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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
August 23, 2012
Volume 15

In The Matter of Union Electric)
Company d/b/a Ameren Missouri's,))
Tariffs To Increase Its Revenues)File No. ER-2012-0166
For Electric Service)

Morris L. WOODRUFF, Presiding
CHIEF REGULATORY JUDGE
STEPHEN STOLL,
COMMISSIONER

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1 PROCEEDINGS

2 (WHEREUPON, the public hearing began at:
3 7:20 p.m.)

4 JUDGE WOODRUFF: Welcome to the public
5 hearing this evening. My name is Morris Woodruff.
6 I'm the Chief Regulatory Law Judge for the Public
7 Service Commission. I'm not a commissioner, but I do
8 have a commissioner her with me. To my left is
9 Commissioner Stephen Stoll. Mr. Stoll, do you want to
10 make any opening statements?

11 COMMISSIONER STOLL: Yes, I do, Judge. I
12 just wanted to thank everybody for coming out this
13 evening. The last time I was in Kirksville there was
14 a snowstorm. I don't think we have that to worry
15 about tonight. We had quite a bit of snow. What I
16 would like to tell you before we start listening to
17 your testimony is that a written transcript of
18 everything that you say will be given to the other
19 commissioners that aren't here.

20 There are actually four members currently
21 on the Missouri Public Service Commission. The fifth
22 seat is still vacant. I'm here to represent the
23 Commission. Each of the other commissioners will get
24 a transcript, and they will read through that

1 transcript of the comments that you make.

2 We have a court reporter that is recording
3 everything you say verbatim. We are here to listen to
4 your comments and your concerns regarding the case
5 before us. I think as you were told in the question
6 and answer period, we aren't at liberty to really
7 answer any questions, because it could be seen as the
8 Commission prejudging this case.

9 There's quite a bit more that will be done
10 in the future with evidentiary hearings and things
11 like that, before a decision is rendered. But if you
12 do have any questions regarding your utility bill or
13 any procedural questions, we have the Office of Public
14 Counsel here and the Missouri Public Service
15 Commission staff, and some representatives from Ameren
16 UE.

17 I would also mention that just in case you
18 don't want to get up and say anything, each of you
19 should have a public comment form. You can also fill
20 that out. You can leave that here or mail it in.
21 Your comments will be recorded just as they are if you
22 had gone to the microphone to speak. With that, I
23 thank you again for coming out this evening. I look
24 forward to hearing your comments and concerns.

1 JUDGE WOODRUFF: Thank you, Commissioner.

2 I've also been asked to tell you that we are
3 videotaping the hearing also. So you will be on
4 camera. In a moment I will ask for the -- as you came
5 in, some of you signed up on the sign-up sheet here.
6 I will go down the list here and call those people up
7 to testify.

8 When you testify, come up to the chair here
9 and speak into the microphone loud and clear, and we
10 will hear what you have to say. I am not going to set
11 a formal time limit on your testimony, but keep in
12 mind that there are other people that want to testify
13 also. So we ask that you keep it around five minutes
14 or so.

15 After you have testified, the Commission
16 will have a chance to ask you questions and the
17 attorneys for the parties may ask you some follow-up
18 questions also. Before we call the first witness, I
19 do need to determine which attorneys are here for the
20 parties, so I will ask them to enter their appearance
21 now, beginning with Ameren.

22 MR. TRIPP: Your Honor, Michael Tripp for
23 Ameren Missouri. My address is 111 South Ninth
24 Street, Columbia, Missouri 65201.

1 JUDGE WOODRUFF: And for the Commission
2 staff?

3 MR. BERLIN: Thank you, Judge. Let the
4 record reflect Bob Berlin appearing on behalf of the
5 staff of the Missouri Public Service Commission, Post
6 Office Box 360, Jefferson City, Missouri, 65102.

7 JUDGE WOODRUFF: Thank you. Public
8 counsel?

9 MR. MILLS: Thank you, Judge. Let the
10 record reflect the appearance of Louis Mills on behalf
11 of the Office of the Public Counsel and the Public.
12 My address is Post Office Box 2230, Jefferson City,
13 Missouri 65102.

14 JUDGE WOODRUFF: I believe that's all the
15 parties that are here today. The first name on my
16 list is James Harmon. Good evening, sir.

17 MR. HARMON: Good evening to you.

18 (Witness sworn.)

19 MR. HARMON: Initially, I intended to
20 testify in extensive about the Trade Winds Shuteye
21 Creek Wind Farm that has 100 wind turbines planned to
22 be sited across Putnam, Sullivan, and Adair Counties.
23 Remarks made in the question and answer period would
24 require me to digest those to some degree, and

1 therefore I will modify my planned testimony.

2 What I would like to ask though is, I still
3 see when I look at the -- when I look at my Ameren
4 bill, I see that there are two charges that are
5 listed. One is the energy efficiency charge, and the
6 other is a fuel adjustment charge. That fuel
7 adjustment charge is four times what the energy
8 efficiency charge is. I wondered how what is
9 possible?

10 Currently, Ameren has less than one percent
11 of its electric energy generated by wind. From what I
12 have heard, that percentages of other renewable
13 sources remains relatively low. Therefore, my
14 question would be that, how is that disparity between
15 a low amount of renewable energy and the much higher
16 amount for the fuel adjustment charge; how can that be
17 explained?

18 JUDGE WOODRUFF: It has to be a rhetorical
19 question because the Commissioner and I can't answer
20 the question in this form. There are people out there
21 that you can talk to after the hearing though that
22 will be able to explain that to you better.

23 MR. HARMON: There is one thing I would
24 like to say in this hearing, that the Sierra Club

1 salutes Ameren for its steps that it has taken to
2 increase the investment in energy efficiency. Energy
3 efficiency is by far the cheapest option for rate
4 payers, costing about 2.5 cents per kilowatt hour. By
5 reducing our consumption of energy, we can reduce
6 monthly payments for customers.

7 The \$81 billion included in this request
8 for energy efficiency will deliver about \$250 million,
9 will remove that from customer's bills. That is very
10 good. So in closing I would say that the Sierra Club
11 encourages the Public Service Commission to approve
12 the rate increase portion which is being requested by
13 Ameren for support of energy efficiency measures.

14 Furthermore, I hope and believe that it is
15 essential to insure that those measures are available
16 for low income families who will of course be the ones
17 most hard hit by any rate increase, whatever it may
18 turn out to be. Thank you.

19 JUDGE WOODRUFF: Thank you, sir. Do you
20 have any questions, Commissioner?

21 COMMISSIONER STOLL: The only thing I would
22 mention, sir, and I will mention this to everyone else
23 in the audience. Out front they have the PSC
24 Connection magazine, which you may have picked up

1 before you came in. If you go back to Page 10 and 11,
2 it does have an explanation about the fuel adjustment
3 clause -- the fuel adjustment charge rather. You may
4 want to read through that.

5 It is a little complicated, but I think it
6 lays it out pretty well on why that charge is there.
7 Also, there are some handouts that you received when
8 you came in. I think they might help you. Later on
9 when you go home, take a look at those. It explains
10 some more of the entire process in a rate case. Thank
11 you for your testimony.

12 MR. HARMON: Thank you

13 JUDGE WOODRUFF: Thank you, sir. The next
14 name on the list is Brian Perry.

15 (Witness sworn.)

16 MR. PERRY: Like the last guy, I prepared
17 this while sitting out here in front waiting for this
18 thing to start. So a lot of stuff went on during the
19 question and answer. So I will just read this off and
20 amend it the best I can.

21 I understand the responsibility of a
22 company to deliver a profit to its shareholders.
23 Personally, I am not like those who seek to punish the
24 successful or wealthy. However, there is abuse in the

1 system that must be recognized and halted. We must
2 shine the light of truth on all shady corners. So
3 it's with respect of today's economy that we come to
4 encourage the PSC to deny this particular request.

5 Proper business practices must be tempered
6 time to time by failure and hardship. In an era of
7 government bailouts, we the customers implore you to
8 take the advice -- they stole my thunder on this by
9 the way -- the advice of Theodore Roosevelt and
10 tighten your belts. You will be rewarded with trust
11 and further loyalty from your customers.

12 And I know this is a little excessive but,
13 all tyrants rule to the consent of the people, and the
14 same could be said of monopolies. The sheer amount of
15 rate increases is enough to cause alarm. Earn the
16 trust and loyalty of your customers by forgoing this
17 rate increase, and focus on efficiency and service.
18 Not that you ignore.

19 And do not seek to take advantage of our
20 nation's current climate. We are paying attention.
21 We care. And we are not clueless. And that is mostly
22 in response to understanding how much interference
23 there is with company's business practices. Just
24 hearing what I have heard tonight has enlightened me

1 even further on how business is conducted. How it is
2 regulated. And so forth and so on. That's all I'd
3 like to say.

4 JUDGE WOODRUFF: Thank you, sir.

5 COMMISSIONER STOLL: Thank you for your
6 testimony.

7 JUDGE WOODRUFF: The next name I believe is
8 Diebert Homeister. Am I close? From Kirksville. It
9 starts with an "H" and looks like "OM". I have to try
10 and read people's handwriting.

11 COMMISSIONER STOLL: It looks like Diebert,
12 D-i-e-b-e-r-t?

13 JUDGE WOODRUFF: We've got our customer
14 here. Please raise your right hand.

15 (Witness sworn.)

16 JUDGE WOODRUFF: What is your name, sir?

17 MR. HAMILTON: Talking about the renewable
18 energy --

19 JUDGE WOODRUFF: Could you tell us your
20 name first?

21 MR. HAMILTON: Pardon?

22 JUDGE WOODRUFF: Your name?

23 MR. HAMILTON: Dilbert Hamilton.

24 JUDGE WOODRUFF: Hamilton. Okay. Thank

1 you.

2 MR. HAMILTON: Talking about this renewable
3 energy, according to the news media over the last six
4 months, they have more natural gas than they could
5 store. Now we are paying more for electricity. They
6 are wanting a raise. But yet they've got more gas
7 than they can possibly use.

8 I just don't understand why they need the
9 raise. And another thing is the big factories, we are
10 paying "X" number of dollars, like 10 or 15 cents a
11 kilowatt hour or whatever. The factories are paying
12 half of what we are. If they were to pay their fair
13 share, the same as we are, they would not need a raise
14 in their rates.

15 So with that, I have a friend that works at
16 Chrysler, and he is in the office. They pay
17 approximately 40 percent for electricity of what we
18 do. To me that is not right. If they are going to
19 charge one person, it should be leveled out to where
20 everybody pays their fair share. The big corporations
21 are not paying their fair share, by no means.

22 I believe the PSC should look into that and
23 level things out to where the average citizen is not
24 carrying the big corporations. That's all I have to

1 say. Thank you.

2 JUDGE WOODRUFF: Thank you.

3 COMMISSIONER STOLL: Thank you for your
4 testimony. You probably would want to stop by the
5 Public Service Commission desk out there. They can
6 talk to you a little bit about any other concerns you
7 had regarding the fuel.

8 MR. HAMILTON: One more thing. You
9 probably don't know -- anyway. Ameren UE is a big
10 company. There is a lot of waste in it. I have seen
11 the waste. People working on poles will drop an
12 insulator and drop bolts. They will drop this. They
13 never pick it up. I have seen it. They drive off and
14 leave it.

15 I worked for John Deere for a while. If
16 they dropped a nut, a bolt, a washer on the floor,
17 they would never pick it up. The janitor got
18 everything that was on the floor. That is waste.

19 I do know a guy that worked for Ameren UE,
20 and has for years. They had a big storm down in
21 Arkansas. They sent him out to a house to restore the
22 electricity. He couldn't find where to go. So he
23 stopped and asked, where do I turn in to put the power
24 back to this customer? They said, just go down there

1 and turn a little ways. There's a lane.

2 He turned and went down the lane and to the
3 house. It took off both of his mirrors, his exhaust
4 stack, and tore up his truck. It did \$11,000 of
5 damage to his truck. With just a little work, they
6 could have saved that. There's a lot of waste through
7 Ameren UE that could definitely be stopped. Which I
8 have seen firsthand.

9 Every time they lose a truck or somebody
10 gets hurt or whatever, it comes out of our pockets.
11 It don't come out of theirs. They have millions of
12 dollars put back for work emergencies. They have to
13 have. But why should we be paying for somebody's
14 mistake and \$11,000 to repair a truck.

15 They could have walked in. He said it was
16 less than half a quarter. But they told him to drive
17 in. It tore up his truck and cost \$11,000. That's
18 the way I feel about it. There's a whole lot of waste
19 that should not be.

20 JUDGE WOODRUFF: Thank you, sir.

21 COMMISSIONER STOLL: Thank you for your
22 testimony.

23 MR. PERRY: How many more names on the
24 list? Roughly?

1 JUDGE WOODRUFF: About seven.

2 MR. PERRY: Thank you.

3 JUDGE WOODRUFF: Keith Nielsen. Good
4 evening, sir.

5 MR. NIELSEN: Good evening.

6 (Witness sworn.)

7 MR. WOODRUFF: You are Keith Nielsen?

8 MR. NIELSEN: I am Keith Nielsen. I live
9 at 4 Clayton Court in Kirksville. My statement is I
10 think that Ameren -- I don't know about anyone else,
11 but I think that they have picked one of the worst
12 times in our economy to come around and ask for an
13 increase. We are hearing real strong rumors in this
14 community right now that very soon our water utility
15 bills are going to be going up.

16 We put a lot of money into our house
17 remodeling it, to make it as about as efficient as we
18 can. From the light bulbs to windows and doors. The
19 summer we have been keeping our thermostat at 80
20 degrees. In the winter time we had it down the last
21 couple years below 60.

22 We are both on Social Security. Folks that
23 are on Social Security know that for at least the past
24 two years there has been no cost of living increase

1 for Social Security. This year we did get 2 percent,
2 I believe it was.

3 The prices of gasoline. The prices of
4 food. Everything that you touch nowadays the cost is
5 going up. When you are on a fixed income you kind of
6 wonder from time to time where the next item is --
7 when you can make a payment when there is no more
8 money in the account to do that.

9 I can't understand why -- I worked for a
10 company for many, many years, and that company was
11 struggling with their customers, to be able to get
12 more business and new business. That company, from
13 the top down, CEO and everybody else, they put their
14 heads together. They started a process to which they
15 would take everything that that company produced and
16 tear that process apart, and take all the waste out.

17 Make it cheaper. Make it faster. Cut down
18 lead times. We went to our suppliers and had seminars
19 with our suppliers once a year. They would come in
20 and we would ask them to use the same processes. That
21 company right now is one of the largest aircraft and
22 aerospace manufacturers of components in the world.

23 They didn't get there just by asking for
24 increases from the people they sell their products.

1 If you read the Bible, only God can get water from a
2 stone.

3 MR. WOODRUFF: Thank you, sir.

4 COMMISSIONER STOLL: Thank you for your
5 testimony.

6 MR. WOODRUFF: The next name on the list is
7 Sam Weston.

8 (Witness sworn.)

9 MR. WESTERN: I will be brief.

10 JUDGE WOODRUFF: Did I get your name right?
11 Is it Sam Weston?

12 MR. WESTERN: Sam Western. Like the
13 western sky.

14 JUDGE WOODRUFF: Or like Western
15 Steakhouse?

16 MR. WESTERN: That's right. I'm a CEO of a
17 small company here in North Missouri. We've been in
18 business 35 years. We are located 10 miles from here.
19 We employ about 30 people. The economic downturn of
20 '08 and '09 is when Ameren started asking for price
21 rate increases. It had been many years since they had
22 asked for increases.

23 I think that this time, with the drought
24 and the economic situation we have in this country, it

1 is really a tough time to ask for a rate increase. We
2 as a company have to become more efficient. I think
3 Ameren has probably done that. We have no qualms with
4 Ameren. They service us well. We have a good
5 relationship with our local Ameren people. We want
6 that to continue.

7 I just want to go on the record as saying
8 if you allow this increase, that's a 50 percent
9 increase in the last five years. That's pretty hefty.
10 We know it takes a lot of money to operate, but I want
11 to go on the record that our company is at this time
12 opposing the rate increase. Thank you.

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

15 COMMISSIONER STOLL: No. Thank you for
16 your testimony.

17 MR. WESTERN: Thank you.

18 JUDGE WOODRUFF: The next name on the list
19 is James Turner.

20 (Witness sworn.)

21 MR. TURNER: I have resided here in
22 Kirksville for nearly 30 years. I am here tonight as
23 chairperson with the Missouri chapter of Sierra Club,
24 which takes an active interest in energy policy

1 issues. You have driven her today through fields
2 heavily stricken by drought. It's having a heavy
3 impact on the economics of this region. There's
4 growing recognition in this nation that carbon dioxide
5 is a part of the problem.

6 Carbon dioxide -- there is growing
7 scientific consensus that carbon dioxide is driving
8 the warming of the atmosphere. That is severely
9 distorting the weather patterns, which are afflicting
10 us. Just look at all the information about heat
11 records of the past summer.

12 Coal is one of the fossil fuels that is the
13 big source of the carbon dioxide getting into the
14 atmosphere. Ameren says it's sticking with coal
15 because coal is cheap. Well, if coal is cheap, why i
16 Ameren asking for another rate increase of 14 percent?
17 Over 80 percent, more like 85 percent, of Ameren's
18 electrical generation comes from coal.

19 So coal must be proven expensive. Most
20 coal is shipped to Missouri from Wyoming. According
21 to John Hickey (phonetic), our chapter director of
22 Missouri Sierra Club, the cost of coal is rising and
23 will continue to rise. On average, the delivered cost
24 of coal in Missouri has increased 9.5 percent annually

1 since 2004. For an overall average increase of 87
2 percent in just the last eight years

3 The problem with coal dependence in
4 Missouri becomes even more apparent when you look at
5 the national average, where coal accounts for much
6 less, about 40 percent of the nation's energy. Ameren
7 still depends on coal for 85 percent of its electric
8 generation.

9 The US Energy Information Administration
10 documents and charts rises in coal prices. I am
11 holding up charts (Mr. Turner gestured) for Kansas,
12 Iowa, Illinois, and for Missouri.

13 JUDGE WOODRUFF: And for the record, each
14 chart shows a rise?

15 MR. TURNER: Indeed. Almost doubling. In
16 2004 a million BTU generated by coal cost 92 cents in
17 Missouri. By 2011 generation of one million BTU cost
18 \$1.72 in our state. Ameren is addicted to coal and
19 wants Missourians to bear the cost of that. Ameren
20 continues to operate its Meramec plant, which plagues
21 St. Louis and St. Louis County with pollution.

22 Seventy-two percent of total toxic air
23 mercury pollution comes from America's coal fired
24 plants, according to the Environmental Defense Fund.

1 The aging Meramec plant is an especially egregious
2 example of old technology. Retiring the Meramec plant
3 would dramatically reduce the negative health
4 consequences of the sulfur dioxide, mercury, and soot
5 pollution from this plant.

6 Health costs from this pollution are
7 substantial, and they are not included in the cost
8 Ameren itself pays. But they do impact our citizenry.
9 Health costs seem to be up to citizens living downwind
10 of these plants, to bear. And ultimately every
11 hospitalized person pays higher bills because of many
12 of those who suffer from asthma and other health
13 problems. They are not able to pay themselves, so the
14 hospital has to bear those costs.

15 Ultimately, other patient's bills are
16 higher. So it is a big impact for us. Despite the
17 fact -- so it is a financial burden for us even here
18 in Adair County. Ameren estimates a cost range from
19 \$645 million to \$800 million for cleaning up the
20 Meramec plant. The Meramec coal fired electricity
21 generation plant in Arnold, Missouri should be
22 retired.

23 Anymore investment in this plant would be
24 throwing good money into a bad fossil fuel investment.

1 In short, I would say that there is an excessive
2 dependence on coal by Ameren, when it is very possible
3 to significantly rev up use of coal energy to the
4 extent -- look at Iowa to the north, where a much
5 larger percentage of its electricity comes from coal.
6 We could be doing that and benefiting our local
7 economy and avoiding the excesses of carbon dioxide
8 pollution.

9 In view of that, it seems inappropriate to
10 reward Ameren for this coal dependence by granting
11 still another rate increase, as requested. So much of
12 it does go to coal activities.

13 JUDGE WOODRUFF: Does Sierra Club have
14 recommendations as to what other sources of power
15 Ameren should be using?

16 MR. TURNER: Sierra Club nationwide is
17 facilitating increased use of solar panels. We hope
18 to -- we are giving consideration in Missouri to
19 trying to participate in that kind of a program as
20 well. In addition, we just generally point to the
21 good impact that the wind industry is having on
22 Missouri.

23 Already, manufacturing plants near
24 Jefferson City and near Washington, Missouri are

1 manufacturing components for wind turbine technology.
2 So in addition to all of the lease money that could be
3 going to our local landowners, growing the wind
4 industry can help the economy of our nation. With
5 smart updating of the grid, it is very workable to
6 have wind as a significant component of the energy
7 portfolio.

8 JUDGE WOODRUFF: Does Sierra Club have a
9 position on how Ameren is doing with the solar rebate
10 program that they have had in effect?

11 MR. TURNER: I would have to check with our
12 chapter director as to details about that. He's in
13 active coordination with our energy committee chair,
14 who is Henry Robertson, who appears before the PSC in
15 these matters. So I would have to refer to those
16 gentleman about the details.

17 JUDGE WOODRUFF: Thank you, sir. Do you
18 have any questions, Commissioner?

19 COMMISSIONER STOLL: Excuse me. One quick
20 question. You were talking about the coal fire
21 generating plants in Missouri, and I'm not sure if I
22 misunderstand you, but would you repeat what you said
23 about Iowa? Did you say that they don't have --

24 MR. TURNER: I referred to four states.

1 For all of those states, the average cost of coal is
2 going up. Then in my concluding comment I referred to
3 Iowa having a significant portion of its electricity
4 now being generated by wind turbines.

5 COMMISSIONER STOLL: You said, by coal fire
6 plants. I just wanted to make sure that we got that
7 straightened up.

8 JUDGE WOODRUFF: I think you just misspoke.

9 COMMISSIONER STOLL: Yes. And I wanted to
10 make sure that was correct.

11 MR. TURNER: Thank you for that
12 opportunity.

13 COMMISSIONER STOLL: You are welcome.
14 Thank you.

15 JUDGE WOODRUFF: Thank you, sir. The next
16 name on the list is Donna Dunwoody.

17 (Witness sworn.)

18 MS. DUNWOODY: I'm the executive director
19 at a Housing Authority. I have 246 apartments for low
20 income families, elderly, and disabled folks. One of
21 those complexes has a 100 elderly. Out of our 146
22 family apartments, we have 55 who are elderly,
23 disabled or handicapped.

24 I have another building that is 46

1 apartments that are completely elderly, disabled, or
2 handicapped. I am speaking for the elderly, disabled,
3 and handicapped folks. Those are the ones that are on
4 fixed income. They don't have the opportunity to go
5 out and get a second job, get a third job. That type
6 of thing.

7 They are either physically incapable of
8 doing that, or they are at the age where once again
9 they are physically incapable of doing that. Our rent
10 roll for a month is \$56,282. The average rent out of
11 those 246 units is \$228. I say that just to put it in
12 perspective of like what maybe your house payment
13 would be. Maybe what other rental apartments would
14 be.

15 So that gives you an idea that when rent is
16 based on income, that's how much the average folks are
17 paying for government subsidized housing. One person
18 at the very low income limit in my county, Randolph,
19 is \$16,650. So that means that person that's applying
20 for my housing has to make less than \$16,650. That's
21 a fairly small amount.

22 When Ameren is looking for a rate increase
23 of 14 percent, I look at those elderly, disabled, and
24 handicapped folks that I serve. A year ago they

1 received no rate increase. This year they received
2 3.6. When you put that in relation to how much a
3 company is asking for, and especially with a rate of
4 return of almost 11 percent, I struggle with that.
5 That my folks aren't going to be able to pay those
6 bills.

7 They receive a utility allowance,
8 compensation from the Federal Government, to help them
9 pay their bills. We have been very conscientious of
10 making sure that what capital funds we receive from
11 the Federal Government, that we have placed back into
12 the bricks and mortar to help decrease energy
13 consumption. We do what we can do for the energy
14 efficiency part.

15 We participated in Ameren's refrigerator
16 and light bulb. I struggled with that. Seriously.
17 Somewhat. When right after we did that, they come
18 back and ask for a rate increase. It was a little
19 hard to swallow when I seen that. I struggle a little
20 bit when I see the advertising and some of the
21 community activities that they do.

22 I think it is wonderful that a company is
23 generous and wants to do certain things, but once
24 again I think it is up to an individual as to whether

1 they want to be charitable or not. Hopefully we would
2 all be charitable. If that's where some of those
3 monies are going, and then asking again for a rate
4 increase, I kind of have an issue with that.

5 They are a monopoly. We can't go anywhere.
6 We can't choose a different provider. So that's a
7 struggle. I can't even have my residents shop around
8 for utilities. The rate of return was supposed to be
9 reasonable, and that's what I heard during the
10 question and answer. I heard the number of around 11
11 percent at the profit rate.

12 I do realize that there are many of us who
13 aren't even receiving 5 percent of a return rate. I
14 don't think that 11 percent is actually considered
15 reasonable. And as for the investors, the monopoly of
16 a utility company is a pretty sure bet that you are
17 going to get a return. It's not a high-risk
18 investment. So I would ask that the Commission
19 seriously give that consideration.

20 I wanted to also speak about the energy
21 assistance program. He quoted that they give \$2.9
22 million out in energy assistance to different
23 agencies. That type of thing to help low-income folks
24 pay for utility bills. I don't have an issue when we

1 are helping military families, elderly, disabled, or
2 handicapped folks. What I do have an issue with is
3 that I know in my business, and I see it on a daily
4 basis, that I have applicants that will come in and
5 make an application for housing. They have to be able
6 to pay their utilities to be able to live in certain
7 developments there at the Housing Authority.

8 They will come in with bills of over and in
9 excess of \$1,000. Which means that somewhere along
10 the way they weren't made to pay their bill when they
11 should have been made to pay their bill. I have
12 residents who actually will not pay their November and
13 December bills because if they get their shutoff
14 notice then they can go to one of these agencies that
15 they gave the \$2.9 million to, and they get their
16 utilities paid.

17 I believe that Ameren needs to make their
18 customers pay their bills and have some personal
19 responsibility. Then it might not need all that money
20 to be given to those agencies, if you would make
21 people pay their bills. Once again I am speaking from
22 the aspect that my residents are already given a
23 utility allowance. We have to look at that every year
24 so that we know that they are fair.

1 I do struggle with the aspect that we give
2 agencies money and then people don't pay their bills,
3 so in turn they can have a bill paid. Once again,
4 when they apply for housing that somewhere along the
5 way they have bills in excess of \$1,000. That seems a
6 little outrageous to me. So that's the one thing I
7 would like to say about that.

8 My last thing is that the difference
9 between the residential, commercial, and industrial
10 rates, I would hope that the Commission would
11 definitely look at that and see where you really think
12 that that's fair. That there is such a difference
13 between those rates. I thank you for your time.

14 JUDGE WOODRUFF: Are there any energy
15 efficiency programs that you'd like to see Ameren
16 implement that would help out with your public
17 housing?

18 MS. DUNWOODY: As I said, we participated
19 in the lights and the --

20 JUDGE WOODRUFF: The refrigerator.

21 MS. DUNWOODY: And the refrigerators. We
22 already do that ourselves.

23 JUDGE WOODRUFF: As far as treating the
24 windows?

1 MS. DUNWOODY: Yes. And when we turn over
2 an apartment or when we get capital funds, we have to
3 do long-range planning. The minimum is five years
4 out, but we look at 10 and 15. Insulation, as well as
5 water. We do lots of things to conserve. Not just
6 electrical and gas, but also -- you know any of our
7 natural resources.

8 JUDGE WOODRUFF: Thank you.

9 COMMISSIONER STOLL: Thank you for your
10 testimony.

11 JUDGE WOODRUFF: Gary Floyd. Is Gary Floyd
12 here? Okay. The next name is Jeannie Martin or
13 Morton.

14 MS. MORTON: Morton.

15 JUDGE WOODRUFF: Morton. Okay.

16 (Witness sworn.)

17 JUDGE WOODRUFF: Have a seat. Tell us what
18 you want to tell us.

19 MS. MORTON: Well, my comments are more
20 directed towards looking at this from an ethical and
21 moral standpoint. Given the economic times that we
22 are living in, there are lots of people out there who
23 are suffering. I think to me it is just incredulous
24 that Ameren could ask for a 14 percent increase in

1 their rates.

2 Everything is going up. Groceries are
3 going up. Gas is going up. Phone is going up.
4 There's only so many ways that one can pare down their
5 budget in order to meet their monthly expenses. If
6 you are going to give Ameren their 14 percent rate
7 increase, which I am sure you will.

8 I think it should be mandatory for you to
9 ask Ameren to present to the Public Service Commission
10 a list of serious cost-cutting measures they would
11 enact, and then receive them and publish them. Either
12 send them to all of your customers in a brochure, get
13 them printed on The Post. Get them printed in the
14 Kirkwood paper here, etc.

15 For them to just cart blanche ask for this
16 increase is morally reprehensible. They need to be
17 held accountable. And there are things that they can
18 do. When I was working at a company in St. Louis,
19 there was a period there where salaries were frozen
20 from the president of the company on down. Salaries
21 were frozen for two years. There were no bonuses.
22 But we survived.

23 I am saying Ameren could do this. They
24 could offer early retirement. Golden parachutes. So

1 if Ameren has the gall to ask us for this type of rate
2 increase, then Ameren should take it upon themselves
3 to do some tightening of their own belt and cleaning
4 of their own house. That's all I have to say.

5 JUDGE WOODRUFF: Thank you, ma'am.

6 COMMISSIONER STOLL: Thank you for your
7 testimony.

8 JUDGE WOODRUFF: The next name on the list
9 is C.A. Holgartnen. I think I saw them leave. That
10 was the last name on my list. Is there anyone else
11 here who would like to testify? I see a hand in the
12 back. Come on forward. Please raise your right hand.

13 (Witness sworn.)

14 JUDGE WOODRUFF: Please tell us your name.

15 MS. LIMESTALL: My name is Susan Limestall.

16 L-i-m-e-s-t-a-l-l. I am here in Kirksville. I have
17 two points I want to bring up. About 15 years ago is
18 when I bought my home here in Kirksville and moved
19 into this community. I tried to take a lot of
20 measures to be energy efficient and cut down my usage.
21 Using CFL's, new energy efficient appliances, new HVAC
22 system, new insulated windows and door.

23 My bill is now 50 percent more than it was
24 when I moved in 15 years ago. So the rates just keep

1 going up, up, and up. Yet every measure I take seems
2 -- I just wonder what my bill would have been had I
3 not taken those measures, because Ameren keeps
4 charging more and more.

5 My second comment has to do with my -- I
6 think I will disagree in a question I got an answer to
7 earlier. If Ameren UE gets to get a rate of return of
8 10 percent, and whatever dollar figure that turns out
9 to be they reinvest say 50 percent back into their
10 infrastructure and costs. Yet they turn around and
11 ask for that to be reimbursed to them in their next
12 rate increase, I feel like I already paid for that.
13 That should be deducted from the consideration in the
14 next rate increase.

15 They already got that return to pay for
16 that in the most recent rate increase. Then that just
17 seems to carry on every single time that they in turn
18 reinvest what they get back as a rate of return, and
19 they get the rate increase to cover that. Yet they
20 ask for it again in the next rate increase. That just
21 seems like it is unfair to us customers that they keep
22 getting a rate increase on money we've already given
23 them a rate increase for. Thank you.

24 JUDGE WOODRUFF: Thank you, ma'am.

1 COMMISSIONER STOLL: I might suggest that
2 maybe you discuss your second matter with the Office
3 of Public Counsel or with the PSC staff. They could
4 explain that to you.

5 MS. LIMESTALL: Thank you.

6 COMMISSIONER STOLL: Thank you.

7 JUDGE WOODRUFF: Anyone else wish to
8 testify? I Don't see any other hands going up. Once
9 again, I will thank you all for coming out this
10 evening. With that, we are adjourned.

11 (WHEREUPON, the public hearing concluded at
12 8:09 p.m.)

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18 EXHIBIT DESCRIPTION PAGE

19 No Exhibits

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1 CERTIFICATE OF REPORTER

2 STATE OF MISSOURI)

) ss.

3 COUNTY OF ST. LOUIS)

4 I, Matthew Behlmann, a Certified Court
5 Reporter (MO), and a Notary Public within and for the
6 State of Missouri, do hereby certify that I was
7 personally present at the proceedings had in the
8 above-entitled cause at the time and place set forth
9 in the caption sheet thereof; that I then and there
10 took down the proceedings had; and that the forgoing
11 is a full, true and correct transcript.

12

13

14 _____
Notary Public within and for

15 The State of Missouri

16

17

18 My commission expires November 28, 2014.

19

20

21

22

23

24

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