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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

February 2, 2010
Kirksville, Missouri
Volume 18

In The Matter of Union Electric)
Company d/b/a AmerenUE's Tariffs)
to Increase Its Annual Revenues)File No. ER-2010-0036
for Electric Service)

ROBERT M. CLAYTON III, Chairman

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

2 CHAIRMAN CLAYTON: Why don't we go ahead
3 and go on the record. I will introduce myself one
4 more time. My name is Robert Clayton. I'm chairman
5 of the Missouri Public Service Commission. I've been
6 asked to preside over this hearing tonight. I am one
7 of five commissioners appointed by the governor to
8 resolve utility rate increase requests. We have five
9 commissioners from around different parts of the
10 state. We've been traveling, as I mentioned, to a
11 number of different locations. We are making a
12 transcript of this local public hearing, so I am most
13 assured that the commissioners will be reviewing all
14 of the testimony as a part of this rate case.

15 This is case number ER-2010-0036. We're in
16 Kirksville, Missouri, at Truman State University. At
17 this time I'd like to ask for the attorneys that are
18 participating in this hearing to identify themselves.
19 I'll start first with the office of public counsel.

20 MR. MILLS: Thank you, Mr. Chairman.

21 On behalf of the office of the public
22 counsel and the public, my name is Lewis Mills. My
23 address is post office box 2230, Jefferson City,
24 Missouri 65102.

25 CHAIRMAN CLAYTON: I'd like to identify the

1 attorney, if any, for AmerenUE.

2 MR. LOWERY: Thank you, Chairman Clayton.

3 My name is James B. Lowery, Smith Lewis,
4 LLP, 111 South Ninth Street, Suite 200, Columbia,
5 Missouri 65201.

6 CHAIRMAN CLAYTON: Staff of the Missouri
7 Public Service Commission.

8 MS. HERNANDEZ: Good evening. My name is
9 Jennifer Hernandez. I do represent the staff of the
10 commission. Our address is P.O. Box 360, 200 Madison
11 Street, Jefferson City, Missouri 65102.

12 And may the record reflect we also have
13 staff members, Lena Mantle and Gay Fred here to answer
14 your questions, and I'll do the best I can -- oh, I'm
15 sorry. And Lisa Ferguson to answer questions, and
16 I'll do the best I can to answer them as well. Thank
17 you.

18 CHAIRMAN CLAYTON: Thank you very much.

19 Are there any other attorneys here tonight?

20 There are some 15, 16 interveners that have
21 come into this case. Most lawsuits you have a
22 plaintiff and a defendant. In this case, we have 16
23 different parties. You have the utility, the staff,
24 public counsel, and then a number of other parties
25 that are participating in this case.

3 (No response.)

4 CHAIRMAN CLAYTON: Hearing none, then we
5 will get started with the local public hearing. I
6 have a sheet full of names here. We're going to work
7 through these as quickly as we can. Anyone who wishes
8 to testify, we're going to try to stay until everyone
9 has that opportunity. Try to be as concise as
10 possible. If you -- if someone else has testified and
11 you just want to agree with them, you can certainly do
12 that. If you want to come up and give us comments, we
13 can swear you in and take those. Written comments, if
14 you have them, we'll try to accommodate on however you
15 want to go.

1 this rate increase, and of course, I'd like to start
2 with proposition C, and that provides for renewable
3 energy for the State of Missouri. There's wind,
4 solar, biomass, hydro, there's various ways to do
5 that. It provides for a 1 percent rate increase to be
6 paid by the Missouri ratepayer, and that doesn't go
7 into effect probably until this next year or two or
8 something like that when that rate increase goes into
9 effect. But the comment comes about primarily because
10 this is an 18 percent rate increase you're looking at,
11 and about 50 percent of it or about half of that rate
12 increase is due to the increase in coal costs from
13 buying the coal from western states and the shipping
14 the coal here.

15 Ameren pays, approximately, 900 million a
16 year in coal fuel costs. Their total revenues are,
17 approximately, 2 billion. They pay 900 million,
18 almost half their revenues going towards coal. So we
19 are -- Ameren and rate payers, we're locked into
20 paying the coal companies and the railroads from now
21 until the end of time or as long as you use coal for
22 increasing rates, and there's nothing we can do about
23 it because we have no way to do anything else than buy
24 western coal because our coal fire plants are not able
25 to burn a higher sulfur coal.

1 That was a decision made back in the
2 1990's. We could have put flue gas, what they call
3 scrubber units on coal-fired fire plants. We decided
4 not to do that. We decided to buy cheap coal from
5 Wyoming, and now we're going to be locked into rate
6 increases for many years to come.

7 But one good piece of news is, there is a
8 renewable energy. There is proposition C and wind and
9 solar fuel costs are free. So there is no fuel rate
10 increases for wind or solar, and so -- and hydro for
11 that matter. So I was pleased to see that Ameren is
12 now complying with proposition C by buying wind power
13 from Iowa. Ameren just announced they're buying 100
14 megawatts of wind power from Iowa, and I'm pleased to
15 see that.

16 But -- the big but is, the wind power is
17 coming from the wrong state. It's coming from Iowa
18 and not from Missouri. Even if the wind power from
19 Iowa is a little bit cheaper, if its 1-cent a kilowatt
20 hour or whether less, it's slightly less than Missouri
21 wind. I would like to make the case that we need to
22 be buying Missouri wind power for economic development
23 and jobs. We're all -- the nation, the state is all
24 looking for economic development and jobs. We're
25 looking on how we can create it, and as we, as rate

1 payers, are going to pay this increase for whatever it
2 is, I would much rather be paying rate increases going
3 to Missouri citizens and Missouri jobs and economic
4 development here and not sending it to Iowa or
5 Minnesota or wherever.

6 I just would like to look at -- you can put
7 up two tablets here. You have what benefits we get
8 from Iowa or Minnesota for wind farm and what benefits
9 we'd get if we build a wind farm in the State of
10 Missouri or the solar facility or the hydro facility
11 or whatever we build. In Iowa, maybe we get the power
12 for a little less money potentially. That's the only
13 potential, plus there could be billing outside the
14 State of Missouri.

15 In Missouri, we get the construction jobs.
16 We have the economic development. We have an
17 investment here. We have the construction materials
18 that are coming from places here in the State of
19 Missouri. In Missouri, we get the operation and
20 maintenance jobs, which come from those facilities for
21 the next 30 years or plus. Missouri gets the sale --
22 sales tax on materials and the equipment, which goes
23 into building those facilities in the State of
24 Missouri. Missouri gets the state income tax for all
25 the workers and people who are working here in the

1 State of Missouri as opposed to other states.
2 Missouri gets all the property taxes for the schools
3 and other entities that use property taxes, if a
4 facility is built in the State of Missouri. If it's
5 out, of course, we get nothing. Missouri farmers get
6 the lease payments for putting these wind farms on
7 their particular land, and if we go out, they get
8 nothing.

9 So we're taking a very short-sided view of
10 just telling Ameren to just go out and find the
11 cheapest you can get and we're going to buy that.
12 It's hurting the State of Missouri. We need -- and I
13 would like to task the public service staff or request
14 the commissioners to task the public service staff to
15 make a cost benefit analysis, you know, between all
16 the benefits who are getting the investments of the
17 State of Missouri as opposed to going outside the
18 State of Missouri to make those investments, not just
19 a rate case, but look at the jobs it creates, the
20 sales tax, the income tax and all these benefits and
21 do a benefit cost analysis before any decision is made
22 by Ameren to lock in long-term contracts for renewable
23 energies, which is coming from outside the State of
24 Missouri. To me, it's a major error that's been made
25 in letting Ameren do that, even though maybe they're

1 taxed because they've got to go to the lowest possible
2 one, but we're losing out on a lot.

3 And just a secondary note, I just think if
4 we do those cost benefit analysis of all the benefits,
5 we'll see that it's much smarter being invested in the
6 State of Missouri. Those are my comments. Thank you.

7 CHAIRMAN CLAYTON: Okay. Mr. Prost --
8 Mr. Prost, I just wanted to verify, you spell your
9 name V-A-U-G-H-N and P-R-O-S-T; correct?

10 MR. PROST: Correct.

11 CHAIRMAN CLAYTON: I didn't ask you to do
12 that earlier.

13 You testified in Mexico last night also?

14 MR. PROST: Yes, sir.

15 CHAIRMAN CLAYTON: Are you affiliated with
16 any energy company or anything like that? Do you mind
17 if I ask your background?

18 MR. PROST: Yeah. I'm an engineer, is my
19 background. I worked for Bechtel Corporation when I
20 first started my career. We design/build the nuclear
21 power plants. Bechtel designed the one at Callaway
22 Nuclear. I'm a general contractor now, Prost
23 Builders. We design and build facilities that work on
24 a number of power plants, as a contractor, and I also
25 have an interest in Missouri solar applications. I

1 have some flyers out there, and I have -- we have
2 invested in solar, and we would like to build solar
3 facilities.

4 CHAIRMAN CLAYTON: Okay. And last
5 question, are you a customer of AmerenUE Electric?

6 MR. PROST: Yes, I am a customer in several
7 areas. I have properties in Jefferson City as well as
8 other areas.

9 CHAIRMAN CLAYTON: Okay. I don't have any
10 other questions.

11 Are there any questions of the attorneys
12 who are here?

13 (No response.)

14 CHAIRMAN CLAYTON: Hearing none, thank you
15 very much for coming.

16 Next person on the list is Crystal Douglas.

17 Ms. Douglas, would you raise your right
18 hand?

19 CRYSTAL DOUGLAS testified as follows:

20 CHAIRMAN CLAYTON: You're under oath.
21 Would you give us your name and if it's spelled any
22 differently than it sounds.

23 MS. DOUGLAS: Crystal --

24 CHAIRMAN CLAYTON: And are you a customer?

25 MS. DOUGLAS: Yes, I'm a customer. My name

1 is Crystal Douglas.

2 I just think it's ridiculous to have this
3 much to have a rate increase. Older people, seniors,
4 many who live by themselves, they can't even afford
5 their medicine, let alone wages -- having their
6 utilities going up, and it seems like all of it is
7 going up, and I don't know what it's going to come to,
8 and people that's been laid off, maybe one's working,
9 but the other one is trying to pay their bills, and
10 you know, everybody wants to pay their bills. So I
11 just wondered what the rest of the people think.

12 CHAIRMAN CLAYTON: Ms. Douglas, thank you
13 very much for coming tonight. I really appreciate it.

14 Are there any questions?

15 (No response.)

16 CHAIRMAN CLAYTON: Hearing none, thank you
17 very much.

18 Next person on the list, I believe, is Paul
19 Hazelrigg; is that right? Did I get it right?

20 MR. HAZELRIGG: Yes.

21 CHAIRMAN CLAYTON: Hazelrigg.

22 MR. HAZELRIGG: Hazelrigg.

23 CHAIRMAN CLAYTON: Would you raise your
24 right hand?

25 (Witness sworn.)

1 PAUL HAZELRIGG testified as follows:

2 CHAIRMAN CLAYTON: You're under oath.

3 Would you spell your name? I'm going to ask you to
4 spell your name.

5 MR. HAZELRIGG: P-A-U-L, H-A-Z-E-L-R-I-G-G.

6 CHAIRMAN CLAYTON: Great. Give us your
7 testimony.

8 MR. HAZELRIGG: Well, I'm an Ameren
9 customer from Brookfield, Missouri. I live in town,
10 and I also have a farm at the edge of town, and we use
11 some electricity there. Basically, I'm retired. I
12 depend on dividends for income. I have invested in a
13 number of utility companies. I believe that there is
14 reason for concern. I -- some of the companies
15 have -- or majority have increased their dividends
16 throughout the year on a steady basis. Ameren has not
17 increased their dividends for as long as I can recall,
18 and in fact, this past year, they cut it 40 percent.
19 So my income was cut 40 percent on that particular
20 income, and then I see an increase in -- or want an
21 increase in the rates, and it's -- it's going to
22 affect me, and it's going to affect a lot of people in
23 my time of retirement. That's basically what I have
24 to say. I just was a concerned customer, and I oppose
25 the rate increase.

1 CHAIRMAN CLAYTON: Okay. I don't have any
2 questions for you. I appreciate you coming.

3 Are there any questions from the attorneys?

4 (No response.)

5 CHAIRMAN CLAYTON: Hearing none, thank you
6 very much for coming, Mr. Hazelrigg.

7 Also from Brookfield, Dick -- is it
8 Liedorff? Did I pronounce that correctly, sir?

9 MR. LIEDORFF: Yes, sir.

10 CHAIRMAN CLAYTON: Would you raise your
11 right hand?

12 (Witness sworn.)

13 DICK LIEDORFF testified as follows:

14 CHAIRMAN CLAYTON: Would you give us your
15 name and maybe spell it also?

16 MR. LIEDORFF: My name is Dick Liedorff.
17 It's spelled L-I-E-D-O-R-F-F.

18 First off, I'd like to thank you for the
19 opportunity to be here. I'd like to thank Ameren. I
20 am a customer, and I would like to say that the people
21 in my area are outstanding. They're good people to
22 work with. They do a fantastic job.

23 I'm retired. I'm on a fixed income. What
24 I get every month is what I get. There is no more.
25 My wife just informed me this morning that the tax on

1 her retirement doubled plus a dollar, a dollar over
2 double. Social security has given us no increase, and
3 now Ameren wants an 18 percent increase. And my
4 question is, like so many other people here, where am
5 I going to get it? That's all.

6 CHAIRMAN CLAYTON: Mr. Liedorff, let me --
7 can I ask you a few questions?

8 MR. LIEDORFF: Yes, sir.

9 CHAIRMAN CLAYTON: You mention the people
10 are good to work with at Ameren.

11 MR. LIEDORFF: Yes, sir.

12 CHAIRMAN CLAYTON: What do you mean by
13 that? How have you worked with Ameren? Can you give
14 me some examples?

15 MR. LIEDORFF: I'm talking about the people
16 who live in our town and who come out and fix the
17 power lines when the ice brings them down, when we
18 have malfunctions. Those people are there as quickly
19 as they can get there and usually quicker than you
20 would anticipate.

21 CHAIRMAN CLAYTON: So you're happy with the
22 response that you get when there's an outage or if
23 there's a storm and the power goes out, something like
24 that?

25 MR. LIEDORFF: Absolutely.

1 CHAIRMAN CLAYTON: Okay.

2 MR. LIEDORFF: They're good people.

3 CHAIRMAN CLAYTON: How would you assess the
4 reliability of the service in Brookfield? Do the
5 lights stay on all the time or do you have a lot of
6 interruptions?

7 MR. LIEDORFF: No, sir. We get good
8 service. Like everything else, once in a while,
9 there's a hiccup, but for the most part, no. Our
10 service is good. Our reliability is good.

11 CHAIRMAN CLAYTON: No problems with billing
12 or any disputes with customer service?

13 MR. LIEDORFF: Hate to go there because I'm
14 one of these guys that my wife takes care of the bills
15 and I never see them.

16 CHAIRMAN CLAYTON: Well, you'd be happy to
17 know you just put that in the record here, so. I
18 don't think I have any other questions. Thank you
19 very much for coming.

20 MR. LIEDORFF: Thank you, sir.

21 CHAIRMAN CLAYTON: Jim LeCompte.

22 MR. LECOMPTE: Yes, sir.

23 CHAIRMAN CLAYTON: Come on down.
24 Kirksville, Missouri?

25 MR. LECOMPTE: Yes, sir.

1 CHAIRMAN CLAYTON: Did I pronounce that
2 correctly?

3 MR. LECOMPTE: LeCompte, yes.

4 CHAIRMAN CLAYTON: LeCompte. If you would
5 raise your right hand, please?

6 (Witness sworn.)

7 JIM LECOMPTE testified as follows:

8 CHAIRMAN CLAYTON: Would you give us your
9 name and spell it, please?

10 MR. LECOMPTE: My name is Jim. Last name
11 is spelled LeCompte, capital L, small E, capital C,
12 O-M-P-T-E.

13 CHAIRMAN CLAYTON: Please share with us
14 your comments.

15 MR. LECOMPTE: I'm a retiree like -- most
16 likely a lot of people in this room. And UE last year
17 got an 8 percent increase and now we're going for an
18 18. So in a two-year period, we're going to be up to
19 26 percent, and back in my mind, I'm sitting in my
20 chair saying, what is the justification for an
21 18 percent increase?

22 And of course, as a retiree, we're living
23 on a fixed income. I guess what really ticks me off,
24 there's such a big effort in this country to buy
25 efficient appliances, to buy those crazy light bulbs,

1 high efficiency furnaces and air conditioning units,
2 and you do all this and you lay out thousands of
3 dollars to do it, and then UE comes along with an
4 18 percent increase on top of last year's 8 percent
5 and everything's negated out. And that's my comment.

6 CHAIRMAN CLAYTON: May I ask you some
7 questions --

8 MR. LECOMPTE: Yes.

9 CHAIRMAN CLAYTON: -- Mr. LeCompte? Can
10 you give me some examples? Have you spent money,
11 significant money, on upgrades of your appliances?

12 MR. LECOMPTE: Yes.

13 CHAIRMAN CLAYTON: Can you give some
14 feedback on that?

15 MR. LECOMPTE: We put -- I own a house down
16 in Union, Missouri. For instance, we put in the most
17 efficient air conditioning unit that you can buy on
18 the market. It's a Lennox. We put in the most
19 efficient pulse heater boiler system. We changed out
20 all the fixtures for these cork-screwed light bulbs.
21 I say I've spent at least 20,000 just on the
22 mechanicals because I bought the best that money could
23 buy, the most efficient. So now when -- we use it as
24 our second home down there because we live here in
25 Kirksville. That's all going to be negated.

1 CHAIRMAN CLAYTON: Is the -- of the 20,000,
2 how much extra do you think you spent over and above
3 what you would have spent on, perhaps, less efficient
4 appliances?

5 MR. LECOMPTE: I really don't know. I just
6 went to the, you know, to my research and what the
7 manufacturer said, this was the best and the most
8 efficient.

9 CHAIRMAN CLAYTON: Okay. And Ameren serves
10 Union?

11 MR. LECOMPTE: Yes.

12 CHAIRMAN CLAYTON: They do?

13 MR. LECOMPTE: Yes.

14 CHAIRMAN CLAYTON: I don't have any other
15 questions. Thank you very much for coming.

16 MR. LECOMPTE: Thank you.

17 CHAIRMAN CLAYTON: Are there any questions?

18 (No response.)

19 CHAIRMAN CLAYTON: Hearing none, thank you
20 very much for coming, Mr. LeCompte.

21 Next person is Connie Coaley, I believe.

22 MR. COOLEY: Cooley.

23 CHAIRMAN CLAYTON: I thought it was an A.

24 Come on up.

25 MR. COOLEY: That's the way I write.

1 CHAIRMAN CLAYTON: From Green Top?

2 MR. COOLEY: From Green Top, yep.

3 CHAIRMAN CLAYTON: You bet. Well, I

4 thought it was C-O-A. I apologize.

5 Would you raise your right hand, please?

6 (Witness sworn.)

7 CONNIE COOLEY testified as follows:

8 CHAIRMAN CLAYTON: Would you give us your

9 name and spell it for me?

10 MR. COOLEY: My name is Connie,

11 C-O-N-N-I-E, and Cooley, C-O-O-L-E-Y.

12 CHAIRMAN CLAYTON: And you're from Green

13 Top and a customer of Ameren?

14 MR. COOLEY: Yes.

15 CHAIRMAN CLAYTON: Would you share with us

16 your comments?

17 MR. COOLEY: Okay. We bought property in

18 Green Top in 2002, and the people that own the

19 property before we bought it had put three meters in

20 three different buildings. It had a meter in each

21 building. They had started one building as a

22 business. She was going to sell small utility

23 trailers, and he was going to sell used cars. They

24 both worked at Hollister here in Kirksville. He got

25 killed in a car wreck, and so she finished the

1 building, the last building that they started the way
2 he wanted, but she met another guy, and they got
3 married, and they wanted to move out of town. So I
4 contacted Ameren to hook the electricity up in our
5 name, and they come out, and I asked them why one
6 building was listed as a business. And they said,
7 well, that's the way it was built as a business. And
8 I told them that we was not running it as a business.
9 We wanted it on the residential rate. The guy
10 informed me that you was only allowed two residential
11 meters and anything more than that was on a business
12 rate.

13 Our light bill in the building that they
14 consider a business runs more than what our entire
15 house light bill does per month. We have a little
16 electric heater down there to keep the bathroom from
17 freezing, and I use the lights once in a while down
18 there in the shop, but we use very little extra stuff
19 in the building, but our light meter or our light bill
20 from it is higher than it is at our house.

21 I contacted Ameren about consolidating the
22 meters into one. The building that is listed as a
23 shop has the newest electrical hookups and its
24 underground line comes in from the road, and I told
25 them that I'd like to hook the other two buildings

1 into it. The guy informed me that you cannot do that
2 because it's not built for that. You can't hook any
3 of the buildings together, and if we wanted to do
4 that, we would have to put in a new line and we would
5 have to pay for it even though the meter is on the
6 building. And I told him that I felt like that
7 anything extra that come into the meter was Ameren.
8 And he said, no, if you change it, it's your expense.
9 And I said, then put it above ground so it won't cost
10 as much. He said, we'll put it above ground, but
11 we'll set a pole right in the middle of your garden
12 and said you'll have to work your garden around it. I
13 insisted that we have -- try to work out something
14 where we could have less meters and less light bills.
15 They informed us that it couldn't be done.

16 Now we're in the process of putting a roof
17 over our building and over our house, a metal roof all
18 over it. There's a pole that's in the way, and I had
19 contacted Ameren earlier about moving the pole, and
20 they contacted me and said that it was my
21 responsibility to buy the pole, to set the pole, to
22 put it where I wanted it and to rehook the house back
23 to the meter, that they would come out and move the
24 line and put the meter on the other pole. And I said,
25 I would like to hook the other -- my garage, at least

1 do away with one meter and get down to where I would
2 have only two meters and have two residential meters.

3 We haven't talked to them. I don't know
4 whether they will change the rating on the third
5 building. If we do away with one meter and get down
6 to two, if they'll do away with it where our light
7 bill will be cheaper, we'll only have three and with
8 their increase at \$15 a month, that will be \$45 a
9 month, if we have to keep three meters.

10 And I am on social security. My wife is on
11 social security, but she works outside the home, and
12 it's hard to keep everything going. And all we ask is
13 that Ameren will work with us. We don't like the rate
14 increase either, but all we ask is that Ameren will
15 work with us to consolidate and let us get by with
16 maybe one meter or no more than two meters, but so far
17 they have not been -- been very willing at the office.

18 CHAIRMAN CLAYTON: Have they been -- aside
19 from basically declining your requests, have they been
20 difficult to deal with? Are they --

21 MR. COOLEY: The first guy I talked to
22 shortly after we moved in there was very, very
23 belligerent about it, that there was no way that we
24 could hook any other buildings into that power supply.
25 The building was set up, had electricity put in it for

1 welders, for a car wash, for heavy duty electrical
2 use, but it's not being used as that.

3 CHAIRMAN CLAYTON: So you don't have any
4 heavy duty equipment going right now?

5 MR. COOLEY: I have no -- it's got an
6 electric furnace in it, and I don't run it. I put a
7 wood stove in the building to keep from running the
8 electric furnace. I don't use a welder. We don't
9 have a car wash in there. It has a water heater in
10 the bathroom. It hasn't been turned on for three or
11 four years. There's just no heavy electrical use in
12 the building, so I see no reason why it's not wired
13 heavy enough to include it with our garage, which our
14 garage, all I do is use a charger once in a while to
15 charge a boat battery or turn the lights on to see
16 what I'm doing in the garage. And there's a hookup in
17 there for a welder, but like I say, I don't use a
18 welder. So I see no reason that we can't be down to
19 two meters and have done away with on the business
20 meter because it is at a very high rate.

21 CHAIRMAN CLAYTON: Mr. Cooley, I don't have
22 any questions for you, but I think it will be worth
23 while -- I'm looking for -- where is Ms. Mantle?
24 There you are.

25 Could you meet with our staff person? And

1 maybe -- maybe we could assist in facilitating this.
2 It doesn't seem logical, the information that you're
3 giving me, but I mean, there may be other information
4 I'm not aware of. Would you mind meeting with
5 Ms. Mantel and just going over this and maybe -- maybe
6 we could provide some assistance.

7 MR. COOLEY: Okay. And I would like -- if
8 AmerenUE is out there, I would like to speak to them,
9 too.

10 CHAIRMAN CLAYTON: I'm sure someone from
11 Ameren -- can we get -- maybe the three of you can go
12 have some private time out by the fireplace across the
13 hall.

14 MR. COOLEY: Sounds great.

15 CHAIRMAN CLAYTON: And maybe resolve some
16 issues. That's what we're all about here.

17 Does anyone have any questions for --

18 (No response.)

19 CHAIRMAN CLAYTON: No questions. Thank you
20 very much for coming.

21 MR. COOLEY: Okay.

22 CHAIRMAN CLAYTON: I've been to Green Top,
23 too.

24 MR. COOLEY: All right.

25 CHAIRMAN CLAYTON: Joe Rhoads, Kirksville.

1 Mr. Rhoads.

2 Mr. Rhoads, could you raise your right
3 hand?

4 (Witness sworn.)

5 JOE RHOADS testified as follows:

6 CHAIRMAN CLAYTON: You're under oath.
7 Would you give us your name and spell it, please?

8 MR. RHOADS: Joe Rhoads, R-H-O-A-D-S.

9 CHAIRMAN CLAYTON: And would you share with
10 us your comments?

11 MR. RHOADS: Well, originally, I came here
12 to ask you questions. I got my questions answered by
13 staff members here.

14 I will say that we have been with AmerenUE
15 and Missouri Power & Light, and what have you for --
16 since 1959. We have a -- we were the ninth person in
17 Kirksville to put in electric heat, and we love it and
18 everything goes well. However, with rate increases
19 and so forth, this -- I think the past month -- I keep
20 a religious record of all my heat bills and everything
21 and usage and cost -- we got our highest bill since
22 '59. I think it was last month, over 220 plus
23 dollars.

24 So -- and we are on a fixed income. My
25 wife and I both are retired, so we have -- we have to

1 watch our expenses very closely, but they've served us
2 well, and we're pleased with the service and
3 everything, but concerned about the expense, and I
4 have -- as I told you, I've got my answers that I came
5 with this evening, and I'm satisfied with them that
6 they're going to send me some information about the
7 situation down in southeast Missouri, and I'm pleased
8 to hear about that, and so that's primarily the reason
9 I put my name down.

10 CHAIRMAN CLAYTON: Okay. The highest bill
11 that you ever received, that was -- was that during
12 that cold snap that we had?

13 MR. RHOADS: Yes, sir.

14 CHAIRMAN CLAYTON: Back when it was
15 zero degrees?

16 MR. RHOADS: Yes.

17 CHAIRMAN CLAYTON: Probably colder -- it's
18 always colder in Kirksville. That's my experience.

19 MR. RHOADS: We built our house in '59, and
20 I very religiously collected all of the information I
21 could about the electric heat. In fact, I had to prod
22 Missouri Power & Light to get the information about
23 electric heat, because I had been reading about it in
24 other sources, and I kept prodding them about it, and
25 finally, Mr. Davis, who was an individual working with

1 Missouri Power & Light, when they were up on the
2 square, came to me, and said, Joe, I've got some
3 information for you. And he sent me to a person by
4 the name of Bob LaFessey. And Bob said, yeah, I can
5 tell you approximately how much it would cost to heat
6 your house, if you'll give me the plan and so forth.
7 I drewed up the plans, took it to him. About a week
8 later, I got the information. And he said, based on
9 what Missouri Power & Light is charging now for rates,
10 your cost will be X number of dollars, and he was very
11 close. He was --

12 CHAIRMAN CLAYTON: Was it higher or lower
13 than doing the gas?

14 MR. RHOADS: Well, we didn't have gas.

15 CHAIRMAN CLAYTON: You didn't have gas
16 before, so.

17 MR. RHOADS: We built the house right after
18 -- four years after we got married, and we love it,
19 and we've got ceiling heat, and as I said, we were the
20 ninth person in Kirksville to put in electric heat.
21 We've been very pleased with it.

22 CHAIRMAN CLAYTON: How efficient of a unit
23 do you have right now?

24 MR. RHOADS: It's cable.

25 CHAIRMAN CLAYTON: Cable. Okay.

1 questions. Thank you very much for coming.

2 Are there any questions of the witness?

3 (No response.)

4 CHAIRMAN CLAYTON: Hearing none, thank you

5 very much for coming.

6 MR. RHOADS: Thank you.

7 CHAIRMAN CLAYTON: Martha Bartter. Is it

8 Bartter?

9 MS. BARTTER: It is.

10 CHAIRMAN CLAYTON: Come on -- come on down.

11 MS. BARTTER: I have a letter.

12 CHAIRMAN CLAYTON: That would be great.

13 Why don't you -- could you raise your right hand?

14 (Witnesses sworn.)

15 MARTHA BARTTER and ANDY HILGARTNER testified as

16 follows:

17 CHAIRMAN CLAYTON: And would you state your

18 name, and state your name.

19 MS. BARTTER: Well, my name is Martha

20 Bartter. It's B-A-R-T-T-E-R.

21 MR. HILGARTNER: Andy Hilgartner. I sign

22 with initials C.A., and I go by Andy, and my last name

23 is H-I-L-G-A-R-T-N-E-R, and yes.

24 CHAIRMAN CLAYTON: Okay. Great. And I

25 think, were you just going to submit your comments?

1 MS. BARTTER: Yeah.

2 CHAIRMAN CLAYTON: Or feel free to offer us
3 some additional comments.

4 MS. BARTTER: Very much the same. We're
5 retired and on a fixed income and --

6 MR. HILGARTNER: Correction. I'm not
7 retired. I'm an independent scholar, which means
8 nobody telling me what to do and nobody paying me to
9 do it.

10 CHAIRMAN CLAYTON: Gotcha.

11 MS. BARTTER: That's a very good response.

12 MR. HILGARTNER: Nothing -- you can't
13 retire from that.

14 MS. BARTTER: No. It's a very fixed
15 income.

16 MR. HILGARTNER: A little bit of social
17 security.

18 MS. BARTTER: And of course, like everybody
19 else, we have no increase in social security, and I'm
20 co-signing my grandson's college loans, which makes me
21 very nervous indeed.

22 CHAIRMAN CLAYTON: Does he go to school
23 here?

24 MS. BARTTER. No. He goes to Houghton. He
25 lives in upstate New York.

1 MR. HILGARTNER: Rochester.

2 MS. BARTTER: We've done what we can to
3 reduce our costs, you know, changing the light bulbs.
4 We changed -- we put in super efficient windows a few
5 years ago and that was pretty costly, and we have
6 really good insulation. Aside from that, don't know
7 what more we can do.

8 CHAIRMAN CLAYTON: Okay.

9 MS. BARTTER: And this electric bill that I
10 paid yesterday was a shocker, so.

11 CHAIRMAN CLAYTON: Is that for the colder
12 period --

13 MS. BARTTER: Yep.

14 CHAIRMAN CLAYTON: -- of time? Yeah. I
15 think that's going to be consistent for a lot of
16 people.

17 MS. BARTTER: I wasn't terribly surprised,
18 but I didn't like it very much, and then I went and
19 figured what 18 percent would do to it.

20 CHAIRMAN CLAYTON: Okay.

21 MS. BARTTER: And I found it very
22 frightening.

23 I have a question, and I think it's a
24 question more for Ameren than you. We happen to live
25 in an area where our utilities are all under ground,

1 which means they're very much more stable. We
2 don't -- they don't fall down in an ice storm, that
3 sort of thing, and I'm wondering if Ameren is
4 considering burying more of the utilities. I know the
5 older parts of Kirksville all have aboveground.

6 CHAIRMAN CLAYTON: There's been discussion
7 about that.

8 Is there someone from Ameren that would be
9 willing to meet with Ms. --

10 MR. LOWERY: Mr. Clayton?

11 CHAIRMAN CLAYTON: Yes.

12 AUDIENCE MEMBER: Way too expensive.

13 MR. LOWERY: Mr. Chairman, Mr. Wakeman is
14 here this evening, vice president of energy services.
15 I'm sure he could address that question.

16 CHAIRMAN CLAYTON: Okay. Well, then --
17 this is Mr. Lowery. We'll start with him, and I don't
18 know if I trust him on his knowledge of electrical
19 engineering --

20 MR. LOWERY: Yeah, you shouldn't.

21 CHAIRMAN CLAYTON: -- but he'll make the
22 contact.

23 Do you have anything else you want to offer
24 or do you want to offer your letter?

25 MS. BARTTER: Yes.

1 CHAIRMAN CLAYTON: And just hand that to me
2 and we'll mark it as Exhibit Number 1, and we'll
3 include that in the transcript for the hearing
4 tonight.

5 MS. BARTTER: Okay. Thank you. Anything
6 else you'd like to add?

7 MR. HILGARTNER: I'm not sure how
8 appropriate -- I'm not sure how appropriate this is,
9 but my specialty has been studying the way that our
10 culture's designed not to survive, and we can't go on
11 using as much energy per person or as much energy in
12 the country or as much energy in the world as we've
13 been using. It's a significant fraction of what we
14 get from the sun that we get by burning fossil fuels,
15 and we've got to power down, and I don't hear anybody
16 in -- you know, I'm a person. I consider myself a
17 good theorist and an obscure person, and I don't hear
18 anybody that's more prominent on saying that clearly.
19 And I mean, for example, if we have solar power and
20 wind power, we can have local power generation and not
21 have the heavy losses, relatively heavy losses, that
22 transmission -- big transmission system costs.

23 I have other ideas. This is -- but this is
24 the main thing that comes up for me in this meeting,
25 and I don't -- is we need to do this in order for my

1 grandchildren to survive. We need to make these kinds
2 of changes and a lot of others, and I don't know how
3 to get it started.

4 CHAIRMAN CLAYTON: I appreciate your
5 comments. I would -- I can't answer specific
6 questions, but I would note that Missouri does have
7 some things that are going on right now. The voters
8 passed proposition C back in November of 2008, and the
9 commission has been involved in writing rules that
10 will require utilities to get certain percentages from
11 renewable resources of energy, and it begins, I
12 believe, in 2011. It works up to 15 percent of energy
13 by -- is it 2021? Somebody correct me if that's
14 wrong. So that is going on. That's in the process.

15 And also, January 1st, as part of
16 proposition C, there's a new rebate program. If
17 people wish to put solar panels on their roof tops or
18 out in the yard, something like that, there are
19 rebates that are now in effect, and when combined with
20 federal tax credit, there are opportunities for people
21 to do that. Of course, solar is still pretty
22 expensive and not everyone has the ability to do that.

23 The last piece I want to mention is a bill
24 passed legislature last year on energy efficiency, and
25 so we'll be writing rules that are going to be more

1 formerly implementing energy efficiency in helping
2 people reduce their usage, because regardless of the
3 rate increase, the less you use in energy, the less
4 your bills are going to be across the board. So the
5 more we can do to help people do that, the better, so.
6 I just wanted to offer that response and say there is
7 some activity going on in the State of Missouri, and
8 there's room if you wish to engage in those
9 conversations.

10 MR. HILGARTNER: Thank you.

11 CHAIRMAN CLAYTON: Thank you for coming.

12 Do you have any questions of the witness?

13 (No response.)

14 CHAIRMAN CLAYTON: Hearing none, thank you
15 all very much for coming up, and make sure you meet
16 with the electrical engineer right there.

17 MR. LOWERY: I'll put them in touch with
18 one.

19 CHAIRMAN CLAYTON: The next witness, I
20 believe, is -- is it Amber Lutt? Loot? Or A-N --
21 Kirksville, Pasture Lane. Did I pronounce that
22 correctly?

23 MS. LUPTON: No. I have sloppy
24 handwriting.

25 CHAIRMAN CLAYTON: Is it Ansler?

1 MS. LUPTON: Amber.

2 CHAIRMAN CLAYTON: Amber, L-U-P-T?

3 MS. LUPTON: O-N.

4 CHAIRMAN CLAYTON: There is no O-N there.

5 I'm going to stand by my reading.

6 All right. Would you go ahead and let me

7 swear you in?

8 (Witness sworn.)

9 AMBER LUPTON testified as follows:

10 CHAIRMAN CLAYTON: And would you state and

11 spell your name for us?

12 MS. LUPTON: Amber Stottlemeyre,

13 S-T-O-T-T-L-E-M-Y-R-E, Lupton, L-U-P-T-O-N.

14 CHAIRMAN CLAYTON: Okay. Please share with

15 us your comments.

16 And before I do that, I do want to note

17 that Exhibit 1 has been submitted by Martha Bartter

18 and Mr. Hilgartner.

19 Is there any objection to receiving this

20 letter?

21 MS. HERNANDEZ: I haven't seen it, so I

22 would --

23 CHAIRMAN CLAYTON: Do you have an

24 objection?

25 MS. HERNANDEZ: I would say no, but.

1 CHAIRMAN CLAYTON: Okay. Well, we'll
2 receive that exhibit.

3 (WHEREIN, Exhibit No. 1 was marked and
4 received into evidence.)

5 CHAIRMAN CLAYTON: Go ahead with your
6 comments, Ms. Lupton.

7 MS. LUPTON: This is -- I'm a small
8 business owner here in Kirksville, Missouri, and I use
9 Ameren and have been very happy with their service so
10 far. I am -- we've had to use them for different
11 outages and different power line situations during the
12 ice, and I have been pleased with that.

13 The 18 percent just blows me away. In
14 saying that I'm a small business owner, there's only
15 three others that work in my office, but with the
16 economy with the way it is, it's very concerning to
17 know that if everybody continues to make rate hikes,
18 such as 18 percent, of what kind of business can I
19 continue to serve our community, Kirksville?

20 Whenever I was talking with my parents
21 about it this evening, they're in their 80's, and my
22 father said, but what would you do if you didn't have
23 that money to pay that extra 18 percent? He says
24 there's people on fixed incomes, such as them, and
25 they're fortunate to have it, but deplete every month

1 out of savings in order to make payments now, and just
2 to think how much 18 percent is.

3 Whenever this gentleman that was speaking
4 earlier said that, I believe, I'm not positive, but I
5 believe that he said there was 245 million dollars
6 worth of earnings that was made by Ameren, and I'm
7 thinking, do we really need to make that 18 percent.

8 And then I guess my -- I do have a question
9 wanting to know, is there something that is going to
10 justify or say, yes, that they can definitely do this
11 or what's the process that goes about in order to know
12 whether this is going to pass or not?

13 CHAIRMAN CLAYTON: For the rate case? What
14 is the process on the rate case? Well, first of all,
15 there is a process. It's an 11-month loan process.
16 It involves an audit by the staff of the public
17 service commission and also an audit analysis by the
18 public counsel, who represents the rate payers.
19 Ultimately, a hearing is going to be held in March,
20 which is more of a trial type of hearing that you'd
21 see at the courthouse, witnesses are sworn in and you
22 have parties that will participate and cross
23 examination of witnesses, then from that hearing, my
24 colleagues and I will have to make a decision based on
25 the record in that case, and there will be different

1 positions advocated by different parties; a rate
2 increase of this amount or this amount and this
3 amount. What I would urge you to do is, either meet
4 with our staff or the public counsel, who can give you
5 a better handle on what they're advocating for in that
6 process, and then that will give you a sense of where
7 the parties stand, and then the choices that the
8 commission will have in how we render a decision. So
9 I would urge you to ask those questions.

10 That's kind of a process response from my
11 part, then the parties who are here, the attorneys who
12 are here, can give you additional information.

13 MS. LUPTON: Thank you.

14 CHAIRMAN CLAYTON: Now, I did have some
15 questions, if that would be all right.

16 MS. LUPTON: Yes.

17 CHAIRMAN CLAYTON: You mentioned you're a
18 small business owner. So you're a commercial
19 customer --

20 MS. LUPTON: Yes, I am.

21 CHAIRMAN CLAYTON: -- of Ameren? And I'm
22 sure utility service is a significant portion of your
23 expense in operating that business or would you say
24 it's not so much of an expense here today?

25 MS. LUPTON: I don't think that there's an

1 issue at this point. I just know that with everything
2 that keeps hiking up that we can -- it's going to be
3 detrimental to many businesses. Everybody is hurting
4 this year especially. It seems like more than we have
5 in prior years, and whenever -- if somebody else is
6 affected, that affects my business. I'm a massage
7 therapist, and people may put off feeling better just
8 because they can't afford it.

9 CHAIRMAN CLAYTON: Certainly, I understand
10 that.

11 You mentioned outages. Have you had a
12 number of outages at your business?

13 MS. LUPTON: Not a number. We've had -- I
14 don't even know for sure how many. I've probably been
15 there for five years at my place and probably had
16 maybe five times it's been out. So I don't think
17 that's an overage.

18 CHAIRMAN CLAYTON: But you did mention you
19 were pleased with the response that the company gave
20 you?

21 MS. LUPTON: Yes, I am.

22 CHAIRMAN CLAYTON: Is it either the lineman
23 came out to address your issue --

24 MS. LUPTON: Right.

25 CHAIRMAN CLAYTON: -- or the lights came

1 back on, something like that?

2 MS. LUPTON: Right.

3 CHAIRMAN CLAYTON: Okay. I don't have any
4 other questions.

5 MS. LUPTON: All right. Thank you for your
6 time.

7 CHAIRMAN CLAYTON: I apologize for messing
8 up your name.

9 Are there any questions for the witness?

10 (No response.)

11 CHAIRMAN CLAYTON: Hearing none, thank you
12 very much, Ms. Lupton.

13 Those are the only -- do we have another
14 list, Ms. Fred? That's all we have on page 1. We'll
15 start with page 2, and when we conclude with that
16 name, I'll certainly give anyone else an opportunity
17 to chime in if they would like.

18 Bill Johnson. Mr. Johnson, would you raise
19 your right hand?

20 (Witness sworn.)

21 BILL JOHNSON testified as follows:

22 CHAIRMAN CLAYTON: And I'm not even --
23 unless your name is spelled differently, Bill Johnson
24 is your name. Would you give us your comments?

25 MR. JOHNSON: Yes. I have a concern with

1 the 18 percent of rate increase. I've been unemployed
2 for the past 17 months, and that's something -- that's
3 very difficult to deal with. It's a 66 percent income
4 reduction right off the top, if anyone's ever been on
5 unemployment.

6 The second concern also that I have is, my
7 parents, they're 86 years old, each one, and don't
8 live in this area, but it's been my experience over
9 the years that what one major company does, smaller
10 ones follow. And right now they're paying half of
11 their combined social security income to the bank for
12 a mortgage payment because they had to refinance their
13 house five years ago. So 18 percent on top of that,
14 they're already on the poverty level, they would
15 definitely be at the sub poverty level, so.

16 And the other part is, yes, we need some
17 new windows in our home. I have looked -- looking at
18 this 18 percent increase, that's going to probably
19 raise our bills close to 3 to \$400 a year, and how can
20 I buy new windows if my revenue is going for rate
21 increases? So it's kind of like a treadmill. You
22 can't keep up. Those are my main points.

23 CHAIRMAN CLAYTON: Mr. Johnson, I don't
24 think I have any questions for you. Thank you very
25 much for coming.

1 Are there any questions from the attorneys?

2 (No response.)

3 CHAIRMAN CLAYTON: Hearing none, thank you
4 very much for coming, Mr. Johnson.

5 That's the last name on the short list on
6 page 2.

7 This gentleman in the hat, come on up.

8 He's got a bigger hat, sir. Two gentlemen
9 in hats, and this one has a bigger hat.

10 MR. HOPPE: I'd probably let him go. He'll
11 probably talk better than me.

12 CHAIRMAN CLAYTON: That's all right.

13 (Witness sworn.)

14 DAVID HOPPE testified as follows:

15 CHAIRMAN CLAYTON: Please have a seat.

16 Give us your name, and if it's -- if we need you to
17 spell it, spell it.

18 MR. HOPPE: Sure. My name is David Hoppe,
19 H-O-P-P-E.

20 CHAIRMAN CLAYTON: And would you share with
21 us your comments?

22 MR. HOPPE: I do -- AmerenUE is just --

23 CHAIRMAN CLAYTON: Yeah. Speak into the
24 mic. I'm sorry.

25 MR. HOPPE: I think Ameren has established

1 that they are a profitable company to the tune of what
2 we heard tonight, about 7 to 7 percent return on
3 equity increasing our cost. The way I read the
4 paperwork is nothing more than it's to increase the
5 revenue of the company. It's not that the money is
6 needed; it's wanted. And to put that into more of a
7 perspective is how it impacts each of us here, if
8 we're on a fixed income or anything.

9 If we go through our house, which we have,
10 every time an incandescent light burns out, we put in
11 a compact fluorescent. We probably got five
12 incandescent that haven't burned out yet on the whole
13 farm. We winterize the house, we turn down heat, we
14 take all the steps we need to, and our goal is to cut
15 our electric cost by 25 percent. We did that. But
16 now we're not going to be able to do that, because
17 essentially, that reduction in power has just taken
18 away our 25 percent that we've paid for and tried to
19 earn. So the increase offsets our personal incentives
20 to conserve energy. It simply replaces the loss of
21 electricity that the utility has lost through people,
22 like us, trying to save on our electric cost.

23 CHAIRMAN CLAYTON: Mr. Hoppe, can I ask you
24 a question?

25 MR. HOPPE: Sure.

1 CHAIRMAN CLAYTON: So did you and your
2 family set out with a goal to reduce your usage by
3 25 percent?

4 MR. HOPPE: I personally set out with a
5 goal to cut the electric bill by 25 percent.

6 CHAIRMAN CLAYTON: So you mapped out, you
7 looked at your bills, you set out a schedule and you
8 identified how you would -- what it would take to
9 accomplish your goal?

10 MR. HOPPE: I identified my whole kilowatt
11 usage on an annual basis, and then looked at what I
12 could reduce that by, basically, 25 percent and what I
13 would need to do.

14 CHAIRMAN CLAYTON: What resources did you
15 use to figure out the best ways of reducing that
16 usage?

17 MR. HOPPE: Pretty much math in my head for
18 the most part.

19 CHAIRMAN CLAYTON: I don't mean the math,
20 but --

21 MR. HOPPE: I went to --

22 CHAIRMAN CLAYTON: -- like appliances, like
23 how did you figure out looking at appliances or
24 choosing among different efforts to reduce your usage,
25 is what I'm asking. Did you go -- did you look at the

1 DOA website, did you go to Ameren, did you go to local
2 services? How did you find the best way of reducing
3 that usage?

4 MR. HOPPE: Well, some of the State of
5 Missouri's website has some information on there, and
6 then essentially just looking at, for instance, the
7 energy use for X amount of kilowatt hours on an
8 incandescent bulb of a specific wattage versus the
9 energy use consumed by a compact fluorescent. The
10 energy of a certain horsepower and wattage of the
11 motor on our furnace versus replacing it with an
12 outdoor wood furnace with a smaller blower over the
13 same period of time and just come up with some rough
14 numbers on how to cut that and went about doing it.

15 CHAIRMAN CLAYTON: Okay. The electric
16 service you have, you mentioned on the farm, is that
17 entirely for the house or do you have any equipment
18 that you include in that, any electrical equipment
19 that would be part of your usage or is that just the
20 house?

21 MR. HOPPE: Yes, we do. We have livestock
22 water, I have a welder, I have -- basically, all sorts
23 of single phase shop equipment.

24 CHAIRMAN CLAYTON: Did you have any -- did
25 you have any luck reducing that usage or did you find

1 that was more difficult, easier, on the more
2 commercial side?

3 MR. HOPPE: There was only so much you can
4 do with that equipment. If you have to use it, you
5 use it; otherwise, you're not using it. The cattle
6 waters, you turn down the thermostat in there, just
7 keep them above freezing, and sometimes you have to go
8 turn them up a little bit for the week that it's going
9 to be really cold. You just manage it a little more
10 closely.

11 CHAIRMAN CLAYTON: You mentioned the State
12 of Missouri website. Do you recall which website that
13 was?

14 MR. HOPPE: Oh, not particularly. I can't
15 remember whether it was U.S. Department of Agriculture
16 site, but I think that's where I started at.

17 CHAIRMAN CLAYTON: Okay. You remember
18 going to the Be Energy Efficient website for the State
19 of Missouri?

20 MR. HOPPE: Not specifically, but I'm sure
21 I saw it.

22 CHAIRMAN CLAYTON: Has a cute little bee,
23 bee energy efficient on the -- that's our website on
24 energy efficiency. I'm seeing if it's penetrated the
25 market out here, and obviously, it hasn't.

1 MR. HOPPE: I'm sure I've used --

2 CHAIRMAN CLAYTON: It's a great looking
3 bee. It was designed by the lady in the purple over
4 there, so -- but you did go to government websites --

5 MR. HOPPE: Correct.

6 CHAIRMAN CLAYTON: -- that helped you?

7 MR. HOPPE: Correct.

8 CHAIRMAN CLAYTON: Well, I don't have any
9 other questions. I wanted to just say that's -- of
10 all the testimony we've heard, especially regarding
11 energy efficiency issues, but someone mapping out a
12 plan is the most organized that I've heard anyone
13 attack energy efficiency. So I want to compliment you
14 on that. Even with this rate increase floating
15 around, it still pays off in the end. So I
16 congratulate you on doing that.

17 MR. HOPPE: Thank you.

18 CHAIRMAN CLAYTON: I don't have any other
19 questions. Thank you very much for coming, sir.

20 The gentleman in the other hat. Would you
21 please raise your right hand?

22 (Witness sworn.)

23 KARL HILDEBRAND testified as follows:

24 CHAIRMAN CLAYTON: You're under oath.

25 Please have a seat. Tell us your name.

1 MR. HILDEBRAND: My name is Karl
2 Hildebrand. I'm the editor and chief of the Rinehart
3 News Agency. My name is spelled K-A-R-L,
4 H-I-L-D-E-B-R-A-N-D.

5 CHAIRMAN CLAYTON: All right.

6 MR. HILDEBRAND: And I find myself in kind
7 of a unique position coming up to testify this
8 evening, considering that my family 104 years ago laid
9 the lines for electricity in Kirksville. And as such,
10 we look at it from a very long viewpoint, and one of
11 our concerns is that we look at the earnings of
12 AmerenUE, which is about four dividends disbursement
13 at a quarter of a billion dollars. We understand the
14 need to have maintenance infrastructure investment
15 into the company, and that's usually, you know, a good
16 sign for a company to have that fiduciary interest to
17 its stockholders and long-term profitability.

18 However, in the case of the utility
19 company, there's some other issues that come into
20 play. They're granted a special status as being a
21 franchise monopoly in most areas. There is a state of
22 agency that exists with the government and how they
23 conduct their business and certain guarantees given
24 for both -- give and take -- for them having those
25 franchise monopolies in those areas.

1 Usually, business seeks a long-term view,
2 and it uses its earnings to protect its fiduciary
3 interest of its stockholders and it makes plans to
4 extend on maintenance infrastructure and other things.
5 It's very hard for me to understand how a company that
6 seeks to go to the government, who has a specific
7 trust they must maintain and protect, the people can
8 go and say, we're earning a quarter of a billion
9 dollars a year in profits, but we seek to have you
10 protect this profit, not that we're losing money, not
11 that a major catastrophe has happened. We don't see
12 something beyond the norm. We don't see something
13 that cannot be realistically and foreseeably planned
14 for occurring. And so we have some concerns with that
15 level.

16 And our testimony is, basically, in that as
17 a person that has both residential and commercial
18 properties, agricultural properties, and looking at
19 the cost of us doing business, we would not be
20 entitled an expectation to the same increases simply
21 because we wish to invest back into our own company to
22 ensure our own profits all of which is just a standard
23 course of business.

24 CHAIRMAN CLAYTON: You finished with your
25 comments?

1 MR. HILDEBRAND: Yes, I am, sir.

2 CHAIRMAN CLAYTON: Would you -- tell me,
3 where are you from again? Are you from Kirksville?

4 MR. HILDEBRAND: Well, my family is all
5 over Missouri. The Rinehart branch has been here for
6 a very long time. I grew up in Columbia, Missouri,
7 with our family farms being in Mexico/St. Louis area.

8 CHAIRMAN CLAYTON: Okay. Do you reside
9 close to this area now?

10 MR. HILDEBRAND: Currently, I reside in
11 Kirksville, Missouri, and we maintain four or five
12 business fronts downtown.

13 CHAIRMAN CLAYTON: Okay. Okay. I don't
14 think I have any questions for you. Thank you.

15 MR. HILDEBRAND: Thank you.

16 CHAIRMAN CLAYTON: Hang on just a second.
17 Is there anyone else who would like to testify? I
18 think --

19 AUDIENCE MEMBER: Didn't know if we could
20 ask witnesses questions or not.

21 CHAIRMAN CLAYTON: No. The witnesses are
22 only subject to cross examination by the attorneys,
23 and they haven't asked any yet.

24 AUDIENCE MEMBER: Okay.

25 CHAIRMAN CLAYTON: Wise move.

1 Any other witnesses? That's all that we
2 have left on the list.

3 Yes, sir, in the -- yeah, the sweater.
4 Come on up.

5 Who else -- can I get a show of hands, just
6 so we can get a handle. One, two -- two more. Okay.

7 Sir, would you raise your right hand?

8 (Witness sworn.)

9 DAN LAMMERS testified as follows:

10 CHAIRMAN CLAYTON: Would you state and
11 spell your name, please?

12 MR. LAMMERS: Dan Lammers, L-A-M-M-E-R-S.

13 CHAIRMAN CLAYTON: And would you share with
14 us your comments?

15 MR. LAMMERS: I am an Ameren customer. I
16 have a business also, as well as I live in Kirksville.
17 I have a business that actually sells energy efficient
18 appliances, and as the gentleman stated earlier, it's
19 almost disincentive when you're selling those
20 appliances with the idea that they're going to save
21 people money on their electric bill at an 18 percent
22 increase. When they had a 7 percent increase less
23 than a year ago, that adds up to a 25 percent increase
24 over two years.

25 I can say it sounds -- it's an awful lot of

1 increase without -- without the justification. I
2 think we need -- earlier before you came in, there was
3 comments that the -- that the profit that they're
4 generating right now is about 6 percent. A comment
5 was also made that the raise could not come before an
6 increase in building a new plant. If that's true and
7 they're getting 6 percent now and they can't get this
8 raise in order to build a new plant, then that means
9 that their 6 percent plus 18 is going to be
10 24 percent. That's quite a bit of overture. Wish I
11 could do that.

12 CHAIRMAN CLAYTON: Okay. Does that
13 conclude your comments?

14 MR. LAMMERS: I think so.

15 CHAIRMAN CLAYTON: So I want to be clear
16 about this. You sell energy efficient appliances?

17 MR. LAMMERS: I do.

18 CHAIRMAN CLAYTON: What type of interaction
19 do you have with the utility, if any at all, in energy
20 efficiency programs?

21 MR. LAMMERS: I actually changed my
22 lighting fixtures in my store over the last 18 months,
23 and I did use their credits to help cover the cost.
24 As far as interaction with the company otherwise, it's
25 interesting and maybe I'm not aware of it, but

1 Tri-County Electric, which is up in Lancaster, and
2 also the cooperative utility west of here, both offer
3 rebates for energy efficiency and ENERGY STAR
4 appliances. AmerenUE does not, that I know of, and
5 I've searched and searched, and I'm not --

6 CHAIRMAN CLAYTON: Do the rebates help move
7 product --

8 MR. LAMMERS: Oh, yeah.

9 CHAIRMAN CLAYTON: -- to speak in the
10 company lingo? Does that get more appliances into
11 people's homes to help reduce their usage?

12 MR. LAMMERS: I'm going to turn the
13 question back to you, Mr. Clayton. If you had an
14 opportunity to buy an ENERGY STAR washer for 599 and
15 you got \$100 back, you would jump on that. That's
16 20 percent. Yeah, it does. You bet it does.

17 CHAIRMAN CLAYTON: Have you worked in the
18 appliance business in any other territories outside
19 of -- outside of Ameren Electric territory?

20 MR. LAMMERS: Good question. The area we
21 cover, our demographic is 30 miles out.

22 CHAIRMAN CLAYTON: So do you get into some
23 co-op territory?

24 MR. LAMMERS: You bet. You bet.

25 CHAIRMAN CLAYTON: Do they have any

1 incentives for appliance rebates?

2 MR. LAMMERS: That's what I'm saying, yeah.
3 Tri-County Electric right now is offering a hundred
4 dollar rebate for a 599 washer.

5 CHAIRMAN CLAYTON: Is that it? Do they do
6 anything else?

7 MR. LAMMERS: Oh, sure they do. That's
8 just the example I was using.

9 CHAIRMAN CLAYTON: What else do they --
10 what else do they have?

11 MR. LAMMERS: Air conditioning, water
12 heaters -- I'm trying to think of what else.
13 Dishwashers. There is nothing on the ranges, there is
14 nothing on dryers. I don't think there's anything on
15 refrigerators right now either, but they do have one
16 on dishwashers, wash machines and on heating and air
17 conditioning and water heaters.

18 CHAIRMAN CLAYTON: Okay. I don't think I
19 have any other questions.

20 MR. LAMMERS: Thank you, sir.

21 CHAIRMAN CLAYTON: Thank you very much for
22 coming, Mr. Lammers.

23 Any questions for the witness?

24 (No response.)

25 CHAIRMAN CLAYTON: Hearing none, we'll move

1 on to -- I guess -- well, I got to pick, ma'am, why
2 don't you --

3 MS. HERNANDEZ: Mr. Chairman, before the
4 witness testifies, I received a letter from Ms. Gay
5 Fred, and it looks like it's from Mr. James LeCompte.

6 CHAIRMAN CLAYTON: LeCompte?

7 MS. HERNANDEZ: Yes. He testified earlier.

8 CHAIRMAN CLAYTON: Yes.

9 MS. HERNANDEZ: He wished for this to be
10 entered into evidence.

11 CHAIRMAN CLAYTON: Well, let's mark it as
12 Exhibit 2.

13 Do you have any objection to this one?

14 MS. HERNANDEZ: No, I do not.

15 CHAIRMAN CLAYTON: You fought long and hard
16 on the last one.

17 MR. MILLS: No objection.

18 MR. LOWERY: Far be it for me to object,
19 Your Honor.

20 CHAIRMAN CLAYTON: Thank you. Thank you
21 very much.

22 We'll mark as Exhibit 2 the letter from
23 Mr. LeCompte, who testified earlier today, receive
24 that into the record.

25 (WHEREIN, Exhibit No. 2 was marked and

1 received into evidence.)

2 CHAIRMAN CLAYTON: Hello. Would you raise
3 your right hand, please?

4 (Witness sworn.)

5 ANNETTE FRANKLIN testified as follows:

6 CHAIRMAN CLAYTON: Would you state and
7 spell your name?

8 MS. FRANKLIN: Annette Franklin.

9 CHAIRMAN CLAYTON: And share with us your
10 comments.

11 MS. FRANKLIN: Do I need to spell it?

12 CHAIRMAN CLAYTON: If it's Franklin as in
13 Benjamin Franklin, I think we're in good shape. Speak
14 into the mic, so everybody can hear you.

15 MS. FRANKLIN: Okay. I was just saying
16 that if I walk into Walmart and stole a pack of gum,
17 I'd be put in jail, you know, court costs, fines, et
18 cetera, but with this 18 percent increase, I feel it's
19 highway robbery. I feel like you're just robbing us
20 and you just walk away as a hero. I don't see how
21 this is benefiting anyone but yourself.

22 I'm a home health aid. I've been doing
23 this job for 12 years. The new people that are coming
24 in are making more than me, and there's no sight in
25 getting a raise in my wage. The older they are

1 they're locked in a two-year plan with no wage
2 increase.

3 The water went up, trash went up, postage
4 goes up, food increases, gas goes up, et cetera, et
5 cetera, et cetera, but our wages stay the same and now
6 you're asking for an 18 percent increase. How do you
7 expect us to pay for this? This to me is just
8 robbery. It should be worse than stealing a pack of
9 gum, but it's not. And I understand that you need an
10 increase, but 18 percent?

11 You know, you say this is based on an
12 average, but then there's us who actually try to save.
13 The lights go off every single time I exit a room. I
14 use absolutely no air conditioning in the summertime,
15 absolutely none. You know, if I want to cool off, I
16 find other ways, you know, take a cold shower, cool
17 off with my head under the cold water, but I don't use
18 any air conditioning at all. I am careful and
19 constantly trying to save, but how can I save if the
20 rate keeps going up? We have two meters on our house;
21 one meter only runs on a deep freeze, which means
22 it's -- it runs about 9 to \$10 a month, and the rate
23 increase we'll be paying more for the increase than
24 the actual usage.

25 And I just have one question I wanted to

1 ask. I'm trying to use these energy efficient light
2 bulbs, but then I was told by somebody that this
3 contains mercury, and it's very hazardous to throw
4 away and if you break it, you're not supposed to clean
5 it up, that you're supposed to call somebody in to get
6 this -- to clean it up. What's your comment? I mean,
7 what are we supposed to do about that?

8 CHAIRMAN CLAYTON: That's an excellent
9 question, Ms. Franklin, and I broke one and I cleaned
10 it up, but I understand exactly what you're saying.

11 Does anyone know? Do you all know anything
12 about that? Do you have --

13 MR. LOWERY: The folks outside very well
14 might have some information about that, Mr. Chairman.

15 CHAIRMAN CLAYTON: Let's see if we can find
16 somebody who can answer that question, because I think
17 it's a valid question. It's come up in media reports.
18 I've heard people say that there's significant amount
19 of mercury in them and there's danger associated with
20 them. But on the other hand, they say, no, it's an
21 insignificant amount of mercury and you don't have to
22 worry about it. And it's one of those things who do
23 you believe, but we'll see if we can get some
24 information for you here today.

25 As far as your other comments, I don't have

1 any questions. I think your message comes through
2 loud and clear. Thank you very much.

3 Do we have any staff members that are still
4 in here or are they all working right now? Did they
5 run?

6 If we can just see if we can at least get a
7 name and phone number or address, if we don't have the
8 answers here today, that we can at least get that
9 information to Ms. Franklin.

10 Sir, I think you were next. Come on up.

11 Do we have anyone in Jefferson City?

12 MR. CRUMLEY: No.

13 CHAIRMAN CLAYTON: Is there anyone there?

14 MR. CRUMLEY: No.

15 CHAIRMAN CLAYTON: So we just got a picture
16 up of an empty room?

17 MR. CRUMLEY: We actually have -- they
18 actually shut their system down. It's web streaming.

19 CHAIRMAN CLAYTON: Well, we're just showing
20 off our technology here tonight. Sometimes we have
21 people who can't make it, so we have space open, if we
22 have staff members or if we have commissioners that
23 can't make the trip. So that's -- I forgot to
24 recognize if there were any commissioners there.
25 Enjoy the technology.

1 Sir, would you raise your right hand,
2 please?

3 (Witness sworn.)

4 KENNETH ZIEGLER testified as follows:

5 CHAIRMAN CLAYTON: Would you state and
6 spell your name?

7 MR. ZIEGLER: Kenneth Ziegler, Z as in
8 zebra, I-E-G-L-E-R.

9 CHAIRMAN CLAYTON: And please share with us
10 your comments.

11 MR. ZIEGLER: Oh, okay. One is that I
12 believe AmerenUE does a fine service. They do provide
13 good quality service, and I agree with that. I do
14 believe that this increase is a little larger than we
15 should be getting or requested here.

16 Also, I have two questions for AmerenUE.
17 One is based on the voluntary reduction in usage and
18 energy efficient appliances and devices. What has
19 been the reduction in overall demand for electricity?
20 And two, is part of this increase needed to replenish
21 company reserves expended for the Taum Sauk incident.

22 CHAIRMAN CLAYTON: Good questions. We're
23 going -- let's find somebody -- maybe someone from
24 Ameren can provide some responses on that, and on the
25 Taum Sauk issue, I would urge you to speak with public

1 counsel. They worked hard on this issue, and he may
2 be able to give you some information on whether or not
3 there are any costs associated with Taum Sauk in this
4 rate case. So I'd speak with both of them to get that
5 answer. Glad you asked them.

6 Anyone else? Anyone --

7 Yes, sir. Come on up. Would you please --
8 you got your right hand up. Great.

9 (Witness sworn.)

10 JOSHUA MANTOOTH testified as follows:

11 CHAIRMAN CLAYTON: Would you share with us
12 your name, spell it, if you feel we need you to spell
13 it?

14 MR. MANTOOTH: My name is Joshua Mantooth.
15 It's M-A-N-T-O-O-T-H. And I'm a student here at
16 Truman State. I was raised in Columbia. Currently,
17 rent here, and I'm an AmerenUE customer. I can say a
18 lot of things about AmerenUE, but I'll limit my
19 comments. It seems like a lot of people here tonight
20 talked about how they've tried to decrease their
21 energy expenses and energy use, and AmerenUE is -- has
22 not been asked to do the same amount of reduce in
23 their use.

24 I know prop C was passed and asked for an
25 increase in renewable energy, but if a bill came to

1 the state to ask AmerenUE to increase their renewable
2 by 18 percent in one year, I think that would probably
3 be laughed -- laughed down and to ask people who are
4 under a lot of constraints right now because of
5 recession. People have lost jobs. They're facing a
6 lot of difficulties, and they don't know if they can
7 pay their bills. To ask to increase their energy
8 costs by 18 percent is ridiculous, especially when
9 half of that cost is going to support the continued
10 use of a non renewable and incredibly dirty fuel, such
11 as coal, that has numerous social and environmental
12 problems associated with it. I think those are well
13 known, and from my point of view, are very hard to
14 argue against. I know plenty of people who would. I
15 think that's all I have to say.

16 CHAIRMAN CLAYTON: Mr. Mantooth, I want to
17 ask you a question. Your Hickman jersey gave you away
18 on the Columbia thing.

19 MR. MANTOOTH: Yeah.

20 CHAIRMAN CLAYTON: But I'm assuming that
21 you probably haven't lived in Columbia outside of your
22 parents' house. Have you ever been a customer of
23 Columbia Electric?

24 MR. MANTOOTH: Of Columbia Electric, no.

25 CHAIRMAN CLAYTON: Personally? I was going

1 to ask you to compare the service and the type of
2 promotions that the two entities would possibly offer
3 as it relates to energy efficiency. Do you have any
4 knowledge of that?

5 MR. MANTOOTH: I cannot compare the two,
6 but I can say that I'm, you know, aware that AmerenUE
7 and other large facilities have spent time and money
8 to promote energy saving campaigns. Obviously, this
9 is the cheapest way to promote energy savings. It's
10 the cheapest way for individuals paying for energy to
11 cut their costs. It's also the cheapest way for
12 utilities to cut costs because their -- their capital
13 investment on these campaigns is very limited compared
14 to setting up renewable energies. Having a billboard
15 that tells people to use less energy is very cheap
16 compared to setting up a wind farm, and then at the
17 same time asking them to use less energy and also
18 asking them to pay 18 percent more. It seems slightly
19 ridiculous.

20 CHAIRMAN CLAYTON: Okay.

21 MR. MANTOOTH: But I will say that I don't
22 have any complaints with my service with Ameren here.
23 I've never had any problems, and our bills here are
24 significantly lower for myself and my roommates than
25 other people have testified. We keep our house at

1 about 50 degrees in the winter, so that's
2 significantly less energy usage there, but.

3 CHAIRMAN CLAYTON: Thank you very much for
4 testifying. I don't have any other questions.

5 Any questions for the witness?

6 (No response.)

7 CHAIRMAN CLAYTON: Hearing none, thank you,
8 sir.

9 Anyone else who would like to testify?
10 Boy, the hands keep coming up.

11 Yes, sir. Right over here. Would you
12 raise your right hand, please?

13 (Witness sworn.)

14 FLOYD OWINGS testified as follows:

15 CHAIRMAN CLAYTON: Please have a seat, and
16 give us your name and spell it, if necessary.

17 MR. OWINGS: My name is Floyd Owings,
18 O-W-I-N-G-S.

19 CHAIRMAN CLAYTON: And please share with us
20 your comments.

21 MR. OWINGS: Okay. My comment, I am an
22 employee of a small business of appliance, and like
23 Mr. Lammers stated, we try to push for people to use
24 ENERGY STAR products to help them save energy and --
25 but one thing I wanted to comment on, this summer when

1 we had the tornado go through, AmerenUE was real quick
2 in getting things back up and going. You know, I'm
3 very thankful for that because our business was, you
4 know, affected by the tornado, and they did a great
5 job getting it back up, and you know, coming in.

6 CHAIRMAN CLAYTON: How long was the power
7 out; can I ask you that?

8 MR. OWINGS: Actually, it was only like --
9 our business, like maybe 24 hours, but we -- my boss
10 brought in a portable generator so we were able to,
11 you know, continue to have, you know, had our store
12 open and kept going and didn't have all the damage we
13 sustained, but we serve, you know, like for us, we
14 service quite a wide area. Like, you know,
15 Tri-County, and you know, electric company out to the
16 west, and I can agree, I hear a lot of different
17 comments, you know, about saying about what their
18 energy cost is.

19 As far as the amount, I can't really
20 justify for that -- that much, you know. I'm probably
21 in better shape than, you know, if it did happen, I
22 could probably afford it more than a lot of people,
23 but I keep hearing people, how can we get by if this
24 happens, and I know something like that affects --
25 like a triple down effect, affects the other people

1 for, you know, if they got to pay more for that than
2 they have less money to, you know, buy appliances or
3 for service on them, and that's probably about the
4 main thing I wanted to comment on.

5 CHAIRMAN CLAYTON: You mentioned service by
6 Tri-County, and I didn't pick it up. I may have been
7 writing down. Did you know the difference in price
8 between Tri-County and Ameren?

9 MR. OWINGS: No, I do not know.

10 CHAIRMAN CLAYTON: What do you hear; which
11 is higher or lower?

12 MR. OWINGS: Well, I just know people who
13 comment about it, just comments on what they say. As
14 far as if they're paying more or less, I don't know
15 what the rate is. My boss, you know, they live in
16 Lancaster/Unionville, they would have came for
17 something like this, but you know, they have a
18 business here in Kirksville. They live, you know,
19 other -- you know, for the other electric companies,
20 so they didn't feel the need to -- for them to show up
21 for this, but I feel it affects us.

22 And another thing our business has done,
23 we've changed our lighting this past year. We put new
24 lighting up in our store, too, to try to help keep the
25 cost down because my boss's wife kept saying how

1 expensive, you know, electricity rate is and try to
2 keep things down. So like in a room, we try to turn
3 everything down, you know.

4 CHAIRMAN CLAYTON: Did it reduce energy; do
5 you know?

6 MR. OWINGS: I'm sure it did some, but I
7 don't know to what extent. Because like I said, it's
8 their business. They don't comment to me. You know,
9 I try to do everything on that to keep things down
10 and --

11 CHAIRMAN CLAYTON: Does Ameren serve
12 Lancaster?

13 MR. OWINGS: No. It's Tri-County.

14 CHAIRMAN CLAYTON: Tri-County serves
15 Lancaster.

16 Okay. Anything else? I didn't mean to
17 interrupt you.

18 MR. OWINGS: No. That's all I've got to
19 say.

20 CHAIRMAN CLAYTON: I don't have any other
21 questions. Thank you very much for coming,
22 Mr. Owings.

23 Any questions of the witness?

24 (No response.)

25 CHAIRMAN CLAYTON: Hearing none.

1 There's another hand. I think this
2 gentleman right here. I'm sorry. Come on up. Please
3 raise your right hand.

4 (Witness sworn.)

5 JOHN KRAMER CHINN testified as follows:

6 CHAIRMAN CLAYTON: Please have a seat.
7 Give us your name.

8 MR. CHINN: My name is John Kramer Chinn.
9 I'm from Shelbyville, Missouri, and I'm not a customer
10 of AmerenUE, whatever the name of the company is. I
11 called my local co-op, who is Palmyra Rural Electric
12 this afternoon. I knew I was coming up here, and I
13 said, what did I pay for electricity for the past 12
14 months? I have two meters. One, very limited, runs a
15 drying bin and keeps a deep well operational. The
16 total for my electric bill was \$2150 for 12 months,
17 and an 18 percent increase would be \$387.06.

18 I asked those good folks how 18 percent
19 with AmerenUE, since I know that they share
20 electricity to help wholesale each other, how that
21 would affect my electric bill as a rural customer, and
22 they said it would be negligible. I got to be honest
23 with you, when anybody says negligible to me, I don't
24 believe them. It's -- it's all smoke and mirrors. At
25 some point that's going to affect all electric rates

1 in the State of Missouri. If they're sharing
2 electricity during peak times, there's going to be an
3 increase of some sort. Now, Palmyra may have to come
4 back to you and ask for a rate increase. I don't know
5 the differences between member-owned and
6 investor-owned. I do know that I sat here this
7 afternoon, and I heard a lot of concerned people, and
8 I was on your list. I don't know. Maybe I sounded
9 angry out in the hall and they took my name off of
10 your list.

11 CHAIRMAN CLAYTON: Oh, my -- you know, you
12 are on here. There was a name scratched out, now that
13 you tell me. I'm going to pay for that.

14 MR. CHINN: I am sure that I sounded angry
15 in the hall, and I am angry.

16 CHAIRMAN CLAYTON: There were two names
17 that got scratched off, and your name was right above
18 one and I --

19 MR. CHINN: The other guy was louder than
20 me.

21 CHAIRMAN CLAYTON: So anyway, please go
22 ahead.

23 MR. CHINN: We're witnessed to something in
24 the United States -- I'm 54 years old, and when I
25 first went to school, gas prices took their first huge

1 increase. They went from 35 cents to 55 cents a
2 gallon in 1973, and my dad thought it was horrendous.
3 We've seen it steadily increase since then with no
4 thought of stopping it. It seems to me that corporate
5 America at some point, at some point needs to take a
6 look around at the scale that they pay their top
7 executives. I was told that they had reduced the
8 amount that they pay their investors, that that was
9 down considerably.

10 My sister is a stockholder in AmerenUE, and
11 for years, it was good stock to own. She says it's
12 not as good now. I don't pay any attention to that
13 kind of stuff. It just seems to me that the people at
14 the top echelon, if you want to ask your customers for
15 an 18 percent increase, how about saying, we'll start
16 at the top, and I'll take an 18 percent reduction in
17 my pay and the board of directors do the same thing,
18 and then go to the people who are working that have
19 had continual pay increases and say, we're going to
20 freeze your pay or perhaps we're going to lower your
21 pay because we need to do these things to make the
22 company solid, to maintain a growth and to address
23 these new energy issues. But it always comes back to
24 the guy who pays the bill. It always comes back to
25 this guy.

1 It was addressed on a political campaign a
2 little bit for presidency when both candidates said,
3 it's corporate greed in America. That's what the
4 problem is. Well, here's another example of it in our
5 own backyard.

6 It -- I just see the public service
7 commission -- you have an opportunity to draw a line
8 in the sand and say, you know, you show these profits.
9 I don't know what their profits are, 240 million, 500
10 million, a billion dollars. I don't know what their
11 profits are. And frankly, when you look at financial
12 statements, who can figure this out? You know, who
13 really knows how much money they've made, how much
14 have they paid out here and there? I just don't -- I
15 don't see that as the issue.

16 The issue is most of these folks who spoke
17 to you tonight are on fixed incomes. Most of these
18 people tonight have worked their entire lives for a
19 little bit of security, and at every nook and cranny
20 they see that security tucked at.

21 I'm a tax collector for Shelby County, so
22 I'm witnessed to people coming in who stand there with
23 a personal property tax bill in their hand that they
24 need to get their car license, but they're also --
25 they see that tax sale in the paper in August, and

1 they know if they don't pay that tax bill they could
2 be subject to losing their home eight months from now.
3 They have to have their car, they need to maintain
4 their home and the water bill goes up, the electric
5 bill goes up, everything in their lives around them,
6 and then you have the job issue.

7 We're in a very depressed area. You know
8 that, Mr. Clayton. You are very well aware. We've
9 had two factories close in the Monroe City area, good
10 paying jobs. Cerro Copper Tubing in Shelbina,
11 Missouri. The Chinese make copper 3 cents a pound
12 cheaper than they can make it in Shelbina. At some
13 point that's going to go away, and I don't know who's
14 addressing these issues. I don't see it happening in
15 Washington. I don't see it happening in the state
16 level. I hear us talking about it, but there are over
17 3,000 counties in the United States who are all vying
18 for the same economic development, and there are no
19 corporations that make anything in the United States
20 anymore. China, Mexico, Indonesia, the Canadians,
21 they all have the business. We don't manufacture
22 anything, and yet, we say we're going to create good
23 jobs. Government doesn't create anything. It was
24 never the job of government to create it. It was the
25 job of government to level the playing field, so that

1 we could all participate equally. The corporate
2 America has squeezed out the little guy all along, and
3 he continues to put the squeeze on the taxpayer and
4 the person who pays the bill at the end of every month
5 just to heat their home.

6 I don't run air conditioning either. I
7 don't know what my air conditioning -- or what my
8 electric bill would be if I turned my air conditioner
9 on. My sister laughs at me and she says, do you lay
10 over there and sweat? I say, no, I've got a ceiling
11 fan. You know, I'd like to live in the tropics. I
12 wouldn't need heat, that's for sure, and perhaps, I'd
13 find some of that cheap labor and somebody to fan me
14 while I lay there on the beach.

15 I don't know. I have concerns. I just
16 think the public service commission is a place where
17 you guys can draw the line and say, prove to us that
18 18 percent in this economy has any reasonable sound to
19 it whatsoever, anything reasonable. Thank you.

20 CHAIRMAN CLAYTON: Mr. Chinn, thank you
21 very much for coming. I apologize for missing you on
22 the list.

23 MR. CHINN: That's fine.

24 CHAIRMAN CLAYTON: It was a sincere
25 mistake.

1 Does anyone have any questions for, Mr.
2 Chinn?

3 (No response.)

4 CHAIRMAN CLAYTON: All right. There was
5 one more person.

6 Yes, sir. Come on up.

7 Mr. Chinn, I would note, as far as the
8 rates for Missouri Rural Electric, who I believe are
9 out of Palmyra, you may want to talk to staff. This
10 is a -- this is a rate case for retail customers of
11 Ameren, not wholesale customers. So if there's any
12 trading of power, it shouldn't be any impact. So I
13 think that was accurate information from Missouri
14 Rural.

15 MR. CHINN: Thank you.

16 CHAIRMAN CLAYTON: Sorry about that. Would
17 you please raise your right hand?

18 (Witness sworn.)

19 JIM RIDENHOUR testified as follows:

20 CHAIRMAN CLAYTON: Would you give us your
21 name and spell it, please?

22 MR. RIDENHOUR: My name is Jim Ridenhour.
23 I live in Greencastle, Missouri, and my spelling is
24 R-I-D-E-N-H-O-U-R.

25 I just have a couple of comments. Before

1 AmerenUE gives me any service, whatever, for
2 electricity they provide, they charge me at least
3 \$7.25 a month. If they have a million customers,
4 that's 725 million, is the way I figure they're making
5 before they provide anybody anything in the state.
6 They do a good service, and I'm a proud of them, but I
7 don't think they're hurting for money.

8 The second comment that I have, is anybody
9 taking any lessons learned from the automobile
10 industry in this country? They made contracts with
11 people they couldn't take to support. Their employees
12 were unions and were ruined, bankrupted two companies.
13 The same thing is going to happen to the power service
14 we get in the state. Are they going to go bankrupt
15 and we're going to be sitting here with candles and
16 wood stoves to heat our houses? It's not the
17 ratepayers' fault. If the contracts say enter into
18 it, they're foolish, and I know a lot of these rural
19 electric companies, when they have power outages, they
20 have people from all walks of life that are in that
21 industry to help get it up.

22 I've got no complaint with the way they
23 performed here when we had the tornado. I'm proud of
24 them. I was absolutely stunned. My power was out
25 three days, and I had generators to take care of it in

1 those three days, but when my wife and I looked at the
2 damage, we figured it would be at least two weeks. So
3 anyone from AmerenUE you can take a pat on the back
4 from me. I'm proud of them.

5 But I just wonder, does anyone ever think
6 about this? If you keep jacking the prices and
7 jacking the prices and jacking the prices, pretty soon
8 there is no money left. That's, basically, what I
9 have to say.

10 CHAIRMAN CLAYTON: You were out of power
11 for three days. When was the tornado?

12 MR. RIDENHOUR: When?

13 CHAIRMAN CLAYTON: When?

14 MR. RIDENHOUR: I believe it was in March.
15 I can't remember.

16 AUDIENCE MEMBER: May 13th.

17 CHAIRMAN CLAYTON: May 13th of '09.

18 MR. RIDENHOUR: Okay.

19 CHAIRMAN CLAYTON: But you were satisfied?
20 You felt -- you felt good about getting the power on
21 in -- within three days?

22 MR. RIDENHOUR: I didn't realize we had the
23 damage we had. My wife and I came in in the morning
24 to get our usual coffee and donuts when she's off work
25 at Hy-Vee, and we saw an Ameren truck at the

1 intersection of 6 and 149 getting ready to close down
2 the road, and he allowed us to go through because the
3 other end hadn't told him it was shut down, I guess.
4 When we went through there and looked at the damage,
5 we both agreed it would be at least two weeks minimum.
6 It looked like a war zone, and by the time we came
7 back that afternoon, I couldn't believe it. I spent
8 21 years in the Army. I've seen a lot of military
9 equipment, but they had more equipment than I could
10 imagine all over the place and more coming. That's
11 why I say I'm very proud of them. I was stunned that
12 they did what they did when they did it.

13 But the thing of it is, there is no reason
14 why they have a shortage of money, because before they
15 even start generating 1 kilowatt in my house, they
16 make \$7.25 off that meter and every customer they've
17 got. I'm sure they're not giving me a break. So I
18 understand they have a certain need for a certain
19 amount of money.

20 But like I mentioned earlier before you
21 arrived this evening, the year before last, I believe
22 you gave them a 2 percent increase. The gentleman
23 told me last year it was 8 or 9. The way I figured it
24 was 12 percent last year. If they get an 18 percent
25 this year, we're talking about over 32 percent in

1 three years. That figures out that over a 10-year
2 period they will have doubled the rates we pay in this
3 state for our electricity. When is it going to end?
4 It can't keep going on. There's got to be a solution.

5 I've checked into alternative energies for
6 my family. We looked at wind power. To power my
7 house, I needed at least 20 kilowatts of power, and
8 that comes to \$72,380 is the cheapest windmill I
9 found, and solar power is just completely stupid to
10 even think about it unless you're a multi millionaire.
11 And I saw one ad, this guy has a \$300,000 house and it
12 only cost him 1,300,000 to completely solar power his
13 house. Now, this guy, my dad would call a person that
14 had more money than brains. Now, that's just plain
15 old talk here in Missouri. I grew up with it.

16 So like I say, they've got their good
17 points, but I can't see no way that they need anywhere
18 of an 18 percent increase. In your paperwork there,
19 your staff worked it up, maybe somewhere around 9
20 percent, but I think that's still a little bit much.
21 I didn't get any increase this year. I've got
22 military retired pay, nothing; social security,
23 nothing. I see where Missouri is turning around and
24 finding a way to tax everyone's retire pay in the end,
25 according to our tax accountant this year, using

1 something to do with social security. So I'm just --
2 and I'm lucky. I'm fortunate I've got a little bit of
3 income coming in.

4 CHAIRMAN CLAYTON: I don't think I have any
5 questions for you, sir. Thank you very much for
6 sticking around tonight.

7 Anyone else want to testify? Going once,
8 going twice.

9 (No response.)

10 CHAIRMAN CLAYTON: Then at this point we
11 will conclude the hearing. I want to thank you for
12 being here. If you have questions or specific
13 concerns, take advantage of the Ameren folks, PSC
14 staff and the office of public counsel, who are here
15 to answer your questions, and we'll go off the record,
16 and I'll say, thank you again.

17 (WHEREUPON, the public hearing was
18 concluded.)

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2 STATE OF MISSOURI)
) ss.
3 CITY OF HANNIBAL)

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