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STATE OF MISSOURI

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PUBLIC SERVICE COMMISSION

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TRANSCRIPT OF PROCEEDINGS

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LOCAL PUBLIC HEARING

8

AUGUST 15, 2012

9

City of Arnold, Arnold, Missouri

10

VOLUME 8

11

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IN THE MATTER OF UNION ELECTRIC )

13

COMPANY d/b/a AMEREN UE Tariff ) File No. ER-2012-0166

14

To Increase It's Annual Revenues )

15

For Electric Service )

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Kennard Jones, Presiding Chief Regulatory Law Judge

18

Stephen Stoll, Commissioner

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

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3 JUDGE JONES: We're going to go ahead and get started.

4 We have quite a few people that signed up to testify, so those

5 of you that are in this room, I'm not quite sure how to tell

6 adults to be quiet but, I don't know if people outside can hear

7 or not. But if you all can keep it down or move conversation

8 away from the door, we'd greatly appreciate it.

9 My name is Kennard Jones. I'm a judge presiding over

10 this local public hearing and one earlier today and a couple

11 tomorrow that I think one in South County, and another in the

12 City of St. Louis. To my right is commissioner Stoll, from the

13 public service commission. Would you like to make any comments?

14 COMMISSIONER STOLL: Yes, please. Good evening

15 everyone, just wanted to say a few things here as we begin.

16 First of all, we really do thank you for coming out this

17 evening. Currently, there are four commissioners on the

18 Missouri Public Service commission. I am the only one here this

19 evening, but I want to assure you that they will be reading the

20 transcript of this local public hearings. We have a court

21 reporter here taking down all of your statements, and they will

22 be given to each of the other commissioners for them to read.

23 I also want to mention that we are here to listen to

24 your concerns and your comments and that those statements that

25 you make will be included in the information that goes into the

1 rate making decision in this case. I also wanted to mention  
2 that we really aren't allowed to answer any specific questions  
3 about the rate case that is before us. Commissioners may be  
4 disqualified actually for what might be perceived as pre-judging  
5 the case, so we're here to listen to you. What you say means a  
6 great deal to me.

7 As many of you may know, I live right down the road in  
8 the city of Festus, and we care deeply about what you have to  
9 say, and we will let that testimony begin as soon as the judge  
10 has anything else.

11 JUDGE JONES: Okay. We have a number of people that  
12 have signed up, and we're simply going to go down the list in  
13 the order that you signed up. After we complete the list, if you  
14 haven't signed up to testify, you'll still have an opportunity  
15 to do so, just by raising your hand at the end of the -- after  
16 we've exhausted the list.

17 What I'll do is call your name, ask you to approach  
18 this microphone here. Ask you to raise your right hand. I'll  
19 swear you in. Probably ask you to say or spell your last name  
20 for the court reporter. Then you'll go ahead and give  
21 testimony. After you're done, we'd appreciate it if you stay  
22 there just in case we have questions for you. Then you can go  
23 back to your seat, and I'll call the next person, until later on  
24 in the evening, when we're done.

25 Let's see, keep in mind that there are quite a few

1 people that want to talk. We don't want to discourage you from  
2 giving testimony, but try not to be redundant. If you stay my  
3 electric bill was high in June, saying it twice doesn't make it  
4 truer. The court reporter will have that in the record. It  
5 will be read.

6 Does anyone have questions about the process that  
7 we're going to go through tonight? All right so let's go ahead  
8 and get started. Let's take entrance of appearances from the  
9 parties that are present.

10 MR. BYRNE: Your Honor, I'm Tom Byrne. I'm an attorney  
11 for Ameren Missouri. My address is 19010 Chouteau Avenue,  
12 63103.

13 JUDGE JONES: From the staff of the commission.

14 MS. MCCLOWRY: Meghan McClowery, from the staff of the  
15 public service commission. Business address P.O. Box 360  
16 Jefferson City, Missouri.

17 JUDGE JONES: From the office of public counsel.

18 MR. MILLS: On behalf of the office of public counsel,  
19 and the public my name is Lewis Mills. My address is Post  
20 Office Box 2230, Jefferson City, Missouri 65102. I'd like to  
21 take this opportunity to ask you all to turn off your cell  
22 phones please.

23 JUDGE JONES: Are there any other parties present that  
24 would like to enter their appearance? Seeing none, let's go  
25 ahead and get start with the first person on the list.

1 Richard, I can't read your last name. Looks like it  
2 starts with an S.

3 (Witness sworn)

4 JUDGE JONES: Please spell your last name for the court  
5 reporter again.

6 MR. STISAN: S-T-I-S-A-N.

7 JUDGE JONES: You may proceed.

8 MR. STISAN: Comment, ready? I just have some  
9 comments. Primarily, the thing that upset me was the Post  
10 Dispatch here in May of Ameren's top executives here where you  
11 know, Mr. Thomas Voss here, he had a total of 21 percent  
12 increase, and which is \$5 million 695 thousand. Then we had  
13 Mr. Lyons here, he got 25 percent increase \$1 million 985  
14 thousand dollars, and Mr. Huffman here he got an increase of 33  
15 percent of \$1 million 876. These upset me because we have to  
16 pay our electric and we can't go anywhere else, I mean, we're  
17 stuck here. We got to pay it. I've been paying it for pretty  
18 near 60 years.

19 When I saw Mr. Voss here, he's in the top ten  
20 executives in St. Louis at the that. So it really upset me we  
21 have so many people that have shut their air off this summer  
22 because they couldn't afford their electric bill, and of course,  
23 our income, you know is not really going up much. So I just  
24 wanted to say that, that's about all I have to say.

25 JUDGE JONES: Thank you.

1 COMMISSIONER STOLL: Thank you for your testimony.

2 JUDGE JONES: Next up Cathy Spink.

3 (Witness sworn)

4 JUDGE JONES: You may proceed.

5 MS. SPINK: I think that we can all safely agree that  
6 the cost of living in the last four years or so has gone up  
7 considerably, not just for Ameren but the cost of gasoline,  
8 groceries at the grocery store. They said on the news this  
9 morning, because of the drought we can look at a five percent  
10 increase in beef, pork, poultry and dairy before the first of  
11 the year. Everything is going up, and I understand that's for  
12 businesses and not just residential customers of Ameren UE. So  
13 if you were having hearings tonight about Laclede, I'd be here  
14 to tell them no, too.

15 It's just that my husband and I both work full-time.  
16 We make about \$55,000 a year. In the last four years, we've had  
17 to take cost cutting measures to stay afloat. I grocery shop  
18 three to four stores a week off of sales flyers with coupons.  
19 We buy majority of our clothes from garage sales and thrift  
20 stores. We haven't been on a family vacation in six years.  
21 We're doing what we have to do to tighten our belt to get by.

22 My suggestion to Ameren would be that my husband  
23 hasn't had a raise in five years. I hadn't had a raise in  
24 three. This year I got a raise, and it was 2 percent. In our  
25 peer group, I know that they're all fighting the same fight.

1 Our co-workers, our friends, the people we spend time with,  
2 they're in the same boat. I would hazard to guess that a lot of  
3 people here tonight are in that boat. So my suggestion to  
4 Ameren would be if they have to have a raise, let's make it  
5 about three or four percent like everybody else is getting, and  
6 let them learn how to tighten their belt.

7 These luxury boxes and country club dues, no more.  
8 Let them go for a year with no raise. If I can get through five  
9 years with no raise, I think they can get through one.

10 COMMISSIONER STOLL: Thank you for your testimony.

11 MS. SPINK: Thank you. And that's S-P-I-N-K.

12 JUDGE JONES: Next we got before I say this I -- it's  
13 polite of you to applaud a person who's giving testimony, but  
14 I'm here to tell you we have about 50 people signed up to  
15 testify. If you multiply the time of your applause by 50  
16 people, the 50th person is going to be upset by having to wait  
17 so long. Do yourselves a favor, keep that in mind.

18 Next we have Betty Risley, I believe is how her last  
19 name is pronounced.

20 (Witness sworn)

21 JUDGE JONES: Can you please spell your last name for  
22 the court reporter.

23 MS. RISLEY: R-I-S-L-E-Y.

24 JUDGE JONES: You may proceed.

25 MS. RISLEY: I'm a citizen of Arnold. I'm also a



1 senior citizen and I'm a customer of Ameren UE, and I read in  
2 the paper Ameren UE has received 28 percent in increases since  
3 2007. And now they're asking for 14 percent more. In this same  
4 period of time, as a Social Security recipient, I received about  
5 5 percent. So my five percent does not allow me to pay  
6 additional raises that they're asking for, and we personally  
7 have raised our thermostat to 83 degrees. We have replaced all  
8 our light bulbs with energy saving bulbs. We installed ceiling  
9 fans in every room so we can make the air circulate better, and  
10 I have no idea what we could do more to do that.

11 And as someone said already, we really don't have any  
12 choice. Ameren UE is our only source of electricity. It's not  
13 like we can go to Aldi's to buy groceries or Wal-Mart, but we  
14 have to take whatever is given to us. Thank you.

15 JUDGE JONES: Thank you. Next Anna Moshblec. Mike  
16 Povich.

17 (Witness sworn)

18 JUDGE JONES: Thank you. You may proceed.

19 MR. POVICH: What I see here this evening is lot of  
20 senior citizens. I mean I see a lot of people here that worked  
21 their whole lives. A lot of them have been in the military. A  
22 lot have served in wars. Some of us served in other wars, and I  
23 see a lot of people that pay taxes, worked hard, worked out in  
24 rain, snow, cold and everything, and some of us retired for  
25 disability. A lot of people here are tired and would like to

1 retire, and it just seems like people are getting pushed and  
2 pushed like we got electrical bills to pay, rent. Also on  
3 electrical bills is add-ons. If you live in municipalities or  
4 county, there's a tax for that. Ameren UE has extra charges on  
5 there for disposal or whatever, different things. All these  
6 extra add-ons onto your bill are from percentages, you know,  
7 they raise it up 14 percent. The fees are going to go up. You  
8 know, just like for example, when somebody raises car insurance  
9 up, okay, your homeowner's insurance goes up. Everything,  
10 taxes, everything goes up. Same thing.

11 What I see is really a misunderstanding of people  
12 working hard and retire or try to retire. You raise a family,  
13 some people raise their kids, grandkids, kid's kid, trying to do  
14 right, and they, most everybody works. Then you get to a  
15 certain point where you're gas goes up, your electric goes up,  
16 astronomically, which is like right here, and your utility bills  
17 gas electric water. Where I live at, water is pretty expensive,  
18 you know, plus this here. Then you got your automobile  
19 insurance, you got your home owners, and so on and so on. I  
20 just really feel that there's a really misunderstanding or  
21 failure to communicate with the public. I mean, maybe Ameren UE  
22 should take a cut instead of raising rates and everything. Why  
23 do I as a public have to keep on biting the bullet, because so  
24 help me God, they're squeezing the life out of people.

25 Well, what source -- well, you already said 85 percent

1 comes from the electric, I mean comes from the coal. Which coal  
2 has proven regardless of what some people say, coal is a good  
3 source of energy and affordable. And a lot of people are  
4 working, and they need the jobs to support the manufacturer and  
5 everything, and I do know that people in Washington DC, a lot of  
6 people in there want to get rid of coal, you know.

7 Okay, in my opinion, because there's only one  
8 electrical company Missouri, we all have to use it. I basically  
9 I think that's extortion. What else would you call it? Like  
10 say Ameren UE is the only shoe store in town, and they keep on  
11 raising the rates up. Everybody's got to have shoes, so you  
12 keep on raising the rates up. To me, I think we're all really  
13 being railroaded. I mean they railroaded this other thing, this  
14 affordable health care act on. And people read the context to  
15 know that the more disabilities you have, the older you get, the  
16 less coverage you have. There's a tax. This is a tax too.

17 People look around this room, you saw people how old,  
18 they paid their dues, they're older, they're senior citizens.  
19 People who would like to live to be senior citizens. How are  
20 you going to afford it? I mean, you getting -- everybody's  
21 getting choked, and maybe just Ameren UE just needs to back off.  
22 You're squeezing the life out of people. Thank you.

23 JUDGE JONES: Thank you, sir. Thank you for your  
24 testimony. Next is Janet Ottomeyer.

25 (Witness sworn)

1 JUDGE JONES: Thank you. Could you spell your last  
2 name?

3 MS. OTTOMEYER: O-T-T-O-M-E-Y-E-R.

4 JUDGE JONES: Thank you. You may proceed.

5 MS. OTTOMEYER: I'm not going to repeat everything  
6 everyone else has said. I simply agree with all of them. I do  
7 want to ask the board, the Missouri Commission to think about  
8 the fact that I hate to sound so cynical, when Ameren comes to  
9 you and asks for 14 percent rate increase, they know they're not  
10 going to get it. What they want is that nice number that you  
11 all will agree is a compromise. Like horse trading. You don't  
12 come in and say I know this is what I'm going to sell this horse  
13 for. It's a bargaining position. So Ameren lucked out year  
14 after year and you're happy. And maybe your system just doesn't  
15 work the way it should. Maybe it's time to think about is  
16 investor owned utilities what works for people when there's no  
17 competition. Because investor owned utilities only is terrific  
18 rip off. We should not be profit making if people die because  
19 they can't afford your product.

20 Children are sick, and parents can't afford heat or  
21 cooling. It gets down to a bottom line. Not everybody is so  
22 poor that they can't have any electric, but a lot of us have to  
23 struggle and juggle. Are we going to eat this this week, or are  
24 we going to buy this medication this week, or are we going to  
25 have a cool house. Those are not luxury decisions. These are

1 the things people out here deal with every day. You all know  
2 year after year, the numbers are worse for us. The jobs are  
3 worse, the income is worse, the ability to find a second income  
4 is less. College costs are up. Ameren UE and a few other  
5 select ones get to walk in and say hey, I need this much next  
6 year.

7 Well, if I lived the same way next year as I lived  
8 last year, I need that much more. But I'm not going to get it,  
9 and I don't think UE needs to get it. I think they need to sit  
10 back and say unless we look like we're trying to take it, unless  
11 we can't come back and ask these people to give us stuff that  
12 they don't have. We're done, there's no more left to give.  
13 Thank you.

14 JUDGE JONES: Next we have Elaine Farries. Can you  
15 raise your right hand.

16 (Witness sworn)

17 MS. FARRIS: Farries. F-A-R-R-I-E-S.

18 JUDGE JONES: You may proceed.

19 MS. FARRIES: Consumers have three charges on the  
20 Ameren Missouri electric bill. A charge for kilowatts we use,  
21 the fuel adjustment charge applied by our Missouri legislature  
22 and law makers. In 2005 that was placed on our bills in 2009,  
23 and an energy efficiency program charge approved by Missouri  
24 legislature in July 2011. Last year 2011 there was a request  
25 from the Missouri legislature for the Missouri legislature to

1 let Ameren charge consumers in advance for nuclear power plants.  
2 This charge was disputed by myself, and other consumers by  
3 calling our congressional representative saying the Missouri  
4 legislature would have to overturn a 1976 referendum passed by a  
5 majority of Missouri voters to give Ameren this charge.

6 The referendum forbids utilities for charging voters  
7 before they start producing energy from a plant. I stated that  
8 for a few Missouri lawmakers to overturn a referendum, the  
9 majority of citizens voted to, in fact, would be dictatorship.  
10 I would object even if the charges were only a dollar. I stated  
11 it is what the citizens objected to, with their votes, and it  
12 should stand regardless of how low the fee. That our  
13 constitution says the majority rules, every increase adds to  
14 individuals and small businesses financial load.

15 We are all having to sacrifice something in this  
16 difficult time. I would like for Ameren Missouri to cut back  
17 somewhere in their spending instead of adding more debt to their  
18 customers. Ameren has a product every household and every  
19 business needs and uses. There is no other electric company in  
20 this area we can use. The revenue coming into the company for  
21 the sales of electricity is going to be there month after month,  
22 year after year. They don't have to worry that no one is going  
23 to buy their product. Their customers are from the very  
24 disabled, low income citizens, senior citizens on fixed incomes,  
25 the unemployed, middle class, to the very rich. Therefore their

1 revenues and their profits are going to be there, and with  
2 frugal budgeting over the years, can and will net higher  
3 profits.

4           Tonight they were talking about Ameren advertising.  
5 Ameren CEOs are smarter than me, and I know it's not necessary  
6 to advertise for Ameren. That we know who Ameren is. Stop  
7 advertising. All consumers know who Ameren is. That will save  
8 them much revenue and they will not have to keep raising our  
9 rates and they won't have to keep laying workers off while they  
10 give their CEOs large raises. Thank you.

11           There's one more thing. I'm offering the plea to  
12 Ameren Missouri, Missouri legislatures and lawmakers and the  
13 Missouri Public Service Commission, do not let greed for more  
14 wealth to a company doing well financially, because you lose  
15 sight of -- because you lose sight. Don't let it let you lose  
16 sight of human element of this request. Please don't take  
17 advantage of all of us by raising rates because you can. Thank  
18 you.

19           JUDGE JONES: Thank you.

20           COMMISSIONER STOLL: Thank you for your testimony.

21           JUDGE JONES: Next is Carolyn Gourley. Is there a  
22 Carolyn Gourley here to testify or Gourley? Candice Throm.

23           MS. THROM: T-H-R-O-M.

24           (Witness sworn)

25           JUDGE JONES: You may proceed.

1 MS. THROM: I'm going to jump around a little bit  
2 because I got to address some points that were made. I'm an  
3 Ameren service employee. The company I work for supported  
4 Ameren Missouri. It's under the Ameren corporation umbrella.  
5 Let me ask you: A lot of people say Ameren needs to tighten  
6 their belt. Ameren has tightened their belt. We have what's  
7 called operational extra initiative where we have to find  
8 savings every year. We have a target of the savings we have to  
9 make. We submit what's called win sheet to document those  
10 things.

11 Just last week alone, I submitted a win sheet where  
12 over ten years, we're going to save over a quarter of a million  
13 dollars on automating things. We are constantly looking for  
14 things so we can automate, you know, so that we don't have to  
15 have a person sitting there doing it. Things that, you know,  
16 just meaningless tasks that some automation can take care of,  
17 you know that in turn saves us money.

18 We then have a staff reduction to try to save some  
19 money. I know because I sat there, I had to take a lot of  
20 people out of my system.

21 The company is also a member of Local 1455. Few years  
22 ago the company went away with what's called joint bargaining.  
23 To save money, they've now gone back to getting all the unions  
24 back on one contract cycle, so that we can all bargain together  
25 and save the company money, so that we don't have to negotiate



1 each contract separately, and spend all the money to do that.

2 The lineman pay, I know that came up, and I know it  
3 came in comparison to Mr. Baxter's pay. Keep in mind that the  
4 lineman, their job longevity is not like they retire at 65. A  
5 lot of my friends whose father's are lineman, they're lucky to  
6 retire at 55, and they risk their lives every day to keep  
7 everyone's lights on. So they get paid good but.

8 Another thing I'd like to bring up, Ameren does, how  
9 can I phrase this, basically I know that Ameren saves money on  
10 our wages too, because I was offered a job recently, and it was  
11 below what I'm earning right now. So Ameren saves money there.

12 One thing people need to realize is that with a  
13 drought, everything's going up. Even gas is going to go up.  
14 The drought affects a lot of things with the corn crops not  
15 there, corn goes up. Guess what's in everyone's gas. Ethanol  
16 made from corn. That's why the gas prices are going up. That's  
17 affecting Ameren. We need gas to get our line trucks out to  
18 repair things, fuel to our plants, so that the drought's going  
19 to affect us too here in the next year.

20 Another thing was our shareholder return. A lot of  
21 people don't realize that if we don't keep our shareholder  
22 return up, that makes our stock price go down. If our stock  
23 price goes down, then we'll prime for takeover. If you get a  
24 Warren Buffet here going to take over Ameren, dissect the  
25 company, he's going to want a bigger rate increase, and

1 everyone's going to end up paying more.

2 And another thing that keeps coming up is the  
3 advertising. I don't think a lot of consumers in Missouri  
4 realize that Ameren covers Illinois. In Illinois, Ameren is  
5 deregulated so advertising in Illinois might be necessary in  
6 picking up business, because they have a choice of who their  
7 suppliers are and I guess that's about it.

8 JUDGE JONES: Thank you for your testimony.

9 COMMISSIONER STOLL: Thank you.

10 JUDGE JONES: Next is Rachel Aitkens.

11 (Witness sworn)

12 JUDGE JONES: Thank you. Spell your last name for the  
13 court reporter.

14 MS. AITKENS: A-I-T-K-E-N-S.

15 Ameren mentioned tonight how cheap our rates are  
16 compared to other states, and they're right, but cheap rates  
17 aren't the whole story. Missouri has some of the highest  
18 electric bills in the country according to the energy  
19 information administration. While our price per kilowatt may be  
20 relatively low here, we're using more electricity than other  
21 states.

22 And the energy efficiency deal that Ameren recently  
23 got approved is definitely a step in the right direction in  
24 making sure our bills are low, and not just our rates.  
25 Unfortunately, despite the energy efficiency, Ameren doesn't

1 seem to be working to lower bills, electric or otherwise.

2           According to a study on particulate matter by the  
3 American Cancer Society, and a report by the Environmental  
4 Integrity Counsel, the societal cost of running Meramec exceeded  
5 the revenue from the electricity produced there. The report  
6 using American Cancer Society numbers on the effect of  
7 particulate matter estimates that Meramec was responsible for 57  
8 premature deaths last year. Attach the value of \$470 million in  
9 societal cost to those deaths. Meramec made \$457 million last  
10 year. Factoring in the health costs, it cost the community \$13  
11 million more than the plant makes.

12           These numbers on the societal impact of particulate  
13 matter on conservatives compared to the Harvard Six City study,  
14 which also is referenced in the report by the Environmental  
15 Integrity Project with the cost to the community there of \$493  
16 million more than it brings in in revenue.

17           Some Missouri residents will now have to choose  
18 between paying their electric bills and their medical bills,  
19 both of which continue to go up as long as Ameren keeps clinging  
20 to coal for the vast majority of their energy mix, which is  
21 currently around 80 percent.

22           Not only are our bills higher than they should be in  
23 Missouri, and they're going up with this rate request, coal is  
24 becoming more and more expensive, and according to Ameren,  
25 there's no end in sight. I'd like to read a direct quote from

1 Ameren files with the Security and Exchange Commission from  
2 2011. Between 2012 and 2021 Ameren currently expects to invest  
3 between 1.8 and 2.2 billion dollars to retrofit coal fired  
4 energy centers with pollution controls so it conforms with  
5 environmental laws and regulations. Any pollution control  
6 investments will result in decrease energy center available  
7 during construction and significantly higher ongoing operating  
8 expenses. Any pollution control investments by Ameren Missouri  
9 are expected to be recoverable by rate payers. By Ameren's own  
10 admission in this filing, the rate increases are going to keep  
11 coming unless they begin moving away from such a heavy reliance  
12 on coal. So I ask that the PLC would reject all funds that  
13 would go towards the continued operation of the Meramec coal  
14 plant. Thank you. Can I supply the map that shows that  
15 Missouri is very high.

16 JUDGE JONES: I was going to ask you if you wanted so  
17 submit this.

18 MS. AITKENS: I also have the citations for the things  
19 that I mentioned, the studies.

20 JUDGE JONES: While the parties are looking over the  
21 information for the purposes of posing any objections to the  
22 entrance of including the exhibit, we'll go ahead and call  
23 Thomas Allen.

24 (Witness sworn)

25 MR. ALLEN: I'm out of my league, but I'm a citizen, a

1 senior citizen, and I've been married to my wife for over 50  
2 years. Raised three children. We own our home, thankfully. My  
3 wife she was a homemaker, raised our three children, therefore  
4 she had no income. When she became eligible at 62 she took my  
5 portion of that was available to her. I have an income from the  
6 printing industry which I worked in 40 plus years, and by the  
7 way, that pension from the printing industry, that's a fixed  
8 income. I know you're all familiar with it, but I will never  
9 get a one cent increase on that pension. Occasionally we get a  
10 raise, you know that means when you get a raise, that means  
11 you're behind the 8 ball before you ever get it. You've already  
12 lost your money.

13 I'm not on a poverty line, but my no means am I  
14 wealthy. I fall between I don't know, I don't keep up with  
15 current events as much as I should, poverty line probably  
16 somewhere \$20,000 something like that, but I'm below \$50,000, so  
17 I feel fortunate for that, but when I look at the income that  
18 Ameren gets, it's hard for me, and I'm talking about the income  
19 for Ameren, it's hard for me to talk about a few thousand  
20 dollars, let alone several million. I don't know if it's better  
21 than hitting the jackpot you know, the lottery, when they get  
22 that kind of income. Of course they got to support more people,  
23 but I'm just really opposed to any increase to Ameren.

24 And again, they have the fuel adjustment clause, I  
25 think there should be a T on the end of that, instead of clause,

1 a fuel adjustment clause, it should be a fact. In my opinion,  
2 I'm expressing my opinion, I'm not asking for an answer, that I  
3 believe that the fuel adjustment clause is nothing more than  
4 pure profit to the company because we're paying for their fuel.

5 Now, we've had people on here earlier talk about  
6 gasoline, and we're going up, raising, jumped up 20 cents  
7 overnight. I don't have a fuel adjustment clause in my budget,  
8 you know. I just have to dig deeper in my pocket and pay for  
9 it. I drive less. It's a burden. And for Ameren's sake, I'm  
10 not on a budget plan, like one lady earlier, they keep their  
11 house at 83 degrees in the summer. I occasionally keep my  
12 thermostat pretty high. We keep the fans going to stay  
13 comfortable. In the winter, we keep the heat down. We try to  
14 live without our means, and I think people who use budgeting and  
15 in my instance, other people they go overboard on their heating  
16 and cooling. They use it more than they really should. I try  
17 to do it according to what I think we can afford, but I would  
18 like for the commission to really take a solid look at, you  
19 know, this rate increase, and I do not believe it's warranted.

20 I'm like everybody else, you know, I get what maybe  
21 three to five percent on your Social Security, and the fact that  
22 you know, we don't have a lot of Social Security, between the  
23 two of us. You know, I think I forgot to thank the commission  
24 for having this hearing, but I do appreciate that, and I was  
25 going to when I came here, I was going to ask the question, but

1 I know I can't get an answer, but I guess I could make it in the  
2 form of a statement, that my opinion is that the commission  
3 members probably do not have a person on the staff that would  
4 fall within the income range that I said that I make, you know.  
5 I think that would be a true representation for people like  
6 myself, but I know it isn't possible to get an answer on whether  
7 there's somebody who makes as little as I do that still serves  
8 on the commission. But again, thank you, and I'm open for  
9 questions if you have any.

10 COMMISSIONER STOLL: Thank you for your testimony. If  
11 you would happen to have any questions about the procedures here  
12 or any service related questions, could be about the fuel  
13 adjustment clause, the public service commission staff is out  
14 there. They'd be happy to talk to you about any of those  
15 things. That's anybody else in the audience. Thank you for  
16 coming out.

17 JUDGE JONES: I've given the parties an opportunity to  
18 look at the information Miss Aitkens has submitted. I've Marked  
19 it as Exhibit 1 Aitkens. Are there any objections?

20 PARTIES: No, Your Honor.

21 JUDGE JONES: Hearing none, Exhibit 1 is admitted to  
22 the record.

23 Next is Marvin Coddington. Melvin Bast. Raise your  
24 right hand sir.

25 (Witness sworn)

1 JUDGE JONES: Spell your name for the record.

2 MR. BAST: Bast, B-A-S-T.

3 JUDGE JONES: You may proceed.

4 MR. BAST: There's things that irritate me about this  
5 regulatory. First thing Social Security has given us 2.4  
6 percent over the last four years. People on SSI they may come  
7 up with \$600, \$700 after they pay \$350 to \$400 in HUD housing.  
8 Pay \$100 dollar for electric a month, which I do not believe is  
9 using ungodly too much of it. They have very little money to  
10 pay for medical, food, transportation, clothing, or any other  
11 things that they need. I don't see how they make it. I myself  
12 have an income of \$1,200 a month. I feel lucky because I'm way  
13 ahead of a lot of other people, and still I have a rough time  
14 making it.

15 There's something you may not understand but many of  
16 your senior citizens have had to move in together, to make ends  
17 meet. This is something that's if it's approved. I don't care  
18 if you've got to eat, you've got to have things you need, gas  
19 prices, yeah I got hit with it. I can spend \$45, \$50 bucks just  
20 filling the tank. Good thing I get halfway decent mileage. I'd  
21 be walking most of the time.

22 The other thing that irritates me to no end is every  
23 time we have a big storm, what do I hear, they can't shift the  
24 power to other lines to get you service. Tree limbs have fallen  
25 on their lines and broke them. They used to come by and trim



1 the trees regularly, now you see them once every four or five  
2 years. You're doing good. I know that there's ways that can  
3 cut prices. I have talked to some of the linesmen, which  
4 completely floored me how do you connect two three way switches  
5 with a four way, and you trust him with your power.

6 I don't know anything about electric, I can do this  
7 with ease. I don't understand it. I also hear that a lot of  
8 their meter readers has been name linesmen. When I ran a  
9 trailer court, the old timers would come in and say what do you  
10 think is wrong. I would tell them. Right up the pole, fix it,  
11 everything's fixed, they're gone. The other ones come in and say  
12 keep your mouth shut. I am the linesman. So they go on, 15, 20  
13 minutes later, they come back to my suggestion, they fix it, by  
14 gosh, it works.

15 I've got a son which is internationally certified as  
16 an electrical inspector. He has over 30 years, in fact, over 35  
17 years as a journeyman electrician. I have heard things out  
18 there from Ameren I could not believe. I called him one time, a  
19 branch was rubbing against a power line. What am I told, don't  
20 worry, it will burn off. I hope we don't have a rain, somebody  
21 standing around that tree is going to get knocked on their  
22 caboodle. To me that is absolutely dangerous.

23 Another time, a line pulled loose from a pole. It's  
24 hanging low, school buses coming in a half hour later. They let  
25 out 15 to 20 kids. I thought it was important enough that I

1 went down to the power house and told them about it. They came  
2 up, and they couldn't send a man out for eight to ten working  
3 days. Well the fire department called them, by God they were  
4 out there in ten minutes. Why, because they got people that  
5 don't know what they're doing. They don't know how to switch  
6 currents. Other electric company did when they had it.

7           It don't make sense. I had a freezer loaded with meat  
8 that I bought on sale from time to time, storing up meat for the  
9 winter. The electric went out. I don't think I have to tell  
10 you what happened, but I could smell the trash truck two blocks  
11 away when it was coming down to pick up this old beef and stuff  
12 that was out of the refrigerator. Did we get paid for that?  
13 Well, it's an act of God. I hate to tell you, Ameren, you have  
14 not made that statement yet. You have not made that class. God  
15 and you is a long way apart from one another. That's about all  
16 I have to say.

17           JUDGE JONES: Thank you Mr. Bast.

18           COMMISSIONER STOLL: I would say that any time if you  
19 have a safety concern, or anything like that, you can call  
20 public service commission. Our number I'm sure is on some of  
21 the well, I know it's on some of the papers that you received,  
22 and you really can do that, and hopefully we can expedite  
23 things, and get it fixed.

24           MR. BAST: Things get expedited a lot quicker if you  
25 call the fire department out. They're the ones that get the call

1 if somebody gets hurt.

2 COMMISSIONER STOLL: That's a good alternative too.

3 JUDGE JONES: You may be seated, sir. Next is Darryl  
4 Johnston. Charles Carnago. William Freer.

5 (Witness sworn)

6 JUDGE JONES: Can you spell your last name for the  
7 court reporter.

8 MR. FREER: F-R-E-E-R.

9 JUDGE JONES: You may proceed.

10 MR. FREER: Well, I'm definitely here to oppose the  
11 rate increase that Ameren's asking for. I too have not had an  
12 increase in my income for a number of years, and I think they  
13 could do a lot better in their operation, if they really tried.  
14 Thank you.

15 JUDGE JONES: Thank you, sir.

16 COMMISSIONER STOLL: Thank you for your testimony.

17 JUDGE JONES: I can't read this writing. Someone who  
18 lives on Foster Court. Anyone here live on Foster Court? Last  
19 name maybe Estell or Catherine. Before I move on, is there  
20 anyone here that lives on Foster Court. Okay, and Diane Declue.

21 My name is Diane DeClue. D-E-C-L-U-E and I live in  
22 Cedar Hill on Highway NN.

23 (Witness sworn)

24 MS. DECLUE: I'm not going to bore everybody with  
25 everything that's already been repeated, as far as a low income

1 and that. I apply to that. I started on Social Security at 62,  
2 I make \$721 a month. Now, compare that to the gentleman that is  
3 the CEO of Ameren, who what did he say his salary was, \$1  
4 million plus he get incentive bonuses, plus he gets all the  
5 perks and other things. I too don't get a vacation, I have to  
6 go the grocery store and make these decisions too, but any way,  
7 my point is, I had a dusk to dawn light go out. I am a single  
8 woman living by myself in a rural area, I have a dusk to dawn  
9 light. I pay \$7.00 a month, so what is that? One percent of my  
10 Social Security. I paid to have my dusk to dawn light burn all  
11 the time so I feel safe knowing someone may try to break into my  
12 car or siphon off my gas.

13 It went out, I reported it, and it came back on as a  
14 fluke. I thought wow that was fantastic service, within two  
15 days my dusk to dawn light is back on. Then it went out again.  
16 Then I thought they didn't do their job right. I called them  
17 back, and I reported it again. The lady informed me that they  
18 had never been out to fix it. They had had a lot of outages and  
19 they were trying to get the outages going, which I agree with  
20 them, the outages should go first, than my dusk to dawn light.  
21 She said we'll have a guy out there as soon as possible.

22 Well in the meantime, I was lucky enough to get some  
23 babysitting work to supplement my income. I drove back by a  
24 rural area where there was an Ameren UE truck sitting there at  
25 10:00 in the morning. The guy behind the steering wheel doing

1 absolutely nothing. Nowhere near any kind of electrical  
2 problem. Now, Ameren UE, like every other company in the United  
3 States of American, has waste, lots and lots of waste, just like  
4 our government. If the public service commission, who is our  
5 only source to fight for the average American trying to live on  
6 a fixed income, we are the only people we've got to fight for  
7 us. If Ameren comes to you and asked for a 14 percent increase,  
8 why can't you demand that they show you that they have saved at  
9 least five percent by cutting out the waste in every single  
10 department that they run. This CEO that makes a million dollars  
11 a year salary should never, ever get an incentive bonus until he  
12 has proved that he has found at least one percent of his average  
13 workers salary in waste and turned it around so that he can make  
14 a profit.

15           Every single thing that Ameren UE spends money for,  
16 regardless of what it is, salary, bonuses, cars, advertising, it  
17 comes out of my check, and every other person that uses  
18 electricity. They should be held accountable. I'm held  
19 accountable. I can't go to the bank and say hey, why you  
20 bounced that check, I still got checks in my checkbook. But you  
21 don't have any money in your checking account. They have to be  
22 held accountable. You are the only people that we can go and  
23 fight for. So when they come to you and give you that song and  
24 dance they need more money, I know for a fact if they run their  
25 company like the Missouri Department of Highway runs their

1 company, the only way they get an increase in the budget is, in  
2 Missouri Highway Department, only way to get an increase in  
3 their budget next year is if they show they spent every dime in  
4 their budget this year. I have actually seen them go out and  
5 put speed bumps in subdivisions to use up money in their budget,  
6 and then the following January go out and tear them out of the  
7 subdivision roads that they maintain, because they really  
8 weren't supposed to be putting them in there any way. A waste of  
9 money. Everybody wastes money. Let's hold them accountable to  
10 the waste, before you give them an increase that we don't have  
11 to give them. Thank you.

12 COMMISSIONER STOLL: I have a question. Ma'am, are you  
13 still having a problem with your dusk to dawn light?

14 MS. DECLUE: Oh, no. It's fixed. But that's another  
15 thing. That was back when somebody sat at a desk and wrote out  
16 the work order, and handed it somebody else, and they handed it  
17 to somebody else, I can understand why it would take forever to  
18 get a dusk to dawn light fixed. Now we have a computer. They  
19 put it in the computer. The guy that's going to run the work in  
20 my area should already know that I have a dusk to dawn light  
21 out, and it should be on his work order. You shouldn't have to  
22 run the area get his days work done, go back to the office, and  
23 then the next day find out, oh by the way, the lady's house who  
24 you passed three times doing your other jobs on that highway,  
25 she had a dusk to dawn light out that you should have replaced.

1 Well I didn't have a work order. Why not? That's inefficiency.  
2 Let's get rid of it, before you ask us to pay for more out of  
3 our pocket, that we don't have to give you. Thank you.

4 JUDGE JONES: Bobby Cooper. Russ Kaiser.

5 (Witness sworn)

6 JUDGE JONES: Spell your last name for the court  
7 reporter. You may need to move the microphone closer.

8 MR. KAISER: K-A-I-S-E-R.

9 I would just like to state that I am tired of being  
10 raped by utilities. It's not only UE, it's Metropolitan Sewer,  
11 gas company, water company. We have no options, but I think we  
12 do have options like the option we need a constitutional  
13 amendment that allows us to vote. It would be our only say so  
14 we have. The public service commission plays this game with UE  
15 that they always ask for more than they know they're going to  
16 get, everybody goes out thinking they did their job. UE is  
17 happy? They play us all for stupid. They get the rate they  
18 really wanted. Public service commission thanks for doing the  
19 job, saving us percentages. What we need the public service  
20 commission to get up and say no, nothing. It's not the time.  
21 Just stop it right there. I think we need a constitutional  
22 amendment that allows us to vote. This is the only thing that we  
23 do not have a voice in. We do not have a chance to vote on any  
24 of those races that you folks throw on us. That's it.

25 JUDGE JONES: Thank you, sir. Michael Klein Senior.

1 (Witness sworn)

2 JUDGE JONES: Can you spell your last name for the  
3 court reporter?

4 MR. KLEIN: K-L-E-I-N Senior.

5 I'm not going to take a lot of time, because everybody  
6 so far has been up here and has had a lot to say. I have to  
7 agree with most of it. If those two gentleman who are here CEO,  
8 president whatever they were. If they were able to be in our  
9 shoes for just a short period of time, it might make a  
10 difference in the way they think. I don't think they give a  
11 darn about any of us. Their attitude was stump. That's the  
12 attitude that I saw from those people here today, from Ameren  
13 UE.

14 I'm retired. I'm on Social Security, and I have a  
15 very small pension. My last bill was I think it was a little  
16 over \$160 some dollars, right in there any way. So we turned  
17 our electricity off, our air conditioner. I'm 59 years old. It  
18 bothers me, it's hard to try to sleep at night. It's hard to  
19 try to do anything. My wife is not yet my age, coming up on it.

20 And there has to be some thought, I think, by the  
21 public service commission about those of us that are on a very  
22 fixed income. As several people have stated, Social Security  
23 has gone up, I think it's 2.4 percent or so somewhere in that  
24 neighborhood. In last several years or couple of years we've  
25 got nothing. Okay, that's the way it is. I have to keep my air



1 conditioner turned off now. There's just no way I can afford.  
2 I'm bringing in about \$1,500 a month. I've got a home to  
3 maintain. Everybody has taxes, gas, everything else. I cannot  
4 afford to keep my air conditioner on. And I would imagine if  
5 they get anything close to 14 percent, I'm going to have to keep  
6 my heat very well regulated, very much down from the about 70 to  
7 what we keep it normally when we need heat. I think somebody  
8 mentioned I don't remember exactly how somebody, if they only  
9 made \$200 to \$300,000, I'll take the CEO's place and do just as  
10 good of job for \$200,000 as he is or any of them. I don't mind  
11 executives making good money, they deserve it to some point, but  
12 to some point.

13           The rate of increase especially in hard times we have  
14 now, is unconscionable. It's terrible. If they had to live  
15 like we live, they wouldn't be doing any of this, they wouldn't.  
16 They know for a fact that you're not going to give them 14  
17 percent. The history of the public service commission has been,  
18 with Ameren in particular has been Ameren asks for 14 percent  
19 for instance, hoping to get 10 or 11. But that should be down  
20 to the rate of increase and cost of living. The rate of increase  
21 is 2, 3 percent or even less, or more, than that should be the  
22 absolute top rate increase they should get. That way they're  
23 keeping up with inflation.

24           The way it is, I also would have no problem seeing  
25 public service commission or whoever's responsible cut Ameren

1 into some number of companies. Let them compete. I have Three  
2 River Electric up in the country, and my rate increase was \$2  
3 dollars a month. These guys want 12, 14. They're doing the same  
4 thing that Three River Electric is doing. They're supplying me  
5 with all the electricity I need or want. It seems like I had  
6 something else, but I can't remember what it is. But anyway,  
7 thank you for listening to me, I appreciate it.

8 COMMISSIONER STOLL: Thank you for your testimony.

9 JUDGE JONES: Next is Vickie Whitney. Donald Green.

10 (Witness sworn)

11 MR. GREEN: My name is Donald Green G-R-E-E-N.

12 I've done a little homework the last few days.

13 Everything that's been said already, what I was going to say,  
14 but I think this last raise was 17 percent. I'm not quite sure  
15 but I think it was. And 2010, I have made a list of my payments  
16 from 2010 to now, and according to that, last raise I thought  
17 was 17 percent, which was a lot. I had an increase of about  
18 just about 30 percent. For 2011 and already this year, as far  
19 as August of 2011. After 2010, I'm talking about, I had a 28  
20 percent increase. In August of 2011 and this year it's already  
21 about 26 percent.

22 In regard to all the pay that these top people who are  
23 running Ameren make, it's to me, it's just way out. Why they're  
24 making this kind of money now, and what's happening with the big  
25 raises. The last couple of years they made a lot in 2011 they

1 made that 21 percent, 33 percent, 25 percent for the people.  
2 And five or six people are making millions already. So the last  
3 year, I paid up 17 percent, so it must be going to their raises.  
4 I don't know if I read that. Ameren didn't quite make as much  
5 profit last year, but they still got to pay raises. So that was  
6 pertaining to those people. I'm wondering during these  
7 increases, what do the regular workers that are working for them  
8 get that kind of very good raises. I don't really know, I'm  
9 just wondering if it pertains to that.

10 Advertising I agree with. They shouldn't have it, but  
11 I guess we don't have it in Missouri, but that's about all I  
12 have to say. As far as I don't know if they expected all these  
13 people, but that should show something. Thank you.

14 JUDGE JONES: Thank you for your testimony.

15 Next listed is Walter Lanham. Annette Campbell.

16 (Witness sworn)

17 MS. CAMPBELL: Most of the stuff I was going to say has  
18 already been said about the fixed income, people without jobs.  
19 I do know several people personally who have decided what are  
20 they going to pay, are they going to eat, are they going to buy  
21 their medicine, are they going to pay utility bills. Every  
22 month it's a juggling act. I really feel for them.

23 Ameren, I've seen them replace electric poles, I see  
24 they're going out trying to change infrastructure. Most of them  
25 that I saw that they took down, excellent electric poles. The

1 only reason that they're were taking them down so they could  
2 make them a little taller. That could have waited. In this  
3 community they were doing to it, there wasn't that many houses  
4 going in. There wasn't that need to increase the amount of  
5 voltage going through the lines, but they were doing it any way,  
6 because that's what they said they were going to do, apparently.

7 I think that they could change the way they're working  
8 on, instead of buying a new truck, work on the old truck,  
9 because it's been depreciated, they can't depreciate anymore, so  
10 they go buy a new truck. I worked in accounting a long time, I  
11 know how companies like to boost their expenses, depreciation is  
12 one of them. There's a reason these guys make the big money,  
13 because numbers, all it is is a bunch of numbers. If it gets  
14 put in the right account, it gets expensed out. Not a problem,  
15 people are losing jobs because they want to boost their bottom  
16 line. Their shareholders want their money.

17 Right now in economy, maybe in the future it wouldn't  
18 be so hard on everybody, but there's so many people out of work.  
19 People have their electric turned off. There are people dying  
20 because they could not pay their electric bill. Instead of  
21 tuning the air conditioner on this summer, they chose to suffer  
22 it out and some of them didn't make it. How many deaths did we  
23 have due to no air conditioning, because they didn't want to see  
24 their electric bill raised up. Couldn't afford \$200 electric  
25 bill. I just think the commission really needs to look at that,

1 and look at how these people, how the unemployment rate, and the  
2 ones that aren't being counted also. There are thousands of  
3 people out there that are roughing it out. Our unemployment  
4 might be 8.2 percent, but there's a whole lot out there that  
5 aren't working, because they can't claim unemployment. They  
6 can't go in.

7 My brother has been out of work for three years, going  
8 on four, and he was a carpenter. He has no money coming in,  
9 unless he does side work. Where does that put him when his  
10 electric bill goes up and he can't make this payment? That's  
11 his only heat or his only air conditioning. Well it's  
12 everybody's only air conditioning, but it's his only heat.  
13 There's a lot of people out there that's going to be -- are  
14 going to be in a dire straits if they raise this, especially  
15 with all electric heat. All these elderly people that need  
16 that, and everybody else too. But it's just a bad time. They  
17 need to sit back and look at exactly where Missouri sits.

18 And the other question, well it's kind of a question  
19 but I need to ask them, they say their incomes, their salaries  
20 are comparable with the other electric companies. Which ones  
21 are you comparing them to, California and New York? The cost of  
22 living in those areas are much higher than Missouri. The cost  
23 of living in those different companies, that they compare their  
24 salaries that the CEOs of those companies, that's a whole lot  
25 higher than what Missouri cost over living is. That all needs

1 to be taken into account. It's a simple basic mathematics  
2 issue. Thank you that's what I had to say.

3 JUDGE JONES: Thank you. Next is David Christian.

4 MR. CHRISTIAN: Good afternoon.

5 (Witness sworn)

6 JUDGE JONES: Thank you, sir. You may proceed.

7 MR. CHRISTIAN: I would like to thank Mr. Stoll and  
8 Judge for allowing me to come here and testify. I have three  
9 other comments that I would like to make. First of all, we have  
10 heard many other intelligent comments made already, and to be  
11 made after my presentation here. I support those also. I've  
12 leave it all that way.

13 Second thing, I would like to ask and I know you can't  
14 answer it, you're not allowed to answer it, does the public  
15 service commission do an audit of prior rate increase requests  
16 so that we know that what has been granted is not exceeded, and  
17 I believe what is open to the commission, as a procedural  
18 question for the commission to answer itself, I think it's an  
19 opportunity. I'm a systems guy, so I look at the system.

20 The board of directors for Union Electric, Ameren  
21 Union Electric and their makeup I think is interlaced so much  
22 that they relate to each other back and forth. That I do not --  
23 let me say it this way, I question the independence of those  
24 boards of directors as the they go through their stations, and I  
25 would like to raise that as a question.

1 I happen to serve on a public water board, and with no  
2 compensation whatsoever. This is my service to my community.  
3 Now, it's a small board, and I'm happy to be able to do it. I'm  
4 happy to be able to give to my community. This is my service  
5 that I can do. I think the excessive compensations that are  
6 given to boards of other corporations need to be looked at.

7 The other thing that I happen to be a member of deaf  
8 community, and you're the court reporter, you're going to have  
9 trouble with this one, in American sign language, we have a sign  
10 called service, which is from the person out to and this is the  
11 sign for service. And as we go along, I look and see different  
12 organizations, public as well as private, that take that sign of  
13 service and they twist the hand, and that sign of service comes  
14 back into themselves. I think there's an opportunity there for  
15 people to examine what they are doing, because we are, all of  
16 us, keepers of all of our neighbors.

17 The top management of corporations seems to take pride  
18 in their size of their salaries. I would like to suggest that  
19 these big prideful salaries that they write up in the Post  
20 Dispatch and other newspapers, and printed material, need to be  
21 looked at as salaries of shame.

22 I was able to earn a living. I was able to educate my  
23 children. I was able to accumulate enough to buy a house which  
24 I own outright. I was able to build up enough for my retirement  
25 and my wife's retirement. So we should be okay. So I just

1 throw that in the pot.

2 The other thing in sitting here listening to you, we  
3 need in our, I'm going to say community, whether it's a small  
4 community or statewide community. And Mr. Stoll you're a  
5 teacher. We need to promote personal financial management, what  
6 is the waste that each of us do that can be cut down. We say we  
7 don't do that. If we look at it, we would find waste that we do  
8 do. I would like to think that that can be done.

9 The other thing right along that line, I want to make  
10 each of the companies and businesses that I do deal with, points  
11 of personal pride. We heard it points of last year, couple  
12 years ago, points of personal pride. I want to take pride in  
13 myself. I want to take pride in my home. I want to take pride  
14 in my community, my county, my state, my nation. And I would  
15 like to ask people to think about that. That's where the issues  
16 I think really lies, thank you.

17 MR. STOLL: I might mention I saw your notes are on one  
18 of the backs of the fliers from the public service commission  
19 table. There is some good information on that. I know you  
20 didn't have a chance to read that prior to the meeting. You  
21 might take a look at that. And if you do have any questions,  
22 such as you asked, feel free to stop by. We have staff out  
23 there for that purpose. They'd be glad to help you. Thank you.

24 JUDGE JONES: Next is Ron Lynch.

25 (Witness sworn)



1 JUDGE JONES: Thank you, sir. You may proceed.

2 MR. LYNCH: As you saw, before we started this, some of  
3 the other people were leaving. That shows what confidence they  
4 have in the commission. I hope the commission restores the  
5 confidence of people by doing the right thing this time.

6 Just a few different things. I know I've read that  
7 more electricity you use, the lower rate you get. I heard a lot  
8 of people and I've done myself. We've cut back on everything.  
9 I retired last year. About five years before I retired, we  
10 started replacing things with higher efficiency things, and  
11 looking forward to retirement. We replaced almost all of our  
12 light bulbs with the compact fluorescent lights. It's supposed  
13 to cut back about 24 percent usage and what not than what  
14 regular light bulbs use. We had a high efficiency hot water  
15 heater, high efficiency air conditioner with a heat pump, and so  
16 we cut back a lot. But also, every year in the last four years  
17 we are on budget billing. Our monthly bills have gone up about  
18 \$20 dollars a month, even with all the cut backs. So I don't  
19 know what's happening somewhere, but they're still getting more  
20 money it seems like.

21 They were talking about Mr. Voss's salary of \$900,000,  
22 that was in a lot of the papers. With his bonuses and pension,  
23 deferred comp, and all his perks, he makes about 5.7 million.  
24 That's about six times what his salary is. I don't know of  
25 anybody that gets bonuses and things that's six times their

1 salary. And creative bookkeeping, they say that since coming  
2 out of their revenue, where's the money coming from. With  
3 creative bookkeeping, you can get to say anything you want. If  
4 you juggle it around right, and that's basically about what I  
5 have to say.

6 Thank you.

7 COMMISSIONER STOLL: Thank you for your testimony.

8 JUDGE JONES: I can't read this person's handwriting.  
9 I believe the first name is Tom, lives on Beth Drive. Anybody  
10 here live on Beth Drive?

11 (Witness sworn)

12 MR. ABERN: A as in Apple B-E-R-N.

13 I would just like to say I can't believe --

14 JUDGE JONES: Is your first name Tom?

15 MR. ABERN: Yes, it is.

16 JUDGE JONES: Go ahead.

17 MR. ABERN: I would just like to say I can't believe it  
18 hasn't been mentioned here today, is the environment. What  
19 happens to the environment when we're pumping billions of tons s  
20 of greenhouse gases into our atmosphere. Every year, every day,  
21 millions of tons of gases of greenhouse gases get pumped into  
22 our atmosphere. What about that.

23 I, as far as what these people have said today, I  
24 think democracy has spoken. I don't know what you guys care  
25 about democracy, but it seems we need to get off the rubber

1 stamp, giving people raises, when nobody else is getting raises.

2 I'm sorry, we need to quit answering to investors. They are not

3 the bottom of everything. These are real human lives at stake.

4 I speak on behalf of the people that don't have a

5 voice. You guys need to quit being a rubber stamp commission.

6 That means, after all, how many people are in Ameren's umbrella.

7 I will say guessing like 5 million or something like that. I

8 think that's a few more people than the 20,000 employees or

9 however many thousand employees they have.

10 Forget these people that are investors. At some

11 point, it's going to have to come to that. You cannot just keep

12 gobbling up stuff. I can only assuming consumption, just eating

13 up the world. At some point that's got to stop. You guys are

14 on the cusp of this whole situation. With deciding oh, coal

15 fired power plants. Where is the concern about the environment.

16 You cannot have any economy without an ecology. It just can't

17 happen. It just doesn't happen.

18 Go ahead and destroy the economy. Go ahead and destroy

19 the economy. What's going to happen. I think you guys need to

20 wake up to tomorrow. Let's wake up to next year. Let's wake up

21 to the future. Your own kid's future. Where's the concern for

22 that? Everybody's coming in here, and it's all by design. It's

23 all by design. Where's the concern for the environment. There

24 is no concern. There's never any talk of it. You guys as a

25 minimum what you guys should be doing is trying to raises

1 interest to Ameren to solar energy. Why do we keep burning  
2 ancient sunlight, because that's all it is. All the plants that  
3 were growing millions of years ago, formed into coal from  
4 ancient sunlight. Energy from the sun. Why not use today's  
5 sunlight? Why not use today's sunlight? We could get and I  
6 think I have an answer for that, it's because if Ameren could  
7 bottle up all the sunlight energy, and sell it back to us, they  
8 would. They would. But they can't figure out the way to  
9 greedily bottle up that sunlight, and sell it back to us.

10 This is technology based. It's been around since the  
11 50s. We sent satellites into outer space with solar energy.  
12 That's how they operate. That's how they still operate out in  
13 outer space. We can put it on the roofs, and we don't have to  
14 have the energy losses in transmission, which we got now. All  
15 the right of way produced on your roof, use it at your house.  
16 Nobody's mentioning that. Nobody's mentioning that. Nobody's  
17 mentioning that. Nobody here said anything about it.

18 Solar energy, that's you know, we got to think about  
19 that a little bit longer. No we don't. No we don't. It's on  
20 the shelves folks. It's waiting to be sold, waiting to be  
21 installed on roofs. Want to talk about energy problems. Ameren  
22 at least at a minimum you guys could do, in your position as  
23 commissioners, is do something about Proposition C which was  
24 trashed, it was trashed. It was watered down. It was a joke.  
25 66 percent of the people of Missouri voted for that, and you

1 guys are sitting there, we don't know exactly, whoa, but we give  
2 them raises. You want to tie raises into something. Tie it  
3 into solar energy. We don't have any money. How much sun did  
4 we have in the summer? How much sun? Come on folks. We were  
5 smashing records across the country. You guys know that.  
6 Smashing records across the country, heat records. The world is  
7 heating up.

8 I was like if I go to 100 doctors to solve my problem,  
9 and it 98 percent of those doctors say yeah, you need surgery.  
10 You think I'm going to listen to the 2 percent that say I don't  
11 need surgery. That's what we got here folks. Propaganda is to a  
12 democracy what terrorists are to a dictatorship. We don't have  
13 a function of media in the country that's what you we don't  
14 have. Concern. We don't have concern about the environment.  
15 Everybody, I can't pay for my dusk to dawn light. What's up on  
16 this folks? You guys need to get a grip on things and realize  
17 that if you're going to have a future, if the world is going to  
18 have a future, we got do something about it. This is real. If  
19 97 percent of scientists say that, I'll side with them.

20 If you go, come on folks, everybody in this room tells  
21 me that this is true, you go a doctor and you get nine to say  
22 yeah you need surgery, one say don't do it. Come on. I think  
23 the vast majority of people are going to listen to the experts.  
24 You guys got control over this. You really do. Because we're  
25 pumping every day, in the state right now, we're pumping

1 millions of tons of carbon monoxide into the atmosphere warming  
2 us up. This stuff is not going to stop. We live in a finite  
3 world. Major, major problems with the environment. And I know  
4 this is true. And you guys find this out because the insurance  
5 company to insure the world are freaking out right now. What do  
6 we do about flooding in coastal areas and all. This is real  
7 folks. That happening right now. The media, if they would tell  
8 us these things, the whole entire world would be in an uproar.  
9 Well it shouldn't. Those are things that are real folks. These  
10 are things that are real. Thank you.

11 JUDGE JONES: Jeff Fehnig.

12 (Witness sworn)

13 JUDGE JONES: Thank you. You may proceed.

14 MR. FEHNIG: F-E-H-N-I-G. I'm going to read a brief  
15 statement. This statement is probably based more on emotion than  
16 fact. I didn't have a lot of time to do a lot of research. The  
17 corporate big shots of Ameren UE and Missouri public service  
18 commission, the citizens of the state of Missouri are not stupid  
19 as you think we are. These continual rate hike requests that  
20 Ameren UE requests of the Missouri public service commission  
21 requests on a regular basis are nothing more than less that for  
22 severances and greed for Ameren UE corporate officials and  
23 Ameren UE union employees.

24 Earlier, when the executives that were up here,  
25 someone asked them what a lineman typically makes. They make \$30

1 to \$40 an hour. Someone said they get on the poles and they risk  
2 their lives and lighting. You know what, there are only two  
3 groups of people who deserve to make \$38 to \$40 bucks an hour,  
4 and one of them is this brave police officer right here. They  
5 are the guys that put their lives on the line for human life.  
6 Not to say that Ameren linemen don't risk their lives, they do.  
7 They do a great job. These are the guys that need to make \$38  
8 to \$40 bucks an hour. Our firefighters need to make \$20 to \$40  
9 bucks an hour. My fellow Veterans who are getting shot at  
10 across the United States and overseas areas, also risking their  
11 lives, so we can stay free. So we can come here and express our  
12 opinions. They deserve \$38 to \$40 an hour. Not linemen. That  
13 you get up there and risk their life, yes the do get up there  
14 and do a great job. Those are the guys that deserve \$38 to \$40  
15 dollars an hour. That's ridiculous.

16 Meanwhile, hardworking families, many of which  
17 haven't seen a pay increase in months, struggle as it is to make  
18 ends meet. And you have the audacity Ameren UE to ask for more  
19 money. Shame on you Ameren UE. Why don't one of the corporate  
20 big shots take a cut in pay? God forbid you should have to  
21 leave something out of your lavish lifestyle for the sake of  
22 hardworking Missouri families. And shame on the Missouri public  
23 service commission for even entertaining these ridiculous  
24 requests. For such greed expense of hardworking Missouri  
25 families. Your arrogance, pampas, and lust for more money to

1 finance your lavish lifestyle is sickening to say the lest.

2 JUDGE JONES: Thanks. Barbara, I believe Swim. Is that  
3 your last name?

4 (Witness sworn)

5 MS. SWIM: I just have a few comments, I think maybe  
6 Ameren needs to look into cutting back on their salaries and  
7 wages to help deploy the cost of consumers because for what they  
8 make. I mean, I know you heard about limited incomes. I'm one  
9 of them, and believe me it's very limited.

10 If I make, if I got the a third of what they got, I  
11 could live high off the hog. I struggle to survive every month,  
12 but they just need to explore some other ways to cut back on  
13 their expenses. And you can spend so much money, and I think  
14 they need to look their, and you know, look into their hearts  
15 and do what's best for everybody, not just themselves.

16 So, thank you very much.

17 JUDGE JONES: Thank you. Barb Petrotti. Curt Wilhelm. I  
18 believe it's Michael Roper or Cooper. Nancy Farmer.

19 (Witness sworn)

20 MS. FARMER: Again my name is Nancy Farmer. I've been  
21 a resident of the county for 40 years. I have worked in the  
22 utility line business most of my life. My father clears right  
23 of ways. I understand pretty well, I'm not a very good public  
24 speaker so please forgive me. I'm a little nervous right now.  
25 I want to go on record as being unopposed to the rate increase.



1 I understand the work that goes into delivering power  
2 to the residences. That's a luxury, not a right. We do have  
3 options, if you don't want to pay the rates. You can get a  
4 generator, and generate power itself. Ameren has buy back solar  
5 panels on your home. They'll buy the electricity back from you,  
6 that you don't use. You can get a solar water heater and power  
7 it yourself. For those areas that are deregulated there are  
8 co-ops and their prices for electricity are much more than what  
9 we pay here in Missouri. The power may not have gone out as  
10 much back in 2006 and 2007, but they paid a lot more in rates.  
11 I'm just going to throw out some comments off my notes here.

12 I vacationed in Mexico several years ago, there was a  
13 down power line when I arrived in Mexico. It was an underground  
14 line and the wires were exposed. It was hot wires, and a week  
15 after my vacation was over, those lines were still on the  
16 ground. The public was not protected quite to the degree they  
17 are here in this country. So, my point is that we get a good  
18 product for the rate that we pay.

19 And I do believe Ameren is the best deal in town,  
20 compared to across the country. When you compare the rates on  
21 relative to the cost of living, from coast to coast, they are  
22 the best rates in the country. Excuse me a moment, when I  
23 worked for Ameren, I did not see the greed that a lot of people  
24 spoke of. I saw concerned citizens, people who cared about  
25 nursing homes that didn't have power.

1           This evening there's someone on the job tonight  
2     working to restore the power to thousands or at least hundreds  
3     of homes. Parties going on, people needing the power on.  
4     Ameren is on the job doing their job, and I think they do a very  
5     good job at that. I don't feel extorted at all. I live on a  
6     very limited income. I want to state I do not work for Ameren  
7     currently, and I haven't worked for them in over a year.

8           My income is limited, and if I need to keep my power  
9     on, I make a sacrifice elsewhere and I pay my bills.

10           Also one I want to point out that Ameren does a lot  
11    for this community. There are several programs that they have  
12    with the board. I found on the website, I'm just going to list  
13    them off. They donated \$2.9 million dollars in energy  
14    assistance. They have pledged another \$500,000 for energy  
15    assistance, they've collected 4,500 refrigerators for recycling.  
16    They helped the leukemia lymphoma society fight blood cancers.  
17    They participate in electrical vehicles. They donate 150 air  
18    conditioners to Missouri agencies.

19           Ameren has been named one of the top five utilities in  
20    the country. Students learn about electricity. My point is  
21    that they spend a lot of money on the community. I know that  
22    there are a lot of playgrounds in the city that don't pay for  
23    electricity for the kids in the neighborhoods to go play. They  
24    do a lot of good things in the community as well.

25           As far as the linemen go, they earn their money. They

1 work with tens of thousands of volts of electricity every day.  
2 When the storms come through, or the tornado hit and almost took  
3 the airport out, I helped mobilize about 100 linemen that came  
4 from all over the country. Some of them were here locally as  
5 well. They gather up, they go on the job, they are not allowed  
6 to go home until all the power is restored, and that I know that  
7 cost Ameren a couple hundred thousand dollars a minute.

8 When tornados come through, it tears down power to  
9 hundreds to possibly thousands of homes. People don't get a bill  
10 for that. Ameren restores the power. And they say thank you.  
11 We're glad to be here to serve you, and the people don't get an  
12 extra bill for that. Those poles cost money, the gas cost  
13 money, the trucks cost money.

14 I know that the EPA is fining Ameren right now for not  
15 being compliant. I believe as of January 1, smokestacks in the  
16 Us have to pay the EPA a fine. So, Ameren is in the middle. I  
17 just like to ask the commission to find a way that both sides  
18 can win, because I believe that's possible that everyone to be  
19 happy in this. And I think thank you for your time.

20 JUDGE JONES: Next is Cheryl Roy.

21 (Witness sworn)

22 MS. ROY: I'd like to say that first of all, I agree  
23 with everyone that's been up here, with the exception of her.  
24 I'm here speaking basically for my husband. My husband is a  
25 disabled veteran. I lost my job and was out of work. Now I

1 stay home, I take care of him. We can't afford \$200 a month  
2 utility bills, electric bills. He has ALS. I can't let the air  
3 go down. I don't know if anybody here is familiar with ALS, but  
4 his comfort is more important to me than money. But basically,  
5 I'd like to say that I am speaking for him, and the veterans of  
6 the country. He was first line infantry, and I would hope that  
7 you would take, I'm not blaming Ameren for the economy or me  
8 losing my job or my husband having this terrible disease, but  
9 all of us have had to cut back and I don't see why Ameren year  
10 after year can get money, money, money. We have no control of  
11 that at all. That's basically it.

12 JUDGE JONES: Thank you very much.

13 Sophia Daniel. Gary Steele. That's S-T-E-E-L right?

14 MR. STEELE: S-T-E-E-L-E.

15 (Witness sworn)

16 MR. STEELE: Well, the first thing I can say is I don't  
17 know who made the arrangements to have the meeting here, but  
18 this only seats 96 people. You had people out in the hall. You  
19 had people out in the parking lot. So, I can't use the real  
20 words I want to use. Some got angry and just got up and left.  
21 I personally parked a mile away, so whoever thought this place  
22 up, needs to have their head examined. That's all I can say.

23 Your CEO, you give him, he wants 20 percent raise, so  
24 you ask for a 14 percent increase on everybody's electric bill.  
25 In the last three years, you have raised the rates 24 percent,

1 you've raised them 7 percent, and 9, 10 percent, and 2010, 7  
 2 percent in 2011, that's 24 percent in three years. I'm retired,  
 3 I got a whopping raise of 2.5 percent from, over the three  
 4 years, you do the math. How do you expect anybody to keep up  
 5 with rates at the rate that you're going. In three years you've  
 6 raised the rate 24 percent. At the rate you were going, in nine  
 7 years you will have raised the rates over 100 percent. You're  
 8 going to have to stop it someplace. You cannot keep going at  
 9 the rate that you're going. Something is going to pop, some  
 10 place, unless you want the country to be like Greece where  
 11 they're in total disarray, and on the verge of a civilian war.  
 12 You're going to have it right here, and you won't have no one to  
 13 blame but yourself. Absolutely nobody but yourself, because  
 14 you're too greedy.

15 There's just simply no other word that you can you  
 16 use. That's the absolute truth, you're just too greedy. Doesn't  
 17 get any simpler than that. Doesn't take a rocket scientist to  
 18 figure it out that at 24 percent every three years, you just  
 19 can't keep doing that. Nobody can.

20 JUDGE JONES: Thank you Mr. Steele. Next on the list  
 21 is Pat Cullen.

22 (Witness sworn)

23 MR. CULLEN: Well, I just like to make a statement that  
 24 the PSC should not allow Ameren to put out the bulletin board  
 25 out there deceiving, showing that the rates are barely

1 increasing. That's the blended rate after I talked to them, no  
2 one in this room gets a blended rate, either residential,  
3 commercial or retail. It's very deceiving.

4 The other thing is that they also advertise when they  
5 do increase their rates, they show, they're figuring on \$100  
6 power bill per month, and so if you get a nine percent increase,  
7 that's a \$9.00 raise. Well, most people or a lot of people have  
8 rates higher than that, bills, so it isn't going to be \$9.00 to  
9 the average customer, it's going to be \$18 if they have a \$200  
10 bill.

11 I also like to just say thanks for everybody else that  
12 showed up here, and gave the testimony. I hope the PSC comes  
13 forward and stops this. We just can't keep having it. Thank  
14 you.

15 JUDGE JONES: Thank you for your testimony.

16 Next is Sara Mitchell. We've gone through the list of  
17 persons who have signed up. Is there anyone else that would  
18 like to testify?

19 (Witness sworn)

20 JUDGE JONES: Thank you. Can you please state and  
21 spell your name for the court reporter.

22 MR. ALLEN: Keith K-E-I-T-H Allen A-L-L-E-N.

23 JUDGE JONES: You may proceed.

24 MR. ALLEN: First of all, I want to say thank you for  
25 the opportunity to speak. This young lady here is saying that

1 she would like a solution for both sides. I would like to make a  
2 request for the public service commission, I would like to make  
3 the suggestion to form a blue ribbon commission with the state  
4 legislature to start discussions for energy deregulation in the  
5 state of Missouri.

6 I am an energy consultant for the State of Illinois.  
7 I live here in Arnold. Illinois consumers have a choice of who  
8 they buy their electric from, other than Ameren. Ameren still  
9 delivers the power, they maintain the lines, but Illinois people  
10 get to choose the rate they choose their electric to buy for.

11 Our rates should not be going up. Absolutely not.  
12 Ameren is a monopoly. State and federal laws state that one  
13 provider is an illegal monopoly. It's time for real choice to  
14 come to Missouri. You want to help the people of Missouri, give  
15 them a choice. I ask that you start working with the state  
16 legislature to start getting some bills passed that gives us a  
17 choice, rather than put it on a referendum, or for them to vote  
18 in our state legislature. I have examples here of clients where  
19 they save thousands of dollars a year on their electric bills.

20 They have plenty of choices in Illinois, plenty.  
21 There's over 20 state certified suppliers. Now, my question is  
22 this: Why do we not have this here? We want a solution. We  
23 want to help put jobs in this vicinity of this country, this  
24 Missouri state, we can do that.

25 I'll give you an example here. I have a bill here that

1 I'm going to give you. It's a before and after bill, July of  
2 last year, and it shows how much the customer is being charged.  
3 This year, July, and if you see the highlights of the comments  
4 there and the marks, their bill went down \$317 and some change  
5 for the month of July, and they spent 1,000 more kilowatts of  
6 electricity than they did last year. That poses some very  
7 interesting questions. Are they being overcharged? I say yes,  
8 absolutely.

9 I understand some of the arguments. I've been  
10 studying this issue for about 15 years. I urge the public  
11 service commission to take a bold stand of working with state  
12 legislatures to get something passed in the state. There are 30  
13 states in this country that have voted for deregulation in some  
14 form or fashion. Illinois is a shining example of how it can  
15 really work and work very well.

16 So, that's enough said. I think that would maybe open  
17 up discussion with a further blue ribbon commission in the  
18 future. I want to say thank you for your time.

19 JUDGE JONES: The paper that you gave us, do you want  
20 that entered?

21 MR. ALLEN: You can have that. That just will show you  
22 that how it works.

23 MR. STOLL: That's Illinois?

24 MR. ALLEN: Yes. And you think about it, we have 20  
25 different providers that are certified by the state, and Ameren



1 on it's website actually recommended the public to choose  
2 another supplier, so they can save money. So why aren't they  
3 recommending it here, that's my question. If they want to get  
4 on the side of the public, start talking to us, and give us a  
5 choice. Thank you.

6 JUDGE JONES: I've marked this as Exhibit 2, Allen.  
7 Are there any objections to it?

8 PARTIES: No, Your Honor.

9 COMMISSIONER STOLL: I might mention to Mr. Allen, you  
10 might want to approach the staff out there, maybe and talk to  
11 them about this. Maybe they can give you a couple answers.

12 MR. ALLEN: I appreciate that. Thank you.

13 JUDGE JONES: Exhibit 2 Allen was admitted into the  
14 record.

15 (Witness sworn)

16 JUDGE JONES: You're going to need to pull the  
17 microphone a little closer. Please state and spell your name  
18 for the court reporter.

19 MR. MARTIN: Raymond Martin M-A-R-T-I-N.

20 JUDGE JONES: You may proceed.

21 MR. MARTIN: Thank you. I'd like to say that like the  
22 other gentleman said earlier today here, that I'm over my head.  
23 I don't have any facts that what I should have, or to really  
24 complain to the public service commission. I don't have any  
25 objections against American UE asking for 50 percent raise, but

1 what I have objections to is the public service commission not  
2 going through the proper -- in which I think you know, I have  
3 nothing to say that they did or do not, but what the thing I  
4 heard tonight was \$367 million, \$261 million we think we  
5 approved. Which one is that, nine percent or eight and a half?  
6 I still that that's too much at this time. Maybe it's not too  
7 much, because they need the money to run the company, but it's  
8 too much for our time right now.

9 As you've heard all these people say one thing I  
10 noticed we never have the young people here that say I don't  
11 have a job, but, that all that is immaterial. What is really  
12 material is public service commission has the authority to say  
13 yes and no, and do their job, and I hope they do, thank you.

14 JUDGE JONES: Thank you.

15 CHAIRMAN STOLL: I don't know if you picked up the  
16 handouts that the public service commission table.

17 MR. ALLEN: Yes, I have.

18 MR. STOLL: Hopefully there's, I know there's still  
19 folks out there, you might pick those up, it really is some good  
20 information about how the whole process works, it may help to  
21 explain some of that to you. Thank you.

22 JUDGE JONES: Is there anyone else that would like to  
23 give testimony?

24 MS. WHITE: Julie White.

25 (Witness sworn)

1 JUDGE JONES: You may proceed.

2 MS. WHITE: Well I, first of all, I just wanted to  
3 comment on the man that talked about Illinois competition is our  
4 only savior here in Missouri for electric rates, and they  
5 compared national rates and that and said that they are the best  
6 rates in just about the nation in Missouri, and I don't really  
7 think that's true, because I have relatives that's in coops in  
8 Missouri, different sections of Missouri, Springfield,  
9 Perryville, Poplar Bluff area, different ones, somehow their big  
10 two story houses doesn't cost as much as mine to cool in the  
11 summer, and that they had a hot summer down there too. I don't  
12 really think that's true. I think we definitely need  
13 competition. Of course, I guess if we had competition, we  
14 wouldn't need the public commission here that we have here  
15 tonight, but hopefully you all have other jobs that we can get  
16 this done.

17 I would just like to encourage, I know there's so many  
18 people that's left, it was so crowded you couldn't get in the  
19 door. The gentleman that just talked about the Illinois, talked  
20 about you all getting together with your representative or the  
21 Missouri legislature, I just encourage everybody here to contact  
22 their own representative in your area whoever your Arnold  
23 representative, whoever is mine, because that means a lot. If  
24 we each one contact them and say this for next year, on the  
25 agenda let them work on it. And we've had a great Senate and

1 representative in Missouri, they've done some marvelous things  
2 and gotten things on battle for us, and everything. So I think  
3 we really have a good working legislature in Missouri right now.  
4 So this is our opportunity.

5           And the other thing I wanted to say was the girl that  
6 was up here that had worked for UE and talked about Ameren. I'm  
7 sorry, I keep calling it the old name and talked about the  
8 wonderful things they've done, playgrounds, different things  
9 they give to us. Just like us, I'm sure that's all, you mean  
10 it's good, I'm not saying it's not good they did it, just like  
11 when we go file our income taxes, that's all deductible. That  
12 doesn't really play into what we're talking about here, them  
13 raising our rates. So that means that doesn't really make any  
14 difference.

15           And then the other thing I wanted to talk about is  
16 back in I think it was '70s, there was a shortage of gasoline,  
17 supposedly, and all of us, I don't remember if you were young,  
18 if you were older, you might remember. We all took our gas in  
19 the winter, and we went like instead of 72, 74, whatever we  
20 smashed it all back and wore sweaters and cut it down to 66  
21 degrees or whatever in the house and everything. And low and  
22 behold, I mean, the rates had went up, one of the reasons, they  
23 said there was a shortage, asked people to do this. We did that  
24 and the very next year, they said, well, everybody cut back so  
25 much, we've got to raise the rates.

1                   So, when Ameren asked everybody to cut back, yes, I do  
2   believe you need to be living within your means, but if  
3   everybody really did do that, what would they do to the profits.  
4   I'm just not -- isn't this their product? They want to sell it?  
5   But then they're just telling people well just cut back. If we  
6   raise the rates, but I think somehow they know it's not going to  
7   be cut back enough that it's really going to come into their  
8   profits. But what if it would, I mean, if something dose not  
9   change in the United States in 2013, there could be more people  
10  out of work and the economy could actually be worse than it was  
11  now, and so then, people would have to really slash and where  
12  would they be then? Would that really be a good thing?

13                  I don't know if you force people into cutting back too  
14  much, like they did then, what does that do to your problem? I  
15  just, somehow don't think that actually works out right.

16                  Then also about the profit. You know they talk about  
17  well, we take this out of the profit, that out of the profit,  
18  but you wouldn't have the profit if we weren't paying the bills.  
19  So, you know, they say well we'll only take this part of the  
20  salary, that part. I mean that's just all paper talk, because  
21  the bottom line is if we're not turning our air conditioner on  
22  or whatever and you're not making the money to have the profits,  
23  it's all, you may have it in different pots, but it's still to  
24  me all the same thing.

25                  The one girl talked about the fuel like you're going

1 to have to pay more for fuel. We pay more for fuel, but you do  
2 have a fuel adjustment already on the bill, so when the fuel  
3 keeps going up, if it does, you've got your fuel adjustment. So  
4 I don't, I don't see that that's really that big of a concern.

5 I mean the drought did happen, and yes, the gasoline could  
6 fuel charges could go up, but at least you have a safety net  
7 that we don't have.

8 And the other thing I wanted to mention is it would be  
9 nice if people could have had solar systems on their house, but  
10 most of the people here are senior citizens, and I really don't  
11 think that at this point in their life they could just afford to  
12 have their whole system change, and whole roof of solar panels,  
13 for a lot of people that is not an option.

14 The other thing is I got to talk about is that large  
15 corporations get a lot smaller increase of rates. So I'm  
16 assuming it's true, or we wouldn't be talking about it, the  
17 small business is what I'm worried about. So we're going to be  
18 sitting back, and we're going to get this maybe 14 percent  
19 increase, and then the small businesses are going to get the  
20 same increase, and which already on here talked about the  
21 already we're almost 27.7 percent, even on small businesses.

22 So what does that do. That was a small business guy  
23 earlier that talked, I think he just had a question or he was  
24 talking to the Ameren people, and he said that he doesn't make  
25 profits like 8, 9 percent like we're talking here. He's lucky

1 right now in this economy to make three and a half percent.

2 So all these small business that not making these good  
3 rates 8, 9 percent, what is going to happen with their products.  
4 Of course that 14 percent electric increase is going to go right  
5 on to the products we buy. So we don't only get it when we run  
6 our air conditioner, we get it when we buy things. Products are  
7 going to go up, because of this rate also.

8 So, I think we get more of a double whammy on that  
9 one. And the same, I mean, of course I agree with everybody that  
10 talked about everything has gone up, groceries. I mean you  
11 can't even buy detergent, it has tripled in just the last three  
12 years. So everything has gone up, and where is the cutting off  
13 point that we can survive with just continue more increases on  
14 everything. Metropolitan Sewer, now we're going to have 10 some  
15 percent increase on that, because they did not do their job back  
16 years ago when they could have got a government to help to  
17 update their systems and stuff. No, they didn't do it. Now we  
18 have to pay for it. That just seems to be the normal way things  
19 go now. Oh, well you know, we'll just pass it on to the  
20 consumer. But how long can that last.

21 But one thing I would like to do, is have everybody to  
22 talk to the representative about either getting co-cops or  
23 getting some type of system like Illinois does, so that we can  
24 have some competition. So we don't have to come in here and  
25 spend hours with your time and our time fighting people to keep

1 the rates down. Thank you very much.

2 JUDGE JONES: Anyone else here who would like to  
3 testify?

4 (Witness sworn)

5 JUDGE JONES: Can you please state and spell your name  
6 from for the court reporter.

7 MS. GAFNER: Beth G-A-N-F-N-E-R.

8 JUDGE JONES: You may proceed. I feel fortunate my  
9 husband and I are getting solar cells on our house. We were  
10 measured today for that.

11 In 2006 I lost my real job, so now we're running on 75  
12 percent less salary than I had before. I'm speaking for many  
13 who could not make it here tonight. My husband's on disability,  
14 so together we make \$20,000 a year. I'm at \$9.00 an hour. 24  
15 hours a week. Two bachelor degrees.

16 We both came from nowhere, and we can go back to  
17 nowhere. So far it would scare most people. I'm going to talk  
18 about the utility assistance that we did have to go to our  
19 St. Vincent DePaul organization at our church for utility  
20 assistance in the past, while I was out of work for four years.

21 And I would like to see perhaps the Ameren Missouri  
22 turn maybe 14 percent of the bonuses back into you a utility  
23 assistance programs for people who are having hard times now,  
24 whether their salaries have been cut, whether one was cut,  
25 whether hours were cut, whatever the reason was. Maybe both are



1 out of work.

2 And that's all I have. And thank you, and perhaps  
3 next time this could be held at a cafeteria or something,  
4 Windsor.

5 COMMISSIONER STOLL: I might mention this is my first  
6 public hearing in Jefferson County. It's my understanding they  
7 normally use Fox Service Center. I'm not sure why it was held  
8 here, why it wasn't held there. I'm fairly sure that this was  
9 the next largest venue that they could find, but we do  
10 apologize. We wish we could have had more room, and I think  
11 too, probably didn't anticipate as many people coming out. Next  
12 time we'll tell the schedulers to go to Fox Service Center.

13 MS. GAFNER: Because I RSVP'd that I was coming here  
14 tonight, but I don't know how many other people RSVP'd either to  
15 give them an idea.

16 COMMISSIONER STOLL: Yeah. We need to have it at a  
17 bigger place so it's more comfortable for everyone.

18 JUDGE JONES: Is there anyone else who would like to  
19 come up and testify.

20 (Witness sworn)

21 JUDGE JONES: You may need to scoot forward or pull the  
22 microphone closer. State and spell your name for the court  
23 reporter.

24 MS. DUNN: My name is Cathy Dunn C-A-T-H-Y D-U-N-N.

25 JUDGE JONES: Thank you.

1 MS. DUNN: I don't have a lot to say. I guess I'm  
2 wondering where is this all going to end. I heard on the radio  
3 today that Ameren has had five increases in the last few years,  
4 and I'm just like everybody else here. I'm 75-years-old and I'm  
5 still working, because I need that money to pay my bills. I  
6 turn my electric off, my air conditioner off so that I can pay  
7 my bills. I had a highest bill this past month that I've ever  
8 had since I had it. Seems to me that no matter how low I turn  
9 our thermostat, or how much we try to save our energy, they find  
10 a way to increase our bills.

11 My bill was over \$100 this year, and I have no problem  
12 with what Ameren does, or the good work they do. I have no  
13 problem with how efficient they are, they're good but who needs  
14 millions of dollars to live at our expense.

15 Why do we have to pay for improvements in Ameren's  
16 business, when they make more money? We don't benefit from it  
17 in any way, it goes in their pockets. I'm just going to stop  
18 here. I just want to know who needs million of dollars to live.  
19 You don't need that much money. A couple years back, I heard  
20 Ameren should give us money back. That never happened. Every  
21 time they ask for an increase, they get it. I believe they  
22 asked for a larger increase so that they will get one that  
23 they're asking for. If they asked for 14 percent, they're  
24 actually wanting 10 percent, and they get it.

25 We pay the public service commission, you're employed

1 by us, and I wished you'd start working for us instead of them.

2 Thank you.

3 JUDGE JONES: Thank you, Miss Dunn.

4 (Witness sworn)

5 JUDGE JONES: Thank you. Will you please state and  
6 spell your name for the court reporter.

7 MR. BOTKIN: Michael Botkin B-O-T-K-I-N.

8 A good deal of what I came prepared to say tonight has  
9 already been said. It's a difficult time for all of us, with  
10 the economy being what it is. Thankfully, I'm the sole provider  
11 in my household. My wife is not working, we have a three year  
12 old son, but we're getting by, but it's difficult. And we've  
13 all had to sacrifice, and I don't know necessarily that I feel  
14 that Ameren has made similar sacrifices. Times being what they  
15 are, there are times to be spending and times not to be  
16 spending. We're being asked to pay more to offset expenses that  
17 Ameren has incurred. I'm sure some of those are regulatory.  
18 Probably imposed upon them by EPA type regulations thing,  
19 they've had to do come up with certain standards, conform with  
20 those. But at the same time, I don't know necessarily that I've  
21 seen evidence on Ameren's part that all of those expenditures  
22 were absolutely necessary. So what maybe should have been put  
23 off to a different point in time, could have been put off to a  
24 different point in time.

25 But again, now we're being asked to offset that

1 expense. Ultimately again, so much of this has already been  
2 said tonight, but my appeal at this point to the commission is  
3 essentially that well, to the extent Ameren basically said  
4 there's never a good time for a rate increase, essentially  
5 that's true, but there are definitely times where you would want  
6 to avoid that, and with the economy being what it is,  
7 unemployment being what it is, now is the time in my opinion to  
8 offset delay. Minimize those types of increases. Minimize the  
9 impact on people, on businesses, both small and large. So, if  
10 there are options in terms of decreasing that increase that  
11 they're looking for the 14 percent, something less than that or  
12 possibly staging this where it goes into play over an expanded  
13 period of time. I think options like that should certainly be  
14 explored if they haven't already. Thank you.

15 JUDGE JONES: Is there anybody else who would like to  
16 testify? Okay, seeing no one. The meeting is adjourned, and we  
17 are off the record.

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1 CERTIFICATE OF REPORTER

2 I, ANGIE R. KELLY, an Illinois Certified Shorthand  
3 Reporter (IL CSR# 084-004498) and Missouri Certified Court  
4 Reporter (MO CCR# 1010) do hereby certify that the witness  
5 whose testimony appears in the foregoing deposition  
6 transcript was duly sworn by me; that the testimony of said  
7 witness was taken by me to the best of my ability, and  
8 thereafter reduced to typewriting under my direction; that  
9 I am neither counsel for, related to, nor employed by any  
10 of the parties to the action in which this deposition was  
11 taken; and further, that I am not a relative or employee of  
12 any attorney or counsel employed by the parties hereto; nor  
13 financially or otherwise interested in the outcome of this  
14 action.

15 IN WITNESS WHEREOF, I have hereunto set my hand and  
16 seal this 22nd day of August, 2012.

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Notary Public

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