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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
  
TRANSCRIPT OF PROCEEDINGS  
LOCAL PUBLIC HEARING  
AUGUST 23, 2012  
MEXICO, MISSOURI  
VOLUME 14  
  
In the Matter of Union Electric )  
Company d/b/a Ameren Missouri's )  
Tariffs to Increase its Revenues ) File No. ER-2012-0166  
For Electric Service )  
  
MORRIS L. WOODRUFF, Presiding,  
CHIEF REGULATORY LAW JUDGE  
  
TERRY M. JARRETT,  
COMMISSIONER.

1 APPEARANCES

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

2 (Whereupon, the public hearing started at 1:12  
3 P.M.)

4 JUDGE WOODRUFF: All right. Good afternoon,  
5 everyone. Can you all hear me? I'll need to be pretty  
6 close to the microphone here, I guess. My name is Morris  
7 Woodruff and I am the Regulatory Law Judge for the Public  
8 Service Commission. I'm not a commissioner, but I do have  
9 a commissioner here with me. To my left is Commissioner  
10 Terry Jarrett.

11 COMMISSIONER JARRETT: Yes. Thank you, Judge.  
12 I just wanted to take a little bit of time to thank you  
13 all for coming out today. These local public hearings are  
14 very important to the Commission for three reasons,  
15 really. The first two you've already experienced. The  
16 first part is the presentation from our staff on how a  
17 rate case works and what are the processes that we go  
18 through in a rate case. So I hope you found that  
19 educational as to what we do in a rate case.

20 The second part of the hearing was the  
21 question-and-answer session where you got to hear from  
22 company officials and the Office of Public Counsel and our  
23 staff and got to ask them questions. I hope you got all  
24 your questions answered. If you didn't, I would encourage  
25 you, after the local public hearing when we conclude the

1 testimony here, to find those folks in the back and ask  
2 your questions. I want everyone to leave here today  
3 having their questions answered, so please take advantage  
4 of them being here to answer those questions.

5 And then, of course, the third part is the more  
6 formal taking of the testimony. As you see, we have a  
7 court reporter here. The court reporter will take down  
8 your sworn testimony and that will be made a part of the  
9 case. It will be transcribed.

10 We do have four commissioners. We're slated for  
11 five, but at the current time we only have four. And with  
12 all of the other local public hearings throughout  
13 Ameren's territory and other work that we do, not all the  
14 commissioners can make all the public hearings. So we  
15 kind of split them up and go take our share of those  
16 hearings so that at least one commissioner can be at every  
17 local public hearing.

18 But for the commissioners that are not here  
19 today, I can assure you that they take these local public  
20 hearings very seriously. When we don't attend in person,  
21 we do read the transcripts and we do consider very  
22 carefully the testimony that's in those transcripts. So  
23 again, I want to thank you for coming out and I look  
24 forward to hearing your comments.

25 JUDGE WOODRUFF: Thank you, Commissioner. In a

1 moment I'll go down the list of witnesses here. As you  
2 came in, some of you signed up to testify. I'll have you  
3 come down to either this microphone or that microphone.  
4 I'll swear you in and you can go ahead and make your  
5 statement to the Commission. I'm not going to set a  
6 formal time limit on your testimony, but keep in mind  
7 there are other people behind you that want to testify,  
8 also. So I'll ask you to keep it to five minutes or so.

9 Before I call the first witness, I need to  
10 determine which attorneys are here for the parties. So  
11 I'll ask, first of all, for Ameren Missouri, whether their  
12 attorney is here.

13 MR. TRIPP: Michael R. Tripp, Ameren, Missouri  
14 111 South Ninth Street, Suite 200, Columbia, Missouri  
15 65201.

16 JUDGE WOODRUFF: Thank you. And for the staff  
17 of the commission.

18 MR. THOMPSON: Kevin Thompson for the staff of  
19 the Missouri Public Service Commission, Post Office Box  
20 360, Jefferson City, Missouri 65102.

21 JUDGE WOODRUFF: And for the Office of Public  
22 Counsel.

23 MR. MILLS: Thank you, Judge. Let the record  
24 reflect the appearance of Lewis Mills on behalf of the  
25 Office of Public Counsel and the public. My name -- my

1 address is Post Office Box 4230, Jefferson City, Missouri  
2 65102.

3 JUDGE WOODRUFF: I believe that's all the  
4 attorneys for the parties. So I'll call the first witness  
5 and that is Robert Marty. Good afternoon, sir.

6 MR. MARTY: Good afternoon.

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

11 MR. MARTY: I do.

12 JUDGE WOODRUFF: Thank you.

13 MR. MARTY: Insofar as I know. That means I  
14 won't intentionally tell you something that is wrong. It  
15 may not be right. I want to make a quick point. The  
16 service that I have received, the people that I know, it  
17 has been excellent from AmerenUE and its predecessors  
18 before that, Union Electric and before that Missouri Power  
19 & Light.

20 We are a city with mature trees. We have mature  
21 trees and they do a very reasonable job of trying to keep  
22 them under control. As some other lady said, we haven't  
23 had significant citywide outages. We've had local, but  
24 not very much. Plus AmerenUE is very clever. They hired  
25 a very personable public relations director and she works

1 very well in the community in responding to people's  
2 requests.

3 Having that said, I'd like to talk to you about  
4 the management of the electric company. I'm disappointed  
5 that there hasn't been more synergies when Ameren Missouri  
6 and Ameren Illinois came together. I think they make  
7 excessive corporate offices, excessive attorneys,  
8 excessive staff and so forth that could be reduced if  
9 working together.

10 I call to your attention that in the 1980s, I  
11 appeared here in Mexico and pointed out that Union  
12 Electric, at that time the provider, was a single  
13 shareholder of three companies, including Missouri Power &  
14 Light, and yet each one of those companies had significant  
15 staff, particularly in Jefferson City, where they could  
16 put the grind on the legislature and it seemed to me to be  
17 redundant.

18 Eleven months later, as Yogi Berra says, you can  
19 look this up, Union Electric reduced their rates  
20 five percent and laid off over 200 white collar people  
21 saying that, yes, in fact, it was redundant and when the  
22 papers asked Union Electric why hadn't they done it  
23 sooner, they said because Missouri Public Service  
24 Commission had never mentioned it. That points out two  
25 things, one, the value of public hearing, two, that the

1 Missouri Public Service could be a little more aggressive.

2 Time passes and maybe ten years ago AmerenUE  
3 wanted to raise the monthly rate for gas charges. You  
4 know, there's a basic fee, I think it was \$6, they wanted  
5 to go to 16 or something. And I said, well, that was very  
6 interesting that since the last time we had a rate, why  
7 all the meters are being read by a satellite and you can't  
8 get anybody on the telephone but a mechanical person. The  
9 rates ought to really come down.

10 And after a while, some time passed, and Ameren  
11 said, you know, instead of needing three times the rate,  
12 we're only going to go twice as high. And the newspaper  
13 said, well, how come you didn't do that to open with. Oh,  
14 they said, we used the old figures. This is in testimony,  
15 you can check on it. Old figures? Well, you're either  
16 stupid or fraudulent and there's not a very good choice  
17 there. And it also was that the Missouri Public Service  
18 Commission couldn't tell the difference between new and  
19 old figures. So I worry about that.

20 Also, I talked with Mr. Wood at some length.  
21 He's a nice chap, too. They're smart to have nice chaps  
22 working with public people. We talked about the  
23 transmission of electricity and he and I were under the  
24 impression that as you move electricity around, you lose  
25 between 8 and 10 percent -- 7 and 10 percent of



1 electricity is lost as you transmit it.

2           The University of Missouri this morning,  
3 however, says that you lose as much as 30 percent -- and  
4 I'll leave this with you all. You lose as much as  
5 30 percent, which means there really probably could be a  
6 rationalization of the movement of electricity around this  
7 state that could save us all, including the stockholders  
8 and us, some money the way it's sent around. I'm going to  
9 turn around here and give that to you.

10           Also you're talking about salaries, some lady  
11 was talking about salaries. Of the 11 companies in the  
12 St. Louis area, only two of them had their managers  
13 increase in pay and one of them was AmerenUE or Ameren. I  
14 guess it's no more UE, Ameren. And the Post Dispatch,  
15 which I'll leave with you, says Ameren chose to do its  
16 bonus calculations to exclude several non-recurring items  
17 that depressed last year's earnings.

18           And so the manager, the owner, the -- I mean,  
19 the president didn't have to pay for that or didn't have  
20 to take the disadvantage of it, but I believe that  
21 their -- those depressed earnings were used as a  
22 calculation for the rates that we have to pay. So the big  
23 kid didn't get hit by it, but we did.

24           Now, not only did he make a 21 percent increase,  
25 but the CFO got a 25 percent increase, a DP, I suppose

1 that's Deputy President, got a 5 percent increase, another  
2 one, a senior vice president got a 13 percent increase and  
3 another DP got a 6 percent increase. So no matter what  
4 was going on, they got increases when it didn't seem --  
5 when we were the one company that lost money. That  
6 doesn't seem right.

7 And while we're talking about 14 percent  
8 increase or 8 percent increase or whatever it is, you've  
9 already filed, AmerenUE has, sir, filed a fuel adjustment  
10 charge and they want \$3 more a month, which has not been  
11 talked about here and will be on top of whatever you all  
12 come to agreement to.

13 Now, it's not the time to go into what a fuel  
14 adjustment charge is. I think it's a goofy law. It says  
15 when the electric company doesn't make much money, they  
16 get to make money instead of saving us all, but anyway,  
17 it's going to be \$3 a month for fuel adjustment. So  
18 whatever you come up with here, you're going to add three  
19 bucks for it and I don't know if you all know that, but  
20 whatever rate we get to, there's going to be another \$3.

21 And I thank you very much for the time to be  
22 here. I'll give this to you. I appreciate it. And if  
23 you have any questions, I'll try to answer them.

24 JUDGE WOODRUFF: Thank you. Any questions?  
25 Miss Dietrich is bringing up the documents here.

1 COMMISSIONER JARRETT: Thank you, sir. I  
2 appreciate your testimony.

3 JUDGE WOODRUFF: Mr. Marty, I'm going to go  
4 ahead and mark these documents as exhibits, one that says  
5 where doping is legal, I'm going to mark that as  
6 Exhibit 1. The section of the newspaper I'm going to mark  
7 as 2 and then this Ameren seeks another rate hike slip  
8 I'll mark as three.

9 MR. MARTY: Fuel adjustment.

10 JUDGE WOODRUFF: Yes, for the fuel adjustment.  
11 Okay. And those will be admitted into the record.

12 MR. MARTY: Thank you.

13 JUDGE WOODRUFF: Next name on the list is Hazel  
14 Roberts. Good afternoon.

15 MS. ROBERTS: Good afternoon.

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

20 MS. ROBERTS: I do.

21 JUDGE WOODRUFF: And your name is Hazel Roberts?

22 MS. ROBERTS: Hazel L. Roberts.

23 JUDGE WOODRUFF: Okay.

24 MS. ROBERTS: I live at 1524 Fairground Road,  
25 Mexico, Missouri 65265. I am a low-income retired person.

1 My retirement fund is small now through various and sundry  
2 happenstances. My primary income is Social Security,  
3 which the point has been made a number of times that we  
4 got a small increase for this year. Also, my part D  
5 prescription plan went up quite a bit, my supplement went  
6 up and gasoline has gone up, duh, and I can't tolerate  
7 another increase with my income.

8 I have had high electric use summer, but I've  
9 tried to be frugal about it. Since I moved into my house  
10 a few years ago, I have put in a new air conditioner, a  
11 new furnace and a new water heater. The furnace and water  
12 heater are gas, the air conditioner is electric. I've  
13 done my best to be energy efficient.

14 I've kept my thermostat a little higher than I  
15 usually do and used fans to cool me in between and I would  
16 get more energy efficient appliances and equipment because  
17 you get rebates on those or funds to repay you for that,  
18 however, I don't have the funds for the initial outlay, so  
19 I can't do that.

20 Many of my friends are also on fixed incomes.  
21 I'm a member of GRO, Grass Roots Organizing, and we have a  
22 lot of low-income members. I am a member of national AARP  
23 and the local AARP chapter and many of our members are  
24 also low-income people. I have a friend who's also very  
25 low income and she gets her electric from a cooperative.

1 She has an all-electric home. But she has found that  
2 usually when Ameren Missouri gets an increase, she does,  
3 too.

4 Energy assistance restrictions in the amount  
5 available leave out a lot of people that I know otherwise  
6 would be eligible for that. I've known people that have  
7 applied for energy assistance and the money wasn't there.  
8 They couldn't get it and -- if you have an asset. So that  
9 means you're supposed to be destitute and crawling on the  
10 dirt driveway before you can qualify. If your income  
11 qualifies, you should qualify. If you've got a few  
12 dollars in a savings account, hooray.

13 So I think that the Commission should consider  
14 carefully how many people in this state and especially  
15 this county and this town have very limited incomes. The  
16 economy has not been good for those that are still working  
17 for a living and I do a lot of volunteer things because I  
18 care about my friends and my community, but when you don't  
19 get paid for them, you're not really working, so to speak.  
20 So I'd like to say that I think the minimum amount that  
21 our counsel -- staff, rather, recommends for the  
22 Commission should be the amount they go for and I hope  
23 it's very minimal. Thank you.

24 JUDGE WOODRUFF: Thank you, ma'am. Any  
25 questions?

1 COMMISSIONER JARRETT: No questions. Thank you  
2 for your testimony, ma'am, I appreciate it.

3 JUDGE WOODRUFF: Next name on the list is L.  
4 Biggerstaff. Biggerstaff. Sally Revell.

5 MS. REVELL: Here.

6 JUDGE WOODRUFF: Okay. You can bring the  
7 microphone over there. You can testify from your chair if  
8 you'd like.

9 MS. REVELL: Well, thank you. It's a struggle.  
10 Life is a struggle.

11 JUDGE WOODRUFF: All right. If you'll please  
12 raise your right hand, I'll swear you in.

13 MS. REVELL: Excuse me?

14 JUDGE WOODRUFF: I need to swear you in. Raise  
15 your right hand. Do you solemnly swear or affirm the  
16 testimony you are about to give in this matter is the  
17 truth, the whole truth and nothing but the truth?

18 MS. REVELL: I do. My name is Salvina, Sally is  
19 a nickname, Revell, and my address is 10810 East Walnut  
20 Road, Route 4, Centralia, Missouri. Centralia has two  
21 Walnuts and we get misdelivered unless we add the Route 4.  
22 It's not required by the post office.

23 And she touched on a lot of my problems as well  
24 as the children's problems in that a lot of the kids  
25 are -- lost their jobs or lost their homes and are living

1 on minimum wage or begging off the parents, whatever the  
2 parents were able to save.

3 And I retired in '92 from McDonnell Douglas in  
4 St. Charles. At that time interest rates were running  
5 7 percent or more. Now they're less than one half of one  
6 percent and anything we put in the IRA is not replenished  
7 or replaced, but our expenses, the gasoline, the doctor's  
8 bills, the medical sub -- well, Medicare has raised their  
9 rates to approximately \$100 a month. My supplementary  
10 insurance has been raised to over \$500 a month.

11 Add that together with the income from -- or the  
12 increase in gasoline and electric bill, it doesn't leave  
13 much for living, like water with this drought, it's  
14 running -- we pay a minimum amount, I assume, from the  
15 water district, but at the same time it's running close to  
16 100 a month just to keep the fruit trees alive.

17 So any increase in electricity with a depressed  
18 income and depressed economy not only hurts me, it hurts  
19 all the people that are unemployed, all the kids that have  
20 lost their homes, and we won't be able to hire additional  
21 people to work if you don't have the income to hire them.  
22 And I guess that's about it.

23 JUDGE WOODRUFF: Thank you, ma'am. Any  
24 questions?

25 COMMISSIONER JARRETT: I don't have any

1 questions, ma'am, but I do thank you for coming today and  
2 putting your testimony in the case for us so that we can  
3 consider it. Thank you.

4 MS. REVELL: Thank you all.

5 JUDGE WOODRUFF: Thank you. Next name on the  
6 list is Eldon Mellott. Good afternoon.

7 MR. MELLOTT: Good afternoon.

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

12 MR. MELLOTT: Yes, sir.

13 JUDGE WOODRUFF: Thank you.

14 MR. MELLOTT: My name is Eldon Mellott. I live  
15 at 718 East Jackson Street in Mexico. I'm trying to  
16 figure out where to start. We're back every year here for  
17 the same old thing, just different words. A man stood up  
18 here and talked about all this investment they'd made in  
19 solar and they're wanting their money back for it. A  
20 couple of hearings ago I asked them about solar. Ameren  
21 wanted no part of solar energy, it only worked during the  
22 daytime, but now they're wanting money for it.

23 A couple of hearings ago they quit selling a lot  
24 of electricity out of state. They sold electricity out of  
25 state to cover the cost of the shipping and the coal. So



1 they must have been selling a bunch of electricity out of  
2 the state to cover that expense. So they had the extra  
3 electricity that was going no place, they wasn't selling  
4 it, but they're buying wind power out of Iowa to make up  
5 for the percentage of renewables they've got to -- the  
6 state told them they had.

7 Now then -- I lost my train of thought. I'm  
8 sorry. But I come up here and I said I'd blame the  
9 Commission about as much as I did Ameren because the  
10 Commission will give them half of what they ask for and  
11 pat themselves on the back, boy, we held them to half.  
12 So Ameren automatically comes in here and asks for twice  
13 as much as what they need. So it's a no-win situation.

14 There -- they said it's a reasonable profit for  
15 the stockholders. Now, you can get into a debate of  
16 what's reasonable, but the stockholders had enough money  
17 to buy TV ads, radio ads, newspaper ads, fliers to put in  
18 the mail and -- but they still made a profit.

19 Now then -- I'm sorry, I lost my -- but they're  
20 wanting more money now to make more profit, that's  
21 basically what it amounts to. They want to make profit  
22 for their shareholders because they -- in these handouts,  
23 said they give their CEO a 20 percent raise. Now then, a  
24 man works hard, he succeeds, makes a good living, but  
25 there is no man on earth can produce \$5.7 million worth of

1 work, I don't care who they are. And there is probably a  
2 lot of people in this state, right here in this town that  
3 could probably do as good a job and be tickled pink with  
4 200,000. So it's a shell game.

5 They went through all this advertisement, which  
6 was nothing but propaganda. They didn't want solar  
7 because it didn't work in the daytime. They didn't get  
8 enough return on wind power to go for wind power. And I'm  
9 on a fixed income. Most of the people in here are on a  
10 fixed income. In the last three years, I got a \$20 a  
11 month raise and as soon as I got it, Ameren raised my  
12 budgeted billing five bucks. Now they're wanting another  
13 \$14 plus another \$3 on this fuel adjustment.

14 Now, the first sight of this fuel adjustment I  
15 thought, yeah, you've got to, you know, pass on your costs  
16 to keep in business, but then I got to thinking about it,  
17 if we had six electric companies, their fuel costs went  
18 up, at least one of those companies would eat some of that  
19 just to keep the customers they've had and maybe get new  
20 customers. But the way it's set up here, they get  
21 100 percent of it, win or lose, and we're stuck in the  
22 middle.

23 They get a 14 percent raise, the grocery store  
24 raises their prices to cover it. It all comes right back  
25 around on the customer. It's kind of like Reagan's

1 trickle down economy. We get trickled on, but from all --  
2 all corners. Every business man, every merchant, doctors,  
3 everybody, their prices go up, they got to raise theirs,  
4 but with the competition, they eat a little bit of it --  
5 they might not like it -- so, you know, we don't get the  
6 full blunt of it.

7           They pushed for conservation. They're still  
8 pushing for conservation. The one year everybody  
9 conserved, they was in here, we ain't selling enough  
10 electricity. They're conserving too much. We need a  
11 raise. The first power -- the first nuclear plant, they  
12 wanted us to pay for it before they ever moved the first  
13 shovel of dirt. The Supreme Court shut them down.  
14 They're going to build their second one. What do they do?  
15 They want us to pay for it. They have already been ruled  
16 against.

17           We was in here, they was wanting \$2 a month to  
18 get \$40 million so all the utility companies could build a  
19 new nuclear plant. But last fall they went to Congress  
20 and was trying to get 115 million. What happened between  
21 40 and 115? The paperwork now says 40 to 100 million.

22           My dad used to say that liars can figure, but  
23 figures don't lie, but they're pushing me to the extent --  
24 you know, people, if they are lucky enough to get a raise  
25 are getting 2 and 3 percent. They're coming in here

1 wanting anywhere from 14 to 21, 22 percent. Now,  
2 something just don't figure because the one -- us that's  
3 on fixed incomes, you just run out of money.

4 You can only conserve so much. You can only  
5 fill so many cracks. And that's about the long and the  
6 short of it. I don't have any answers for it, but every  
7 year the Commission has given them just about half if you  
8 look back over the years of what they've asked for.

9 And we keep saying, well, the courts have ruled  
10 this way, the courts have ruled that way on this case law.  
11 Some of this case law I think ought to be revisited  
12 because we have to pay AmerenUE a percentage so they can  
13 pay the City of Mexico, so they can sell us electricity.  
14 They've got all -- they've got almost all their overhead  
15 covered. They can lay a mile of new wire, they pay for  
16 it, they come back and we pay for it. So if -- the game  
17 is rigged or it's my opinion that it's rigged, anyway.  
18 And that's about all I've got to say.

19 JUDGE WOODRUFF: Thank you, sir. Any questions?

20 COMMISSIONER JARRETT: No questions. Thank you,  
21 sir.

22 JUDGE WOODRUFF: Next name on the list is Ginni  
23 Trembley. Ginni Trembley. Nancy Burson. Nancy Burson.  
24 Wally Frazier. Robin Acree. Do you solemnly swear or  
25 affirm the testimony you are about to give in this matter

1 is the truth, the whole truth and nothing but the truth?

2 MS. ACREE: Yes, I do.

3 JUDGE WOODRUFF: Thank you.

4 MS. ACREE: My name is Robin Acree, A-C-R-E-E.

5 I live at 628 West Love Street, Mexico, Missouri 65265. I  
6 would just like to start off my testimony today saying  
7 that I am also the executive director of GRO, Grass Roots  
8 Organizing, which is a nonprofit social justice group  
9 based here -- headquartered, excuse me, here in Mexico,  
10 Missouri, that also represents our constituencies in the  
11 northeastern part of the state which also is AmerenUE's  
12 coverage area.

13 So I'd like to start off with -- that the  
14 Missouri Public Service Commission is charged with  
15 regulating the investor-owned utilities. Regulation is  
16 something that I think is extremely important. For  
17 example, I know a lot of times things get politicized in  
18 our state and in our nation.

19 For example, when folks talk about the  
20 Affordable Care Act or ObamaCare, for example, I know that  
21 the people in this state were getting screwed by the  
22 insurance industry and a lot of folks just recently  
23 received a check because they, by law now, cannot  
24 expend -- they have to spend 80 percent of that insurance  
25 premium that I pay in, they have to now pay it for

1 actually -- for actual insurance reasons. They can't just  
2 expend that other 20 percent any old way they want to. So  
3 that's why we were able to get that check.

4           The thing that I think is really key and the  
5 reason I asked the question earlier today was that the  
6 Office of the Public Counsel is the -- is the advocate for  
7 the entire state of Missouri, all of the customers or  
8 potential customers of any of the big utilities that are  
9 being regulated by the Public Service Commission and when  
10 the entire budget that he has -- and he and his department  
11 has to work with is less than what the CEO of AmerenUE  
12 makes before his bonuses, I think that has to be put into  
13 context here.

14           Also, I think that when we look at regulatory  
15 agencies, just in general, a lot of times these hearings  
16 aren't even perceived as worthwhile. I've already heard  
17 testimony before me that it's conceded that we've just got  
18 to have this increase of some sort, right? That we  
19 couldn't -- we couldn't call upon our Missouri Public  
20 Service Commission to actually deny this.

21           It's almost like it's not even an option to say,  
22 I'm sorry, AmerenUE, but there has been a drought, the --  
23 we've been experiencing 105-degree temperatures like the  
24 state has never experienced before, and we're all having  
25 to tighten our belt buckle, okay?

1           And so I would propose in my testimony that  
2   whatever reason they could offer up still doesn't outweigh  
3   the cost and the overall expenses that we've already  
4   incurred here and the rest of us and we just have to just  
5   soak it up, okay? And I would challenge, once again, the  
6   commissioners to do that.

7           And I'd also challenge the Governor of the State  
8   of Missouri to make sure that there is a commissioner  
9   appointed to that vacancy. That, to me, also is very  
10   important. If we're going to be able to regulate and if  
11   we as customers can be -- rest assured that the Missouri  
12   Public Service Commission is able to do their job to  
13   regulate and to protect the consumers of the state of  
14   Missouri, then that position should be filled and it  
15   should be filled almost immediately because, otherwise,  
16   it's just like everything else that's getting decided in  
17   our country more and more, we're getting to where it's  
18   just a few people making the decision for all of us. And  
19   that's not the way that our democracy should work and it's  
20   not the way any regulatory agency that is charged with  
21   protecting customers should operate. You all should fill  
22   that seat immediately or the Governor should appoint that.

23           And then just finally, you know, I could make  
24   all kinds of arguments here of why AmerenUE doesn't and  
25   shouldn't get -- doesn't deserve and should not receive

1 any additional increase on their electric rate hike --  
2 their electric rates, but I'd rather just say that we have  
3 to look at everything in the state of Missouri in its  
4 totality. And when AmerenUE is still able to make  
5 whatever profit we want to go with, whatever margin, 10.4,  
6 9.2, whatever that profit is right now -- I think I'll  
7 just disclose that was my mother giving testimony  
8 earlier -- you know, our 401 -- our retirement funds  
9 aren't seeing any increase like that right now; and  
10 nobody's job right now is seeing a pay increase; and  
11 minimum wage in the state of Missouri and the federal  
12 minimum wage is \$7 and a quarter an hour; and I just can't  
13 imagine that we, in good faith for the consumers and the  
14 residents and the citizens of Missouri, give AmerenUE any  
15 type of rate hike at this time at all, period, the end.

16 JUDGE WOODRUFF: Thank you.

17 COMMISSIONER JARRETT: Thank you, Miss Acree,  
18 for your testimony. I will say I do agree with you on two  
19 points. Number one, I do hope the Governor also makes  
20 that appointment as soon as possible to fill our vacancy  
21 and, number two, I agree completely that Mr. Mills' office  
22 needs adequate funding to do his job and so I hope the  
23 legislature takes a look at that next year.

24 MS. ACREE: Thank you.

25 JUDGE WOODRUFF: Patricia Berg. Good afternoon.



1 MS. BERG: Hi.

2 JUDGE WOODRUFF: Please raise your right hand.  
3 Do you solemnly swear or affirm that the testimony you're  
4 about to give in this matter is the truth, the whole truth  
5 and nothing but the truth?

6 MS. BERG: I do.

7 JUDGE WOODRUFF: And you are Patricia Berg.

8 MR. MARTY: I'm Patricia Berg. I live at 213  
9 West Love, Mexico, Missouri 65265. I'm going to read my  
10 note. As a long-time customer of Ameren who moved to  
11 Mexico about three months ago from St. Louis, I oppose any  
12 rate increase at this time. My opposition is based on the  
13 current economy and environmental changes in weather  
14 patterns. Ameren's most recent rate increase was granted  
15 in July 2011 -- I read that online -- for 9 percent.

16 With this hottest record-breaking weather, their  
17 income this summer has gone up. I think Ameren should  
18 publicly reveal their business plans for the future.  
19 Their continued use of fossil fuels costs us in our bills  
20 and in our health. It costs us in our environment.  
21 Respiratory illnesses increase around the burning of coal.  
22 Here in Mexico they're using a fuel oil turbine, so it's  
23 still fossil fuel. Public utilities could behave more  
24 like good citizens.

25 As a member of Sierra Club and a friend of

1 environmental organizations and Beyond Coal, I expect  
2 Ameren to convert to sustainable energy with an announced  
3 plan to the public. In Missouri wind and solar power are  
4 feasible and viable industries already.

5           Meanwhile we, the customers, are living with a  
6 depressed economy yet. The record-breaking weather this  
7 year has resulted in more use of electricity, not less.  
8 It may be going down a bit in the wintertime, but, boy, it  
9 zoomed up in July. The climate change is related to  
10 burning fossil fuel. That costs us. That costs us in  
11 health and environment. In Labadie, Missouri, they have  
12 ash pits right on the Missouri floodplain. It's really  
13 ridiculous. It's outlandish.

14           When Ameren has come up with a business plan  
15 that protects us from environmental and health  
16 consequences like we now experience from them, they might  
17 find their expenses are lesser. Certainly now they are  
18 costing us more than just our electric bill. Thank you  
19 for this opportunity to testify.

20           JUDGE WOODRUFF: Thanks, ma'am. And I will say  
21 we were in Union last night for one of those local public  
22 hearings and we heard from several people about the  
23 Labadie plant.

24           MS. BERG: Good.

25           COMMISSIONER JARRETT: Thank you for your

1 testimony, ma'am. I appreciate it.

2 JUDGE WOODRUFF: Next name on the list is Angela  
3 Cassell, Cassell.

4 MS. CASSELL: Cassell.

5 JUDGE WOODRUFF: Good afternoon. Please raise  
6 your right hand. Do you solemnly swear or affirm the  
7 testimony you're about to give in this matter is the  
8 truth, the whole truth and nothing but the truth?

9 MS. CASSELL: The truth as I know it to be.

10 JUDGE WOODRUFF: That's fine.

11 MS. CASSELL: Angela Cassell, C-A-S-S-E-L-L, 103  
12 West Boulevard, Mexico, Missouri. I'm here and I, too, am  
13 against the rate increase. I have been reading through  
14 the Missouri Public Service Commission's statement here  
15 that it has recommended that an increase in approximately  
16 210.3 million was warranted. Now, I'd heard earlier today  
17 that the Public Service Commission is neutral. When you  
18 make a recommendation, you are not neutral. So this is --

19 JUDGE WOODRUFF: Let me explain that because  
20 it's a procedural matter here.

21 MS. CASSELL: I understand it's a procedural  
22 matter, but in real life --

23 JUDGE WOODRUFF: Okay. The recommendation that  
24 you have there is from the commission staff. The staff is  
25 separate from the commissioners.

1 MS. CASSELL: Okay.

2 JUDGE WOODRUFF: The commissioners have not made  
3 a decision and are neutral, but the staff has made a  
4 recommendation.

5 MS. CASSELL: Okay. Which means they're not  
6 neutral.

7 JUDGE WOODRUFF: Well, the staff is not neutral.

8 MS. CASSELL: My primary concern with this is  
9 we're talking about Ameren Missouri. Ameren Missouri is  
10 Ameren. This is an extremely large conglomerate. They  
11 own massive numbers of companies throughout the Midwest.  
12 When he did his rate comparison, they were basically  
13 comparing against his own company's rates in other states.  
14 We're not talking one or two other companies. We're  
15 talking somewhere between eight to ten other companies  
16 that they own. This is a shell game that they are doing.

17 My concern with this is that after looking this  
18 morning on Nasdaq at their stock history, they're doing  
19 fine. I could find nothing to warrant a rate increase.  
20 Our rate increase will go directly into shareholders'  
21 pockets. This is not about a Missouri -- Ameren Missouri,  
22 a company that functions only in Missouri, is traded only  
23 as Ameren Missouri. We are talking about a large holding  
24 company. I can't find anything to justify this kind of  
25 rate increase.

1           Now, I am still a foreigner in Missouri because  
2   I've only been in Missouri about ten years and I know that  
3   you don't quite get to be accepted until after you've been  
4   here about 20, but we moved into our house over here about  
5   six years ago. In the summer, it was about \$103 for my  
6   electric and my gas. This month's bill that I'm going to  
7   pay is \$213. That's 100 percent increase in six years.  
8   How they're pulling it off, I don't know. But when I look  
9   at the reality of the money, when I have to sit down and  
10   write a check, that's over a hundred percent increase in  
11   six years.

12           So I think this needs to be taken into account.  
13   When you look at the people that live here in Mexico, this  
14   is a fixed-income community. These people are going to  
15   struggle desperately and I do think the Commission has to  
16   take in the public good regarding these increases, what  
17   will be the negative impact on our economy, our citizens,  
18   not just on their standard of living, but on their health  
19   alone.

20           Some of our elderly people cannot afford this.  
21   I really don't want to hear about people going without  
22   heart medication because they tried to pay their Ameren  
23   bill. I don't want to hear about people deciding, well,  
24   maybe I'm not going to grocery shop this month because we  
25   have to put gas in the car and we have to pay our Ameren

1 bill.

2 I personally have a stockpile of food. I  
3 prepared for this a while ago. I figure when winter  
4 comes, my husband and I will have to make a choice, gas in  
5 the car, pay the heat, no grocery shopping this month.  
6 And I think you really need to take that into  
7 consideration when you're making this decision.

8 We're in serious trouble here. This drought  
9 has -- we had a bad economy to begin with. This drought  
10 is going to drive everything up. And I don't think  
11 Missouri can afford to let this go when we're looking at a  
12 company that's actually doing fine. They don't actually  
13 need this rate increase. Oh, they want the rate increase,  
14 but do they have reserves where they could function for a  
15 while without it? Absolutely.

16 And they don't need to -- he talked about when  
17 they had done some -- did not increase rates and then over  
18 the past four years, they've increased them. Well, gee,  
19 you don't need to make up for that period when you weren't  
20 increasing rates. That's all they're doing. They're  
21 trying to double dip. We didn't increase it here, so  
22 we're going to doubly increase it now, so we can make up  
23 for when we were being nice to you.

24 This process really needs to be looked at.  
25 Ameren is a good company. Yes, we don't get a lot of

1 power outages here in Mexico, but that's their job. You  
2 want to sell a product, you want to have customers, do  
3 your job. They don't need to justify a rate increase  
4 because, gee, they need a pat on the back because they're  
5 doing their job to begin with. So that's my testimony in  
6 this. Thank you.

7 JUDGE WOODRUFF: Thank you, ma'am. Next name is  
8 Debra Fisher. Debra Fisher. Next name is B. V. and then  
9 the last name starts with an M. Does that sound like  
10 anyone's name? All right. We'll move on to Melody  
11 Rodriguez. Good afternoon.

12 MS.RODRIGUEZ: Good afternoon.

13 JUDGE WOODRUFF: Do you solemnly swear or affirm  
14 the testimony you're about to give in this matter is the  
15 truth, the whole truth and nothing but the truth?

16 MS.RODRIGUEZ: Yes, I do.

17 JUDGE WOODRUFF: Thank you.

18 MS.RODRIGUEZ: Hi, I'm Melody Rodriguez. I work  
19 for Central Missouri Community Action. I run the LIHEAP  
20 program, the Low Income Home Energy Assistance Program,  
21 and I also use the Dollar More program at Ameren when they  
22 give me funds. I don't have a huge speech. I wasn't  
23 prepared to talk, but I am here to ask you to say no to  
24 Ameren, to this rate increase.

25 Last time I checked, we were in a state of

1 emergency. Most of my clients, their bills are so high, I  
2 can't pay it even with my ECIP, which is the energy crisis  
3 money that I get for LIHEAP, and then my Dollar More, of  
4 course, is very limited.

5 When I ran out of -- I spent over \$3 million on  
6 the LI -- with the LIHEAP program in the eight-county area  
7 in central Missouri and I spent 426 million -- I mean not  
8 million, 426,000 in crisis funds, an additional to that  
9 3 million, for the eight-county area and I -- of course, I  
10 ran out of funds.

11 At that point, I kick in my Dollar More to help  
12 Ameren clients and I spent 127,000 in a month and that's  
13 not part of my program. I got a little extra ECIP that I  
14 just finished up. I went through 70,000 in three days.  
15 That tells me a lot more people are coming in for my  
16 services because of this heat wave.

17 So I'm asking you to say no. What my biggest  
18 fear is the death rate that will happen because of this  
19 increase. I do have several clients, and hundreds, that I  
20 cannot assist with my program and that includes the Dollar  
21 More program because we assist it along with the ECIP  
22 program which is at 135 percent of poverty, which is  
23 about -- if they're over 1300 for one person, they cannot  
24 get services for my program. Usually two disabled people,  
25 you're over income because if you have any kind of



1 pension, you're screwed. So if you prepared for any kind  
2 of retirement, you cannot be assisted with my program.

3 The people that don't qualify for my program are  
4 senior citizens with a small pension. They go home, they  
5 cannot afford their gas to even get to my office. They  
6 can't afford food because they also don't qualify for the  
7 food stamp program at that point unless they can prove an  
8 excessive mortgage or something. So I'm very concerned  
9 because of the clients that we have found out about.

10 I just -- there was a woman just this month that  
11 we -- somebody checked on her because it was 107 degrees  
12 outside and went over to her home just to make sure she  
13 was okay. She had been without electricity and gas for  
14 four years and she was an Ameren customer. At that point  
15 we did assist. I mean, I threw everything I had at her  
16 old bills, tried to restore her service, but she's not one  
17 of the -- to get my program at the crisis program, you  
18 have to have a disconnect and a lot of seniors do not wait  
19 for a disconnect and they're not the type of people that  
20 would walk in and get services from me. They would just  
21 go without.

22 So my fear is that all the people that don't  
23 come to me, which are thousands of people, or don't  
24 qualify for my program, what this 14 percent interest rate  
25 will do to them. 14 percent, please put that on my

1 savings account and I have a lot of people who are willing  
2 to open up any kind of savings account at that rate, even  
3 half that. Mine is .005, as you know. And if you do pass  
4 this, please call me immediately because I will flip my  
5 stocks into Ameren funds and I think that will be great  
6 for any kind of dividends on that value.

7 So please, just for my perspective, from what I  
8 see, in this economy, with this type of heat wave, this --  
9 push it, just push it for another year. Don't, don't give  
10 this to them. It won't be fair to the economy.

11 JUDGE WOODRUFF: Thank you.

12 COMMISSIONER JARRETT: Thank you,  
13 Miss Rodriguez. I just had a couple of questions.

14 MS.RODRIGUEZ: Sure.

15 COMMISSIONER JARRETT: Thank you for coming  
16 today and speaking to us. And I know you may not be  
17 prepared with that -- you know, with the precise numbers,  
18 but about how many clients do you help in a year?

19 MS.RODRIGUEZ: About -- well, it's gone down. I  
20 went from 28 employees, of course, I was hit with budget  
21 cuts. I haven't received a raise. Most of the employees  
22 I have now qualify for my program, which is sad. I went  
23 from 28 employees to five employees because of budget  
24 cuts. So it's hard for me to get to the numbers.

25 My average yearly applicant amount, about 10,000

1 a year. This year was 8,000, but I blame it on the budget  
2 cuts because of my staff shortage. We have so many  
3 applications, we can't process them. So even if you give  
4 me Dollar More money, I have a hard time reaching those  
5 people to help them when they're in crisis.

6 I have a lot of local churches, I have the  
7 Salvation Army here in the city of Vandalia, Audrain  
8 County, I try to pull as many people together in the area,  
9 you know, to help me process applications, to get me names  
10 of people that they know are in trouble, but to -- if I  
11 had more clients -- if this becomes worse because of a  
12 rate increase, there is no way that I could assist.

13 I am looking at budget cuts this year. I'm just  
14 trying to get half of what I received this year. So even  
15 if -- even if you send me all the clients in Missouri, I  
16 won't have any money and Dollar More funds have been going  
17 down. Even though they do do clean slate programs and  
18 they'll give me, you know, a million dollars, that's  
19 nothing. A million dollars in Missouri is nothing. It's  
20 a pittance. It's a drop in the bucket. It doesn't  
21 help -- it doesn't help anybody over 135 percent and then  
22 I can't -- it goes in a week.

23 So I'm just asking you, I'm begging you, just  
24 say no. Just -- you know, and it sounds like there's been  
25 several rate increases and I see businesses and everybody

1 cutting back and this is not a good time for an increase  
2 at all. Do you have any other questions? I'm -- I have a  
3 lot of book knowledge and I wasn't prepared for --

4 COMMISSIONER JARRETT: Right. No. And I  
5 understand that. I didn't mean to put you on the spot  
6 with the numbers. But, you know, you talk about -- would  
7 it be safe to say that you turn away more people than you  
8 are able to help?

9 MS.RODRIGUEZ: I fill file cabinets with denied  
10 applications because they're \$100 over, \$200 over, and  
11 these are people that come in that are in crisis. So,  
12 yes, I turn away -- I turn away thousands of people  
13 because they don't qualify for my program. So an average  
14 person -- a working couple with a couple of kids, if they  
15 have two incomes, they don't qualify. If you're talking  
16 about somebody on a fixed income, Social Security and they  
17 have a small pension, a small pension, they don't qualify.  
18 So you're talking about people that make very little to  
19 qualify for my program.

20 I worry about the middle class. I worry about  
21 people that are just, you know, trying to work and I do  
22 talk to these people. I have three kids, I'm trying to  
23 get school supplies, I can't afford this bill, it's a  
24 disconnect and I'm saying, I'm sorry, go to your local  
25 churches. The local churches are mad at me because I send

1 people to them all the time. Everybody is in a crisis and  
2 it sounds like they just want pay raises, which I would  
3 love to have as well, and just say no, please.

4 COMMISSIONER JARRETT: Well, thank you very  
5 much. I appreciate you answering my questions and I  
6 appreciate your perspectives. Thank you.

7 JUDGE WOODRUFF: Denise McCall. Good afternoon.

8 MS. MCCALL: Good afternoon.

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

13 MS. MCCALL: I do.

14 JUDGE WOODRUFF: Thank you.

15 MS. MCCALL: I'm going to be short and sweet.  
16 604 North Jeffries, that is a rental property. To start  
17 out, I'm not, like a majority of the people here, on a  
18 fixed income, but I am a single person. My employer, I  
19 cannot mention here, but I do make the lowest amount of  
20 money in the entire fifty states as an employee.

21 The place I live in is not huge. It's a house,  
22 but it's not big. My furnace is the only thing that is  
23 gas. I do not use it because I can't afford it. And it's  
24 hard to find other ways to do it, but I will and I can  
25 because I have to. I can't afford a \$200 gas bill. I

1 also got a letter saying that my -- I would have another  
2 \$14 added to my bill. I can probably shrug that off, but  
3 for the one that's already on my bill, that's just for the  
4 grace of Ameren to give me the use of their gas. Please.  
5 I'm not using it. Not now. Not in the summertime. But  
6 I'm still charged 15 bucks a month for something I'm not  
7 using.

8 It's simple, guys, if I don't run my car, I'm  
9 not paying to put gas in my car, right? If I'm not using  
10 my furnace, I shouldn't have to pay for gas and I'm not  
11 using it and that's the only thing in the house that is  
12 gas. I don't see the point, other than that's a way for  
13 them to make more money off of somebody who is limited.

14 I have to reiterate what I did with you guys the  
15 last time you guys were here at the town hall. Ameren is  
16 complaining about having to meet standards. I don't have  
17 a problem with the EPA standards, that's the necessary  
18 thing to do, but there are cleaner fuels, cleaner ways to  
19 get things to consumers without having to keep doing the  
20 cleanup costs for that kind of fuel.

21 This is also a fossil fuel. What are they going  
22 to do when it's gone? They don't want to use other fuels.  
23 They didn't want to use solar. They're using that as an  
24 excuse. They need to look into other things. I know you  
25 can't make them do that, but I will propose anybody who

1 talks to the legislators, push it because this is  
2 ridiculous. There's other things that they can use on  
3 this planet, in this state, other than fossil and coal.  
4 Coal is dirty. That's all there is to it.

5 Am I worried about my future? Yeah. I'm 52, so  
6 I'm not that far from supposed retirement. Don't know  
7 about that, what with the government picking away at --  
8 wanting to get rid of Medicare and certain legislators  
9 and -- you know, what's going to be there for me when I  
10 get there? God only knows.

11 But right here, right now, I can't afford this  
12 rate increase. I have to make decisions just like these  
13 people do, even though I'm not elderly and I'm not drawing  
14 Social Security yet, if it's there when I get that age.  
15 We all have to make choices. Unfortunately, that's a  
16 reality. If you do, I'm sorry, but I know I do.

17 So like the other people in here, please,  
18 please, please, this is not a time. There's been constant  
19 increases from this monster that just wants to pick us  
20 clean. Say no, for the good of us, me and everybody here  
21 and for yourselves, your children, your futures and the  
22 future of the state. Thank you.

23 JUDGE WOODRUFF: Thank you, ma'am.

24 COMMISSIONER JARRETT: Thank you very much,  
25 ma'am.

1 JUDGE WOODRUFF: Miss McCall was the last name  
2 on the list. Is there anyone else who would like to  
3 testify who hadn't signed up on the list? All right. I  
4 don't see any hands going up. So thank you for coming and  
5 with that, we are adjourned.

6 (Proceedings concluded at 2:12 P.M.)

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19 (Whereupon the exhibits were attached to the  
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foregoing is a true and correct transcript of such  
Stenotype notes so made at such time and place.

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Julie K. Kearns, CCR, RPR, CRR

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