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STATE OF MISSOURI  
  
PUBLIC SERVICE COMMISSION  
  
  
  
  
TRANSCRIPT OF PROCEEDINGS  
  
Local Public Hearing  
  
July 30, 2012  
  
Jefferson City, Missouri  
  
Volume 6  
  
  
  
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,  
  
ROBERT S. KENNEY,  
  
STEPHEN M. STOLL,  
  
COMMISSIONERS.

1 APPEARANCES:

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

2 (WHEREUPON, the public hearing began at  
3 7:02 p.m.)

4 JUDGE WOODRUFF: Let's come to order,  
5 please. Good evening everyone. I'd like to welcome you  
6 all to the local public hearing for Ameren's rate increase  
7 case. My name is Morris Woodruff. I'm the Regulatory Law  
8 Judge for the Public Service Commission. I'm not a  
9 commissioner myself, but I do have three commissioners  
10 here with me today, and I'd like to introduce you to them.

11 To my immediate right here is Terry  
12 Jarrett. To his right is Stephen Stoll. And to my left  
13 is Robert Kenney. Can you hear me better now? All right.  
14 We'll try and make everybody hear as well as we possibly  
15 can here. We need to get close to the microphone.

16 Well, once again, welcome everyone. We'll  
17 start out today by introducing the commissioners. Does  
18 any commissioner wish to make any sort of opening  
19 statement or greeting?

20 COMMISSIONER JARRETT: Yes. Thank you,  
21 Judge. My name is Terry Jarrett. I'm a commissioner on  
22 the Public Service Commission. I want to welcome you all  
23 here tonight to our local public hearing in Jefferson  
24 City. These local public hearings are very important to  
25 the Commission and to the commissioners. They serve three

1 very important purposes, two of which you've already been  
2 through. The first one is the informational phase where  
3 our Staff gives a presentation on the rate case process  
4 and procedures and talks about the standard that we as  
5 commissioners have to use to decide the case.

6 The second very important purpose is, of  
7 course, the question and answer session where  
8 representatives from the utility, representatives from our  
9 Staff and from the Office of the Public Counsel and any  
10 other parties come before you and you can ask them  
11 questions. So hopefully you all got to ask questions and  
12 get your questions answered.

13 And, of course, the third part is the one  
14 we're entering now, which is a more formal phase where  
15 anyone who wants to can come and testify under oath and  
16 have their comments put into the record into the rate  
17 case.

18 So I want to thank you for being here. I  
19 look forward to hearing your thoughts and comments.

20 COMMISSIONER KENNEY: Good evening,  
21 everybody. My name is Robert Kenney. I'm also a  
22 commissioner with the Missouri Public Service Commission,  
23 and I'd just like also like to thank you for taking the  
24 time out on your Monday night to come and be here.  
25 Obviously if you're willing to be here on Monday night,

1 this is something that's important to you, and it is  
2 equally as important to us.

3 This portion of the local public hearing is  
4 an integral part of the rate case. Your comments will be  
5 taken down by a court reporter and become sworn testimony  
6 and become a part of the case file. So your opinions and  
7 your thoughts and comments are valuable to us and will be  
8 taken into account as we consider the case.

9 I also wanted to point out that our  
10 chairman is not with us tonight, but you should know that  
11 by virtue of the fact that your testimony is being  
12 transcribed, a transcript of this will be made available,  
13 and so he'll be able to take that into account as we  
14 decide the case as well.

15 So thank you again for taking the time out,  
16 and we look forward to hearing what you have to say this  
17 evening.

18 COMMISSIONER STOLL: Good evening,  
19 everyone. My name is Steve Stoll. I'm the newest member  
20 of the Public Service Commission. I think my fellow  
21 Commissioners have laid out the process, and I will just  
22 welcome you, tell you it is important that you're here.  
23 We're glad to see so many people come out. And I guess  
24 it's time to begin the testimony, and I look forward to  
25 hearing from each of you.

1 JUDGE WOODRUFF: Thank you, Commissioners.

2 In a moment I'm going to call names from the list of  
3 people who have signed up to testify. If you didn't get  
4 your name on the list, that's okay, too. When I get to  
5 the end, I'll just ask the general audience if you have  
6 any other questions -- excuse me -- any other testimony.

7 That leads me to my second point, that the  
8 commissioners cannot answer your questions because they  
9 are in the position of being the judges of the case, so  
10 any answers they give you to your questions could be  
11 considered to be a prejudging of the case. So when I call  
12 your name, I'll have you come up to the podium here, I'll  
13 swear you to tell the truth, the whole truth and nothing  
14 but the truth, and then we'll go ahead and take your  
15 statement.

16 Before we call the first witness, I do have  
17 one other matter to take care of, and that is we need to  
18 establish which attorneys are here for the parties. So  
19 I'll begin with Ameren Missouri.

20 MR. MITTEN: On behalf of Union Electric  
21 Company, doing business as Ameren Missouri is Russ Mitten,  
22 Brydon, Swearngen & England, 312 East Capitol Avenue,  
23 Jefferson City, Missouri 65102.

24 JUDGE WOODRUFF: And for the Staff?

25 MR. THOMPSON: Kevin Thompson for the Staff

1 of the Missouri Public Service Commission, Post Office  
2 Box 360, Jefferson City, Missouri.

3 JUDGE WOODRUFF: And for the Public  
4 Counsel?

5 MR. MILLS: Lewis Mills, Post Office  
6 Box 2230, Jefferson City, Missouri 65102, appearing on  
7 behalf of the Office of the Public Counsel and the  
8 public. Thank you.

9 JUDGE WOODRUFF: And for Consumers Council  
10 and AARP?

11 MR. COFFMAN: Appearing on behalf of AARP  
12 and the Consumers Council of Missouri, I'm John Coffman,  
13 871 Tuxedo Boulevard, St. Louis, Missouri 63119.

14 JUDGE WOODRUFF: Is that all the parties  
15 who are represented?

16 All right. After you've had your chance to  
17 testify, the commissioners may have questions for you as  
18 well, and in addition, the attorneys for the parties may  
19 have questions for you also. So just wait a moment after  
20 you finish testifying to see if there are any questions.

21 I'm not going to establish any sort of a  
22 formal time limit on your testimony, but as you can see,  
23 there are a lot of people here, a lot of people signed up  
24 to testify. So I'll ask you to keep your comments to  
25 about five minutes or so just in consideration of people

1 behind you who also want to testify.

2 So let's go ahead and get started with the  
3 first witness, which is Bob Kettler. Good evening, sir.

4 MR. KETTLER: Good evening.

5 JUDGE WOODRUFF: Would you please raise  
6 your right hand.

7 (Witness sworn.)

8 JUDGE WOODRUFF: Thank you. And could you  
9 tell us your name, please?

10 MR. KETTLER: My name is Bob Kettler.

11 JUDGE WOODRUFF: Okay.

12 MR. KETTLER: And I reside at 1263 Duane  
13 Swift Parkway, Jeff City, Missouri.

14 My comment regard the rate increase is just  
15 overwhelming when you see year after year the request  
16 coming from Ameren. In most cases they're not easy to  
17 take because they're not a lower level. Here we're  
18 talking about 14 percent. We had a 10 percent before, an  
19 8 percent and a 7 percent.

20 People who are on fixed incomes, like I am,  
21 find it very difficult to adjust their budget. It kind of  
22 cuts into your lifestyle. Somebody made a comment before.  
23 I don't trust Ameren, and I have some concerns about just  
24 how well the Public Service Commission is looking out for  
25 the average consumer. Sooner or later people are going to



1 be running out of money.

2 That's my piece. Thank you.

3 JUDGE WOODRUFF: Thank you, sir. Do any  
4 commissioners have any questions? From the parties?  
5 Thank you, Mr. Kettler.

6 The next name on the list is Terri  
7 Mitchell. Good evening. Please raise your right hand.

8 (Witness sworn.)

9 JUDGE WOODRUFF: And your name is Terri  
10 Mitchell?

11 MS. MITCHELL: Correct.

12 JUDGE WOODRUFF: T-e-r-r-i?

13 MS. MITCHELL: Uh-huh.

14 JUDGE WOODRUFF: Thank you.

15 MS. MITCHELL: Thank you. I just have  
16 about three things I'd like to say. About three and a  
17 half years ago, my husband and I were out of the country  
18 for two weeks. The next bill that we got from Ameren was  
19 for \$462, approximately. When I swear that in, I'm not  
20 sure, but it was about that.

21 I called immediately, of course, to see  
22 what that was about, and was told that my meter had been  
23 changed. There was no hang tag on my door or any evidence  
24 that anybody had been there to change the tag. And was  
25 told also that because I was a good customer, they would

1 immediately take \$100 off my bill. I thought, well,  
2 that's very sweet, but we still have \$362 to deal with.

3 So I asked why I was -- they said, did you  
4 not notice that your usage was different? And I said,  
5 well, yes, two weeks of the country -- we were out of the  
6 country. Also -- and then they said, did you not notice  
7 that your rate was lower? And I said -- again, I said  
8 yes, and they said, well, you didn't notice that, and now  
9 we're trying to make up because your meter was not working  
10 properly. I said, how am I supposed -- am I supposed to  
11 stand out there and watch my numbers go round and round  
12 day after day?

13 Anyway, so they said, well, you can take  
14 this to the Public Service Commission, which I did. I  
15 called, and I don't know who I talked to. This whole  
16 thing took about 40 minutes, and I was pacing quite  
17 angrily in my kitchen. I didn't use any potty words, but  
18 I certainly could have. And I got the same runaround from  
19 some little lady on the other end of the phone and was  
20 told that I could send a letter of complaint and pay under  
21 protest.

22 Well, you can certainly bet that I did, and  
23 I did pay it. Not that I couldn't have paid it, but I did  
24 not like the way that I was treated. I didn't think that  
25 I received the explanation that I deserved for a meter

1 being changed that obviously was not my fault, you know,  
2 to change the meter.

3 The other thing is, my late husband worked  
4 at Union Electric for about 15 years, and he would come  
5 home and talk about the incredible amount of waste of  
6 materials at the plant, things that were thrown away,  
7 literally buried that none of the workmen could even  
8 purchase to, you know, to work with, you know, incredible  
9 amounts, tools, large equipment, literally buried at the  
10 site because, you know, I don't know if it's government  
11 regulation or whatever, but nobody else could recycle, so  
12 to speak, and use these things or have privy to even  
13 purchasing them. They weren't trying to steal them. They  
14 just wanted to, you know, perhaps purchase some of these  
15 tools and equipment, but it was -- he would talk about  
16 that.

17 The other thing is, I now work for a  
18 faith-based organization, and it is amazing the number of  
19 calls that we get asking for benevolence. I don't know  
20 what these people are supposed to do with a 14 percent  
21 increase that is now on the line. And when we have to  
22 turn them away because our organization doesn't have any  
23 more money to hand out, it's very sad to have to tell  
24 people that we cannot help them.

25 And I thought it was kind of interesting in

1 the Jeff City paper on July the 24th about going global.  
2 The technology's unproven, the financing undetermined and  
3 the market prospects unclear, but those uncertainties  
4 aren't preventing a balance of Missouri business and  
5 political heavyweights from lining up behind the next  
6 generation nuclear energy project.

7 You know, they want -- Governor Nixon wants  
8 to make us like Detroit. Well, Detroit doesn't have  
9 Oldsmobile anymore. Detroit doesn't have Pontiac anymore.

10 That's all that I have to say. I am not in  
11 favor of this rate increase, and I think the number of  
12 people in this room being here, I don't think there's too  
13 many here cheerleading for Ameren at this time. Thank  
14 you.

15 JUDGE WOODRUFF: Hold on, ma'am. We may  
16 have some questions for you.

17 COMMISSIONER JARRETT: Yes. Good evening,  
18 Ms. Mitchell. I had a question about, I wanted to flush  
19 out your complaint. You indicated you had called someone  
20 here at the Public Service Commission. What time frame  
21 was that?

22 MS. MITCHELL: It was the same day I  
23 received this bill.

24 COMMISSIONER JARRETT: Okay.

25 MS. MITCHELL: This has been three and a

1 half years ago. This is the first time I've been to one  
2 of these meetings, and I thought it was time.

3 COMMISSIONER JARRETT: Do you remember the  
4 name of the person who you talked to?

5 MS. MITCHELL: No. No. It was a woman.  
6 That's all I know.

7 COMMISSIONER JARRETT: And that person told  
8 you you could file a formal complaint and pay under  
9 protest?

10 MS. MITCHELL: Yes.

11 COMMISSIONER JARRETT: Did you file a  
12 formal complaint with the Commission?

13 MS. MITCHELL: I did write a letter. I  
14 think I did write a letter, yes.

15 COMMISSIONER JARRETT: And how -- what  
16 happened? Was it --

17 MS. MITCHELL: I don't think I ever  
18 received anything. I think they -- I might have gotten a  
19 letter saying they received my letter, but that's about  
20 all.

21 COMMISSIONER JARRETT: And now, did  
22 Ameren -- you said Ameren took \$100 off of your bill?

23 MS. MITCHELL: Uh-huh. Good girl discount,  
24 I guess.

25 COMMISSIONER JARRETT: And that's all?

1 MS. MITCHELL: Uh-huh.

2 COMMISSIONER JARRETT: And so you got a  
3 letter from the Public Service Commission saying they  
4 received your letter, and then nothing else happened?

5 MS. MITCHELL: No. I still paid my bill,  
6 but I filed the letter to say that I did pay it under  
7 protest. I did drag it out for a couple months, I think.

8 COMMISSIONER JARRETT: I'm sorry. I didn't  
9 mean to cut you off.

10 MS. MITCHELL: That's okay.

11 COMMISSIONER JARRETT: Did you file that  
12 with Ameren or did you file that with the Public Service  
13 Commission?

14 MS. MITCHELL: I think Public Service  
15 Commission is the one I was to file it with, was told to.

16 COMMISSIONER JARRETT: All right. And you  
17 didn't receive any response?

18 MS. MITCHELL: Not -- I don't know what you  
19 mean by response. I just maybe received a letter saying  
20 they received my letter. I don't remember anything  
21 earthshaking about the response.

22 COMMISSIONER JARRETT: I was just trying to  
23 ascertain if Staff really did anything in response to your  
24 complaints.

25 MS. MITCHELL: Okay.

1 COMMISSIONER JARRETT: I might try to  
2 follow up with Staff on that.

3 MS. MITCHELL: Thank you.

4 COMMISSIONER JARRETT: Thanks. That's all  
5 the questions I have. Thank you for your testimony.

6 MS. MITCHELL: Sir.

7 COMMISSIONER KENNEY: Ms. Mitchell, thanks  
8 for being here tonight, and I'm sorry that you had that  
9 difficulty. I'm going to ask you some questions about  
10 your work with the faith-based organization.

11 But before that, I would say that since you  
12 have taken the time out to come here, some Ameren  
13 representatives are present, and I know it's been three  
14 and a half years, but if it's something -- if you don't  
15 feel that the complaint was resolved to your satisfaction,  
16 it may -- you may take a few minutes to see if they can  
17 provide you any additional help since you've taken the  
18 time to come here and they've got customer service  
19 representatives present. Sometimes that face-to-face  
20 contact, you might have a better result.

21 With respect to the organization that  
22 you're working with, have you noticed an increase in the  
23 number of calls that you've gotten for benevolence, say,  
24 over the last 12 months or so?

25 MS. MITCHELL: I have only been on this job

1 for about two months, and it's -- yes, I mean, weekly.  
2 It's amazing the amount of people that are hurting, truly  
3 hurting and have a need.

4 COMMISSIONER KENNEY: And in addition to  
5 the aid that your organization is able to give, do you  
6 also refer people to other organizations?

7 MS. MITCHELL: I do.

8 COMMISSIONER KENNEY: And do you know if  
9 those organizations are experiencing similar rates of  
10 calls and --

11 MS. MITCHELL: I would say, because when I  
12 ask them to -- I ask if they have tried such and such  
13 organization, they said yes and they have no money as  
14 well.

15 COMMISSIONER KENNEY: Well, again, thank  
16 you for taking time to come out. Thanks for the work that  
17 you're doing.

18 MS. MITCHELL: Thank you.

19 JUDGE WOODRUFF: Next name on the list is  
20 Leonard Steinman. Good evening, Mr. Steinman.

21 MR. STEINMAN: Good evening.

22 JUDGE WOODRUFF: Please raise your right  
23 hand.

24 (Witness sworn.)

25 JUDGE WOODRUFF: Thank you.



1 MR. STEINMAN: To begin with, I don't mind  
2 the 14 percent that they want to charge, but not one of  
3 you are a voted person to add taxes on to everybody. This  
4 is a tax situation more than it is the AmerenUE  
5 14 percent. 11 cents on the dollar goes in taxes.  
6 There's not one representative in here on taxation,  
7 period. You are appointed. You're not voted in.

8 I feel that if a public utility wants a  
9 rate increase, they can put it on the ballot like  
10 everybody else does and have the voters vote on it instead  
11 of having five or six people walk around and get paid and  
12 appointed by the Governor of the state of Missouri to do a  
13 job, and that's all it is, it's a job for all of you.

14 And this is a farce without taxation,  
15 without representation, because it adds taxes on, and I  
16 don't see one elected official up here. We need to change  
17 this policy. Thank you.

18 JUDGE WOODRUFF: Thank you, Mr. Steinman.  
19 Any questions?

20 Next name on the list is Terry Barber.  
21 Good evening, sir. Please raise your right hand.

22 (Witness sworn.)

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

25 MR. BARBER: Terry Barber from Jefferson

1 City, Missouri.

2 I had a lot of questions. I've never been  
3 to one of these before. I had a lot of questions. Most  
4 of the questions were answered. I guess my only thing I  
5 wanted to say is, I wonder how many people, you gentlemen  
6 especially, take into consideration what the average  
7 person on Social Security is going to draw in 2012. Got  
8 any idea what the average person makes on Social Security?

9 JUDGE WOODRUFF: We can't answer your  
10 question.

11 MR. BARBER: Just nod. \$1,220. And I can  
12 guarantee there's a lot of people that are over age 80,  
13 most of them women that are widows, that don't get  
14 anywhere close to that amount of money.

15 When you're talking a 14 percent increase  
16 out of what little they do have to live on, considering  
17 AARP, there's a gentleman here from them, considering what  
18 I read in AARP in the last few months, the majority of the  
19 people getting ready to retire don't even have \$25,000 of  
20 disposable income when they retire, which I can't believe,  
21 but that's what they say.

22 Do you realize 14 percent, what it would do  
23 to an 80-year-old woman? I'm saying woman because women  
24 outlive men so much longer nowadays. What it does to  
25 them? They don't have enough money to live on now, and

1     you put another 14 percent increase on that, I don't know.  
2     It seems to me like it's a pretty harsh treatment for  
3     somebody that has worked all their life in this country,  
4     and they have to choose whether they can turn on their air  
5     conditioner in this hot summer or freeze to death in the  
6     winter.

7                     I want you to really think about what  
8     you're doing when you take these things into  
9     consideration. You and I can pay the bill, but how about  
10    these elderly people that are on a fixed income, and a lot  
11    of them can't even buy medicine nowadays, and our grocery  
12    bills are going through the roof daily, and it's not going  
13    to get any better.

14                    I just think that it's -- and I'm not  
15    saying Ameren doesn't deserve to make money on their  
16    investments, but we've given so much. If you give them  
17    the 376 million, which I know you're not going to, it will  
18    be negotiated down to probably half of that, but if you  
19    did give it to them, it would be a 45 percent increase  
20    since 2007. That's one hell of a lot of money, folks. To  
21    me, it's just ridiculous.

22                    I will say one thing. I've been a customer  
23    of theirs ever since I've been here. Of course, I don't  
24    have a choice because it is a monopoly. I mean, I can go  
25    out and get cable anywhere. I can go out and get a phone

1 anywhere. But no, I can only get my electricity through  
2 Ameren. They've always provided me with great service. I  
3 have no complaint about their service. I know they need  
4 to make money just like the rest of us. These are hard  
5 times. We all have to tighten our belts. And I think  
6 they have to look deep, too, on their cuts.

7                   Somebody said it doesn't make any  
8 difference what you pay the CEO. Well, I don't know.  
9 \$2.44 million is what I read for latest earnings.  
10 Somebody said 5 million. It's all over the board. It's  
11 whatever you read. I still think that's a pretty tidy  
12 sum. Most people can get by on that in today's economy.

13                   I just hope to hell they think about the  
14 little old lady down the street. That's all I've got to  
15 say. Thank you.

16                   JUDGE WOODRUFF: Any questions?

17                   COMMISSIONER JARRETT: No questions. Thank  
18 you, sir.

19                   JUDGE WOODRUFF: Thank you. The next name  
20 on the list is, I believe it's Imogene Hopping.

21                   MS. HAJNY: No.

22                   JUDGE WOODRUFF: Okay. Will you tell us  
23 your name, then?

24                   MS. HAJNY: My name is Imogene Hajny.  
25 It's spelled H-a-j-n-y.

1 JUDGE WOODRUFF: Okay. If you'd please  
2 raise your right hand.

3 (Witness sworn.)

4 JUDGE WOODRUFF: Thank you.

5 MS. HAJNY: I live at Hyder Apartments,  
6 which is at 1310 Linden Drive. I live in a one-bedroom  
7 apartment. We all live in a one-bedroom apartment. Our  
8 utilities are very high because everything in the  
9 apartment is electric. So Ameren gets a lot of our money.  
10 And if you raise it \$14 more a month, it's going to really  
11 be hard for a lot of us.

12 I'm a senior citizen and I'm on Social  
13 Security, and almost everybody that lives there is either  
14 on disability or Social Security. So I'm representing all  
15 of the people that live there. They kind of elected me to  
16 come to the meeting tonight.

17 So I want you to stop and think. Remember  
18 your age, and when you get to be my age, which is 78, and  
19 you don't have all the luxuries of going out and working  
20 and making a living, you have to retire whether you want  
21 to or not because people won't hire you. They say, oh,  
22 no, you're overqualified. They won't say you're too old  
23 because that's discrimination. But you can't find work  
24 anywhere because you're too old. I would gladly go out  
25 and work. I've worked all my life, and I've raised five

1 children. So I know how hard it is on a lot of these  
2 people who have children to feed. Now, all of my children  
3 are married and have families of their own. I have one  
4 daughter in Illinois, and she -- I know how much her rates  
5 are in Illinois, too.

6 But it's very hard for people to try to  
7 make ends meet when groceries are so high, and I have to  
8 pay health insurance, and a lot of people don't even have  
9 that luxury, but I do.

10 But I'm speaking for all the people that  
11 live at Hyder, and I want you to take it in consideration  
12 on raising us 14 more dollars a month. What if you told  
13 all of your employees we're taking \$14 a month out of your  
14 paycheck to help pay for Ameren, what would they say?  
15 What would they do? Would they go on strike, or would  
16 they just walk out and just leave their jobs? No, because  
17 they need the money. They would stay and continue  
18 working. They would gripe, but they would continue  
19 working because they have to have that money.

20 I thank you for letting me come and talk,  
21 and I'm sure I bored you and probably everybody else in  
22 this room also. But when they become senior citizens,  
23 they'll understand you have to live on a fixed income  
24 because you don't have nothing else coming in, and nobody  
25 else is going to help you because they tell me, oh, you

1 make too much money, we can't help you. And I said, well,  
2 am I not a senior citizen? Well, that's too bad, but we  
3 can't help you.

4 So don't tell me the people here in Jeff  
5 City will help you because they won't. They'll turn their  
6 backs on you and they'll say, no, I'm sorry, we can't help  
7 you. So what good does it do to do anything?

8 So take it in consideration because one of  
9 these days you're going to be senior citizens, too, and  
10 you may not have that nice paycheck coming in every week  
11 or every month. I know the state workers -- I used to  
12 work at Wal-Mart, and I know the state workers used to  
13 come in when they got paid once a month, and I'm telling  
14 you, they bought supplies. You wouldn't believe the  
15 supplies they bought because they had to last for a whole  
16 month.

17 So I understand how it is to live on a  
18 fixed income, and I'm sure a lot of these other people do.  
19 Thank you.

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

22 MS. HAJNY: See, you don't have any  
23 questions. You should be asking me questions. Why? Why  
24 aren't you asking me questions? You want to know how much  
25 I get on Social Security?

1 JUDGE WOODRUFF: If you want to tell us --

2 MS. HAJNY: Do you want to know how much I  
3 pay for my health insurance, for my car?

4 JUDGE WOODRUFF: We're certainly not going  
5 to ask you that. If you --

6 MS. HAJNY: Why?

7 JUDGE WOODRUFF: Because it's a matter of  
8 your privacy, ma'am. If you want to tell us something  
9 further, go ahead.

10 MS. HAJNY: All right. I remember Ameren  
11 bought all of these Frigidaires and they brought them to  
12 Hyder because they were energy savers. I didn't want them  
13 to take my Frigidaire because I liked it, and they said,  
14 well, we have to take it because Ameren has bought these  
15 because they're energy savers and they're going to help  
16 you on your electric bill. I said okay.

17 Well, for the first thing, the doors don't  
18 have big enough room for you to put anything in. The  
19 shelves are too small. And there's no door on your butter  
20 keeper, so every time you shut the door your butter went  
21 flying out across the room. I had to buy a container at  
22 Wal-Mart to put my butter in to keep it from flying out  
23 across the room every time I opened up that door. And I  
24 can't see that my bill has went down any.

25 And a lot of us ladies -- we have gentlemen



1 that live there, too -- we pay very high bills. I wrote  
2 Ameren a letter. I don't know whether it ever got out of  
3 the office or not, but I asked them to send it to higher  
4 people, and I explained to them that I was living on a  
5 fixed income and that my bills were so high and I said,  
6 why can't you lower them some? For a one-bedroom  
7 apartment to have to pay all those utilities, it's  
8 outrageous. Like I say, everything in there is electric.

9 And when a big transformer went out down by  
10 Helias High School, we were without electricity three and  
11 a half days before you guys finally got it fixed, and that  
12 means everybody in that apartment, they couldn't cook,  
13 they couldn't do anything because we had no electricity.  
14 So what do you say about that? No answer.

15 JUDGE WOODRUFF: As I explained, ma'am, we  
16 can't answer questions. You do understand, of course,  
17 we're not the company. We're the Public Service  
18 Commission. So we're not responsible for going out to fix  
19 the electricity. You certainly have questions about --  
20 you can speak to Ameren representatives if you have  
21 specific questions about service and so forth.

22 MS. HAJNY: Is that not a service question,  
23 to be without electricity for three and a half days?

24 JUDGE WOODRUFF: It certainly is, and it's  
25 something you can ask Ameren about directly. The

1 commissioners and myself cannot answer questions here  
2 tonight, but the people out there in the hallway can.

3 MS. HAJNY: Okay. I'll go out there and  
4 talk to them.

5 JUDGE WOODRUFF: Commissioner?

6 COMMISSIONER KENNEY: Ms. Hajny, thank you  
7 for coming. I don't have any specific questions for you,  
8 but I do want to assure you that your testimony is  
9 important. It's being transcribed, and it becomes -- and  
10 you are sworn in, so it becomes a part of the case file.  
11 So we do take into account, we do take seriously the  
12 comments that come before us, and when we have questions  
13 to ask, we certainly do ask them, but don't intend to  
14 infringe upon your privacy certainly.

15 I would also say that since you did take  
16 the time out of your schedule to come here, this is  
17 obviously an important issue. I would encourage you to  
18 perhaps take some time to visit with members of our Staff  
19 or with the Office of Public Counsel or with Ameren's  
20 staff to maybe be able to answer some of those questions  
21 that you have since we're not able to answer them.

22 And particularly since Ameren staff is  
23 here, you may take a few moments to see if the complaint  
24 or the letter that you sent was properly addressed, and  
25 they may be able to answer some of your more specific

1 questions.

2 But again, thank you for coming, and this  
3 is important and significant to us. Thank you.

4 JUDGE WOODRUFF: Thank you, ma'am. The  
5 next name on my list is Barbara Yates.

6 (Witness sworn.)

7 JUDGE WOODRUFF: Thank you. And you are  
8 Barbara Yates?

9 MS. YATES: Right. I'm going to read some  
10 of this, but initially I'll make it short, and I'm  
11 speaking in terms of coal, coal which Ameren receives.  
12 85 percent of electricity in the state comes from coal  
13 versus 40 percent in other states. We are heavily  
14 dependent on coal in this state.

15 Coal is a dangerous and dirty commodity in  
16 terms of energy generating. It pollutes the environment  
17 in terms of contaminated air and also in terms of the  
18 refuse, for instance, at the -- at that Labadie pond out  
19 there which leaches mercury into the soil and then on out  
20 into the Missouri River, but also in terms of health  
21 effects, lung disease, people with asthma, heart disease  
22 and so on.

23 The 14 percent projected cost, raise in  
24 cost of this raise will not begin to cover the  
25 environmental and the health effects which will be paid by

1 taxpayers.

2                   Basically, I think I'd like to read just  
3 the last two paragraphs. We believe that the best way  
4 forward in this state, energy efficiency would be one of  
5 the cheapest ways Missouri can meet its energy needs. If  
6 this is approved by the PSC, the recent Missouri Energy  
7 Efficiency Investment Settlement Act between Ameren and  
8 the Sierra Club and other clean energy entities within our  
9 state will create significant reductions in the need for  
10 the generating capacity and further reduce the need for  
11 Ameren's aging and polluting coal-fired power plants,  
12 specifically the Meramec but others.

13                   In addition, the energy efficiency created  
14 by an agreement will generate savings for Missouri  
15 residents who pay their bills to Ameren.

16                   So in conclusion, this is only one piece of  
17 the puzzle. Coal is a bad investment to make for bill  
18 payers. The current rate schedule of the PCS case is the  
19 best opportunity now, now, to push Ameren Missouri,  
20 please, to expand its resource portfolio to include clean  
21 energy solutions for the future. It's the way other  
22 states are going. It's the way the other nations are  
23 going. It can be done. Thank you.

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

1 Next name on the list is Michael  
2 Brownstein. Good evening. Please raise your right hand.

3 (Witness sworn.)

4 JUDGE WOODRUFF: Thank you.

5 MR. BROWNSTEIN: My name is Michael  
6 Brownstein, 320 Ash in Jefferson City, Missouri.

7 The reason I'm coming here is because I  
8 really don't trust AmerenUE. I'm not saying they don't  
9 give you reliable electricity. They do. I turn my lights  
10 on, they work. My problem is that they've lied too many  
11 times before, not to just me but to you, the Commission in  
12 front of me.

13 I'll give you an example. In 2010, the  
14 last time I was in front of you, they said they were not  
15 going to give a bonus to any of their workers because they  
16 were going to take the same pain we took with the  
17 increase. They just changed the word bonus to something  
18 else. They made it earnings. They made it awards.

19 I would feel better about the 14 percent if  
20 their own CEOs and their own executive branch, which I  
21 think has a compensation package of over \$30 million based  
22 on the documents I've got here, also took a pay decrease  
23 to show us that they cared enough about us. They won't do  
24 that.

25 They have a \$200,000 donation fund I

1 learned about tonight. When you get \$5 million -- that's  
2 the compensation for 2011, by the way, not 2012 for  
3 Mr. Voss. According to my records, he'll be getting  
4 \$8 million in 2012. \$200,000 is less than 10 percent.  
5 It's nothing. He could take it out of his own check and  
6 not worry about it.

7 I don't know if people in this audience  
8 know this. Every board member just per meeting, AmerenUE,  
9 a board director meeting, gets \$1,500 for being present.  
10 We make that in a month. And if you're minimum wage  
11 earner, that might be five months. And yet these  
12 gentlemen come together for drinks and coffee and talk  
13 about how they're ripping us off, because that's what  
14 they've got to be doing, and they get \$1,500 just for  
15 meeting that day, not to count the \$50,000 for being a  
16 member, not ever going to any meetings, \$50,000, and not  
17 counting the 80,000 stocks they get just for being a  
18 member. If you go to a committee meeting, another \$1,500.

19 I don't feel a company that pays these  
20 exorbitant rates, and I don't care -- I mean, I agree with  
21 needing to make a living, but let's be honest about this.  
22 If his base salary is \$900,000, let that be his base  
23 salary, and let them not tell me -- because he did last  
24 time in 2010, if you were in this audience. He said,  
25 we're not going to get a bonus, but he gave himself a

1 bonus by calling it awards and earnings.

2 Those are people I don't trust using  
3 semantics on us. How can we trust these people? It goes  
4 on and on. There's page and page of all these  
5 computations and how you get stocks. It's just pages of  
6 things.

7 Going to the coal issue. Missouri is  
8 heavily into coal, which is the most expensive commodity  
9 we have now. In my document research here, it's gone up a  
10 whole lot since 2010. Now it's at \$120 per ton. So our  
11 state is using the highest commodity to give us energy.  
12 Whereas, oil is down to \$89 a barrel now. In 2010 it was  
13 much higher than that.

14 And natural gas -- let's not forget that  
15 AmerenUE got a natural gas increase, too, for those of us  
16 who are unfortunate to have a gas heater. In 2010 January  
17 was \$210 for this big cubic thing of natural gas. In  
18 June, this year, it's \$88. Natural gas is even cleaner.  
19 Yet we're getting our coal from someplace, 84 -- I thought  
20 it was only 74 percent, but I hear 76, 84, whatever. It's  
21 just too much.

22 And I don't believe that we as the Ameren  
23 customers should be compensating extraordinary amounts of  
24 money to people. I mean, \$1,500 just to go to a meeting.  
25 I want to go to that meeting, and I'll do it for a hundred

1 bucks, and I'll probably contribute more than how much  
2 wine tastes better.

3 And \$5 million last year, according to my  
4 data, this is from Forbes, it's 8 million this year. This  
5 is to me, in the hard times we're having now, what she  
6 said, what the gentleman over here -- not there anymore --  
7 said, it's very difficult to retire in this state. It's  
8 very difficult to retire in this town because pretty soon  
9 our utility bills will be higher than our rent and our  
10 mortgage. Then what are we going to do? We won't have  
11 heat in the winter. We won't have air conditioning in the  
12 summer. We'll just not have anything. Why not -- I don't  
13 know. That's my testimony.

14 JUDGE WOODRUFF: Thank you, sir. Any  
15 questions? Thank you.

16 Next name on the list is Thomas Minihan.

17 (Witness sworn.)

18 JUDGE WOODRUFF: Thank you. Might want to  
19 spell your last name for the court reporter.

20 MR. MINIHAN: M-i-n-i-h-a-n, Thomas  
21 Minihan. Thanks for holding this meeting, and I'll just  
22 read what I came to specifically say.

23 My primary concern regarding this rate  
24 increase is how it affects the elderly. As a society, I  
25 believe we should be concerned with taking care of our



1 elderly. I believe a 14 percent rate increase on a  
2 segment of our society that lives on fixed income is a  
3 burden that needs our attention.

4 As a Public Service Commission regulator, I  
5 would hope that you take into account this burden on the  
6 elderly. Perhaps a variable rate increase could be  
7 implemented that lessens the rate increase burden on our  
8 elderly.

9 You know, the deregulation has been  
10 glamorized as being beneficial to the American public. I  
11 think that if you look at Glass Steagall and other things  
12 that have been deregulated out, we'll see that they have  
13 not been beneficial to society.

14 So I hope that the Public Service  
15 Commission realizes that there is a word before PSC, and  
16 that is Missouri. All right. So the deregulation that's  
17 occurred nationwide with regard to the railroads and the  
18 charge that they're giving to AmerenUE to deliver that  
19 coal has been deregulated.

20 Since Reagan began this process in the  
21 early '80s, deregulation has been touted -- and I imagine  
22 a lot of these people here think that deregulation is good  
23 for them. Well, I think that deregulation is what they're  
24 here tonight because of, because the railroads can charge  
25 Ameren whatever they want to charge, it seems, and Ameren

1 just then passes that on to us.

2                   There was mentioned a number of times in  
3 the Ameren commercial that we endured for the hour prior  
4 to this meeting, little bits and snippets of diesel fuel  
5 for railroads. Well, that's the delivery of that coal to  
6 the coal-burning plants here in Missouri.

7                   So the deregulation, I think as a Public  
8 Service Commission you guys need to address this to our  
9 Congress people and our senators as something that needs  
10 to be brought to the attention of Washington, D.C., that  
11 deregulation has harmed us as a society and needs to --  
12 needs to be addressed in some way, shape or form, because  
13 Ameren getting all these bills and they're passing them on  
14 to us seems like somehow they're just middle man in all of  
15 this. Who's really raking in the profits are the  
16 railroads.

17                   And that was, you know, touted as being the  
18 first public/private sector boondoggle in my mind but  
19 working together. That public/private project has now  
20 turned into a totally private project, and we're not  
21 reaping any of the benefits as a society.

22                   And, you know, this young lady here of 78  
23 quite honestly told you that, you know, we can't endure  
24 this forever. What happens when we're 78? Is my electric  
25 bill instead of what it is this month of \$276 for a small

1 little house, is it going to be \$1,276? You know, I spent  
2 \$1,430 this year on my checks to AmerenUE. Not too bad  
3 really. But what's it going to be in 20 more years? You  
4 know, and yet they're just going to continue to try and  
5 pass on their increases to us.

6 You know, and I wish that Office of Public  
7 Counsel had 45 investigators to where they could inform  
8 you so well about how the deregulation that's occurred in  
9 Washington, D.C. is the crux of this problem.

10 I appreciate your time. Thanks.

11 JUDGE WOODRUFF: Thank you. Any questions?

12 Next name on the list is Larry Miles. Good  
13 evening. Please raise your right hand.

14 (Witness sworn.)

15 JUDGE WOODRUFF: Thank you.

16 MR. MILES: I just have a comment about my  
17 bill here. I have gas and electric both, and my gas, I  
18 only use that maybe like four months out of the year when  
19 it gets -- the weather is kind of really cold. The rest  
20 of the time I maybe use electric heaters, and in the  
21 summertime I don't use no heat at all.

22 Anyhow, right here on my bill for my gas it  
23 says amount used as zero, and I got a \$15 charge there.  
24 Well, that's a service charge on the meter. I called them  
25 and asked them. They said, well, that's a service charge

1 on the meter. So about seven months out of the year when  
2 I'm not using no gas and I'm not using my meter, I'm still  
3 paying \$15 a month. And on commercial it's like double  
4 that. So I don't know if a lot of people here are even  
5 aware of that that have gas and electric both.

6 And then another thing I see on here is,  
7 I'm from Russellville, and it says Russellville muni  
8 charge, and it says \$5.34. Now, maybe that's not nothing  
9 to do with AmerenUE, I don't know, but what is that? I  
10 don't know what it is.

11 And I just -- I just don't think it's  
12 right, and I think that ought to be taken -- at least on  
13 that there gas meter deal. Now, I thought about calling  
14 them up and just telling them shut the meter off and I'll  
15 have it turned on in the wintertime, but I kind of -- I  
16 kind of imagine what it will be is the money I'll save  
17 will be about what it's going to cost to turn it off and  
18 on. So I haven't really done that yet.

19 That's really all I have to say.

20 JUDGE WOODRUFF: For your specific  
21 questions about what's on your bill, go ahead and talk to  
22 the Ameren representatives out there. They can answer  
23 those questions for you. Any of the Commissioners have  
24 any questions? Thank you.

25 Next question is -- witness is Larry Sauer.

1 (Witness sworn.)

2 JUDGE WOODRUFF: Thank you. And you are  
3 Larry Sauer?

4 MR. SAUER: I'm Larry Sauer. I live at  
5 9812 Claywell Road, Russellville, Missouri, and I've been  
6 in construction all my life, houses, remodeling and all of  
7 that.

8 Now, when AmerenUE comes out on a job,  
9 you'll see a fleet of trucks, a fleet. I experienced a  
10 deal here about two months ago out there on the job when  
11 they came out. They get there about 8:30 in the morning.  
12 Their job was to change a transformer on a pole. Okay.  
13 The pole was set where this transformer was going, so all  
14 they had to do is take down the transformer, pull the  
15 cables, existing cables that went to the live wire feeding  
16 the transformer.

17 Okay. Here you've got two trucks out  
18 there, and I'm not sure, I think there was six guys.  
19 Okay. They came out there. Now, they came there, about  
20 10 or 10:30 they were done with that job. Me and my buddy  
21 over here, we commenced to do a little hooking and  
22 unhooking. We hooked the service up to the new cable that  
23 they run to the meter and all that. We got that done.  
24 And about 10:30 I thought, well, we all left the job. I  
25 knew they'd stick around a while.

1 Well, about two o'clock in the day come. I  
2 went back up there and I decided, well, I was missing my  
3 wrench. I left a wrench lay where I changed cable on a  
4 meter. Well, I went up there. Here they were all sitting  
5 down there in the woods sitting there on the pole, and  
6 when I came they all get up and decide they want to move  
7 around, make it look good, cover up.

8 Well, I don't understand, why send six guys  
9 and two trucks out to do an hour and a half job and get  
10 paid all day. I'm sure they didn't go back in to the  
11 plant and get seen down here. They got paid for all day  
12 for about an hour and a half's work. Then they want more  
13 pay for diesel in their trucks while they sit there  
14 running with air conditioners on? I don't see that. I  
15 don't think it's right.

16 I don't think they deserve a rate increase  
17 one. I think it needs to go the other way. That's --  
18 that's my deal on it. I mean, I think they need to cut  
19 costs. People out here, I'm on a fixed income, \$452  
20 Social Security a month. Got my electric bill today,  
21 \$175. I don't have air conditioner on. I mean, I can't  
22 turn it on. If I turn the air conditioner on, probably be  
23 \$300.

24 And I just don't feel it's right. I mean,  
25 you know, I think it just ain't right. I think it ought

1 to go the other way. And they need to check their help  
2 out. As far as sending all this fleet of trucks out on a  
3 job to do a little job, I think that's uncalled for. I've  
4 been around when Como and Three Rivers come out. They'll  
5 send two guys, one truck, set a pole, be gone in two  
6 hours, and that's a lot more work than that. Then they'll  
7 go out on another job the rest of the day.

8 So I think they need to start cutting the  
9 costs just like everybody else has to cut costs. And when  
10 I carpentered, I couldn't take 12 guys out to do a job  
11 that take an hour's time and pay them all. Kind of  
12 stupidity. I think that's the way they're operating.

13 So that's my comment on the doings, so  
14 thank you.

15 JUDGE WOODRUFF: Thank you, sir. Any  
16 questions?

17 Next name on the list is Gerald Strobel.  
18 Gerald Strobel. Good evening, sir.

19 (Witness sworn.)

20 JUDGE WOODRUFF: Thank you. You are Gerald  
21 Strobel?

22 MR. STROBEL: Yes. Gerald Strobel. I live  
23 at 7013 Route AA, Russellville.

24 I got my electric bill last month. It was  
25 a lot higher than the first months, and I called in and I

1 found out that they had a heck of a rate increase for  
2 summer rates. It was probably roughly \$20 more a month  
3 just for summer rates, and I -- Three Rivers don't do  
4 that. They got the same rates summer and winter both.  
5 And I called in. That's what they told me, it was summer  
6 rates.

7 If I could switch over to Three Rivers  
8 today, I'd do it today. I just ain't got any use for  
9 Ameren, because I was another one of the guys that was on  
10 that job where them guys was sitting up there in them  
11 trucks all that time and then they probably billed the  
12 company for the whole day on that job on that greenhouse,  
13 changing that transformer.

14 We left and went to the seed plant to get  
15 fertilizer, and then we come back and they was still  
16 there. They got caught sitting there loafing, but they  
17 left pretty quick when we come back because we caught them  
18 at it.

19 And that's -- I don't think they deserve a  
20 raise. I think -- I'm like the other guy. I think they  
21 ought to go the other way, because we can't afford air  
22 conditioning because -- I can't turn mine on on account of  
23 that dang increase on my last bill. All we're doing is  
24 running fans. I never even took the plastic off of my air  
25 conditioner because I couldn't afford to run it because



1 I'm on Social Security, fixed income. That's all I've got  
2 to say.

3 COMMISSIONER KENNEY: Mr. Strobel? Mr.  
4 Strobel, Robert Kenney. Let me ask you a couple  
5 questions. You were on the job with Mr. Sauer?

6 MR. STROBEL: Yes.

7 COMMISSIONER KENNEY: Where was that?

8 MR. STROBEL: It was out at Russellville  
9 down on Claywell Road. We was hooking up a greenhouse.

10 COMMISSIONER KENNEY: And how long ago was  
11 that?

12 MR. STROBEL: Huh?

13 COMMISSIONER KENNEY: How long ago was  
14 that?

15 MR. STROBEL: Probably roughly two months.

16 COMMISSIONER KENNEY: And you and Mr. Sauer  
17 are still here. If you're interested in doing it, I  
18 suspect Ameren may be interested in knowing more about the  
19 circumstances that you just described, so they may want to  
20 talk to you guys and maybe get some more information about  
21 that. So thanks for coming down and sharing, and thank  
22 you.

23 JUDGE WOODRUFF: Next name on the list is  
24 Jeannine Stegeman.

25 MS. STEGEMAN: I must have signed the wrong

1 place, because I don't want to testify.

2 JUDGE WOODRUFF: That's fine. Then we'll  
3 move to Roger Alberts.

4 MR. ALBERTS: I'm just here, sir. I don't  
5 want to testify.

6 JUDGE WOODRUFF: That's fine.

7 MR. ALBERTS: I'm listening to everybody  
8 else.

9 JUDGE WOODRUFF: Paul Otto? Is Mr. Otto  
10 here? K.J. Runge or Runge? Bob L. Pierce. Good evening,  
11 Mr. Pierce.

12 MR. PIERCE: Yes, sir.

13 (Witness sworn.)

14 JUDGE WOODRUFF: Thank you.

15 MR. PIERCE: As I said, my name is Bob  
16 Pierce. I want to give a plug for the senior citizens  
17 here. I'm a senior citizen, and I look around me and I  
18 see a lot of senior citizens here tonight. I know they  
19 all feel about the same as I do.

20 I've been a senior citizen for 15 years,  
21 and it just seems like the bills, not just AmerenUE but  
22 everything is just skyrocketing. And my electricity bill  
23 for my air conditioner this year went up \$100 a month over  
24 last year, and we haven't got a raise in Social Security  
25 for three years. And I'm lucky, I do have a part-time job

1 and we make it all right, but I still say that there  
2 should be a concession for the senior citizen, maybe a  
3 discount or something where he can be treated -- he  
4 doesn't have much money, and it needs to be where he  
5 can -- where he can at least live.

6 I've got a friend out in Holts Summit that  
7 he's in a poverty stage, just barely makes it, and if they  
8 raise -- if they raise his electricity, it's going to hurt  
9 him, and it's going to hurt a lot of people.

10 And as the lady said, we're -- I'm a senior  
11 citizen. You're all going to be there shortly. I'm not  
12 complaining. I think AmerenUE does a fine job. We need  
13 electricity, and if the -- if the rate increase needs to  
14 be, I guess it will be, but make concessions for the  
15 senior citizens if you can. That's about all I have to  
16 say.

17 JUDGE WOODRUFF: Thank you. Any questions?

18 Next name on the list is James Tapella.

19 James Tapella? Oliver Reedus. Good evening, sir.

20 (Witness sworn.)

21 JUDGE WOODRUFF: Thank you.

22 MR. REEDUS: My name is Oliver Reedus, and  
23 I'm here to take the side of the people who are actually  
24 having to pay all of these high electric bills. Last year  
25 the temperature, the normal temperature of this area was

1 slightly higher than normal. I noticed the same thing  
2 happened this year. This year the temperature has been  
3 higher than it's been in the last probably several  
4 decades. With this comes extra expense on senior  
5 citizens, just like the guy just mentioned.

6 So because of this, sooner or later there's  
7 going to have to be some type of a financial -- financial  
8 leave for people who can't afford higher electric rates.

9 Now, AmerenUE's saying that they need  
10 376 million, I believe they said, increase, and I forgot  
11 what the reasons were, but I do suspect that a lot of this  
12 money will probably be going to stockholders and  
13 shareholders.

14 Also, they mentioned they tried to decrease  
15 the bill -- decrease some of the expenses at AmerenUE by  
16 cutting -- cutting the staff, but -- but I'd suspect also  
17 that some of these awards and bonuses that is paid to the  
18 executives are some -- where some of this extra money will  
19 be going to.

20 Also, they said the profit margin for  
21 shareholders were around 8 to 9 percent. Well, I find  
22 that really hard to believe.

23 The next thing I'd like to say is why this  
24 increase has to be 14 percent. Why not like 2 or 3 or  
25 4 percent? I know they mention a whole bunch of things

1 that -- that they have intentions of creating for the  
2 company, but 14 percent seemed like an awful big increase  
3 just for such a small amount of time.

4 One other thing I would like to know from  
5 them is what about -- what about the salary of some of  
6 these executives? What about how much are some of these  
7 bonuses?

8 And as Mr. Wood was speaking, some of the  
9 stuff he mentioned and the charts he had, some of the  
10 figures was actually, I don't know whether that's  
11 believable. I really -- and then we have no proof as  
12 customers of AmerenUE, we don't really have any proof. I  
13 mean, he gives good explanations, but I suspect that --  
14 that the -- that he is very prepared to answer questions  
15 here, but we have -- we have no -- no proof or no  
16 validations of what he's saying is actually true.

17 One other issue I'd like to mention is the  
18 increase of 14 percent -- oh, I've already mentioned that.  
19 Will this increase be for -- how much will it be for  
20 shareholders, stockholders?

21 Also, if the fuel adjustment rate is  
22 adjusted, as the lady mentioned, four times -- three times  
23 a year, I believe she said, so if the fuel adjustment for  
24 fuel that's being used by AmerenUE to produce electricity  
25 is adjusted three times a year, which would be every four

1 months, then why are we going along with this 14 percent?

2 Okay. The last issue is -- oh, is the  
3 economy. Isn't this a really terrible bad time to be  
4 having this increase when the economy is such -- in such a  
5 shamble? Here come November we may be even changing  
6 leadership, which we don't know what's going to happen  
7 then. The global markets. The global markets are in bad  
8 shape.

9 And then like I was mentioning, this global  
10 warning thing, it may -- who knows, it may be a true  
11 factor. This time last year I was in Iraq. I didn't know  
12 what the temperature were here, but when I called back,  
13 they said it was 105 degrees. That was hard to believe.  
14 Over there it was 130, but it was to be expected.

15 But the long-term issue with global warming  
16 will have effect on the increase of our rates just because  
17 of the weather in spite of increase, the 14 percent. It  
18 will be an increase -- it's an increase this year because  
19 we're just into August. We're still expecting more hot  
20 weather.

21 So the long-term issues with the economy  
22 and the global warming, I think the Commission should  
23 consider maybe postponing this increase or looking at some  
24 other alternative. And that's all I've got to say. Thank  
25 you.

1 JUDGE WOODRUFF: Thank you, sir. Any  
2 questions?

3 Next name on the list is Victoria Lovejoy.  
4 Good evening. Please raise your right hand.

5 (Witness sworn.)

6 JUDGE WOODRUFF: Thank you.

7 MS. LOVEJOY: My name is Victoria Lovejoy,  
8 and I like electricity, and I think all of us like  
9 electricity, but we don't have any other place to shop for  
10 electricity but Ameren. We don't have a choice. When  
11 they want to raise the rates, we've got to go along with  
12 it. And they've said they raise the rates four times, ten  
13 times, I'm not really clear how many times they've raised  
14 the rates, but this time, 14 percent, that's a large  
15 raise.

16 My salary has gone up -- is going up  
17 tomorrow, once in the last four years, and it's going to  
18 be 2 percent. I'm getting a 2 percent salary increase, so  
19 I feel pretty lucky. But a 14 percent raise on my  
20 electric? What good does it even do me to get a 2 percent  
21 raise? I don't get a cost of living. I don't get a  
22 bonus. I don't get an award. I don't get incentives. It  
23 doesn't matter what you call them. I don't get extras.  
24 Whatever those people make that make a million plus  
25 dollars working at Ameren, I don't make that kind of

1 salary. I guess I made a wrong career move.

2 I feel like we're lemons, and we're getting  
3 squeezed from all sides, and Ameren maybe thinks we're  
4 lemons, they're squeezing us, they're making lemonade and  
5 they're selling the lemonade back to us, but at some point  
6 there isn't going to be any more juice in the lemons. And  
7 that's going to be a problem for Ameren as well as for us  
8 because there's only so much money we make as people we  
9 have to spend, and at some point we won't be able to pay  
10 our bills and we won't be able to pay Ameren and Ameren  
11 won't be able to make any more lemonade out of us, so  
12 they'll be in trouble.

13 So that's all I have to say.

14 JUDGE WOODRUFF: Any questions? Thank you.

15 Next name on the list is Mollie Freebairn.

16 Good evening. Please raise your right hand.

17 (Witness sworn.)

18 JUDGE WOODRUFF: Thank you. And can you  
19 tell us your name again?

20 MS. FREEBAIRN: Mollie Freebairn.

21 JUDGE WOODRUFF: Could you spell the last  
22 name, please?

23 MS. FREEBAIRN: F-r-e-e-b-a-i-r-n.

24 JUDGE WOODRUFF: Thank you. What would you  
25 like to tell us?



1 MS. FREEBAIRN: I live at 303 Norris Drive.  
2 It is unacceptable for Ameren to be repeatedly helping  
3 themselves to Missouri ratepayers' hard-earned income that  
4 we are relying upon to maintain our quality of life and  
5 provide for our families, you know, all the people that  
6 are speaking here, all the parents of young children who  
7 can't be here tonight, you know, but you know they're cash  
8 strapped as well. They're working two and three jobs, mom  
9 and dad, to pay for their children's education, their  
10 health care, and hopefully to have -- to meet their dreams  
11 of a better life through their own hard work and planning.

12 Increasingly our incomes are being tapped  
13 to pay for energy whose costs are spiraling out of control  
14 for the sake of corporate profits. Today Ameren Missouri  
15 is seeking a 14.6 percent rate hike. We've heard from the  
16 people here -- how many of us have had a 14 percent raise  
17 in the last year? Not very many. Or in the last six  
18 years? I think it's safe to say -- or a 10 percent or  
19 4 percent increase in the last six years?

20 If approved, the increase would be Ameren's  
21 fifth rate increase in six years, at which point Ameren's  
22 rates would have increased 50 percent in the last six  
23 years. A rate hike of any amount on top of the 36 percent  
24 that they already have already received is completely out  
25 of alignment with any increase in domestic prices or wage

1 increases during this time except, you know, for your own  
2 executives possibly.

3 On the contrary, there has been a decrease  
4 in the earnings of Missourians during the last six years  
5 along with a historic rise in unemployment. Energy  
6 generation is the state's largest industry but currently  
7 engages less than 1 percent of Missouri's work force.

8 Most of the money that Missourians pay for  
9 electricity goes out of state to coal mining companies in  
10 Wyoming. Coal and nuclear utilities employ 16,000 people  
11 in Missouri according to Ameren and spin off another 9,000  
12 for a total of 25,000 energy jobs in Missouri. Sounds  
13 like a lot.

14 However, there are many economic benefits  
15 for states that produce their own energy, including  
16 reduced energy rates and the creation of thousands of new  
17 jobs across a wide spectrum of industrial and commercial  
18 professions. One University of Tennessee study shows that  
19 increasing renewable energy generation would create  
20 10 high-paying jobs for every coal and nuclear job we have  
21 today. Missouri would reap the benefits of these new  
22 industries in the form of 240,000 new jobs.

23 Ameren says energy rates are going to rise.  
24 This is the dire prediction of Missouri's investor-owned  
25 utilities. However, this only need be the case if

1 Missouri ratepayers are compelled to pay for nuclear  
2 reactor power plants that private investors refuse to  
3 finance.

4               Energy prices from the generation of  
5 electricity with natural gas, wind and solar energy are  
6 steadily decreasing. Energy efficiency is the lowest cost  
7 of energy sources and also one of the greatest potential  
8 job creators here in Missouri. All of these sources of  
9 energy would be much cleaner than coal is and much less  
10 toxic to the environment.

11              Tremendous growth in wind energy generation  
12 is taking place across the great plains states from Texas  
13 to the Dakotas. Electricity costs are declining. Clean  
14 Line Energy plans to construct a grain belt express to  
15 deliver wind energy from Kansas to Missouri, Illinois,  
16 Indiana and states farther east.

17              The renewable energy that Missouri  
18 possesses in greatest abundance, actually the energy  
19 source that Missouri possesses in greatest abundance of  
20 any type is solar power. Solar energy is also one of the  
21 fastest growing sectors in the United States economy.  
22 According to Missouri Energy Industries Association, the  
23 U.S. solar energy market grew 102 percent last year and is  
24 on track to grow another 100 percent in 2012. Many energy  
25 analysts projects that the United States will become the

1 largest solar market in the world in just the next few  
2 years. Let's don't let Missouri get left behind.

3 The renewable energy standards passed by an  
4 overwhelming two-thirds majority of Missouri voters in the  
5 2008 Proposition C require investor-owned utilities to  
6 produce 15 percent of Missouri's electricity from  
7 renewable energy sources. This was designed to launch  
8 renewable energy industries in Missouri with tens of  
9 thousands of new jobs.

10 The study I mentioned before, the  
11 University of Tennessee study shows that increasing  
12 renewable energy generation to 25 percent by 2025, which  
13 is the goal in many states that are leaving Missouri in  
14 the dust, would create ten high-paying jobs in fields such  
15 as construction, engineering, architecture, manufacturing  
16 and marketing for every coal and nuclear job we have in  
17 the United States today.

18 Missouri should be reaping the benefits of  
19 these new industries. The potential is for renewable  
20 energy and energy efficiency to employ ten times as many  
21 Missourian, revitalize our entire economy by keeping the  
22 major investments we are making every month to power our  
23 homes and businesses here at home. Thank you.

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

1 COMMISSIONER KENNEY: Ms. Freebairn, thank  
2 you for coming, and I just have a quick question for you.  
3 The University of Tennessee study that you referenced,  
4 when was that done and can you tell me the title of it, if  
5 you know?

6 MS. FREEBAIRN: I have the link here. It's  
7 www.25x25.org, is the 25 -- 25 by 25 study from the  
8 University of Tennessee, 25 percent renewable energy by  
9 2025.

10 COMMISSIONER KENNEY: Thanks for taking the  
11 time to come out and share your thoughts with us.

12 JUDGE WOODRUFF: Thank you, ma'am. Next  
13 name is Richard Allen.

14 MR. ALLEN: Still here.

15 JUDGE WOODRUFF: Okay. Please raise your  
16 right hand.

17 (Witness sworn.)

18 JUDGE WOODRUFF: Thank you.

19 MR. ALLEN: I'm not going to address the  
20 14 percent. I think that's adequately been addressed.

21 But I would like to focus on the fuel adjustment charge,  
22 and I know the Ameren person did give some kind of an  
23 explanation, but it really wasn't adequate for what my  
24 thoughts are about it.

25 Just as a preface, I talked about the fuel

1 adjustment charge at a previous hearing. I'm sure if you  
2 look up the testimony you can find testimony I gave. I  
3 said it was a bad idea to start that. This is before  
4 Ameren was ever granted a fuel adjustment charge, I said  
5 it's a bad idea and gave the reasons why I thought it was  
6 a bad idea. I think I need to go over those again because  
7 I don't think it should be continued.

8 And the thing is, if you have a fuel  
9 adjustment clause in place where if they pay more for fuel  
10 they can pass that cost on to the customers via this fuel  
11 adjustment charge, their buyers don't have an incentive to  
12 get the best deal they can. If they feel like, well, if  
13 we have to pay more, if Ameren has to pay more, we can  
14 just pass it on, where's the incentive to get the best  
15 deal for the company when it doesn't matter, when the  
16 customers can pay more? So that's one reason.

17 I also stated that if this were  
18 implemented, there would always be a charge on there.  
19 We'd never see a rebate, and this -- what this goes back  
20 to is the Ameren spokesman at that hearing told us, well,  
21 this could work either way. If we pay less for coal, you  
22 can get a rebate, not a lesser charge, but a rebate, and  
23 we've never seen that.

24 Now, have they not ever paid less for coal  
25 than that benchmark time? I don't know. I don't know

1 what their coal costs are.

2 But anyway, here's just an example. Let's  
3 say at the time of the rate increase that they last got,  
4 before the implementation of the fuel adjustment clause,  
5 they were paying \$25 a ton for coal. Oh, coal went up to  
6 \$30 a ton. So let's go ahead and see if we can get this  
7 fuel adjustment charge. That was reasonable. Coal goes  
8 down maybe from 30 to 29. Okay. We still have a fuel  
9 adjustment charge, but it's a lesser amount.

10 But what if they only end up paying \$20 for  
11 coal? That's less than the benchmark amount when they  
12 were getting nothing as far as a surcharge or a fuel  
13 adjustment clause. That's when the rebate should kick in,  
14 when the amount they're paying is less than the benchmark  
15 amount that they -- that they used to get the rate  
16 increase.

17 So that is my point, and I have never seen  
18 that happen. So either somebody's not checking or else  
19 they've been paying continually higher amounts for coal,  
20 and I don't know that to be true. I think coal has  
21 dropped recently. So I should see something reflected on  
22 my bill.

23 Also, the other thing I want to talk about  
24 is -- and these are small percentages on the bill, but  
25 still when you add up to millions of customers, it's a

1 significant -- it's a significant amount of money. The  
2 other is this energy efficiency program charge. And, of  
3 course, if we have efficient appliances and other things  
4 it should save the customer money, but this program is  
5 also designed to save Ameren money so they don't have to  
6 go out and build new capacity and spend big bucks to do  
7 that.

8 Why are the customers footing the bill for  
9 the energy efficiency program when it also benefits  
10 Ameren? That's all I have.

11 JUDGE WOODRUFF: Any questions? Thank you,  
12 sir.

13 Mr. Allen was the last name on my list. Is  
14 there anyone who was not on the list? Go ahead, sir.  
15 Come on up. Tell us your name, please.

16 MR. MALONEY: Rich Maloney.

17 JUDGE WOODRUFF: Rich Maloney. Okay. And  
18 if you'd please raise your right hand.

19 (Witness sworn.)

20 JUDGE WOODRUFF: Thank you.

21 MR. MALONEY: I just want to take a look at  
22 the total picture. We talked a lot tonight about seniors  
23 and hardship on seniors, 14 percent increase. 14 percent  
24 to some people on Social Security, that's a tremendous  
25 amount. I can see it.



1 But the total picture, when you look at  
2 giving Ameren, who makes billions of dollars, a 14 percent  
3 increase, let's look at the middle class family. Their  
4 pay, most pays are stagnant now, very little raises. Some  
5 people have lost jobs, have had to take jobs less money.  
6 Automobile insurance, it goes up for them.  
7 Hospitalization is going up. Prescription drugs are going  
8 up. Food prices are going up.

9 We're talking 14 percent here. Then start  
10 adding on to all the other percents. When we get through  
11 it, we're closer to 20-something percent a year when  
12 people are unemployed and people are making less money.  
13 And so it's not just Ameren, and I think  
14 14 percent is too much. I'd like to be able to expect to  
15 make 10 percent on my investments. Have you looked at  
16 what you get for certificates of deposit today? You don't  
17 even get 1 percent. And some of your -- if you've been  
18 like me, some of my investments the last couple times the  
19 markets fell, I really -- I've never recovered any of  
20 that.

21 So I think maybe it's time for Ameren to do  
22 like the rest of us have had to do, tighten their belt and  
23 spend a little more of their profits, their profits on the  
24 things they want to do. So you can't give quite as much  
25 to your stockholders. I'm not getting that much off of my

1 stocks.

2                   So I don't see anything wrong with cutting  
3 them back, saying hey, step up to the plate, Ameren. Take  
4 your share, take your hit like everybody in the country is  
5 taking. I for one don't believe this country's ever going  
6 to pull out of this unemployments thing, unless -- and the  
7 man who could do this would be elected president in a  
8 minute -- unless you can figure a way to bring  
9 manufacturing back to this country where we make what we  
10 use in this country. People say, ah, never happen  
11 again. Well, we let it get away. But it might happen.

12                  But if we're going to employ people, today  
13 to get a job, a poor kid who comes out of high school,  
14 these menial jobs ask for somebody with college  
15 experience, two, three, four years in college. And if you  
16 look at what colleges start today, think about the poor  
17 families who are trying to save money so that their kid  
18 has a chance to go to college and get an education.

19                  Things are all going up. These poor kids  
20 today get out and they're 40 years old and still trying to  
21 pay off their student loans, and that's terrible, in this  
22 country that's supposed to be the greatest country in the  
23 world.

24                  So I think it's about time that everybody  
25 from our president on down started looking at all these

1 things. This country is on the downhill slide from a  
2 great, great power to we're going down. Look at the way  
3 people think about things today. We don't have the same  
4 pride. You can walk down the street and look how things  
5 happen around.

6 So I think in looking at the total picture,  
7 I don't think Ameren deserves this kind of a raise. Not  
8 that they're not good people. I think because of the  
9 times that we're in and the burden we keep putting more  
10 and more on the backs of the population. Yeah, the guy at  
11 the top, he's making 5 million plus a year. Well, that's  
12 terrific. It's great for him. But then look at the other  
13 side, the poor kid who's trying to save enough money to  
14 get his child into college to get an education so he might  
15 succeed, he's going the other way.

16 So before we just think about 14 percent  
17 from Ameren, I think we need to take a look at the total  
18 picture of all the things, all the burdens that are being  
19 piled on the back of the people of this country, and it's  
20 not a very pleasant thing to think about. That's about  
21 all I have to say. Thank you for listening to me.

22 JUDGE WOODRUFF: Thank you, sir. Any  
23 questions? All right. Yes, sir. Tell us your name,  
24 please.

25 MR. RENTZ: My name is Henry Rentz,

1 R-e-n-t-z. Testified before you many times in the --

2 JUDGE WOODRUFF: Raise your right hand.

3 (Witness sworn.)

4 JUDGE WOODRUFF: Thank you.

5 MR. RENTZ: My name is Henry Rentz, and I'm  
6 in the renewable energy business, and I wanted to just say  
7 a couple of things that have not been said.

8 The default rate that the utility companies  
9 are experiencing today has climbed from about 7 percent to  
10 somewhere in the range of 13 or 14 percent of people that  
11 can't afford to pay their bills. I testified a few months  
12 back on Bill 1305 against the bill that would increase  
13 rates to the customers. It would have increased my  
14 business, but I didn't think it was fair that those  
15 people, the seniors and low income people had to carry the  
16 tariff for it.

17 So my question quite simply is to Mr. Mills  
18 primarily. This would be your office that would look into  
19 it. Given the way that the rules are written in the  
20 Public Service Commission and that Ameren has proprietary  
21 rights to conceal a number of different issues, my  
22 question is, what was the revenue loss from last year in  
23 the mild winter?

24 I know the revenue loss for the majority of  
25 the utility companies in this state were over 13 percent.

1 So when you take the revenue loss of 13 percent over a  
2 mild winter last year and the default rate of probably  
3 10 or 12 percent this year, it appears to me that this  
4 14 percent increase is nothing more than an offset of what  
5 they've lost in the past. This could be something that  
6 needs to be looked into. Now, I don't know how you can  
7 get that information. I believe that would be somewhat  
8 forthcoming should it be asked for.

9 But I'm concerned, I'm concerned that the  
10 citizens of Missouri that can least afford this are the  
11 ones that are being taxed with it. It's quite simply  
12 unfair and really unconscionable as far as I'm concerned.  
13 It just does not make sense to continue to raise tariffs  
14 on people that are rate recoverable. These are all rate  
15 recoverable rates is what they're looking for.

16 The energy efficiency program, Ameren in  
17 the past has instituted energy efficiency programs only to  
18 get the money recovered and then cancel the programs.  
19 Here comes another one. I'm curious to see what this  
20 program will be, and this is the first I've heard about  
21 it, and I'm curious to find out what this next energy  
22 efficiency program entails.

23 They did have energy efficiency programs in  
24 the last three years, instituted the programs, spent  
25 millions of dollars to build them, and then canceled the

1 programs right after that.

2 It's just awful curious to me that these  
3 numbers coincide with revenue lost from last year. And  
4 that's basically what I've got to say.

5 JUDGE WOODRUFF: For your revenue loss,  
6 you're talking about bad debt?

7 MR. RENTZ: No. That would be default  
8 rate. Default rate would be the rate that individuals  
9 cannot pay their bills. There are utility companies in  
10 this country right now that have gone to pay with a credit  
11 card on your meter. In other words, you go out and swipe  
12 your credit card and you buy \$100 worth of utility power,  
13 and when that's up, it's shut off, because of default  
14 rates.

15 The country's in -- I don't know if  
16 anybody's ever noticed, but the country is in a recession  
17 right now, and this is the wrong time to be raising rates.  
18 I of all should be applauding the increase in rates  
19 because it will increase my solar power business, because  
20 the higher the rates go, the more our business thrives,  
21 but I don't think that's fair.

22 I just feel like that you have to temper  
23 this profit with a little bit of morality, and I'm  
24 wondering where the morality is and where's the Office of  
25 Public Counsel, where's the Commission when it comes to

1 citizens that can least afford this. That's my only  
2 concern. Thank you.

3 JUDGE WOODRUFF: Any questions? Thank you,  
4 sir.

5 COMMISSIONER KENNEY: I don't have any  
6 questions, Mr. Rentz, but I appreciate you taking the  
7 time. I know that you've appeared before us before.  
8 Actually, I do have one question. You mentioned a bill  
9 that you testified against. Can you tell me what that  
10 was?

11 MR. RENTZ: 1305. The bill would have  
12 increased from 100 KW capacity, maximum capacity allowed  
13 on solar power systems mandated by Prop C 386.1530, but it  
14 would have increased it to 250 kilowatts size system  
15 without regulation.

16 AmerenUE pretty much refuses to do a power  
17 purchase agreement because they say they don't need the  
18 power. They increased -- you know they actually produce a  
19 tremendous amount more, probably 20 percent more power  
20 than they actually consume in the state. Now, I don't  
21 know how that money is disbursed. They say it comes back  
22 95 percent revenue return. I would question some of that.  
23 I mean, you can do a lot of things with the books. I'm  
24 just curious as to why the increase is here now.

25 And, you know, there's a lot of things that

1 just don't make sense. They don't make sense, and they  
2 appear to make sense if you spin it right. I mean, you  
3 can say pretty much anything and make it sound how you  
4 want it to sound, but the numbers don't lie, but those  
5 numbers are concealed from the Public Service Commission,  
6 are they not? They are. I mean, they have no -- they  
7 don't have to report their profits to you nor their  
8 operating costs unless it comes to fuel costs and things  
9 like that. And so how do you get those numbers?

10 I mean, we've talked about this before.  
11 And it's just unfair at this time, I believe it's totally  
12 unfair. Any other questions, Commissioner Kenney?

13 COMMISSIONER KENNEY: No other questions.  
14 I would encourage you, however, to talk with Mr. Mills,  
15 our Staff and Ameren to get specific answers to your  
16 question about the excess capacity and about how -- what  
17 information is available to us in the course of a rate  
18 case. But thanks for coming, Mr. Rentz.

19 MR. RENTZ: Yes, sir. Thank you.

20 JUDGE WOODRUFF: Thank you, sir. Anyone  
21 else wishing to testify? Could you tell us your name,  
22 please?

23 MR. KIXMILLER: My name is Josh Kixmiller.  
24 I basically --

25 JUDGE WOODRUFF: I need to swear you in.



1 (Witness sworn.)

2 MR. KIXMILLER: As a small business owner,  
3 I don't think anybody's been addressed as far as small  
4 business owners go. They're taking a hit, too, just like  
5 everybody else. So everybody's -- I mean, the small  
6 business owners are having to tighten their belts just  
7 like everybody else to make ends meet.

8 I'm not seeing AmerenUE do that. For  
9 example, they're wanting to do this new nuclear power  
10 plant over there in Callaway. Asking the government for  
11 money is not a way to go about it. I can't ask the  
12 government for money to build a new building. So I don't  
13 think AmerenUE's going about it the right way in doing  
14 this.

15 I feel that there is a lot of wasteful  
16 spending that AmerenUE's doing that they could clean up on  
17 to get their 14 percent increase for their investors.

18 They are a monopoly, so I am obligated to  
19 have to pay them. I don't have a choice in who I can  
20 select. If the Commission could go ahead and, you know,  
21 create another choice for us to do, I'm sure everybody  
22 else would feel more comfortable because then AmerenUE  
23 would have to compete with the alternative. That's all  
24 I've got to say. Thank you.

25 JUDGE WOODRUFF: Any questions? Just could

1 you spell your last name for the court reporter?

2 MR. KIXMILLER: Yeah. It's

3 K-i-x-m-i-l-l-e-r.

4 JUDGE WOODRUFF: Thank you. Anyone else

5 wish to testify? I don't see any other hands going up.

6 Well, then, thank you all very much for coming out, and

7 with that, we are adjourned. Thank you.

8 (WHEREUPON, the public hearing concluded at

9 8:36 p.m.)

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1 C E R T I F I C A T E

2 STATE OF MISSOURI )

3 ) ss.

4 COUNTY OF COLE )

5 I, Kellene K. Feddersen, Certified  
6 Shorthand Reporter with the firm of Midwest Litigation  
7 Services, do hereby certify that I was personally present  
8 at the proceedings had in the above-entitled cause at the  
9 time and place set forth in the caption sheet thereof;  
10 that I then and there took down in Stenotype the  
11 proceedings had; and that the foregoing is a full, true  
12 and correct transcript of such Stenotype notes so made at  
13 such time and place.

14 Given at my office in the City of  
15 Jefferson, County of Cole, State of Missouri.

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Kellene K. Feddersen, RPR, CSR, CCR

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**PUBLIC HEARING 7/30/2012**

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