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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
August 16, 2012
Holiday Inn South County, St. Louis, Missouri
Volume 9

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

KENNARD L. JONES, Presiding
CHIEF REGULATORY LAW JUDGE
KEVIN D. GUNN, Chairman
STEPHEN STOLL,
COMMISSIONER

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24 SUZANNE ZES, CCR

25 MIDWEST LITIGATION SERVICES

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

2 JUDGE JONES: Okay, those of you who are
3 here for the evidentiary portion of the hearing where
4 we will take testimony from people you're welcome to
5 stay. Those of you who are holding private
6 conversations, we would like for you to take those
7 outside so it's not disruptive of this hearing
8 process. I appreciate your cooperation. My name is
9 Kennard Jones. I am the regulatory law judge
10 presiding over this hearing. To my right is the
11 chairman of the Commission, Chairman Gunn. To my
12 left, Commissioner Stoll.

13 THE AUDIENCE: We can't hear you.

14 JUDGE JONES: Can you hear me now?

15 CHAIRMAN GUNN: There are seats in the
16 front. If you cannot hear I would suggest you come
17 move up front. We will talk as loudly as possible.
18 This part of the program is really for us to hear you
19 and there is a podium up here so we will be able to do
20 that but there are chairs up here in the front and on
21 the side, so if you cannot hear please move up. Thank
22 you.

23 JUDGE JONES: And to my left is Commissioner
24 Stoll. Mr. Chairman, would you like to make a
25 statement?

1 CHAIRMAN GUNN: We will let everybody get
2 settled here. I want to just give you a couple of
3 housekeeping items. First of all, I want to thank
4 everyone for being here today. We know your time is
5 valuable but this is an important part of our process.
6 We hear from the public -- we are doing 14 of these
7 throughout the service territory and your comments go
8 into the record and they are considered. We have two
9 of the four commissioners here today. The other
10 commissioners are doing -- we don't just do
11 electricity cases and they are doing other state
12 business, one of them may join us later but this goes
13 into the record and is considered by all of the
14 commissioners in the evidentiary part of the hearing.

15 We know it's frustrating sometimes but you
16 cannot ask us questions or we can't answer any
17 questions. We might direct you if you do have a
18 question to either our staff or the public's lawyer,
19 Lewis Mills, who I think you met earlier or to
20 Ameren's staff outside but we will certainly -- but I
21 know it's frustrating but just because of the position
22 we are in because of the rules, as we sit as judges,
23 we can't answer questions. So I apologize for that in
24 advance but I appreciate your understanding.

25 We have about 40 people signed up to testify

1 these typically -- these hearings typically take
2 about -- they have been taking about three hours so a
3 couple of things about that. One, I ask everybody to
4 be respectful of everybody's time. We don't put time
5 limits on people because this is testimony and we
6 would like to hear what you have to say but there are
7 a lot of people here to testify so please just be
8 respectful of everybody's time.

9 Two, there is nothing that's going to be
10 revealed kind of at the end of this process. So once
11 you testify, you don't have to stick around. There is
12 no new information that is going to be presented or no
13 wrap up or anything like that. So once you testify if
14 you have to go on somewhere else, please feel free to
15 do that. Like I said, we will just be taking down
16 information and we will adjourn once everybody has
17 spoke. If for some reason you cannot testify -- we do
18 a list and we go down in order. Some of you may have
19 picked up these forms when you came in. They're
20 public comment forms and if for some reason you can't
21 stay, some of you may have these. We also have
22 somebody -- some at the table outside and those can be
23 filled out before you leave or after you leave and
24 sent in to us and they will be considered as well. So
25 you can always feel free to have your written

1 comments. If, for example, you don't feel like
2 testifying, you're not comfortable coming in front of
3 a large crowd and you want to testify or tell us what
4 your comments are, these forms can be filled out and
5 given to us. We also have our website and our phone
6 number at the Commission that can be found outside,
7 which is another way to give comments.

8 We may ask you questions and so when you
9 come, after you give your statement, if you could just
10 wait to see if any of the Commissioners have a
11 question or not. If we don't have a question it
12 doesn't mean anything or if we do have a questions
13 sometimes it's just to clarify, to clarify a statement
14 or so that we can delve into a little bit more
15 information. So I know we want to get into this, so
16 we'll start very quickly.

17 I want to, again, thank you. This is a very
18 important part of this. We take your comments
19 seriously. We take this into account when we make our
20 decision, so it's a very important part of our
21 process. So other than that, I will turn it over and
22 see if my colleague has anything to say and then we
23 will move on.

24 COMMISSIONER STOLL: I just want to welcome
25 everybody here and tell you we are pleased that you

1 came out today. We do want to hear what you have to
2 say, hear your comments, concerns. I will reiterate
3 that if you have a procedural question or you have a
4 question about your utility service, the Public
5 Service Commission has staff out there, as do the
6 utilities, and so you can get some answers there. But
7 let's go ahead and get started and again, thanks for
8 coming.

9 JUDGE JONES: Okay. We have a list from
10 which I will read. I will call the first person, that
11 person will come to the podium I will swear you in.
12 If the spelling of your name is unclear I will
13 probably ask you to spell your name so that the court
14 reporter can properly record it. You'll then go ahead
15 and give your testimony, after which we might have
16 questions we'll ask, if not, then you can go ahead and
17 take a seat, the next person will be called. Okay.
18 With that, we will call Jerry Jones -- oh, sorry,
19 yeah, let's do entries of appearance from the parties
20 that are present. Ameren UE or Ameren Missouri?

21 MS. TATRO: Wendy Tatro, 1901 Chouteau
22 Avenue, St. Louis, Missouri 63103.

23 JUDGE JONES: The Staff of the Missouri
24 Public Service Commission?

25 MS. SLACK: Annette Slack, S-L-A-C-K,

1 Missouri Public Service Commission, 200 South Madison,
2 Jefferson City, Missouri 65102.

3 JUDGE JONES: The Office of the Public
4 Counsel?

5 MR. MILLS: Let the record reflect the
6 appearance of Lewis Mills, post-office box 2230,
7 Jefferson City, Missouri 65102 on behalf of the Office
8 of Public Counsel and the public.

9 JUDGE JONES: And are there any other
10 parties in the case that are represented here today?
11 I don't see any, so we will get started with Jerry
12 Jones.

13 UNIDENTIFIED MALE: Can you pass him up?
14 He's in the restroom.

15 JUDGE JONES: I sure will. JoAnn Raisch?
16 Can you raise your right hand? Do you solemnly affirm
17 the testimony you are about to give is the truth?

18 MS. RAISCH: I do.

19 JUDGE JONES: Thank you and can you spell
20 your last name for the court reporter?

21 MS. RAISCH: R-A-I-S-C-H.

22 JUDGE JONES: Thank you, you may proceed.

23 MS. RAISCH: Thank you, all of you for
24 making this opportunity possible for we the people,
25 the public, the PSC, Ameren, et cetera. To begin, I

1 disclose that I am a stockholder of Ameren as one who
 2 might be classed as a middle class citizen, a class
 3 often used in political circles as those who the
 4 government must defend perhaps because they are
 5 without the intellectual means to succeed. I am here
 6 to defend our rights, to object and fight those who
 7 believe that they can trample on our economic ability
 8 to survive. Ameren, previously known as Union
 9 Electric, must learn to operate as any other business
 10 and not call on the users of their product to finance
 11 their past errors or rob us of our hard work and
 12 quickly depleted earnings. Their constant filings
 13 with the PSC for additional increases in fees must be
 14 called to a halt. We all know of the failing Taum
 15 Sauk but many may not be acquainted with their
 16 disregard of keeping up with normal housekeeping in
 17 another area. I speak of their past lack of proper
 18 service in an area of Miller County, Missouri. This
 19 is the information which I received from an Eldon,
 20 Missouri newspaper, as well as a former user of Union
 21 Electric. Ameren in the Brumley/Ullman area. It
 22 relates to a rural electric cooperative taking over
 23 that area from Union Electric. This is the quote from
 24 the paper. We had a front page story on
 25 February 14th, 2002 noting that Gascosage had received

1 a \$3.1 million loan from the USDA related to the
2 transfer, meaning the transfer of UE to this
3 cooperative, which occurred on February 3rd, 2002.
4 The Missouri PSC approved the transfer of the
5 Brumley/Ullman area to Gascosage on January 24th. The
6 transfer included areas south of the Osage River
7 between Gascosage's then service area, to just west of
8 Lake of the Ozarks State Park. 1200 meters or
9 customers were involved. In the February 14th, 2002
10 article, Gascosage manager John Greenlee said that the
11 co-op planned to build a new substation at Brumley,
12 replaced 700 coals, build 12 miles of three-phase line
13 along Highway C and 10 miles of new 69,000 volt line.
14 In its annual report Greenlee noted the South Brumley
15 substation was completed. This information also
16 states that the co-op may have gotten a loan for some
17 of the work and that could have been from the rural
18 electrification agency.

19 In my telephone conversation with a very
20 happy user of Gascosage Electric Company, I was told
21 it was thought that UE had some reason for not doing
22 very much maintenance. They let us down. We held a
23 number of public meetings, meaning the electric users,
24 and when UE heard they asked to come. We asked them
25 if they would sell off and they lied as they had

1 already made the deal. However, we were happy to be
2 rid of them. The co-op's regularly scheduled tree
3 trimmings in their areas of service replaced poles and
4 other maintenance. There are many lessons that can be
5 learned by Ameren from the rural electric
6 cooperatives, the least of which is that they are not
7 continually raising our rates, nor do I remember their
8 request for a rate increase for our being energy
9 efficient or for the rebates they granted for energy
10 efficient appliances and furnaces.

11 While the PSC was holding a hearing on
12 August 1st -- 12 at Harris Stowe University, Ameren
13 was looking for another additional increase in rates.
14 At least one could wonder how soon yet another rate
15 increase proposal will be sent to the PSC. What we
16 need is an Alberta Slavin. Would that, I could be
17 that person and I would, like a knight on top of a
18 fire-breathing dragon ride my sword with justice
19 imprinted thereon and slay the foes of those who would
20 trot on the people. Carl Sandburg lamented who speaks
21 for the family of man? We the people have lost faith
22 in government. Will you help restore it and speak for
23 the family of man? Thank you.

24 CHAIRMAN GUNN: Ms. Raisch?

25 MS. RAISCH: Oh, I was leaving before they

1 threw stones.

2 CHAIRMAN GUNN: No, no, no, I appreciate
3 your testimony very much. I just have a quick
4 clarification. Your conversation with a customer from
5 Gascosage, that was your conversation, you had a
6 telephone conversation with them?

7 MS. RAISCH: Yes.

8 CHAIRMAN GUNN: Was that recently?

9 MS. RAISCH: Oh, yes, very recently, yeah.

10 CHAIRMAN GUNN: Okay.

11 MS. RAISCH: Oh, within the past week or
12 two. I'm trying to look for my notes, which you are
13 welcome to see.

14 CHAIRMAN GUNN: I actually don't need an
15 exact date. I just want the -- because the article
16 was from 2002, I just wanted to make sure that the
17 conversation was more recent than that, so the
18 conversation was at least within the last week or so?

19 MS. RAISCH: Yes. But may I tell you
20 this -- there it is -- 3:35 p.m., 8/1/12. My
21 information from the newspaper was very recent too.
22 It was at the end of July. It's from the Eldon
23 newspaper and it's from the publisher Ginny Duffield.

24 CHAIRMAN GUNN: So you acquired the
25 information at the end of July?

1 MS. RAISCH: Yes.

2 CHAIRMAN GUNN: Perfect. All right, thank
3 you, ma'am. I appreciate it. Thank you.

4 MS. RAISCH: Via her emails and her
5 checking, you know, her newspaper article.

6 CHAIRMAN GUNN: Yes, I do. Thank you very
7 much. I appreciate the testimony very much.

8 COMMISSIONER STOLL: Thank you.

9 MS. RAISCH: Oh, you're welcome. Thank you
10 again. I also have another letter here but the
11 gentlemen is an emergency room nurse and he couldn't
12 be here, so is -- could I give that to you because he
13 addresses some facts about not getting service from
14 Ameren in time. Could I leave it with you?

15 JUDGE JONES: Is this a comment from someone
16 who is unable to be here?

17 MS. RAISCH: Right, in this area, a Mr. Tony
18 Pousosa.

19 UNIDENTIFIED FEMALE: Leave it.

20 MS. RAISCH: Leave it?

21 CHAIRMAN GUNN: Yes, ma'am, we will take it.

22 MS. RAISCH: That's sweet of you.

23 JUDGE JONES: Yes, we certainly will take it
24 but whoever said that in the crowd you can cut that
25 out now, okay.

1 MS. RAISCH: Thank you.

2 JUDGE JONES: Because we are going to make
3 that determination on what is admitted into the
4 record. We are going to allow the parties an
5 opportunity to view the information that is being
6 submitted as evidence. After such I will ask for any
7 objections, if there are no objections then the letter
8 will be admitted into the record. I believe Mr. Jerry
9 Jones has come back in.

10 UNIDENTIFIED MALE: No, he hasn't.

11 JUDGE JONES: He hasn't, okay. Then we will
12 go on to Mary Sorg.

13 MS. SORG: Good morning.

14 JUDGE JONES: Good morning. Can you raise
15 your right hand, please? Do you solemnly affirm that
16 the testimony you are about to give is the truth?

17 MS. SORG: I do.

18 JUDGE JONES: And can you spell your last
19 name for the court reporter?

20 MS. SORG: S-O-R-G.

21 JUDGE JONES: Thank you. You may proceed.

22 MS. SORG: I didn't come here to be lengthy
23 and wordy but I think I speak for everybody in this
24 room when I say a 14 and a half percent increase will
25 severely impact so many households. I wonder has

1 Ameren really thought it through? You know, we have
2 people on social security, like myself, and those kind
3 of increases, in that big of an amount, does make a
4 difference. We have people that are single-parent
5 families and struggling just to get by, that makes a
6 difference. I know, you know, if you're making a
7 \$100,000 a year, maybe 14 and a half percent doesn't
8 sound like a lot to you, but those of us in here I
9 doubt make that kind of money.

10 And what the Ameren people didn't do for me
11 today, they didn't show me where they did anything
12 else or made any other effort to find a different way
13 to achieve what they wanted besides raising the rates,
14 at least they didn't present it, unless I didn't
15 understand it. I am not an engineer but I know that
16 one and one is still two. It's never going to be
17 three and dollars and cents make a difference and I
18 think that Ameren, if they are going to increase their
19 rate, I would have probably been all right with maybe
20 a 3 percent, I probably would have said I wish they
21 wouldn't have done that but I would have been able to
22 live with it but 14 and a half, seriously, way
23 out-of-bounds.

24 And I didn't even know until somebody
25 brought it up that they have 12 vice presidents.

1 Well, how many chiefs does it take to run a tribe?
 2 Please, show me, Ameren, where you're making the
 3 effort to find other ways and give the people that put
 4 you in that position a decrease. I would like to see
 5 that. You know, Ameren forgets that if it wasn't for
 6 all the consumers in here they wouldn't have a job.
 7 They wouldn't have a corporation. We pay for this.
 8 We give you that position and I feel like right now
 9 it's almost where we can't do anything about it but I,
 10 myself, I hate to say it, but, you know, I wouldn't be
 11 opposed to saying look, I'm just not going to pay my
 12 bill for two months to see how that affects you
 13 because the way it is to me right now, a 14 and a half
 14 percent increase is going to shoot my bill up, on a
 15 bill I can't even afford and it is unconscionable to
 16 me that Ameren doesn't take a stand.

17 People died this summer. I brought that up
 18 before. It's just tragic and they didn't die
 19 necessarily, you know, because of the heat but a lot
 20 of it was heat-related. People had air conditioners
 21 and didn't turn them on because they can't afford the
 22 rates. What does that say? You know, what does that
 23 say about the corporation? Is this the way it's going
 24 to be? You know, now at the economic time that we
 25 have it is so bad and people are struggling so hard, I

1 would think that as a company they would look at that
2 and go this is not the best time to make a rate
3 increase. They have to have a conscious and I think
4 that that is lacking and it's unfortunate. I hope
5 this Commission takes these comments seriously and
6 really looks at how in the long range this is going to
7 affect a lot of people. Thank you.

8 JUDGE JONES: Thank you, Ms. Sorg. I am
9 marking the exhibit presented by Mrs. Raisch as
10 Exhibit 1 Raisch. And I am told there are no
11 objections by the parties. Exhibit 1 Raisch will be
12 admitted into the record. And next we will call John
13 Ryan. Beverly Schwartz? I think it's Barbara Kenny
14 or Denny.

15 MS. KEMP: Kemp.

16 JUDGE JONES: Kem? And your last name is
17 K-E-M?

18 MS. KEMP: K-E-M-P.

19 JUDGE JONES: Okay. Raise your right hand,
20 please. Do you solemnly affirm the testimony you are
21 about to give is the truth?

22 MS. KEMP: Yes, I do.

23 JUDGE JONES: Thank you. You may proceed.

24 MS. KEMP: I am a 71-year-old woman that is
25 still working because we keep having price increases

1 on everything and, you know, I haven't had a raise in
2 four years because of the economy and I think there is
3 a lot of people in this room that are the same thing.
4 And they are getting a 36 percent increase in the last
5 four years and now they want another 14 percent. And
6 first of all, the more electricity we use, they charge
7 for that electricity and they are making more money.
8 Why are they complaining because we are using too much
9 electricity because the more money they get, the more
10 money they make.

11 And then I want to know why it is that the
12 CEO gets -- for one year he got a 20 percent increase
13 and a benefit package of \$5.7 million? Now, those
14 people that stood up here before said that they didn't
15 get any, you know, they don't know why. But I want to
16 know why they say that we don't pay their salary.
17 Well, who does pay their salary because it all comes
18 down to us in the end. We all pay their salaries
19 because they are making money off of us and that's how
20 they pay the salaries and that was it.

21 JUDGE JONES: Okay. Thank you, Ms. Kemp.
22 And I hear Mr. Jones has come back in. We will hear
23 from Jerry Jones now. Raise your right hand, please.
24 Do you solemnly affirm that the testimony you are
25 about to give is the truth?

1 MR. JONES: Yes, sir.

2 JUDGE JONES: Thank you, you may proceed.

3 MR. JONES: Well, I'm not as eloquent as
4 some of these others that will speak. I am a retired
5 industrial maintenance electrician. I have been doing
6 electrical work since the 70s, mid-70s and I found
7 that any factory or any business that increases in
8 size must also look inside to make sure that they keep
9 everything efficient as possible. You don't increase
10 without spending, that's true, but at our expense now
11 they want a raise. Have they looked inside their own
12 business to see where they can make changes?
13 Technology is out there. We are all going to be
14 adaptable to it but the fact is, where does it stop
15 for us having to pay so much for so little? We all
16 know that it doesn't cost less to use electricity but
17 when do we come to a point where it's optimum and not
18 going to keep going up and up. I am on a very fixed
19 income but I don't have a problem paying my bill right
20 now but if it goes up much more I got to look between
21 whether or not I can get my medicine, food,
22 transportation, a lot of things are going up out there
23 and I understand their transportation costs.

24 One thing I didn't understand and I tried to
25 talk to someone about it, they didn't really know too

1 much about it, was that they were talking about the
2 energy light bulbs that they were behind about a year
3 or so ago and I started using them and I found that
4 they were economical but then I get a charge here on
5 my electric bill, energy efficient program charge 55
6 cents. That came out of the blue. And when I asked
7 about it they said oh, that was in there for them to
8 be able to do that. Well, if it's in there for them
9 to be able to do that, then they are now getting more
10 money from me every month on my electric bill, so how
11 is that played in this? And I just want to say that
12 although coal may not cost a lot per ton and we use a
13 lot of it, the contracts have to be set up to where
14 the companies are more efficient. They are talking
15 about scrubbers, they're talking about more air
16 pollution, the EPA and all that. Well, we had
17 companies move out of St. Louis that I worked for
18 because it was going to cost them a half billion
19 dollars to update their equipment and that was back, I
20 want to say '80, '79, '80, Reynolds Metal. And they
21 moved out because they had to do it. So these
22 companies and utilities already knew back then that if
23 they didn't make their places more efficient they
24 would have problems. MSD is one. They have known
25 over 40 years ago that they needed to get under there

1 and get on top of their sewer problems and they waited
2 until now, until the EPA hit them with a fine. And
3 then Mr. Nixon was talking about let's make little nuc
4 kits for countries or states. I am really not into
5 that -- wanting that to be done. Nuclear power has to
6 be made more safe before we can start expanding its
7 use. I wouldn't want to see another thing like Tokyo
8 happen here and that was my comments, sir.

9 JUDGE JONES: All right. Thank you, Mr.
10 Jones.

11 CHAIRMAN GUNN: I don't have any questions.
12 We appreciate your comments.

13 JUDGE JONES: Next we have Marvin Molinet?
14 Is there anyone named -- oh, I see. Did I pronounce
15 your last name correctly?

16 MR. MOLINET: Molinet.

17 JUDGE JONES: Molinet.

18 MR. MOLINET: I live three miles west of Six
19 Flags. My comment here is going to be short.

20 JUDGE JONES: Can you slow down for a
21 second? Can you raise your right hand? Do you
22 solemnly affirm that the testimony you are about to
23 give is the truth?

24 MR. MOLINET: Yes.

25 JUDGE JONES: Thank you. Can you spell your

1 last name for the court reporter, please?

2 MR. MOLINET: M-O-L-I-N-E-T.

3 JUDGE JONES: Thank you, sir, you may
4 proceed.

5 MR. MOLINET: I was just listening to
6 Channel 2 last night and they said that there was only
7 one raise last year. There was two raises last year
8 and it's time that you people wake up and think about
9 old people like us, that's on social security and
10 stuff. My budget bill, monthly budget bill -- I have
11 been on the budget bill for approximately 25 years.
12 In December of '010 my budget bill was \$157 a month.
13 Ameren begged you people to let them have a raise in
14 '011 and you all authorized it and so then my budget
15 bill went from a \$157 a month to \$185 month. Then
16 they immediately asked for another raise and you
17 people authorized that. So then in May of '011 my
18 budget bill went up to \$222 a month and I wasn't using
19 anymore electricity but it went up \$65 a month and I
20 am not against any business making a profit but when
21 you go ahead and let them -- give them raises like
22 that and then that CEO gets a 20 percent increase and
23 he makes \$5.7 million just for one year but yet us
24 people on social security and stuff, we get frozen and
25 can't do it. And the price on everything keeps going

1 up and so there's a lot of us people now that are old,
2 in their 70s and stuff like that, that cannot afford
3 to buy drugs any more and more and more people are
4 dying because you keep letting people -- letting them
5 go ahead and raise their price on things and the
6 average of it is going to the CEOs and everything
7 else. Why does he need \$5.7 million to live a year?

8 JUDGE JONES: Thank you, Mr. Molinet. Next
9 witness is Betty Darron. Is there a Betty Darron
10 present?

11 UNIDENTIFIED FEMALE: She left.

12 JUDGE JONES: Can you all wait until you get
13 outside to have that conversation, please? Patricia
14 Molinet?

15 MS. MOLINET: I am the other half of the one
16 that just spoke.

17 JUDGE JONES: Can you raise your right hand,
18 please? Do you solemnly affirm that the testimony you
19 are about to give is the truth?

20 MS. MOLINET: I do.

21 JUDGE JONES: Thank you, you may proceed.

22 MS. MOLINET: My last name is M-O-L-I-N-E-T
23 and I just -- I've listened and I am somewhat amused
24 at some of the things that Union Electric has put
25 forth. I like their cost-cutting adventure. They cut

1 the Indians but they reward the chiefs. This doesn't
 2 make sense. They need the workers but those at the
 3 top keep getting more and more and more and I can't
 4 conceive of making 5.7 million. This is beyond my
 5 concept. I can't -- I would be happy with 500,000 and
 6 I am not even going to get near that. And I bet you,
 7 if you take the salaries of everybody that was in this
 8 room that is here to testify and to listen and you
 9 added them all up, you wouldn't come to 5.7 million
 10 for one person. And the problem is it's not just one
 11 person. There is all the others under him that are
 12 making the same thing. If they took less money of
 13 what we are paying in, the company would be better
 14 run. They are misallocating their money. Nobody is
 15 worth 5.7 million. I don't care who he is, he's not
 16 worth 5.7 million and I'll bet you that -- I'll bet
 17 that the 12 behind him are making a hefty amount too.
 18 Why don't they take a 25 percent cut for a couple of
 19 years and put that money in the pot?

20 JUDGE JONES: Next witness is Rick Combs.

21 MR. COMBS: Let me get my glasses so I can
 22 see what I'm doing here.

23 JUDGE JONES: Raise your right hand. Do you
 24 solemnly affirm that the testimony you are about to
 25 give is the truth?

1 MR. COMBS: Yes.

2 JUDGE JONES: Thank you and can you spell
3 your last name for the court reporter?

4 MR. COMBS: C-O-M-B-S.

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

7 MR. COMBS: Yeah, I want to comment on the
8 CEO like she's saying, you know, it's an astronomical
9 figure on his bonus and everything. You see some of
10 these companies they are saying they are in a bind,
11 which they're not but when they are in a bind they
12 will take no bonus. They will take a freeze on their
13 salary. My wife is corporate Monsanto and that CEO
14 last year, they're not hurt bad, but he took a freeze
15 on his salary and he's big money, you know. They keep
16 wanting more and my thing is in the last five years
17 they've averaged 8.5 percent if they get this bonus.

18 It's really an insult to you guys. I don't
19 know how -- if they come and present that to me and I
20 was in your shoes, I would laugh. I would laugh and
21 when people are lucky to get 2 percent in this day on
22 their income. Good companies, you're lucky to get
23 2 percent and they are wanting, like I said -- and
24 then he said -- the one guy from Ameren said over 4
25 years it has been up 8 percent the whole 4 years. It

1 has been up almost 45 percent if they get this, in
2 five years. So what's my grandkids and my son going
3 to do in 10 years if I am still alive? It's going to
4 be outrageous. And I just can't believe -- somehow
5 they got you guys figured out, that you are easy
6 pickings because they are in here and I know Steve is
7 from Jefferson County and I know why he's down there
8 because I know Jay Nixon and I know Ryan, Ryan called
9 me at home. I know he got voted out of office, so
10 they put him down. Nixon takes all the guys we get
11 out of office down there and he takes them down there
12 and they do what he needs to do but that is just the
13 way it is. I'm sure Ameren is one of the biggest
14 contributors to Nixon's party, I doubt if he's going
15 to be in the office next year, the Tea Party is coming
16 after him. I see he's going to be gone but it's just
17 aggravating that -- you know, you guys -- you're
18 insulted. I don't know how you guys can even go home
19 and sleep at night when you see one out of three
20 people are losing their houses and homes. Steve is
21 from Jefferson County. I'm from Jefferson County and
22 I am ashamed of the people down in Jefferson County.
23 I know everybody in Jefferson County. Everybody. And
24 the word is out. I am ashamed of what is going on
25 down there and you guys aren't elected, you're

1 appointed by the governor and I know what it's all
2 about. And I don't know if you guys got the World
3 Series tickets or not but Jay and Ryan did. Ryan
4 called me at my house and apologized, at least he
5 called me. Jay won't call me back. He won't call.
6 He is too embarrassed and I hope he's gone. Like I
7 said, I was proud when he got down there, not any
8 more. I know Randy Holman (ph), everybody that goes
9 down there. I don't know if he's one of you guys.
10 But I see Steve walk in and I figured-- I knew one of
11 you guys was going to be from Jefferson County that we
12 got rid of, you know, but the idea is they've got
13 you -- five years, look at these increases. How would
14 you even present that with the economy? It's kind of
15 a bad time, a little later. And you guys, like I
16 said, if I was sitting on that seat I would laugh at
17 Ameren, I would, because there is no way in heck --
18 and you know what's going to happen, I will tell you
19 exactly what is going to happen. You're not giving
20 the full amount but you have already talked about we
21 are going to give them 2 point -- 210 million instead
22 of 3.65. That's what's going to happen. You are
23 going to think oh, that's going to make people happy,
24 instead of giving them 14 percent we'll give them 9
25 percent, which is still outrageous. I'm like you, I'm

1 not going to be happy at two. I have done everything
 2 at my house to conserve except for put windmills and
 3 solar -- put windmills out there and solar panels. If
 4 I could do something besides electric I would, but I
 5 can't. They got a monopoly and we all know that and
 6 there is nothing these poor people can do and it's a
 7 shame. It don't affect me, no, I got some money. It
 8 doesn't affect me but I didn't get money from being
 9 quiet and I'm not afraid to talk about it and like I
 10 said, I'm not going to let it go. Their natural gas
 11 was down 45 percent. They got a 210 million tax
 12 benefit this year. Their second quarter profit was 53
 13 percent. I have had the highest electric bill I have
 14 ever had and so did every person in here. And I just
 15 can't understand. You're wasting my time for you
 16 being here because I shouldn't be here. If you guys
 17 were doing your job I wouldn't be here.

18 CHAIRMAN GUNN: We very much appreciate your
 19 testimony. I just want to take a second, Commissioner
 20 Stoll hasn't been on the Commission long enough to
 21 have taken a position on the case --

22 MR. COMBS: No, I know, he just got on. I
 23 read the paper, believe me, I got all the ads right
 24 here --

25 COMMISSIONER KENNEY: Sir, thank you. And

1 so I don't think that's very fair, so I just wanted
2 to -- I can take criticism, it's what my job is and I
3 understand that but Commissioner Stoll hasn't voted on
4 any of this stuff. This is the first time he has been
5 through this process.

6 MR. COMBS: I know that.

7 COMMISSIONER KENNEY: So I just think -- I
8 think it's a little unfair but that being said, I
9 appreciate you coming out here tonight and appreciate
10 your comments and we'll certainly --

11 MR. COMBS: Can I ask you, have you been on
12 here these five years and you too?

13 CHAIRMAN GUNN: Judge Jones is an
14 administrative law judge. He's not a judge, he
15 doesn't --

16 MR. COMBS: Oh, okay. How long have you
17 been with -- since they have been getting all this
18 through?

19 COMMISSIONER KENNEY: I have been on about
20 four years.

21 MR. COMBS: So you're part of this too then.
22 You're part of the problem.

23 CHAIRMAN GUNN: Fair enough. Fair enough.
24 I can take that criticism and I think it's
25 important -- good to know. Thank you, sir.

1 JUDGE JONES: Moving on, Ruth Raithel? Is
2 there a Ruth Raithel present? William Farrow? Roger
3 McKibben? Raise your right hand, please. Do you
4 solemnly affirm that the testimony you are about to
5 give is the truth?

6 MR. MCKIBBEN: Yes.

7 JUDGE JONES: Thank you and can you spell
8 your last name for the court reporter?

9 MR. MCKIBBEN: M-C-K-I-B-B-E-N.

10 JUDGE JONES: And you may proceed.

11 MR. MCKIBBEN: I apologize, I am not a
12 public speaker. I don't have notes. Some of what I
13 say may come across as if it's a question, it's not.
14 It's things that if the PSC does not take into account
15 in making these decisions I think they should. That's
16 all.

17 As has been mentioned numerous times, maybe
18 40 percent of their customer base are seniors who have
19 had a 3 percent increase in three years and that's not
20 just for Ameren. When we had questions and answers
21 earlier things were brought up for the Ameren
22 representative, vice president I guess it was and
23 things like the bonuses and all of that, the lobbying,
24 this, that and the other legal fees, et cetera. And
25 they say these costs are not part of this calculation,

1 only our base salary. Well, yes, I will work for a
2 base salary of 50,000 if you'll give me 250,000 in
3 bonuses but the bonuses aren't part of the rate
4 calculation. There is something wrong there.

5 Recently on the news, either Channel 4 or 5,
6 I apologize I don't remember which, a couple of weeks
7 ago they mentioned on the news that a city in western
8 Missouri had gone out through the Internet and
9 arranged to purchase their electric from a power plant
10 to supply their city with electric. They were getting
11 25 percent less than Ameren charged. You know, if
12 that is available to some city to go out and do that
13 with Ameren buying the volume it is, there probably is
14 a 50 percent built-in difference that is already a
15 profit. It's something that needs to be looked in to.

16 I can see things like that -- it seems like
17 everything that we look at, that are these exorbitant
18 costs, are not part of the calculation for the rate
19 that you are reviewing but they are monies that Ameren
20 is making from the customers and spending and still
21 after all of that they can still give their
22 stockholders 10 percent and they want now 10 percent
23 or 14 percent more. That doesn't seem right.

24 I just think that I am not sure that the
25 information that you are being presented is inclusive

1 of everything it should be. The information that you
2 are reviewing is their financial results through 2011.
3 Because of the exorbitant heat they have had a banner
4 year this year, been running at full max. Ought to
5 look at their profits for this year before making a
6 decision about another rate increase. That is all I
7 have to say. Thank you.

8 COMMISSIONER STOLL: Excuse me, this might
9 be a good time just to mention before you came in if
10 you stopped by the Public Service Commission table
11 they had some handouts that they were giving folks and
12 in that it describes the rate-making process and gives
13 you some very good specific information so you might
14 want to look at that when you get home this evening,
15 plus if you have a specific question, as you did, sir,
16 you can go ahead and stop by the table and just, you
17 know, run a couple of questions by them and they would
18 be happy to help you with that.

19 MR. MCKIBBEN: Thank you.

20 COMMISSIONER STOLL: Thank you.

21 JUDGE JONES: Shirley Straubinger? Did I
22 pronounce your last name correctly?

23 MS. STRAUBINGER: Straubinger.

24 JUDGE JONES: Raise your right hand, please.
25 Do you solemnly affirm the testimony you are about to

1 give is the truth?

2 MS. STRAUBINGER: Yes, I am.

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

5 MS. STRAUBINGER: S-T-R-A-U-B-I-N-G-E-R.

6 JUDGE JONES: And you may proceed.

7 MS. STRAUBINGER: Mine is very simple and
8 quick and to the point. I will say it this way:
9 We'll say Ameren UE needs \$100 million, not needs,
10 wants \$100 million. So they ask our Public Service
11 Commission for \$150 million, right, okay. And our
12 Public Service Commission says that's too much money
13 we are only going to give them \$125 million when they
14 started out needing -- and that is wanting, I'm sorry,
15 not needing -- wanting 100 million. Where does it
16 stop at? That is a little bit ridiculous. I don't
17 know about the rest of the folks in this place but it
18 has been brought up before, if I ever saw a 14 percent
19 increase in my paycheck, in my social security, in
20 anything, I would be totally amazed. I am lucky to
21 get 1.2 percent or 2.3 percent, let alone 14 percent,
22 okay. And I see this and what's great is while Ameren
23 UE is fighting for all this Laclede Gas is slowly
24 adding a dollar here, a dollar there, to our bills and
25 what have you. They're looking good right now because

1 they're not in the news but all of you are about the
2 same and it does not seem fair. So that is all I have
3 to say.

4 JUDGE JONES: Thank you. Next is Christina
5 Owens. Is there a Christina Owens? Richard Kovach?
6 Can you raise your right hand, sir? Do you solemnly
7 affirm that the testimony you are about to give is the
8 truth?

9 MR. KOVACH: Yes.

10 JUDGE JONES: Thank you and can you spell
11 your last name for the court reporter?

12 MR. KOVACH: K-O-V-A-C-H.

13 JUDGE JONES: And you may proceed.

14 MR. KOVACH: I'm going to change the tempo
15 for you folks a little bit. I think you have had more
16 than adequate advice as to how much you should allow
17 and how much you should disallow. I'm not here to
18 talk about that specifically but I did see an article
19 in the Post-Dispatch a couple of weeks ago about the
20 Commission considering some sort of alternate rate
21 design or rates for low-income customers. I would
22 suggest to you that perhaps you ought to expand on
23 that and look at alternate rates for all of the
24 residential customers and I meant to say that I'm
25 concentrating my comments on residential. And my

1 point being that I looked at the Ameren annual report
2 recently and roughly a third of their costs are
3 related to generation kilowatt hours and the remaining
4 costs are essentially -- don't change throughout the
5 year from month to month, yet their customer charge is
6 \$8 a month. And in comparing that with Laclede Gas,
7 for example, who is approaching \$20 and even Ameren's
8 gas operation has a \$15 customer charge. Something is
9 a little bit wrong there.

10 But also I want to call to your attention
11 when I recently shopped for cell phones and there is a
12 myriad of plans available for cell phones and you can
13 pay a higher basic charge and a lower minute, per
14 minute charge or you can go the opposite direction,
15 low basic charge with a high and those choices are
16 available to the consumers and why can't the
17 residential consumers have a couple more choices for
18 their rates and perhaps if they chose the right rate,
19 they could alleviate some of these problems that we
20 have been hearing about and it brings to mind this
21 past summer, very, very warm summer and I am sure
22 Ameren has got high -- many, many high bill
23 complaints. If more of the fixed costs were
24 recoverable in the basic fee and less in the per
25 kilowatt hour charge, it's a good possibility that a

1 lot of those bills would be quite a bit lower. And I
2 am urging you to take a look at that and perhaps give
3 customers some choices as opposed to -- I don't think
4 they have too many choices on the current residential
5 rate structure. I understand there is a time of day
6 option, that's pretty much it, otherwise that's it.
7 No choices. But that is my point to you. I urge you,
8 as part of that other investigation, to perhaps expand
9 on that and take a look at this, there may be
10 something in it for the residential consumers.

11 CHAIRMAN GUNN: Sir, I appreciate that very
12 much and I think that you probably will see an
13 expansion of that because we have heard a lot at these
14 local public hearings about a broad concept called
15 dynamic -- it's kind of considered to be dynamic
16 pricing which means that the price can change during
17 -- whether it's peak or lower but I think you're
18 actually advocating for something a little bit
19 different than that. I know some of the co-ops have
20 prepaid plans, for example, where you prepay for
21 electricity and then when you use it or when you run
22 out you have to kind of re-up and do things, so I just
23 want to be clear you're talking about not just
24 using -- or the opportunity to have a price
25 differential depending on what time of day you're

1 using it, whether it's night where it's typically
2 cheaper to run electricity plans but you're also
3 talking about something even beyond that in terms of
4 giving folks options on how to pay?

5 MR. KOVACH: A different type of structure
6 as an option. I don't want you to force anything on
7 anybody.

8 CHAIRMAN GUNN: No, absolutely.

9 MR. KOVACH: But customers want choices and
10 that would be a logical in my mind, a logical choice,
11 and I would depend on the Staff and the Ameren people,
12 they can design that to be revenue neutral in any way,
13 shape or form and I think there will be some benefits.

14 And I guess one more point that I heard an
15 issue in the rate case is the weather adjustment. An
16 argument about how much the revenue should be adjusted
17 due to abnormal weather. I think this would
18 alleviate -- such a rate would alleviate that problem
19 somewhat also because it would reduce the magnitude of
20 the issue. So there's a lot going for it and I urge
21 you to take a good hard look at it.

22 CHAIRMAN GUNN: Absolutely. Thank you very
23 much for your testimony.

24 JUDGE JONES: Next is Charles Naples. Could
25 you raise your right hand, sir? Do you solemnly

1 affirm that the testimony you are about to give is the
2 truth?

3 MR. NAPLES: I do.

4 JUDGE JONES: Thank you, you may proceed.

5 MR. NAPLES: Thank you. I just want to
6 thank you for allowing me this opportunity to speak.
7 Just a couple of things and they may be a repeat of
8 what was already said, I guess the question is what
9 is -- I mean, we are going to have a rate increase. I
10 mean, I think it's almost a forgone conclusion. What
11 is the reasonable rate increase? What does Ameren
12 need to operate? And obviously me, as a consumer, I
13 mean, I don't have access to their books. I don't
14 know what their figures are really because figures can
15 be skewed. They can get -- present anything at all,
16 so we have to rely on other individuals or groups of
17 individuals to be our advocate. Now, the
18 Post-Dispatch had an article basically talking about
19 the public meetings and that Ameren is basically
20 seeking a 15 percent increase, about \$700 million
21 thereabouts. Now, the Staff of the Public Service
22 Commission, which did a full audit but it says here in
23 the article, the revenue required to run on utility
24 has recommended a \$210 million increase cutting out
25 \$101 million of profit for Ameren shareholders but

1 Public Counsel, Mr. Mills, who represents the
2 consumers in utility rate cases, says Ameren needs
3 only an extra 150 million, less than half of what it's
4 seeking. Now, I mean, I understand a company needs
5 capital, it needs capital. It needs to pay for it's
6 costs but the thing of it is, is what are we looking
7 at? What is reasonable for Ameren to operate and
8 deliver electricity efficiently and without a lot of
9 outages? And I mean, Ameren today has not convinced
10 me that they need 14 and a half or close to 15 percent
11 and allowing for 8 to 9 percent return is just
12 totally -- I can't even -- I don't even know how they
13 keep a straight face when they ask for that in today's
14 economy. So, I mean, it's up to you gentlemen, to
15 look at the figures and see what does Ameren need this
16 time around to really operate? And what are they
17 doing to lower their costs?

18 And I'm kind of leaning where Mr. Mills is
19 on the issue, close to that figure. Where he states
20 that they need about \$150 million to operate and
21 that's I mean, that's really what I -- because I mean,
22 I can't really say don't give them -- it would be
23 great to say, okay, zero, you know, they are not going
24 to get anything. We know that's not going to happen.
25 I would hope that you don't have any preconceived

1 figure right now about what you're going to give them
2 but they had like, some people are saying and
3 according to what they are asking for, since 2007
4 almost 30 percent increase and now if they get the 14
5 and a half percent, I mean, man, that is almost
6 50 percent in what, six years, that's crazy,
7 absolutely crazy, so that's -- I would just ask the
8 Commission to look at it and be reasonable. What does
9 Ameren really need to operate? Does their CEO really
10 need another 20 percent increase in pay? Do the
11 shareholders -- and I am thinking the people in this
12 room know that a corporation cares nothing about the
13 individual. Ameren does not care two cents about us
14 as an individual. They do not care. A corporation is
15 only responsible for the bottom line. That is it, end
16 of story. And to the shareholders, they're going to
17 get as much as they can get but when they are sitting
18 in their corporate offices at that meeting and, you
19 know, going geez, I think we ought to -- let's ask for
20 14 and a half percent but, you know, people will
21 grumble but so what, but, you know what, we will
22 really be happy with five or six. If we get six or
23 five we will be good with that. We will be happy as
24 pigs in sloth with that. So I mean, you know, we are
25 not idiots out here. I mean, we know the boardroom

1 talk and stuff, so that's it. So that is all I have
2 to say on it. Thank you for the opportunity.

3 JUDGE JONES: Thank you. Next speaker is
4 Edmond Ryan. Edmond Ryan? Do you solemnly affirm the
5 testimony you are about to give is the truth?

6 MR. RYAN: I do.

7 JUDGE JONES: Thank you, sir. You may
8 proceed.

9 MR. RYAN: My name is Edmond Ryan. I did
10 ask first your staff outside that this presentation
11 could be made, it's a little off the 14 percent issue.
12 It's a customer service item. I'm a board secretary
13 for the Mehlville Fire Protection District. We
14 recently had a new fire station built at 4811 South
15 Lindbergh at which time Union Electric installed a new
16 service. We received a bill for \$20,000-something and
17 I requested a breakdown of the bill from Ameren UE. I
18 have requested multiple times through the staff at the
19 fire district to request that. We were unable to get
20 a breakdown of the billing. We were able -- and then
21 I went to our lawyer, our attorney, who also said he
22 made a call to Ameren UE for a breakdown of what they
23 provided. Basically they provided a new pole.

24 What we did as the customer, with our
25 contractor, we picked up the transformer. We picked

1 up the transformer pad with our contractor at our
2 cost. We provided the cable from the transformer to
3 the pole and we installed the cable up to the pole.
4 Ameren provided the transformer, which we picked up
5 and the pad. They replaced an old pole which they did
6 not charge us for and they provided a new pole, which
7 I agree there is a charge for that. They also made
8 the connections.

9 Now, where I breakdown their costs are,
10 they're charging -- they are going to allow us up to
11 \$20,000 for the next 12 months to discount our monthly
12 service each month of the 12 months. Wouldn't you
13 rather have a bill for the services they provided?
14 And we know we are going to pay our monthly charges,
15 so over that -- and I am just taking our monthly
16 charge for the month of June and July of \$826. Well,
17 more or less their charges for the work they did was
18 \$10,000. As a board member, in an organization that
19 is taking the taxpayers' money, it's a reasonable
20 request that any contractor we deal with, much less a
21 monopoly, what have you done for the \$10,000 you are
22 getting?

23 Now, I have also worked as a senior
24 electrical engineer for a large school district in St.
25 Louis. I have never seen a breakdown from our

1 contractors when we have a new substation put in or a
2 new primary service put in, the bid we get includes
3 the Ameren work. It is what it is and you pay the
4 bill. And in some cases it is -- it is like many of
5 these people have said, it's sort of a surprise and
6 almost mind-boggling but as a public entity, we paid
7 the bill and then the people behind us get our bill,
8 our yearly bill and they grind their teeth too.

9 So anyhow, that's my -- my request is that
10 in the future when Ameren does work, installs new
11 services, they provide a breakdown of what the cost of
12 the work is. Three men, two trucks, even the cost of
13 this pole being delivered. They delivered one pole
14 that they were paying for, we should get a minimal
15 charge because they put the second pole on the same
16 truck. Anyway, my request is all work included, a
17 detailed estimate and then a final invoice includes
18 the actual -- because cost can change -- the actual
19 cost of doing the work performed and it's associated
20 work and that would be for the State of Missouri.
21 There is no reason that I'm the only person that has
22 come up here in the past saying what is this really
23 costing me? Sometimes contractors are sloppy and they
24 just don't do it right and they eat that money. Well,
25 same way for Ameren UE. If you don't schedule your

1 work in an efficient way you shouldn't just be able to
2 slap the cost onto the tax -- onto the payer of the
3 bill.

4 And finally, and you have been very patient,
5 just as an example of what this 14 percent would do to
6 a fire district. Our January to July cost was \$68,000
7 for electric services to seven fire houses and the
8 administration building. At 17 -- at 14 percent that
9 would be an extra \$9400. So for a year about an
10 \$18,000 charge. I take that back \$19,000 charge if I
11 round it off. We certainly have within our own tax
12 base the ability to pay for that for some years but
13 the reality is sooner or later it does get passed onto
14 our taxpayers. So thank you very much. I do have a
15 copy of the correspondence from Ameren for you if that
16 would be of any help.

17 CHAIRMAN GUNN: I will ask you a quick
18 question. Please, bring it forward because I would
19 like to see it. Did you eventually get a breakdown?

20 MR. RYAN: No.

21 CHAIRMAN GUNN: You still haven't, to this
22 day, gotten a breakdown?

23 MR. RYAN: No. And when I was here I tried
24 talking to your staff and they said well, we have
25 customer service from Ameren, you can look at somebody

1 and -- number one, it's sometimes very difficult to
 2 talk to somebody at Ameren. You leave a message and
 3 time goes by. You get an answer, you don't get an
 4 answer. But no, there's some indication here as to
 5 what some of the -- both the design information and
 6 the top sheet is my -- the financial officer for the
 7 Mehlville Fire District, his email to the staff saying
 8 basically here is what the charges were, you didn't
 9 pay for the old pole, you did pay for the new pole but
 10 everything is still lumped together.

11 CHAIRMAN GUNN: Thank you very much. This
 12 is a great point in terms of customer service and
 13 making sure that they are putting their resources in
 14 the right areas, so I appreciate it. So I would
 15 suggest a couple of things. One is I don't know if
 16 you have had an opportunity to talk to our staff, to
 17 talk to someone here at Ameren or to do that,
 18 sometimes these opportunities make it easier to talk
 19 to someone at Ameren.

20 MR. RYAN: I did.

21 CHAIRMAN GUNN: And if not, if you don't get
 22 a breakdown, we do have a procedure in which you could
 23 --

24 MR. RYAN: Well, as I recall for -- in the
 25 bottom of this letter our CFO indicates that he

1 thought these charges were reasonable. They could be
2 reasonable charges.

3 CHAIRMAN GUNN: As I get it all you're
4 asking for is what you would ask for any other
5 contractor to do --

6 MR. RYAN: Yes.

7 CHAIRMAN GUNN: -- which is to give you an
8 estimate and then once they do the work, to give you a
9 detailed bill about what they charged, so you can make
10 the determination of what those individual costs were.

11 MR. RYAN: I agree. Then when we stamp it
12 and pay it we could also say to our taxpayers our
13 books are in good shape.

14 CHAIRMAN GUNN: And it's transparent --

15 MR. RYAN: That's correct.

16 CHAIRMAN GUNN: -- and you could make the
17 determination or you could challenge it if you felt
18 like something wasn't --

19 MR. RYAN: And we do.

20 CHAIRMAN GUNN: -- clearly justified, okay.

21 MR. RYAN: Thank you very much.

22 CHAIRMAN GUNN: Thank you, sir. I don't
23 have anything further.

24 JUDGE JONES: Tom Rehkemfer or per, I can't
25 read the last syllable of your name? Is there anyone

1 named Tom here? Well, I take that back. Morris --
2 or -- Maria Strayhorn? Raise your right hand, please.
3 Do you solemnly affirm the testimony you are about to
4 give is the truth?

5 MS. STRAYHORN: Yes.

6 JUDGE JONES: Thank you and please spell
7 your last name for the court reporter.

8 MS. STRAYHORN: S-T-R-A-Y-H-O-R-N.

9 JUDGE JONES: Thank you. You may proceed.

10 MS. STRAYHORN: Thank you very much. I would
11 love to get an 8 to 9 percent increase on my
12 investment. Second point, the gentlemen who spoke
13 about choices, I have a daughter who lives in Peoria,
14 Arizona who does her laundry on the weekend because
15 she has that choice to lower her electric bill. And
16 third, I hope that you act with justice, mercy and
17 fairness for the consumers. Thank you.

18 JUDGE JONES: Thank you. Joe Franey? Joe
19 Franey? Larry Thornton? Is there a Kearns here, I
20 can't read the first name. What is your first name?

21 MS. KEARNS: Carole.

22 JUDGE JONES: Carole.

23 MS. KEARNS: And I even printed.

24 JUDGE JONES: Do you solemnly affirm that
25 the testimony you are about to give is the truth?

1 MS. KEARNS: Yes, I do.

2 JUDGE JONES: Thank you. You may proceed.

3 MS. KEARNS: When I came here today I had no
4 intention of doing this because public speaking is
5 frightening but I appreciate the forum and it's the
6 first time I have ever attended one of these. I am
7 only going speak to what I know about but I agree with
8 everyone who has spoken prior to myself.

9 I am one of those horrible shareholders of
10 Ameren because I have to make a little bit more than
11 0.1 percent, so I purchased Ameren's stock. I want to
12 say what I know about this stock is several years ago
13 there was a really nice dividend on this stock but it
14 got slashed. The same year Mr. Rainwater, who was the
15 CEO at the time, got a tremendous bonus. He is no
16 longer with the company right now. I think what you
17 can hear in the room today is the ultimate frustration
18 of taxpayers. We feel powerless and almost helpless
19 because we are fighting a huge corporation. We are
20 fighting a monopoly. You know, if somebody else
21 raises their prices on food or whatever I can grow my
22 own if I want to. And the other thing, any other
23 corporation, I have choices. I don't have choices
24 here. I'm an Ameren UE customer. As far as the
25 reliability of the company, the very first storm we

1 had -- and I live in Mehlville, right here -- I think
2 we had -- and I think it was May, the end of May, the
3 very first storm. We lost power for almost 12 hours
4 in a 100 degree heat.

5 UNIDENTIFIED FEMALE: 21 hours for me.

6 MS. KEARNS: 21, awful. I don't know how
7 reliable that is, it's not acceptable for sure. I
8 didn't get a rebate or a credit in my bill because I
9 didn't have service that day.

10 And I want to speak to the outrageous board
11 of directors pay. You know, the Ameren people were
12 here earlier and they were saying that's not paid for
13 by the customer, that's paid for by the shareholders.
14 You know what, the share holders are the customers.
15 We are paying for it. I don't know what they -- they
16 must think we are just idiots. I don't know. The
17 board of directors and I don't know how many they
18 have, I think 13, they get an exorbitant salary just
19 for being on the board. They get \$10,000 for every
20 meeting they attend. You know there are some people
21 in this room that don't make \$10,000 in a year. If
22 they chair a meeting they are given more money. They
23 are given stock options. And it's the good ol' boy
24 system, you know. These same people are on boards of
25 this one and that one and it just never ends.

1 I guess, you know, another one that is
2 coming down the pike soon is going to be MSD. We will
3 be back up here because we are going to really get hit
4 when MSD has to raise their rates and you'll be
5 involved in that too? No? Lucky you.

6 Nobody is here optimistically, I can tell
7 you that. I can feel it in the room. You can almost
8 cut it with a knife. Nobody in here thinking this is
9 going to do any good but it gives us a feeling that we
10 at least have had our say. And I agree with the lady
11 that just spoke. You know, be fair, be just, make it
12 make sense for the people and, you know, you could all
13 increase your credibility 130 percent by saying no,
14 not this year, you have already gotten, what is it,
15 36 percent, not this year. And it's like when you go
16 and you have a job and you go in and you talk to your
17 employer and you have a dollar figure in your mind,
18 you always ask for more. I want a 10 percent raise
19 and they will say oh, no, no, no, we will give you a
20 five, you only wanted three. This is the same thing
21 going on here.

22 Who is paying all these outrageous board of
23 director's fees? That has got to come from us. It
24 has to. Where else could it possibly come from? And
25 I just hope this is not all about money and politics.

1 Twelve vice presidents? We only need one to run the
2 United States of America.

3 JUDGE JONES: Just a minute, Ms. Kearns.

4 COMMISSIONER STOLL: Thank you for your
5 testimony, ma'am.

6 JUDGE JONES: Donald Beiter or Baiter?
7 B-E-I-T-E-R? Karen Krick? Do you solemnly affirm the
8 testimony you are about to give is the truth?

9 MS. KRICK: Yes, I do.

10 JUDGE JONES: Thank you. You may proceed.

11 MS. KRICK: Thank you for allowing me to
12 address you this afternoon. This meeting was
13 important enough for me to ask my employer to take a
14 vacation day off. I work still, however, I would like
15 to -- I dream about retirement. I'm thinking about
16 retiring next year but it's kind of a scary thing
17 with, you know, rate increases coming up and food
18 prices increasing and gasoline prices increasing and
19 things that everybody is facing. You know, but this
20 rate hike is much, much, much too high and I can
21 understand, maybe not like, but I can understand a
22 dollar a month increase but this rate they are asking
23 for is just too much. I am on budget bill and I paid
24 into the Dollar Help program for this and with the gas
25 company but, you know, I am thinking to myself if they

1 get their rate increase how many people are actually
2 going to be dropping that Dollar Help, you know, from
3 -- you know, whether it's a dollar or \$2 or \$5 they
4 contribute to help people who can't afford to pay
5 their gas bill and while I don't think I will ever
6 be -- I don't think I, personally, will be able to
7 ever get anything -- any help from the utilities and I
8 hope I would never be in that position either but, you
9 know, I think you have to be -- you can't have any
10 money, so, you know, we are trying to help other
11 people. But my sister is a single parent and she has
12 a son in college. My brother lives in what I use to
13 call storm alley. He lives up Creve Coeur in the
14 Maryland Heights area. Every time they have had a
15 storm their power went out. Once he and his wife came
16 down and brought their young daughter and stayed at my
17 house for a winter for a couple of days because their
18 power was out. He has actually had to put in a very
19 expensive generator that cost him several thousand
20 dollars so then when the storms hit they can keep
21 their power on. They don't throw out the food in
22 their refrigerator and their freezer because it's
23 spoiled. And he has used it several times.

24 Profits are nice for a company and for
25 shareholders but the customers shouldn't be bearing

1 the burden of some of those profits and I'm asking the
2 Public Service Commission to please do the right
3 thing, please, consider the consumers out here,
4 consider the economics, consider many of these people
5 here today, they are already retired and I am hoping
6 to join their forces next year but please consider
7 everything and do the right thing, that's all I ask.
8 Thank you.

9 JUDGE JONES: Thank you. Is there a Mary
10 Lenny? Mary Lenny? L-E-N-N-Y? Pam Flynn? Do you
11 solemnly affirm that the testimony you are about to
12 give is the truth?

13 MS. FLYNN: Yes, I do.

14 JUDGE JONES: Thank you. You may proceed.

15 MS. FLYNN: My main comment, I guess what
16 really started my whole thinking, my electric bill was
17 \$545. I live in a 2,000 square foot house. It's not
18 big. It's nothing. Anyway, when I wash clothes I
19 hang them outside. I use the dishwasher twice a week.
20 I mean, I really conserve energy as best I can. When
21 the bill was so high I called the electric company and
22 I asked you know why is my bill so high and her
23 response was well, it's been hot. Well, yeah, it has
24 been hot but is it twice as hot as it was last month?
25 I don't think so, I mean, maybe it was but I don't

1 think so. Anyway, I asked her if she could send me a
2 paper and why I am going into this, it's more the
3 internal affairs with the company. They need to talk
4 to us. We need communication. And I asked her to
5 please tell me what my bill was for the last two
6 years. Well, she couldn't tell me that, she would
7 have to get back with me on that. She would mail me
8 the paperwork. And then I asked her to tell me which
9 one of my appliances -- is there a way for you all to
10 know which one is causing this. I was trying to find
11 out if it was the air conditioner or whatever. Nope,
12 couldn't do that but she did have a paper she could
13 send out to us. Well, she did send out the one form.
14 I never did get anything for the last two years' bills
15 but I did get the other form but I couldn't make any
16 sense of it. It didn't have any self-explanatory --
17 how do you even read it? So that didn't do me any
18 good. So anyway, I called the air conditioner guy to
19 come out and nothing is wrong with the
20 air-conditioner. I mean, you know, it's pretty
21 much -- it's just pretty much my bill is 545 and I am
22 stuck with it. Well, when you call, I mean, maybe
23 some people have more money than I do but I called to
24 see if we could make a payment plan. On the phone,
25 yeah, you could do that but you would have to come in

1 and talk to them. Well, why can't you do it over the
2 phone. At any rate, I called again and I was told I
3 had to pay it now or they would turn off the electric.
4 And I am thinking well, do I pay the house or do I pay
5 the electric, either one, you know, you're going to
6 lose the house or you're going to get no electric. I
7 just think that they need a different way to
8 communicate and they need to have some kind of
9 provisions. We are not late on our bill all the time.
10 We are not people who don't pay our bills but when it
11 gets that high it's like what do you do? What do you
12 do?

13 With the economy the way it is -- I sell
14 real estate for a living. Everybody knows haha,
15 that's really fun right now. It's really a tough
16 economy. Well, I feel like if I have to pinch my
17 pennies and watch -- I'm not getting a raise. I'm not
18 getting anything extra, why can't they pinch their
19 pennies a little bit more? And what I mean by that,
20 think of all these foreclosures. I know you all have
21 heard the foreclosures and everything that's going on.
22 Does anybody honestly think that those people are
23 paying their bills when they lose their houses? No,
24 they're not. So who pays those bills? My thought is
25 if they would come up with some kind of system, I mean

1 Ameren UE, come up with some kind of system to where
2 they can collect those monies. They want -- those
3 people -- the people that are losing their houses,
4 they are not able to buy for another two or three
5 years, therefore UE probably won't get their money for
6 another two or three years because they are probably
7 either living with another family or using someone
8 else's name or something to get their electric turned
9 back on in their rental house. Do you follow what I'm
10 saying? So my thought is, it's not that I am trying
11 to be mean, it's just that if they would think of a
12 way to get monies from the proper channel, from the
13 way -- the proper channels -- if they would get their
14 money from where it should be coming from, the people
15 who really do owe it, I feel like, you know, I pay my
16 bills and I shouldn't have to pay part of someone
17 else's, if that makes sense to you.

18 I'm sorry, there was just one more thing.
19 No, I guess that was all. Anyway, I too, like
20 everyone else, I just hope you make the right decision
21 and I appreciate the fact that we have an outlet to go
22 to.

23 CHAIRMAN GUNN: Thank you, ma'am. I just
24 have a couple of questions. That number seems awful
25 high to me too for --

1 MS. FLYNN: It does.

2 CHAIRMAN GUNN: Did Ameren offer or was
3 there any discussion about checking your meter or
4 making sure there wasn't an error?

5 MS. FLYNN: No, I asked her if they would
6 send somebody to come out and read the meter and
7 she -- I just got a hold of somebody crabby and she
8 said something like they have already read the meter,
9 I have -- that's what she said -- they have already
10 read the meter, I have the numbers right here.

11 CHAIRMAN GUNN: Did she indicate whether it
12 was a remote reading or did they actually send
13 somebody out or do you know?

14 MS. FLYNN: Well, I didn't ask her. On the
15 bill it said actual, so I figured it was actual.

16 CHAIRMAN GUNN: If you would do me a favor,
17 after this is done, if you could leave your
18 information with one of our staffers.

19 MS. FLYNN: Sure.

20 CHAIRMAN GUNN: And it doesn't sound like
21 you got some of information that you wanted.

22 MS. FLYNN: Well, I mean, I really didn't,
23 you know, if I owe it then I owe it.

24 CHAIRMAN GUNN: Absolutely and --

25 MS. FLYNN: But for them to put more onto

1 it, it just blows me away.

2 CHAIRMAN GUNN: And you were trying to do is
3 you were asking for some historical usage data and
4 some historical --

5 MS. FLYNN: Correct.

6 CHAIRMAN GUNN: And it doesn't sound like
7 you got that.

8 MS. FLYNN: I did not.

9 CHAIRMAN GUNN: Well, there are a lot of
10 computers out there and they should be able to get
11 that for you today. And so if you would just go out
12 and let someone sitting at that blue table know what
13 you are looking for, they can help you talk to the
14 Ameren folks today and if not, they can help you do
15 that. Is there a staff? Turn around, there's some
16 staff folks, they work for us. And so if you would go
17 and let them know what you need and what you can get,
18 they will be able to help you try to get that done
19 today.

20 MS. FLYNN: Thank you.

21 CHAIRMAN GUNN: All right. Thank you very
22 much for your testimony.

23 JUDGE JONES: Marie Gilliam? Do you
24 solemnly affirm the testimony you are about to give is
25 the truth?

1 MS. GILLIAM: I do.

2 JUDGE JONES: Thank you. You may proceed.

3 MS. GILLIAM: Thank you. I have two
4 comments. My service, I live in Oakville off of
5 Telegraph Road. I average four --I want to say four
6 to six outages a year. I reviewed the outages with
7 the gentlemen from Ameren outside and there is pages
8 of them. I personally -- listening to everyone else's
9 comments here, they all make very valid points. I
10 just plain don't think Ameren deserves any kind of an
11 increase. Their reliability, as far as service, is
12 nothing. And I have called Ameren on every occasion.
13 It's not that I don't call Ameren and talk to them. I
14 have had summers where I would come in from work and
15 the microwave was blinking at me because there has
16 been a power outage, granted sometimes they're two
17 minutes, sometimes they're three hours, sometimes --
18 the last one, the lady was talking about in Mehlville,
19 mine was 21 hours, cost me a freezer full of meat. I
20 have had multiple outages like that. I am told
21 repeatedly by Ameren they're not in the tree trimming
22 service, there are animals on the line. That's nice.
23 I mean, I get lots of information from Ameren. I get
24 lots of excuses from Ameren. I do not get service
25 from Ameren. I do not get solutions from Ameren. I

1 told the gentlemen outside, I own a house on Davis
2 (ph) Street in the city for 13 years. Never had a
3 power outage. Had I known what I know now, I will
4 again ask, if I ever purchase another home, how many
5 power outages have you experienced here in the last
6 two years or so because I would have never purchased
7 this property had I known the problems I was going to
8 have with electrical service and I live within the a
9 south county area. I am not out on a road or on a
10 farm. We are talking within three miles of this
11 location. The people on the other side of the street,
12 across the street from me, apparently are hooked to a
13 different grid, they never have power outages. We sit
14 on our front porches and watch them with their lights
15 on and their air conditioners running. It's
16 ridiculous and it's in excusable and it's my opinion
17 Ameren is not ready for any rate increase at all. And
18 I think the 36 percent they have gotten over the last
19 three years far exceeds their service reliability. I
20 think we are due a refund, that's my opinion, on my
21 service.

22 Now, speaking to my father, who is an
23 elderly man, he has been disconnected twice this
24 summer, as I have said. I finally got to the bottom
25 of the problem with Ameren. Ameren, when you call

1 them, doesn't necessarily give good information you
2 have to know what questions and it takes time and
3 experience in talking with Ameren employees how to ask
4 the right questions and what those are. He got
5 disconnected again in August. I finally figured out
6 they were sending the bill to his home address instead
7 of mine. Every other utility -- I did a mail change
8 of address with the post office. Every other utility
9 company changed the address to mine over the course of
10 the year, Ameren didn't. I didn't realize there was a
11 problem. It took me several months of not receiving
12 bills to realize he wasn't getting an electric bill.
13 They cut his service in heat over 100 degrees to an
14 80-year-old man. I find out with this hanging on the
15 front door, when I go to check on him. This is how I
16 find out his service is disconnected.

17 The rates are too high. I am a working
18 single parent and I make -- I make an adequate salary.
19 I'm to the point where I cannot afford the electric
20 bill any more. I'm sorry. My daughter is in college.
21 The expenses alone for college over the last four
22 years. She has been in college for two. I can tell
23 you the expenses I have had to endure for college is
24 astronomical. I cannot afford the electric bills I'm
25 getting at my house.

1 My father, \$250 to restore his service for
2 six weeks. I am being told by the gentlemen outside
3 this door, one bill missed, you miss one bill because
4 I told him that was only six weeks. It wasn't like he
5 was delinquent for three or four months. One bill,
6 they're cutting your service. That is very low
7 tolerance for the amount of money that comes on that
8 bill every month. There are months where people
9 cannot afford the bill when it comes and might need to
10 stretch that out or make a late payment. And now I'm
11 being told one month, you miss your bill one time and
12 they are cutting your service. I think it's wrong. I
13 think it's inexcusable and I don't think they're
14 deserving of a rate increase. That is all I have to
15 say about that.

16 CHAIRMAN GUNN: Ma'am, I have a couple of
17 questions. The note -- the shut-off notice, does that
18 have a date on it?

19 MS. GILLIAM: No, there is no date on it and
20 this is the second one. I received one when I went to
21 check on him in June, same thing. And here's the
22 letter that comes with it. Oh, and I love the diagram
23 on how to pull the main blocks out of the circuit
24 breakers, that's a lot of fun for an 80-year-old
25 elderly man. It's a good thing he has children to

1 come and check. I can't imagine these elderly people
2 that weren't even here that don't have -- maybe don't
3 have children to check on them. To restore your
4 service you have to pull the two main blocks out of
5 the circuit box or the fuse box. I have to get on a
6 ladder and hold my breath. I mean, that's a scary
7 experience. I don't know if anybody has ever done
8 that but you have to pull those main blocks out of the
9 box for them to restore the service and after they
10 restore it you have to put them back in. That's even
11 more frightening then pulling them out when the
12 service is out.

13 CHAIRMAN GUNN: Do you know the approximate
14 date that the electricity was shut off?

15 MS. GILLIAM: Well, I just resolved this --
16 what is this Thursday -- probably Monday. No,
17 actually it was Tuesday I know exactly because Laclede
18 Gas needed access to the house to change the meter in
19 the basement and my daughter went down to take care of
20 it for him and she found this on the door and she
21 called me at work.

22 CHAIRMAN GUNN: Okay. But the actual shut
23 off, you think it was last Tuesday?

24 MS. GILLIAM: It doesn't say and I can tell
25 you I'm down there, I have two other brothers -- two

1 brothers too that check on him. I don't check on him
2 everyday but I am guessing they would have seen it and
3 told me about it or done something about it
4 themselves, so it had to be that day or, you know,
5 maybe a day before.

6 CHAIRMAN GUNN: I will tell you why I'm
7 asking, because there's a statute out there that's
8 called the hot weather rule and says that they're not
9 allowed to turn you off --

10 MS. GILLIAM: Well, they turned him off in
11 June too.

12 CHAIRMAN GUNN: -- when the temperature is
13 predicted to be above 95 degrees.

14 MS. GILLIAM: They told me that and let me
15 tell you, they cut his service.

16 CHAIRMAN GUNN: Well, if you could, give the
17 address, see one of our staff folks, give the address
18 and we'll check in on the date and figure out what
19 time it was shut off. I would appreciate it very
20 much. I just have a couple small questions about your
21 outages. So Ameren has said they're not required to
22 trim trees around your wires, they've told you that?

23 MS. GILLIAM: Well, they told me they're
24 not, quote, in the tree trimming service but they are
25 in the electricity providing service and if the tree

1 is presenting the problem with that then -- it's not
2 on my property. These are woods behind my yard that
3 are either owned by the county or by MSD and I am not
4 allowed to go back there and cut that tree down. I am
5 not responsible to go down there. I mean, if they ran
6 the lines -- believe me those trees were there when
7 they ran those lines, so when they ran those lines
8 they had to know what they were getting into and they
9 don't want to be responsible to maintain them. I was
10 told you guys only trim trees every four years. Well,
11 let me tell you, those trees within four years, grow a
12 whole lot more. All we need on my street is a good
13 heavy breeze. I'm not kidding and I'm not making it
14 up. Heavy breeze and poof, it's gone.

15 CHAIRMAN GUNN: And that was my follow-up
16 question. So the four to six times per year it's not
17 after a storm, it could be -- it's just random times?

18 MS. GILLIAM: Oh, no, it's random. I had a
19 power outage I'm guessing, I don't have the dates in
20 front of me, I regret not bringing my calendars
21 because when I told them when I come in the house and
22 that microwave is blinking at me, the first thing I do
23 is go over to my kitchen counter and write power
24 outage on it. And he pulled up a whole list where
25 there are two or three minutes but still, let me tell

1 you what that does to your appliances, when that
2 sizzle goes through your house maybe eight times a
3 year, the two or three minute ones, that really knocks
4 out a microwave or screws up an air conditioner.

5 CHAIRMAN GUNN: So excluding the two or
6 three-minute ones, how many longer than two or three
7 minutes do you think you have?

8 MS. GILLIAM: Over the last -- I will say
9 five years because that's over the last four or five
10 years you guys have asked for 50 percent, I think I
11 have had six power outages extending a six-hour -- the
12 last one I just had was 21 hours. I've had a power
13 outage which was pretty much St. Louis wide I think
14 when it happened but I had to actually move my family
15 into a hotel. It took that long for my service to be
16 restored. Everybody else, like I said, across the
17 street, they're back up in a day. We had to move into
18 a hotel.

19 CHAIRMAN GUNN: I'm not going to ask you to
20 give this publically, but if you could give your
21 address to our staff people as well.

22 MS. GILLIAM: Well, I --

23 CHAIRMAN GUNN: Not the Ameren folks but our
24 folks right there. I would just appreciate knowing
25 and I would maybe, outside of this, follow up with

1 you.

2 MS. GILLIAM: Well, and I also reminded the
3 Ameren folks here, I pay the same amount for my power
4 as the people across the street from me. And again,
5 they have all their power on and I am sitting across
6 the street throwing, you know, meat and food from my
7 freezer into the trash. And, you know, what else they
8 told me? You know what Ameren says when I call them
9 and say I lost two freezers? Call your insurance
10 company. I have a thousand dollar deductible on my
11 home. They're not going to cover two freezers of
12 meat. Ameren doesn't want to hear about it. No, they
13 are not -- they do not rank anywhere near a 14,
14 15 percent increase and again, I will say I think they
15 owe me a refund.

16 CHAIRMAN GUNN: Thank you.

17 JUDGE JONES: Janice Struck? Is there a
18 Janice Struck present? Do you solemnly affirm the
19 testimony you are about to give is the truth?

20 MS. STRUCK: I do.

21 JUDGE JONES: Thank you. You may proceed.

22 MS. STRUCK: Well, basically what I have to
23 say has probably already been mentioned by other
24 people but I am a retiree and I draw social security,
25 plus retirement from where I did work and as most --

1 some people have already mentioned social security was
2 frozen for I think it was three years in a row. This
3 past year we did finally get a small increase, same
4 happened with the annuity program because it's based
5 on the interest rates that the funds earn, so
6 therefore with all the other increases they that want
7 to bring about, now we're talking about with the
8 drought we're going to have an increase in gas prices,
9 food prices and everything else. I'm like everyone
10 else. I think the CEO should give up his bonus or
11 something and let that cover part of their increases
12 and they shouldn't get an increase at all since they
13 just got one in the last couple of years. And at the
14 time everyone else says okay, we need an increase too,
15 then where does that leave the average person? And
16 not just retirees like me, I know when I worked, I was
17 lucky if you got a 5 percent increase salary-wise
18 because usually it was set by their board of directors
19 as to how much of an increase you could get. It
20 didn't matter how big a -- how good of a job you did
21 or whatever. So I have two sons who are employed and
22 they have families. This is also going to affect
23 them. So forget just retirees and those of us on a
24 limited income, it affects everyone across the board.
25 So I would ask that if they get an increase

1 it shouldn't be more than probably a 2 or a 3 percent
2 at the max and definitely not this 14 percent that
3 they are asking for. They haven't earned it, in my
4 opinion, with all the these other reports of the
5 people complaining about their service and everything
6 else and then their attitude that they come in and say
7 but my salary doesn't come from yours, the increase is
8 not going to affect my salary. Their salary has to
9 come from somewhere and the majority I am quite
10 certain comes from what we have to pay for the
11 service. Thank you very much for the opportunity.

12 JUDGE JONES: Next witness is Susan Higgins.
13 Can you raise your right hand? Do you solemnly affirm
14 the testimony you are about to give is the truth?

15 MS. HIGGINS: Yes.

16 JUDGE JONES: Thank you. You may proceed.

17 MS. HIGGINS: Okay. Several years ago we
18 had got a rate increase on this fuel adjustment and I
19 tell you I've seen my utility bills go up. This year
20 alone I figured out that my utilities has been raised
21 by \$450 that is per household. That's if your utility
22 bill, is around 300 a month in the summer and winter
23 months and is 100 any other time, so that's -- my
24 house is totally electric, so my household alone has
25 gone up by \$450. I own my own cleaning business but

1 my mother, who is on social security, she only gets
 2 \$700 a month. She only gets \$8400 a year. I want to
 3 know how my mother -- luckily, she does have 11 kids
 4 to help her pay her bills but if she didn't have those
 5 11 kids how would she be able to pay her bills? She
 6 wouldn't. Would she be homeless? Would she be
 7 sleeping on the corner? I mean, does Ameren UE ever
 8 think about the people that they are affecting on a
 9 monthly basis? I began to wonder.

10 I also want to know about this energy
 11 efficient program. It kinds of blows me away that
 12 their an electricity company but they are giving
 13 people rebates on gas appliances and they are charging
 14 everybody else for it. I think that is wrong because
 15 my house is totally electric. I don't think I should
 16 have to buy a gas stove for somebody down the road.
 17 If they want a gas stove let them go about and buy it.
 18 I don't have no problems with helping people that
 19 can't pay their electricity but I have a real problem
 20 with people who want to buy new appliances on my back
 21 and then these people that are making these outrageous
 22 bonuses, I mean, come on, are economy has been
 23 downhill ever since 2007. I want to know where do
 24 they get off thinking they got a bonus and they got a
 25 raise?

1 And these people in the fine South County
2 area complaining about 12 hours, 6 hours, 21 hours
3 being without electricity, back in May 6th, 2003, I
4 owned a house in Jefferson County. A tornado came
5 through there -- and losing meat after 21, we went
6 without electricity for a week. A week. And when I
7 called them up -- those fine trees across the street
8 from my house ripped my power line down away from my
9 house. Ameren UE didn't reconnect my electricity, no.
10 You know what they told me? They said, ma'am, you're
11 a homeowner, you need to hire an electrician to get
12 your electrical back to your house. So in the city,
13 in the county, Ameren UE is very helpful. They'll
14 come and reconnect up your lines and all that good
15 stuff and they are right out there because those fine
16 South County people and city people don't know how to
17 act when they get wiped out without electricity, let
18 them go without electricity for a week. For a week.
19 Not a couple hours, not a couple days, a week. And
20 this ain't just once in a while. I mean, every time I
21 come home they talk about their appliances blinking, I
22 go to bed and I wake up and my appliances are
23 blinking.

24 You know, so we have problems here. I don't
25 think Ameren UE deserves a raise because they have not

1 been keeping up with their grid. And instead of
2 giving rebates and making everybody pay for gas
3 appliances, how about some solar panels. I sure would
4 love some solar panel rebates because, you know, the
5 solar panels are really expensive and then maybe, then
6 maybe we wouldn't have to rely so much on Ameren UE.
7 I want to know why can't we get any rebates on solar
8 panels? And this energy efficient program, from my
9 understanding it's also for this fine notice that they
10 send us once a year telling us how much we spend on
11 our electricity bill. I don't consider that any
12 really help. It just makes me really miserable every
13 time I see how much money I give Ameren UE and my
14 house is fully insulated unlike the lady that has a
15 2,000 square-foot house with the 500 -- \$550
16 electricity bill. My house is very well insulated. I
17 have a 4600 square-foot house and my electricity bill
18 is only \$350 a month. So I want to know instead of
19 giving people rebates on gas appliances, why don't
20 they give people rebates on insulating their house
21 better, buying solar panels. Maybe they should offer
22 solar panels, you know, give people the option of
23 buying solar panels through Ameren UE.

24 And maybe they need to do a wage freeze. I
25 am talking not for the people that is cutting the

1 trees and putting the lines back up, no, no, I am
2 talking about for the management, for that fine
3 management, those 12 vice presidents. And if there is
4 12 vice presidents that means there's 12 presidents.
5 Isn't it kind of like repetition? Who is not doing
6 their job, is it the presidents or is it the vice
7 presidents? Why do we have to pay for two men to do
8 one job or a man and a woman, whichever the case may
9 be. But yeah, everybody else around this country is
10 tightening their belts and cutting this, that and the
11 other but Ameren UE has got the nerve to come and ask
12 us for a raise. I think they got nerve.

13 I called them up a couple of months ago and
14 went off about these rates. I didn't need this
15 meeting. I -- and then they have got the nerve to do
16 this again. They want another raise yet again. I
17 believe the energy commission, aren't you all paid by
18 the taxpayers? So you are for our behalf. Start
19 sticking up for us. Start telling them no. They got
20 one just a couple of years ago. Make them clean their
21 house a little bit better. I have a housecleaning
22 business and if I don't clean somebody's house right
23 they sure call me up and tell me about it. So
24 somebody needs to clean their house a little bit
25 better at Ameren UE because their bills are just going

1 up. It's just crazy. Thank you. Have a nice day.

2 JUDGE JONES: Actually, before you leave,
3 they do have a rebate program for solar panels, so you
4 might want to check into that.

5 MS. HIGGINS: Okay, thank you.

6 JUDGE JONES: Next is Marlene Wrablik?

7 MS. WRABLIK: Well, first of all, good
8 afternoon, gentlemen.

9 JUDGE JONES: Good afternoon. Can you raise
10 your right hand?

11 MS. WRABLIK: Yes.

12 JUDGE JONES: Do you solemnly affirm the
13 testimony you are about to give is the truth?

14 MS. WRABLIK: I do.

15 JUDGE JONES: Can you spell your last name
16 for the court reporter?

17 MS. WRABLIK: It's spelled, W-R-A-B -- as in
18 boy -- L-I-K. And first of all, I want to thank you
19 gentlemen for being here with the Public Service
20 Commission. I am basically going to be reinforcing
21 what other folks have been telling you. One is I
22 definitely agree that this is an outrageous increase
23 hike for Ameren. I think what they have also got to
24 look at is how is the economy, you know, we are still
25 dealing with 8 percent unemployment and I am one of

1 those people. I am grateful that I am 65 and I am
2 able to collect social security but I am also dealing
3 with unemployment, been surviving with temp work and
4 so on and I believe something will come through for
5 me. But I think you should just look at the overall
6 economy and think about what the average American is
7 dealing with in America.

8 Regarding the CEO, Mr. Tom Voss, again, it's
9 just to hear 20 percent increase, the way the economy
10 is. I am going to ask you that you look at this board
11 of directors at Ameren. I am going to ask you to look
12 at the credibility and how accountable they are. It's
13 something that definitely needs to be considered and
14 evaluated.

15 Also, I brought it up earlier but again,
16 with this rate increase, you know, it was brought up
17 that we are going to look at the rate designs. We're
18 going to look at which groups, residential and so on.
19 Let that be very fair and honest and fair to
20 residents and to commercial. Because when I think
21 Anheuser Busch hears about the 12 -- 14 percent
22 increase I think down the line you may have a meeting
23 with the commercial people that they are going to be
24 disputing this too. Again, they've had since 2007 a
25 30 percent increase. We are asking please look at

1 that.

2 And also, I'm going to share something with
3 you. I lost my mother in the last year. Okay. I am
4 grateful I have here home and this is what I am
5 talking about, the home here in St. Louis and it is my
6 home now and I am paying all the bills. I also am
7 grateful I have my condo in Chicago but I am, you
8 know, paying double bills. Utilities in Chicago, we
9 have never, ever seen a 14 percent increase. We have
10 CoMed up there and I am going to probably open a can
11 of worms here but in my area in Illinois, in the
12 Chicagoland, we have a choice now, it's not just
13 ComEd, the way -- you know, with my electric bill now.
14 And I don't know if Missouri would ever look at that.
15 I think Ameren has a monopoly here and I just think
16 it's food for thought. You know if they would ever
17 let -- I have where I can change, I think it's still
18 on the comment lines, that I can change and have
19 another electric company because they are coming in
20 the neighborhood, they're in our neighborhood. And
21 you've probably heard that comment but again, I am
22 just looking, food for thought, think about
23 competition. And again, I am asking as everybody has
24 emphasized with you, to look at, to be fair, please be
25 fair, please be just and think about what the average

1 American is dealing with today and again, thank you
2 for your time.

3 CHAIRMAN GUNN: Thank you for your
4 testimony.

5 JUDGE JONES: And next is Bobbie Ziglioli,
6 Z-I-G -- I believe. Ziglioli?

7 MS. ZIGLIOLI: Nice try. No, it's Bobbie
8 Ziglioli.

9 JUDGE JONES: Oh, okay, now I see.

10 MS. ZIGLIOLI: It's pretty easy. It's
11 spelled the way it's pronounced.

12 JUDGE JONES: Can you raise your right hand?
13 Do you solemnly affirm that the testimony you are
14 about to give is the truth?

15 MS. ZIGLIOLI: I do.

16 JUDGE JONES: And can you spell your last
17 name for the court reporter?

18 MS. ZIGLIOLI: Sure. Z-I-G-L-I-O-L-I.

19 JUDGE JONES: Thank you. You may proceed.

20 MS. ZIGLIOLI: Thank you. Well, I'm not
21 retired, not yet and I know that behind me there are a
22 lot of retired people and one of them is my mom.
23 She's 77 and she still works because she couldn't
24 afford to keep her house if she didn't, which is okay,
25 she's fine with that, she's a little go-getter, not a

1 problem. I would like to say that for people my age
2 and I'm not telling you how old I am, we are all in
3 the same boat. We have a home that we are trying to
4 keep and trying to pay bills. We have small business
5 or people have small businesses that they are trying
6 to keep. As you all know, business has not been very
7 good pretty much across the board in all kinds of
8 businesses, therefore, we have all been trimming back
9 in anything and everything that we possibly can.
10 First is payroll, number one, the rest is any kind of
11 expense that's controllable in any way, shape or form.
12 You trim back. You look for other companies that
13 maybe could provide a service for you at a better
14 rate. We had concrete that needed to be replaced
15 because it was sunk and it was a liability and it was
16 old. Had four different bids, one of them was 35,
17 other one was 32, another one was 22 and the last one
18 was 16. The liability was there and it needed to be
19 fixed, we chose the \$1600 one. Many other examples
20 like that within the business, I could go on but you
21 don't have that kind of time today. But what I am
22 trying to say is Ameren UE has a beautiful, beautiful
23 financial statement. I wish I was them. Beautiful
24 statement. They are doing a great job. They have a
25 tremendous amount of customers. I can't tell you how

1 many customers. As customers we don't have a choice.
2 I can't go to three or four different companies and
3 say, oh, which one will give me the best rate like I
4 was able to go and find a contract guy to do the
5 concrete. They are only one. I have no place to go,
6 neither do any of the rest of the people that are in
7 St. Louis and part of Illinois, not all of Illinois
8 but part of it.

9 Anyway, we have no options. We are to pay
10 what we are told to pay. And pretty much we do that.
11 We are responsible people, most of us are responsible
12 and we pay our bills no matter what. We cut back on
13 everything that we need to cut back as much as
14 possible and we pay our bills. We shop for insurance
15 rates for cars, for houses, for anything and
16 everything.

17 What I am asking you is to take a look at,
18 as far as Ameren UE, is their executives. They need
19 to take a look at their payroll from up, all the way
20 down, from the first person to the last person. Every
21 controllable expense in every category from a pencil
22 to a stapler to a telephone -- I mean, to the pole or
23 to the meter and all of it. That one bill that the
24 one gentlemen spoke of, that's just absurd. That
25 bill, I mean, I can't even fathom that bill. It's

1 really unacceptable. It just seems like there is a
2 lack of responsibility and a lack of control and there
3 seems to be just an arrogant greed rather than a
4 responsibility to the consumer and it seems like the
5 group of the board members is just okay, we want
6 profit, we want profit, we want that -- we want that
7 dividend, dividend, dividend, dividend. Well, it's
8 not always possible.

9 I am asking you, the three of you, Mr. Gunn,
10 Mr. Jones and Mr. Stoll, to really analyze the
11 situation. And I am really very optimistic, as I
12 stand here today, that you will not agree to award
13 Ameren UE the 14 percent increase this year or next
14 year or the year after that until our economy changes
15 for all of us. Thank you.

16 COMMISSIONER KENNEY: Tom Gates? Daniel
17 McGuire? Patricia Harrison? Raise your right hand,
18 please. Do you solemnly affirm that the testimony you
19 are about to give is the truth?

20 MS. HARRISON: Yes, I do.

21 JUDGE JONES: Thank you. You may proceed.

22 MS. HARRISON: My name is Tricia Harrison,
23 I'm the director of the Children's Advocacy Clinic at
24 St. Louis University School of Law. I am also a
25 collaborator and member of St. Louis Children's Health

1 Advocacy Project, which is a collaboration between
2 medical professionals and lawyers. Our mission is to
3 provide holistic advocacy on behalf of children,
4 mainly children who are impacted by poverty. I am
5 here today to testify about how this rate increase
6 will impact my clients.

7 Twenty-one percent of Missouri's children
8 live in poverty. In St. Louis 42 percent of those
9 children in this community live in poverty. Poverty
10 is defined by the federal poverty threshold, that is a
11 family of four earning 23,000 a year or \$1900 a month.
12 These are my clients. I am here today to speak about
13 how this rate increase will impact those and possibly
14 push more children into poverty.

15 I have clients who are aging out of foster
16 care. They are trying to learn how to live
17 independently in our community. They will no longer
18 receive aid or assistance or support from courts or
19 federal or state agencies. Many of these children
20 have been traumatized and therefore, are now mentally
21 disabled. They qualify for disability, social
22 security disability. The average amount of pay for
23 that is \$698 a month. That is a finite fixed amount.
24 Many of you know that \$698 a month is not going to go
25 very far for these children and imagine a 21-year-old

1 young man, how hungry he will be and having \$698 a
2 month to support himself will be challenging.

3 I represent children who steal from grocery
4 stores so they can eat. I represent children who
5 don't go to school because their parents cannot pay
6 their bills, therefore they lose their home, have to
7 go into a shelter and there is no transportation to
8 get them back to school. I represent grandparents
9 seeking guardianships over their grandchildren, not
10 seeking any state subsidy to help care for those
11 children. They are doing it because they want to keep
12 their families together and don't want their children
13 to go into foster care. Many of these grandparents
14 are retired and they too, receive social security.
15 Again, a fixed amount of money, not a lot of money to
16 care for a family. I represent teen mothers in order
17 of protection hearings where the father of their
18 children have beat them up, threatened to kill them
19 because they can no longer pay the child support and
20 the financial strain on the relationship has dissolved
21 the relationship. These mothers are now in jeopardy
22 of losing their children because they cannot afford to
23 care for their children without that financial
24 support. I represent children who have significant
25 medical needs such as asthma. However, Ameren has

1 determined that a child who has asthma does not
2 qualify for the medical exception if a family is in
3 jeopardy of disconnect.

4 Children's Health Advocacy Project has been
5 advised because a child can use a hand-held inhaler,
6 they do not need electricity to have a nebulizer for
7 their treatment. If any of you have children that
8 have asthma, such as myself, you know that when a
9 child is in the red zone on an asthma crisis a
10 hand-held inhaler is going to do nothing. And who is
11 Ameren to say what medical care is appropriate for a
12 child? Medical professionals recommend a nebulizer is
13 needed, especially when you're in the red zone.
14 Moreover, this ignores the need for an air purifier
15 for children whose asthma is impacted by allergies.
16 As a result of not being able to have electricity,
17 these children end up going to the emergency room and
18 now the families have more medical debt and have to
19 choose between medical costs and paying their utility
20 bills.

21 These are the families I represent. These
22 are the children who will be impacted by this rate
23 increase. I'm asking you to consider denying what is
24 being requested by Ameren and rather follow the
25 recommendation of the Office of Public Counsel and do

1 what is just and reasonable. That is the theme that
2 has been throughout this entire afternoon: Do what is
3 just and reasonable. And while you are deliberating
4 this decision, I ask that you keep these images and
5 stories of the children that I represent in your mind.
6 Thank you.

7 CHAIRMAN GUNN: Thank you very much. I
8 appreciate the testimony very much and I just want to
9 clarify, this is the same -- we have heard from Legal
10 Services and St. Louis Children's Hospital, this is
11 the same partnership?

12 MS. HARRISON: Correct.

13 CHAIRMAN GUNN: Which has been really
14 amazing and very helpful testimony. I just wanted to
15 -- we have invited both Legal Services and St. Louis
16 Children's Hospital to participate in the open docket
17 separate from this proceeding which we are looking at
18 low income -- or ways to deal with low-income issues
19 within the context of rates, so we certainly want to
20 invite you and the clinic to participate fully and
21 then we can get you all that information.

22 The testimony over the last or over the
23 three -- hearings that we have had has been very
24 powerful and the statistics from both a medical
25 standpoint, as well as from the poverty standpoint,

1 are very powerful as well. So thank you very much.

2 MS. HARRISON: Thank you very much.

3 COMMISSIONER STOLL: Thank you for your
4 testimony.

5 JUDGE JONES: Dorothy Kelly? Is Dorothy
6 Kelly present? Patricia Harrison?

7 MS. HARRISON: Oh, that was me.

8 JUDGE JONES: Ann Ludlow?

9 MS. LUDLOW: Good afternoon.

10 JUDGE JONES: Good afternoon.

11 MS. LUDLOW: Do you need my name or are we
12 okay?

13 JUDGE JONES: Well, yes --

14 MS. LUDLOW: L-U-D-L-O-W.

15 JUDGE JONES: Thank you and can you raise
16 your right hand?

17 MS. LUDLOW: Sure.

18 JUDGE JONES: Do you solemnly affirm that
19 the testimony you are about to give is the truth?

20 MS. LUDLOW: I do.

21 JUDGE JONES: Thank you. You may proceed.

22 MS. LUDLOW: The first thing, I agree with
23 others about Tom Voss getting that kind of salary and
24 usually we hear the statement that we need qualified
25 men, I am sure this man is not worth that much. Then

1 they lower the dividends of the stockholders so he can
2 get his increase? I don't know if this is happening
3 anymore but I think years ago the income of -- maybe
4 it was Ameren -- their income was down and we were
5 told to conserve. Their income was down, so we were
6 told to use more energy. I didn't quite understand
7 how that, you know, made sense.

8 You know, then -- I don't know many people
9 are talking about their power outages. I don't know
10 if Ameren is looking into more underground wiring, I
11 think that would be a big help. That is something
12 they really need to consider. Another thing, I do not
13 watch much TV but I know in the past Ameren was
14 advertising and I think Karen Foss, wasn't that her
15 name, who was a spokesman for Ameren, I could be wrong
16 on that but why does Ameren need to advertise? We
17 have no other place to go to. I mean, if there was
18 competition I could see that but how much do they pay
19 Karen Foss to advertise their company? That's
20 something that didn't make sense to me and then the
21 woman from Chicago did talk about the alternate energy
22 that Chicago or Illinois has. I did read about that
23 and I thought yes, this is what we need to have from
24 -- instead of just Ameren. Thank you and thank you
25 for your time.

1 JUDGE JONES: Next is Mary Barton.

2 MS. BARTON: Hello, nice to see you, again.

3 It's been awhile. You don't know me personally but I
4 have been a fan of yours so to speak.

5 JUDGE JONES: Do you solemnly affirm that
6 the testimony you are about to give is the truth?

7 MS. BARTON: Yes, I do.

8 JUDGE JONES: Thank you. You may proceed.

9 MS. BARTON: Normally I don't get to one of
10 these meetings. I've always thought it was outrageous
11 that Ameren was able to keep getting raises because
12 people were too busy working to get here. Currently
13 my husband, who was a Peabody engineer, one of the
14 best in my design, has cancer. He has stage four
15 cancer. They didn't expect him to still live. And
16 right now we are trying to figure if we're going to be
17 able to keep the house and pay the electric bill.
18 Since we moved here less than 12 years ago my electric
19 bill went from oh, about \$145 on budget -- and that
20 525 she was talking about, I remember paying 650 when
21 they decided to even things out and I don't know where
22 the hell it came from.

23 Now, my husband's income is halved on
24 long-term. It's finished in September, okay, it's
25 done. I have got kids in college. Brilliant kids.

1 The other one is an adult. Where's the money going to
2 come from? These executives believe they are part of
3 the Wall Street, you know, let's get rich off the
4 people again. Somebody has to start holding people
5 accountable. This is ridiculous. I was upset that
6 there was even a hearing, quite frankly, because to me
7 it was a no-brainer. It was a total no-brainer. How
8 could anybody, looking at the figures, say there was a
9 way they should get an increase?

10 Now, I'm from Pennsylvania, you're talking
11 steel and coal, okay. I lived in West Virginia,
12 mining country and those people go up those poles, God
13 bless them -- all these people don't like to lose
14 their electricity, they're not up on those poles
15 either. So I'm not faulting the pole men, I am not
16 faulting the line men, excuse me, or these other
17 people but I do believe that the company store needs
18 to be stocked. They have a monopoly. They are not
19 monetizing people's income totally.

20 Let's go back to the coal company, okay. I
21 know how much it costs for them to buy coal, I keep up
22 on that. But you know when the last time I went on
23 vacation was? I don't. I buy secondhand clothes most
24 of the time. I taught my kids to do that. My son, a
25 junior, cannot live by himself when he graduates,

1 students can't do that. They can't afford to. They
2 can't afford the electric bills, et cetera. And all
3 these -- you get all of your incomes together and they
4 get their rate increases and then there is surcharge
5 after surcharge after surcharge and I'm going why?
6 How is it -- how in the world -- I am so upset
7 thinking about it. How in the world can they even
8 justify any of it?

9 Accountability. Accountability. Anybody
10 who can sit there and make money like that, great but
11 we are not living in a wealthy economy right now and
12 all they're doing is making the poor poorer and they
13 are getting richer and laughing all the way to the
14 bank. Maybe they should have a few less flights.
15 Twelve vice presidents. One of the problems the coal
16 companies were having, the power companies were
17 having, was they have too many CEOs all of a sudden.
18 Where did the engineers go? They cut back on the
19 engineers. My husband was literally working a job of
20 three and four men, literally. When he moved out of
21 AP they replaced him with four people. And every time
22 they cut back on them but somehow there is more CEOs
23 and nobody can figure out, we, as the little people,
24 so to speak, what are they doing? What are they
25 doing? Nothing. They find ways to just waste time

1 and money and quite often it just reminds me of all
2 the lawyers that live in Washington and all over the
3 place and yes, I have lawyers in my family too and
4 teachers and engineers and people who work with their
5 hands. Whatever you have that you can use you're
6 supposed to use it and I am a special ed teacher and I
7 have my own set of disabilities and I can't work right
8 now because I am too busy taking care of family and
9 when I get back into the working world it's going to
10 be hard for me to get a job. I am 53 this year. I
11 don't have a lot of experience that I can actually
12 use. I don't have retirement because to save money,
13 I'm the one who does all the extra work. I do the
14 work of several people and I'm tired but when it comes
15 down to 95 degrees outside, oh, I'm sorry that might
16 be a little too hot to cut off electric but for
17 someone who is ill, if it's 95 degrees outside, what
18 do you think it's going to do to their little bodies?
19 They cannot handle it. Their bodies cannot regulate
20 it. They don't have the health to do it. Ninety-five
21 is too hot especially when you count how much hotter
22 it is inside. The cold. The same deal. You can't do
23 this. And the asthma, I know people are suffering
24 that way. These are inexcusable. They are killing
25 people. They are destroying people's lives and I'm

1 sure they have nice Italian suits to wear and yes, I
2 like Italian suits and leather, just as well as
3 anybody else but when they don't give people a
4 choice...

5 So I left my husband which I shouldn't have
6 left today. I need to go to a chiropractor very badly
7 and I didn't go to the one appointment I have been
8 able to make in over two months and my daughter who
9 has scoliosis, I cancelled her's too because this
10 happens every year and I am like I can't get to that
11 meeting. Most people cannot get to these meetings.
12 We are dependent on you to say we don't even need a
13 hearing on this. The figures don't add up. Everybody
14 else is tightening their belts. There is no need for
15 them to get rich off the miners anymore, or the little
16 people. Our country fought, we built unions and
17 everything, granted things got out of hand but not
18 here in Missouri, we still got the same system. You
19 have to stop it. The company's store, we owe our
20 souls to the company store. It's the same old story
21 and too many people lose their houses because it is
22 either utilities or the house payment. It's not a
23 joke. It's not an exaggeration. I don't buy
24 expensive shoes. I don't buy expensive clothes. I
25 don't have the time or money. I have helped kids who

1 had no place to live. Young people -- and that is
2 where my little extra money went before but there's no
3 extra money any more but I will still give whatever I
4 can. What are they giving? They are just taking. So
5 I need to get back to my husband and hope he has
6 finally had something to drink today because I can't
7 get him to drink anything when I am not there and
8 there is nobody else there to take care of him and you
9 multiply this by all these people that have nobody and
10 they can't afford to have anybody in the house.

11 And oh, as far as the power outages. I
12 started laughing because, yeah, we don't have long
13 ones too often anymore but if I put them on my
14 calendar, yeah, often there is little blinkings and
15 the problem with that is they fry the control panels
16 on everything and that's expensive. And, you know,
17 you want to get down to brass tax, everything has
18 digital control panels. It is costly, it's very
19 costly. And all the food that we have thrown away.
20 You are our guardians. We need you. Plain and
21 simple, we need you. No more company store. It's not
22 right. We shouldn't have to sell our souls and lose
23 everything like the miners used to. Please do your
24 job, there is too many of us depending on you.

25 And since I moved into Missouri I could not

1 believe the good ol' boy and the politics. I live in
2 Jefferson County and the people who have relatives and
3 know Jefferson County tell me it's better now. We
4 have a very corrupt government in Jefferson County,
5 very corrupt and it's not -- the judge I spoke with
6 definitely told me that that's Missouri or that's
7 Illinois, that's federal law. This is Jefferson
8 County, I make the law. And what my concern is, are
9 we letting Ameren do the same kind of tyranny or are
10 we going to have people stand up? As soon as I can
11 know that my husband is safe enough and it's not -- I
12 am going to fight for what has happened to me in
13 Jefferson County but right now I'm going to make sure
14 I can keep the air conditioner on and the heat on and
15 when people are ill they can't handle that and
16 Missouri is worse for air quality than many states and
17 many places and it has gotten worse because of the
18 environmental changes.

19 People need air conditioning to breathe.
20 You need air conditioning to breathe and you're still
21 taking all your medicines and over-the-counter ones
22 and everybody has lost all this insurance and all this
23 that and the other. We are not a prosperous country
24 like we were. We can be but not if companies like
25 Ameren are not held accountable. I also would like to

1 have my stocks go up but I don't think that I should
 2 get rich off the back of somebody else I am making
 3 poor. If I want to get something I think I should
 4 earn it. Are they earning their money? Who sets the
 5 rates? Who sets their pay? Who sets their bonuses,
 6 what's it based on? They do. Of course they do a
 7 good job and they want to do something so they want
 8 more and it's nice to live prosperous and it's fine
 9 but is it right? If I had the ability I would put up
 10 a windmill and quite honestly, I was thinking, you
 11 know, how they have the manure and everything going
 12 on, we should be doing more of that and doggy manure
 13 and everything else. The trash heaps. Forced
 14 recycling, whatever, there are other ways to get
 15 electric. We don't have to make the everyday worker
 16 not be able to make a living either but these
 17 exorbitant, exorbitant bonuses, it's crazy. It's not
 18 right and neither is taking away people's ability to
 19 breathe. When you're so hot you can't do anything
 20 except vegetate and you have to work and the little
 21 businesses have been beat and beat and beat down to
 22 the ground. You can't say oh, it's a business let's
 23 charge them more, they don't have it either. I am not
 24 saying that we don't want people to make a good living
 25 if they do their work, I'm saying how do you justify a

1 raise every year practically like that?

2 JUDGE JONES: Thank you.

3 CHAIRMAN GUNN: Thank you for your
4 testimony.

5 JUDGE JONES: Norris Roessler? Raise your
6 right hand, please. Do you solemnly affirm that the
7 testimony you are about to give is the truth?

8 MR. ROESSLER: Absolutely.

9 JUDGE JONES: Thank you, sir. And can you
10 spell your last name for the court reporter?

11 MR. ROESSLER: R-O-E-S-S-L-E-R.

12 JUDGE JONES: And thank you. You may
13 proceed.

14 MR. ROESSLER: I apologize, for not -- I
15 didn't know we were going to have this opportunity and
16 I just wrote things as I thought of them. I could
17 have done it in a better manner. And I am glad to see
18 we have this young girl taking notes so it's official.

19 I am a retired engineer from Boeing and when
20 we made a proposal to the government for doing a
21 missile or whatever, we had a technical proposal,
22 which was always engineering and a cost proposal and I
23 had to do the estimates of costs for both engineering
24 and cost. And you may think this is odd, but for
25 government we had to go down to things like a shipping

1 container, give the cost of it, okay. Now, we
2 engineers, we try to do a good job from previous
3 programs, similar programs, et cetera but management
4 put a percentage on top of that when we provided to
5 the customer, 10, 15 percent. Now, there is no doubt
6 in my mind that UE has done the same thing. No doubt
7 in my mind. It's typical.

8 I can't believe that Ameren has asked for an
9 8 to 9 percent profit. And that you said you would go
10 for a lower percent, 8 percent. That is
11 unconscionable and unreasonable. I can't believe that
12 UE has a conscious, in these economic times, to do
13 that. So a lot of these people on social security,
14 how can they afford it? They haven't gotten any
15 increases. You have heard some sad stories. I would
16 hate to be one of you guys going to bed tonight and
17 thinking of these stories. You've got a tough
18 decision but I say it's a slam dunk. There is no
19 consideration about 8, 9 percent, what they are asking
20 for, et cetera. The stories you heard today, that's
21 what you have to think about. And you cannot raise a
22 rate for people that are, I don't know, 60,000 above,
23 and not those 20,000 below, you can't do that. You
24 have no means. So it's got to be across the board.

25 And in the presentation and discussion I

1 refuse to be talked down to, okay. And I am sure
2 these people in this room refuse to be talked down
3 also. My generation, I'm 74, is most probably the
4 most highly educated generation since our first
5 period, first time. Our parents and grandparents were
6 not educated like us. They didn't have the chances we
7 had. And if you have a meeting like this with our
8 parents or grandparents -- well, first of all, you
9 couldn't. They would just accept what you are saying.
10 They didn't have the ability to analyze what they are
11 asking for and what's reasonable. We do. And believe
12 me, the generation that follows me, my boys, they're
13 all engineers and their kids, all the generations
14 after me will be more and more educated and they will
15 do analysis for whatever Ameren asks for or anybody
16 else asks for. They are not going to fall over and
17 play dead. They are not going to do it. I hope they
18 have the capability of changing it but it's not going
19 to happen. Like I said, I cannot believe you said we
20 will go for the lower percent profit, 8 percent. It
21 should be 3, 4, 5 percent. I'm retired. These people
22 aren't getting those kind of raises. Social Security
23 isn't getting those type of raises. Why do you see
24 senior citizens working in McDonalds, Burger King, et
25 cetera? Because they can't live on the money that

1 comes in. Now, that's sad. They hope to retire
2 pretty comfortably but they can't. A lot of people
3 cannot.

4 And the economics -- or the economy now is
5 just horrendous. Everything is going up: gasoline,
6 food, clothing, everything. Yet Ameren -- especially,
7 you know, cars, insurance, houses, automobile
8 insurance. Now, there are some things you must have,
9 a house for you and your family. You have to have
10 food. I imagine a lot of people instead of eating
11 hamburgers they're now eating steak -- I mean, not
12 steak -- hot dogs or something.

13 I can remember the Great Depression. Now is
14 the Great Recession, bull. I can remember my mom and
15 dad having a very tough time. My dad was an
16 upholster. No people during the Depression, except
17 very, very rich people, had furniture upholstered --
18 reupholstered. They had it tough and I can remember
19 that. Fortunately, it's not getting that tough now
20 but it is tough for a family to live.

21 The 12 VPs, that is -- I cannot believe
22 that. I appreciate the lady that said the United
23 States of America has one VP and Ameren UE has 12.
24 It's kind of funny that 20, 25 years ago we had a
25 layoff, we were then McDonnell, not Boeing, and again,

1 they laid off engineers. They didn't lay off any
2 management. This one fellow of mine, he was worried
3 about being laid off, he said the same thing. He had
4 a sign on his desk, the main aisle, how come the
5 United States has one VP and I think we had 20 or 25
6 at that time. What can they do? I mean, it's
7 ridiculous. And I would love to see their
8 organizational chart. You know, if President Obama
9 can put pressure on the banks to cut out some
10 management or something, why can't you at least
11 recommend it? I mean it's ridiculous.

12 Yeah, I feel that since you guys recommended
13 the lower end of 8 percent, I think you just rolled
14 over and played dead. There should have been -- you
15 know, do you have a best and final offer? We do that
16 in engineering.

17 CHAIRMAN GUNN: Let me stop you just for a
18 second, just to clarify. Our staff is recommending
19 that. We haven't made any decisions. They act as an
20 independent party in this case and we can decide to
21 take that recommendation or not. So we haven't made
22 any decision and I hate to interrupt you and I hate to
23 do that but I just didn't want you to get upset about
24 something that hasn't happened yet. Our staff acts
25 just like any other party in the case. Just like the

1 utilities and the Office of Public Counsel and they do
2 independent recommendations and we are free to discard
3 those or not. Thank you.

4 MR. ROESSLER: Okay. Well, I hope you will
5 think of 3, 4 -- 3, 4 percent, top 4 percent. I know
6 a lot of engineers still at Boeing now. They haven't
7 had any increases for two or three years and they are
8 working them hard, more hours. We don't get paid for
9 overtime because they have laid off some engineers but
10 they know the engineers will work their butts off and
11 still do the job with less people.

12 Oh, another thing. I think it was a fireman
13 back here, I think he said it was a \$20,000 fee for
14 something or whatever and he called UE and they
15 couldn't break it down. Now, that's not very honest.
16 Like I said, we broke down things to a shipping crate
17 for the government and they would critique those. The
18 cost government guys would come in and they say why do
19 you have this amount for that and we would have to
20 substantiate that. Now, I think they should also.
21 You know, it's easy to pick up, yeah, we want this
22 amount, we want this percent of profit, et cetera, et
23 cetera. And then also it was -- somebody asked where
24 does the money come from for the president, vice
25 president? Where does it come from? It comes from

1 profits. Who pays for the profits? The users. We're
2 paying for it. I don't care what you call the money,
3 money is green everywhere.

4 And one other thing, maybe I didn't read it
5 in the paper recently, what happened to the
6 incremental increase? I don't expect you to answer,
7 but you know instead of the 15 percent that would be
8 2 percent, whatever the numbers are, over three years,
9 five years or so. What happened to that?

10 I think you also ought to look at co-ops.
11 They are run fantastically. We used to have a
12 clubhouse down by Potosi, we had a co-op. I mean,
13 they have to run lines through forests. I mean, there
14 is a lot of upkeep there and you know, if the line
15 went down due to a storm or something they were out
16 there within a few hours. I'm talking about deep in
17 the forest. The rates were reasonable, very
18 responsible, responsive to the customers, et cetera.

19 And again, I ask the question: Why does
20 Ameren UE need 12 vice presidents? That is
21 ridiculous.

22 Again, stuff I didn't mention about cost
23 efficiency. I wonder if Ameren UE even has a
24 department or whatever to look at it. I mean, I have
25 heard of some other companies recently that have

1 really done some good stuff in cutting costs and are
2 they just doing things as they did before, I don't
3 know. Hopefully they saved some money but I bet there
4 is a lot more out there that they could save.

5 Oh, you know, the economy is terrible.
6 People have to pay for their gasoline, housing, food,
7 et cetera. Now, there are somethings you have to have
8 for your family: food and housing and you have to
9 drive somewhere to work so they can't much cut cost on
10 those other than, like I said, eating hot dogs instead
11 of hamburgers or whatever, hopefully it's not that
12 bad. And I think the one lady said her dad, I think
13 had the electricity cut off and I thought I heard that
14 it cost \$280 to restore it. Ridiculous. What is it,
15 flip a switch at UE or come out on a pole and connect
16 the wire or whatever or the meter. It's ridiculous.

17 And the comment about coal is cheaper being
18 transported by train instead of barge, I don't believe
19 that. I do not believe that. It was said something
20 about clean coal and all that jazz, I don't believe
21 it. Maybe not the Mississippi now since it's so low
22 but I don't believe it.

23 I don't know if I mentioned this, in the
24 presentation there were a lot of motherhood-type words
25 which are made in all businesses but their motherhood

1 and they don't mean anything. Reasonable return.

2 Reasonable. What is that, 4 percent, 9 percent?

3 Reasonable. We couldn't use those type of words when
4 we made a proposal to the government. It had to be
5 black and white.

6 Public service. Like that was a big deal,
7 sure you are going to provide public service. Safety,
8 of course you are. Why even mention it, other than
9 well, it sounds good and all that. Every business
10 provides that. That's no big thing.

11 According to -- about cost -- projected cost
12 is not reasonable at all. Because, again, I had to do
13 that in engineering and it is tough to do. It is
14 tough to do. You know because you don't know about
15 labor costs, you have to assume something for that,
16 management puts on a 10, 15 percent, et cetera. It's
17 really tough to do but yet the government will come in
18 and sit you down and for this engineering task or this
19 piece of equipment, show me that price, why is it
20 that? And they couldn't provide a cost breakdown. I
21 think it was for this fireman, the \$20,000 and that's
22 \$20,000. That's ridiculous. People shouldn't accept
23 that, of course, they have no choice. You're the only
24 game in town. You have got to be very, very
25 responsible of what you do and not take advantage of

1 that. Competition does a lot. When we bid on
2 proposals, Lockheed Martin was our big company that we
3 had to compete with. They were tough. They would
4 always bid low and get happy later on with add-ons, et
5 cetera. So, you know, that happened all the time. So
6 we would have to bid low and hopefully be able to do
7 it to compete with them or maybe we had some
8 advantages with our engineering or something but
9 that's the way it's run with the government.

10 I, for sure, would like to know what
11 happened to the -- you ought to tell the people what
12 happened to the incremental increase rather than the
13 full increase right away.

14 You know, other things have happened too. I
15 know for a fact because I collect money. Donations to
16 church have really gone down. Why is that? Because
17 people are laid off. Their bills are going up, et
18 cetera. And the government, you know, they say
19 unemployment is 8.1 percent. How far from the truth.
20 Unemployment, when you consider people that are under
21 unemployed, flipping hamburgers, et cetera and quit
22 looking for a job off of employment, it's between 14
23 and 15 percent. So people at, you know, like UE, they
24 have to think of these things. I mean, do they even
25 consider the economy and how bad it is and how people

1 are losing jobs, et cetera, when they came up with
2 that money. I mean, sure, it cost them so much but,
3 you know, people don't believe it should cost that
4 much and some people say the increase was
5 substantially over the last few years or whatever, I
6 mean, a lot of companies are being greedy at the
7 expense of the people that pay the bills.

8 You know, again, these are reasons hopefully
9 that they will cut costs. Tuition at private schools
10 has gone up substantially. As an engineer -- there's
11 not many US kids going into any engineering schools
12 right now. It's tough but the parents can't afford
13 it. But what's happening and this was mentioned on
14 KMOX, we have a lot of students coming from India,
15 China, et cetera. They are super smart people, young
16 men. Yes, we have some very smart people too but not
17 as many as they have. They come here to go to the
18 college and the colleges love them because their
19 parents are rich and they pay a full boatload for the
20 tuition. A lot of our kids go for grants, et cetera.
21 And then we take another hit, either they go back to
22 their country so we're losing their technology and
23 helping their own country or they stay here and
24 possibly take another job that one of our kids could
25 have taken. Those things are happening, believe me.

1 Oh, and some of the comments, some of these
2 stories are just terrible but what happens to senior
3 citizens if they don't have any kids to look over
4 them? You know, we look over my mother-in-law but
5 she's doing very well at 88 but, you know, as far as
6 financial situations, et cetera but you got to keep --
7 if they are living in their home by themselves you
8 have got to keep track of things like gas bills,
9 electric bills, water bills. You know, some of them
10 don't have that capability anymore.

11 I guess in closing, I have other stuff here
12 but in closing, like I said, I would hate to be you
13 guys going to bed tonight because you got a tough
14 decision but again, I think it's a slam dunk. You
15 can't accept that increase they're asking for and you
16 can't accept that profit. You just cannot. Thank
17 you.

18 CHAIRMAN GUNN: Thank you, sir.

19 JUDGE JONES: At this time I want to ask are
20 there any objections to Exhibit 2 submitted by Ryan?

21 MS. TATRO: Was that the email?

22 JUDGE JONES: Yes.

23 MS. TATRO: No objection.

24 MR. MILLS: No objection.

25 MS. SLACK: No objection.

1 JUDGE JONES: Exhibit 2, Ryan, is admitted
2 into the record. Is there anyone else who would like
3 to testify? Gentlemen in the back, his hand was up
4 first. Raise your right hand, sir. Do you solemnly
5 affirm the testimony you are about to give is the
6 truth?

7 MR. BLAND: Yes.

8 JUDGE JONES: Thank you and can you state
9 and spell your name for the court reporter?

10 MR. BLAND: My name is Steve Bland,
11 B-L-A-N-D.

12 JUDGE JONES: Thank you. You may proceed.

13 MR. BLAND: On December 2011 Ameren
14 increased their stock dividend. On February 12 -- or
15 February of 2012 they filed for a rate increase.
16 Their balance sheet for 2011 shows an increase in the
17 cash surplus and the company stock is at a 52-week
18 high as of right now, it has been for several weeks.
19 This would indicate a prosperous and profitable
20 company. I don't think they need a rate increase
21 instead they need to reduce their stock dividend, sell
22 more stocks, maybe cut employee bonuses and institute
23 a cost-saving and belt-tightening program, generate
24 the money internally versus continually asking for
25 rate increases. Thank you.

1 JUDGE JONES: Thank you. And you, ma'am?
2 Do you solemnly affirm that the testimony you are
3 about to give is the truth?

4 MS. TOLENTINO: Yes.

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

7 MS. TOLENTINO: My name is Donna Tolentino.
8 And it's spelled T-O-L-E-N-T-I-N-O. I have never done
9 anything like this before I don't know anything about
10 the statistics, the ups and downs, the rates and
11 anything but I am here as a common person. I'm not
12 retired, I work. I won't be able to retire for
13 another at least 10 years. I don't make it barely
14 now. How am I going to make it in 10 years? I don't
15 have the fancy things. I don't have iPhones. I don't
16 have cable. I get Channel 2, 4 and 11, when I can get
17 it, when the static doesn't come in and say weak or
18 low signal. I don't know how I am going to do it.
19 It's very scary. I don't have people that I can
20 depend on. I'm scared. I'm scared. I said and what
21 do other people do that do have the children, that
22 have kids that are on disability and that? I just
23 don't know. There is no way the common person -- I
24 just got capped. I have been at work, where I work,
25 for 25 years. I was told last week I will not make no

1 more money because I am at my max. Well, my max is
2 probably poverty. So I don't know how I am going to
3 make it and I hope you guys take that into
4 consideration. Thank you.

5 JUDGE JONES: Thank you. Is there anyone
6 else who would like to testify? Okay. With that,
7 then we will close the record and you all have a good
8 afternoon.

9 (Exhibits 1 and 2 were marked for
10 identification by the court reporter.)

11 - - - - -

12 (Public Hearing concluded at 3:53 p.m.)

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CERTIFICATE OF REPORTER

I, Suzanne M. Zes, Certified Court Reporter,
within and for the State of Missouri, do hereby
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under my direction; that I am neither counsel for,
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action in which this deposition was taken, and further
that I am not a relative or employee of any attorney
or counsel employed by the parties thereto, nor
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