9 dairy men out there going broke because they can't
10 cool their milk or pump enough or get enough milk out
11 to make it worth staying in business because of
12 increased cost for machinery and parts and bearings
13 and mowers for silos, loaders, and those kinds of
14 things. We have to deal with cooling and ventilating
15 and poultry house, swine facility, and all other kinds
16 of facilities out there that deal with agriculture.
17 This is just going to be another nail in the coffin of
18 agriculture in the state of Missouri. My family has
19 endured millions of dollars in medical courses in the
20 last -- well, since 1995 my son was diagnosed with
21 leukemia. Four years of life cost us some \$4 million.
22 We had a lot of insurance, but it didn't cover it all.
23 His wife has a blood disease, his daughter has a blood
24 disease. My sister-in-law succumbed to another kind
25 of leukemia. All of that said, I'm 68 years old on

1 limited income and how am I going to pay another \$85
2 based on my past month's electric bill. My house
3 stays at 62 degrees and 67 degrees in all of this cold
4 weather. It got colder some nights. I heat with
5 wood. I have to cut the wood. But I do have to keep
6 my livestock waterers open so I can try to keep them
7 drinking water. So I do have a concern about the
8 electric and what it's going to cost me to keep my
9 water going. I have a couple questions. You don't
10 need to answers them just some thoughts. Did this
11 rate increase come about because you're afraid the
12 federal government was going to slap cap and trade on
13 us. Because cap and trade is not only going to kill
14 mid America as far as Union Electric and power, it's
15 going to kill the farmers. It is just going to be
16 devastation to the mid America and agriculture
17 community. I want to know how much liability UE
18 assumed from the death of the electrocution at
19 Somerset Lake several years ago and other incidents
20 that went on down there.

21 And lastly, over in northeast or northwest
22 part of the county in Labart Creek area there was
23 transmission line proposed, and I supposed built, but
24 there was three alternatives to building that line.
25 One was over public land, MDC and some other land that

1 was in the future be donated to MDC. They didn't want
2 that transmission line there, so it had to go over for
3 the most part over private land. There was three
4 alternatives and they took the middle one, which was
5 nice, but it did still have to go over private land.
6 So it involved eminent domain and removal of
7 structures. I don't know what the full gamut of that
8 line, but it was disturbing and it didn't go over the
9 open public land because so there is a swath of land
10 through public land that's going to require some
11 maintenance and one thing other another. It still
12 should not have gone over private land and disturb
13 those private when you have the public land. With
14 that all said, any questions you might have.

15 COMMISSIONER GUNN: I thank you for coming
16 out, sir. I appreciate it. Just a quick question
17 about the boards that you sit on. Have they taken
18 official position?

19 MR. ENGELBACH: No. I didn't know about
20 this meeting until this morning, and I don't know how
21 I heard about it. I had to feed cows and I run out --
22 well, I actually cleaned up and went to the 911
23 meeting. And I just got over from that and I came
24 directly from here. We had -- our meeting went to
25 4:30, so I drove pretty much directly up here. No.

1 These boards have not taking any position, but I'm not
2 going to have any trouble going back.

3 COMMISSIONER GUNN: I want to say if they
4 do there is -- I'll talk about this again at the end.
5 There is a way to enter the official position into the
6 record.

7 MR. ENGELBACH: I have a yellow fact sheet
8 here.

9 COMMISSIONER GUNN: They can send us a
10 letter to address that. There is electronic filing
11 system they can use, but if they choose to and want to
12 let us know, the public comment record will stay up.

13 MR. ENGELBACH: What is the date to stay
14 open, closure date.

15 JUDGE WOODRUFF: The hearing starts March
16 15th, I believe. So before that would be the time to
17 get it in.

18 MR. ENGELBACH: We will not have a college
19 board before that, but I will have school board
20 meeting next week and 911 just came up this afternoon.
21 I mentioned it, but everybody was in a hurry to get
22 out of there.

23 COMMISSIONER GUNN: Again, it's not
24 necessary. I just want to make it clear if they so
25 choose, they are perfectly welcome.

1 MR. ENGELBACH: I think I can generate that
2 much paper yet.

3 COMMISSIONER GUNN: Thank you for coming
4 out. I don't have anything else.

5 JUDGE WOODRUFF: Thank you, sir. Next name
6 on the list is Fran Newkirk. Good evening, ma'am.
7 Please raise your right hand. Do you solemnly swear
8 or affirm that the testimony you're about to give shall
9 be the truth, the whole truth, and nothing but the
10 truth?

11 MS. NEWKIRK: I do.

12 JUDGE WOODRUFF: Would you tell us your
13 name please?

14 MS. NEWKIRK: Francis Newkirk.

15 JUDGE WOODRUFF: Spell your last name.

16 MS. NEWKIRK: N-e-w-k-i-r-k.

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

19 MS. NEWKIRK: My greater concern about this
20 rate increase is the economic time we're living in
21 right now and impact that it's going to have on
22 everybody. If we have food pantries that are just
23 depleted, completely depleted. And that is week in
24 and week out. And to impose -- and these families are
25 living on that, and what income they do have coming

1 in. With this increase, it's going to have a
2 tremendous impact on them. It's also going to have a
3 tremendous impact on our senior citizens because
4 living on limited income. Some of these people are
5 making decisions daily whether they are going to take
6 their meds or whether they're going to buy groceries
7 or something, some might find trivial, yes, as paying
8 utility bills. I appreciate that you gentlemen are
9 hearing this, and I hope it doesn't fall on deaf ears
10 because it really, truly is going to be a hardship
11 that is going to be placed on more people than it is
12 not going to be placed on others. And that's my
13 greatest concern right there. It's not only in my
14 household, it's in a number of households throughout
15 this entire state and probably across the nation. But
16 I'm going to speak only for what I know within the
17 confines of where I live. And that's all I really
18 have to say about it is that I really appreciate the
19 fact that you are listening to us and I hope it
20 doesn't fall on deaf ears.

21 JUDGE WOODRUFF: Thank you, ma'am.

22 Questions?

23 COMMISSIONER GUNN: Just a quick question.

24 Do you work with the food pantries?

25 MS. NEWKIRK: I have volunteered for a

1 number of food pantries and so does my husband.

2 COMMISSIONER GUNN: Do any of the food
3 pantries help or have any programs that deal with
4 utility bill assistance?

5 MS. NEWKIRK: None that I'm aware of at
6 this time. I do know St. Vincent DePaul at church
7 where I attend does assist where they can. But that
8 money is also depleted constantly.

9 COMMISSIONER GUNN: Thank you. I don't
10 have anything else. Thank you very much.

11 JUDGE WOODRUFF: Thank you.

12 MS. NEWKIRK: You're welcome.

13 JUDGE WOODRUFF: Next name on the list is
14 Rebecca Young. Good evening.

15 MS. YOUNG: Hi.

16 JUDGE WOODRUFF: Please raise your right
17 hand. Do you solemnly swear or affirm that the
18 testimony that you're about to give shall be the
19 truth, the whole truth, and nothing but the truth?

20 MS. YOUNG: Yes, I do.

21 JUDGE WOODRUFF: Thank you. Tell us your
22 name please.

23 MS. YOUNG: Rebecca Young.

24 JUDGE WOODRUFF: Okay.

25 MS. YOUNG: I came here from St. Francis

1 County. My husband and I traveled here to speak to
2 just how serious we are about this. The lady made
3 reference to households that are in need, and while I
4 came ill-prepared as far as percentage and numbers
5 like the other gentleman spoke to, I can tell you how
6 our personal income is. To start with, the Dollar
7 More program that was mentioned, we've contributed to
8 that for a great number of years. Now -- and I'm not
9 here to slam Ameren. I think they are a good company.
10 I appreciate what they do. But a year ago my person
11 position was that my husband and I was probably
12 considered upper middle class or at least middle
13 class. And I became disabled due to a medical
14 condition and four months ago my husband lost his job
15 of 25 years. He worked in a factory in Farmington,
16 Missouri, 25 years. He is 60 years old. He gets out
17 and looks for a job every day. Now, we're on a
18 limited income and, you know, we did everything we
19 were supposed to in our younger years. We worked. We
20 raised our children. We paid our bills. Now, we're
21 finding ourselves because we did do what we were
22 supposed to and we had a 401K, we had a conservative
23 savings which is now depleted. Six months from now
24 we're probably going to be below poverty. But at this
25 point we still don't qualify for assistance of any

1 kind, because we did have money in 401K, which I'm
2 sure we'll start tapping into very shortly. But the
3 Social Security is not being raised. We've already
4 been notified of that for at least three years. His
5 unemployment insurance won't be raised. Like I
6 mentioned, six months from now we're probably at
7 poverty level. And I just feel like that a rate
8 increase at this point for anything is just adding
9 insult to injury.

10 JUDGE WOODRUFF: Thank you, ma'am. Any
11 questions?

12 COMMISSIONER GUNN: I don't. Thank you
13 very much for coming.

14 JUDGE WOODRUFF: Thank you. Helen Stewart.
15 Good evening.

16 MS. STEWART: Good evening.

17 JUDGE WOODRUFF: Place raise your right
18 hand. Do you solemnly swear or affirm that the
19 testimony you're about to give shall be the truth, the
20 whole truth, and nothing but the truth?

21 MS. STEWART: I do.

22 JUDGE WOODRUFF: Thank you. Tell us your
23 name please.

24 MS. STEWART: Pardon.

25 JUDGE WOODRUFF: Your name?

1 MS. STEWART: Helen Stewart. I live in
2 House Springs.

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

5 MS. STEWART: You have to talk up.

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

8 MS. STEWART: Oh. People are fixed on
9 income, unemployed, working minimum wage jobs and
10 cannot afford to pay the increase and they often don't
11 qualify for the special programs that help them pay
12 the bill. A 18 percent increase is really going to
13 hurt a lot of people. Not only that, I think maybe I
14 may have to cut my electric down a degree or two
15 degrees. I got one of those digital thermometers and
16 my bill went up in December over \$140. That's with
17 tax and everything. And I think that's a little bit
18 ridiculous. And I also think the only way I know of
19 that I'm going to be able to do it -- I'm 71. I did
20 work part time, but I have been laid off all last year
21 and I haven't worked this year, and I just don't have
22 -- I just got so much money to work with and I live in
23 a mobile court, and we pay pad rent, which is almost
24 \$300 a month. That's a lot of money and then we
25 raising it up again in March. And I just don't think,

1 and the only thing I can figure out is I'm going to
2 have to cut my electric back a couple two or three
3 degrees so the electric won't be so expensive on my
4 electric bill. And I know it was extra cold last
5 month, but it has been this month too. I hate to see
6 my electric bill for this month. But I don't, I have
7 cut my electric down some. I'm 71 years old and I'm
8 also -- years ago when I was young I got overheated
9 and I can't take the heat. I'll pass out because I
10 almost passed out then. But it's just -- it's just a
11 variety of things that keeps coming up. My son is
12 unemployed. I have helped him over the years because
13 of his lack of being able to pay for things. And he
14 is still laid off. He's laid off all last year and
15 haven't be to work yet this year. And he went to a
16 college in Oklahoma to take some schooling on
17 construction he still hasn't gotten a job. And the
18 state had to paid for it because he didn't have the
19 money to. That's all I have to say.

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

22 COMMISSION GUNN: I don't. Thank you so
23 much for coming.

24 MS. STEWART: Okay.

25 JUDGE WOODRUFF: Thank you. Kathy Dunn.

1 Good evening, ma'am.

2 MS. DUNN: Good evening.

3 JUDGE WOODRUFF: Please raise your right
4 hand. Do you solemnly swear or affirm that the
5 testimony you're about to give shall be the turht, the
6 whole truth, and nothing but the truth?

7 MS. DUNN: I do.

8 JUDGE WOODRUFF: Tell us your name please.

9 MS. DUNN: My name is Kathy Dunn. I'm
10 semi-retired. I have kind of gone back to work to
11 make ends meet. And I guess I'm going to reiterate
12 what everybody has said. There is people -- there is
13 a man in our parish that's been out of work for a long
14 time. He's got five children, and I try to help him.
15 But we can only help each other so much and our money
16 runs out too. I feel this is a very, very untimely
17 time for Ameren to ask for this big of an increase.
18 One question I wanted to know why does the Public
19 Service Commission keep giving these companies,
20 utility companies, permission to raise their rates all
21 the time. They just had an increase a year ago. And
22 salaries, these executives at Ameren, we pay for those
23 salaries. We pay for those bonuses. And we're having
24 a hard time living just like everybody else said. You
25 turn off electricity in someone's home, they have no

1 heat, they have no air conditioning. Elderly people
2 die. Also, the questions that people ask I feel they
3 dance around the answers. They never really directly
4 answer a question. And I also want to know how much
5 of our money does big business want. We get no raises
6 in our Social Security, but Ameren wants more money.
7 And if Ameren gets it, Laclede Gas will come up and
8 them want more money. That's all I have got. Thank
9 you for being here and listening.

10 JUDGE WOODRUFF: Thank you, ma'am.
11 Questions?

12 COMMISSIONER GUNN: No questions. But on
13 some of the specific questions, the staff might be
14 able to answer and explain a little bit about the
15 staff. Even though they are called the Public Service
16 Commission staff, they are actually in these rate
17 proceedings act as independents. And they are the
18 organization that does all the auditing and things
19 like that. So they might be able to help you answer
20 some of those questions.

21 MS. DUNN: Thank you so much.

22 COMMISSIONER KENNEY: Thanks for coming.

23 JUDGE WOODRUFF: The next name is Harold
24 Paneck. Good evening, sir.

25 MR. PANECK: Good evening.

1 JUDGE WOODRUFF: Please raise your right
2 hand. Do you solemnly swear or affirm that the
3 testimony that you're about to give shall be the
4 truth, the whole truth, and nothing but the truth.

5 MR. PANECK: Yes, I do.

6 JUDGE WOODRUFF: State your name please.

7 MR. PANECK: Harold P-a-n-e-c-k, Hillsboro,
8 Missouri. I took a total from January 4 '09 to
9 December 1st '09 of my total bill was \$1662.34. You
10 take that by 18 percent to \$299.2 per year increase
11 would be my portion. Divide that 18 percent by 12
12 months and you got \$24.94 a month or \$5.75 a week.
13 I'm like a lot of the other people that are here,
14 fixed income person. Medical bills last year with my
15 wife with cancer and dementia was well over \$60,000
16 which I have no control over whatsoever. That's just
17 the way it goes. The other thing I see with this is
18 that like other people were talking, your schools,
19 your businesses, your hospitals, your doctor offices,
20 everybody you do business with as an individual or
21 family, are going to get hit with these same
22 increases. And what are they going to do with them,
23 they are going to pass them on to me, to you to
24 everybody in this room. If you think it's only going
25 to cost you \$5.94 or \$5.75 a week, uh-uh. It's going

1 to be nine, ten, 11, 12 dollars a week when everything
2 else you're dealing with is going to go up. So we
3 have to look at this as a long range program. Thank
4 you.

5 JUDGE WOODRUFF: Thank you, sir.
6 Questions?

7 COMMISSIONER GUNN: No questions.

8 COMMISSIONER KENNEY: No questions. Thank
9 you, sir.

10 JUDGE WOODRUFF: Thank you. Next name on
11 the list is Robert Narens Jr. Do you solemnly swear
12 or affirm that the testimony that you're about to give
13 shall be the truth, the whole truth, and nothing but
14 the truth.

15 MR. NARENS: I do.

16 JUDGE WOODRUFF: Thank you. And would you
17 state your name and spell your last name?

18 MR. NARENS: Robert L. N-a-r-e-n-s.

19 JUDGE WOODRUFF: Thank you very much.

20 MR. NARENS: My story is not any different
21 than probably everybody in this place. I'm on a fixed
22 income, just had in the paper today that our sewer
23 bills in Arnold are going up by \$2 a month. Our
24 Social Security went down, my wife is on oxygen 24/7.
25 Every time UE has a power outage I have got to

1 scramble to get her on oxygen some way or another.
2 They say that they need to money to pay back for their
3 investment, but isn't that what they are supposed to
4 do, invest in theirproblem and fix it and everything
5 that they invest in will eventually bring back more
6 money to them. If they improve their facility, they
7 improve their infrastructure, won't that be a cost
8 reduction to them. I mean maybe not right away, but
9 eventually they are going to get a cost increase from
10 that because they have improved their infrastructure.
11 And yet they want us to pay for that. They want us to
12 pick up their bill. We get tired of picking up their
13 bill all the time. They have got investors that buy
14 their stock and do their things, that they get the
15 profit from and we get the shaft. And I think that's
16 it's about time we stop this. It's been time that
17 they don't keep passing everything on to us. And
18 that's my statement.

19 JUDGE WOODRUFF: Thank you, sir.
20 Questions?

21 COMMISSIONER GUNN: Actually, have you had
22 regular power outages.

23 MR. NARENS: They are not as frequently as
24 they used to be, but yes, we just had one within the
25 last month or two where I had to scramble and try to

1 get my wife on a portable oxygen helios equipment so
2 that she would be able to breathe while UE fixed the
3 lines.

4 COMMISSIONER GUNN: How long was that
5 outage?

6 MR. NARENS: The last time I think we were
7 out something like three or 4 hours.

8 COMMISSIONER GUNN: Was it weather related
9 or something else?

10 MR. NARENS: I don't know what it was, I
11 really do not know the reason. There was no weather.
12 There was no reason for it to be out, whether somebody
13 hit a pole somewhere or they had a problem at a
14 transmission substation, I don't know, but there was
15 no reason that I could tell why it was out.

16 COMMISSIONER GUNN: How often would you say
17 you have outages for longer than just a couple
18 minutes, for over an hour or so for the last year?

19 MR. NARENS: I'd say we've had maybe two or
20 three a year.

21 COMMISSIONER GUNN: You said you have seen
22 some improvement.

23 MR. NARENS: Yeah. I have been out here 41
24 years. When we first moved out here ever time the
25 wind blew our electric went out. But they have put in

1 bigger transformers, they have made improvements. I'm
2 not really down on the company. I'm just down on the
3 fact that ever time they sneeze, we get the bill.
4 That's my statement.

5 COMMISSIONER GUNN: Thank you, sir. I
6 don't have anything else.

7 MR. BURN: Sir, do you think you can maybe
8 talk to some of the people from Ameren because your
9 wife may qualify to be on medical registry.

10 MR. NARENS: I was under the impression
11 that she was, but then when I call I get no more help
12 than anybody else that does the same. They don't try
13 to get me any faster than anybody else, but I will
14 talk.

15 MR. BURN: We do have people back there
16 that you can talk to.

17 MR. NARENS: And I thank you folks.

18 JUDGE WOODRUFF: Thank you for coming.
19 Next name on the list is Howard Bridges -- Howard
20 Bridges. We'll move on to Kathy Hennessey. Good
21 evening. Please raise your right hand. Do you
22 solemnly swear or affirm that the testimony that
23 you're about to give shall be the truth, the whole
24 truth, and nothing but the truth?

25 MS. HENNESSEY: I do.

1 JUDGE WOODRUFF: Thank you. Tell us your
2 name.

3 MS. HENNESSEY: I'm Kathy Hennessey.

4 JUDGE WOODRUFF: Spell the last name
5 please.

6 MS. HENNESSEY: H-e-n-n-e-s-s-e-y.

7 JUDGE WOODRUFF: Thank you very much.

8 MS. HENNESSEY: I don't have much more to
9 say really than everybody else does. Ameren basically
10 does a good job for me. I live in Fenton, I get a few
11 power outages now and then but not bad. But to ask
12 for 18 percent increase all at once is a lot. I'm
13 okay with 18 percent increase as long as it's 1.8
14 percent over ten years. Let them know that's what
15 they'll get and not going to get any more, you know.
16 Because basically they are providing a public service,
17 you know, it heats people's homes. It cools people's
18 homes. I mean because most of the stuff that does go
19 to home is to their heating and cooling, the
20 television and this and that really don't take up that
21 much. Listen to the farmer, I really have to take
22 heart with that because I mean our farmers are getting
23 priced out, you know. And we want to keep our
24 American farmers and I think they ought to have an
25 exemption totally. If they have farms, they don't

1 have an increase in their rates. And I don't really
2 have much sympathy for shareholders, as that being a
3 reason for them being a reason to raise their rates.
4 You know, there is such a disparity especially now
5 with the economic times with the haves and have-nots
6 and shareholders are mostly all haves. So if that's
7 any reason for these rate increases, I would cut that
8 percent right out off the top if it was me. And I
9 guess that's it. I just think that's 18 percent is a
10 lot for at once and I do hope that you will decide
11 that is too much also.

12 JUDGE WOODRUFF: Thank you, ma'am.
13 Questions?

14 COMMISSIONER GUNN: Thank you for coming.

15 COMMISSIONER KENNEY: No questions. Thank
16 you.

17 MR. BENGSTON: Mark Bengston.

18 JUDGE WOODRUFF: Sir, please raise your
19 right hand. Do you solemnly swear or affirm that the
20 testimony you're about to give shall be the truth, the
21 whole truth, and nothing but the truth?

22 MR. BENGSTON: Yes.

23 JUDGE WOODRUFF: Thank you.

24 MR. BENGSTON: My name is Mark Bengston;

25 B-e-n-g-s-t-o-n. I live in St. Louis, Missouri. I

1 think this rate hike is outrageous at 18 percent. I
2 really believe this is more of a shock and awe effect.
3 Let's ask for 18 percent, but we really only need four
4 or five. You talk about one of things in here major
5 issues is return on equity for their shareholders,
6 which technically really stockholders. So, even in
7 the paperwork per UE it states in here that the key
8 drivers of this request is an adequate return on
9 investment, which then get down to another piece of
10 paper that they have here for presentation of assuming
11 it up that attractive long term to the return
12 potential after differential yield of approximately
13 six percent. Well, if I could get six percent, I'm
14 going to go out and buy a bunch of UE stock because I'm
15 not getting that out of another investment. You talk
16 about the increase. This looks like what happened
17 back in the '70s. Some of you gentlemen may remember
18 the '70s. I may be dating myself okay. We had an
19 energy crisis. People cut back. They didn't put up
20 Christmas lights. They cut back on electricity,
21 turned down their heat, did everything to conserve.
22 What happened, UE comes along and says we need rate
23 hike because we're not making enough money. Why
24 weren't they making enough money, people weren't
25 using. You get the same situation now. People aren't

1 using electricity. Why, houses are vacant, businesses
2 are shut down. Businesses aren't running as much.
3 People can't make it because they are either not
4 making money, ten percent unemployment, 17 percent
5 underemployment. Fortunately, I have a job, but I
6 have been in situations with these people three times
7 in my life. I've been laid off. So I can sympathize
8 and empathize with them. Believe me, even though I
9 have a job, I'm not guaranteed a rate increase or
10 salary increase. And I'm lucky if it make 18 percent.
11 It will probably be more like three maybe. Okay. So
12 I think this is really outrageous for this kind of
13 stuff. Why aren't the stockholders burdening some of
14 this. I have an interesting statistic since 1998
15 through 2008, Ameren paid out 63 cents and dividend
16 each quarter. All of a sudden they just cut it back
17 for 38 and a half cents for three quarters of this
18 year, but yet overall profit from Ameren or net income
19 from Ameren which is where the stockholders get paid
20 from, is only down 2.7 percent. Yet the profit for
21 that's based on comparison from 2008 to 2009 for the
22 same time frame, but yet, for three months comparison
23 in 2008 to 2009, they are up 11 percent on net income.
24 This comes off AmerenUE's SEC reports off of there.
25 All this stuff I got here is off of Ameren's web site,

1 and believe me there TV ads don't do anything for me.
2 I record them in the DVR and go through all of them.
3 So get -- I'll let you know that. They talk about
4 this is for UE for part of Missouri. Yet they say
5 that they use coal, nuclear, gas, natural gas and
6 hydroelectric. I'd like to know what the UE portion
7 of use is or how they generate their electricity
8 because I know a lot of electricity generated in the
9 state of Missouri is hydro and nuclear. And what
10 happened with this thing that they put in for possibly
11 building another nuclear plan, where is that? Let's
12 see if there is anything else I have got here. I'm
13 not saying they don't need a rate increase, but I
14 don't think they need as much as they need. I think
15 like I said before I think let's go in big and see
16 what we can get. That's all have, gentlemen.

17 JUDGE WOODRUFF: Questions.

18 COMMISSIONER GUNN: I don't have any
19 questions, but both to the generation mix question as
20 well as nuclear issue, there is very specific answers
21 to that and our staff will be able to tell you.

22 MR. BENGSTON: The generation.

23 COMMISSIONER GUNN: When you say how much
24 is from hydro and all those other subjects, the staff
25 will have the answers to that. You can ask them and

1 they will be able to tell you.

2 MR. BENGSTON: Okay. Thank you.

3 JUDGE WOODRUFF: Thank you for coming.

4 Trefha Kathryn David. Good evening.

5 MS. DAVID: Good evening.

6 JUDGE WOODRUFF: Do you solemnly swear or
7 affirm that the testimony that you're about to give
8 shall be the truth, the whole truth, and nothing but
9 the truth?

10 MS. DAVID: I do.

11 JUDGE WOODRUFF: Thank you. Please spell
12 your names for us.

13 MS. DAVID: T-r-e-f-h-a; K-a-t-h-r-y-n;
14 D-a-v-i-d.

15 JUDGE WOODRUFF: Thank you very much.

16 MS. DAVID: Like so many of my friends and
17 neighbors in the room tonight, we know Missouri
18 unemployment is ten percent around there. In my
19 family it's 75. Three out of four working adults are
20 out of work. We can't pay your rate increase. We
21 just can't do it. It's unaffordable. They talk about
22 raising our rates. That's going to be more layoffs
23 the way I look at it. Even the CEO Baxter said they
24 are being proactive and staff reduction and wage
25 raises that's more people out of work. That's not the

1 CEO and not the guys wages froze at a million dollars
2 a year. It's not going to affect him. It's going to
3 affect people like us and we can't do it. As for
4 their advertising, as I was pulling in the parking lot
5 this evening, I heard your spot about how great they
6 are at solving problems and being more reliable and
7 have their infrared technology to pick up on any
8 overloads before they happen or whatever. I can live
9 without that. What they do drowns out what they say.
10 It's more important to me that electricity stays on
11 and that I can afford to have it on when I need to,
12 than having a radio commercial telling me how great
13 they are. And that's all I have to say.

14 JUDGE WOODRUFF: Thank you. Questions?

15 COMMISSIONER GUNN: I don't.

16 COMMISSIONER KENNEY: No. Thank you very
17 much.

18 MS. DAVID: Thank you for listening to us.

19 JUDGE WOODRUFF: Thank you for coming.
20 Mary Vitell. Good evening.

21 MS. VITELL: Good evening.

22 JUDGE WOODRUFF: Please raise your right
23 hand. Do you solemnly swear or affirm that the
24 testimony you're about to give shall be the truth, the
25 whole truth, and nothing but the truth?

1 MS. VITELL: I do.

2 JUDGE WOODRUFF: Thank you.

3 MS. VITELL: I am a federal official and
4 I'm not here on official business. I have to state
5 that. My last name is V-i-t-e-l-l. My first name is
6 Mary, middle initial Francis. Okay. I have lived in
7 St. Louis city and county most of my life and I lived
8 over in Columbia, Illinois for a while. And I'm just
9 amazed. I'm amazed because when I lived on Butler
10 Hill Road every year when I was a little girl UE
11 Electric came through and cut the trees like clock
12 work. And then all of a sudden they quit doing that.
13 And years went by and they didn't cut any trees. Then
14 they had that ice storm and they got caught with not
15 doing their maintenance. That's one issue I have.
16 The second issue is you all talked about power
17 failure. I have one of these fancy electronic stoves
18 at home. Not a week goes by that it doesn't say PM
19 meaning the power dropped sometime during the day or
20 night. I have real issues with their reliability. He
21 stood up here and talk about they don't have many
22 power outages. My power was out for 11 days. I went
23 down to Florida and came back in 104 degree house and
24 cleaned out a freezer because of these people. Put it
25 straight in the trash can and took it out to the

1 street. Maybe they don't have as many power outages,
2 but their power outages are quite long. I still have
3 issues with that. I have issues because I went to
4 foods -- there wasn't a single truck in south county,
5 but I passed four crews fixing stuff in west county
6 and not one in south county. And I called up and
7 complained to Ameren UE about that. I still have
8 power outage issues at my house. I called up and
9 complained because I noticed over at Assumption
10 Catholic church that one of their terminals, not
11 terminals -- what do you call those things?

12 JUDGE WOODRUFF: Transformers?

13 MS. VITELL: Transformers was leaking oil.
14 I basically got told that I didn't know what I was
15 talking about on the phone, when I called it in. I
16 wasn't too pleased with their customer service on that
17 either. I have issues when they come on my property
18 they do have an easement, but they left old wire and
19 mess when they were fixing something. I have issues
20 with that. I have issues they talk about being more
21 and more efficient. I have been in this house six
22 years. I have replaced the windows. I have replaced
23 doors. I just last month replaced the heating and air
24 conditioning and magically all this stuff is supposed
25 to make it more efficient. My bills have not

1 improved. I'm doing all this stuff they say to do and
2 yet I keep staying at the same point. I can't imagine
3 if I hadn't done these things what my bill would be.
4 I also have issues with them when I lived over in
5 Columbia, I had Monroe County Co-op. They lost their
6 main trunk line in '93. I was without power for ten
7 hours, not 11 days. They're supposed to be
8 responsive. I think they are way too big. They can't
9 take care of a million and a half customers. There
10 are people in Jefferson County that didn't have power
11 for three weeks. Let's see what else do I have here.
12 The corporate executive said there's been no increase
13 for their corporate executives in 2010, which is this
14 year, how about decreases. I don't when I was in
15 Monroe County they put in a new coal scrubber. When I
16 was in Monroe County Co-op they put in new coal
17 scrubbing plant and the price of kilowatt hour
18 actually went down. I have never seen anything go
19 down with AmerenUE. Personally, I think this big rate
20 increase is because they haven't be doing their
21 maintenance that they are supposed to do for the last
22 ten to 15 years, and now they have gotten caught with
23 all these expenses. He is up here showing us projects
24 charts of what they did. Most of there infrastructure
25 was falling apart because they haven't been taking

1 care of it. And now we get to get a big increase to
2 pay for what they haven't been doing. I see this as
3 unjustified. And that's all I have.

4 JUDGE WOODRUFF: Thank you. Any questions?

5 COMMISSIONER GUNN: I do have a couple
6 questions.

7 MS. VITELL: Sure.

8 COMMISSIONER GUNN: Thank you for coming
9 tonight. The 11-day power -- was that during the July
10 storm, I guess, 2006.

11 MS. VITELL: Yes. I went to Florida for a
12 week and came back and the power was still out.

13 COMMISSIONER GUNN: Were you affected by
14 any of the subsequent ice storms in 2007?

15 MS. VITELL: No. I had power for that. I
16 know people who were out for weeks with the ice
17 storms.

18 COMMISSIONER GUNN: When you called to talk
19 about the crews, you said they weren't very -- at the
20 transformer, they weren't nice to you.

21 MS. VITELL: No. They weren't.

22 COMMISSIONER GUNN: Did you get any
23 follow-up after you made the phone call? Did anybody
24 contact you afterwards?

25 MS. VITELL: No. I did notice because I

1 drive that way, that the transformer had been replaced
2 and it was right next to Assumption school. If that
3 thing would have blown, it could have hurt a lot of
4 little kids.

5 COMMISSIONER GUNN: Have you contacted
6 Ameren about the power fluctuation that you see our
7 equipment at home; where the power failure indication
8 comes on?

9 MS. VITELL: I'm telling you not a week
10 goes by that it doesn't say PF, but no, it's not off
11 long, but it's not constant power. And Heaven help
12 you if your trying to run a business that uses
13 computers, it would always be on the UPS.

14 COMMISSIONER GUNN: Is that causing damage
15 that you can tell?

16 MS. VITELL: I put my computer on an UPS at
17 home. This is electronic equipment ever time the
18 power goes on and off. I don't know why that we are
19 having these power -- not only drops, it's also
20 surges. I think the infrastructure in south county is
21 quite old and they haven't adjusted. I personally --
22 in my neighborhood haven't seen, when they loss the
23 -- when the ice storm came through they had to
24 replace a lot along Mattis, but in the subdivision and
25 all that, I haven't seen any replacement crews coming

1 through. I did see cable company crews but they
2 weren't Ameren.

3 COMMISSIONER GUNN: And final question, if
4 you don't feel comfortable answering, please tell me.
5 I know you're here in an individual capacity, but does
6 the federal organization that you work with ever deal
7 with utilities or provide assistance to folks that are
8 dealing with utilities?

9 MS. VITELL: No.

10 COMMISSIONER GUNN: That you would have
11 direct knowledge.

12 MS. VITELL: That I have direct knowledge
13 they do work with Ameren all the time because they
14 have such huge power requirements, to my knowledge,
15 for computers.

16 COMMISSIONER GUNN: But they are not
17 assistance programs.

18 MS. VITELL: No. No.

19 COMMISSIONER GUNN: I don't have anything
20 else. I would urge you, we have some people both on
21 our staff that you should talk to. I would first go
22 to people on our staff and tell them about your power
23 surges and issues. They might be able to look at that
24 and might be able to help out on getting something
25 done, but I appreciate you coming tonight. Thank you.

1 COMMISSIONER KENNEY: Thank you very much.

2 JUDGE WOODRUFF: Next name is David Siefel.
3 Then the last name on the list is Debbie Irwin. Good
4 evening. Please raise your right hand. Do you
5 solemnly swear or affirm that the testimony you're
6 about to give shall be the truth, the whole truth, and
7 nothing but the truth?

8 MS. IRWIN: I do.

9 JUDGE WOODRUFF: Thank you. What would you
10 like to tell -- first of all, tell us your name.

11 MS. IRWIN: I don't think I heard my name
12 correctly. It's Debbie Irwin; I-r-w-i-n.

13 JUDGE WOODRUFF: It's sometimes hard to
14 read what's written.

15 MS. IRWIN: I think it says something about
16 my penmanship, but I won't be offended.

17 JUDGE WOODRUFF: Thank you.

18 MS. IRWIN: All right. I appreciate
19 certain things that Ameren has been doing over the
20 last several years; the energy efficiency education,
21 reminding us to conserve energy, catching up on the
22 tree trimming which was very much needed, by wind
23 power, the Clean Slate program has been very helpful
24 to low income people struggling to pay their bills.
25 I'm a foreclosure intervention counselor. That's what

1 I do for work. So I work with homeowners that are
2 making choices about paying their mortgage, trying to
3 keep the lights on, trying to buy food, juggling
4 expenses. As has been repeated many times, we're in a
5 recession, unemployment again ten percent, the
6 underemployed are at much higher rate. Those people
7 aren't counted in official statistics, but in terms of
8 counseling for foreclosure, that is what we're seeing
9 in our agencies is people that are not just unemployed
10 but underemployed due to downsizing, layoffs,
11 businesses closing. Currently, foreclosure -- the
12 foreclosure rate is twice as high as it was in the
13 great depression. I mean I'm -- foreclosures are
14 right now twice as high as they were in the great
15 depression. The gross numbers, of course, are much
16 higher as well because we have more people, more
17 housing, more loans. In terms of the foreclosure
18 trends, we are expected to keep in this same holding
19 pattern unfortunately throughout this year and into
20 2011. So foreclosures are expected to stay high into
21 next year. This is not just due to the subprime
22 issue, but again, because of the economy, regular
23 people with regular loans that can't pay their
24 mortgage. Local business have closed, national chain
25 stores have closed. Factories have closed. It's so

1 depressing, isn't it. But men and women in housing,
2 in construction are not working and as a result,
3 electric consumption is down, the consumption of
4 electricity is down and a lot of that is from the
5 commercial sector. It's a temporary condition.
6 However, the recession is a temporary condition. The
7 decreased consumption is a temporary condition.
8 Hopefully, over the next year, next few years
9 productivity will increase. People will go back to
10 work, electricity consumption will increase and
11 Ameren's profits will increase. Now is not the time
12 to ask the people of Missouri for a rate increase. It
13 represents a great hardship to low and moderate income
14 families who pay a higher percentage of their income
15 to utilities than upper income families. I'd like to
16 ask the commissioners to strongly consider denying the
17 request for rate increase at this time considering the
18 climate and economic conditions that we are in. And
19 thank you.

20 JUDGE WOODRUFF: Thank you. Questions?

21 COMMISSIONER GUNN: Thanks very much for
22 testifying. So, in your job, do you intercede on
23 behalf of utility companies for your clients, or do
24 you just merely advise your clients creating a plan in
25 order to deal with --

1 MS. IRWIN: We primary work with our
2 clients on budgeting and also with working with the
3 mortgage company, and then kind of the third big thing
4 that we do is referral to other agencies such as food
5 pantries and nonprofits that can help with energy
6 assistance. So I personally work with clients that
7 were referred to local agencies and did receive
8 assistance from those non-profits.

9 COMMISSIONER GUNN: Do you get to follow up
10 with those clients after they have been referred out
11 to those other agencies? Do they report back to you
12 about their experience.

13 MS. IRWIN: Sometimes.

14 COMMISSIONER GUNN: Can you talk a little
15 bit and I'm assuming that, of course, there is not
16 enough money to go around for a lot of these agencies?
17 In terms of their general experience outside of not
18 having enough money, have they found both those
19 agencies and utilities to be responsive to these
20 referrals.

21 MS. IRWIN: I'm only familiar with
22 referrals to the agencies. I did speak to one staff
23 person at county, the Castle organization. I
24 understand she works closely with Ameren and for those
25 that know about the program and go through the

1 program. It does seem to be helpful at least for
2 paying, you know, a portion of the utility bills and
3 keeping lights on at least for a time.

4 COMMISSIONER GUNN: Thank you very much for
5 testifying. I don't have anything else.

6 COMMISSIONER KENNEY: I don't have any
7 questions, but thank you for the work you do and
8 thanks for taking the time to come here tonight.

9 JUDGE WOODRUFF: They gave me a list with
10 three more names. So we'll go down this list, and I
11 do want to add if you didn't sign the list, when I get
12 to the end. I'll ask if there is anybody else that
13 wants to testify. So I'll give you a chance. Next
14 name is Tom Krutzch. Good evening, sir.

15 MR. KRUTZCH: Good evening.

16 JUDGE WOODRUFF: Please raise your right
17 hand. Do you solemnly swear or affirm that the
18 testimony that you're about to give shall be the
19 truth, the whole truth and nothing but the truth?

20 MR. KRUTZCH: Yes, I do.

21 JUDGE WOODRUFF: Thank you. Tell us your
22 name.

23 MR. KRUTZCH: Tom Krutzch; K-r-u-t-z-c-h.

24 JUDGE WOODRUFF: Okay.

25 MR. KRUTZCH: I'm just going to repeat what

1 pretty much has already been said, especially I'm a
2 young senior citizen, but I am on a fixed income. The
3 pension I receive from the company I worked for will
4 never change for the life as long as I live. Some
5 information I found on the Internet today is that
6 Social Security is not going to change, hasn't changed
7 for 2010 from '09. And it probably will not change
8 for 2011 or two years after that. But yet, during
9 that same period, Medicare insurance premiums will
10 probably go up. An 18 percent increase is quite
11 unfair especially in these economic times, as everyone
12 has mentioned, and not able to take pencil and paper
13 but the trickle down effect alone of 18 percent
14 increase, if you think Schnuck's and Dierberg's is
15 going to sit here and pay out an 18 percent increase
16 in whatever their huge amount of electric is for
17 freezers, coolers, and lighting; Target, Wal-Mart, if
18 you think they are all going to sit there and eat this
19 18 percent increase, I don't think they are. Sooner
20 or later it's going to come down to me and everyone
21 else in this auditorium. I'd like to add that to the
22 18 percent increase, along with gas stations, water
23 sewer. You think the guy that picks up my trash is
24 going to absorb that 18 percent or you think on my
25 next bill it's going to show up on my next bill,

20 COMMISSIONER GUNN: No questions.

22 JUDGE WOODRUFF: Connie Wakefield. Good
23 evening.

25 JUDGE WOODRUFF: Please raise your right

1 hand. Do you solemnly swear or affirm that testimony
2 that you're about to give shall be the truth, the
3 whole truth, and nothing but the truth.

4 MS. WAKEFIELD: I do.

5 JUDGE WOODRUFF: Thank you. Tell us your
6 name please.

7 MS. WAKEFIELD: Connie Wakefield. Last
8 name is W-a-k-e-f-i-e-l-d.

9 JUDGE WOODRUFF: Thank you.

10 MS. WAKEFIELD: I'm going to try really
11 hard to not sound as angry as I am. I wrote this
12 quickly and I didn't have probably enough time to
13 consider, so if it sounds harsh, I apologize, but I
14 hope you will understand where it's coming from.
15 Okay. Am I doing this right?

16 JUDGE WOODRUFF: You're doing fine.

17 MS. WAKEFIELD: I'm also very short. All
18 right. First of all, it is not my responsibility to
19 pay for the loss of anyone that goes to a casino and
20 loses shooting dice. It is neither my responsibility
21 to pay for shareholders who make an investment hoping
22 to make money and whether they do or they don't,
23 that's the chance they take. But when there is an
24 investment in a company, the investors are supposed to
25 pay for the improvements and the things to build it up

1 so that it can make more money, not the customers. So
2 I just added that on hearing some of the other remarks
3 tonight. All right. Here's how I feel about it. All
4 my adult life I have consistently paid my electric
5 bills in full and on time. That entitles me to
6 uninterrupted and fairly priced electric service. I
7 am also entitled to fair representation and problem
8 solved by the Public Service Commission. Sadly,
9 AmerenUE and the PSC do not always hold up their end
10 of the bargain. In the early 1990, my area began
11 experiencing frequent power outages lasting as long as
12 six hours. As frequency increased, I started keeping
13 records and calling Ameren and PSC. Both made excuses
14 as outages grew worse. Meanwhile Ameren's profit and
15 executive compensation soared to an excessive amount.
16 While it's investment in standard maintenance and
17 upgrades were grossly neglected. The infrastructure
18 was left to decline over the next six years. My area
19 experienced another 15 extended outages and over 24
20 momentary outages. Both types harm electronic
21 equipment. Seven outages in one day cost me a
22 computer that was only a year old. Not to mention
23 food loss with the longer ones. Despite countless
24 calls to Ameren and PSC, and despite outrageous
25 profits and executive compensations, no efforts were

1 made to replace 60-year-old power lines, rotted posts,
2 and other things or to regularly trim trees away from
3 power lines. By the way, I live in St. Louis County.
4 I'm not 700 miles out somewhere. For the greatest
5 possible profits while providing least possible
6 maintenance, Ameren had already fired its regular tree
7 trimming crews and some other labor and it outsourced
8 work sparingly. When outages occur, instead of
9 replacing old worn cables and other parts, broken
10 spots were cheaply patched, so the outages continued.
11 Then between mid August 2005 and December 3rd, 2006,
12 less than one year and four months my area suffered
13 another ten extended outages. One lasted 12 hours,
14 one lasted two and a half days, one lasted three and a
15 half days, and another lasted four full days. Efforts
16 to blame storms were unconvincing. Over the next
17 year, 2007, my area suffered six more power outages.
18 And anger peaked over the 2006 widespread outages
19 Ameren's top executive, Thomas Foss made clear his
20 position. Enjoying a yearly income probably higher
21 than any 500 regular customer combined, he said to a
22 TV reporter, if people want gold plated service, they
23 have to pay for it. Does gold plated means
24 functional? By early 2008, outside pressure for long
25 neglected maintenance and repair, a new reliability

1 improvement was added for customers who call about
2 problems, over time and after many phone calls,
3 60-year-old cables in parts in my area were finally
4 replaced. Trees were trimmed and the project to bury
5 cables for long term reliability was promised. So
6 long as Ameren could get the needed easements from
7 homeowners. I'm guessing they expected most
8 homeowners to refuse, but they didn't. All these
9 easements arrived by mid August 2009. Two weeks later
10 after planning to impose a 18 percent rate increase,
11 Ameren scrapped the project. They said it was because
12 of the economy and that nobody could argue with that.
13 They said -- or they would not say how many other
14 promise projects were scraped. They did say that the
15 two-year-old reliability department would be
16 dismantled this April. When I asked what would happen
17 to those employees they said that they were offered
18 voluntary layoffs. Meanwhile just so we'll like them
19 more, Ameren continues throwing away millions of
20 dollars on prime time television ads under the guise
21 of education for a monopoly about which we have no
22 choice. I guess they think slick advertising can make
23 us forget our huge financial losses, risks to our
24 health, and even the loss of some lives because of the
25 greedy negligence. Do they think customers are

1 stupid? A couple nights ago, a TV newscaster covered
2 part of a local hearing. A woman asked Ameren
3 executives how much of the intended 18 percent
4 increase would be used for improving and maintenance
5 the system and how much would go to enriching the
6 company and its stockholders. I believe it was Mr.
7 Baxter who answered some would go to maintenance, some
8 would go toward energy costs. He did not answer her
9 question about how much would be used to increase
10 profits. Ameren UE cannot be trusted with the rate
11 increase, least of all, something as burdensome as 18
12 percent. It's lack of long term honest committment to
13 its customers is obvious. As media attention to its
14 failures and excesses dies down, it will be business
15 as usual. Evidence of that has begun with the
16 scrapping of needed projects, dismantling of the
17 reliability improvement department, and a request to
18 increase rates for each more profiteering despite the
19 fact that many thousands of families are struggling to
20 survive while -- and please correct me if I'm wrong
21 -- the combined salaries of the top five Ameren
22 executives is about 35 million dollars a year. I say
23 this sincerely to the Ameren executive here tonight.
24 Please go back and tell your people that regular,
25 unspoiled people are not stupid. We didn't fall for

1 the Karen Foss ads, and we're not falling for your
2 current advertisements. Actions speak louder than
3 words. Your actions over the last couple or so
4 decades and up to this day have told us plenty. Don't
5 expect applause for being forced to do maintenance
6 that should have been kept up all along and don't
7 expect us to quietly accept a greedy rate increase
8 that benefits only you and your shareholders. We are
9 offended by Ameren's arrogance. We are offended by
10 its lack of genuine concern and respect for its
11 customers. We are offended by expensive advertising
12 that insult our intelligence as if we were too
13 simple-minded to discern the truth. Stop throwing
14 away millions on advertising, and use that huge amount
15 of money on infrastructure like you're supposed to do.
16 Instead of continuing profiteering habits, hire more
17 workers, buy new equipment, upgrade all of the
18 out-of-date power lines and provide the quality of
19 service for which we pay. You're not going to like
20 this last one. While you're at it, please tell your
21 board of directors to lower all executive pay and
22 compensation. Apparently having too much money to
23 play with causes poor judgment and unethical business
24 practices. AmerenUE cannot hide the truth no matter
25 how much it advertises. Thank you.

1 JUDGE WOODRUFF: Questions.

2 COMMISSIONER KENNEY: Thank you for your
3 thoughtful comments, ma'am. And you did just fine.

4 MS. WAKEFIELD: Thank you.

5 COMMISSIONER KENNEY: I don't really have a
6 question for you, so much as probably say what
7 Commissioner Gunn has already said. We've got people
8 tonight that can assist you with your reliability
9 issue.

10 MS. WAKEFIELD: I have been through all
11 that and they have tree trimmed and they have fixed
12 thing. In the meantime those cables are still above
13 ground and they promised to bury them so that there
14 would be no more. After 20 years of dealing with this
15 in the heat and in the cold, I don't want it to ever
16 happen again. And they are not taking steps to ensure
17 that it doesn't.

18 COMMISSIONER KENNEY: Which part of St.
19 Louis County are you located?

20 MS. WAKEFIELD: City of Fenton. You have
21 probably heard from me or somebody at your office has.
22 I have been calling people for a very long time.

23 COMMISSIONER KENNEY: Have you called the
24 Public Service Commission in addition to Ameren?

25 MS. WAKEFIELD: Countless times. I have

1 been angry with them, too, I regret to report. Yes, I
2 spend hours and hours and hours.

3 COMMISSIONER KENNEY: Well, we've got folks
4 from our staff here tonight and sometimes you might
5 find that you will get a little additional assistance.

6 MS. WAKEFIELD: Actually, I did. I'm sorry
7 to interrupt, but I did get a lot of help from Lisa
8 Gendron in the reliability improvement department
9 which is being shut down. Lovely woman, very helpful
10 and very kind, but she can't make the executives do
11 anything. Whoever made the decision -- do you know
12 how many projects were scrapped like mine for burying
13 cables. She couldn't tell me. She didn't know.
14 That's the issue. Right now the electricity is
15 working although for a while. I mean there are still
16 occasional momentaries. And that's a bad sign.
17 That's the way it started out back in the beginning,
18 and when you get more and more momentaries. But right
19 now for the last couple of years since the heat has
20 been on Ameren has been trimming trees and trying to
21 fix things. But the long term solution is to bury the
22 cables in problem areas, but you have called it all
23 off. So, the next time that Ameren decides that it
24 wants to put more money into profits and not keep up
25 with infrastructure which is I think happening. I

1 think it's going to happen very soon, we'll all be
2 right back where we were. And for that I'm supposed
3 to be happy about an 18 percent increase. Not to
4 mention how many people are suffering. I mean really
5 really suffering right now. You have heard from some
6 of them tonight, it's just -- it's inexcusable. I'm
7 sorry. That's the truth.

8 COMMISSIONER KENNEY: You have no need to
9 apologize. I do appreciate your patience and
10 appreciate your frustration and thank you for coming
11 and sharing it with us.

12 MS. WAKEFIELD: Thank you.

13 COMMISSIONER GUNN: I just have a couple.
14 And Commissioner Kenney is brand new, so any fault of
15 the PSC in the past you can go easy on him. You said
16 you have already started to see some occasional
17 outages happening.

18 MS. WAKEFIELD: I had some -- this is
19 couple months ago. I was having some momentaries.
20 They call them momentaries. And they said well, I was
21 told you should be really happen -- it's only for a
22 couple of seconds as opposed to three days. But,
23 almost everything now, I mean just try to buy a stove
24 that doesn't have an electronic panel on it. I don't
25 want electronics. I mean I love computers. They are

1 great, but I don't want everything computerized. You
2 can't get around it. Every time that power dips down
3 and come back up, that is harming everything that's
4 electronic in your house.

5 COMMISSIONER GUNN: So they are just for a
6 second or two.

7 MS. WAKEFIELD: Excuse me. Yes.

8 COMMISSIONER GUNN: It's a flicker more
9 than an outage.

10 MS. WAKEFIELD: Yeah. It kind of goes down
11 and up. You can tell if it doing completely goes
12 because the clocks blink.

13 COMMISSIONER GUNN: It is long enough to
14 cause clocks to blink.

15 MS. WAKEFIELD: But Lisa Gendron, and she
16 really is a lovely person. I hope Ameren has the good
17 sense to hang on to her. She was the only one there
18 that could calm me down after all this, either her and
19 Matt Seeley who is an engineer. I have to give him
20 some credit too. The rest I have -- They have been
21 horrible to deal with up until that point where I was
22 dealing with Matt Seeley, who was the engineer for a
23 time in Fenton and Lisa Gendron who is the director of
24 the reliability improvement department. So, if they
25 are smart, they'll hang on to her because she is good.

1 Anyway. She talked to somebody -- there is some other
2 engineer out there and he found a tree that was too
3 close -- anyway, he chopped down the tree. So I
4 haven't had that since, and it's been -- I'm trying to
5 remember, a month and a half, two months, something
6 like that. I can't remember for sure.

7 COMMISSIONER GUNN: I want to go back to
8 2007. You said you had six more outages.

9 MS. WAKEFIELD: Yeah. I wish I had my
10 records with me. They were one to two hours long
11 each.

12 COMMISSIONER GUNN: Now, 2007 we had ice
13 storms.

14 MS. WAKEFIELD: No. This was not related.

15 COMMISSIONER GUNN: This was not related to
16 that.

17 MS. WAKEFIELD: The end of 2006 was the
18 ice, wasn't that --

19 COMMISSIONER GUNN: We had some in early --

20 MS. WAKEFIELD: The really bad ones were in
21 2006. And that year I had over a year and four months
22 from mid-August 2005 to December 3rd, 2006, ten
23 extended outages. One of them was 12 hours. One was
24 two and a half days. One three and a half days. And
25 one for four days. Those are all -- this is Missouri,

1 we have storms here. And I am -- I have been around
2 awhile I still remember actually, you know, seeing the
3 Beatles when they were young and stuff like that. We
4 had a tornado in St. Louis around -- actually I was
5 really young then. Maybe ten or something, in the
6 '50s, the one that tore down -- you're not from this
7 area -- it tore down the arena. All right. Okay. I
8 think we lost power six hours. And we lived very
9 close to that. And in fact, some of our front windows
10 were broken. The power was out for a few hours.
11 Think were keeping up lines then here's what the
12 problem is, what Ameren refused to acknowledge. I
13 should have brought them. I have records at home of
14 all these outages. And every time one happened, I
15 hounded people to death what caused it; when are you
16 going to fix it. I did -- I hounded them to death
17 otherwise you just sit there. So I have all these
18 records and some of the wires, my cables are buried.
19 The home is little over 30 years old, but the ones I'm
20 connected to are not and those were the ones that were
21 60 plus years old. And the cable insulation was
22 falling off and when it would break because of a
23 storm, a tree limb or whatever, it would break and
24 they send somebody out and they do a little patchy
25 thing on it, and go home. Meantime the whole rest of

1 the cable was really in poor shape and when I
2 complained about that they say always they would say
3 it's serviceable. In other words, the electricity
4 will go through, but not reliably, not long term. I
5 mean this was really old stuff. Now, during the time,
6 the years that all this was going on, Ameren was
7 making huge profits. They were doing well and they
8 let customers suffer. I can't tell you how many. I
9 started keeping records in 1998 and the bad outages
10 that were widespread all overcame in 2006, but I was
11 happening frequent outages a couple of times a year of
12 extended outages, and then real frequent momentary
13 outages for several years before that -- before I
14 started keeping records. And all I got was the
15 runaround. And here they had all these profits and
16 they were not reinvesting in the system. They were
17 not upgrading anything. They were not getting rid of
18 old lines and doing something better with them. They
19 just let it go. And the meanwhile, all the top people
20 were making big money, the shareholders were happy.
21 But customers in certain areas were miserable and
22 nobody cared.

23 COMMISSIONER GUNN: I appreciate you coming
24 here testifying.

25 MS. WAKEFIELD: Thank you.

1 COMMISSIONER GUNN: I appreciate the record
2 keeping and it allows us to get a sense of history
3 where we were.

4 MS. WAKEFIELD: I sent a copy. I believe
5 Mr. Mills, we've spoken on the phone. He has a copy
6 of it and I think -- didn't you give a copy to someone
7 at Ameren.

8 MR. MILLS: Yes.

9 MS. WAKEFIELD: They are aware of it
10 already. Thanks very much, and I hope I wasn't rude.
11 I was just speaking the truth.

12 COMMISSIONER GUNN: We appreciate it.
13 Thank you, ma'am.

14 JUDGE WOODRUFF: Last name on the list is
15 John Stagg. Good evening. Please raise your right
16 hand. Do you solemnly swear or affirm that the
17 testimony that you're about to give shall be the
18 truth, the whole truth, and nothing but the truth?

19 MR. STAGG: Yes, I do.

20 JUDGE WOODRUFF: Tell us your name please.

21 MR. STAGG: John S-t-a-g-g. I don't have
22 very much time. I have to go pick up my daughter from
23 color guard. I'm somewhat shocked that you have
24 utility companies which is considered a private
25 company instead of a public utility company. As far

1 as I'm concerned, that's a conflict of interest. I
2 mean it's either shareholders or the cores and
3 shareholders are always going to win. I guess this
4 increase is \$402 million. That's what they want and
5 the last one, that wasn't that long ago was \$163
6 million. Ameren has \$23 billion in assets. I don't
7 see how they can possibly consider this 18 percent
8 increase, which is madness. One thing I'm concerned
9 about is the cold weather rule they have. It's in
10 effect from November to March 31, which prohibits
11 disconnection of service when the temperature drops
12 below 32 degrees. This is ridiculous because what
13 they do is the temperature will go back up to above
14 32 degrees and they are turning your electricity off.
15 And when it goes back down they leave your electricity
16 off. They aren't going to come back and turn it back
17 on, so they can freeze to death. It's very sad that
18 we have to depend on our electricity. Many of us have
19 electric heat. We don't have, you know, money to pay
20 for wood. We can't split our own wood. We don't have
21 big fancy fireplaces. We have electricity and that's
22 it; furnace. And I just find that this is
23 unwarranted, an 18 percent increase and this is
24 ridiculous. So --

25 JUDGE WOODRUFF: Thank you, sir.

1 Questions?

2 COMMISSIONER GUNN: No questions.

3 COMMISSIONER KENNEY: Thank you, Mr. Stagg.

4 JUDGE WOODRUFF: That was the last name on
5 my list. Is there anyone else here?

6 MR. STAGG: I did have one other thing to
7 say.

8 JUDGE WOODRUFF: Go ahead.

9 MR. STAGG: With all these corporations in
10 the United States going bust and becoming so corrupt,
11 you hear Wall Street, you hear all these customers
12 they are just so greedy. These private companies are
13 greedy beyond imagination. We can't afford to have a
14 private company for our utilities. We need to get rid
15 of the private utility and need to have public
16 utilities whether it be a bond or a vote or whatever.
17 We need to get rid of Ameren because they are just
18 going to keep doing this to us over and over and over
19 again. We can't afford it. Thank you.

20 JUDGE WOODRUFF: Is there anyone else who
21 didn't sign up that would like to testify? Come on up
22 here, sir. Give us your name again.

23 MR. BENGSTON: Mark Bengston. A couple
24 other things they were brought out here, but one of
25 them you talk about increases that's also going to

1 impact other things such as food and all that, but
2 what about businesses coming back into Missouri.
3 We're losing business. We're talking another 18
4 percent increase on top of that. How is that going to
5 affect it? You talk about the other thing is
6 reliability here and coming back. I remember growing
7 up in Affton. I don't remember one power outage that
8 whole time and I remember crews coming around
9 trimming, making sure lines were good, all other kinds
10 of stuff. The money that should have been going into
11 doing that over these past years from probably 1998 to
12 2008 went to the stockholders. It didn't go into
13 taking care of things like it should have. You talk
14 about increase. You talk about salaries for the
15 expansion. They have been gracious enough for this
16 year, for 2010 to not take an increase, but do you
17 think once this goes through that next year, they are
18 not going to get an increase plus probably make up for
19 what they lost this year. The last thing is too, what
20 I didn't bring out specifically on the dividends is
21 they cut the dividends this year drastically. To me
22 that looks like a ploy to get the stockholders on
23 their side. Why did they cut it when their profits
24 are only down two percent. Why did they cut their
25 dividends by over half or almost half. You know it

1 looks like all of this is a ploy to get things -- to
2 get you guys on their side to agree on this, to try to
3 get us to be empathetic. You know, I don't buy it.
4 And I don't think this 18 percent should go through.
5 That's all I have to say. Thank you.

6 JUDGE WOODRUFF: Thank you. I thank you
7 all for coming out tonight. And I will note that
8 Warner Baxter, CEO of Ameren is still in the back room
9 if you have any questions for him. He is standing up.
10 He will be glad to talk to you. With that we are
11 adjourned.

12 COMMISSIONER GUNN: One quick reminder to
13 everybody. This is just part of the process. In
14 March we'll be having evidentiary hearing and those
15 will be webcast on your web site PSC.Mo.gov, so people
16 are free to watch the evidentiary hearings as they go
17 on. If you don't -- if you didn't have anybody or if
18 a few people that wanted to comment but didn't have
19 opportunity to attend one of these hearings, you can
20 also file comments on that PSC web site as well as
21 also get across and they'll accept letters and other
22 witness comments from rate payers. If you know folks
23 that couldn't come out, we're happy to accept those
24 comments as well. I just want to say everybody has
25 extremely busy lives and we really appreciate this

1 public engagement is an important part of the process.

2 And we appreciate everybody coming out.

3 JUDGE WOODRUFF: We're adjourned.

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| 1 | I N D E X O F S P E A K E R S . |
| 2 | |
| 3 | Ms. Williams.6 |
| 4 | Mr. Buchheit.11 |
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