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STATE OF MISSOURI

3

PUBLIC SERVICE COMMISSION

4

TRANSCRIPT OF PROCEEDINGS

5

PUBLIC HEARING

6

January 8, 2007

7

St. Louis Community College St. Louis, Missouri

8

Volume 7

9

10 In the Matter of Union Electric Company)
D/B/A AmerenUE For Authority to File)Case No.ER-2007-0002
11 Tariffs Increasing Rates for Electric)
Service Provided to Customers in the)
12 Company's Missouri Service Area)

13

14 In the Matter of Union Electric Company)
D/B/A AmerenUE for Authority to File)Case No. GR-2007-0003
15 Tariffs Increasing Rates for Natural Gas)
Service Provided to Customers in the)
16 Company's Missouri Service Area.)

17

18 CHERLYN D. VOSS, Presiding Regulatory Law Judge

19 STEVE GAW, Commissioner

20 DOUGLAS HEALY, Personal Advisor to Chairman Davis

21

22 REPORTED BY:

23 ASHLEY C. HIGH, Court Reporter

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A P P E A R A N C E S

FOR THE MISSOURI PUBLIC COUNSEL:

OFFICE OF THE PUBLIC COUNSEL
200 Madison Street
Jefferson City, MO 65102
by: LEWIS R. MILLS, JR., ESQ.
(573) 751-1304

FOR AARP/CONSUMERS COUNCIL OF MISSOURI:

LAW OFFICE OF JOHN B. COFFMAN
871 Tuxedo Boulevard
St. Louis, MO 63119
by: JOHN B. COFFMAN, ESQ.
(314) 395-8002

FOR AMEREN UE:

AMEREN SERVICES
1901 Chouteau Avenue
St. Louis, MO 63166-6149
by: THOMAS M. BYRNE, ESQ.
(314) 554-2514

1 PROCEEDINGS

2 JUDGE VOSS: It is Monday, January 8th. The
3 Missouri Public Service Commission has set this time for local
4 public hearing ER-2007-0002 in which Ameren UE seeks to
5 increase -- to implement a rate increase for its electric
6 service.

7 The Missouri Public Service Commission regulates the
8 charges -- or the rates charged -- regulates the rates charged
9 by investor owned utilities in Missouri to insure that those
10 rates are just and reasonable.

11 The Commission also regulates the quality of service
12 and the safety of the operations of investor owned utilities.
13 The Commission is made up five commissioners. Only one of
14 whom was available to join us this evening due to a big rate
15 case that started this week in Jeff City.

16 I'm Cherlyn Voss, the regulatory -- I cannot talk.
17 We did this morning from 11:30 to 5:00, so bear with me. I'm
18 Cherlyn Voss, the regulatory law judge assigned to preside
19 over this hearing this evening. With me is Doug Healy, who is
20 the advisor to the Chairman of the Commission. And
21 Commissioner Steve Gaw will be joining us momentarily.

22 This is the official hearing of the Missouri Public
23 Service Commission and the statements and testimony of
24 witnesses will be recorded by the court reporter and they will
25 given under oath.

1 For the purpose of this hearing you'll be able to
2 speak on not only the rate case, which is the standard case,
3 but also on the storm-related issues that have recently
4 occurred.

5 This hearing is your opportunity to testify and your
6 remarks will part of the official case file of the rate case,
7 which is Case No. ER-2007-0002. The case that this Commission
8 established earlier this year to deal with the storm-related
9 issues from this summer is Case No. EO-2007-0037. And we'll
10 also be take testimony on that case.

11 If you are unable to testify for any reason there
12 are flyers to pick up at the door. The flyers have a space
13 for you to enter your comments and include both the
14 Commission's mailing address, website and fax number.

15 You can fill in the form tonight and give it to a
16 staff member or you can fill it in later and mail it in or fax
17 it into the Commission. You can also give comments directly
18 to the Commission on the website. Whether received tonight in
19 writing or through the Commission's website, all testimony
20 will made be a part of the official case file and your
21 comments will be considered by the Commission in any decision
22 that it makes.

23 For witnesses who wish to testify live, I will call
24 the name of the witness in the order that they've signed up to
25 speak. When your name is called, please come up to the

1 podium. I will ask you a few preliminary questions, such as
2 your name and how to spell your names, so the court reporter
3 can get it into the record. And please do not leave the
4 podium until excused, there may be questions from the
5 Commission or from some of the counsel. I want to make sure I
6 get all your testimony on the record.

7 In order to get as many of you -- give as many of
8 you the opportunity to testify as possible, please try to keep
9 your comments brief. And if someone's already made the
10 comments that you were going to make you can adopt their
11 comments adopt, say: I adopt the comments already made. And
12 then add any additional testimony or evidence that you would
13 like to make.

14 The Commission wants everyone's testimony to be a
15 part of the record and since only one person at a time can be
16 heard by the court reporter, any comments that are called out
17 from the crowd will make it impossible for her to hear the
18 person testifying and they won't be able to be a part of the
19 record. She can't take down two people at once. So speak
20 from the podium. Does anybody have questions before we begin
21 this evening?

22 UNIDENTIFIED SPEAKER: Could you slow down? You're
23 talking so fast.

24 JUDGE VOSS: I'm sorry.

25 UNIDENTIFIED SPEAKER: We can't develop it.

1 JUDGE VOSS: Did you catch anything?

2 UNIDENTIFIED SPEAKER: You're going a mile a minute.
3 Thank you.

4 JUDGE VOSS: And I feel like I'm going in slow
5 motion.

6 UNIDENTIFIED SPEAKER: I heard earlier that anything
7 that was not said here at the podium will not be considered as
8 part of the public record. The commission will have to --

9 JUDGE VOSS: No written comments will be made a part
10 of the official case file, as well.

11 UNIDENTIFIED SPEAKER: Even though there's no
12 swearing in?

13 JUDGE VOSS: That is my understanding. They're part
14 of the official case file and they will be looked at by all of
15 the commissioners. They'll be available. Plus we're also
16 videotaping tonight, too.

17 UNIDENTIFIED: Will it have the effect as speaking
18 from the podium?

19 JUDGE VOSS: That is my understanding. We had a
20 discussion about this earlier. And I'm one of the regulatory
21 law judges. It's my understanding that they would be.

22 UNIDENTIFIED SPEAKER: Did you say all the testimony
23 has to pertain to the storm outages?

24 JUDGE VOSS: No, normally this rate case -- this
25 public hearing was to address the rate increase issues. And

1 there are service issues related to that, but due to recent
2 weather outages they're also going to have comments taken on
3 the storm issues.

4 So any issue that pertains to the rate case, quality
5 of service or the recent storm outages are fair game. Any
6 more questions? Did I slow down enough?

7 UNIDENTIFIED SPEAKER: Yes.

8 JUDGE VOSS: Luckily you won't have to hear me very
9 much, but after six hours of this already I can't quite
10 promise that I'll be coherent. We'll begin by taking entries
11 of appearance. Will counsel from Ameren like to make an
12 appearance?

13 MR. BYRNE: Yes, Your Honor. I'm Tom Byrne
14 representing Ameren UE. My address is 1901 Chouteau Avenue,
15 St. Louis, Missouri 63103.

16 JUDGE VOSS: And the Office of the Public Counsel?

17 MR. MILLS: On behalf of the Office of the Public
18 Counsel my name is Lewis Mills. My address is Post Office
19 2230, Jefferson City, Missouri 65102. Thank you.

20 JUDGE VOSS: Mr. Coffman?

21 MR. COFFMAN: Appearing on behalf of AARP and the
22 Consumers Council of Missouri my name is John Coffman, 871
23 Tuxedo Boulevard, St. Louis, Missouri 63119.

24 JUDGE VOSS: Are any other parties represented by
25 counsel this evening? Seeing none. We will begin.

1 Commissioner Gaw, would you like to make any opening
2 statements before we begin?

3 COMMISSIONER GAW: I would just -- can you all hear
4 me? There. They must be controlling it somewhere else.

5 UNIDENTIFIED SPEAKER: The electricity.

6 COMMISSIONER GAW: Oh, that might be it. We might
7 be in trouble then. I wanted to welcome everybody that's here
8 and thank you for coming tonight.

9 These public hearings are very important I think to
10 whole process and particularly to get a perspective on what
11 the public thinks is important.

12 The Commission is supposed to weigh and balance the
13 needs of the utility and the concerns and the needs of the
14 public and the consumer. And this is the part of the equation
15 that's real important tonight. I look forward to hearing your
16 comments, so thank you.

17 JUDGE VOSS: Mr. Healy?

18 MR. HEALY: I'm here on behalf of Chairman Jeff
19 Davis. My nam is Doug Healy. Anything that is said tonight
20 I'll carefully take it back to the Chairman and let him know
21 about it, so thank you.

22 JUDGE VOSS: Also, we are videotaping tonight
23 because the other commissioners were not able to be here. I'm
24 going to call our first witness. Delores McMillan?

25 * * *

1 DELORES McMILLAN,
2 of lawful age, having been present, sworn and/or affirmed,
3 testified as follows:

4 JUDGE VOSS: Could you please state and spell your
5 name for the court reporter.

6 MS. McMILLAN: Okay. My name is Delores McMillan.
7 D-E-L-O-R-E-S. M-C-M-I-L-L-A-N.

8 JUDGE VOSS: And what is your address?

9 MS. McMILLAN: 8307 Garfield.

10 JUDGE VOSS: And are you currently a customer of
11 Ameren UE?

12 MS. McMILLAN: I pray and hope I stay a customer of
13 Ameren UE.

14 JUDGE VOSS: Do you have any comments you'd like to
15 make this evening?

16 MS. McMILLAN: Yes, I would. I wrote a letter. But
17 first of all, before I start talking I want a business card
18 from everybody in here that has some authority. So if you all
19 are business people you all should have your cards. So before
20 I leave I would like to have a business card from anybody in
21 here so I can keep in touch with you all.

22 First of all, I would like to say I wrote a letter
23 in September of 2006 after we had all the bad storm in July
24 and I wrote it to the Public Commission. I wrote to Channel
25 2, Channel 4, Channel 5 and I wrote it to UE.

1 And you know what I got -- I had a lot of questions
2 in there. They never did answer none of my questions. Do you
3 know what I got. Everybody in here, do you know what I got.
4 Nothing, but this connection notice of what I had had in the
5 past. But they failed to say: Out of twenty-eight years you
6 live in that 8307 Garfield you never had your lights cutoff.
7 You understand?

8 I worked hard. And I'm here to testify for all the
9 poor people, because I know they catching hell just like I am
10 trying to pay these utility bills. I work seven days a week.
11 I don't have no off day no more. I work three jobs and I pay
12 my bills the best way I can, but it's getting so it's
13 impossible for people to pay their bills.

14 Now they cannot save no money. They have to
15 sacrifice their food bill for these utilities bills now. And
16 it's getting outrageous. And I will submit my letter again
17 because I'm going to get off here and let somebody else talk.

18 But I will submit my letter again, because I want to
19 know -- the main thing I want to know: What happened to the
20 cold weather bill that was set aside for Laclede Gas Company
21 and Union Electric?

22 A long time ago -- and I have an article at home
23 addressing Laclede Gas Company. Long time ago when the cold
24 weather came they did not cut your lights and they did not cut
25 your gas off. The utility companies now are genociding poor

1 people. They are acting as God. They are acting as who is to
2 live and who is to die. And it's not right.

3 So I will submit my letter again and I would like to
4 have some questions because I think it's a poor thing for you
5 to call a company and you cannot go down and personally talk
6 to nobody about your bill.

7 And for the Public Board Commission, I pray to God
8 that they change their act and represent the people they
9 supposed to be representing the poor people and not UE and
10 Laclede Gas Company. Thank you.

11 JUDGE VOSS: Excuse me, ma'am.

12 COMMISSIONER GAW: Ma'am, I want to make sure I get
13 a copy of your letter.

14 MS. McMILLAN: You know what, I will send it to the
15 Public Board of Commission again. You all have a copy of my
16 letter.

17 COMMISSIONER GAW: Do you have an extra copy with
18 you tonight?

19 MS. McMILLAN: No, I don't have it because you all
20 have a copy of my letter. You know what, they sent it back to
21 me and didn't nobody put their name on it. Are you all afraid
22 of the public?

23 COMMISSIONER GAW: No, ma'am. I've been -- I've
24 been coming in, but I would like to see --

25 MS. McMILLAN: You hand me your business card, I'll

1 make sure --

2 COMMISSIONER GAW: I will give you my telephone --

3 MS. McMILLAN: You don't have a business card?

4 COMMISSIONER GAW: I'm not a very good businessman,
5 ma'am, but I did write my telephone number down here for you.
6 And do you have that -- a copy with you?

7 MS. McMILLAN: Yes, I have a copy.

8 COMMISSIONER GAW: Would you mind if I could see it?

9 MS. McMILLAN: You know what, I want it back.

10 COMMISSIONER GAW: I'm going to give it right back.

11 MS. McMILLAN: I also got newspapers because I kept
12 up with the last storm.

13 COMMISSIONER GAW: Please don't hit me.

14 MS. McMILLAN: These people are in bad shape waiting
15 for UE to come give them some lights again.

16 COMMISSIONER GAW: I agree. Let me -- if I could
17 see your letter because I want to make sure that I've got
18 something that I can look it up with.

19 JUDGE VOSS: Ms. McMillan, one thing with contacting
20 the Commissioners in the text of a rate case it's best to do
21 it in the separate form when you're giving a public statement.
22 If there's something else you want to add you can use one of
23 the forms that are in the back and fill it out and attach a
24 copy of your letter and submit it again that way.

25 MS. McMILLAN: You know what, I'm going to send it

1 certified next time, so I know somebody received my letter.

2 JUDGE VOSS: I do know that the address is on there.

3 MS. McMILLAN: You send it certified now. That's
4 the name of the game now to send it certified and I can take
5 it to court, if I have to.

6 COMMISSIONER GAW: I'm not going to delay this, but
7 I want you to make sure, because this went to the Consumer
8 Services Department and I don't know if any of the
9 Commissioners saw it.

10 So when you send it this time we'll file it in the
11 case, but I want you to send a copy of it to -- the judge's
12 got her card here and the judge tells me she's going to make
13 sure that the Commissioners get a copy of your letter.

14 MS. McMILLAN: Okay.

15 JUDGE VOSS: If I receive a copy of the letter I'll
16 have to do it ex parte contact.

17 COMMISSIONER GAW: That's fine.

18 JUDGE VOSS: We'll do that, so we can make sure you
19 get your letter back.

20 MS. McMILLAN: Now, this is your address?

21 COMMISSIONER GAW: That's just my phone number. But
22 the address will work for me, if you send it to that address
23 with my name.

24 MS. McMILLAN: Put attention on there.

25 COMMISSIONER GAW: Thank you very much,

1 Ms. McMillan.

2 JUDGE VOSS: Randy Boersig?

3 RANDY BOERSIG,

4 of lawful age, having been present, sworn and/or affirmed,

5 testified as follows:

6 JUDGE VOSS: Could you please state and spell your
7 name for the record.

8 MR. BOERSIG: It's Randy Boersig. It's R-A-N-D-Y
9 B-O-E-R-S-I-G.

10 JUDGE VOSS: And what is your address, please?

11 MR. BOERSIG: 5743 Lilac Trails Drive.

12 JUDGE VOSS: And are you a current customer of
13 Ameren UE?

14 MR. BOERSIG: Yes, I am.

15 JUDGE VOSS: Do you have any comments you'd like to
16 make this evening?

17 MR. BOERSIG: Yes, I do. I wrote them out before I
18 came here. Energy is a core product. Ameren has a core
19 product. There's nothing more crucial to Ameren's success
20 than its reliability.

21 Ameren has an implied contract with each of its
22 customers to provide reliable service. One method is to
23 monitor the number of minutes out per customer. They should
24 be better than average.

25 Ameren's main objective should be to eliminate

1 outages before they occur. This should include a program of
2 enhanced tree trimming. Tree trimming alone would greatly
3 reduce the number of outages.

4 If those in management had been studying these
5 issues and taking the necessary action are simply collecting
6 their salaries and bonuses while failing to maintain the
7 system.

8 Ameren should be able to monitor outages through
9 their automated metering, but by their own statements they
10 can't even count on their meters to provide this information.

11 Ameren has stated they have not had a rate increase
12 for twenty years, but during this twenty-year period didn't
13 they have record profits, been charged with overcharging
14 customers, had over a thousand contract violations per day
15 relating to not getting bills out on time, wiped out a state
16 park and had multiple storm failures.

17 As managers responsible for the success of an energy
18 delivery business they've failed miserably. This rate
19 increase should not be approved. These costs should not be
20 put on the backs of the consumers or the shareholders, but
21 should come from the salaries and bonuses of their executives.

22 Furthermore, fuel costs should be planned ahead of
23 time. It's always been a historical situation that fuel does
24 increase every year. They have not planned for this either.

25 COMMISSIONER GAW: Oh, are you finished?

1 MS. McMILLAN: A lot of the statements come from
2 statements made by the management of Ameren UE. The bulk of
3 this is from there.

4 COMMISSIONER GAW: Mr. Boersig, if I could ask you a
5 couple of questions. You mentioned the fuel costs that they
6 should be planned ahead of time. Does that mean you are
7 against having a surcharge for fuel?

8 MR. BOERSIG: Yes, I am.

9 COMMISSIONER GAW: And then in regard to the -- to
10 the tree trimming issues. Let me ask you from your personal
11 experience, did you have significant outages in '06?

12 MR. BOERSIG: I did not have in '06 because I wasn't
13 home during part of it.

14 COMMISSIONER GAW: Did you have --

15 MR. BOERSIG: It did occur, but I wasn't home when
16 it did.

17 COMMISSIONER GAW: So you have been out, but it
18 didn't impact you?

19 MR. BOERSIG: I know, in fact, I was out. I did
20 lose everything in the freezers. I just can't tell you how
21 long I was out.

22 COMMISSIONER GAW: That's okay. I understand. And
23 do you have anything from personal standpoint that you know
24 about vegetation management or tree trimming that you want to
25 specifically note?

1 MR. BOERSIG: I think they could do trimming more
2 often than what they have been doing.

3 COMMISSIONER GAW: Have you noticed the trees in
4 your neighborhood not being trimmed?

5 MR. BOERSIG: Yes, I have.

6 COMMISSIONER GAW: How long have you lived in your
7 current residence, approximately?

8 MR. BOERSIG: About eight years.

9 COMMISSIONER GAW: Has there been a change in how
10 they have been trimming trees since that time frame?

11 MR. BOERSIG: At the other house I lived at they
12 came through and took all my trees that were near power lines
13 down to the ground.

14 COMMISSIONER GAW: And that was also Ameren service
15 territory?

16 MR. BOERSIG: Yes it was.

17 COMMISSIONER GAW: So at some point in time prior to
18 that eight years your experience was that their vegetation
19 management was much more aggressive than it is -- has been in
20 the last --

21 MR. BOERSIG: In the past it has been more
22 aggressive.

23 COMMISSIONER GAW: Thank you very much.

24 MR. HEALY: No questions. Thank you very much.

25 JUDGE VOSS: Thank you. Dee Magee.

1 DEE MAGEE,
2 of lawful age, having been present, sworn and/or affirmed,
3 testified as follows:

4 JUDGE VOSS: Would you please state and spell your
5 name for the record.

6 MS. MAGEE: It's D-E-E. M-A-G-E-E.

7 JUDGE VOSS: And what's your address?

8 MS. MAGEE: 3915 Southern Aire.

9 JUDGE VOSS: And are you currently a customer of
10 Ameren UE?

11 MS. MAGEE: I am.

12 JUDGE VOSS: Do you have comments you'd like to
13 make?

14 MS. MAGEE: Yes, I do. I'm a geriatric care manager
15 and I'm also a social worker and a member of the Older Women's
16 League, so I'm dealing with seniors everyday. And I just
17 wanted to speak out on the affect the rate increases are going
18 to have on the older adults that I work with.

19 Most of the seniors that I'm working with, of
20 course, are on a fixed income and they're having a hard enough
21 time meeting their electric bills as they are.

22 I'm watching seniors who are literally not taking
23 medications and their cutting back on groceries to pay
24 utilities. Now, these are very conservative users. These are
25 the people that -- you know, they don't turn the air

1 conditioning down to 50 to stay cool in the summer and they're
2 watching everything they can possibly do to save a dime.

3 They also come from the generation that's used to
4 paying their bills and it's very upsetting to them not to be
5 able to pay a bill in full or to think that they have to go to
6 "charity" to help them pay bills. They think they should be
7 able to pay, so I wanted to at least get that part out.

8 The other thing is they need to realize that these
9 outages have a devastating on the seniors, both mentally and
10 physically. I found that when the power goes out, of course,
11 most seniors have a cordless phone so that's it's always
12 handy. They can call in an emergency.

13 Well, when the power is out so is their cordless
14 phone. And as a geriatric care manager the only way I could
15 get a hold of my clients, literally, was to go to their home
16 to check on them, trying to call emergency contacts. They
17 were like I was. I was operating on a cell phone out of my
18 car. My office was out of power both times.

19 We own two homes in St. Louis, both of which were
20 out of power. One's in the City. One's in the County. So I
21 was operating on a cell phone. Thank goodness have a car
22 phone charger that I could work with to at least get a hold of
23 clients.

24 And when I go into a home and find a man and a woman
25 sitting in front of a gas stove trying to keep warm wrapped in

1 blankets, that's pretty upsetting to me. And I -- of course,
2 it was taking a lot more time than normally I would do in my
3 job. I certainly can't bill Ameren for any of my time or my
4 efforts or any of the other costs I had.

5 Now, I understand -- you know, I'm covering my own
6 losses on my freezers twice and my refrigerator's twice, but I
7 can afford to take care of that. A lot of my clients can't.
8 They didn't have the money to go replace the food or things
9 like that.

10 So I think they need to be aware of what this is
11 doing to older adults and think about this when they need to
12 talk about customer service. I have to provide customer
13 service. I'm a business owner. I know I like making a
14 profit, too, but I also have to provide customer service in
15 order to do that and until Ameren starts providing customer
16 service I can't see giving them a rate increase.

17 COMMISSIONER GAW: Ma'am, did you or do you know
18 whether individuals during either storm had difficulty getting
19 in touch with Ameren? And I'm not talking about the
20 individuals who had cordless phones or couldn't call out. I'm
21 talking about those who could call.

22 MS. MAGEE: Yes, me.

23 COMMISSIONER GAW: Did you have difficulty getting
24 touch with Ameren?

25 MS. MAGEE: All I got from Ameren was a recorded

1 messages.

2 COMMISSIONER GAW: Was that during both outages?

3 MS. MAGEE: During both outages.

4 COMMISSIONER GAW: Did you run -- so you did get
5 through, but it was to a recorded message?

6 MS. MAGEE: Eventually I got through it was to a
7 recorded message.

8 COMMISSIONER GAW: Initially, did you have
9 difficulty getting through?

10 MS. MAGEE: Absolutely.

11 COMMISSIONER: Do you know how long, approximately,
12 that lasted during the ice storm? We've got quite a bit of
13 testimony on the summer storm.

14 MS. MAGEE: During the ice storm it was at least
15 three hours.

16 COMMISSIONER GAW: Okay. And those seniors that you
17 know of that maybe somewhat challenged with making ends meet
18 that lost food, what have they have been doing to deal with
19 that situation?

20 MS. MAGEE: Obviously I've taken them to food
21 pantries. The first time around they could go get some food
22 stamps replaced. But then again it's getting someone to take
23 them to get the food stamps replaced, getting them some food
24 and then getting them to a grocery store. None of which is
25 easy for people who do not drive and do not have money for cab

1 fare.

2 COMMISSIONER GAW: Are you working to arrange all of
3 that yourself?

4 MS. MAGEE: Yes.

5 COMMISSIONER GAW: So is there someone that is in a
6 position to do that all over or is it hit and miss?

7 MS. MAGEE: It's definitely hit and miss. It just
8 depends on agencies and volunteers, whatever you can get
9 going, but there is nothing in place to take care of that.

10 COMMISSIONER GAW: I think that's all I have right
11 now, but thank you very much. Thank you for what you've been
12 doing.

13 MR. HEALY: Thank you very much appreciate it.

14 JUDGE VOSS: Thank you. Desiree Stegall?

15 DESIREE STEGALL,
16 of lawful age, having been present, sworn and/or affirmed,
17 testified as follows:

18 JUDGE VOSS: Could you please state and spell your
19 name for the record.

20 MS. STEGALL: My name is Desiree Stegall.
21 D-E-S-I-R-E-E. Last name, S-T-E-G-A-L-L.

22 JUDGE VOSS: And what is your address.

23 MS. STEGALL: My address is 6515 Myron.

24 JUDGE VOSS: Are you currently a customer of Ameren
25 UE?

1 MS. STEGALL: Yes, I am.

2 JUDGE VOSS: Do you have comments you'd like to make
3 this evening?

4 MS. STEGALL: Yes, I do.

5 JUDGE VOSS: Please proceed.

6 MS. STEGALL: I am Desiree Stegall, a member of
7 ACORN. I am giving to the Commission a hundred ninety one
8 signatures, names of people who attended the hearing on
9 Tuesday and signed that they are a opposed to the rate
10 increase and the surcharge.

11 JUDGE VOSS: Can you give this to the court reporter
12 and have it marked as Exhibit 1.

13 MS. STEGALL: ACORN's response -- ACORN's response
14 to American (sic) UE's proposed rate increase is: One, rate
15 increase -- rate deductions instead of rate increase. Staff
16 of Public Service Commission recommend a rate reduction of
17 \$136 million to \$168 million and not American (sic) UE's
18 proposed rate increase of \$361 million.

19 Profits should be at 9 percent to 9.75 percent and
20 not at 12 percent as American (sic) UE's proposed rate
21 increase to \$361 million.

22 Attorney General Jay Nixon also recommends a rate
23 reduction. However, how can American (sic) UE be allowed to
24 increase their profits to \$361 million when their history of
25 -- with their history of poor quality service.

1 Number two, denial of fuel adjustment clause. If
2 Public Service Commission approves American (sic) UE's request
3 for a fuel adjustment surcharge rates certainly will increase
4 even if the rate increase is denied.

5 Ameren UE will be allowed to increase their rates
6 upward when their fuel costs increase even when they have
7 other costs decreasing. In effect, Ameren UE will be allowed
8 to charge customers more and increase their profits because of
9 the surcharge.

10 Missouri Utility Commission previously used
11 surcharges to increase their profits until 1979 when the
12 Missouri Supreme Court ruled their use unconstitutional.

13 When Matt Blunt became Governor in 2005 he
14 reinstated surcharges. His brother Andy Blunt lobbied for the
15 utility companies to get that law passed.

16 Number three, increase tree trimming. Staff of the
17 Public Service Commission recommends that Ameren UE should
18 increase their tree trimming expenses to \$45 million.

19 Number four, power outages. Ameren UE should give
20 \$100 credit to customers for every day after first -- after
21 the first two days of power outage. That's it.

22 COMMISSIONER GAW: And ma'am, just to make sure I'm
23 clear, this is a Petition that ACORN is giving us?

24 MS. STEGALL: Yes, sir.

25 COMMISSIONER GAW: You've giving it on behalf of

1 ACORN?

2 MS. STEGALL: Yes, sir. I'm a member.

3 COMMISSIONER GAW: Yes, ma'am. That's what I
4 thought. Thank you.

5 MR. HEALY: Thank you very much.

6 JUDGE VOSS: Thank you.

7 (WHEREIN EXHIBIT 1 WAS MARKED FOR IDENTIFICATION.)

8 JUDGE VOSS: Ed -- is it Bewen?

9 ED BEWEN,

10 of lawful age, having been present, sworn and/or affirmed,
11 testified as follows:

12 JUDGE VOSS: And could you state and spell your name
13 for the record?

14 MR. BEWEN: Ed Bewen. Bewen is spelled B-E-W-E-N.

15 JUDGE VOSS: And what is your address, please?

16 MR. BEWEN: 4734 Locke, L-O-C-K-E.

17 JUDGE VOSS: And are you currently a customer of
18 Ameren UE?

19 MR. BEWEN: Yes.

20 JUDGE VOSS: Do you have comments you'd like to make
21 this evening?

22 MR. BEWEN: I used to work -- I'm an accountant by
23 training. And I used to work -- I was born and raised in the
24 City of St. Louis.

25 And for sixteen years I worked for -- it was the

1 Missouri Pacific Railroad then it merged into the Union
2 Pacific Railroad. And part of that time I made their
3 financial statements. And part of that time they were
4 regulated by the Interstate Commerce Commission. And we had
5 to go to the Interstate Commerce Commission and we would
6 justify our rates.

7 And in that process I saw, because I made the
8 financial statements, sometimes we had deferred maintenance.
9 We put off maintenance and we also fooled around with
10 reserves.

11 Reserves -- we would manipulate our income by
12 fooling around with reserves. So these numbers are kind of
13 interesting, but these were railroads. And railroads you had
14 competition some and the customer had some alternative.

15 I left the railroad and I moved to the boot hill of
16 Missouri. I had a little extra money so I bought some Entergy
17 stock that was -- that was an electric company, Entergy.

18 The boot hill was serviced by Entergy. I happened
19 to be teaching accounting at a community college. I got a
20 letter from Entergy that says -- it was a one-page letter and
21 it said: We -- I'm the new CEO and we're going to have to cut
22 your dividend because the previous -- we were previously
23 paying out all our profits in dividends. I mentioned that to
24 my class. And I asked them: Do you see why there's a problem
25 here. And they said: Yeah, because we are not use -- we're

1 not reinvesting -- we are not reinvesting.

2 Entergy is headquartered in Louisiana. And they are
3 bankrupt, but I took a hit as a shareholder because of their
4 mismanagement. My feeling is that we're dealing not with a
5 railroad, we're talking about people's heat. And this person
6 is getting their electric turned off and people are dying.
7 You're telling me that they've overcharged a \$169 million.

8 My feeling is that I know the present value of
9 money. I know about that. And we should make sure never turn
10 off these poor people's utilities. These people are just as
11 valuable as Mr. Raintree (sic).

12 And when you say -- when you say: Oh, this budget
13 billing, that's done at the office. Is that the same thing
14 that was watching the water at Taum Sauk. Is that the same
15 thing. Because my feeling is that is negligence. And that --
16 whatever they paid out for that negligence should be at the
17 shareholders's expense. They should cut their dividend and
18 then they would fire Mr. Raintree (sic) because he is
19 incompetent.

20 I'm telling you anybody could run a railroad because
21 I've seen it, because you've got the customer right where you
22 want them. I still own my stock in Union Pacific Railroad,
23 because they've divided up the country in three places.
24 They've got the customer right where they want them and
25 they'll raise it.

1 Why did we start these Commissions, because they
2 railroaded people. They railroaded -- but now we're talking
3 life and death here. And these people are up here saying:
4 Oh, I know what I'm doing. What the hell. It's the linemen
5 who are out there who know what they're doing. They know what
6 they've doing.

7 You ask them and they'll tell you there is deferred
8 maintenance. But Mr. Raintree (sic) is up there -- and if you
9 read the paper he'll say: Oh, we know what we're doing. He
10 doesn't know what he's doing. You got to ask the people who
11 are doing the work.

12 But the thing is people are dying. And I think you
13 should taken \$169 million and say we're not going to cutoff
14 anybody's electricity because these are human beings. These
15 are human beings.

16 And I can afford to move out of this state because I
17 want to go to state where we treat people like human beings.
18 We're all valuable. We're all valuable. And to turn off
19 their electricity is just crappy. I'm sorry. Do you got any
20 questions?

21 COMMISSIONER GAW: No, sir, but thank you very much
22 for coming tonight and expressing your opinion.

23 JUDGE VOSS: Thank you. Rene Artman.

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1 RENE ARTMAN,
2 of lawful age, having been present, sworn and/or affirmed,
3 testified as follows:
4 JUDGE VOSS: Could you state and spell your name for
5 the record.
6 MS. ARTMAN: It's Rene, R-E-N-E. Artman,
7 A-R-T-M-A-N.
8 JUDGE VOSS: What is your address?
9 MS. ARTMAN: 1530 Winter Chase Drive, Fenton,
10 Missouri 63026.
11 JUDGE VOSS: And are you currently a customer of
12 Ameren UE?
13 MS. ARTMAN: Yes, ma'am.
14 JUDGE VOSS: Do you have any comments you'd like to
15 make this evening?
16 MS. ARTMAN: I've wrote them out. Thank you for
17 permitting me to make this statement this evening regarding
18 Ameren UE's proposed rate increase.
19 My name is Rene Artman. And I have been paying an
20 Ameren UE bill for over twenty-six years. Ameren UE's
21 residential rates are among the lowest in any metropolitan
22 area in the United States.
23 Over the twenty-six plus years I have received
24 services from Ameren UE. It has been very reliable. I have
25 had not heard the Post-Dispatch or the Missouri Public Service

1 Commission complimenting Ameren UE on their services during
2 those good periods of service.

3 The storms which occurred in July and in the end of
4 November 2006 were beyond the control of Ameren UE. From the
5 photographs and news stories on television it was easy that
6 many trees were completely knocked over by the high winds and
7 ice.

8 It appeared that most of these trees were on private
9 property of Ameren UE customers. Ameren UE should not be
10 expected to be in the tree trimming service. After all,
11 they're in the electricity business.

12 Homeowners take responsibility for trimming trees on
13 their property. Apartment renters, like my daughter, should
14 not be forced to pay tree trimming rates by Ameren UE. They
15 receive -- property owners receive the business -- excuse
16 me -- they receive the benefits from tree shades in the
17 summers, not my daughters.

18 When someone drives his car into a utility pole his
19 insurance is responsible for the repairs of the pole, not the
20 citizens of the municipality. Maybe the tree problem should
21 be handled in the same way. Trees are trimmed and the owner
22 or the insurance company receives a bill for their work.

23 Ameren is asking for a \$6 a month rate increase in a
24 typical residential -- consumer's bill. How many people go to
25 a fast food service at least once a month. If you order one

1 of their meals it runs nearly \$6. Therefore, customers could
2 save enough money to cover the increase by eliminating one
3 visit to the fast food restaurant. Just think of what a
4 family of four could save.

5 Ameren is asking for an increase in its rates for
6 the first time in twenty years. How many items have you
7 purchased today that are the same price or lower than they
8 were twenty years ago. I cannot think of anything.

9 Gasoline prices repeatedly jump by more than 10
10 percent at a time. On January 1st the price of gasoline near
11 my home was \$2.02 gallon. On the 2nd the price of gasoline
12 was \$2.28 a gallon. That was an increase of nearly 13
13 percent. I did not hear any owe officials complaining about
14 that.

15 Many people complain their bills are going up.
16 However, few people think about the number of items which use
17 electricity in their homes. A number of devices did not even
18 exist twenty years ago. For example, DVD players cell phone
19 chargers, iPods, MP3 players, all of these require
20 electricity.

21 Also, do most of these people have more TVs, VCR and
22 cordless phones than they did twenty years ago. Many of these
23 devices consume power even when they are not in use.

24 Electricity is one of the best values that we
25 receive. I believe most people could afford to pay a little

1 more for their electricity and sacrifice one fast food meal a
2 month. This may help to assure an adequate and reliable
3 supply of electric in the future. Thank you for your time to
4 hear my views on an important subject.

5 UNIDENTIFIED SPEAKER: -INAUDIBLE-

6 MS. ARTMAN: I paid it for twenty-six years.

7 JUDGE VOSS: You guys, speak from the podium because
8 the court reporter won't get you. Thank you.

9 COMMISSIONER GAW: Ma'am, I want to ask you a few
10 questions.

11 UNIDENTIFIED SPEAKER: -INAUDIBLE-

12 MS. ARTMAN: I have a right to my opinion.

13 COMMISSIONER GAW: Excuse me, guys. This -- first
14 of all, you mentioned the tree trimming issue. And I want to
15 ask you -- you made some statements that you don't believe the
16 utility is responsible for tree trimming.

17 MS. ARTMAN: There's an easement that utility people
18 trim. Ameren -- I remember when -- before our trees used to
19 be trimmed, but when they -- there's an easement with the
20 power lines. It can be trimmed so far, but if these trees go
21 beyond that, Ameren has trimmed those before. And guess what,
22 they've gotten sued for it. We can't have it both ways.

23 COMMISSIONER GAW: Let me just ask you a few
24 questions. First of all, you just said Ameren has been sued
25 before, how do you know that?

1 MS. ARTMAN: I've heard. I can't document it. I
2 don't know.

3 COMMISSIONER GAW: Has someone told you that they've
4 been sued?

5 MS. ARTMAN: No, sir.

6 COMMISSIONER GAW: Have you had conversations with
7 people -- with Ameren about this issue?

8 MS. ARTMAN: No, sir.

9 COMMISSIONER GAW: So you don't know whether they
10 have or have not been sued?

11 MS. ARTMAN: No, sir, not for certain.

12 COMMISSIONER GAW: Now in regard to the trimming of
13 trees, do you know that Ameren is trimming their trees back to
14 the edge of their easement currently?

15 MS. ARTMAN: They did on my other property, yes,
16 sir.

17 COMMISSIONER GAW: What other property is that?

18 MS. ARTMAN: That was 2214 -- before we moved -- at
19 2214 Gebhart. They would come through and just trim if the
20 trees were grown -- you know, how the line -- if the trees
21 were touching that, they trimmed that, but anything beyond
22 that they didn't trim.

23 COMMISSIONER GAW: Now, how long has it been since
24 you had that property?

25 MS. ARTMAN: It will be two years.

1 COMMISSIONER GAW: And at that time they were
2 trimming the limbs back -- were they trimming it back to the
3 edge of the easement or do you know?

4 MS. ARTMAN: I don't know. I just know that when
5 they trim you would see a U.

6 COMMISSIONER GAW: Currently, do they trim their
7 trees at the property that you have?

8 MS. ARTMAN: Our lines are underground.

9 COMMISSIONER GAW: Your lines are underground.
10 We're in a newer subdivision.

11 COMMISSIONER GAW: Did you have any outages during
12 the storm?

13 MS. ARTMAN: Yes, sir.

14 COMMISSIONER GAW: And how long were your outages in
15 the summer?

16 MS. ARTMAN: In the summer it was five days.

17 COMMISSIONER GAW: Okay.

18 MS. ARTMAN: And it made it worse because we weren't
19 home. We were out of town.

20 COMMISSIONER GAW: Did you have outages during the
21 ice storm?

22 MS. ARTMAN: Yes, sir.

23 COMMISSIONER GAW: How long was that?

24 MS. ARTMAN: Two days.

25 COMMISSIONER GAW: Have you had outages at other

1 times during 2006?

2 MS. ARTMAN: No, sir.

3 COMMISSIONER GAW: That's all I have. Thank you.

4 MS. ARTMAN: Thank you.

5 MR. HEALY: I have no questions. Thank you.

6 JUDGE VOSS: Excuse me. This is Lewis Mills. He's
7 from the Office of the Public Counsel.

8 MR. MILLS: Ms. Artman, do you own any Ameren UE
9 stock?

10 MS. ARTMAN: What -- yes, I do, but what does that
11 have to do -- so what, I own stock in other things.

12 MR. MILLS: It's just a question. What do you do
13 for a living?

14 MS. ARTMAN: I work for State Representative Dwight
15 Scharnhorst in the 93rd District.

16 MR. MILLS: Are you speaking on his behalf?

17 MS. ARTMAN: No, sir -- no, sir, I'm not speaking on
18 his behalf. I'm his in district legislative assistant.

19 MR. MILLS: Do any members of your family work for
20 Ameren UE?

21 MS. ARTMAN: You know they do. But you know what,
22 they -- no, I wasn't paid anything. That doesn't have
23 anything to do with it. It doesn't.

24 My husband makes a livelihood by working for a
25 utility company. I help by working for Dwight Scharnhorst.

1 It doesn't make any difference. Everybody is working. Like
2 one lady said: Your power is cutoff, could I go to the
3 grocery store and buy a loaf of bread and milk and not pay for
4 it.

5 UNIDENTIFIED SPEAKER: Are you a lobbyist?

6 MS. ARTMAN: No. Could I -- the businesses at hand
7 is when you're giving a service, when you're buying something
8 you pay for it. If you don't pay for it why would you
9 continue to get that product.

10 MR. MILLS: That's all the questions I have. Thank
11 you.

12 JUDGE VOSS: Now, there's a follow-up question.

13 COMMISSIONER GAW: Ma'am, I have a follow up. I'm a
14 little concerned because I asked -- I thought that I asked you
15 earlier whether you had any conversations with someone that
16 worked with Ameren UE.

17 MS. ARTMAN: I talked to my husband all the time,
18 but we don't discuss this.

19 COMMISSIONER GAW: But I thought you had told me
20 that you had not.

21 MS. ARTMAN: I talk to my husband, but not about
22 this. This is mine.

23 COMMISSIONER GAW: So you haven't talked to him
24 about these hearings?

25 MS. ARTMAN: Oh, no, sir -- no, sir we don't --

1 because I knew we keep that apart.

2 COMMISSIONER GAW: Okay. That's all I have.

3 JUDGE VOSS: Thank you very much. Len Valentine?

4 LEN VALENTINE,

5 of lawful age, having been present, sworn and/or affirmed,

6 testified as follows:

7 JUDGE VOSS: Can you please spell your name for the
8 record.

9 MR. VALENTINE: Len, L-E-N. Valentine, just line
10 Valentine's Day. V, as in Victor, A-L-E-N-T-I-N-E.

11 JUDGE VOSS: And what is your address?

12 MR. VALENTINE: 5439 Valley Side Lane, St. Louis,
13 63128.

14 JUDGE VOSS: Are you current a customer of Ameren
15 UE?

16 MR. VALENTINE: I am. And in full disclosure I will
17 say that I am AN employee of Ameren UE.

18 JUDGE VOSS: Thank you. Do you have any other
19 comments you'd like to make this evening?

20 MR. VALENTINE: Yes, I do. I'm not here to support
21 Ameren. And I'm not here to rag on Ameren. I've been with
22 Ameren for -- well, before it became Ameren, Union Electric,
23 roughly fifteen years. And Ameren fifteen years.

24 Personally, I'd just would like to remind people
25 that what the public sees mainly are the lines that go up and

1 down everybody's street. Some of them are underground. Some
2 of them are aboveground. And just for the record, too, and in
3 full disclosure I am not a line person. I am a tractor
4 trailer operator by trade, that's what I do for Ameren,
5 delivered a lot of the material that was used by the 7,000
6 plus employees that came in from around the country.

7 Like I said, I'm not here to rag on them. I'm not
8 here to support them. I will remind people that there are
9 other parts of the Ameren Corporation. The power plants,
10 Ameren supports some -- over twenty some odd power plants.
11 All of them burn -- I shouldn't say all of them -- we got the
12 nuke. And I would just remind people that that nuclear power
13 plant has been one of the most reliable in the history of the
14 nuclear power in the St. Louis area, okay.

15 That being said the last outage that Ameren did at
16 the nuke cost \$350 million. \$350 million, okay. Presently at
17 the supplant in order to comply with Federal EPA Air Quality
18 Standards, which someone brought up I think prior to the
19 meeting, in order to help conform -- bring Ameren into conform
20 with those air standards, Ameren is in the process of spending
21 somewhere in the vicinity of \$50 to a \$100 million. Now,
22 Ameren I'm sure could use that \$100 million -- \$50 to \$100
23 million to trim trees, okay.

24 Now, going to the tree trimming. I live at the
25 Valley Side address. In the last five years I have had the

1 Ameren contractor Asplin (phonetic) come through twice in the
2 last five years. They actually, in fact, upon my inspection
3 trimmed the trees back to the edge of the easement. There's a
4 fifteen-foot easement. I assume that that runs from the
5 center line of the power line to -- out to, what, seven and a
6 half feet.

7 Now, this is an interesting quandary that I will
8 bring up because I don't know the answer to it. And listening
9 to the talking heads on radio and stuff about the tree
10 trimming and putting lines underground and everything -- I
11 have common ground behind my property. I could not tell you
12 who owns that common ground.

13 I can tell you though, in fact, that there are trees
14 within twenty-five to forty feet of my power line that are
15 seventy feet tall or taller.

16 Now, who maintains that, it's common ground. I
17 having heard some of the comments here and on the radio during
18 the outages I'm going to try and find out from the St. Louis
19 County Council who is in charge of that, because they don't
20 get trimmed. Nobody's in charge of trimming them.

21 If I go back there I might get a lawsuit filed
22 against me for going back there and cutting trees down, stuff
23 like that. So I mean the public sees one aspect of Ameren UE,
24 that's all I'm saying.

25 And another thing I will have to comment on is

1 personal responsibility. You know, just about everybody here
2 has had a bad year when everything goes wrong. Ameren's
3 experience -- Ameren did and is experiencing -- did experience
4 that in 2006.

5 Taum Sauk, in my opinion, is a prime example of
6 what's a phenomenon in this country and it's recalled risk
7 management. To me Taum Sauk is a prime example of risk
8 management gone bad. My opinion as an employee, as a citizen
9 and what I've seen. What company isn't doing that.

10 People call Ameren a monopoly. It is to some
11 extent, but the electric utility industry nationwide is a
12 very, very competitive business. If Ameren -- I can see this,
13 not -- I'm a stockholder, okay.

14 But I'm speaking not as a stockholder, but just as a
15 individual who can kind of put logic together, that would be
16 that if Ameren doesn't pay a descent dividend -- a competitive
17 dividend on their stock and a gentleman brought up Entergy,
18 which has gone bankrupt I think and problems, well that's what
19 they ran into. They didn't pay, so people pulled their money
20 out.

21 If Ameren has -- let's say they've got one investor
22 that has \$25 million worth of stock, okay. If -- let's say,
23 what's another big -- let's say Co-op is paying, you know,
24 \$3.39 and Ameren is paying \$1.99, where's that man going to
25 put his money. He's not going to keep it at Ameren. I mean,

1 what kind of a business person would that be, okay. They're
2 going to pull their money out and they're going to put it over
3 here where they can make more money.

4 So from a logical standpoint I can see where Ameren
5 says: We have to keep our dividends competitive in the
6 electric utility industry. I can see that. It's logical.
7 It's a business practice. It needs to be done, okay.

8 So like I said in closing, I'm not here -- if Ameren
9 gets their rate increase, fine. If they don't, fine, too. It
10 may or may not affect me as an employee. I don't really care
11 one way or the other, you know --

12 One other point that will bring up to the folks
13 here, your politicians, a lot of this can be blamed on your
14 elected officials. Illinois -- the Ameren Illinois properties
15 are a prime example. When Ameren -- at that time Union
16 Electric going to be Ameren wanted to take over those
17 properties they had to go through all kinds of regulatory
18 processes.

19 Those regulatory processes included your elected
20 officials. They were there seven years ago when Ameren wanted
21 to do this and approved it. Now it's time pay the piper by
22 rates going up.

23 Ameren reduced their rates. I don't know how many
24 percent over on the Illinois properties -- reduced them
25 substantially, but they told them it was going to be for seven

1 years.

2 Time to pay the piper, now all the politicians are
3 up in arms. You can't do this. You can't do that. You can't
4 do this. You look at just about all large -- all big business
5 in this country and you can take it back to one place in this
6 country, Washington D.C, folks.

7 Our elected politicians are allowing what we're
8 going through here right now to happen. Wake up, folks, wake
9 up. We have to take the government back. These people are
10 part of the government, but you and I, we have to take the
11 government back and that includes local, state and federal.
12 Any questions?

13 COMMISSIONER GAW: Sir, I'd like to ask just a
14 couple questions about your figures. \$350 million that you
15 threw out earlier in regard to the nuclear plant, can you tell
16 me what that figure refers to? Is it the cost of repairing
17 the nuclear plant from -- and the generators that went out
18 because of a malfunction?

19 MR. VALENTINE: Negative. They upgraded their
20 equipment to more modern -- they replaced what they called a
21 steam generators, okay. They replaced two of them.

22 COMMISSIONER GAW: So you're not familiar with that
23 -- with the outages that were caused by --

24 MR. VALENTINE: That was a scheduled outage. If
25 that answers your questions, that was a scheduled outage --

1 COMMISSIONER GAW: So the --

2 MR. VALENTINE: (Continuing) -- to replace these
3 increments.

4 COMMISSIONER GAW: So you're not referring to a
5 different outage.

6 MR. VALENTINE: (Nodding.)

7 COMMISSIONER GAW: Now, the outage -- the \$350
8 million, is that as a result of the plant not being able to be
9 in service?

10 MR. VALENTINE: That's negative. That's what it
11 cost.

12 COMMISSIONER GAW: Just the expense.

13 MR. VALENTINE: That's the maintenance expense. Now
14 granted, these are Ameren's figures, okay. But as an employee
15 we get information is put out that the rest of the public
16 doesn't -- I won't say isn't privy to, but it's just in our
17 house journals and stuff like and e-mails and stuff.

18 COMMISSIONER GAW: Have you gotten e-mails and other
19 information regarding this rate case in any of those
20 documents?

21 MR. VALENTINE: I have not.

22 COMMISSIONER GAW: There hasn't been anything
23 concerning --

24 MR. VALENTINE: You mean, in Ameren?

25 COMMISSIONER GAW: Yes.

1 MR. VALENTINE: Oh yes, there have been e-mails that
2 are definitely for it. And like I said, I am not supporting
3 it --

4 COMMISSIONER GAW: What I'm more interested in is
5 whether or not --

6 MR. VALENTINE: Yes, there are e-mails.

7 COMMISSIONER GAW: (Continuing) -- there are e-mails
8 going around?

9 MR. VALENTINE: Yes, there are in-house e-mails.
10 Some of them I read. Some of them I ignore.

11 COMMISSIONER GAW: That's okay. I'm just curious
12 about whether they're --

13 MR. VALENTINE: That's a fact.

14 COMMISSIONER GAW: (Continuing) going out, not
15 whether they're necessarily influencing what you're saying --

16 MR. VALENTINE: Oh, no -- no.

17 COMMISSIONER: (Continuing) -- is what I'm asking.

18 MR. VALENTINE: Well I mean, it could.

19 COMMISSIONER GAW: Now, the issue that you raised in
20 regard to the trimming of trees. There's been a lot of
21 testimony about trees not being trimmed back to the easement.
22 In your area you're saying that that particular tree trimmer
23 did trim back to the easement?

24 MR. VALENTINE: That is correct.

25 COMMISSIONER GAW: And have they been doing that

1 consistently since you've been there?

2 MR. VALENTINE: In the -- now, there was a lull for
3 about seven years -- seven to ten -- I would say five to seven
4 years. There was lull or I didn't recall seeing tree trimming
5 done back there in the back of my house.

6 COMMISSIONER GAW: Do you remember what period of
7 time that was off of the top of your head?

8 MR. VALENTINE: Let's see. This is -- I would say
9 probably the early to mid-90s.

10 COMMISSIONER GAW: Okay. That's interesting.

11 MR. VALENTINE: That's a guess now.

12 COMMISSIONER GAW: Well, it's okay. I'm just asking
13 for your best recollection. It's just note -- the testimony
14 that I've heard has been a little different than that up to
15 this point and that's why I'm asking.

16 It could be that they're doing different things in
17 different areas or that particular area had some different
18 than the others experienced.

19 In regard to -- you raised several issues -- and I
20 don't want to belabor this, but you raised several issues
21 about Illinois, what happened over in Illinois. When you were
22 talking about the rates that have gone up over there recently.

23 MR. VALENTINE: In fact, I do not know that have
24 actually been approved, but they were -- I know that when
25 Ameren was trying to aggressively go after those properties

1 over in Illinois they were offering a substantial decrease
2 from what their rates were at that time.

3 COMMISSIONER GAW: And that's what you were
4 referring to?

5 MR. VALENTINE: That's what I'm referring to. Now,
6 it's time for the rates -- that grace period or that period of
7 free frozen wages is over and now it's time for Ameren to seek
8 their rate increase.

9 COMMISSIONER GAW: Now, Ameren UE does not actually
10 administer any property in Illinois currently; is that
11 correct? Ameren does --

12 MR. VALENTINE: Ameren does. We are UE -- one is
13 deregulated. One is regulated. Quote, unquote.

14 COMMISSIONER GAW: Illinois has --

15 MR. VALENTINE: Quote, unquote, deregulated.

16 COMMISSIONER GAW: That's all I have. Thank you,
17 sir.

18 MR. HEALY: I don't have any questions. Thank you
19 very much.

20 JUDGE VOSS: Thank you. Mr. Mills has some
21 questions.

22 MR. MILLS: I'm not hoping to take a long time. I'm
23 hoping we'll get to hear from some people who don't work for
24 Ameren UE or married to Ameren UE employee.

25 MR. VALENTINE: That's fine.

1 MR. MILLS: You talked about the Callaway plant.
2 And you seem to have knowledge about that. Are you fairly
3 knowledgeable about that plant?

4 MR. VALENTINE: Only what I see and can pick up on
5 my own and from information that is put out by the company on
6 what types of work they are doing at power plants, stuff like
7 that.

8 MR. MILLS: Tell me again what the \$350 million was
9 for.

10 MR. VALENTINE: Steam generators.

11 MR. MILLS: And did they replace all the steam
12 generators?

13 MR. VALENTINE: There's two.

14 MR. MILLS: And they replaced them both?

15 MR. VALENTINE: Well, I shouldn't say -- there's
16 high pressure and low pressure.

17 MR. MILLS: But they replaced the steam generator?

18 MR. VALENTINE: Yes.

19 MR. MILLS: And that's the bulk of the \$350 million
20 was for new steam generators?

21 MR. VALENTINE: Well, there was a lot of other
22 maintenance that went -- but the bulk of it, yes.

23 MR. MILLS: And how long are those projected to
24 last?

25 MR. VALENTINE: Let's see the Callaway plant has

1 been in service, I think, going on thirty years now and it's
2 the first time that they -- I'm not going to say it's the
3 first time they've been -- had maintenance done on them, but
4 it's the first time they've been replaced.

5 Supposedly by replacing them it will increase the
6 life of the plant, which was -- at the time it was built
7 around forty years -- life of the plant.

8 MR. MILLS: So the addition of the steam generators
9 was to make the plant last beyond the original forty-year
10 life?

11 MR. VALENTINE: That's correct.

12 MR. MILLS: Thank you very much.

13 JUDGE VOSS: I cannot read the first name, but I
14 think it is Lanham -- Mr. Lanham?

15 WALTER LANHAM,
16 of lawful age, having been present, sworn and/or affirmed,
17 testified as follows:

18 JUDGE VOSS: Can you state and spell your name for
19 the court reporter, please.

20 MR. LANHAM: It's Walter, W-A-L-T-E-R. Lanham,
21 L-A-N-H-A-M. My address is 1018 South Third, DeSoto, Missouri
22 63020.

23 JUDGE VOSS: And are you currently a customer of
24 Ameren UE?

25 MR. LANHAM: Yes, I am.

1 JUDGE VOSS: Do you have comments you'd like to make
2 this evening?

3 MR. LANHAM: Yes, I do.

4 JUDGE VOSS: Please proceed.

5 MR. LANHAM: I'm opposed to both the rate increase
6 and also the surcharge because of the reasons that I'm going
7 to give.

8 I have the latest annual report from Ameren UE and I
9 think someone mentioned this a while ago, but I want to go
10 over these figures again. In 2003, they had a net income of
11 \$524 million. In 2004, they \$530 million. And in 2005, they
12 had \$606 million.

13 And I think showing that there's an increase in
14 annual income I think that's adequate for the company. I
15 don't see that they need a rate increase when they have this
16 kind of income.

17 Furthermore, I -- as several people have indicated,
18 it's going to work a hardship on poor people. Many people are
19 having difficulty paying their utility bills now and if we
20 have another increase it's going to handicap not only them.

21 But worse it's going to bring new people into the
22 area of low income and it's going to cause many people to have
23 hardships, like not being able to buy their medicine, not
24 being able to buy food, not being able to pay for
25 transportation to take them to where they need to go.

1 And I think that we should consider these things
2 more than increasing people's salaries and adding more burden
3 to the population. So as a result of that, I think we should
4 vote down this increase and also the surcharge. Thank you.

5 COMMISSIONER GAW: I don't have any questions. Sir,
6 thank you very much for coming.

7 MR. LANHAM: You're welcome. Thank you.

8 MR. HEALY: Thank you.

9 JUDGE VOSS: Ava Jordon?

10 AVA JORDAN,
11 of lawful age, having been present, sworn and/or affirmed,
12 testified as follows:

13 JUDGE VOSS: Will you please state and spell your
14 name.

15 MS. JORDAN: Ava, A-V-A. Jordan, J-O-R-D-A-N.

16 JUDGE VOSS: And what is your address, please?

17 MS. JORDAN: 5028 Steffans Avenue, St. Louis,
18 Missouri 63116.

19 JUDGE VOSS: Are you currently a customer of Ameren
20 UE?

21 MS. JORDAN: Yes, I am.

22 JUDGE VOSS: Do you have any comments you'd like to
23 make this evening?

24 MS. JORDAN: Yes, I do. I do not believe Ameren UE
25 needs a rate increase or surcharges. High cost only adds more

1 burdens for the poor. And it's the poor who are affected the
2 most. Cost can be held down with renewable energy. It costs
3 far less to save a kilowatt an hour than it does to produce
4 one. Efficiency improvement and renewables represent a more
5 certain, more affordable cleaner energy.

6 Ameren UE has announced that they're considering
7 building a new nuclear power plant in mid-Callaway --
8 Missouri's mid-Callaway County. It's a bad idea, even with
9 subsidies nuclear power is more expensive than wind power.
10 And unlike wind and solar it is non-renewable.

11 Efficiency improvement and renewables represent a
12 more certain, more affordable, cleaner and faster way to end
13 our dependence on fossil fuels.

14 Both the nuclear fuel production chain and the
15 construction of the plants require vast amounts of fossil
16 energy. Renewables are wind power, solar power, hydrogen.
17 For renewables biomass, and net metering. If we start adding
18 the cost of coal and nuclear into assessment of energy costs
19 renewables would become very attractive.

20 COMMISSIONER GAW: Ma'am, would you be in favor of
21 seeing investment in efficiency programs and weatherization
22 programs?

23 MS. JORDAN: Oh, definitely.

24 COMMISSIONER GAW: Do you think the Commission ought
25 to consider those kinds of things when they're looking at

1 cases like this?

2 MS. JORDAN: Yes, I would.

3 COMMISSIONER GAW: And in regards --

4 MS. JORDAN: It would save cost.

5 COMMISSIONER GAW: If we increase the efficiency of
6 the system, do you think it would lower the need for as much
7 additional generation?

8 MS. JORDAN: Yes, I do. And using renewables.

9 COMMISSIONER GAW: Go ahead. Complete what you were
10 going to say. And renewables would, as well, is that what you
11 meant?

12 MS. JORDAN: Yes. I have a little bit more here on
13 the different renewables, but I think it would take a while.

14 COMMISSIONER GAW: If you have something in writing
15 you want to submit to us --

16 MS. JORDAN: I will.

17 COMMISSIONER GAW: (Continuing) -- we can take that.

18 MS. JORDAN: I will.

19 COMMISSIONER GAW: If -- that would require you to
20 either give it us and mark as an exhibit or submit it as a
21 part of some of the filings in writing back there. I'll let
22 the judge explain that.

23 JUDGE VOSS: If you have a copy you're willing to
24 give up, we can just give it to court reporter and she'll mark
25 it as Exhibit 2 and it will be put into the official record

1 right now.

2 MS. JORDAN: (Witness complied.)

3 (WHEREIN EXHIBIT 2 WAS MARKED FOR IDENTIFICATION.)

4 JUDGE VOSS: Thank you very much. You're excused.

5 Cheryl Murray?

6 CHERYL MURRAY,

7 of lawful age, having been present, sworn and/or affirmed,

8 testified as follows:

9 JUDGE VOSS: Could you please spell your name.

10 MS. MURRAY: C-H-E-R-Y-L. M-U-R-R-A-Y.

11 JUDGE VOSS: What is your address?

12 MS. MURRAY: 8035 Crescent Drive, St. Louis,

13 Missouri 63105.

14 JUDGE VOSS: And are you currently a customer of

15 Ameren?

16 MS. MURRAY: By dictate, not by choice.

17 MS. MURRAY: I am confused. This very day I

18 received my Visa charge card. On that charge card was

19 expenses for food and lodging because my home was inhabitable

20 -- uninhabitable. And it was thirty-eight degrees. Not once,

21 but twice this has happened to us.

22 And now, I find the very company that sent us out of

23 our home, my family, our pets, our children, now expect me to

24 pay them an additional 12 percent when I have \$800 in

25 expenses. Somehow that doesn't compute.

1 I am confused. I own a business that my life's
2 blood has been put into for twenty-five years. I have worked
3 for that business. And I am honest and truthful and work hard
4 to make sure that I bring forth a product that the people are
5 willing to pay for.

6 When that product is not provided, I should not have
7 to pay for it and I certainly should not have a pay increase.
8 My product is buildings. My people who rent from me now say:
9 Lights out, move out. Not once, but twice.

10 The people that live in those buildings have been
11 put out of their apartments. They've had rotten food. They
12 have brand new refrigerators that smell, that had to be thrown
13 out. They've had to pay me the rent. They've had to pay,
14 also, for housing and lodging. Their pets have died. Their
15 plant haves died.

16 Ameren Electric did not provide the service they
17 were supposed to provide and that should not receive a rate
18 increase to fill their pockets with further profits.

19 I am confused because during this last outage I was
20 on my property six days in a row. Very eerie. No one there.
21 No lights. Totally dark. I was walking through those dark
22 buildings to protect my tenants, as well as my investment, and
23 that copper plumbing that I had paid my heart and soul for.

24 And on the sixth day came a truck, a truck from
25 North Carolina with very amicable young men from Alabama who

1 were there to help. And when I showed them the tree hanging
2 off the lines in my backyard I explained to them: Once you
3 turn that electricity on I'm afraid this building is going to
4 catch on fire. They agreed.

5 They contacted Ameren not once, not twice, but three
6 times. We got to know each other on a first name basis. I
7 was down there several days. Three times they contacted
8 Ameren, that tree was never repaired. It was never taken off
9 that line. So at any time those people could be right back
10 where they started from.

11 I am confused why this type of behavior should be
12 rewarded with a 12 percent rate increase. As a former teacher
13 I always told my students: Look to history, history repeats
14 itself. Learn from history.

15 Let's look at Ameren's history. Taum Sauk nearly
16 killed a family, ended up down here in Children's Hospital.
17 What kind of history is that. Look at the history. July
18 people were dying of heatstrokes because they had no
19 electricity.

20 Now, we have people fiddling with generators that
21 don't know how to use them, carbon monoxide deaths. We have
22 people turning on stoves that blow up. This is no longer a
23 matter of inconvenience and loss of money. This is a matter
24 of life and death.

25 Missouri Legislators give preferential treatments

1 monopolies. It is time for an attitude change at this
2 monopoly. The people in this room, the public deserve to be
3 protected by a monopoly and not from. They need to be -- work
4 with the public, not against the public to fill Ameren's
5 pockets with more profits. Absolutely not.

6 I moved here from the Aloha State. In Hawaii we
7 have endured earthquakes, tidal waves, tsunamis, water spouts,
8 but I never had endured six days of no electricity.

9 We now are in the Show-Me State. Before Ameren gets
10 a 12 percent increase you better show me why you deserve it.
11 You better show us a cut in those executive salaries, who make
12 decisions that let those trees come over and put our lives in
13 jeopardy. You had better show a cut in those profits that
14 your shareholders are obtaining.

15 And hopefully, this year you will show, in 2007,
16 that you can keep the lights on, but one thing you had better
17 not show me -- do not show me an increase in that electric
18 bill. Thank you.

19 COMMISSIONER GAW: Ma'am, thank you very much for
20 coming and for expressing your opinion.

21 MS. MURRAY: Thank you very much for being here.

22 COMMISSIONER GAW: I do want to follow up on the
23 tree issue. You mentioned that the tree is still over the
24 line. Is that true today or has it --

25 MS. MURRAY: Well, that's an interesting story, too,

1 because the fellas from Alabama, who I got to know -- who were
2 delightful -- and by the way, all -- I think many of us would
3 agree the guys out on the line are doing a heck of a job and
4 we sure do appreciate them. They're not the ones that put us
5 in this predicament.

6 What they told me when they left with that tree
7 hanging over was: We've done whatever we can do. We're going
8 back to Alabama. I got on the phone and was reprimanded by
9 Ameren Electric. And I said: Look, I have done everything I
10 can possibly do here. I followed what they told me to do on
11 the radio. I'm down here everyday showing my attention to
12 this.

13 And she told me: Ma'am, those people are from out
14 of state. They do not know our policies and procedures. And
15 you know what I said: I agree, because if they did the lights
16 would still be out. She said that it was up to me to call
17 into them. Couldn't call into them.

18 COMMISSIONER GAW: So --

19 MS. MURRAY: After I got a hold of her it did get
20 cut -- it was taken off the line about three days after the
21 electricity came back on.

22 However, I own other property. It's been years --
23 years. I've even had people on the other side of me threaten
24 to sue me. And I've tried to explain I cannot pay someone to
25 go up an electric line, Ameren has to do it. And they don't

1 do it.

2 COMMISSIONER GAW: Now, let's get more specific on
3 that issue. You're describing, I think -- I don't want to put
4 words in your mouth. You're describing that the limbs are
5 overhanging the lines in your area in addition to the tree
6 that you described. Would that be accurate?

7 MS. MURRAY: That's correct.

8 COMMISSIONER GAW: And have you seen any trimming
9 going on in your area, other than the one -- the tree that you
10 described after --

11 MS. MURRAY: I owned one building about twenty years
12 I've seen it -- I think on two occasions in twenty years.

13 COMMISSIONER GAW: And how long has it been do you
14 think since the last time there was trimming done?

15 MS. MURRAY: Seven or eight years.

16 COMMISSIONER GAW: Are there branches that are
17 consistently over the top of the lines?

18 MS. MURRAY: Yes. And it is clearly an electrical
19 easement.

20 COMMISSIONER GAW: It's clearly --

21 MS. MURRAY: It's clearly on the survey as an
22 electrical easement.

23 COMMISSIONER GAW: Well, it's over the line I would
24 assume that to be true.

25 MS. MURRAY: Yes. Additionally, I always do things

1 on permit, trying to do it correctly. And the last time the
2 city electrical inspector was out there, he said: Who
3 attached this to the building. I said: Ameren. And he said:
4 This is not correct. It should be corrected. And I said:
5 Well, that's Ameren's responsibility. He said: I'm turning
6 it in. I said: Great. Turn it in. I'd be more than happy
7 to have it done correctly. And it's never been attended to.

8 COMMISSIONER GAW: How long ago has that been?

9 MS. MURRAY: Well, I put in a new -- about July or
10 August.

11 COMMISSIONER GAW: And the episode that you were
12 describing was after the summer storms or the ice storm?

13 MS. MURRAY: This last one -- the ice storm, but
14 I've had outages with both. The tree -- it appears to me that
15 the same areas keep getting hit and they did not go through
16 and do anything about it.

17 COMMISSIONER GAW: Right.

18 MS. MURRAY: It was the exact same problem that we
19 had earlier, except this time it was ice. Previously it was
20 wind. The exact same problem.

21 COMMISSIONER GAW: Thank you very much, Ms. Murray.

22 JUDGE VOSS: Thank you. Rose Anne Woytus.

23 ROSE ANNE WOYTUS,
24 of lawful age, having been present, sworn and/or affirmed,
25 testified as follows:

1 JUDGE VOSS: Could you spell your name for the
2 record.

3 MS. WOYTUS: Yes, it's Rose Anne Woytus,
4 R-O-S-E-A-N-N-E. Last name is Woytus, W-O-Y-T-U-S. I live at
5 5915 Floy, F-L-O-Y, Avenue, St. Louis 63147. And yes, in the
6 essence of time, I am a current customer of the company that
7 provides us the current, okay.

8 I have some statements. Some of my questions may be
9 rhetorical and I'm here to also address the people here. The
10 first thing I really want to say is thank you for providing us
11 this forum, where we can vent and we can also learn.

12 I also want to say: Praise be the linemen. And
13 they were the ones that were walking up and down the icy
14 hills. And I wouldn't want to touch electricity when I'm
15 standing on ice, that's watery and all, so they deserve a
16 praise.

17 The other thing I'd also like to say is actually I'm
18 glad that my notes weren't all prepared before I came here
19 because I gave a couple of people ahead of me in line the
20 chance to go ahead and sign in and I'm glad I had that
21 opportunity because I want to be thankful that we live in a
22 free country where some people whose thoughts may not agree
23 with the majority of us here, that they still have an
24 opportunity to speak their mind.

25 I may not agree with everything they, but however,

1 my grandmother, bless her heart, before she died and she
2 almost lived to be 100 said: If you don't know somebody
3 else's circumstance you never have the chance to make a
4 judgment. You don't know.

5 So I don't know their circumstances, but I do know
6 mine. I don't know how to use computers, so I did it the old
7 fashioned way, went to the library -- my friendly neighborhood
8 public library copied some information.

9 I guess it was about ten years ago in 1997 when
10 Ameren acquired Union Electric, which plays into the thing
11 later I'll touch on about not having an increase in twenty
12 years.

13 This does say that Ameren has a market
14 capitalization of 10.7 billion. And is one of the largest
15 utility companies in the U.S. by size and sales.

16 The other couple things I want to touch on is I do
17 recall that lady saying the storm in '82, we received eighteen
18 inches of snow, I believe, in January of that year. We didn't
19 lose any power. I remember, specifically, because my mother
20 work at Deaconess Hospital and had to be picked up for work by
21 the National Guard and that made an impression on me.

22 In the years from 1983 to '88 I rented a lovely,
23 little old 1920s bungalow from my sister. We had seven trees
24 around that house, three utility poles that lined up along the
25 property line from the front of the house and where it

1 connected to two other yards through four other yards and
2 behind the garage.

3 One time when we had a storm I called UE and said:
4 You know, we're going -- some of these old trees might drop
5 and I was a renter, so I didn't know the law. And I said:
6 You know, I would think you might want to get somebody to take
7 a look at these trees.

8 And she said: Well, that's the homeowner's
9 responsibility. Well, I guess because I wasn't a doormat and
10 I'm certain of myself, I said: Well, would you rather, like,
11 have somebody clip trees? You give me the stuff, I'll clip
12 them or would you rather have a crisis when a bunch of
13 customers lose their power.

14 And about two days later the guys in the big orange
15 trucks showed up and cut the trees. I did not receive a bill
16 for that more than twenty years ago. Neither did my sister
17 that I know of, who was my landlord, all right.

18 A tree did fall in July. I went over and took
19 pictures of that, but I don't know if you have an answer to
20 this and you don't even necessarily have to. When someone
21 brought up kilowatt hours before. I don't know how to tell on
22 a bill -- when somebody says -- when Ameren says: We have not
23 raised your rates in twenty years.

24 Well, if they've only been Ameren for ten years,
25 what they might have done prior to those ten years how do we

1 even know what they did, okay.

2 The other thing is how do we know that their -- by
3 looking at our bills whether or not they've raised our rates
4 based on what they said ten years ago when it was UE -- or
5 twenty years ago when it was UE or ten years ago when it was
6 Ameren.

7 I want to touch briefly on excuses. When Mike Owens
8 just left -- Mr. Rainwater -- he interviewed Mr. Rainwater on
9 TV and the thing that really clicked with me was that it would
10 cost so many billions and take twenty-five years to bury all
11 the lines.

12 And I thought: Well, that he either thinks we're
13 not going to have any storms after twenty-six years or he
14 thinks we're not going to need electricity after twenty-six
15 years, okay.

16 We all know when Home Depot's CEO after six years he
17 got \$200 million to retire. So my thought is this -- since I
18 live on disability and with my parents, who are in their 80s,
19 and I take care of them. I'm wondering if these executives,
20 who, let's say, they might make \$30 million. If they could
21 manage to scrape by on maybe \$20 million and then use that
22 other \$10 million towards preventive maintenance and burying
23 cables, okay.

24 There was an editorial that a person wrote in to the
25 Post-Dispatch regarding Mr. Rainwater, asking if he would be

1 the captain willing to going down with his ship.

2 Mr. Rainwater's response to that apparently was that -- the
3 gentleman who wrote in said: Would you be willing to go
4 without power until all your customers were restored. And
5 Mr. Rainwater said: Well, his neighbors wouldn't like.

6 Well, see, we didn't ask Mr. Rainwater what his
7 neighbors would like. We asked him for his personal behavior.
8 And of course, that to me, is what an excuse is.

9 You know we all have our bodily functions and we
10 were taught that if belch or pass gas we're supposed to say:
11 Excuse me. In polite society that suddenly makes it okay,
12 because we can't control that, but we control our behavior and
13 we can control our choices.

14 So when you choose that your neighbors won't want to
15 be without power that still didn't answer something as basic
16 as: Would you be the captain to go down with your ship. That
17 was -- you know, he passed it off as he wasn't able, you know,
18 to answer on that. I guess he doesn't have any personal
19 responsibility.

20 The shareholders losing dividends somebody touched
21 on. Golly, my parents were probably married more than fifty
22 years before they saved enough money to learn how to invest.
23 So I think they might have UE, Laclede Gas, Wal-Mart, who
24 knows, but I don't know -- I think I heard something recently
25 on the news about this, the cost being passed onto the

1 shareholders. I personally think it ought come out of the
2 millions that go into the executive's pockets.

3 Let's see. One of the first things I heard of when
4 this ice storm was headed this way was that in Seattle there
5 were about 60,000 customers, who were without power. I think
6 we had like half a million or something.

7 We were on the national news for a week that I can
8 remember. I don't remember anything about Seattle or Portland
9 or the northwest being without power for a week. Find out
10 what they do in Minnesota and in Maine and learn from that and
11 do it here.

12 In July we were without power for three days. We
13 didn't lose any power during the ice storms. The first time
14 we actually lost power was for eight hours. It was a Sunday
15 evening, the end of March this year. I remember specifically
16 because my father was in the hospital and I was visiting him
17 and he's going to be 87 -- and is this my family.

18 And I've taken care of them for twelve years. My
19 dad is 80 -- he's going to be 87. He's had prostate cancer.
20 It's now gone into his bones. They -- he was being diagnosed
21 the end of March and I could not visit my dad in the hospital
22 too long because I couldn't leave my 84-year-old mother at
23 home for eight hours without electricity.

24 So in July when we lost our power my father had a
25 doctor appointment at Forest Park Hospital and I said, you

1 know: Leave three hours early. Go to the hospital sit there
2 in the waiting room because at least you will have
3 electricity. There's a generator at the hospital.

4 They went to the hospital a doctor said: Do not go
5 back to your home, that's now about a 100 degrees, because we
6 did have a responsible neighbor cut down their old sycamore
7 tree. And we now have no shade and we face the southwest, so
8 it was very hot in our house.

9 They stayed at my aunt's house thirty-five miles
10 away in High Ridge because everybody in our family was without
11 power. I stayed in the house for three days, me and my dogs.
12 And told me my parents: If we ever have a disaster you go to
13 a shelter. I'm staying in the house with the dogs.

14 But in any case they came back after three days and
15 we did get our power back. We did not lose power during the
16 ice storm. However, our power was just restored on our
17 cable -- and this touches on utilities in general -- this past
18 Saturday.

19 And the reason we called the cable company finally
20 is because earlier last week a tow truck hit a buried cable
21 pedestal from Southwestern Bell. So I called because I don't
22 want little kids getting electrocuted. I don't know about
23 wires. I'm not an electrician, any of that.

24 So with that I was just making conversation with the
25 telephone repairman and I said: You know, we haven't had our

1 cable even since the power went out. And he said: Well, you
2 have to call and tell them that. And I said: But you know
3 what I don't understand is if the utility -- if they know that
4 you're receiving cable illegally and you're getting it and
5 you're not paying for it, don't they have a way to know if
6 you're not getting it.

7 And this goes back to the storm in March, because I
8 spent roughly an hour on the phone trying to call Union
9 Electric saying: We don't have any power. I got the recorded
10 messages. I was told to listen for my zip code, but I had to
11 listen for, like, ten minutes.

12 And this was, like, after I could get through. So I
13 never even I don't think got an opportunity to hear the beep
14 and leave my zip code and say we don't have power. So don't
15 ask me how we are supposed to notify them that we don't the
16 power to tell them we don't have the power. I don't know.
17 Common sense, okay.

18 So that was when we lost power in March. I couldn't
19 call them, so I praise the linemen. I thank you for providing
20 this forum.

21 Somebody brought up the comparison that we have
22 other states. I think somebody on TV was from Union Electric
23 and said something to the effect of: We are lower than thirty
24 seven other states or whatever. Well, see, I was taught in
25 school that the comparison is like apples to apples, the same,

1 otherwise it's a contrast.

2 I don't think it's fair to compare us to other
3 states. My personal opinion, I would like have a nice garden.
4 I used to have a nice garden. I can't compare what my life is
5 when I had a nice garden, because I'm taking care of a man
6 who's dying from cancer. My mother, who just three years ago
7 survived from colon cancer.

8 So the other thing that the lady brought up, who
9 wasn't, you know, really received well was that: Yes, it is
10 true that new appliances are in standby mode.

11 I learned from Tom Brokaw on global warming and
12 Discovery Channel that most appliances now that are in a
13 standby use about 40 percent of your power. I would like to
14 see, as this other lady stated, that Ameren could educate the
15 public, maybe.

16 Turn this off, if you're going to be on vacation for
17 a month or whatever. I would volunteer for that to learn how
18 to teach other people to conserve, because I have nieces and
19 nephews. And I was taught that hard work is rewarded.

20 And I don't know what kind of legacy we are passing
21 onto our children in our next generation. Teaching them that
22 you can screw people and get paid for it or are you going to
23 be rewarded for your hard work, okay.

24 We're -- that's how I was raised and what goes
25 around comes around. And I would also like to thank Mr. Mills

1 because when he questioned a couple of people the response
2 was: Yes, you know, that I do. So I believe that you are the
3 attorney for all of here?

4 MR. MILLS: (Nodding.)

5 MS. WOYTUS: Okay. So I thank you for that. I
6 think I covered everything. Oh, just one more thing. I live
7 a block inside the City. And we've got a couple of vacant
8 houses around us. We've got -- and my dad can't walk anymore.
9 One of his big things when he would walk was he'd sit in the
10 kitchen and look and he'd say: One of those days that tree is
11 going to fall. And everybody around here is not going to have
12 their power.

13 We have got neighbors -- there are negligent home
14 owners. The house next to us, if I could cut the trees down,
15 I would. The City cut a tree down and sent the bill to the
16 homeowner. She hasn't lived there for two years. She
17 wouldn't push a broom if you paid her a million bucks.

18 But there are trees, that yes, they do grow right up
19 along where the fences are, where the utility poles are.
20 Because if the house is vacant the mower doesn't hit that. If
21 those little seeds drop for a tree and once you've got that
22 tree growing, that hits a fence, and then it's up next to the
23 utility pole and, yes, it does present a problem, okay.

24 So I don't know what you do about those situations,
25 honestly, you know, because there's going to be some people

1 who just aren't going to do it and they're going to expect the
2 utility to do it. I think I talked too much and -- thanks.

3 COMMISSIONER GAW: Real quick, ma'am, just a
4 clarification. You mentioned being out in March. Is that in
5 addition to the July storm?

6 MS. WOYTUS: Yes, it is.

7 COMMISSIONER GAW: I just wanted to make sure.

8 MS. WOYTUS: Yes.

9 COMMISSIONER GAW: Thank you very much.

10 JUDGE VOSS: Thank you. Joan Brannigan?

11 JOAN BRANNIGAN,
12 of lawful age, having been present, sworn and/or affirmed,
13 testified as follows:

14 JUDGE VOSS: Can you please spell your name for the
15 record.

16 MS. BRANNIGAN: J-O-A-N. B-R-A-N-N-I-G-A-N.

17 JUDGE VOSS: And what is your address?

18 MS. BRANNIGAN: 9411 Cimarron Court.

19 JUDGE VOSS: And are you currently a customer of
20 Ameren UE?

21 MS. BRANNIGAN: I am.

22 JUDGE VOSS: Do you have any comments you'd like to
23 make this evening?

24 MS. BRANNIGAN: Yes. I'm here to represent the
25 Indian Meadow subdivision. I'm the trustee for the

1 subdivision. We are a subdivision of three hundred fifty-nine
2 homes. So we're a big subdivision.

3 We have had -- within the subdivision we're on
4 different -- I don't know what the technical term is for it --
5 grids, maybe or something.

6 So we don't have all the same experiences within the
7 subdivision, but part of the subdivision was out seven days in
8 the summer. Part of the subdivision seven days in the winter.
9 So nothing was taken care of from the summer to winter.

10 Also, last week my home was out four more hours.
11 And the next day I had to go up to the police station for some
12 business and while I was there the power went out at the
13 police station. So I know since the storm power has been out
14 two more times in our subdivision.

15 We're an old subdivision. We're 60-years-old. So
16 our trees are 60-years-old. So we know what would happen with
17 60-year-old trees, but I would like to present as an exhibit
18 three pictures I took in backyard this afternoon.

19 I believe this will show that we're not getting the
20 tree trimming that we need. This shows the lines along the
21 end of my property and the pole at each end. And you'll see
22 that the trees are into the right-of-way and have been that
23 way for as long as I know. And I don't ever remember them
24 coming to cut, but it's possible when you're working, you
25 know, you're not there.

1 If a rate increase does go through we expect better
2 service because we have not it in the recent time. We would
3 like you to consider doing more of putting -- beginning a
4 project and putting the lines underground because we feel like
5 that could help some, especially in the older neighborhoods
6 with the big trees.

7 What we lost in food, lost in trees, lost in damage
8 to property in our subdivision -- we had robberies when the
9 lights were all out and everything was dark for a while. So
10 there was a loss there. We feel like those losses -- we'd
11 rather pay a small increase and have the service we expect
12 than not.

13 We believe that what the expectations are for the
14 percent for stockholders should be no more than 9 percent and
15 I personally -- and this is not for my subdivision, am against
16 the surcharge.

17 COMMISSIONER GAW: Ma'am, thank you very much for
18 coming. And I think you clarified, so you're basically
19 testifying on behalf of your subdivision?

20 MS. BRANNIGAN: Right.

21 COMMISSIONER GAW: Except for the very last comment?

22 MS. BRANNIGAN: Right.

23 COMMISSIONER GAW: Okay. And when you said that you
24 were out seven days. Part of the subdivision was out seven
25 days in the summer and part out seven days in the winter.

1 Were those different parts of the subdivision or the same
2 parts that were out in those two?

3 MS. BRANNIGAN: Different parts.

4 COMMISSIONER GAW: That's helpful. And then, could
5 I see those pictures real quickly?

6 MS. BRANNIGAN: (Witness complied.)

7 JUDGE VOSS: Did you want to mark those as exhibits
8 for the record?

9 MS. BRANNIGAN: (Nodding.)

10 JUDGE VOSS: And there were three of them. Exhibit
11 3, 4, 5.

12 MS. BRANNIGAN: And it does appear the poles are in
13 good condition.

14 COMMISSIONER GAW: Now, I want to particularly ask
15 you this one. And unfortunately there is one picture that has
16 hardwood trees in the picture. You see that?

17 MS. BRANNIGAN: Uh-huh.

18 COMMISSIONER GAW: And this picture seems to -- I
19 just want to clarify. There is a pole in the middle of that
20 picture; is that correct?

21 MS. BRANNIGAN: (Nodding.)

22 COMMISSIONER GAW: And is that the electric pole?

23 MS. BRANNIGAN: Yes.

24 COMMISSIONER GAW: And it appears -- I'm not real
25 sure that I can -- I'm trying to see the wire. What -- I see

1 a picture of a wire I think going across here. Is that wire
2 intermingled with those tree limbs?

3 MS. BRANNIGAN: Yes. The pole sits here. The tree
4 is out here. And the lines run this direction and this
5 direction. (Indicating.)

6 COMMISSIONER GAW: So they're crossing there? They
7 seem to like --

8 MS. BRANNIGAN: There like an L. It's a corner.

9 COMMISSIONER GAW: Yes. And it looks like --

10 MS. BRANNIGAN: The trees are all around it.

11 COMMISSIONER GAW: It looks like the trees are
12 growing up all around the pole, that's what you're telling me.

13 MS. BRANNIGAN: Right.

14 COMMISSIONER GAW: Okay. Judge, we need to have
15 those marked. And ma'am, thank you very much. That is very
16 helpful for us to see.

17 By the way, those of you who bring in pictures like
18 that it's an added assist for us when we're trying to
19 understand what you're telling us.

20 Again, if you did not bring pictures in to this, but
21 you have pictures that you want to show us, there is a way for
22 you to get those in. And I'll have the judge explain that,
23 but I know that we have had some pictures already, but it is
24 of help. Thank you very much for coming, ma'am.

25 JUDGE VOSS: Pictures can be provided the same way

1 that comments can be provided. If for whatever reason you
2 can't wait to testify or you don't feel comfortable speaking
3 in public there are forms at the back with the comments place
4 -- place to put your comments, your name and address on it.

5 You can attach pictures to the green forms that
6 Debbie is holding up over there and submit them altogether and
7 the pictures would be part of your comments.

8 And I know we had one gentleman do that last week,
9 seventy-two pages. So we're going to take a break. The court
10 reporter needs a break. So right now it is 7:40. We'll come
11 back at five till.

12 (WHEREIN A SHORT BREAK WAS TAKEN.)

13 (WHEREIN EXHIBITS 3, 4 AND 5 WERE MARKED FOR
14 IDENTIFICATION.)

15 JUDGE VOSS: I would like to see Virginia Harris,
16 please.

17 VIRGINIA HARRIS,
18 of lawful age, having been present, sworn and/or affirmed,
19 testified as follows:

20 JUDGE VOSS: Could you please state and spell your
21 name for the record.

22 MS. HARRIS: Virginia Harris. V-I-R-G-I-N-I-A.
23 H-A-R-R-I-S.

24 JUDGE VOSS: And what is your address?

25 MS. HARRIS: 9932 Litzsinger, St. Louis, Missouri

1 63124.

2 JUDGE VOSS: Are you currently a customer of Ameren
3 UE?

4 MS. HARRIS: Yes.

5 JUDGE VOSS: Do you have any comments you'd like to
6 give this evening?

7 MS. HARRIS: Yes.

8 JUDGE VOSS: Please proceed.

9 MS. HARRIS: My home is an all electric home. I'm a
10 senior citizen and retired from paid work. Therefore, a rate
11 hike will be difficult for me to absorb into my budget.

12 In contrast, I believe I read recently of an
13 extremely high salary and bonus for an Ameren UE executive. I
14 would hope that PSC would comb through the books of this
15 corporation and disallow extremely high executive
16 compensation, advertising and lobbying expenses to count as
17 valid costs of running this utility.

18 Two, I understand that Ameren UE is requesting the
19 opportunity to generate a profit of 12 percent. This is far
20 too high.

21 I also want to make sure that testimony of Robert
22 Cranton (phonetic) regarding Ameren UE's over the past few
23 years becomes part of the public record, even though he was
24 unable to stay to give his testimony in person. I will ask
25 him to submit his testimony by e-mail or internet. I trust

1 you will consider his testimony as being as official as
2 testimony given verbally after being sworn in.

3 Ameren UE says it has not raised rates in Missouri
4 since 1987. For comparison purposes Kansas City Power and
5 Light also has not had a rate increase for the past twenty
6 years. And in fact, has had its rates decreased several times
7 to keep its profits within allowable limits.

8 Three, a few years ago bored, thinking legislators
9 tried to pass a bill in the General Assembly to allow Missouri
10 residents to install solar panels and wind turbines on their
11 property to generate electricity and feed excess energy back
12 into the electric grid.

13 Ameren UE lobbyists opposed this net metering bill
14 and was able to subvert it by adding provisions that would
15 make it virtually impossible for ordinary citizens and small
16 businesses to sell excess energy back to Ameren UE.

17 Before Ameren UE is granted any rate hike it should
18 lobby the legislature to enact the kind of true net metering
19 law that other states have adopted.

20 And Ameren UE should revise its own policies, so
21 that instead of requiring residences and businesses to take
22 owners and expensive steps to participate in net metering the
23 utility actually encourages participation.

24 Four, Ameren UE should protect customers from higher
25 electricity costs by implementing energy efficiency and

1 conservation programs.

2 Five, Ameren UE should further protect customers by
3 investing in renewable energy since the cost of coal, oil and
4 natural gas relative to renewable energy is rising. And this
5 trend is expected to continue, if not accelerate.

6 There is apparently some discussion about Ameren UE
7 giving customers the option of paying a surcharge for
8 renewable energy credits. If the PSC allows this it should
9 annually review the amount, conditions and validity of such
10 surcharge given that renewable energy costs are dropping as
11 fossil fuel costs are rising.

12 If Ameren UE allows customers to choose green
13 sources of energy, customer's bills should distinguish between
14 what they are paying for each source of energy. For example,
15 99 percent of pay for coal burning power plant and 1 percent
16 to pay for green renewable injury.

17 Six, the cost of nuclear energy will be astronomical
18 compared to renewables, especially considering the taxes and
19 surcharges we will all have to pay to decommission nuclear
20 power plants and to clean up transport and isolate radioactive
21 wastes forever. I sincerely hope that Ameren UE is not
22 requesting this rate hike partly to plan for or build another
23 nuclear plant.

24 Seven, pressure is building in Congress to enact
25 some kind of carbon tax. If Ameren UE continues to rely on

1 coal and other fossil fuels to generate electricity this
2 utility not have not used foresight to protect customers from
3 additional sources of rate shock.

4 To reiterate Ameren UE should implement energy
5 efficiency and conservation programs, should directly invest
6 in renewable energy and should encourage its customers to
7 invest in renewable energy via a true net metering program.
8 Thank you.

9 JUDGE VOSS: Is there something you want to admit
10 into evidence?

11 MS. HARRIS: This is what I read.

12 JUDGE VOSS: Be sure to take one of the forms and
13 give it to Bob Cranton and then he can fill it out, make his
14 statement explaining what --

15 MS. HARRIS: Or he can go directly to the internet.

16 JUDGE VOSS: Or to the website. He could. You
17 might want to grab one of those just to be sure, plus those
18 have the fax number and everything on it.

19 MS. HARRIS: All right.

20 JUDGE VOSS: Oh, you have to grab yellow sheet to
21 get the e-mail address.

22 COMMISSIONER GAW: Ms. Harris, thank you very much
23 for coming.

24 (WHEREIN EXHIBIT 6 WAS MARKED FOR IDENTIFICATION.)

25 JUDGE VOSS: Celia -- do you want to help me with

1 the last name?

2 MS. DACHSTEINER: My name is Cecelaa, C-E-C-E-L-A-A.
3 Dachsteiner, D-A-C-H-S-T-E-I-N-E-R.

4 CECELAA DACHSTEINER,
5 of lawful age, having been present, sworn and/or affirmed,
6 testified as follows:

7 MS. DACHSTEINER: I live at 490 Kirkwall Drive, St.
8 Louis, Missouri 63137.

9 JUDGE VOSS: And are you a current customer of
10 Ameren UE?

11 MS. DACHSTEINER: Yes.

12 JUDGE VOSS: Do you have my comments you'd like to
13 make this evening?

14 MS. DACHSTEINER: Yes, I do. I am very much opposed
15 to a rate increase for Ameren UE, which I will call Ameren for
16 the sake of implicitly from here on out. And against the
17 surcharge. They should both be denied.

18 Ameren's been making record profits. Their
19 executives are making outrageous salaries. They're getting
20 stock options, retirement packages, perks, corporate jets.
21 They're living like kings and people are doing without
22 medicine and food as others have testified.

23 From what I see, Ameren's guilty of criminal
24 negligence. They've been milking the utility company by not
25 doing tree trimming. Their poles are rotting. Ever since the

1 ice storm I've been really noticing the poles. They're
2 rotting. There's patches. There's bands on them. It's just
3 in bad shape. The wiring is bad.

4 I've heard other people on television shows saying
5 they were from places in the northeast and their wires are
6 much stronger, much thicker and that Ameren's using chintzy
7 wiring.

8 Ameren chintzed on the building and construction at
9 Taum Sauk. They didn't keep up on the maintenance on Taum
10 Sauk. And we all know the result of that. Awhile back I read
11 that there was a slight nuclear leaking at -- of material at
12 Callaway at the nuclear plant.

13 Ameren's been taking their profits and sticking it
14 in the CEO's pockets and the executive's pockets. The linemen
15 were heros. And it always comes up as though the public is
16 complaining about the linemen. I don't think that's the case.
17 I think that's who the executives are hiding behind.

18 Ameren says they need these increases to be more
19 reliable. You have to be reliable before you can be more
20 reliable. And Ameren is anything but reliable.

21 I was without electricity during the summer -- the
22 heat of the summer. We had a boil water order. It was a
23 nightmare. You couldn't find water and ice. You're driving
24 all around to stores, trying to call stores to find out if
25 they have ice or water. If they do have it, by the time you

1 get there they're out. It was a nightmare.

2 Then again, with the ice storm, five days.

3 Freezing. Wearing everything you can. Covering with
4 everything you can. Staying in bed most of the time trying to
5 stay warm.

6 Ameren UE must think we're fools because they tell
7 us that if we give them this increase they'll be more
8 reliable. If they had employees who weren't doing their job
9 and the employees went to them and said: If you quadruple my
10 salary I'll do my job, what would Ameren tell them. They'd
11 pull a Donald Trump: You're fired. That's what should be
12 done at Ameren UE.

13 Rainwater wants to sacrifice -- he said he would be
14 willing to sacrifice his corporate jet, that's kind of a slap
15 in the face to the poor people.

16 The Public Service Commission needs to be a Public
17 Service Commission not a Utilities Service Commission. I
18 don't know how long the present Public Service Commissioners
19 have been in office, but in the past it's been sad because
20 it's not the public that's been represented. It's been the
21 utility companies.

22 Ameren UE is greedy and arrogant. I own a
23 four-family flat in the City of South St. Louis in the
24 Carondolet area. Ameren mistakenly, back in 2001 while we
25 were working on an apartment, took off a meter. And they

1 thought it had been not in use -- the electric had not been in
2 use in six months. And we had just been there the weekend
3 before and had done work.

4 The next weekend we go there and there's no
5 electric. We're going downstairs trying to see if there's
6 fuses blown and what's going on. Then we go outside and see
7 the meter has been removed.

8 So I called Ameren. And of course, you get a
9 representative -- I can't think of what they call it -- a
10 customer representative. And every time you call it's a
11 different woman, maybe even in a different city and all you
12 know is her first name.

13 Well, for fourteen months they jerked me around and
14 told me it will be on in about a week or three days, four
15 days, whatever. And it wasn't on. And for fourteen months
16 this went on and on.

17 They said I needed a ringless device. I checked
18 into that and all the electrical contractors said you don't
19 need a ringless device, that's ridiculous. That's for new
20 construction, not old construction. Get a hold of their
21 engineer.

22 They didn't have a district engineer they said, but
23 they'd give me the head man in the meter department. And I
24 never did get to talk to him. The woman was gone fifteen
25 minutes who said that and came back and said: He, whoever he

1 was, said he would waive the ringless device.

2 So I said: Oh, thank God. I'll get the electric on
3 and now they're not going to hassle me anymore after I don't
4 know how many months. Then the electric wasn't on and wasn't
5 on. So I called back and they said: We'll waive the ringless
6 device. So they waived it. They said the electric would be
7 on and it wasn't.

8 Then they changed their mind and they unwaived it.
9 This went on fourteen months that I couldn't rent this
10 apartment. I wrote a letter to every -- it was two pages of
11 carbon copies -- people who received carbon copies.

12 It was a seven-page handwritten letter. I copied in
13 every executive at Ameren, every -- my State Senator, State
14 Representative, the Governor, Public Service Commission,
15 Better Business Bureau, Public Counsel, every government
16 agency and every executive at Ameren. Well, things started
17 happening.

18 Mr. Mark from Ameren UE had called me on the phone
19 and apologized. He said this should have never happened. I'm
20 taking steps to make sure it never happens again and I would
21 be hearing from the claims department.

22 And he said he wished I hadn't written that letter.
23 It made him look bad and everybody look bad. He wished I had
24 just called him. I said: I never knew him was. All I had
25 was customer representatives on the phone. I couldn't never

1 get to anybody.

2 So he said: It will be on this afternoon. I
3 promise you. And he said: You'll be hearing from the claims
4 department. Well, it was on that afternoon. And about a week
5 or two later I heard -- I got a phone call from a man in the
6 claims department.

7 Well, it turns out -- I found out later Ameren
8 doesn't have a claims department. They have a woman who, I
9 believe, is an attorney and she runs the claims department and
10 actually hires an outside firm to do their claims management.

11 So this man never gave me his name. He just offered
12 me \$750 of the \$5,500 that he owed me -- that Ameren owed me.
13 And I said: That's a slap in the face. And then in the next
14 breath he said: I'll make it \$2,500, that's my last offer.

15 And I said: Double it and I'll take a \$500 loss
16 just to get rid of it. He said: That's my last offer,
17 \$2,500. Take it or leave it. If you decide to settle, call
18 me and slammed the phone on me. Never found out his name. In
19 the meantime I found out -- well, somebody tried to look into
20 it for me and ran into a brick wall.

21 At the property I'm talking about where the meter
22 was removed there were low wires and I had a man who was
23 putting up a fence -- chain link fence and he had the long
24 poles -- metal poles that go at the top of the chain link
25 fence. Well, these were sagging so low he barely missed

1 hitting the wire with the pole as he was working on the fence.

2 And I had called Ameren several times and told them
3 the wires are hanging down. A kid could take something and
4 hit it. I knew of a kid in St. Charles, who was working for
5 Koenig Produce, that died the night he was to graduate from
6 high school -- or that day. He was supposed to graduate that
7 night because he had a pole in his hand and it hit a wire and
8 he got electrocuted.

9 Ameren didn't fix it for months until I finally got
10 a hold of them again. And finally, they came out and fixed
11 it. There's trees growing inside the wires -- all around the
12 wires there. And they've never done a thing about that.

13 So I don't think Ameren deserves any kind of a
14 surcharge or rate increase. I think their service, if you
15 want to call it that, is pathetic. And I think their
16 executives are criminally negligent and greedy as can be.

17 I think they should stop with all their corporate
18 jets and perks and retirement packages, stock options and
19 salaries and that should be -- instead of going into their
20 pocket should be used to maintain the utility which they
21 should have been doing all along.

22 And for them to say: Well, we'll start doing our
23 job if you give us more money is ridiculous. They should have
24 been doing this job all along. That's what I have to say.

25 COMMISSIONER GAW: Ms. Dachsteiner, just for

1 purposes of clarification. Is your claim still outstanding?

2 MS. DACHSTEINER: Yes, it is. I took it to a lawyer
3 finally. I'm going to be writing another massive letter
4 again.

5 COMMISSIONER GAW: Sure. And I may be incorrect,
6 but this sounds very familiar to me. Have you testified --

7 MS. DACHSTEINER: Yes, I did.

8 COMMISSIONER GAW: Earlier, not in this particular
9 proceeding, but about this particular problem?

10 MS. DACHSTEINER: There was a public hearing after
11 the summer outage --

12 COMMISSIONER GAW: Yes.

13 MS. DACHSTEINER: (Continuing) -- at Hazelwood East
14 High School. And that's where I was and I told about this.

15 COMMISSIONER GAW: And nothing has changed since
16 then --

17 MS. DACHSTEINER: Someone looked into it and called
18 me back and told me that it was a private company that the
19 woman who runs the claims department she's the only one in the
20 claims department and she -- there's a private company that
21 does the work. It's outsourced, I guess you'd call it, to
22 another company. And she told this person \$2,500 was it.

23 COMMISSIONER GAW: All right.

24 MS. DACHSTEINER: I don't think that they would let
25 me get by with not paying them \$3,000 of electricity that they

1 bill me for.

2 And I really don't think the amount of electricity
3 people use -- I don't think there's any correlation between
4 that and the bill that people get.

5 You know, most people don't know how much they're
6 really supposed to be paying they just pay the bill so that
7 they don't get the electric shut off. But I'm going to keep
8 records and I'm going to be drawing everything on my meter for
9 a year and then I'm going to find out if it was billed
10 correctly. And it's not just Ameren, it's Laclede, too.

11 COMMISSIONER GAW: That's another issue. One more
12 question. Do you have, by chance, any pictures of these
13 trees?

14 MS. DACHSTEINER: I do, but not with me, but I could
15 send them.

16 COMMISSIONER GAW: Could you please do that.

17 MS. DACHSTEINER: Who do I send them to?

18 COMMISSIONER GAW: Judge can give you that
19 information. Thank you very much.

20 MS. DACHSTEINER: You're welcome.

21 JUDGE VOSS: If you get one of the green forms, just
22 write your name and address and then identification of what
23 the pictures are of and submit the pictures in that and it
24 will go into the record.

25 MS. DACHSTEINER: Thank you.

1 COMMISSIONER GAW: Thank you.

2 JUDGE VOSS: Jessica du Maine.

3 MS. DU MAINE: Jessica du Maine. The spelling is --

4 JESSICA DU MAINE,

5 of lawful age, having been present, sworn and/or affirmed,

6 testified as follows:

7 JUDGE VOSS: Great. Now, please spell your name for
8 the record.

9 MS. DU MAINE: It's J-E-S-S-I-C-A. And the last
10 name is little D, little U then a space then M-A-I-N-E, like
11 the State of Maine. It's an alphabetizing nightmare.

12 JUDGE VOSS: What is your address?

13 MS. DU MAINE: It's 5470 Clemens Place, 63112 in the
14 city.

15 JUDGE VOSS: And are you currently a customer of
16 Ameren UE?

17 MS. DU MAINE: I am.

18 JUDGE VOSS: Please make your comments.

19 MS. DU MAINE: I wanted to add onto Ms. Virginia
20 Harris' net metering comments. I am an electrical engineer.
21 I'm registered in the State of Missouri as an electrical
22 engineer. I also teach electrical engineering and technology
23 at St. Louis Community College.

24 I have a passion for renewable energy. I teach my
25 students how to design solar power systems for their homes,

1 but it's -- in the State of Missouri it's -- you know, we're
2 not very renewable energy friendly.

3 On vacation this past summer my children and I, much
4 to their chagrin, we went to the National Renewable Energy
5 Laboratory in Golden, Colorado. That's what they get for
6 having an electrical engineer as their mother.

7 And I found out there that I told -- from, you know,
8 working with my students I found out the rates that we have
9 for net metering that we -- you know, after the connection fee
10 we have like, you know, roughly maybe eight kilowatts -- eight
11 cents per kilowatt hour of fee that we pay to Ameren,
12 roughly -- I mean, it changes maybe six during the winter and,
13 you know, it's higher into the summer.

14 And then Ameren if you have, you know, net metering
15 they will buy that back at two cents per kilowatt hour. And I
16 found out at the National Renewable Energy Laboratory that
17 that is the bare minimum that the state has to do -- the
18 utility and the state has to do. And I think that's
19 appalling, okay.

20 I would love to see that be, you know, like some
21 true incentives in the State of Missouri and in St. Louis to
22 have net metering. And I would love to see -- I'd like -- I
23 see this, you know, hundred kilowatt hour wind power system
24 and voluntary, you know, participatory, you know -- but you
25 know, they can say we have that now at two cents per kilowatt

1 hour and that's not really, you know, a robust system, that's
2 not a program that really, you know, is any kind of incentive.

3 And so I would like to really see the state really
4 step up and Ameren to step up. Now I understand, you know,
5 we've had like a seminar at the campus -- a branch seminar
6 with the Missouri Natural Resources -- Department of Natural
7 Resources and I know that they're, like, in Jeff City area. I
8 believe that they have -- their utility there is required --
9 or the citizens voted that their utility would provide 25
10 percent, I believe it is, of their power by renewable energy
11 methods.

12 And I don't know for -- I mean, I would have to,
13 like, research that, but that was just kind of a number that
14 was thrown out that they did -- their citizens voted to
15 require their utility to provide a certain percentage of their
16 power by renewable energy methods.

17 In contrast here in St. Louis I've had -- you know,
18 arranged tours for my student tour the Alberici Headquarters
19 on 170 at Page and that's one, you know, you see the big
20 windmill. And they have solar power, but it's for boiler --
21 for hot water.

22 You can do solar power for electrical engineering
23 but also for hot water. And we were told by the engineer
24 there, who gave us a tour, that they're limited to only be
25 enabled to provide 30 percent, I think it was, of their power

1 by renewable energy methods.

2 So they -- so it's, like, you can -- you know, even
3 if they run -- they've had to turn off the windmill if they
4 get more energy than what Ameren allows and I think's just
5 crazy. I think that's just absolutely crazy. So that -- you
6 know, I really have a passion. I really think that, you know,
7 we should step up as state and, you know, to provide more
8 incentives for renewable energy.

9 COMMISSIONER GAW: Ms. du Maine, thank you very much
10 for coming out. Is it possible that the city that you're
11 thinking of is Columbia?

12 MS. DU MAINE: It could be, yes.

13 COMMISSIONER GAW: Because I believe they have
14 recently passed some requirements on renewables and they have
15 a municipal system there in Columbia.

16 And then in regard to the renewable issue. Do you
17 know -- first of all, I don't know if you'd be aware that the
18 requirements on net metering in Missouri were established in
19 the last -- I think in the last three or four years by a bill
20 that went through Missouri Legislature.

21 Do you know whether or not that legislation or that
22 bill is a requirement that can be varied from voluntarily by
23 utility? In other words, that the -- whether or not that
24 legislation allows the utility to pay more than a minimum
25 requirement; do you know? Because I'm asking a question I

1 don't know the answer to, but if you've studied it, you've
2 looked at it?

3 MS. DU MAINE: I mean, I'd have to ask Virginia
4 Harris because I'm not familiar with it.

5 COMMISSIONER GAW: It's a matter of Statute. We can
6 look it up.

7 MS. DU MAINE: When you say, "pay more", what do you
8 mean?

9 COMMISSIONER GAW: Well, in other words, your
10 concern, as I take it, about Missouri's Net Metering Law not
11 allowing or establishing a payment, that's not sufficient --

12 MS. DU MAINE: Right.

13 COMMISSIONER GAW: (Continuing) -- in regard to
14 providing an incentive for people who want to have --

15 MS. DU MAINE: Right.

16 COMMISSIONER GAW: (Continuing) -- net metering
17 options on generation and -- at their home or business,
18 correct?

19 MS. DU MAINE: Right.

20 COMMISSIONER GAW: And what I'm asking is --

21 MS. DU MAINE: One of the things that we -- that I
22 do in the class is they design a system, but then also
23 calculate a payoff.

24 COMMISSIONER GAW: Yes.

25 MS. DU MAINE: And, you know, like a life cycle cost

1 and that's what we do. And it's, you know, just not cost
2 effective --

3 COMMISSIONER GAW: Sure.

4 MS. DU MAINE: (Continuing) -- for the average
5 homeowner to, you know, really have renewable energy. Solar
6 power maybe the most we can do here is to have a solar/water
7 system. And that's a panel on the roof, but it's connected to
8 a special water heater that heats up the water with the solar
9 power and it gets connected to your existing water heater, but
10 as far as solar power -- but I don't know the details.

11 COMMISSIONER GAW: That's okay. I was curious
12 whether you did. And I won't ask anymore questions, although
13 I'd love to have this conversation with you, but I know others
14 want to testify, but thank you for coming tonight.

15 MS. DU MAINE: All right. Thank you.

16 JUDGE VOSS: Thank you. Is it Alycia Green or --

17 ALYCIA GREEN,
18 of lawful age, having been present, sworn and/or affirmed,
19 testified as follows:

20 JUDGE VOSS: Could you please state and spell your
21 name for the record.

22 MS. GREEN: My name is Alycia, A-L-Y-C-I-A. Last
23 name is Green. My address is 2320 South Tenth Street, St.
24 Louis Missouri 63104.

25 JUDGE VOSS: And are you currently a customer of

1 Ameren UE?

2 MS. GREEN: I am.

3 JUDGE VOSS: Do you have comments you'd like to make
4 this evening?

5 MS. GREEN: I do. As a customer and also as a
6 person who provides free information and research assistance
7 services to low-income persons. And one of those folks who's
8 going to eat -- eating at McDonald's. Who unplugs stuff when
9 I don't use it. I am opposed to the surcharge. I am opposed
10 to the rate increase.

11 And from what I have heard from those folks I
12 provide free and reduced -- free information services to they
13 have informed me that, that would bring about six additional
14 dollars would bring about too much cost to them, even if they
15 unplugged everything they're not using.

16 What concerns me most about increase of any kind is
17 that I have not seen anyone make this company responsible for
18 the service that they provide.

19 And yes, I agree that Ameren has had a bad year, but
20 as an African American who has lived in African American
21 neighborhoods, neighborhoods of poverty as well, I am aware of
22 the fact that as far as my experience is concerned Ameren's
23 quite a few bad years.

24 I lived ten years in North St. Louis. And I can
25 remember numerous occasions when the electric just went off.

1 And when you call the company they would have no explanation
2 for that. And when you call the City, the City would say:
3 That's not our problem. That's an Ameren UE issue.

4 So as far as I am concerned and the people that I
5 provide information to we would have a hard time being in
6 support of a company that seems to not be responsible for the
7 service that they provide.

8 Also a rate increase would mean that people living
9 in poverty would also have to access social services more
10 often. I don't think that social service agencies here in
11 this region -- social service agencies nor churches have
12 anymore money than they usually do. And I think it would be
13 criminal to expect the church to fund profit.

14 I don't think it's written in any canon text that
15 that's the responsibility of the church to fund profit. If
16 anything canon text call you to be more responsible with your
17 profit.

18 Also when living in -- now, being a customer living
19 in a multicultural neighborhood I've noticed that it seems to
20 be that there are regular times when power outages happen and
21 they seem to hit black neighborhoods.

22 See, unlike some folks I'm not afraid to use the
23 race issue. It seemed to hit poor and black neighborhoods
24 much more often with these sudden power outages than it does
25 the more affluent. The affluent would have no problem with a

1 rate increase.

2 Those -- I lived in black -- in black North St.
3 Louis for numerous years. And as I said before for some
4 reason you'd get this: Well, it was transformer issue or
5 power line fail.

6 I provide a free service to low-income people. Let
7 me say that even not charging them if I gave them bad business
8 they'd stop coming to me.

9 The difference between me and Ameren UE is that I
10 can't stop going to them. I don't have anybody else to go to.
11 And I would like for this Commission to remember that, those
12 things, that we don't have any other choice.

13 Yes, I can unplug my stuff when I don't use it, but
14 I can't unplug the utility company. I can stop using the
15 telephone, but if I don't have electricity I can't use my
16 furnace. If I don't have electricity there are places if -- I
17 can't -- my refrigerator won't run on Laclede Gas and we won't
18 talk about that one at all.

19 There are just certain responsibilities that a
20 monopoly has to its customers. And in low-income areas and
21 in -- and I'm going to say it in black communities they have
22 failed to provide us with the same quality of service that
23 they have provided to other service providers, not just this
24 year, but in numerous years in the past. That's all I have to
25 say.

1 COMMISSIONER GAW: I have a few questions for you,
2 Ms. Green.

3 MS. GREEN: Yes.

4 COMMISSIONER GAW: First of all, I know that there
5 have been -- with these storms a lot of people in a lot of
6 different neighborhoods have experienced difficulties, but I
7 want to focus in on what you're saying about those -- about
8 your experience over the time --

9 MS. GREEN: We're talking about ten years.

10 COMMISSIONER GAW: Yes, ma'am. Because you're
11 saying something that is real important and I know to you and
12 I want to hear it.

13 This experience that you had in other neighborhoods
14 that were predominantly African American, I want you to tell
15 me -- give some frame of reference on, if you can, the
16 tendency of outages to occur in number or in something that I
17 can tie to in comparison of what your experience has been in
18 other neighborhoods.

19 MS. GREEN: My experience and my information. First
20 of all, my experience in College Hill neighborhood and High
21 Park neighborhood, 63106 and 63107, at least three times a
22 year the lights just for some reason they just go off.

23 COMMISSIONER GAW: And when they would they go
24 off --

25 MS. GREEN: And it would be the lights to houses,

1 not just street lights because sometimes the street lights
2 would be on, but the lights to the houses would go off --
3 houses in government housing projects we would just go black.

4 COMMISSIONER GAW: Now when they went out like that,
5 what minimum time would you say they were out?

6 MS. GREEN: It could be anywhere from thirty minutes
7 to all night or all day long.

8 COMMISSIONER GAW: Was it tied to anything in
9 particular like a storm or anything --

10 MS. GREEN: No.

11 COMMISSIONER GAW: (Continuing) -- that you could
12 tell had happened?

13 MS. GREEN: No.

14 COMMISSIONER GAW: And again, time frames. Give me
15 a time frame on when your experience was occurring in those
16 neighborhoods.

17 MS. GREEN: In those neighborhoods as far as time
18 frame I could say it could happen in the wintertime. It could
19 happen in the summertime. It could happen in the spring. You
20 just wouldn't never know. And it was -- no reason given
21 outside of -- I mean, we would hear -- you know, you would
22 hear things: Well, I called Ameren UE. And they said: Well,
23 we had a junction or -- and you know, that's language given
24 junction or transformer go out.

25 COMMISSIONER GAW: Okay.

1 MS. GREEN: You know, once or twice, but you know,
2 once or twice in a decade you'd overlook, but three or four
3 times a year, that's bad.

4 COMMISSIONER GAW: And that was -- that time frame
5 that you're referring to was -- generally, what years are you
6 talking about?

7 MS. GREEN: Okay. We're in 2006. I've been out of
8 the neighborhood four years, so 2002 and back.

9 COMMISSIONER GAW: Okay.

10 MS. GREEN: I didn't experience power outage during
11 the storms. I had family members who experienced --

12 COMMISSIONER GAW: This year?

13 MS. GREEN: (Continuing) -- power outages this year.
14 The family member that experienced it was just in the
15 summertime. And you know, it blew my mind. We'll give
16 credit, she does live in a predominantly white neighborhood
17 and the lights went out.

18 But having said that, we -- you know, one of the
19 things I haven't heard here is that, you know, Ameren will
20 tell you on the internet where power outages, but what good
21 does that do you. You can't use your computer when the power
22 is out.

23 If you call, even if you have a line like a landlock
24 phone, you can't get through. First, for -- sometimes for
25 several hours, if not several days. These -- and information

1 -- providing people with information on a timely -- in a
2 timely manner, in a timely fashion can prevent chaos from
3 happening.

4 Because I've noticed that when people don't have
5 information and they feel frustrated it changes their behavior
6 versus just giving them the comfort of knowing that we are in
7 these areas and we are addressing the issue can sometimes keep
8 people from doing the outrageous thing.

9 COMMISSIONER GAW: Yes, ma'am.

10 MS. GREEN: You know, just simple little things like
11 updating power grids and things like that. Real simple stuff.
12 The people that I represent and myself we would be opposed to
13 a rate increase or a surcharge until this utility company
14 shows that it can be responsible with the service that it
15 provides.

16 I personally wouldn't mind paying more, but I want
17 to pay more for something real. Something that I can count
18 on. Something that I haven't been able to count on regularly
19 in a long time.

20 COMMISSIONER GAW: Yes, ma'am. That's all I have.
21 Thank you very much.

22 MR. HEALY: I don't have any questions.

23 JUDGE VOSS: I have one real quick. You said that
24 -- and I think it's a very valid point -- that internet
25 information on grids being out, not very productive for power

1 outages. Do you have any suggestions as to what might be a
2 good mechanism, the paper or -- because you're in the area,
3 what access do they have?

4 MS. GREEN: Well, I'm aware of the fact that since
5 Ameren UE does receive money from social service agencies that
6 they know where all those social service agencies are.

7 And if they would take the time to contact those
8 social service agencies and say: Would you please inform the
9 people that you serve that we are aware that they have a power
10 outage. We are doing these numerous things to address that
11 issue. And this is when we project that their service will be
12 on. I mean, you know, I know they know where the social
13 services agencies are, because they get checks from them.

14 That would be one way of doing it. The newspaper
15 would be another. Radio because radio isn't always dependent
16 -- unlike TV, radio is also not dependent. If you have a
17 battery operated or hand cranked radio. Those would be ways
18 of getting information to people.

19 JUDGE VOSS: Thank you very much. Liam Newburg
20 (phonetic)? Carl Kamp?

21 CARL KAMP

22 of lawful age, having been present, sworn and/or affirmed,
23 testified as follows:

24 JUDGE VOSS: Will you please spell your name for the
25 record.

1 MR. KAMP: Carl, C-A-R-L. I'm not talking much
2 better than you. Middle initial L. Last name Kamp, K-A-M-P.
3 I'll try to talk a little slower so your fingers aren't
4 bleeding too badly over there.

5 I was on a active and non-profits and I was on a
6 board and they said -- we came up -- to try to shorten the
7 board meeting we said: If you are in an agreement with some
8 comments made by the board members just say dido. I would
9 like to say dido several times.

10 I guess I came here to express concerns in two
11 areas. One, is a real concern with the management of Ameren
12 and some of the things that seem to be appearing there as far
13 as their attitude toward -- and concerns toward the people and
14 the businesses that they serve.

15 If I buy an expensive piece of equipment in my
16 business I look as much at the management of the company that
17 I'm buying from as the equipment itself. Because I find that
18 companies have personalities and they permeate through the
19 corporation from the top down and that becomes a personality,
20 too.

21 If the top has a lack of concern, the people that
22 are concerned are going to quit and leave the company. If the
23 top of the company has a concern for their customers, et
24 cetera, then the people that work there that have a concern
25 for customers will stay there. The people that don't, leave.

1 When you take into account the comments that have
2 been made tonight and I can add a few things here, not to beat
3 Ameren up, but to make a point. And I think maybe more
4 importantly in a time frame I'm -- the problems I've seen have
5 been in the last less than ten years. And beyond ten years,
6 because I've got white hair and I've been around a while.

7 Union Electric -- and I separate the two -- had a
8 pretty good reputation. And I think they did a pretty good
9 job and we didn't have the problems we have today.

10 And years ago if we had a concern -- when I first
11 started my business I was down in Ballwin and we kept having
12 the main feed up and down Manchester Road go out. And one day
13 I saw them working and went over and said: Why does this keep
14 going out.

15 They said: Well, there's this subfeed that goes off
16 in the subdivision and they won't trim -- don't want us to
17 trim the trees, et cetera, so every time something shorts out
18 there it takes out all of Manchester Road.

19 I said: Well, if they don't want to trim the trees
20 that's fine, but why don't you fuse it. So that if gets
21 shorted then the subdivision can be without power, but in the
22 meantime you don't take the entire feed from substation out
23 and affect about 9,000 customers. And they actually did that
24 in those days.

25 About three years ago I called and I ended up,

1 first, with I guess the lower engineers and I said: Look, I'm
2 having problems with this feed I'm on, seems to have gone out
3 on numerous occasions. And I'm a call center and provide
4 emergency call services to things like heart/lung transplant
5 at Barnes and a lot of other businesses that are of emergency
6 nature.

7 On the bright side I had some people that worked
8 fourteen-hour shifts during this last thing. I had three
9 people answering calls between 1:00 and 3 o'clock in the
10 morning back to back, which in thirty years of business I've
11 never seen. Never.

12 And when I called Ameren three years ago and said:
13 I'm having trouble and there's another feed in the shopping
14 center next door and I'd like to pay to get -- I've got two
15 meters and I'd like to pay to put a transformer in or whatever
16 and feed one of my meters off that feed because it's much more
17 reliable and then I've got a dual feed service.

18 And I was hit with a very unresponsive comment. I
19 explained that we do a lot of emergency work and I got
20 referred up to the district engineer, who came up with
21 astronomical numbers, \$70,000, which you can put a single face
22 transformer in and a feed for a lot less than that. And
23 basically, was treated rather rudely, which I found to be a
24 quite different attitude.

25 There is no -- and in that process I said: Well, is

1 there any kind of emergency recovery list. And as best as I
2 could tell Ameren has no pre-planning. I'm not talking about
3 trying to figure out what you fix first after the fact.

4 But there seems to be almost no pre-planning for an
5 emergency and a restoration level in any kind of thought into
6 how they establish the grid to make sure they hit public
7 safety and health services as a primary issue, keep the main
8 feeds up. I did read in their response that they're talking
9 about doing some fusing, that should have been done years ago
10 and it shouldn't take ages to do. But they have no plan for a
11 real catastrophic disaster, to my knowledge.

12 The Taum Sauk thing is a classic example of
13 negligence of an attitude. Ameren's flip statement: That it
14 would be cheaper to by everyone a generator at one point was
15 reported on the news media as a way to fix this.

16 I found when people take the extreme and try to
17 argue it, what they're really telling me is they really don't
18 want to do anything about it.

19 First of all, for a power company -- and I don't
20 know this for a fact, but I believe it was reported that the
21 gentleman that was killed, that had been an Ameren line worker
22 for thirty years. I had heard that he was killed as a result
23 of a generator backfeeding into the lines from an improper
24 generator.

25 That's a problem when you look at the carbon

1 monoxide for an executive of Ameren to say: It will be
2 cheaper to buy generators for everybody and all the inherent
3 problems. I don't think is a very responsible comment.

4 When you compare Ameren's stock growth and dividends
5 to Southern Companies, and I just happen to know that because
6 my brother works for it -- don't have any stock in it -- but
7 they're considered a pretty well-run company.

8 They -- also, the people -- the one lady had nice
9 comments about from Alabama may very well have been from
10 Southern Company, that's their Alabama power.

11 Ameren's had stock growth, I think, of about 83
12 percent since about 2000 in their stock price. They pay
13 dividends of 4 to 5 percent, which is actually as good or
14 better than Southern Company, which is considered a pretty
15 well-run company. That equates to more than 12 percent right
16 now, so I don't know why they're asking for 12 percent unless
17 they're asking for a reduction. Maybe that's what they're
18 asking for.

19 I think it imperative when you take all the comments
20 of people here and you take some of my personal experiences I
21 think the real root problem here is a management attitude.
22 And I don't know what the PSC's remedies are, but somehow we
23 have to dissuade the attitude of the executives at Ameren.
24 It's not the linemen. We've heard much testimony as to how
25 hard they worked.

1 But I don't know have any trust in a management
2 organization that has this kind of track record. And I don't
3 think the PSC should trust them either. And for that reason I
4 think it imperative the PSC have some direct oversight on
5 repairing and improving of the distribution system, because
6 that's what we're talking about here that's broken.

7 And I don't think it would be very safe to try to
8 argue it's not broken. There's been a lot of testimony about
9 the shape of the poles, the shape of the lines, the tree
10 trimming, but that's still goes to the attitude of the
11 utility. It's not just the tree trimming. It's the fusing.

12 The previous office we had was on a direct feeder
13 line, that fed pretty much north of Olive over to Westport
14 Plaza and all the way up to Maryland Heights and that feeder
15 went out on a regular basis because one portion of it went
16 through a treed area. Put a fuse on it. Why take 9,000
17 people out of service when you can limit it to 500 or a 1,000.

18 And I think there's somethings that could be done in
19 an intelligent, common sense. And I know one gentleman said
20 common sense is uncommon. A common sense approach and just
21 say: Okay. Let's try to take the main distribution or the
22 secondary distribution feeds and let's try to look at our
23 historical records and see which ones are going down all the
24 time and where the problem has occurred and fix those first.
25 And then -- because you'll get the greatest amount of good for

1 the public there and then work out.

2 Over the last twenty years something else has
3 occurred that I learned from our last power outage experience.
4 And that is, there's a paradigm shift because of our reliance
5 on technology. So I would suggest to the PSC that, first of
6 all, the rules twenty years ago on what was considered
7 reliable power don't apply today.

8 Twenty years ago if the architect lost his power for
9 three or four days he still had a drafting board, a pencil and
10 a T-square and he kept working. Today if the architect loses
11 power for five days he's out of business. And that's true of
12 a lot of businesses.

13 In other words, I think the reliability standard has
14 to be raised, not lowered. And when you look at the cost of
15 some of the people that have testified here you're looking --
16 if you take \$400 in food or \$300 in food on the four hundred
17 some odd thousand people that were out of power more than
18 twenty-four hours, you're starting to look at \$200 million,
19 direct costs.

20 You're not looking -- and that's not even counting
21 what damage they had in addition to that, pets, expenses to go
22 to hotels, ruined refrigerators because the food spoiled and
23 you cannot get the smell out those. My mother is tight as
24 hell, 80-years-old, she had one go out. And trust me, she
25 wouldn't have bought a new refrigerator unless she didn't have

1 any choice.

2 And when you look at that, how much did the St.
3 Louis economy lose in five days taking the majority of the
4 businesses offline. We have businesses in St. Louis that are
5 national in scope and people in Colorado don't care if you
6 can't provide the services to them.

7 One of the businesses we answer for provides medical
8 staffing and has 6,000 employees scattered across the country.
9 They have federal and state contracts that have contract
10 requirements and they couldn't produce payroll.

11 And so -- and I don't mean to diminish anything as
12 far as the poor people, but if they can't go to work, they
13 don't have a paycheck. And we should have learned this from
14 Katrina. I have a friend that has a call center in New
15 Orleans. It wasn't just that they were out of business. It
16 was that all those people had no paychecks. The cost of this
17 is so great that I don't think we can afford not to fix this
18 thing.

19 And after saying that, I was even more in sense when
20 they said: The staff commented that there's been a shrinking
21 of investment and neglect of the power distribution system.
22 So a lot of people agree on it. And it's logical that the
23 money went somewhere else that should have been spend on that.

24 And then Ameren says that they will not be able to
25 repair the distribution system without an increase ignores

1 what happened to the money they should have been using in the
2 first place. So I find that argument to be a little
3 ridiculous.

4 The other side comment as I saw on this round table
5 that SEMA has started to become involved in the emergency
6 planning. And I would suggest that SEMA needs to be involved
7 before the disaster happens, not after.

8 I would like to also suggest that some type of
9 planning and prioritization needs to be established for a
10 really major disaster or an earthquake. Because if you talk
11 to the SEMA people and everybody in the state and they tell
12 you the truth, if New Madrid goes, which really isn't an if
13 it's when, we're going to be in deep trouble.

14 So while we're redoing this power system, regardless
15 of who pays for it, can we use some intelligence and try to --
16 if it doesn't cost a whole lot more -- to give it some
17 rigidity in the case that there's an earthquake or something
18 or that when we lay out our main distribution feeds, that the
19 schools we're going to use for emergency shelters, the --
20 even, yes, the business infrastructure because if we have a
21 really serious problem, after we get health and public safety
22 up we're going to have to have commercial businesses up so
23 people can resupply, because what we saw with this will look
24 like child's play if New Madrid goes.

25 And if we don't just start doing a little planning

1 every year while we're doing this, then one day we'll wake up
2 and say: Oh God, why are we New Orleans all over again.

3 I guess what I'm trying to say is we need to
4 recognize the real problem. And I think the real problem is
5 the attitude of the management of Ameren. And I think that
6 they need to be encouraged to change this attitude.

7 There's another company in St. Louis called
8 Enterprise Leasing. And Jack Taylor, if I've got the name
9 right, has an entirely different attitude. He says: You take
10 care of the customer and the rest will come.

11 Ameren needs to learn that lesson. I don't know
12 what you can do to encourage management to change their
13 attitude, but I think that needs to be done.

14 We could have killed over a thousand people in Taum
15 Sauk. If that had had happened on a summer day on a weekend
16 day I wouldn't even want to think -- I've been down there with
17 my kids a couple of time. And it -- the only thing that
18 prevented five people from being killed in my estimation is
19 the grace of God, because it wasn't anything else.

20 I think I probably said more than enough, but I
21 really think there's a way to make lemonade out of this
22 situation, too. So when we get done with the finger pointing,
23 let's try to look at a way to make lemonade out of the lemons.
24 That's all I have to say.

25 COMMISSIONER GAW: Thank you very much for that.

1 That's very helpful testimony and I appreciate your points.
2 I'm not going to ask you questions. I think you made your
3 points and you gave your explanations without me dubbing it
4 into very much. Thank you very much again.

5 MR. HEALY: Mr. Kamp, there's Ameren people over
6 there you may want to talk to at some point. You mentioned
7 getting your call center. I know you guys do have a medical
8 list for rebooting power quicker for subcenters.

9 MR. KAMP: We've got a couple generators. And we
10 don't plug them back into the grid, but thank you.

11 JUDGE VOSS: Thank you. Paul Rockman? Marsha --

12 MS. ZELLER-GOHEEN: Zeller-Goheen?

13 JUDGE VOSS: Thank you.

14 MARSHA ZELLER-GOHEEN,
15 of lawful age, having been present, sworn and/or affirmed,
16 testified as follows:

17 JUDGE VOSS: Will you please spell your name for the
18 court reporter.

19 MS. ZELLER-GOHEEN: Marsha, M-A-R-S-H-A. Zeller,
20 Z-E-L-L-E-R, dash Goheen, G-O-H-E-E-N.

21 JUDGE VOSS: What's your address?

22 MS. ZELLER-GOHEEN: 5464 Neosho, N-E-O-S-H-O,
23 Street, St. Louis, Missouri 63109.

24 JUDGE VOSS: And are you currently a customer of
25 Ameren UE?

1 MS. ZELLER-GOHEEN: I am.

2 JUDGE VOSS: Please make your comments.

3 MS. ZELLER-GOHEEN: I have never had a power outage
4 ever. I'm very thankful. I think I did one have in ten years
5 and it was for four hours, so I'm very, very happy.

6 However, my parents live in the zip code 63129 out
7 in Oakville, Missouri and they've been out several times. And
8 I mean, during the storms, both. Plus, I think they're out
9 once a year. So I'm kind of curious why that is so, but it is
10 building up very, very fast out there and I was wondering if
11 there was a transformer problem or -- but it was line problems
12 over the storms.

13 But I can afford a rate increase from Ameren. Money
14 is not my problem, but I am against it. And the reason why
15 I'm against is your service is not very good. And your
16 employees are nasty. And your President is making way too
17 much money. I'm really tired of corporate greed, so we have
18 to start somewhere.

19 And until something improves, I don't think you
20 deserve to have a rate increase. And I agree with most people
21 -- and I am stockholder. I'm not in your company, but I might
22 be because of my 401k. But you can't be greedy. It can't be
23 on greed only. You have to provide a nice service and I hope
24 that the prevention plan that they're planning would be in
25 effect before now.

1 So maybe you should provide prevention before you
2 ask for a rate increase and show us that you're not making a
3 lot of profit, because you're making pretty much. That's all.

4 COMMISSIONER GAW: Real quick. You made some
5 comments about the customer service or the -- with the
6 employees. Can you give me a little background about that?

7 MS. ZELLER-GOHEEN: Well, it's only through the
8 people that I work with, because I didn't have any problem.

9 COMMISSIONER GAW: I understand.

10 MS. ZELLER-GOHEEN: But they can't get through.
11 They're very snotty on the phone. They act like it's all
12 their fault and, you know, it's not.

13 COMMISSIONER GAW: This is from talking to people
14 that you know who have made calls to them?

15 MS. ZELLER-GOHEEN: Exactly. One friend -- and I
16 believe this is true and actually I'm going to fill it out on
17 the paper when I talk to her again. She's a friend of a
18 friend, but do I know her.

19 She has two little kids and she lives in Shrewsbury.
20 And the line was laying between her house and a neighbor and
21 across the street. And they left it on for something, like,
22 four days. And so you know what they did to fix the problem,
23 they blocked off the street so nobody could run over the line.

24 But yet, she did have two kids and herself and all
25 the other kids in -- everybody on that street and a live wire

1 because the houses on the ground, mind you.

2 COMMISSIONER GAW: Is there a way that you could see
3 if she could file comments?

4 MS. ZELLER-GOHEEN: Well actually, I'm going to take
5 the paper to her to try to get that verified.

6 JUDGE VOSS: You might want to take one to your
7 parents, as well.

8 MS. ZELLER-GOHEEN: My parents they live out in
9 Oakville. And they are not -- they live in a very affluent
10 area. And I want to tell you, though, they have crappy
11 service.

12 I think my younger brother is on that service and he
13 lives in Mehville-Lemay area in a new house and he has
14 underground wiring and he has a lot of problems, too.

15 COMMISSIONER GAW: Okay. And this service that
16 you're describing with them, that's all Ameren service,
17 correct?

18 MS. ZELLER-GOHEEN: Correct.

19 COMMISSIONER GAW: Thank you very much, ma'am, for
20 waiting. For all of you for waiting.

21 JUDGE VOSS: Thank you. Margaret Lange?

22 MARGARET LANGE,
23 of lawful age, having been present, sworn and/or affirmed,
24 testified as follows:

25 JUDGE VOSS: Could you please spell your name for

1 the court reporter.

2 MS. LANGE: Yes. It's M-A-R-G-A-R-E-T. L-A-N-G-E.
3 5217 Devonshire, 63109 -- St. Louis, the City.

4 JUDGE VOSS: Are you a current customer of Ameren
5 UE?

6 MS. LANGE: Do I have a choice?

7 JUDGE VOSS: Is that a yes?

8 MS. LANGE: Yes.

9 JUDGE VOSS: Please make your comments.

10 MS. LANGE: Okay. Well, I got a couple of really
11 tough acts to follow. But I'm just going to say that Ameren
12 is extremely fortunate. We should all get together and file a
13 class-action lawsuit.

14 I don't understand why we put up with it. I know a
15 lot of it is the corporate culture and how government has just
16 totally failed us, but things are going to change and quickly.

17 There's global warming. There's energy shortages.
18 And there's major storm just waiting on the horizon to hit and
19 we are so behind.

20 There's absolutely no foresight in anything that is
21 done. And they've raped us. They've taken all their profits
22 out of their infrastructure, out of their services, out of
23 everything. They don't deserve any kind of rate increase.
24 They deserve a rate reduction, like you said.

25 And they also do not need any kind of a surcharge,

1 that's like double taxation. It's giving them an increase no
2 matter how they manage their company. They can have a
3 windfall. They can sell back extra wholesale energy to other
4 companies. They can have profit increases and they're still
5 going to get increases in their rates. I -- it's
6 unconscionable.

7 People are not going to keep putting up with this.
8 There's another thing that is just so wrong. And that is,
9 that Ameren doesn't even try to overcome their bad reputation.
10 They make statements like they're threatening us with special
11 riders, cost sharing with state and local government, all
12 taxpayers are going to have to pay.

13 And they're going to come up with other innovative
14 financing means that they obviously think that they can get it
15 out of us no matter what. And they're incompetent. They're
16 intransigent. They're unresponsive. They're uncooperative.
17 They're corrupt. They have corporate malfeasance.

18 And the President, some guy named Voss, is saying:
19 We're victims just as much as you are. We're victims of the
20 storm. And they want an extra \$6 a month, yeah, that's really
21 not what's going to be. It's going to keep going up and up
22 and up as long as we give them a surcharge and then on top of
23 that a rate increase. There's no end to it.

24 I live on a fixed income. I live on \$30 a day. \$6
25 a month, if that's all it was, is still too much. I know that

1 it's heartless for all these people making so much money that
2 \$90,000 a day compared to \$30 a dollar -- or people who make
3 -- live on \$10 a day you -- they can't -- they live on \$340 a
4 month. And that's the most you can live on in order to get
5 food stamps and then other social services are supposed to
6 come in and pay for all this, that's us. That's --

7 There's no network. There's no social net to -- I'm
8 mad that you deregulated AT&T, that's an extra \$1.25 a month.
9 I mean -- and yeah, a lot of people would have to give up that
10 fast food meal or month -- a day or whatever, that fast food
11 meal is cheap, that's why they're eating it. They're eating
12 fifty cent White Castles.

13 Now I'm not eating fast food, but I have to buy in
14 bulk and I have to be extremely careful I. I cut out meat. I
15 cut out fish. I have to watch every single penny and \$6 a
16 month is going to wind up affecting me in my medical care, in
17 my food. Forget entertain.

18 Whoever heard of being able to spend \$10 to go out
19 to a movie, that's something that these guys who are living
20 \$90,000 a day don't even any about, but that's the majority of
21 people.

22 When 1 percent of the population makes more money
23 than all the rest of the people combined there's something
24 really wrong. And Raintree (sic) thinks that he's going to be
25 Ken Lay, fine. Maybe he can get away with it in Missouri,

1 because in Missouri people have lack standards.

2 They put up with a lot of crap that they shouldn't
3 and they're basically so used to substandard and ineffectual
4 and bad governing that they'll put up with anything and that
5 keeps getting worse.

6 One day people will rise up. You can only push
7 people so far before they reach the breaking point. And that
8 when that happens it's -- it's a threat to our democracy.
9 It's a threat to our country. I don't even know that I could
10 call this a democracy. This is not government for the people.
11 Well, I'm done. Thank you.

12 COMMISSIONER GAW: Ma'am, thank you very much for
13 coming tonight.

14 JUDGE VOSS: Wenteslaus Stepan? Did I get close?

15 WENTESLAUS STEPAN,
16 of lawful age, having been present, sworn and/or affirmed,
17 testified as follows:

18 JUDGE VOSS: Could please spell your name for the
19 record.

20 MR. STEPAN: Well, my name real is Wenteslaus
21 W-E-N-T-E-S-L-A-U-S. W, which stands William, that's what I
22 go by Bill. Stepan, S-T-E-P-A-N. I live at 210, Horn St.
23 Louis, Missouri 63125. And I am an Ameren customer.

24 JUDGE VOSS: Do you have comments you'd like to make
25 this evening?

1 MR. STEPAN: Yes. Here several years back they went
2 to a cellar phone meter reading. Now, I have no idea how many
3 meter readers that put out of work or what they did with the
4 meter readers.

5 Sure, I admit it was probably one heck of a good
6 sized expense account initially. But once it's in, it's
7 minimal. What they do with the people. And what do they do
8 with money. We didn't get none of it back I'm sure of that.
9 That's why I am against a rate increase and the surcharge
10 until they can explain where the money is going.

11 And I was very fortunate, I didn't have any problems
12 as far as outages went either time. This last time I had a
13 little bit of automobile damage with a tree falling on it, but
14 that was not a power line thank goodness.

15 But my daughter was out of electric for over a week
16 each time. And she lives on Orient Street, which is just
17 blocks away. Now, her side of the street was out of power.
18 The other side of the street was on a different grid and they
19 had power.

20 But she lost of all of her food. Her husband had
21 got Huntington's Disease. And they've got -- so he is
22 permanently disabled. They've got three kids that's got
23 physical problems. So they're pretty much all on Social
24 Security.

25 Now she is working finally, but they have somebody

1 living with them to help with the kids and the household
2 duties and all of that.

3 But like I said, if Ameren can justify, then I'm all
4 for it. But I don't think they can justify the rate increase
5 or -- like everybody says the dependability.

6 And the one gentleman -- excuse me, I got to break.
7 I won't comment on it, that's where the looks came from.
8 Yeah, give them the big man a big raise that way he'll take
9 off vacation and let someone else more responsible in charge.
10 That's all I have. Anybody have anything for me?

11 COMMISSIONER GAW: I don't think I want to ask you
12 any questions.

13 JUDGE VOSS: The court reporter needs a break. It
14 is 9:13.

15 COMMISSIONER GAW: Let's get a hand count of those
16 who are waiting to testify.

17 (WHEREIN A SHORT BREAK WAS TAKEN.)

18 JUDGE VOSS: We're going to get started. Earlier we
19 thought that we could stay and we just found out that we have
20 to go at 10:00. So we're really going to ask everybody if
21 somebody's said comments similar to what you have you can say:
22 I had the same things happen.

23 (WHEREIN A DISCUSSION WAS HELD OFF THE RECORD.)

24 JUDGE VOSS: Earlier we had been told that the
25 guards had to stay here all night so that we could stay and

1 then we just found out that we are going to get kicked out of
2 here at 10:00.

3 So like I said, if someone else has said similar
4 comments to what you have, you might add any new comments or
5 new information that you have. We're really interested in
6 outages or problems with service or issues on the rate case.

7 So with that said, we will go as quickly --

8 MS. McMILLAN: Has anybody else not been up yet?

9 JUDGE VOSS: There's a lot of people that haven't
10 been up yet.

11 MS. McMILLAN: Oh, okay, because I thought if they
12 was through.

13 JUDGE VOSS: Are you on the list? Oh, you already
14 testified. If you do have any additional that you want to
15 make you can get one of the green forms and add those in.

16 MS. McMILLAN: Will anybody read it?

17 JUDGE VOSS: Barrett Williams?

18

19 * * *

20 BARRETT WILLIAMS,
21 of lawful age, having been present, sworn and/or affirmed,
22 testified as follows:

23 JUDGE VOSS: Can you please spell your name for the
24 record.

25 MR. WILLIAMS: It's Barrett, B-A-R-R-E-T-T.

1 Williams, W-I-L-L-I-A-M-S.

2 JUDGE VOSS: Can you please state your address.

3 MR. WILLIAMS: 4475 West Pine Boulevard in St. Louis
4 63108.

5 JUDGE VOSS: Are you currently a customer of Ameren
6 UE?

7 MR. WILLIAMS: Yes, I am.

8 JUDGE VOSS: Please make your comments.

9 MR. WILLIAMS: Commissioner Gaw, Judge Voss,
10 Mr. Healy, I thank you for this opportunity. I was one of the
11 lucky ones. I didn't lose power at all last year, but I
12 nonetheless am speaking in opposition to the rate increase.

13 I'm a long time observer of the electric power
14 industry. And I'm here today to take issue with several of
15 Ameren's construction practices. The practices that
16 needlessly inflate the cost of electricity of me and the other
17 rate payers here.

18 I identified three construction practices in
19 particular in detail in a recent letter to Bob Schallenberg of
20 your staff, so I'm not going to elaborate. They're technical.
21 But the point I would like to make is that opportunities exist
22 for Ameren to reduce its expenses by modifying some of its
23 distribution construction practices.

24 The modifications would trim costs without
25 compromising safety or reliability and would bring Ameren's

1 construction practices in the line with those of many electric
2 utilities. The savings would be modest. They're not great,
3 but it would be savings nonetheless.

4 And you know, my feeling is why should we, the rate
5 payers, pay a penny more than we have to to provide for a safe
6 and reliable power delivery system.

7 Over the years I've discussed this year with both
8 labor and management and I've concluded that what's going on
9 here is there's a union local here in St. Louis who represents
10 the original Union Electric territory in St. Louis City and
11 County, that's IBEW Local 1439.

12 And apparently this local union or the safety
13 committee of the local has requested these particular
14 practices. And although, they add costs, without compelling
15 justification, management at Ameren apparently would rather
16 avoid a confrontation with labor, so they accept these more
17 expensive practices and they simply pass the costs onto us,
18 the rate payers. The local believes that these practices
19 enhance the safety of their members, the linemen.

20 The less costly alternatives are widely accepted as
21 safe in the electric power industry and they are widely
22 employed by many other utilities around the country without
23 objection incidentally from their own IBEW locals.

24 If the less expensive construction options were
25 considered questionable or unsafe by other utilities I can

1 assure you I wouldn't be advocating them for Ameren.

2 I don't wish to jeopardize any lineman's safety.

3 It's been pointed out tonight these guys are heroes. And
4 among many others here have great respect for them. And I
5 don't want to jeopardize their safety, but that's not case
6 here.

7 And it looks to me as though what's happening is
8 Local 1439 is imposing on Ameren some unnecessary costs that
9 the other utilities don't have. And Ameren apparently lacks
10 the willpower to say no.

11 And what it comes down to is I really don't like the
12 idea of having to pay more for electricity when my utility
13 knows that there is waste and yet it's not seeking to
14 eliminate it.

15 And I might add I had lunch with a senior Ameren
16 engineer about eight years ago and we discussed these ideas
17 back then. And he admitted that I was right. He conceded:
18 Yes, Barry, you know these changes would save some money. But
19 he added -- and this really stuck in my mind. I was so taken
20 back by this. He said: You know, if the budgetary pressures
21 ever get severe enough at Union Electric I would be willing to
22 pursue these changes, but absent that I don't really want to
23 rock the boat with the union.

24 So anyway, I hope that as part of the rate case the
25 Commission will help Ameren find the courage that it needs to

1 challenge the Local 1439 Safety Committee on these dubious
2 construction practices.

3 And in closing I wanted to say, I was hoping to have
4 some cost savings for you tonight to give you some idea of
5 what the possible savings would be, but I sent a letter last
6 July to the supervising engineer of Ameren asking if we might
7 be able to meet briefly to discuss this issue and talk about
8 these costs. And I mailed that letter on July the 17th and
9 I've never received a response. Thank you.

10 JUDGE VOSS: Thank you. Brian Fletcher?

11 COMMISSIONER GAW: Mr. Williams, did you provide --
12 you provided that information to Mr. Schallenberg?

13 MR. WILLIAMS: Right. He has a detailed letter.

14 COMMISSIONER GAW: All right. Thank you.

15 JUDGE VOSS: And I believe that letter -- one of the
16 accountants is here tonight and has a copy of that letter.
17 Would you like it put into the record and marked as an
18 exhibit?

19 MR. WILLIAMS: (Nodding.)

20 JUDGE VOSS: Brian Fletcher?

21 BRIAN FLETCHER,
22 of lawful age, having been present, sworn and/or affirmed,
23 testified as follows:

24 JUDGE VOSS: Can you please spell your name for the
25 record.

1 MR. FLETCHER: Brian, B-R-I-A-N. Fletcher,
2 F-L-E-T-C-H-E-R.

3 JUDGE VOSS: And your address, please.

4 MR. FLETCHER: 202 South Elizabeth Avenue, Ferguson
5 Missouri 63135.

6 JUDGE VOSS: And you're a current customer of
7 Ameren?

8 MR. FLETCHER: I am. And I'm also the mayor of
9 Ferguson, which is a community of, roughly, 22,300. Home of
10 the former PSC Member, Bob Quinn, by the way.

11 I wanted to speak in a different mode as a municipal
12 elected official and how it affected us during the power
13 outages. Ferguson for quite some years is having
14 difficulties, not just from this storm. This was more severe,
15 more massive. But we've been having individual streets and
16 neighborhood outages for probably six to seven to eight to ten
17 years.

18 And I am here to say that there's been a noticeable
19 difference between when this was UE and now Ameren UE.
20 Personal experiences, my home where I live with my mother
21 until married was when Union Electric would trim the wires.
22 They would knock on your door, tell you what they were doing.
23 And I remember in our home in Dellwood, which is 63136, we not
24 only gave them permission, we said: You can cut the trees
25 down -- all the way down to prevent from having to come back

1 again.

2 I remember asking the gentleman to do that. He
3 called some superior at that time -- and by the way, they were
4 actually employees and not vendors or subcontractors -- got
5 the authority quickly and took the trees down to the ground
6 and it was not a problem ever again.

7 Similar circumstances, my own property at 202 South
8 Elizabeth, approximately, five years ago -- I bought the home
9 six years ago. And it's a large three acre lot. A lot of
10 wild trees.

11 Ferguson is a designated tree city U.S.A., so you
12 can imagine to have that designation we have trees all over.
13 I had over three hundred trees on my property alone. And
14 there were a lot of wild trees from birds dropping seeds,
15 which happens.

16 I asked something similar when they came through.
17 They did not knock on my door, they just came in my yard,
18 opened my fence and drove their vehicle in my backyard. And
19 it's two different natures of management.

20 I did go out and I saw what they were doing and I
21 have a lot of trees along both the bordering of my neighbors
22 and myself. I have six hundred sixty foot deep lot and all
23 the neighbors have a small lots on the side of me.

24 I asked them to do a similar thing that I asked
25 several years ago. Thanks guys for being out there. They

1 were contractors of Nelson. I know they have Asplin, Nelson
2 and several others. And they said: Nope, we can't get
3 permission to do.

4 I said: Well, at least cut the limbs above where
5 the wires are because they were doing their famous U and just
6 cutting out where the wires are so that the wires didn't
7 actually touch. First of all, it makes the tree look hideous
8 because there's no -- you know, anything at all. They take it
9 all from one side at least there would be a little balance.

10 But anyway, they would not even cut the dead
11 branches above the wires, which would only make common sense
12 that during a wind storm that they would probably be the first
13 ones to fall.

14 And low and behold, July, December, both times,
15 these trees did fall, knocked over the telephone -- the
16 electric wire -- pole, broke it. You know, just one perfect
17 example.

18 I want to get -- I don't want to badger and repeat
19 everything that was said, but I did want to mention the things
20 as the mayor during this storm.

21 One, is that as municipal officials -- they couldn't
22 get a hold of Ameren UE executives or through their lines, so
23 they called their elected officials and took it out on us,
24 even though we did the best we could. We couldn't get a hold
25 of Ameren UE either. We were dealing with similar situations.

1 In July I had over 90 percent of my city without
2 electricity. At the sixth day mark I had over 70 percent.
3 The seventh day market dropped to 50 percent. And the next
4 day it went higher. We actually lost power.

5 So finally, on the ninth day in July everybody that
6 didn't have a meter pulled off the house or something else
7 like that finally did have power, that was July.

8 Our city hall was down for a week. Our backup
9 batteries ran out. The things that you prepare for a normal
10 power outage, you know this was not terrorist attack.

11 In the early years in North County -- I grew up in
12 Dellwood -- we had -- we were tornado alley out in Florissant
13 and Ferguson. And we've had numerous tornados over the years,
14 never lost power like this.

15 The snowstorm of January of '82. Ice storm of 1984,
16 ice an inch thick on trees. We didn't lose power like this,
17 if it was it was sporadic and quickly restored.

18 I'm not saying that storms don't happen. We all
19 know that, but it's your preparedness for the storm when they
20 do happen.

21 In July we heard it was 500-year storm or 250-year
22 storm, depending on who told you the story, that was
23 Wednesday. Friday we had another 500-year storm, two days
24 later.

25 And then the December we had another 500-year storm.

1 I don't think they were 500-year storms. I think the
2 preparedness would take Ameren UE about 500 years to probably
3 get ready for one, but they certainly weren't 500-year storms.

4 I think there's a common sense approach. I'm not
5 opposed a rate increase. I am opposed to a rate increase if
6 nothing changes. I'm in support of a rate increase if all
7 that money raised would go towards correcting problems and a
8 plan be there.

9 A perfect example is to do things that make common
10 sense. We are replacing a road in our city, tearing up all
11 sidewalks, all roads. We approached Ameren UE to see about
12 the feasibility of burying the wires when we're doing a
13 project such as of that nature, which would make sense. Save
14 a lot of money wouldn't have to redig sidewalks up.

15 And we were told between million and a half and \$2
16 million per mile. All right. Obviously, those are not going
17 to be buried, but you would think that if we could get a rate
18 increase and they start -- you know, they talk about taking
19 twenty-five years. Well, if you don't start sometime it will
20 never get done. And as one person said we're still going to
21 be having storms twenty-five and thirty years from now. So
22 don't use it as an excuse.

23 The biggest frustration myself and my residents had
24 was on sixth and seventh day of these storms we had crews
25 finally making their way into our neighborhoods and at times

1 they were sitting there with nothing to do because they didn't
2 have transformers. They didn't have parts. They were on
3 order coming from other states.

4 We had lots of great fellas and ladies that were
5 from other states and they said: Listen, they're still are
6 temporary repairs here from July that haven't made permanent
7 and this is December.

8 Okay. In our state we got quick releases that make
9 repairs much quicker, this is obsolete equipment. These
10 transformers are old. They should have a normal replacement
11 period for transformers. You don't wait for the transformer
12 to go out, you know, if it's got weakness to it. And they
13 don't have these things from what we were told.

14 I won't go on any longer because a lot of people
15 have spoke, but the shortage of parts. We had one part in the
16 Hazelwood/Ferguson area that if it had been available these
17 residents were out for eight, nine days. They could have
18 restored power in one hour for six hundred twenty-five homes,
19 okay. And we waited and waited. And we knew what the issue
20 was because the men out on the streets were telling us what
21 the issue was.

22 So it's not just about mother nature. It's about
23 being prepared, having the proper inventory and also: Stop
24 the attrition. They'll tell you they don't lay anybody off,
25 but if you talk to the employees that work there, they don't

1 replace when they layoff. They call in from other states,
2 instead of when they used to have the people here in the
3 state. Thank you very much. Questions?

4 COMMISSIONER GAW: Mayor, I won't take up your time
5 but thank you very much for coming. And if there's a need to
6 get any additional information from you, if there's a way to
7 do that, I assume you wouldn't object.

8 MR. FLETCHER: I'll give you my card.

9 COMMISSIONER GAW: I may not be able, because of the
10 restrictions on our ability to contact people directly, but
11 thank you very much. And is there -- I want to be sure I
12 understand this.

13 You're saying -- in regard to the vegetation
14 management, you're saying that there was a significant
15 difference or -- I don't want to put words in your mouth --
16 there's a difference in the way that Ameren is trimming trees
17 and managing vegetation as compared to --

18 MR. FLETCHER: UE. And also, some of men said that
19 they needed to be supplied with machetes, that the vines were
20 so thick on the poles and wires that they had trouble even
21 making the repairs to the lines.

22 JUDGE VOSS: Thank you. Carl? Brian? Rick Miller?
23 Rick Moeller, I'm sorry? Arlene K-E-H-A-T (sic)?

24

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1 ARLENE KOHUT,
2 of lawful age, having been present, sworn and/or affirmed,
3 testified as follows:

4 JUDGE VOSS: Could you please spell your name for
5 the record.

6 MS. KOHUT: Sister Arlene, A-R-L-E-N-E. Kohut,
7 K-O-H-U-T. And I'm a chaplain -- a night chaplain at two
8 hospitals -- trauma centers, so I can speak on a couple levels
9 about the effect of the power outages.

10 My neighborhood was out July 19th through the 26th.
11 And November 30th through December 6th from the storm. And we
12 had a mystery outage August 19th. There's was no storm, not
13 even any wind.

14 It started half an hour -- just as I was leaving for
15 work. I had to call in and go to work a little late, getting
16 ready for a fifteen-hour shift and the power was back at 8:30
17 when I was coming home, just long enough to lose all the food
18 again in my refrigerator/freezer.

19 I was lucky enough the long power outages to have
20 people to stay with, so I had a one-hour commute to work
21 instead of my usual five minute or fifteen-minute commute.
22 And just the expenses associated with that and unexpected
23 safety issues like being harassed on the road or because of
24 road rage that kind of thing.

25 Neighbors had very serious effects, if you can

1 imagine, in the summer an older woman dying of cancer, stuck
2 in bed with temperatures going over 100 degrees in her house.

3 When I was packing up my own stuff in a second floor
4 apartment, getting ready to move out I was -- I had gotten
5 dehydrated and really feeling ill just in the time it took for
6 me to do that, just the second day after the power outage. I
7 can imagine how horrible it must have been for all these
8 people who had no place to go.

9 When the -- in the cold weather -- the awful ice
10 storms we had people coming into the hospital with hypothermia
11 and dying. It really complicates so many health issues. Even
12 when your body temperature gets low enough your blood doesn't
13 clot. The clotting factors don't work.

14 So if a person has stroke it's catastrophic and many
15 things aren't treatable. And that's what happened, people
16 were dying because of the cold.

17 The place where I live is -- our power outages were
18 directly due to Ameren's inaction. The 1100, 1200, 1300
19 blocks of Moorland, like the alleyway behind -- between the
20 homes, it's like a drainage ditch with some -- with steep
21 sides, some concrete along it. It's very wildly overgrown to
22 the point where the tree limbs are intertwined with power
23 lines.

24 One of my neighbors I talked to her after the July
25 19th outage. He had been reporting this -- the problems to

1 Ameren ever since he lived there, ever spring and every fall.
2 And all these reports had been ignored. No tree trimming
3 activity, except when -- what was necessary during -- on an
4 emergency basis. The linemen I talked, who were out, they
5 said it's a dangerous place to work in because how it's
6 overgrown.

7 I'm concerned that the administrative decisions were
8 to cutbacks on tree trimming, cutback on maintenance, which so
9 many have talked to, such focus on short-term priorities of
10 increasing the profit margin, increasing the value of the
11 stock or possibly the executive value of stock options and the
12 real lack of long-term thinking, long-term planning, which
13 others have talked about.

14 I don't want to be too repetitive. They are a
15 monopoly, but they're providing life saving service. And
16 I'm -- we really depend on the state regulation and you, the
17 Public Service Commission, to insure that Ameren uses their
18 profits to meet their expenses, to start thinking long term,
19 take care of maintenance issues, et cetera.

20 It's not the responsibility of customers to pay for
21 Ameren 's neglect and shortsightedness. The quality of the
22 company -- I guess the stock market is so important now, but
23 it's really measured by the quality and the reliability of the
24 product, not solely by what's happening on Wall Street and
25 what the value of the stock options are. Thank you.

1 JUDGE VOSS: Thank you.

2 COMMISSIONER GAW: Sister, just a few questions.
3 You made reference to people dying as a result of
4 complications from the cold. I want to be a little clearer.
5 First of all, this was during the ice storm, I take it?

6 MS. KOHUT: Yes.

7 COMMISSIONER GAW: Second of all, in two of those
8 deaths, were those deaths reported, if you know, as deaths
9 related to the outages or to the cold weather or would they
10 have been so noted; do you know?

11 MS. KOHUT: I have no way of knowing that.

12 COMMISSIONER GAW: Do you have any idea about, just
13 in regard to those that you have been aware of, about numbers
14 of individuals who might have died from things that you are
15 referring to as being complications?

16 MS. KOHUT: I really don't have any data. I work
17 irregular schedule, so I wasn't on duty constantly, just from
18 the particular days I worked. And I didn't -- one night I
19 worked, one person I heard of.

20 COMMISSIONER GAW: Was that as a result of a stroke
21 or something different?

22 MS. KOHUT: I think it was stroke and hypothermia.

23 COMMISSIONER GAW: All right. And I'll stop there.
24 Thank you very much, Sister, for coming in.

25 MR. HEALY: Thank you very much.

1 JUDGE VOSS: Thank you. Jeremy Hendry? Katrina?
2 Glenda Monroe? Andrew Jones?

3 ANDREW JONES,
4 of lawful age, having been present, sworn and/or affirmed,
5 testified as follows:

6 JUDGE VOSS: Could you please state and spell your
7 name.

8 MR. JONES: Andrew Jones. A-N-D-R-E-W. J-O-N-E-S.

9 JUDGE VOSS: And what is your address?

10 MR. JONES: Address 3911 McRee, M-C-R-E-E, Avenue,
11 St. Louis, Missouri 63110.

12 JUDGE VOSS: And you're a customer of Ameren UE?

13 MR. JONES: Yes, I am. Brief comments because I
14 know we're running out of time. I think one of the things
15 that I've observed in listening today and I'll be very
16 interested just to see what the information would be imparted
17 to you guys tonight.

18 And I would surmise to say that most of it is
19 outlier information, statistically speaking. It's outlier,
20 because I think you're having slandered information to a very
21 large degree and I know that there's multiple levels and
22 layers of culpability and accountability associated with the
23 outages.

24 I think it's -- I think some people have suggested
25 that the storms are just typical storms, but I was outside

1 when the initial storm came in July, that was not a normal
2 storm.

3 The ice storm in this past November, that wasn't a
4 normal storm. It was a significant storm and it had
5 significant -- placed significant negative impact on the whole
6 infrastructure of the electrical system and I know that. And
7 I know that we experienced outages, but I know that was
8 probably part and parcel of what we had to experience to allow
9 them to -- and their experts out in the field to restore
10 services to my home.

11 And I think Ameren really suffers from the old
12 business axiom, that outstanding service raises expectations.
13 I think if we take a quantitative look at the outages that are
14 associated with the power outages throughout, say, ten years
15 that we've talked about this thing over a decade, I think if
16 you stack those numbers up with other locations throughout the
17 country I think they're probably be normalized.

18 I don't know, but I think you guys at the PSC are
19 charged with that oversight to be able to determine whether or
20 not quantitatively Ameren UE was at fault or has some level of
21 culpability beyond the normal in not restoring service in an
22 adequate time and also not preparing and having a long-term
23 plan to mitigate against these types of outages and things
24 that occur.

25 I would classify, me personally -- and I would

1 classify this as a personal observation, that I think these
2 were abnormal instances that happened. And certainly,
3 unfortunately, a lot of people were negatively impacted by it.

4 Jus real quick, I think the stakeholders that are
5 accountable I would think that UE -- and certainly in your
6 analysis, hopefully it's an objective analysis, so we can get
7 good, clear information. So a lot of people who have concerns
8 can make an intelligent decision on whether or not they would
9 like to support a rate increase.

10 I can't unequivocally say that I can deny or support
11 it, because I don't have enough information. I don't think
12 anyone in this building right now tonight has enough
13 information to make a definitive statement that Ameren should
14 not get this rate increase or they should.

15 I think you guys are charged with trying to provide
16 us with that information and I'm looking forward to getting
17 it. I think the cities have a responsibility because I know
18 outages occur, because of things that happened down street
19 from neighbors, who don't provide Ameren UE with the
20 opportunity to trim trees.

21 So when we get -- we look at our immediate
22 neighborhood and say: Wow. We have been complicit. We have
23 been compelled to be compliant and to allow tree trimming in
24 our neighborhood, but someone two blocks down the street may
25 not have allowed that. A tree falls into the line and we are

1 suffering. That happened in my neighborhood. I went down the
2 street to see it.

3 Unfortunately, I was out for seven days. The City
4 does not trim trees, as well. I've -- I don't hear anything
5 being critical of the City of St. Louis for not trimming trees
6 on property that they own. There are abandoned properties,
7 things of that nature.

8 In my neighborhood, in the Botanical Heights area,
9 there are City owned properties that I know that trees fell
10 into. I talked to some of the sub crews that are out there.
11 And those were abandoned properties where trees had grown into
12 them. The City did not do their job.

13 So now we're asking Ameren UE to do things above and
14 beyond their charge to trim trees that they don't have power
15 to trim. I'm saying there's enough blame to go around for
16 everyone.

17 I would just hope that we get an objective
18 quantifiable information, so we can make intelligent decisions
19 without coming here castigating Ameren and other people,
20 because everyone has a responsibility and I think if you look
21 at it as a unified effort, I think we can get this thing
22 remedied.

23 Certainly, I would look at my outages that I've
24 experienced with Ameren. As an Ameren customer I think
25 they've done an outstanding job providing service to my home.

1 And one thing about electrical service everyone
2 overlooks when the lights are on. It can be on three hundred
3 sixty four days a year, but on that one day when it goes out
4 people want to jump and scream and I think that's unfair
5 treatment for a company that possibly is providing the best
6 service that they can, but we will find out when you guys
7 finish with your investigation hopefully. Thank you.

8 JUDGE VOSS: Thank you.

9 COMMISSIONER GAW: Mr. Jones, just a few questions.
10 You said you were out seven days --

11 MR. JONES: Correct.

12 COMMISSIONER GAW: (Continuing) -- in the summer?
13 Were you out during the ice --

14 MR. JONES: Winter storm I was not out.

15 COMMISSIONER GAW: Okay. And I guess I should ask
16 -- public counsel isn't here. Do you have any current
17 connection with Ameren UE?

18 MR. JONES: Absolutely, my wife works for Ameren.

19 UNIDENTIFIED SPEAKER: -INAUDIBLE-

20 MR. JONES: That's not why, that's just a basic
21 fact. Someone asked an outside question, so I was just
22 responding.

23 COMMISSIONER GAW: And in regard to -- you made some
24 statement and I just want to make sure I understand it. There
25 was -- and I don't remember your exact words, but you said

1 something to the effect that there -- that some people were
2 asking Ameren to do things that they haven't a right to do in
3 regard to tree trimming.

4 MR. JONES: Correct. Anything outside of an
5 easement, is Ameren responsible for trimming trees out of the
6 easement, right-of-ways --

7 COMMISSIONER GAW: That's what -- certainly. But if
8 the tree or a limb is in Ameren's easement, you're not talking
9 about that?

10 MR. JONES: Certainly, they have an absolute
11 responsibility to take care of their charge.

12 COMMISSIONER GAW: So if they're not trimming trees
13 within the easement, that's a responsibility --

14 MR. JONES: Ameren's responsibility, I certainly
15 would think so. But also the City has a responsibility and
16 personal people -- property owners have a responsibility to
17 take care of their charge, as well. I think it's a unified
18 effort that needs to be done.

19 COMMISSIONER GAW: Okay. I think that's all I have.
20 Thank you, sir.

21 JUDGE VOSS: Odessa Chambers? Rebekah Walton?

22 REBEKAH WALTON,
23 of lawful age, having been present, sworn and/or affirmed,
24 testified as follows:

25 JUDGE VOSS: Could you please spell your name for

1 the record.

2 MS. WALTON: R-E-B-E-K-A-H. W-A-L-T-O-N.

3 JUDGE VOSS: And what's your address?

4 MS. WALTON: 1235 Walker Avenue, St. Louis, Missouri
5 63138.

6 JUDGE VOSS: And are you currently a customer of
7 Ameren UE?

8 MS. WALTON: Yes.

9 JUDGE VOSS: Please make your comments.

10 MS. WALTON: The reason why I came here tonight is
11 because my husband and I bought our first home in July. And
12 since then we have lost power three times.

13 And the first time we had some place to go. And my
14 parents actually had to leave and go to a hotel. And when
15 they asked me to bring things to the hotel we got caught in
16 the second storm and we were waiting and by the time they had
17 lost power. They had -- father had to be there. He's got air
18 that he had to have plugged in, so that he could get his
19 medical stuff. So he had to go to a separate hotel.

20 And the second time it went out for him in the
21 winter he was not able to find anyplace because every place
22 that had power was booked up. And he actually ended up
23 getting pneumonia and I had to take care of him and get him to
24 a doctor and get his needs and whatnot taken care of.

25 But we lost power three times. We lost power before

1 everybody else did -- before the ice storm. We lost it during
2 the rain two days prior to the ice storm. And when it came
3 down in the ice storm there was actually a power line that
4 came down between our three houses.

5 And when we called into tell them that there was a
6 line on a metal fence between three houses it was: Well, we
7 have thousands of lines down. We'll get to it when we get to
8 it.

9 They told us we were going to get power back at two
10 something in the morning and so we were like: We can stay in
11 the house. We can stay warm. We can stay here. We still did
12 not have it. It was 38 degrees when we woke up in the home.

13 And we called them and we said: What is going on
14 here. They said: Well, are you staying warm because we're
15 not going to get to you. We're like: It's 38 degrees in this
16 home. How are we staying warm. Are you warm. And she said:
17 Yes, ma'am, it's a nice 75 degrees. I'm doing just fine. She
18 was just fine, but we were freezing.

19 And we actually ended up having to leave. And my
20 husband's family got power back the day before, so we were
21 able to go there and stay out the storm there -- power outage
22 there, but it just seems they put off doing maintenance,
23 repair because they can save money doing this and then when a
24 state of emergency gets called and the Federal Government can
25 bail them out and they don't have to spend a penny doing a

1 damn thing. Then they say they want more money for what. You
2 know, that's basically it.

3 COMMISSIONER GAW: How many hours were you out
4 during these three outages, if you can recall?

5 MS. WALTON: During the first we were out about five
6 days. During the rainstorm we lost our power I think on
7 Tuesday and it came back on just a couple hours before it went
8 out again during the ice storm. And so, it was out again for
9 about another four days. My parents were out about six days
10 the first time. And about eight days the second time.

11 COMMISSIONER GAW: Thank you very much for coming.

12 JUDGE VOSS: One more question. You were actually
13 able to get a hold of Ameren when you called?

14 MS. WALTON: We called several times. We got
15 automated most of the time when they didn't even have our zip
16 code and we put that in.

17 And then the next time we called them we actually
18 got through to people. They said: We don't know why you
19 don't have no power. I said: Well, we have a down line in
20 our yard. Our neighbor has a down line going across his
21 porch. We just had one on the metal fence behind our house.

22 JUDGE VOSS: Thank you very much. Last witness,
23 Ilene Maloney? Well, that's the end of the witnesses that had
24 signed up to testify. Is there anyone that hasn't had a
25 chance to testify that would like to come forward at this

1 time? In that case, this concludes our hearing. Thank you
2 everyone for your patience and comments.

3 (WHEREIN EXHIBIT 7 WAS MARKED FOR IDENTIFICATION.)

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