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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local public Hearing
January 5, 2010
Public Safety Department of National Guard
1702 State Highway 114 East
Dexter, Missouri 63841
(573) 624-2230
Volume 5

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

MORRIS WOODRUFF, Presiding
DEPUTY CHIEF REGULATORY LAW JUDGE
JEFF DAVIS
COMMISSIONER

REPORTED BY: Joanna Charlton, CCR

1 APPEARANCES:

2

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

2 * * * * *

3 JUDGE WOODRUFF: We're officially on the
4 record now, and you can see we have a court reporter
5 over here transcribing this. And it's also being
6 recorded over the webcast so that the people in
7 Jefferson City can see what's going on, also. We
8 have a commissioner with us in Hayti, who hopefully
9 will be joining us in a little bit and is dealing
10 with the hearing there in Hayti. What we're going to
11 do is ask -- I've got a signup sheet here as people
12 came in, actually three signup sheets, and there's
13 another one going there, too. I'll call the names on
14 the list and ask you to come up here to the
15 microphone, and you can make a statement. I'm not in
16 a position where I can answer questions for you.
17 That's what the other people are here for. I'm
18 involved in the process of deciding the case, so I
19 can't make statements about what's going on in the
20 case. So to actually start the proceeding, I'm going
21 to ask the parties who are represented by attorneys
22 here to make entries of appearance. Is there an
23 attorney here for the Staff of the Commission?

24 MR. DEARMONT: Yes, Judge. This is Eric
25 Dearmont on behalf of the Staff, Missouri Public

1 Service Commission, PO Box 360, Jefferson City,
2 Missouri 65102.

3 JUDGE WOODRUFF: Thank you. Is there an
4 attorney here for Ameren UE?

5 MR. LOWERY: Yes, Your Honor. James B.
6 Lowery, Smith Lewis, LLP, 111 South 9th Street,
7 Columbia, Missouri 65201 on behalf of Ameren UE.

8 JUDGE WOODRUFF: All right. Thank you.
9 And is there the Office of Public Counsel here?

10 MR. MILLS: On behalf of the Office of the
11 Public Counsel and the public, my name is Lewis
12 Mills. My address is Post Office Box 2230, Jefferson
13 City, Missouri 65102.

14 JUDGE WOODRUFF: Thank you. Is there any
15 other party here who's represented by counsel? I
16 didn't see anybody else. So let's go ahead and get
17 started. The first name on the list is Randy Canal.
18 You want to come forward, Mr. Canal? Good evening,
19 Mr. Canal.

20 MR. CANAL: Good evening.

21 JUDGE WOODRUFF: Please raise your right
22 hand, and I'll swear you in. Do you solemnly swear
23 or affirm the testimony you're about to give in this
24 matter is the truth, the whole truth, and nothing but
25 the truth?

1 MR. CANAL: I do.

2 RANDY CANAL,
3 of lawful age, sworn and examined, says:

4 EXAMINATION

5 QUESTIONS BY JUDGE WOODRUFF:

6 Q. You may be seated. Speak into that
7 microphone there. Go ahead.

8 A. Yes. I would like to find out, there's a
9 lot of people that's on limited income monthly, and
10 sometimes during the wintertime there have been --
11 what I know of -- a few people have died because the
12 bill was so high that they couldn't afford to pay for
13 it on -- elderly folks. There have been many people
14 that have died from it, and how can you situate
15 something like that for people who cannot pay for it
16 during the winter.

17 Q. I can't answer your questions.

18 A. Right. But I'm just asking, you know. How
19 could something like this go on when people's
20 electricity or something goes out in the wintertime?
21 It's -- it's hard. A lot of people are on fixed
22 income, so there's not much we can do except try to
23 pay what we can.

24 Q. Anything else you'd like to add?

25 A. No. I believe that's about it.

1 JUDGE WOODRUFF: Does anybody have any
2 questions for Mr. Canal? All right. Thank you,
3 Mr. Canal.

4 The next name on the list is Sue Edwards.
5 Please raise your right hand. Do you solemnly swear
6 or affirm the testimony you're about to give in this
7 matter is the truth, the whole truth, and nothing but
8 the truth?

9 MS. EDWARDS: Yes, I do.

10 SUE EDWARDS,
11 of lawful age, sworn and examined, says:

12 EXAMINATION

13 QUESTIONS BY JUDGE WOODRUFF:

14 Q. You may be seated, and could you state your
15 name, please?

16 A. Sue Edwards.

17 Q. Okay. What would you like to tell us?

18 A. First off, thank you for allowing me the
19 time to voice my opinion. As the gentleman before me
20 said, over the years, I have been an advocate for
21 senior citizens, and over the years, we have seen on
22 the news, I've even witnessed it, where some of our
23 senior citizens have died for lack of
24 air-conditioning and lack of heat because they could
25 not afford it. Some of these people draw 500 a

1 month. Some of them draw less than 500 a month, and
2 now that Social Security is going down, there's some
3 of them that's going to have less than that. And
4 that concerns me about our senior citizens. I'm not
5 here basically for myself as I am for the senior
6 citizens. I am a senior citizen, but for those that
7 are less fortunate than some of the rest of us that
8 have to live on fixed income, I'm concerned about
9 what's going to happen to them. How many are we
10 going to see this next year and hear on the news
11 where they have died because they could not afford to
12 pay their electric bill or they could not afford
13 heat? I know that the ice storm costed a lot of
14 money. We, the consumers, were out lot of money,
15 too, and we learned to cut back. And if I were
16 talking to Ameren UE, my question would be, why can't
17 you cut back? It costed us also as consumers, but
18 I'm just wanting to know -- the main thing that
19 really concerns me is how many senior citizens has
20 got to die because they cannot afford to pay their
21 electric bill, because they cannot afford
22 air-conditioning, and they cannot afford to pay their
23 utility bill.

24 Q. Okay. Thank you, ma'am.

25 JUDGE WOODRUFF: Does anyone have any

1 questions for Ms. Edwards? All right. Thank you,
2 Ms. Edwards. I see on the screen that it looks like
3 we have Hayti has joined us. Commissioner Davis, are
4 you there?

5 COMMISSIONER DAVIS: Yes. I'm here, Judge
6 Woodruff.

7 JUDGE WOODRUFF: All right. We went a
8 ahead and got started here. Do you have a witness
9 there?

10 COMMISSIONER DAVIS: I think we have
11 numerous witnesses here.

12 JUDGE WOODRUFF: All right. Well, we do
13 here, as well. Would you like to call your first
14 witness?

15 MS. KREMER: Yes. Carlene Davis.

16 MS. DAVIS: Earleen.

17 MS. KREMER: Or I'm sorry, Earleen Davis.

18 MS. DAVIS: Yes. Your Honor, I would like
19 to know how is it going to -- this --

20 MS. KREMER: Ms. Davis, I think he's going
21 to have you -- I think he's going to swear you in.
22 Can you hear us, Judge?

23 JUDGE WOODRUFF: All right. Ma'am, do you
24 solemnly swear or affirm the testimony you're about
25 to give in this matter is the truth, the whole truth,

1 and nothing but the truth?

2 MS. DAVIS: Yes. Yes, I do.

3 EARLEEN DAVIS

4 of lawful age, sworn and examined, says:

5 EXAMINATION

6 QUESTIONS BY JUDGE WOODRUFF:

7 Q. All right. Thank you. What would you like
8 to tell us?

9 A. I would like to ask the question, how does
10 this increase is going to help, you know, the elderly
11 people like myself? Because if it was not for Dayock
12 (phonetic), I wouldn't be able to pay my bills, and I
13 would like to know why is the elderly people here
14 going to pay 50 cents on they light bill when they
15 can't even pay what they got, this increase? Can you
16 hear me?

17 Q. I can hear you, ma'am. Did you have
18 anything else, ma'am?

19 A. No.

20 Q. I can't answer questions for you. All
21 you -- the Commission will consider what you have to
22 say.

23 A. Okay.

24 JUDGE WOODRUFF: All right. We'll take
25 another witness from here, then. Don Laughlin.

1 Could you please raise your right hand? Do you
2 solemnly swear or affirm the testimony you're about
3 to give in this matter is the truth, the whole truth,
4 and nothing but the truth?

5 MR. LAUGHLIN: Yes.

6 DON LAUGHLIN,
7 of lawful age, sworn and examined, says:

8 EXAMINATION

9 QUESTIONS BY JUDGE WOODRUFF:

10 Q. Thank you. What would you like to tell us?

11 A. With regard to -- is this on?

12 Q. Yes, it is.

13 A. With regard to the rate increase and what
14 the gentleman indicated that it was for in reference
15 to the ice storm, it would seem to me that if this
16 is, in fact, as he indicated, a one-time charge and
17 that it would be eliminated after a certain number of
18 months that it should be surcharge, appear on the
19 bill as a surcharge rather than have it embedded as a
20 part of the rate. That way, when we look at our
21 bill, we would know this is what I'm paying for my
22 regular electricity rate and this is what I'm paying
23 to pay for the 2009 ice storm. And with respect to
24 the ice storm and the damage that was done, all of
25 the equipment that was replaced and/or repaired

1 should have already been on the books of Ameren as an
2 asset amortized over a certain number of years. So
3 the affect of the ice storm was to move that
4 amortization up to this point in time and to restart
5 the clock for the depreciation of those assets. Now,
6 except for the fact that it was all done at once, I
7 don't see any difference in doing it over a period of
8 years in the normal replacement process and doing it
9 all at once. So I don't know why there is this huge
10 multimillion dollar charge being associated with this
11 event. That's -- that's number one. Number two, I
12 haven't heard anything from anybody about the price
13 of coal. According to the Internet, the wonderful
14 Internet, 76 percent of the generation of electricity
15 by Ameren is from coal, and it is expected, again
16 according to -- this is from a governmental website.
17 It's expected that the price of coal will go up 24
18 percent over a 24-month period that we're in right
19 now. So are we in for a big surprise next year as
20 Ameren comes back to the Public Service Commission
21 and the public and says to us, hey, we didn't take
22 into account the price of coal and/or the price of
23 natural gas? Only three percent of your power plants
24 run on natural gas. So coal is a big issue.
25 According to public records, it's going up by a

1 whopping 25 percent over this period of time, and
2 nobody's even referenced that. So I would ask the
3 Commission to look very carefully at the books with
4 respect to the price of coal. It just doesn't make
5 any sense to me that from March of 2009 through right
6 now Ameren is seeking to increase by a grand total of
7 25 percent, because they've already picked up eight
8 percent back in March of 2009. That is an
9 unbelievable amount of increase, and I would hope
10 that the Public Service Commission will look very
11 diligently as to why that could be or should be.
12 Thank you very much.

13 JUDGE WOODRUFF: Thank you. Does anyone
14 have any questions they'd like to ask Mr. Laughlin?
15 There's a little bit of a delay, so I'll kind of wait
16 little while. Thank you, Mr. Laughlin, and I might
17 refer you to Mr. Mills over here, the public counsel.
18 He may be able to discuss some of these things with
19 you after the hearing.

20 MR. MILLS: I'd be glad to.

21 JUDGE WOODRUFF: All right. Is there
22 another witness there from Hayti?

23 MS. KREMER: Yes. Lucinda Royal.

24 MS. ROYAL: Yes.

25 MS. KREMER: I think the Judge will swear

1 you in.

2 COMMISSIONER DAVIS: Can -- can we get
3 Ms. Royal to kind of get in front of the camera a
4 little more? Can you get her, because they just sent
5 me a message and said they were having trouble?

6 MS. KREMER: Okay. Ms. Royal, could we --
7 would you mind to come over this way? Or maybe, Dan,
8 can you make the camera go back there? We're working
9 on that.

10 JUDGE WOODRUFF: Okay. We see you now.
11 All right. Would you please raise your right hand?
12 Do you solemnly swear or affirm the testimony you're
13 about to give in this matter is the truth, the whole
14 truth, and nothing but the truth?

15 MS. ROYAL: I do.

16 LUCINDA ROYAL,
17 of lawful age, sworn and examined, says:

18 EXAMINATION

19 QUESTIONS BY JUDGE WOODRUFF:

20 **Q. All right. Thank you. Could tell us your**
21 **name and spell your last name for us?**

22 A. Lucinda Royal, R-O-Y-A-L.

23 **Q. All right. What would you like to tell us?**

24 A. I would just like to say that I work with a
25 group of senior citizens, and, you know, I think

1 before you can understand their situation, these
2 peoples are poor. Most of them wouldn't hardly be
3 able to even put food on the table if it wasn't for
4 funds. You have some that's living on \$200 a month
5 income, and we got some living on \$500 a month. And
6 once we get that income and spend it, there's no more
7 until the next month, and they can't hardly stretch
8 what they got, because it doesn't go around, really.
9 I can judge by myself. I know what I go through, and
10 you can't afford to go back and tell some credit
11 board you need some more money. When that's gone,
12 it's gone. You got a whole month you got to do
13 without, and I just, you know, working with people
14 that's when you really learn. I think if you get out
15 amongst people, probably not a whole lot, but this is
16 a poor area. And people don't have anything, and the
17 increase would really hurt a lot of people. We've
18 got some, like myself, \$10 a month to them, there
19 ain't no money. So you can't do no \$10 a month, but
20 we have a lot of people that is suffering already.
21 You can't run your air-conditioning during the summer
22 months because the bill is so high. Even now it's
23 the winter, and the bills are still way up there.
24 The bills are still way up, and I've seen a lot of
25 them, instead of reading meters, they don't get out

1 of their trucks. They sit up in the truck with a
2 spotlight or a camera, and that is not giving us a
3 fair break. So in order to raise the fee on the gas
4 or lights or whatever -- groceries so high you can't
5 afford to buy it. We all going to end up being
6 vegetarians, because you sure can't buy meat, but
7 it's just -- it's outrageous what they asking for.
8 And people just can't afford it, and I just wanted to
9 say that because we -- all of us are senior citizens
10 that are struck, and it ain't no easy task. So I
11 thank you all for allowing me the chance to speak.

12 **Q. All right. Thank you.**

13 JUDGE WOODRUFF: Does anyone have any
14 questions for this witness? All right. Thank you.

15 We'll come back here to Dexter. The next
16 name on the list is Mark Randolph. Please raise your
17 right hand. Do you solemnly swear or affirm the
18 testimony you're about to give in this matter is the
19 truth, the whole truth, and nothing but the truth?

20 MR. RANDOLPH: I do.

21 MARK RANDOLPH,
22 of lawful age, sworn and examined, says:

23 EXAMINATION

24 QUESTIONS BY JUDGE WOODRUFF:

25 **Q. Thank you. And please tell us your name.**

1 A. My name is Mark Randolph. I just got
2 something for the Commission to consider. The
3 recommendation of committee says they want -- Ameren
4 wants an 11 and a half percent increase for
5 shareholder's profit, which we have no idea who these
6 shareholders are. The fuel purchase power, it says
7 there is a fuel expense in off-systems sales
8 determined by Ameren UE. The public has no idea what
9 an off-system sale determined by Ameren UE would be.
10 They want more payroll and benefits. Then on the
11 bottom, it has a little bitty -- little bitty wording
12 about other significant issues regarding power plant
13 maintenance, and our neighbors to the east, the
14 Kentucky Public Service Commission, on Wednesday of
15 -- the 23rd of last year they agreed to give the
16 Kentucky utilities a hike to over 9,000 -- or 900,000
17 customers 71 cents -- 99 cents a month, and that
18 funds five environmentally-friendly projects. Ameren
19 has nothing in their request about improving the
20 power grid, improving the environmental safety of our
21 energy usage. All they want to do is make more
22 money, so there's a problem with the commission not
23 understanding what Ameren is actually wanting to do
24 with this money.

25 JUDGE WOODRUFF: Anyone have any questions

1 for Mr. Randolph? Thank you, Mr. Randolph.

2 We'll go back to Hayti for the next
3 witness. Next witness.

4 MS. KREMER: Martha Harper.

5 MS. HARPER: Yes.

6 JUDGE WOODRUFF: Ma'am, would you please
7 raise your right hand? I'll swear you in. Do you
8 solemnly swear or affirm the testimony you're about
9 to give in this matter is the truth, the whole truth,
10 and nothing but the truth?

11 MS. HARPER: I do.

12 MARTHA HARPER,
13 of lawful age, sworn and examined, says:

14 EXAMINATION

15 QUESTIONS BY JUDGE WOODRUFF:

16 Q. Thank you. What would you like -- first of
17 all, tell us your name.

18 A. My needs are --

19 MS. KREMER: Your name.

20 A. My name, Martha Ann Harper.

21 Q. (BY JUDGE WOODRUFF) All right. What would
22 you like to tell us?

23 A. I would like to state that during that
24 clean up thing, you know, that after the -- after the
25 storm I sat there, and I asked and I asked. And I

1 said what are they doing about the clean up. And the
2 -- the tree fell on my concrete walk. Okay. And --
3 and about a week passed. Still nobody come, and so
4 then I couldn't get out of my back door. And then by
5 the -- the man that come to mow the yard, he cut
6 around the tree, but I still cannot see out of my
7 back door. And I would like to know what must I do
8 about this, and my son and grandson and son-in-law
9 came out there. And they rigged it up the walk, and
10 we finally pulled it down there and burned it but
11 that -- the two trains -- two trees hanging off the
12 back is still hanging there, and I can't hardly get
13 out that back door. But I can get out the front.
14 And so, now, my problem is, how do I get out of
15 there? Thank you.

16 JUDGE WOODRUFF: Does anyone have any
17 questions for this witness? All right. Thank you,
18 ma'am.

19 A. About the rates, I don't -- I don't think
20 we need to raise them up, because like -- like this
21 lady said that we already having trouble buying food
22 down here, and I'm a diabetic. And they don't have
23 no pill for me. I already been told to just take it
24 comfortable and not go buy stuff and take my medicine
25 and stuff, but they don't have no pill for it. And

1 so I'm just -- it kind of worries me, you know, when
2 you think about it, the truth. And I just -- it's
3 kind of got me peeved, and I'd like to have my own
4 room where I can get out of there, go in and out,
5 because I -- well, sitting in there is all right, but
6 it's going to get hot. And I'd like to be able to
7 open the back door. Thank you.

8 **Q. (BY JUDGE WOODRUFF) Thank you, ma'am.**

9 JUDGE WOODRUFF: The next name on the list
10 here in -- is Helen Zuck. Good evening, Ms. Zuck.
11 Please raise your right hand. Do you solemnly swear
12 or affirm the testimony you're about to give in this
13 matter is the truth, the whole truth, and nothing but
14 the truth?

15 MS. ZUCK: I do.

16 HELEN ZUCK,
17 of lawful age, sworn and examined, says:

18 EXAMINATION

19 QUESTIONS BY JUDGE WOODRUFF:

20 **Q. Thank you. And could you state your name,**
21 **please?**

22 A. Helen Zuck.

23 **Q. Z-U-C-K?**

24 A. Yes, sir.

25 **Q. All right. What would you like to tell us?**

1 A. Well, I'd like to -- there's a lot of
2 senior citizens here in Dexter, and we're all on a
3 fixed income. We have no cost of living raise this
4 year or next -- the next two years, and a lot of us
5 is having to give up food to buy their medicine. And
6 I don't see that we can stand a raise of this
7 category at this time. We just can't -- can't afford
8 it, because we're already hurting. As far as the ice
9 storm last winter, Noranda and places like that, I
10 know they had it tore up real bad. They had a lot of
11 repair done, and there's a lot of other companies
12 around like that, too. And I feel that this shortage
13 is causing us to have to pay for that, and that's not
14 fair. I don't think that's fair at all. That's --
15 that's what I got to say.

16 JUDGE WOODRUFF: Thank you. Does anyone
17 have any questions for Ms. Zuck? Thank you, ma'am.

18 Let's go to a witness from Hayti.

19 MS. KREMER: Okay. Neil -- and I can't see
20 this last name -- Ingle at 1303 King Avenue.

21 MR. FRUGAL: That's Neil Frugal.

22 MS. KREMER: I'm sorry.

23 JUDGE WOODRUFF: All right. Sir, would you
24 please raise your right hand? Do you solemnly swear
25 or affirm the testimony you 're about to give in this

1 matter is the truth, the whole truth, and nothing but
2 the truth?

3 MR. FRUGAL: I do.

4 NEIL FRUGAL,
5 of lawful age, sworn and examined, says:

6 EXAMINATION

7 QUESTIONS BY JUDGE WOODRUFF:

8 Q. All right. What would you like -- first of
9 all, state your name for the record, please.

10 A. My name is Neil Frugal. I'd like to thank
11 the Commission for meeting with us to discuss this.
12 I'm going to tell you I got some of this information
13 from the Internet. As we know, the Internet is iffy,
14 at times, but it shows Ameren's third quarter profits
15 is 227 million dollars in 2009. 2008 they made 600
16 million. In 2007, there was a two percent increase,
17 and 2009 there was a 7.8 percent rate increase.
18 Stock prices went from \$50 down to 27.6. If you add
19 this 18 percent on top of this, Ameren's higher
20 increase will be going up seven percent per year.
21 I'd like to repeat a statement by the CEO of Ameren,
22 Thomas Voss, stated the third quarter of 2009. He
23 states, I am pleased to report that our third quarter
24 core earnings per share were just one cent less in
25 third quarter 2008, despite much cooler summer

1 weather and a weak economy. So it doesn't really
2 talk about the ice storm there, but they made one
3 cent per share less this year than last year. It
4 goes on to state that our entire management team is
5 keenly focused on laying a foundation on which we can
6 build and deliver shareholder value in the years to
7 come. As we know, we've heard this on Wall Street
8 lately, shareholder value, for the last 10 years, and
9 you can see where it's put us. Key steps have been
10 taken in this direction over the past few months,
11 including evaluating and reducing planned
12 expenditures -- I hope that that does not mean grid
13 power keeping everything online -- further
14 strengthening our financial profile and rightsizing
15 our organization. We are also seeking to recover
16 increased costs in our regulated position. What this
17 appears, just to an average person, is that it's a
18 play out of the last few years of the endless pursuit
19 of increasing shareholder value. A lot of people's
20 bonuses are based on shareholder value, and it
21 appears that they want 11 and a half percent return
22 on equity. I think the Public Service Commission is
23 saying 9.35. The question is, in today's economy, is
24 9.35 return on equity really what these people --
25 what people that are on fixed income should be taking

1 money out to make sure that a guy gets nine percent?

2 Also, I would like to -- with the talk about reducing

3 planned expenditures is that Ameren is thinking

4 long-term and not just short-term for stockholder

5 value, that they're thinking long-term and investing

6 in the infrastructure. They state that they got the

7 power on. You know, you've seen the adds power on.

8 That's really something, I take it, Ameren's been

9 doing for the last 20 years. It should not be

10 something new. That's part of their job is power on.

11 All right. Like I said, customers that cannot afford

12 this increase on fixed income will make Ameren start

13 thinking long-term instead of the endless pursuit of

14 raising shareholder value. Thank you.

15 JUDGE WOODRUFF: Thank you, sir. Anyone

16 have any questions for this witness? Thank you, sir.

17 We'll come back to a witness here. Christy

18 Fielder, if you would please raise your right hand.

19 Do you solemnly swear or affirm the testimony you're

20 about to give in this matter is the truth, the whole

21 truth, and nothing but the truth?

22 MS. FIELDER: I do.

23 CHRISTY FIELDER,

24 of lawful age, sworn and examined, says:

25 EXAMINATION

1 QUESTIONS BY JUDGE WOODRUFF:

2 Q. Thank you. Could you state your name and
3 spell your last name for us?

4 A. Christy Fielder, F-I-E-L-D-E-R.

5 Q. Okay. Thank you. What would you like to
6 tell us?

7 A. Me and my husband, it is hard for us to
8 raise our kids with just one income, and we're
9 expecting another baby in, like, three months. With
10 this rate increase, it's going to be hard for us to
11 even try to support our kids, and I'm speaking for
12 people that have kids that are on one income. I just
13 don't think it's fair to have this rate increase.
14 That's all I go got to say.

15 JUDGE WOODRUFF: Thank you, ma'am. Does
16 anyone have any questions for Mr. Fielder? Thank
17 you, ma'am.

18 We'll go back to a witness in Hayti.

19 MS. KREMER: Okay. Gary Stubblefield.

20 MR. STUBBLEFIELD: Yes.

21 JUDGE WOODRUFF: Please raise your right
22 hand. Do you solemnly swear or affirm the testimony
23 you're about to give in this matter is the truth, the
24 whole truth, and nothing but the truth?

25 MR. STUBBLEFIELD: I do.

1 GARY STUBBLEFIELD,
2 of lawful age, sworn and examined, says:

3 EXAMINATION

4 QUESTIONS BY JUDGE WOODRUFF:

5 Q. All right. Could you state your name,
6 please?

7 A. Gary Stubblefield.

8 Q. Could you spell your last name, please?

9 A. S-T-U-B-B-L-E-F-I-E-L-D.

10 Q. Thank you very much. What would you like
11 to tell us?

12 A. Personally, I'd like to ask, would Ameren
13 UE top officials be willing to take an 18 percent pay
14 cut to help out? I'm serious. Has anyone ever taken
15 a pay raise in salary? I don't think so in this part
16 of our world, in the Bootheel of Missouri. No one
17 has gotten an 18 percent raise. Most people, as was
18 said previously, don't even get an increase in Social
19 Security. I'm on the housing board in Steele. We've
20 got people in our project that is hurting. They're
21 on a tight budget, really, and the kind penalties
22 that Ameren will receive on the return of value of 11
23 percent, where is this money actually going to be
24 spent? I appreciate your time.

25 JUDGE WOODRUFF: Thank you, sir. Does

1 anyone have any questions for Mr. Stubblefield? All
2 right. Thank you, sir.

3 We'll come back here to Dexter with Belinda
4 Bennett. Please raise your right hand. Do you
5 solemnly swear or affirm the testimony you're about
6 to give in this matter is the truth, the whole truth,
7 and nothing but the truth?

8 MS. BENNETT: Yes, sir.

9 BELINDA BENNETT,
10 of lawful age, sworn and examined, says:

11 EXAMINATION

12 QUESTIONS BY JUDGE WOODRUFF:

13 Q. You may be seated. State your name,
14 please.

15 A. My name is Belinda Bennett. The only thing
16 I have to say is a lot of these people are on fixed
17 incomes, but it's not just elderly. There's single
18 parents out there, and everybody should be working.
19 Instead of -- everyone in here and everyone at the
20 other place too have their reasons for being at this,
21 but do you see how many people walked out of this
22 meeting tonight? They are not concerned enough. Or
23 they get to the point where they feel what they're
24 saying is not being heard, and I think that the big
25 companies should work with the people, the

1 individuals, and find a way other than raising the
2 rates that much. I mean, there surely is some other
3 way to come to helping the elderly and to single
4 parents and everyone that has the jobs, like the lady
5 said earlier, three something an hour. Can anyone
6 here say they can live on that and raise a family?
7 So if they're trying to do that, how are they going
8 to make it with an 18 percent raise? That's all I
9 have to say.

10 JUDGE WOODRUFF: Thank you, ma'am. Does
11 anyone have any questions for Ms. Bennett? All
12 right. Thank you, Ms. Bennett.

13 We'll go back to Hayti for your next
14 witness.

15 MS. KREMER: Roger Johnson. Roger Johnson.

16 MR. JOHNSON: Yes, ma'am, Roger Johnson.

17 JUDGE WOODRUFF: All right. Would you
18 please raise your right hand? Do you solemnly swear
19 or affirm the testimony you're about to give in this
20 matter is the truth, the whole truth, and nothing but
21 the truth?

22 MR. JOHNSON: Nothing but the truth, sir.

23 JUDGE WOODRUFF: Was that a yes?

24 MR. JOHNSON: Yes, sir.

25 ROGER JOHNSON,

1 of lawful age, sworn and examined, says:

2 EXAMINATION

3 QUESTIONS BY JUDGE WOODRUFF:

4 Q. Okay. I'm sorry. It's a little difficult
5 to hear you sometimes. What would you like to tell
6 us?

7 A. Talking to me? Well, everybody here has
8 heard about the -- this is a poor community. You
9 know, Ameren UE come down here to -- and they bought
10 out -- they've bought out businesses. They've
11 overextended their self. The workers, they sleep in
12 trucks. The poles, 50 percent of the poles that were
13 up were rotten. There were -- 1943 Ameren UE got a
14 -- it was in here the vice president a while ago said
15 that they do a periodic inspection. I've been here
16 50 years, sir. I ain't never seen one of them do it.
17 They sat -- they sat around wasting money. They say
18 they need money for fuel. They burn -- they burn
19 their trucks and keep cool in they trucks is about
20 the only thing I ever seen them do. During the ice
21 storm, they hooking up billboards instead of hooking
22 up people. I think the people should've been first,
23 so really the billboards pay more money than the
24 American -- people do, but there were people in the
25 houses. People, poor people, that was -- didn't have

1 power, and they was out hooking up billboards. What
2 does the American people got to do to make the judges
3 and everybody else understand that none of us around
4 here can afford an 18 percent pay raise -- pay
5 increase. They -- they say -- this -- one official
6 in here a while ago kept talking about a decrease.
7 I've been here 50 years -- around here 50 years, and
8 I have never seen a decrease. And what is the
9 American people got to do? As you a judge, how would
10 you like to take a 18 percent decrease in your pay?
11 I know you would not like that. The American people
12 can't afford it, and it's getting where judges and
13 people that's in middle class can't afford it. And
14 the only thing around here left are the rich people.
15 The rich people going to have air-conditioning, and
16 all the poor people and the middle class people are
17 going to be dead. So what do we do?

18 **Q. Anything else you'd like to add, sir?**

19 **A.** That's the end of it.

20 JUDGE WOODRUFF: Thank you. Does anyone
21 have any questions for Mr. Johnson? Thank you,
22 Mr. Johnson.

23 We'll come back here to Dexter for Randy
24 Robbins. Please raise your right hand. Do you
25 solemnly swear or affirm the testimony you're about

1 to give in this matter is the truth, the whole truth,
2 and nothing but the truth?

3 MR. ROBBINS: Yes.

4 RANDY ROBBINS,
5 of lawful age, sworn and examined, says:

6 EXAMINATION

7 QUESTIONS BY JUDGE WOODRUFF:

8 Q. Thank you. State your name, please.

9 A. Randy Robbins, R-O-B-B-I-N-S.

10 Q. Okay. And what would you like to tell us?

11 A. Okay. I guess I'm addressing the Public
12 Service Commission --

13 Q. That's correct.

14 A. -- with my questions? Okay. Bottom line,
15 I think this -- in this economy, this state of where
16 our economy is because, okay, right now our federal
17 government is borrowing trillions of dollars to try
18 to bail us out of this, and when our basic utilities
19 -- okay. Let me put -- energy, energy-driven
20 utilities, the oil companies, it's not all Ameren
21 UE's fault, but still we're shutting our country
22 down. You know, we got to have a check and balance.
23 That's what you guys do is check and balance this,
24 because this economy I don't think -- I don't believe
25 at this state and time can support anything close to

1 what they're asking for. That's really about all,
2 because I know -- I'm probably one of the few that
3 could pay this, but I work. All these other senior
4 citizens, like you heard earlier, they can't. They
5 can't do this.

6 JUDGE WOODRUFF: Thank you, Mr. Robbins.
7 Does anyone have any questions for Mr. Robbins?
8 Thank you, sir.

9 Go back to Hayti.

10 MS. KREMER: Roy Vance.

11 JUDGE WOODRUFF: Please raise your right
12 hand, sir. I can't see you. Do you solemnly swear
13 or affirm the testimony you're about to give in this
14 matter is the truth, the whole truth, and nothing but
15 the truth?

16 MR. VANCE: I do.

17 ROY VANCE,
18 of lawful age, sworn and examined, says:

19 EXAMINATION

20 QUESTIONS BY JUDGE WOODRUFF:

21 MS. KREMER: Can you hear him, Judge?

22 JUDGE WOODRUFF: I cannot hear him.

23 MS. KREMER: Sir, could come just -- it
24 might help a little bit, if you don't mind. Right
25 there, you might be able to project. Try it now,

1 sir. Judge, can you -- go ahead and say something.

2 JUDGE WOODRUFF: I still can't hear him.

3 MS. KREMER: Okay. Can you hear me, Judge?

4 JUDGE WOODRUFF: I can hear you fine.

5 MS. KREMER: Okay. Sir, why don't you
6 stand right where I am and see if we could -- go
7 ahead.

8 A. Okay. I just want to say that my mother,
9 she's 93 years old. She's on a fixed income, and
10 when she get through paying off her bills, she don't
11 have nothing left. So if the rates go up, I don't
12 know how she going to be able to afford it, and I
13 just want to say I hope that that 18 percent don't go
14 up down here in Hayti. A lot of senior citizens down
15 here. That's it.

16 Q. (BY JUDGE WOODRUFF) Thank you, sir.

17 JUDGE WOODRUFF: I'm sorry, is there a
18 witness testifying there now?

19 MS. KREMER: No, there isn't, Judge.

20 JUDGE WOODRUFF: All right. We'll come
21 back here to Dexter, then. The next name on the list
22 is Dennis Marchi. If you would, please raise your
23 right hand. Do you solemnly swear or affirm the
24 testimony you're about to give in this matter is the
25 truth, the whole truth, and nothing but the truth?

1 MR. MARCHI: I do.

2 DENNIS MARCHI,
3 of lawful age, sworn and examined, says:

4 EXAMINATION

5 QUESTIONS BY JUDGE WOODRUFF:

6 Q. And state your name, please.

7 A. My name is Dennis Marchi, M-A-R-C-H-I. I'm
8 an employee of Schnuck's Markets. In fact, I'm the
9 manager of the Cape Girardeau store. I just want to
10 initiate that the Schnuck's Markets has 106 grocery
11 stores throughout the midwest, and over half of them
12 are served by Ameren UE with a population of 150
13 stores. A grocery store, as we all know, requires a
14 lot of electricity to keep the food refrigerated and
15 frozen and plus the lights and HVAC for the building.
16 This is a very expensive part of our business.
17 Refrigeration accounts for one-half of our total
18 energy usage, and put up to the stores compatible to
19 us like Lowe's, Home Depot, Kohl's department stores,
20 they use less than half the energy usage that we do.
21 Food retailers and grocery stores are a very
22 competitive atmosphere right now with a profit margin
23 typically of one to two percent of our sales.
24 Likewise, our utility costs of grocery stores are
25 amounting to right now one to two and a half percent

1 of sales. If this 18 percent goes into effect, that
2 will affect some stores being open or closed, and the
3 average population of our stores is 150 people that
4 we employ. Just to give you an idea, my July utility
5 bill from Ameren UE was \$32,700. My August bill was
6 36,490, and that was a very -- very cool summer.
7 Thank you very much.

8 JUDGE WOODRUFF: Thank you, sir. Does
9 anyone have any questions for Mr. Marchi? Thank you,
10 Mr. Marchi. We'll go back to a witness from Hayti.

11 MS. KREMER: Okay. Paul Walker.

12 JUDGE WOODRUFF: All right. Mr. Walker,
13 would you please raise your right hand? Do you
14 solemnly swear or affirm the testimony you're about
15 to give in this matter is the truth, the whole truth,
16 and nothing but the truth?

17 MR. WALKER: I do.

18 PAUL WALKER,
19 of lawful age, sworn and examined, says:

20 EXAMINATION

21 QUESTIONS BY JUDGE WOODRUFF:

22 Q. Thank you. State your name, please.

23 A. Paul Walker.

24 Q. And what would you like to tell us?

25 A. I'd like to tell you that, first off, I'm

1 retired military living in Caruthersville, 72 years
2 old, on Social Security, too, and I ran a small
3 business here for 20 years. And I haven't heard a
4 lot of small business people talk to you, but you're
5 going to kill us. The federal government has done
6 enough to kill small business. This is going to kill
7 us some more. If I had to -- was still in business
8 and I had to raise my prices over the last two years
9 20 percent or 25 percent, I probably wouldn't be in
10 business. These people are talking about barely
11 making it now. They don't realize it's not just
12 their electricity bill that's going up. Their food
13 bill's going to go. Transportation is going to go
14 up. Everything is going to go up, because everything
15 uses electricity. It's not something that you don't
16 have a choice on whether you're going to use or not.
17 No what matter what business you're in, you're going
18 to use it, and these people, me included, are going
19 to suffer for it. I won't get a 18.9 percent raise.
20 If I figure up my -- my outlay for a month and start
21 tacking on what I'm paying for food now, what I'm
22 paying for medicine now, and what I'm paying for this
23 and for that, I'm probably going to get somewhere in
24 the neighborhood of a 50 percent raise, half, again,
25 as much as I'm making now -- or paying now. And we

1 get -- Pemiscot County, Dunklin County, they always
2 tell us you're the poorest county in Missouri, and we
3 have. Our jobless rate is the highest, and there's
4 really no big industry looking at us around. So
5 we're going to remain that way. Now, Jefferson City
6 forgets we're down here except during election years,
7 and then they come down. And we elect it, and then
8 they probably forget about us, because it seems like
9 every time we get taxed on something part of it goes
10 to Jefferson City. Part of it goes to St. Louis.
11 Part goes here. Part goes there, and then little old
12 Pemiscot County out here, we get the scraps, and if
13 they have to raise their rates, if they can't make
14 it, maybe they ought to consider doing that. Give us
15 a five percent raise and give St. Louis a 25 percent
16 raise. That'll get the -- or Jefferson City.
17 That'll get the legislators looking. Make it
18 equitable. You've heard a lot about poles and
19 workers and things that have been going on down here.
20 I, for one, have never seen a UE person slacking off.
21 Like I said, I have respect for the work that they
22 did. We had a tornado and an ice storm a year and a
23 half later. Some of these old poles, you know, they
24 were here before I was, and it's time that UE decided
25 that Pemiscot County is still in Missouri, even

1 though we don't have all the glamor things that the
2 other states have and start coming down here and
3 treating us like they treat the other counties in
4 Missouri. If they were told tonight there'd be
5 regular inspections, we got people here that live out
6 in the country. See these people. Nobody's ever
7 seen anybody do any pole inspections. I, for one,
8 have never even thought about it, and I just figured
9 something was being done. And so I had a pole come
10 down. It's been up there since Moby Dick was a
11 minnow, so. When you -- when you're considering on
12 giving them what we're asking for, consider what it's
13 like to live in Missouri. It's a great place to
14 live, but used years ago when I was in northern
15 Virginia you used to drive into Virginia. There was
16 a sign there on the interstate that said welcome to
17 Virginia, owned and operated by VEPCO, the Virginia
18 Electric Power Company. I'd hate to see that happen
19 to Southeast Missouri. I'd hate to see a sign like
20 that when you come out of Arkansas that says welcome
21 to Missouri, owned and operated by UE. Thank you.

22 JUDGE WOODRUFF: Thank you, sir. Anyone
23 have any questions for this witness? All right.
24 Thank you, sir.

25 Next name on the list here in Dexter is --

1 I believe it's Moreland. Come forward, sir. It's
2 sometimes a little hard to decipher the handwriting,
3 so. Okay. Would you please raise your right hand?
4 Do you solemnly swear or affirm the testimony you're
5 about to give in this matter is the truth, the whole
6 truth, and nothing but the truth?

7 MR. MORELAND: Yes, I do.

8 WILLIAM MORELAND,
9 of lawful age, sworn and examined, says:

10 EXAMINATION

11 QUESTIONS BY JUDGE WOODRUFF:

12 Q. Thank you. Have a seat, and tell us your
13 name, please.

14 A. William Moreland.

15 Q. William. Okay. Thank you. What would you
16 like to tell us?

17 A. I'd like to ask somebody, what is this AARP
18 and Missouri ACORN got to do with this problem?

19 Q. I don't normally answer questions, but I
20 can answer that one for you, because that's a pretty
21 basic one. AARP and ACORN have joined as parties in
22 the case.

23 A. Okay. AARP is supposed to be for the poor
24 people, but apparently that's not so. Anyway, I'd
25 like to say that just the next statement saying that

1 it's going to be hard on the people that have fixed
2 incomes, and that's my point.

3 JUDGE WOODRUFF: All right. Thank you.
4 Anyone have any questions for Mr. Moreland? All
5 right. Thank you, sir.

6 Next witness from Hayti.

7 MS. KREMER: Jerry Hail, if I'm getting
8 that name right, Hail, Jerry.

9 MR. PEEL: Peel.

10 MS. KREMER: Peel, I'm sorry, Peel.

11 JUDGE WOODRUFF: All right. Mr. Peel, if
12 you would, raise your right hand, please. Do you
13 solemnly swear or affirm the testimony you're about
14 to give in this matter is the truth, the whole truth,
15 and nothing but the truth?

16 MR. PEEL: Yes.

17 JERRY PEEL,
18 of lawful age, sworn and examined, says:

19 EXAMINATION

20 QUESTIONS BY MR. PEEL:

21 Q. All right. What would you like to tell us?

22 A. The one thing I wanted to say was the -- on
23 the ice storm and the poles, and I think that's where
24 from my --like, what I gather, a lot of this money is
25 going to cover; is that correct? It doesn't seem

1 like good business, even for a small business person,
2 that you guys -- your lines that carry electricity to
3 the public is only exposed, and -- but the poles in
4 the ground know that they going to last a certain
5 length of time, and it seems like you should have
6 money prepared to cover these poles at the end of
7 their life expectancy. But what Ameren UE is telling
8 me is that -- I know the poles, all of them that fell
9 down that I seen, was, like the gentleman said, was
10 older than him, and he's much older than me. And I
11 lived around here all of my life, and these poles
12 have never -- he said they expected to last about 80
13 years. I didn't really -- every pole that fell
14 around here was way over 80 years old. Now, what
15 happened to the money that Ameren UE has been
16 getting? Why does the public have to come up with
17 this money to replace these poles that is --
18 maintenance for their wood, that they making money on
19 the public already to already do. They already got
20 it figured into their rates on how much we paying on
21 a pole replacement, but they wait 'til the wind -- or
22 we'll just leave them there 'til a storm come along
23 to blow them down, and we'll get them to pay for it
24 is what it sounds like is happening to me. Thank
25 you.

1 JUDGE WOODRUFF: Thank you, sir. Does
2 anyone have any questions for this witness? Thank
3 you, sir.

4 We'll come back here to Dexter, then. The
5 next name on my list is Robert Barr. Is Mr. Barr
6 here? Go on to the next sheet here with is Kim Byrd.
7 Please raise your right hand. Do you solemnly swear
8 or affirm the testimony you're about to give in this
9 matter is the truth, the whole truth, and nothing but
10 the truth?

11 MS. BYRD: Yes.

12 KIM BYRD,
13 of lawful age, sworn and examined, says:

14 EXAMINATION

15 QUESTIONS BY JUDGE WOODRUFF:

16 Q. Could have a seat, and tell us your name,
17 please?

18 A. Yes. My name is Kim Byrd, and --

19 Q. Speak a little bit closer to the
20 microphone.

21 A. Yes. My name is Kim Byrd, and I hear the
22 elderly people. I hear what they're all saying on
23 the fixed income. I'm not on a fixed income, but I
24 think that they can get help. I'm pretty sure. I
25 know some old people that are on fixed incomes, and

1 they can get help. And I'm aware of this. They can
2 get help that need it, but somebody that can't get
3 help, which I'm speaking for myself, you're looking
4 at probably 50 to 100 dollars a month extra that will
5 come out of your pocket. The common average person,
6 most people live paycheck to paycheck. You're
7 looking at a car payment. You're looking at a week's
8 worth of groceries. You're looking at a tank of gas.
9 This is common people. The government should know
10 better than this to even allow this, to even ask such
11 a thing, because they're already wanting to charge
12 for free TV. This is going to be a domino effect,
13 because Schnuck's -- you just heard him say his
14 percent on what he gets on his groceries is low.
15 He's going to have to close his stores. He's going
16 to have to let go of people. Smaller businesses will
17 have to let go people, or they'll close their
18 business, because most people have bank notes.
19 They've gotten in debt, and they owe a lot of money.
20 I personally don't owe a lot of money. I'm real
21 careful how I spend my money, but -- and you tell
22 people to save. How can you save for your
23 retirement? If you could save a hundred dollars a
24 month for your retirement, for old age even, this 18
25 percent, you know. You're looking at, just on the

1 small scale, a hundred dollars a month. On a big
2 scale, you're looking at probably 800 to 1,500
3 dollars a month for a small business. I guess it
4 could be a tax write off, but for a common person who
5 doesn't have a tax write off, that's just trying to
6 survive, it will be a domino effect, because
7 groceries will go up. Health insurance goes up.
8 Every business will go up on whatever. It's just
9 common sense not to do this to the people.

10 JUDGE WOODRUFF: Thank you, ma'am. Anyone
11 have any questions -- does anyone have any questions
12 for Ms. Byrd? Thank you.

13 We'll go back to Hayti for your next
14 witness.

15 MS. KREMER: Phyllis -- Phyllis Carter.

16 JUDGE WOODRUFF: All right. Please raise
17 your right hand. Do you solemnly swear or affirm the
18 testimony you're about to give in this matter is the
19 truth, the whole truth, and nothing but the truth?

20 MS. CARTER: I do.

21 PHYLLIS CARTER,
22 of lawful age, sworn and examined, says:

23 EXAMINATION

24 QUESTIONS BY JUDGE WOODRUFF:

25 Q. All right. Would you state your name,

1 **please?**

2 A. Phyllis Carter.

3 **Q. Spell your last name, please.**

4 A. C-A-R-T-E-R.

5 **Q. All right. Thank you. What would you like**
6 **to tell us?**

7 A. First of all, my question is, does UE have
8 insurance on the ice storm? If so, why are we having
9 to make up the expense that they had, and second, we
10 do not have good power in our area, New Madrid
11 County. It goes out all the time. A few years it
12 surged and burnt my air-conditioner up, but they
13 didn't pay for it. I did. So why are we having to
14 come up and pay all of this when we have to do our
15 own expenditure and pay our own bills?

16 JUDGE WOODRUFF: All right. Thank you,
17 ma'am. Does anyone have any questions for this
18 witness? All right. Thank you.

19 We'll come back, then, to Dexter with Joe
20 Ruhl. Good evening, sir.

21 MR. RUHL: Good evening.

22 JUDGE WOODRUFF: Please raise your right
23 hand. Do you solemnly swear or affirm the testimony
24 you're about to give in this matter is the truth, the
25 whole truth, and nothing but the truth?

1 MR. RUHL: I do, sir.

2 JOE RUHL,

3 of lawful age, sworn and examined, says:

4 EXAMINATION

5 QUESTIONS BY JUDGE WOODRUFF:

6 Q. Thank you. Would you state your name,
7 please?

8 A. My name is Joe Ruhl. I'm from Sikeston,
9 Missouri.

10 Q. Your last name is R-U-H-L?

11 A. R-U-H-L, yes.

12 Q. Okay. Thank you.

13 A. I was in the trucking business for 43
14 years. I've dealt with the public service commission
15 for about 30, 35, and I've never heard of anybody,
16 any of us, getting an 18 percent increase.
17 Generally, we got from one to six percent, and I
18 think that's all they should get now. That's what
19 I've got to say.

20 JUDGE WOODRUFF: All right. Thank you.
21 Does anyone have any questions for Mr. Ruhl?

22 We'll go back to Hayti, then, for your next
23 witness.

24 MS. KREMER: Gary Carter. Going to pass
25 Mr. Carter. Okay. Fine. Erma Pfeffer.

1 MS. PFEFFER: Yes. Here. Well, I'd just
2 like to say --

3 JUDGE WOODRUFF: Wait a minute, ma'am. I
4 need to swear you in first. Do you solemnly swear or
5 affirm the testimony you're about to give in this
6 matter is the truth, the whole truth, and nothing but
7 the truth?

8 MS. PFEFFER: I do.

9 ERMA PFEFFER,
10 of lawful age, sworn and examined, says:

11 EXAMINATION

12 QUESTIONS BY JUDGE WOODRUFF:

13 Q. All right. Thank you. Could you tell us
14 your name, please?

15 A. Erma Pfeffer.

16 Q. All right. Could you spell your last name?

17 A. P-F-E-F-F-E-R.

18 Q. All right. What would you like to tell us?

19 A. Well, I just wonder how they think that we
20 people on fixed income can pay that. We can't ask
21 for a raise and get it ourself. We have to live on
22 what we get, and it's hard on people like that to,
23 you know, pay that. And I just don't see how they
24 think that we can do it.

25 JUDGE WOODRUFF: All right. Thank you,

1 ma'am. Any questions for this witness?

2 All right. We'll come back to Dexter,
3 then. Cotton Williamson or Sandy Williamson? Looks
4 like they may have left. Next name, then, is Kelly
5 McGuire. No Kelly McGuire. Mark Phillips. Good
6 evening, sir.

7 MR. PHILLIPS: Good evening, sir.

8 JUDGE WOODRUFF: Please raise your right
9 hand. Do you solemnly swear or affirm the testimony
10 you're about to give in this matter is the truth, the
11 whole truth, and nothing but the truth?

12 MR. PHILLIPS: I do.

13 MARK PHILLIPS,
14 of lawful age, sworn and examined, says:

15 EXAMINATION

16 QUESTIONS BY JUDGE WOODRUFF:

17 Q. Have a seat, and tell us your name, please.

18 A. My name is Mark Phillips.

19 Q. What would you like to tell us?

20 A. First, let's give credit where credit is
21 due. God bless and God protect those Ameren UE crews
22 that worked some long, cold hours last year to help
23 us out, and in reviewing that Taum Sauk incident,
24 this has left Ameren UE in a less than favorable
25 standing in the public eye. 2009 will also be

1 remembered as the year there were all kinds of
2 bailouts for big business. Ameren UE is in a unique
3 position that it almost appears they're trying to
4 orchestrate their own bailout without even having to
5 ask the federal government for a dime. Good business
6 practices would dictate that you not lose customers
7 during a recession. This leaves me less than
8 confident in my consumer business relationship with
9 Ameren UE. Now that I know I have a consumer
10 advocate, I would hope that he would use his weight
11 and influence, which I hope is considerable, to find
12 Ameren UE a new financial and budgeting committee to
13 return that confidence that we all seem to be losing
14 at this time. Thank you.

15 JUDGE WOODRUFF: Any questions for Mr.
16 Phillips? Thank you, Mr. Phillips.

17 All right. Let's go back to Hayti for
18 their next witness.

19 MS. KREMER: Shirley Harris, Shirley
20 Harris; George Gilbert, George Gilbert; any Gilbert,
21 any Gilbert; Glenda Hudgins, Glenda Hudgins; Brenda
22 Rough. Ms. Rough is gone. Gary Palmer, 410 South
23 1st Street, Hayti. Okay. This name Henry, starts
24 with a K, K-U-Y-K-E-N-D-O-L, Kuykendol. Okay. Sir.

25 JUDGE WOODRUFF: All right. Good evening,

1 sir. Would you please raise your right hand? Do you
2 solemnly swear or affirm the testimony you're about
3 to give in this matter is the truth, the whole truth,
4 and nothing but the truth?

5 MR. KUYKENDOL: I do.

6 HENRY KUYKENDOL,
7 of lawful age, sworn and examined, says:

8 EXAMINATION

9 QUESTIONS BY JUDGE WOODRUFF:

10 Q. All right. Thank you. What was your name,
11 sir?

12 A. My name Kuykendol, Henry. Kuykendol,
13 Henry.

14 Q. Okay. Spell your last name for us.

15 A. Last name, K-U-Y-K-E-N-D-O-L, Kuykendol.
16 Kuykendol.

17 Q. Kuykendol. Okay. What would you like to
18 tell us?

19 A. I don't think there should be an increase,
20 because a lot of people don't have jobs here. They
21 on low income. They pay some of they bills when they
22 want. They can't pay it, and another question I want
23 to ask is, is this just the increase in the Bootheel
24 of Missouri? Or is this an increase in St. Louis and
25 other areas from the ice storm? That's my point.

1 You know, is this the only area that they increase --
2 make an increase in electric? Did you hear me, sir?

3 Q. Yes, I can hear you.

4 COMMISSIONER DAVIS: Mr. Beck, can you
5 answer that question really quick?

6 MR. BECK: Yeah. They have a rate. This
7 rate applies to all their service area, sir, in the
8 whole State of Missouri, so not -- not just the
9 Bootheel, but everywhere.

10 A. Everywhere. But the purpose of this
11 increase is the ice storm only, just because of the
12 ice storm? If there wasn't no ice storm, we wouldn't
13 have no -- we wouldn't have no --

14 COMMISSIONER DAVIS: No. There's other
15 causes other than the ice storm that are raising this
16 rate.

17 A. The only thing I see, the people don't have
18 a job, live on a fixed income. They ought to make --
19 some of them it's rough, you know. That's all I want
20 to say.

21 JUDGE WOODRUFF: All right. Thank you,
22 sir. Can I ask who was the other person speaking in
23 Hayti? I heard --

24 COMMISSIONER DAVIS: That was me.

25 JUDGE WOODRUFF: Pardon me?

1 COMMISSIONER DAVIS: Myself, and I asked
2 Dan Beck to respond quickly to his questions.

3 JUDGE WOODRUFF: Thank you, Commissioner.
4 All right. We'll come back here. Gilbert starts
5 with a G.

6 MR. GRUBBS: Grubbs.

7 JUDGE WOODRUFF: Okay. Could you please
8 raise your right hand? Do you solemnly swear or
9 affirm the testimony you're about to give in this
10 matter is the truth, the whole truth, and nothing but
11 the truth?

12 MR. GRUBBS: I do.

13 GILBERT GRUBBS,
14 of lawful age, sworn and examined, says:

15 EXAMINATION

16 QUESTIONS BY JUDGE WOODRUFF:

17 **Q. Thank you. State your name, please?**

18 A. Gilbert Grubbs.

19 **Q. All right. And what would you like to tell**
20 **us?**

21 A. Well, for the last 17 years, I've been on
22 disability, and during that time, I've been an unpaid
23 volunteer caregiver for elderly people. And I'm
24 quite aware of all their financial difficulties,
25 financial abilities, and the things that they can

1 access and cannot access. But I'm thankful, even
2 though, during this time, this is going to roughly
3 translate to \$15 more on my electric bill probably,
4 that God gave us the coal that I shoveled when I was
5 a kid to stay warm, and that Ameren UE you can give
6 us a lower rate because of that coal. And I say
7 stick it to the environmentalists about the coal, but
8 I appreciate the fact that we have a fairly low rate
9 in this -- in the whole state, and I -- at the same
10 time, I understand the lie that we're being told
11 about no inflation. That's nonsense. Any ordinary
12 person can look back a year and a half and say you've
13 had a 33 percent increase in everything you buy, and
14 it is going to be a hurt on anybody that lives on a
15 fixed income like I do. It's going to be a hurt when
16 that \$15 comes out of your pocket. It's just
17 something you've got to give up, because it's not
18 like if you're making huge paychecks, and the large
19 number of people that are in this category, they're
20 going to be hurt -- hurt by this. It doesn't look
21 like that we're going to have any way to have an
22 extra income, but Ameren UE is asking for something.
23 And I thank God that we have an organization that's
24 in place to balance their ability to put it on us.
25 So I'm trusting that they will do the right thing and

1 make it 18 percent or where it should be, two
2 percent, five percent as, you know, as it works out.
3 At the same time, during -- during all of this time,
4 I look back, and the elderly people that I'm dealing
5 with, I've seen their insurance companies jack their
6 rates. I've seen my insurance company jack my rates.
7 They came out this year and said you got to put a
8 rail on your back deck, 17 years later. That's a
9 thousand dollars. These kind of things are in all of
10 our lives, every one of our lives, and you have --
11 you have a situation to where no taxes on people,
12 poor people. Nonsense. An electric increase is a
13 tax on a poor person, and the crazy people that are
14 saying they're going to force the coal companies out
15 of business, they're maniacs, because that coal was
16 given by God. And it was given by God to give us a
17 lower electric rate in this state, and that's the way
18 I look at it. And anybody -- well, the man said in
19 California, quote, unquote, as a necessity,
20 everybody's electric bill will go up, and I just
21 trust that the people that are in charge of
22 moderating and balancing this particular thing will
23 really pay attention that there won't be any
24 shenanigans, there won't be any under the table
25 dealings. Those things -- we can trust that those

1 things will come out right, but everybody in the
2 category where you're just in a fixed income, you're
3 not making 30, 40, 50,000 dollars and beyond, that
4 \$15 means something just like the insurance company
5 that got me this year. Just like the taxes that got
6 me -- everything that got me. Don't tell me there's
7 no inflation, because there's inflation on ordinary
8 common people. Other people, too, but it's ordinary
9 common people that feel the most. The very, very
10 rich don't even feel it. They don't even feel it,
11 and that's -- I guess that's why this whole group of
12 people that have been here tonight and they're
13 concerned because they feel \$15. It's not like the
14 man that gets in the jet and goes to Copenhagen.
15 It's not him. He ain't feeling nothing. He's
16 burning, and he's enjoying. That's all I have to
17 say.

18 JUDGE WOODRUFF: Thank you, sir. Any
19 questions? Thank you, Mr. Grubbs. We'll go back to
20 Hayti for the next witness.

21 MS. KREMER: Mary Johnson, Mary Johnson.

22 MS. JOHNSON: Am I all right over here?

23 JUDGE WOODRUFF: All right. Please raise
24 your right hand. Do you solemnly swear or affirm the
25 testimony you're about to give in this matter is the

1 truth, the whole truth, and nothing but the truth?

2 MS. JOHNSON: Yes, I do.

3 MARY JOHNSON,
4 of lawful age, sworn and examined, says:

5 EXAMINATION

6 QUESTIONS BY JUDGE WOODRUFF:

7 Q. All right. What would you like to -- first
8 of all, state your name, please.

9 A. Mary Johnson.

10 Q. Thank you. Ms. Johnson, what would you
11 like to tell us?

12 A. Well, just that I agree with a lot of
13 people. I'm on a fixed income, also, and we didn't
14 get a cost of living increase this year. Or we won't
15 get one, and there's other increases. I mean,
16 everything is going up, and now the 18 percent
17 increase on the light bill. That's -- one lady
18 stated, my lights be going off and on. The lines are
19 supposed to be fixed, but the lights be going off
20 every so often. And that 18 percent, it's going to
21 be a hurt. I mean, sometimes I have to give up
22 paying one bill to try to pay something else, and
23 with these increases, something is going to go
24 unpaid. And I think it's just -- it's just too much.

25 JUDGE WOODRUFF: Thank you, ma'am. Any

1 questions for Ms. Johnson?

2 All right. We'll come back here to Dexter.

3 The next name on the list is Linda Vaughn or

4 DeV Vaughn. Yeah, Linda Vaughn. All right. Christina

5 Jerral; Julie Jackson. Please raise your right hand.

6 Do you solemnly swear or affirm the testimony you're

7 about to give in this matter is the truth, the whole

8 truth, and nothing but the truth?

9 MS. JACKSON: Absolutely.

10 JULIE JACKSON,

11 of lawful age, sworn and examined, says:

12 EXAMINATION

13 QUESTIONS BY JUDGE WOODRUFF:

14 Q. Thank you. And would you tell us your
15 name?

16 A. My name is Julie Jackson.

17 Q. What would you like to tell us?

18 A. I am legally blind. My husband is legally

19 blind. I have tried multiple times, multiple

20 applications. I cannot get a job, and we hear many

21 people talking about how President Obama has said

22 there's no inflation, no raise for Social Security.

23 That's where we come from. My husband and I have

24 struggled. We have put in new windows that are

25 energy efficient. We have put energy efficient doors

1 in. We have insulated our roof. We have insulated
2 our walls. We go through the whole entire house with
3 energy efficient lights. We changed our water heater
4 to energy efficient. We have energy efficient
5 everything we possibly can, and we struggle. And
6 struggling like we do, I don't even know where we're
7 going to be able to cut back, because we don't even
8 have credit cards. We are run on the bare minimum.
9 I look at my utility bill, and from spring to fall,
10 the areas where we do not run our heat, we have a gas
11 charge. They charge us for our meter. Why do we
12 have to pay for a meter when we don't use that gas?
13 We asked if we can take the meter out and have it put
14 back in. It's a big charge that it out shows the
15 amount that we would've paid. It's ridiculous.

16 Ice storm, my next door neighbor has the
17 COPD where he has to have his breathing machine. He
18 was running his generator. He was so upset because
19 when we finally did get a gas station that had gas
20 Ameren UE's trucks was right there, and they zapped
21 it all. He had no means of getting any more gas to
22 run his generator. Is insurance prices for Ameren UE
23 too much to cover some of the loss? Are they like
24 the rest of us who cannot afford it? I can go on and
25 take a lot more time, but those are some key points

1 to think about.

2 JUDGE WOODRUFF: Thank you. Any questions
3 for Ms. Jackson? Thank you, Ms. Jackson.

4 Next name on the list is Robert Forrester.
5 Good evening. Please raise your right hand. Do you
6 solemnly swear or affirm the testimony you're about
7 to give in this matter is the truth, the whole truth,
8 and nothing but the truth?

9 MR. FORRESTER: Yes, I do.

10 ROBERT FORRESTER,
11 of lawful age, sworn and examined, says:

12 EXAMINATION

13 QUESTIONS BY JUDGE WOODRUFF:

14 Q. You may be seated. Tell us -- tell us your
15 name.

16 A. Robert Forrester.

17 Q. Can you spell us your last name for us?

18 A. Robert Forrester.

19 Q. What would you like to tell us?

20 A. I had a couple of comments on -- trailing
21 comments on the nuclear energy thing. You know, you
22 mentioned a while ago that it was cheap energy.
23 Well, that may be true after a time, but it's
24 expensive to build those things. And if you have
25 accident, accidents do occur. Remember Chernobyl in

1 Russia, and multiple counties in the State of
2 Missouri could be uninhabitable for a long period of
3 time. Plus you've got the nuclear waste. What do
4 you do with something that has a 10,000 year
5 half-life? Where do you store it, and what do you
6 store it in? Well, they finally settled on Nevada;
7 although, Nevada didn't want it. And that's where
8 the nuclear energy -- or waste in this country are
9 going. So that -- I just wanted to express my
10 feelings on nuclear energy, and I'm still suspicious
11 about this, because nuclear energy was at the
12 forefront of all this about rate increases in the
13 summertime. Now, I read this pamphlet, and it said,
14 in general terms, about continuing the efficiency of
15 the company and so on in rather vague terms, which,
16 to me, left an opening for that. So that's why I
17 wanted to comment on that, and a thought occurred to
18 me that I was wondering if the Commission turned down
19 this request for an increase and said you'll have no
20 increase at all this year, or at least postpone it,
21 would Ameren UE go out of business? And would it be
22 possible for Ameren UE to siphon a little of the
23 money -- they sell gas, too. I don't know if
24 anything else, but would it be possible to equalize a
25 little of the money from that part of the company so

1 that they can just get by until this recession is
2 over, and that's -- that's basically what I -- what I
3 wanted to say. And I -- I did have one other thought
4 that, you know, in my town, we have a water system,
5 and there's a graduated price on that water,
6 depending on how much you use. And I'm wondering if
7 the poor people and people who are on limited income
8 if there couldn't be a system where a minimum use
9 could be at a lower rate, and the more people --
10 people that own a 30-room house or whatever, might
11 pay a little more for the current, maybe with some
12 consideration for businesses like the grocery stores
13 that was mentioned earlier. But it looks to me like
14 there ought to be some other options around to assist
15 these people who are on a limited income. Thank you.

16 JUDGE WOODRUFF: Thank you, sir. Any
17 questions for Mr. Forrester? Thank you.

18 And I skipped over Hayti, so we'll go back
19 to two witnesses from Hayti. Next witness in Hayti.

20 MS. KREMER: Jerry Ash. I'm sorry, Jimmie.

21 JUDGE WOODRUFF: All right. Please raise
22 your right hand. Do you solemnly swear or affirm the
23 testimony you're about to give in this matter is the
24 truth, the whole truth, and nothing but the truth?

25 MR. ASH: I do.

1 JIMMIE ASH,
2 of lawful age, sworn and examined, says:

3 EXAMINATION

4 QUESTIONS BY JUDGE WOODRUFF:

5 Q. And could you tell us your name, please?

6 A. Jimmie Ash.

7 Q. All right. What would you like to tell us?

8 A. Well, I'm sitting here tonight and
9 listening to these people, and I came here myself to
10 speak against this rate increase. I can see that
11 Ameren UE can -- they need a rate increase. I'm sure
12 they can -- I've got no doubt that they can justify
13 it on paper. I've been negotiating myself for many
14 years in the union, between union and company, and I
15 know how that works, and I'm sure Ameren UE, like I
16 said, they may need a rate increase due to
17 expenditures they may have. However, when you listen
18 to the people in this community and throughout this
19 state and throughout this country at what's going on
20 in this country, we're in a recession. You might
21 call -- I call it a depression. We're losing
22 industry throughout this country. Jobs are going
23 overseas. They have been for years. No jobs are
24 being put in that -- their place. Wages are not
25 keeping up with the cost of living. That has not

1 been going on for years throughout all of industry,
2 and the people here that I've heard tonight that are
3 on fixed incomes of \$200 -- I've heard some say 400
4 to \$500 -- when you consider an 18 percent increase
5 for those people, you're talking about a major
6 majority of their income just for electrify just on
7 the 18 percent increase, not counting any other
8 expenditures, and Ameren UE is just one entity that's
9 pulling at our pockets. And somewhere, somehow, in
10 this country, this has got to stop. The American
11 people -- not just with Ameren UE, and I'm not just
12 pointing out Ameren UE. It's everywhere, all across
13 this country -- has got to quit putting it on the
14 American people to keep coming up and say we need
15 more. We're being taxed to death. Our gas is
16 getting outrageous. Our taxes are more than we can
17 pay. You can't afford to own a home in this country
18 anymore. The American Dream has gone out the window.
19 You can give them this increase, Missouri Public
20 Commission, and you can give them an increase the
21 next year and the year after. But at some point, and
22 if you give them an increase of any kind this time,
23 there's going to be some people throughout Missouri
24 that are not going to be able to pay that increase,
25 no matter what the increase is. It doesn't matter.

1 There will be some that will not be able to pay that.
2 Now, will Ameren UE cut their electricity off?
3 What's going to happen to those people? Are they
4 going to lose customers? Are they going to go away,
5 or they're going to cut the electricity off. We know
6 what's going to happen. Now, they're going to have
7 to make choices. They either pay their electric
8 bill, or they don't eat this week. Or they don't get
9 their medications this week or whatever the case may
10 be, but something's got to be reduced. And we can't
11 keep cutting back. Somebody else is going to have to
12 start cutting, and you can give them an increase.
13 And you can give them another increase, but somehow
14 down the line all of us, even the ones that are not
15 on \$500 a month -- I'm on a fixed income, too. It
16 happens to be more than \$500 a month, thank goodness.
17 I don't know how I could make it, but all of us are
18 going have to say we can't pay it anymore, because
19 everybody else is also out here pulling at our
20 pursestrings and saying we need more, we need more.
21 It's not just Ameren UE, and I ask the Missouri
22 Public Service Commission to respectfully decline
23 this rate increase, any rate increase. Please do not
24 do this. Thank you.

25 Q. Thank you, sir.

1 COMMISSIONER DAVIS: Judge Woodruff, Judge
2 Woodruff, can you hear me? I'd like to ask this
3 gentleman a few questions.

4 JUDGE WOODRUFF: Go right ahead.

5 EXAMINATION

6 QUESTIONS BY COMMISSIONER DAVIS:

7 Q. Sir, can you come back up? Do you -- do
8 you work for a union?

9 A. I did.

10 Q. What union was it?

11 A. United Steel Workers.

12 Q. Okay. So were you -- you weren't an Ameren
13 UE employee, though?

14 A. No, sir.

15 Q. Okay. So did you work -- represent people
16 in negotiations with Ameren?

17 A. No, sir.

18 Q. Okay. All right. So you don't know what's
19 in Ameren's collective bargaining agreement with its
20 employees, do you?

21 A. I have talked -- sir, I do not know
22 specifically, no.

23 Q. Okay.

24 A. I have talked to some of their people
25 within the union, and I know a little bit what's in

1 it. I do not know details, no.

2 Q. Do you know when they got their last raise?

3 A. Well, the last time I talked to anybody
4 within their union was probably two years ago, so
5 that's my latest information. I don't know anything
6 recently.

7 Q. Okay. So you don't know --

8 A. At that time, they just got one.

9 Q. Okay. So you don't know if they got a
10 raise last year or not?

11 A. No, sir, I do not.

12 Q. Or when they --

13 A. I cannot tell you that.

14 Q. -- would've gotten it?

15 A. No, sir, I do not.

16 Q. Do you know when Ameren got it's last rate
17 increase?

18 A. Yes, sir. Last year.

19 Q. Do you know if it was March, April sometime
20 in that -- does that sound familiar?

21 A. I believe it was -- I believe that's
22 correct.

23 Q. Okay.

24 A. Somewhere in that timeframe.

25 Q. So you don't know what their collective

1 bargaining agreement is with the union, if there's an
2 increase for this year, either, do you?

3 A. No, sir, I do not.

4 Q. Do you think the union will be able to --
5 would be willing to renegotiate their contract with
6 Ameren to help keep rates low?

7 A. Well, I'll put it this way. As a
8 representative of the steel workers union and the
9 companies that we had contracted with came to us,
10 such as Noranda, and said that they were in trouble
11 and needed reductions, yes, we were willing to sit
12 down with that company and talk to them and see what
13 their problems were, and, if necessary, yes, we went
14 into negotiations with them and gave them
15 concessions.

16 Q. Thank you, sir.

17 A. Yes, sir.

18 JUDGE WOODRUFF: Thank you. We'll take
19 another witness from Hayti.

20 MS. KREMER: Okay. Mike Vaught, Mike
21 Vaught. Okay. Kenny Mitchell.

22 JUDGE WOODRUFF: All right. I'll swear you
23 in. Do you solemnly swear or affirm the testimony
24 you're about to give in this matter is the truth, the
25 whole truth, and nothing but the truth?

1 MR. MITCHELL: Yes, I do.

2 KENNY MITCHELL,
3 of lawful age, sworn and examined, says:

4 EXAMINATION

5 QUESTIONS JUDGE WOODRUFF:

6 Q. All right. Could you tell us your name,
7 please?

8 A. My name is Kenny Mitchell.

9 Q. All right. What would you like to tell us?

10 A. What I would like to say is that, from
11 hearing a lot of the testimony, which is great
12 testimony, I'd just like to say that I hope that UE
13 takes into consideration everything that has been
14 said, and -- and I know that UE have things that they
15 can take care of. But it would -- it would be nice
16 of them if they would consider -- like someone said,
17 if they take the 18 percent raise and someone is
18 already struggling and hurting now trying to make --
19 meet they bills, and then they get hit with an 18
20 percent raise, which throughout the Missouri area,
21 and they unable to pay it, and then they -- next
22 thing, you -- you know, they power get turned off.
23 They lose they lights. All that have to be taken
24 into consideration. The people probably wouldn't
25 have a problem with the 18 percent increase, if they

1 had the income to be able to maintain, you know.
2 There's some that can maintain, and there's a lot
3 that cannot maintain a 18 percent increase raise. So
4 for myself, you know, since 2008, I've been
5 unemployed, but by the Grace of God, he's been
6 sustaining my needs and my wants. And, I mean, I
7 have hospital bills that I'm unable to -- you know,
8 18 percent increase on my electric bill. I got
9 hospital bills that I can't even afford to pay. So
10 how will -- how am I going to sustain an increase on
11 -- on my electric bill? I mean, that -- that's
12 hurting, you know. My -- my -- I don't have the
13 money now to maintain all of my bills now. I have
14 bill collectors calling me every day, you know, and
15 if this 18 percent increase go in, I have four kids
16 at home with me. Plus I have grandchildren that live
17 at home with me, you know, and if I'm unable to
18 maintain -- my children -- my grandchildren and
19 children, they depend on me, you know. If we get an
20 18 percent raise, I can't pay my electric bill. I
21 mean, we got to think about the children here, too.
22 It's not solely on us as an adult, and we have
23 children, you know. I know -- like I said, I know UE
24 have things that they need to take care of, but I
25 know UE is a company, that they in business. And

1 they know -- they -- they ain't just went broke and
2 don't have money to do what they need to do. As a
3 citizen of the United States of America, I know that
4 UE have money in places that they -- where they can
5 take care of this without having to tax the American
6 citizens, and even if you do decide to make a tax, it
7 doesn't have to be that high. At least allow it to
8 be something where the citizens of Missouri can be
9 able to pay, and it won't hurt, you know. Don't
10 just -- you know, that's just like someone coming in
11 and taking over a funeral home and then telling the
12 people they not going to honor they part. They not
13 going to honor they policy. That's -- that's the
14 same thing, because they say, I'm going to buy this
15 here funeral home, but when -- I'm not going to honor
16 the people that already have bought and purchased the
17 policy. That's -- that's just -- that's the same
18 thing. That's all I have to say.

19 JUDGE WOODRUFF: Thank you. Any questions
20 for this witness? All right. Thank you, sir.

21 We'll come back here to Dexter, and Ronnie
22 McGregg.

23 MR. McROY: It's Ronnie McRoy.

24 JUDGE WOODRUFF: Good evening, sir. Please
25 raise your right hand. Do you solemnly swear or

1 affirm the testimony you're about to give in this
2 matter is the truth, the whole truth, and nothing but
3 the truth?

4 MR. McROY: Yes, sir, I do.

5 RONNIE McROY,
6 of lawful age, sworn and examined, says:

7 EXAMINATION

8 QUESTIONS BY JUDGE WOODRUFF:

9 Q. Tell us your name.

10 A. My name is Ronnie McRoy, M-C, capital R,
11 O-Y.

12 Q. Okay. Thank you.

13 A. First of all, I've sat here and listened to
14 everybody talk about fixed budget and everything, and
15 they can't afford to do this. Well, then, why ain't
16 there nobody fighting for the people that's on a
17 fixed budget to raise their income like Ameren UE is
18 trying to raise their percentage on our light bill?
19 First, another thing is I don't understand where all
20 this money has gone over the years that I have paid
21 my light bill every month. First time I was paying a
22 hundred. Sometimes I pay \$225 a month on my light
23 bill, and that's for the last nine years. So where's
24 all that money gone that I've paid and everybody else
25 has paid? It just don't make no sense to me why they

1 want to raise the percentage rate when right now we
2 can't afford to do nothing. If that's the case,
3 let's fight for the people that's on a fixed income
4 and raise their rate so they can be able to afford
5 the rates that they're asking for. And that's all I
6 got to say. Thank you.

7 JUDGE WOODRUFF: Any questions for
8 Mr. McRoy? All right. Thank you.

9 Back to Hayti for your next witness.

10 MS. KREMER: Judge, I think that was
11 everyone on our list, but we want to make sure. Did
12 we miss anyone, or would anyone who hasn't signed up
13 who would like to testify you sure can. We have
14 another witness here. What is your name, ma'am?

15 MS. WALKER: Shelby Walker.

16 MS. KREMER: Shelby Walker. Okay.

17 JUDGE WOODRUFF: Shelby Walker. All right.
18 Please raise your right hand. Do you solemnly swear
19 or affirm the testimony you're about to give in this
20 matter is the truth, the whole truth, and nothing but
21 the truth?

22 MS. WALKER: I do.

23 SHELBY WALKER,
24 of lawful age, sworn and examined, says:

25 EXAMINATION

1 QUESTIONS BY JUDGE WOODRUFF:

2 Q. All right. Thank you. What you would you
3 like to tell us?

4 A. Well, I just had a comment. My father
5 worked for Ameren UE, and he worked for Artville
6 Power for 35 years, Artville Power and Lumber and
7 Ameren UE, and I just had to say that everybody is
8 talking about these poles. These poles have been
9 there when Artville Power was there, and not --
10 Ameren UE is not responsible for putting all of them
11 in there. So I think we're giving a bum wrap here on
12 a lot of things, because a lot of them were in there
13 before. And I don't want a pay raise -- I mean, I
14 don't want a rate increase, but I have to say they
15 have done a good job.

16 JUDGE WOODRUFF: Any questions for this
17 witness? Thank you, ma'am.

18 We'll come back here to Dexter. Betty
19 Canal; Don Lancaster. Good evening, sir. Do you
20 solemnly swear or affirm the testimony you're about
21 to give in this matter is the truth, the whole truth,
22 and nothing but the truth?

23 MR. LANCASTER: I do.

24 DON LANCASTER,
25 of lawful age, sworn and examined, says:

1 EXAMINATION

2 QUESTIONS BY JUDGE WOODRUFF:

3 Q. Please be seated and tell us your name.

4 A. Don Lancaster, L-A-N-C-A-S-T-E-R.

5 Q. What would you like to tell us?

6 A. I'm just concerned -- like to ask a
7 question. Does Ameren UE have insurance for when
8 they have the catastrophic cause like the ice storm?
9 Also, what about the federal money and grant money.
10 Does that apply to this figure?

11 Q. I can't answer that question, but you might
12 want to talk with Mr. Kidwell after the hearing. And
13 he may be able to answer.

14 MR. KIDWELL: No. I'll be glad to talk to
15 you.

16 A. Okay. Great. That's my concern. There's
17 other money out there without rate increase, and
18 that's where I'm going with this. I represent a
19 small city. We're all basically on a fixed income.
20 That's it.

21 JUDGE WOODRUFF: Okay. Thank you, sir.
22 Any questions for this witness? Thank you, Mr.
23 Lancaster.

24 We're back to Hayti, if there's anybody
25 there in Hayti that wants to testify.

1 MS. KREMER: I think we have one more
2 witness.

3 JUDGE WOODRUFF: All right. All right.
4 Thank you, sir. Do you solemnly swear or affirm the
5 testimony you're about to give in this matter is the
6 truth, the whole truth, and nothing but the truth?

7 MR. ROSE: I do.

8 FRANK ROSE,
9 of lawful age, sworn and examined, says:

10 EXAMINATION

11 QUESTIONS BY JUDGE WOODRUFF:

12 Q. All right. Could you tell us your name?

13 A. Frank Rose.

14 Q. I didn't catch that.

15 A. Frank Rose.

16 Q. All right. What would you like to tell us?

17 A. I'd just like to add that looking at a lot
18 of the corporations in America that are -- seem to be
19 basing their values on greed and how we're looking
20 for a corporation that will step up with integrity
21 and not to continue to want to bring the people down
22 and to find other avenues and other ways, bring other
23 businesses, get together to help out each other.
24 It's like a lot of people in a small communities are
25 trying to help out each together. I know a lot of

1 people are helping paying other people's bills, help
2 buying groceries. When will some of the corporations
3 stop being so greedy and seeing where this
4 corporation is getting a lot of money, well, I'm
5 going to get my money, too, instead of saying, look,
6 we're in deep. Can you help us? Is there some kind
7 of way that we could -- there are a lot of contract
8 and negotiations that could take place to where other
9 corporations can help each other. You know, put it
10 on paper. Hey, we can loan -- give a loan to the
11 other corporation. Get them to where they need to be
12 instead of always -- because businesses are in
13 business to keep going. Then you start raising these
14 taxes, and you go through. You going to lose a lot
15 of people. You're going to break up families.
16 You're going to lose children. People are going to
17 move from a lot of areas, because areas like this it
18 is like a job, you know. I work with men every day
19 with them things called the middle of (inaudible). A
20 lot of guys it's hard, and then they have to come
21 back and live with their moms, with their
22 girlfriends. And the increase when money is already
23 short, you causing a lot of crime, stealing because
24 now they can't pay this. Like they said, they going
25 to rob Peter to pay Paul. It's not going to work,

1 and it's going to be like a domino effect. If Ameren
2 get's 18 percent, who's next, and whatever percent,
3 well, they got it; I can get it, too. So we just
4 want somebody with integrity. Talking about United
5 States, land of the free, home of the brave. Where
6 are the brave to stand up and say that's enough of
7 taxing the people that already hurting? Those that
8 have the money, they're okay, but what about the
9 people that don't have that money. The rich get
10 richer, as they say, and the poor get poorer. The
11 poorer got awful. That's what you want this country
12 to be looked as? It's like the country now to where
13 it's all about the money. We don't care about the
14 integrity. We don't care about your status. We
15 don't care about your situation. As long as I can
16 continue to get -- I think it's about a lot of greed,
17 because as long as the head continue to get the money
18 to take vacations when people around here can't even
19 get from Hayti to Caruthersville, a five hour -- a
20 five minute drive. So I'm just hoping that the
21 Commissioner and everyone will just take into
22 consideration generations, not just this year but
23 families, you know, what the effect do it have on the
24 poor of the American family, especially in the State
25 of Missouri. Thank you.

1 JUDGE WOODRUFF: Thank you, sir. Any
2 questions for this witness? Thank you, sir.

3 Come back to Dexter, then. Pete Chaffee.
4 All right. Dan Nichols. I'm sorry.

5 MR. CARTEE: Is it Cartee?

6 JUDGE WOODRUFF: Cartee, I'm sorry.

7 MR. CARTEE: All right.

8 JUDGE WOODRUFF: I'm guessing at
9 handwriting.

10 MR. CARTEE: It wasn't my handwriting. It
11 was the other folks.

12 JUDGE WOODRUFF: All right. Please raise
13 your right hand. Do you solemnly swear or affirm the
14 testimony you're about to give in this matter is the
15 truth, the whole truth, and nothing but the truth?

16 MR. CARTEE: I do.

17 PRINTISE CARTEE,
18 of lawful age, sworn and examined, says:

19 EXAMINATION

20 QUESTIONS BY JUDGE WOODRUFF:

21 **Q. You may be seated, and you can tell us your**
22 **name and spell your last name, please.**

23 A. My name is Printise Cartee. The last name
24 is C-A-R-T-E-E, and I was looking at the return on
25 equity here. They're seeking 11.5 percent return on

1 their equity. It's a little tough for us out here in
2 the country to understand when we're drawing one and
3 a half percent on our equity why they would need 11
4 and a half percent. So I would ask the Public
5 Service Commission to cut that down to at least one
6 and a half percent like everyone else is drawing.
7 Thank you.

8 JUDGE WOODRUFF: Does anyone have any
9 questions for Mr. Cartee?

10 All right. Was there anybody else there in
11 Hayti?

12 MS. KREMER: Anyone else that would like to
13 testify? Judge, I don't think we have any other
14 witnesses.

15 JUDGE WOODRUFF: All right. We still have
16 several here in Dexter. Next name on the list is Dan
17 Nichols. All right. Carol Williams; Deloris
18 Bailiff. Good evening, ma'am.

19 MS. BAILIFF: Good evening.

20 JUDGE WOODRUFF: Do you solemnly swear or
21 affirm the testimony you're about to give in this
22 matter is the truth, the whole truth, and nothing but
23 the truth?

24 MS. BAILIFF: I do.

25 DELORIS BAILIFF,

1 of lawful age, sworn and examined, says:

2 EXAMINATION

3 QUESTIONS BY JUDGE WOODRUFF:

4 Q. Tell us your name, please.

5 A. My name is Deloris Bailiff, and I too would
6 like to say I appreciate all our Ameren UE employees
7 who worked so hard in all kinds of weather, and I
8 certainly appreciate the fact that the Missouri
9 Public Service Commission is here to listen to us.
10 Tonight I am representing the Downtown Dexter
11 Association, and we have a statement we prepared. We
12 represent several of the Dexter Missouri downtown
13 businesses. Downtowns and communities the size of
14 Dexter struggle to remain viable businesses providing
15 services and merchandise, as well as providing the
16 livelihood for several individuals. Dexter's
17 downtown has a blend of businesses which compete with
18 the large and small brand boxes that all communities
19 our size coexist with, and because of that
20 competition, it is always a struggle to maintain an
21 income to support not only the owners but their
22 employees. Although we understand the dollar
23 investment for generating and delivering electricity
24 is great, an 18 percent increase seems exorbitant.
25 We are unable to pass along that large an increase to

1 our customers because of the competitive atmosphere
2 we deal with on a day-to-day basis. We ask that the
3 Commission consider the hardship an 18 percent
4 increase would make on not only small businesses but
5 on all consumers in this day of economic uncertainty.
6 Thank you very much.

7 JUDGE WOODRUFF: Thank you, ma'am. Any
8 questions for this witness? Okay. I will note for
9 the record that Ms. Bailiff has handed me a copy of
10 the statement she read signed by various people in
11 her organization. I'll mark this as Exhibit 1 and
12 make it part of the record.

13 (Exhibit 1 marked and admitted into the
14 record.)

15 JUDGE WOODRUFF: Next name on the list is
16 William Winkle. Does that come close to anybody?
17 All right. Kathy Dement; Joyce McClintock. This
18 next one is very hard to read. I'll give the address
19 in Stoddard. Jason Tanner; Henry Avery. Good
20 evening, sir. Please raise your right hand. Do you
21 solemnly swear or affirm the testimony you're about
22 to give in this matter is the truth, the whole truth,
23 and nothing but the truth.

24 MR. AVERY: I do.

25 HENRY AVERY,

1 of lawful age, sworn and examined, says:

2 EXAMINATION

3 QUESTIONS BY JUDGE WOODRUFF:

4 Q. You may be seated, and tell us your name.

5 A. Henry Avery.

6 Q. What would you like to tell us?

7 A. Well, most of the questions that I was
8 going to ask has already been answered, but the
9 freeze on Social Security, if I understand it right,
10 is two years. Am I not correct?

11 Q. I don't know.

12 A. Okay. I haven't heard anyone else ask, but
13 what is the CEO and top executives, what is their pay
14 and benefits?

15 Q. I can't answer specific questions for you.
16 You might want to talk with the Ameren UE
17 representative here. I'm sure he can tell you after
18 the hearing and answer those questions for you.

19 A. Okay. Well, I didn't know, you know,
20 people was asking questions, and they're sitting here
21 talking to the wall. So I guess I've spent my time
22 talking to the wall. Thank you.

23 JUDGE WOODRUFF: All right. Thank you,
24 sir. The next name on the list is -- good evening,
25 Mr. Baker.

1 MR. BAKER: Good evening.

2 JUDGE WOODRUFF: Please raise your right
3 hand. Do you solemnly swear or affirm the testimony
4 you're about to give in this matter is the truth, the
5 whole truth, and nothing but the truth?

6 MR. BAKER: I do.

7 STAN BAKER,
8 of lawful age, sworn and examined, says:

9 EXAMINATION

10 QUESTIONS BY JUDGE WOODRUFF:

11 Q. You may be seated.

12 A. Thank you.

13 Q. And your name is Stan Baker?

14 A. Stan Baker, B-A-K-E-R.

15 Q. What would you like tell us?

16 A. Again, like Mr. Avery, a lot of what I have
17 to say has been said before, but I do have a couple
18 of things I'd like to submit. One, everybody talks
19 about the cost of the ice storm. I work for the
20 railroad. We took a significant hit, as you can
21 imagine, as did Ameren, and our costs we can't pass
22 on to other people, because we're in a competitive
23 environment. If we add a surcharge, then they go to
24 some other railroad, and we lose our business. I've
25 noticed on my electrical bill there is a surcharge

1 for an infrastructure maintenance, and I'd like to
2 have that considered as part of it. Also, the -- you
3 know, I mean, that's the cost of doing business in
4 some cases, but the remarks of the gentleman who was
5 asking about the collective bargaining agreement with
6 his employees I think shows pretty much is the
7 epitome of the soulless and heartless environment of
8 these deep-pocket businesses in the United States
9 today. If this gentleman were to have his way, he
10 would get his 18 percent pay raise and get a pay cut
11 from his employees. So you are asking these men and
12 women who obviously proved themselves greatly during
13 the ice storm, and they were out there for weeks,
14 weeks, and weeks. I know, because I was with them,
15 and he would have these people, who are the heart and
16 soul of this country, take a pay cut and pay an 18
17 percent increase so that his company can go from 9.3
18 to 11 percent profit. This is clearly wrong,
19 especially when you're talking about an environment
20 where there are millions of businesses around this
21 country closing, hundreds of thousands or tens of
22 thousands within Ameren's area, and the company is
23 asking for an increase in profits. And they try to,
24 you know, offset it with a lot of the charts, and
25 they show their costs. Every business has costs, but

1 when you have businesses closing, that's because
2 their profit margin is zero. Around the country --
3 you heard the -- the Schnuck's executive say he's
4 struggling for one or two percent, and here is a
5 company that does not face the competitive
6 environment that all the rest of us have been talking
7 about all night. And he wants to go from nine and a
8 half to 11 percent profit on our backs. I'm sorry,
9 that's just not right, and due to the overall
10 condition of the consumers of this monopoly's cover,
11 I ask that it be denied flatly. And it should be
12 looked at in accordance with the ability to pay, not
13 just padding of profit margin and keeping the bottom
14 line on some spreadsheet somewhere. Thank you.

15 JUDGE WOODRUFF: All right. Any questions
16 for this witness Mr. Baker? Next name on the list is
17 Carol Quoos.

18 MS. QUOOS: Quoos.

19 JUDGE WOODRUFF: Quoos. Okay. Please
20 raise your right hand. Do you solemnly swear or
21 affirm the testimony you're about to give in this
22 matter is the truth, the whole truth, and nothing but
23 the truth?

24 MS. QUOOS: Yes.

25 CAROL QUOOS,

1 of lawful age, sworn and examined, says:

2 EXAMINATION

3 QUESTIONS BY JUDGE WOODRUFF:

4 Q. Thank you. If you could, have a seat and
5 state your name and spell the last name.

6 A. Carol Quoos, Q-U-O-O-S.

7 Q. Okay. What would you like to tell us?

8 A. I'm here to speak for my daughter, because
9 she's a single person trying to buy a home. With
10 very basic bills, she's having a hard time. She has
11 to work three jobs. She couldn't be here tonight,
12 and it's very hard, because she has to take turns
13 with her bills. And we've had to help her out a lot,
14 so it falls on us, and we're limited income, you
15 know. We -- my husband's disabled. He's going to
16 come up and speak, too, but both of -- both my
17 husband and my daughter have machines they sleep with
18 at night. And they -- they are dependent on those,
19 and this ice storm was an act of God. We didn't ask
20 for it, and we certainly wish there was a way that
21 you all can figure out how to disburse this, if we
22 have to pay something. It's just too hard for
23 everybody to even fathom paying such an exorbitant
24 amount. I don't think the people at the top
25 understand, but I've listened to everybody tonight.

1 And there were some very good speakers. It just
2 comes from our heart that we ask you please to
3 rethink what you're asking us to do. We don't know
4 what the future holds. It looks like it's going to
5 be rather bleak in the next few years, if something
6 doesn't happen to change it. We're all very worried
7 about how to make ends meet and what the future holds
8 for us. Please consider everything and all the
9 people that came out tonight. Thank you.

10 JUDGE WOODRUFF: Thank you, ma'am. Any
11 questions for Mr. Quoos? Thank you.

12 Next name on the list is David Quoos. Good
13 evening. Please raise your right hand. Do you
14 solemnly swear or affirm the testimony you're about
15 to give in this matter is the truth, the whole truth,
16 and nothing but the truth?

17 MR. QUOOS: I do.

18 DAVID QUOOS,
19 of lawful age, sworn and examined, says:

20 EXAMINATION

21 QUESTIONS BY JUDGE WOODRUFF:

22 Q. Thank you. You may have a seat, and you
23 are David Quoos?

24 A. Yes, sir.

25 Q. What would you like to tell us?

1 A. Well, like my wife was saying, we're on a
2 fixed income. We've got the same bills as everyone,
3 and basically we have to budget everything in order
4 to be able to pay for our meds. I'm on disability,
5 and the price of my meds is going up all the time.
6 And it looks like the cost of my insurance is going
7 to go up, if I even get it renewed. It depends on
8 what our government's going to do with this new
9 program here, but we're all afraid of that. And
10 nobody here has mentioned it, but on top of the fact
11 that Ameren UE is asking for 18 percent, the
12 government is going to come behind it with that cap
13 and trade bill. And they've already said, stated
14 flat out that our utilities are going to go up, so we
15 don't know how much that's going to go up, and
16 basically, you know, my Social Security, you know, is
17 what it is. Everybody knows that we're not getting a
18 rate increase for the next few years, and we're going
19 to have to live on what we get. It just doesn't look
20 good, and the whole country's in bad shape. It's not
21 just us. It's not just me, and I don't want to make
22 it just about me. I just want to get my facts on
23 record. That's all. I live day-to-day taking a lot
24 of medication, and I have -- my wife mentioned it --
25 a machine, sleep machine that I have to have every

1 night, or I'll stop breathing. And it could be
2 terminal, because they've already told me that, along
3 with the rest of the infirmaries that I have. So I
4 need this machine. We were lucky during the ice
5 storm. I considered ourselves lucky. We were seven
6 days without electricity in 20 degree temperatures,
7 and I kept an eye real close on the inside
8 temperature in the house. We have a thermometer that
9 measures inside and outside, and it was rough. We
10 got through the seven days, but we were lucky. A lot
11 of people didn't have power for a lot longer than
12 that, and I'm really not here to beat on Ameren for
13 the service we get. But I wanted to bring up one
14 other thing. I lived back East for a number of
15 years, and, you know, light bulbs were never an
16 issue. But I guarantee you I spent five times as
17 much money in light bulbs just because of variations
18 in power all the time. I've got every critical piece
19 of electronics, which doesn't amount to a whole lot,
20 TVs and stuff, computers, on surge protectors because
21 of the power we get. It's lousy, and it's nothing to
22 wake up that all my digital clocks are flashing,
23 which means that some time during the night we lost
24 power. It happens on a daily basis. The power
25 supply in this neck of the woods is lousy, but I do

1 also want to commend the linemen that work for this
2 company, because they are the heart of it, and they
3 do the best they can with what they got. And I'm
4 thankful for the Commission that we have somebody on
5 our side to talk for us. And I pray that you guys
6 have really listened to what everybody has had to
7 say, because there's an awful lot of us out there
8 that are really going to hurt over this 18 percent
9 increase. I've heard a few dollar figures here, but
10 I don't think people have rightly figured out what it
11 is exactly going to cost. I sat down and figured out
12 what it's going to cost me, and it's not fair. It's
13 just not fair. I don't know what the answer is. You
14 guys know what your expenses are and what it takes to
15 operate, but I do know that I can't afford what
16 you're asking for. And I'm asking that you consider
17 another -- another option, because you're just
18 putting the people up against a wall. They can't --
19 they just can't do it. There's too much -- too many
20 people in our pockets today, and this just puts the
21 icing on the cake. I thank you for the time, and I
22 thank you for your considerations.

23 **Q. Thank you, sir.**

24 JUDGE WOODRUFF: Anyone have any questions
25 for Mr. Quoos?

1 Q. (BY JUDGE WOODRUFF) Mr. Quoos, I might add
2 one thing. Your concerns about your reliability of
3 your electricity and the service and so forth, Ameren
4 UE has people in the next room over here that might
5 be able to give you specific information about the
6 circuits you're on. So you might want to go over
7 after the hearing and speak with them.

8 A. All right. I'll do that.

9 Q. Thank you.

10 A. Thank you.

11 JUDGE WOODRUFF: Next name on the list is
12 Ed Barns. Mr. Barns here?

13 MR. BARNES: I'm here.

14 JUDGE WOODRUFF: Good evening, sir. Please
15 raise your right hand. Do you solemnly swear or
16 affirm the testimony you're about to give in this
17 matter is the truth, the whole truth, and nothing but
18 the truth?

19 MR. BARNES: Yes, sir.

20 ED BARNES,
21 of lawful age, sworn and examined, says:

22 EXAMINATION

23 QUESTIONS BY JUDGE WOODRUFF:

24 Q. You may have a seat. Tell us your name.

25 A. My name is Ed Barns.

1 **Q. What would you like to tell us?**

2 A. I'm a long time Noranda employee, been
3 working there 34 years, and the company I worked for,
4 it takes a lot of power for that company to operate.
5 And in order for that company to stay in business, we
6 need a competitive power cost. We laid off over 200
7 people last year, and what I'm afraid of if we get an
8 18 percent increase that we won't be able to compete
9 on the global stage. I started to work there when I
10 was 18 years old. I'm 54 now, so, and, you know, I
11 sent my kids to college, you know, bought a nice
12 home. And I help my mom, who's on a fixed income,
13 and I'm afraid without companies like Noranda in this
14 area this area will go back to like it was way back
15 in the '50s and early '60s, cotton fields and
16 low-paying jobs.

17 JUDGE WOODRUFF: Thank you, sir. Any
18 questions for Mr. Barns? All right.

19 COMMISSIONER DAVIS: I have a question for
20 Mr. Barns.

21 JUDGE WOODRUFF: Go ahead, Commissioner.

22 EXAMINATION

23 QUESTIONS BY COMMISSIONER DAVIS:

24 **Q. Mr. Barns, a couple of years ago Noranda**
25 **was bought by a company, and have you noticed any**

1 changes in the management since Noranda was bought
2 out the last time?

3 A. No. I'm just a worker there. We still got
4 the same president.

5 Q. You've still got the same president. So
6 they haven't changed any benefits or compensation or
7 anything?

8 A. What do you mean?

9 Q. Well, I'm saying is your incentive -- is
10 the incentive compensation at Noranda the same now
11 for rank and file employees as it was before?

12 A. I don't -- I don't know what rank and file
13 is. I know what mine is. It's the same.

14 Q. Okay. So it's always -- it's always been
15 the same?

16 A. I don't know -- you know, there's a
17 thousand people that work there. I don't know what
18 everybody's package is. All I know is what I have,
19 and mine is the same.

20 Q. Okay. Okay. All right. Thank you,
21 Mr. Barns.

22 A. Uh-huh.

23 JUDGE WOODRUFF: Thank you, Mr. Barns.
24 That was the last name on my list here. Is anyone
25 here in Dexter that would like to testify? All

1 right. I see some hands over here. First man on the
2 left here, please raise your right hand. Do you
3 solemnly swear or affirm the testimony you're about
4 to give in this matter is the truth, the whole truth,
5 and nothing but the truth?

6 MR. KINCY: I do.

7 DENNIS KINCY,
8 of lawful age, sworn and examined, says:

9 EXAMINATION

10 QUESTIONS BY JUDGE WOODRUFF:

11 Q. Thank you. And could you tell us your
12 name, please?

13 A. Yes. Dennis Kincy, K-I-N-C-Y.

14 Q. What would you like to tell us?

15 A. Well, I was raised here in Dexter and
16 Bloomfield, and I moved away for quite a while. And
17 now that I'm back, it looks like things have --
18 aren't going too well in this area economically, and
19 I would just like to make sure that after hearing
20 what was said tonight that the Public Service
21 Commission thinks about the fact that if somebody
22 wants to do something all at once, they don't go to
23 have gradual change a little by little, inflation,
24 that, to me, something as big as 18 percent seems to
25 me like that has some very poor prior planning in it.

1 Now, granted there was an ice storm, and maybe there
2 should be a surcharge for that to take care of that.
3 But I would ask the Commission to look very closely
4 to make sure that they do not reward Ameren UE for
5 any poor prior planning, and if this rate does have
6 to take place, then I would think that it should
7 happen in a reasonable amount of time and over
8 reasonable pay -- reasonable increases. My second
9 point is that I would ask the P -- not the PUC. Is
10 it the PSC?

11 Q. Yes.

12 A. I lived in California while I was away from
13 here. They call it the PUC out there. That they --
14 that Ameren UE work very closely on a rate-designed
15 structure that has some baseline rates. I'm hearing
16 here tonight -- and I think it's only reasonable --
17 that baseline rates for fixed-income customers be
18 kept down, that they do not have the burden of these
19 extra expenses and that they consider a graduated
20 rate and that that graduated rate also will help in
21 aiding in energy efficiency and energy savings and
22 that they work as best they can and as fast as they
23 can to de-couple the cost of kWh from the approved
24 rate and that they improve and increase their energy
25 efficiency and energy conservation information

1 campaigns to residential, commercial, and industrial
2 customers, and I have looked at some of the work that
3 they've done on the Web. And I see where they've put
4 a lot of effort into this one website that if you do
5 not have a high speed, I mean like a cable modem, and
6 a -- it uses flash -- you're not even going to be
7 able to get any information. There's a lot of fluff.
8 I suggest that they -- when somebody comes to their
9 website for information, they have two modes so a lot
10 of these people that just have dialup modems on their
11 phone system can actually get some information.
12 Consider bill stuffers, mass media, and speeding some
13 money in some local and television, newspaper so that
14 they can help these people save on the amount of kWh
15 that they're paying for, and that's my comments, sir.

16 JUDGE WOODRUFF: Thank you, sir. Any
17 questions for Mr. Kency? Thank you, sir.

18 Other people that want to testify come
19 forward. Good evening, sir. Please raise your right
20 hand. Do you solemnly swear or affirm the testimony
21 you're about to give in this matter is the truth, the
22 whole truth, and nothing but the truth?

23 MR. McCLINTOCK: I do.

24 BRUCE McCLINTOCK,
25 of lawful age, sworn and examined, says:

1 EXAMINATION

2 QUESTIONS BY JUDGE WOODRUFF:

3 Q. Thank you. What is your name?

4 A. My name is Bruce L. McClintock, age 77,
5 Korean veteran, retired. I live at 15597 County Road
6 624, Dexter, Missouri with my wife, a retired
7 schoolteacher who taught 30 years. Ameren UE has
8 asked for a rate increase of 402 million dollars.
9 Part of this is to recover the environmental cost of
10 recovery surcharge, and this is to be paid by the
11 customers of Ameren UE. Now, in providing the
12 services, they did years ago, a year ago, replaced
13 about over 2,000 poles, which many of them were old
14 and rotted. I've seen them myself in going out and
15 looking around. This should've been done on a
16 routine basis over a period of time. The ice just
17 accelerated and caused the problem. While the
18 country's in recession and the bad economy of 10
19 percent unemployment, Ameren UE is asking for 18
20 percent increase in rates. We didn't get an increase
21 in our Social Security. If we were fortunate, it
22 might've been three percent, but we didn't get
23 anything. Ameren UE wants a raise of 18 percent.
24 This would be \$15 a month or about \$180 a month. Our
25 medication is going up. Our food is going up.

1 Somewhere we've -- and many others -- are going to
2 have to draw the line. We're going to have to pick
3 and choose on what we pay and how to make it through
4 'til the next check arrives from Social Security. If
5 this rate hike is approved, it will be the largest in
6 the last 20 years. Ameren UE received -- in 2007,
7 they got a two percent increase. In the year 2008,
8 Ameren UE got an eight percent increase. In January,
9 Missouri regulatory approved an electric rate
10 increase of 162.6 million dollars. I'm not sure what
11 they do with their money, and they still want more.
12 They now want 18 percent more money. Ameren UE has
13 requested the rate increase on the Missouri
14 electrical services to be paid by the consumers in
15 the amount of 1.4 billion dollars, billion dollars,
16 and is now, with the bad economy and a 10 percent
17 unemployment, they want 18 percent. Ameren UE has
18 historically engaged in major propaganda campaigns to
19 support each of their rate increases since 2002.
20 Now, Ameren UE suddenly is seeking -- has gone to the
21 Public Service Commission, and they are wanting a
22 ruling that the public information dissemination
23 campaign is unlawful. It's okay for Ameren UE to do
24 it, but for the other people, it's unlawful. No.
25 That doesn't -- that doesn't ring true. What's sauce

1 for the goose should be sauce for the gander, should
2 be equal. The comments I've made at this point have
3 been a factual basis.

4 What I'd like to make now is some
5 statements of feelings and opinions. Big business
6 and corporations has screwed up this country in many
7 ways and effected our ways of life, mainly through
8 lack of control. Someone needs to really look out
9 for the average person, us, the people. Who's doing
10 that? You are, by name, the Public Service
11 Commission. Public, that's the people; service, that
12 means to look after, to take care of; the commission,
13 that's your -- your charge, your responsibility when
14 you took on the assignment to be a commission member.
15 Now, I understand there's checks and balances. They
16 need to keep the business going, but not on the backs
17 of the people. Thank you for your interest.

18 JUDGE WOODRUFF: Any questions for
19 Mr. McClintock? Other people want to testify? Good
20 evening, sir. Please raise your right hand. Do you
21 solemnly swear or affirm the testimony you're about
22 to give in this matter is the truth, the whole truth,
23 and nothing but the truth?

24 MR. YOUNG: So help me God, I do.

25 JAMES YOUNG,

1 of lawful age, sworn and examined, says:

2 EXAMINATION

3 QUESTIONS BY JUDGE WOODRUFF:

4 Q. Would you tell us your name, please?

5 A. James Young.

6 Q. Okay. What would you like to tell us?

7 A. Back during the ice storm clean up, I know
8 Ameren UE crews run ragged, but I live in Kelso and
9 live on Mesmer. And they were running up and down
10 the street working on this and that. They seemed to
11 kind of jump from one spot to another instead of
12 working their way down. Now, I had a large tree, two
13 of them, in fact, that fell across the line that fed
14 to my house. It didn't break the line. It pulled it
15 and pulled the mast off, and what it did was pulled
16 the line so tight that the insulation pulled off and
17 caused the wires to rub together, and they were
18 arcing. That caused a surge, which blew a hole in my
19 line power out in my kitchen, caused me numerous
20 electric -- or electronic equipment to blow out. My
21 son has a lot of music stuff. I don't know what all
22 he's got but amps, stuff like that, a TV. Everything
23 like that we had to turn in to insurance. With that
24 said, we were out of power for several days, and UE
25 tried to get them to cut the tree off of the lines so

1 they could get it fixed. What they did, they just
2 bypassed us. They said, no, we can't cut a tree off
3 of a feeder line. All we can do is fix the main
4 lines. So they passed us and told us it was up to us
5 to get that tree off the line, and that line was
6 live. It arced, and that was Ameren UE. Now, there
7 was other crews working there that come in from out
8 of state. I forget which one it was. I feel ashamed
9 of it, because I talked to them guys so much, but
10 they stopped by there and asked me why we hadn't been
11 fixed yet. And I told them just exactly what Ameren
12 UE had told me, and they were shocked. And those
13 guys flew into action, and I mean, in no time the
14 tree was off our line. Our line was up and running,
15 and we had electric. Now, I know Ameren guys were
16 working and working hard, but they had no business
17 doing that, leaving us without power and skipping us
18 on down the road. So, you know, I don't want to pay
19 18 percent increase for that kind of service. I'll
20 tell you that right now, and all of a sudden you want
21 to ask for it from customers. And I've heard it here
22 tonight several times about asking for, like, the
23 government. Well, heck fire, ask for some bailout
24 money. Heck, they're spending money -- they love to
25 spend money right now. God knows we've seen that.

1 If you got to charge people money on their bills,
2 don't ask for a big percentage like that and tack it
3 on the bill and leave it. If you've got to do
4 something like that, put a small amount. Make it a
5 surcharge for your loss, for your damage for
6 catastrophic loss, and once you've recovered that
7 loss, take that surcharge off. Take it back off.
8 That way you've shown some good will to your
9 customers but take a chunk out -- take a chunk out of
10 your own money and divvy it all up. Make things
11 equal, but that's -- that's about what I've got. I
12 heard about these meetings just kind of off the cuff.
13 I didn't know that people could come and testify, or
14 I would've been prepared. I'd have had a book for
15 you. Believe me, I would've, but I just heard about
16 it and come flying down here to make it. I come from
17 Kelso. I appreciate the time, and that's what I got
18 to say.

19 JUDGE WOODRUFF: Thank you. Anybody have
20 any questions for Mr. Young? All right. Thank you,
21 Mr. Young. Anyone else wish to testify? Man in the
22 back. Good evening, sir. Do you solemnly swear or
23 affirm the testimony you're about to give in this
24 matter is the truth, the whole truth, and nothing but
25 the truth?

1 MR. DUDLEY: Yes, sir.

2 JEFF DUDLEY,
3 of lawful age, sworn and examined, says:

4 EXAMINATION

5 QUESTIONS BY JUDGE WOODRUFF:

6 Q. Tell us your name, please.

7 A. Jeff Dudley.

8 Q. Jeff Dudley. What would you like to tell
9 us?

10 A. Well, I brought a letter here that Ameren
11 has sent me. I'm going -- I'm not going to read the
12 whole thing. I'm just going to read one paragraph,
13 if that's all right.

14 Q. Go right ahead.

15 A. In the middle of this, it says, we are
16 proud of our record and our efforts to keep the
17 prices down. Today our electric rates are
18 approximately 40 percent below the national average
19 and approximately 20 percent below other investors --
20 other investor-owned utilities in the state. Now, I
21 made a few phone calls this afternoon to Ozark
22 Border, which is right here in our neighborhood. Per
23 kilowatt, theirs is 73 percent -- 73 cents. SEMO is
24 71 cents. Black River is 65 cents, and Ameren UE is
25 86 cents per kilowatt. So I guess it would be a fair

1 statement to say that this letter is a lie, and if
2 Ameren would like to save money, they could save it
3 in stamps by not sending this to everybody and quit
4 putting million-dollar adds on the radio and
5 television and use some of that money for their rate
6 increase. That's all I got to say.

7 JUDGE WOODRUFF: Thank you, Mr. Dudley.
8 Any questions for Mr. Dudley? Thank you, sir.
9 Anybody else here who would like to testify? Anyone
10 else here that would like to testify? I don't see
11 anybody else coming forward. Well, at this point
12 then I'll turn it back over to Hayti and ask
13 Commissioner Davis if he has any final comments he'd
14 like to make.

15 COMMISSIONER DAVIS: Judge, before we --
16 before I make my final comments, can I get everyone
17 who's in the room here in Hayti, as well as everyone
18 here -- is there in the room in Dexter that is an
19 employee or agent of the Fair Electric Rate Action
20 Fund to step forward and identify themselves for the
21 record, please.

22 JUDGE WOODRUFF: Is there anyone here from
23 Fair? There's a gentleman coming forward here in
24 Dexter.

25 MR. BURNS: Well, my name is Scott Burns.

1 I'm from the Fair Electric Rate Action Fund, and I'm
2 the one that's been going around door to door and
3 reminding you about this event.

4 JUDGE WOODRUFF: Thank you, sir.

5 COMMISSIONER DAVIS: Sir, could you --
6 Judge, could you have him state his address, please?

7 JUDGE WOODRUFF: I'm sorry, I didn't catch
8 that.

9 COMMISSIONER DAVIS: Could you have --

10 JUDGE WOODRUFF: His address?

11 COMMISSIONER DAVIS: -- him state his
12 address?

13 JUDGE WOODRUFF: Yes.

14 MR. BURNS: Address? It's from Jefferson
15 City. The address, well, I'm not sure we have one
16 yet.

17 JUDGE WOODRUFF: Okay. Personal address
18 or --

19 COMMISSIONER DAVIS: I'm asking for -- have
20 him give his work address and his home address.

21 MR. BURNS: Work address is at 210 East
22 High Street, and the personal I live in New
23 Hampshire, 902 Manchester Street.

24 JUDGE WOODRUFF: Thank you.

25 COMMISSIONER DAVIS: Okay. Thank you.

1 JUDGE WOODRUFF: Anything else,
2 Commissioner?

3 COMMISSIONER DAVIS: Yes. We've got --

4 JUDGE WOODRUFF: Commissioner, would you
5 like to make a final statement?

6 COMMISSIONER DAVIS: Judge, do not stop
7 this hearing yet. I've got people here standing here
8 to identify themselves that need to step forward and
9 identify themselves for the record, please.

10 JUDGE WOODRUFF: I'm sorry, sir. Go ahead.

11 COMMISSIONER DAVIS: Come on down. Judge,
12 can we get the cameras on here?

13 JUDGE WOODRUFF: I can't control the camera
14 from here, sir.

15 COMMISSIONER DAVIS: Okay. That's fine.
16 Ma'am, can you identify yourself for the record?
17 Yes.

18 MS. DIXON: Yes. Katie Dixon. Work
19 address is 210 East High Street in Jefferson City.
20 My permanent address is 1057 East Stanford, and
21 that's in Springfield, Missouri.

22 COMMISSIONER DAVIS: Okay. Okay. And I'm
23 sorry, Ms. Dixon, who is your employer?

24 MS. DIXON: It's the Fair Electricity Rate
25 Action Fund.

1 COMMISSIONER DAVIS: And are you employed
2 by anyone else?

3 MS. DIXON: No, sir.

4 COMMISSIONER DAVIS: Okay. And how long
5 have you been an employee there?

6 MS. DIXON: Only a week, sir.

7 COMMISSIONER DAVIS: Okay. And who hired
8 you?

9 MS. DIXON: Mark Oguedo.

10 COMMISSIONER DAVIS: Okay. And how much
11 are you being paid?

12 MS. DIXON: \$2,500.

13 COMMISSIONER DAVIS: For what periods?

14 MS. DIXON: Per month, I'm sorry.

15 COMMISSIONER DAVIS: 2,500. And do you
16 know how long your employment lasts?

17 MS. DIXON: I do not, sir.

18 COMMISSIONER DAVIS: Okay. What are you
19 being paid for?

20 MS. DIXON: I'm a field organizer and also
21 the operations director.

22 COMMISSIONER DAVIS: Okay. And what
23 instructions were you given by your employer in
24 regards to tonight's meeting?

25 MS. DIXON: To tonight's meeting was to

1 take notes of -- take notes of people, you know, let
2 them know what was going on, also get comment cards
3 filled out to send to the PSC.

4 COMMISSIONER DAVIS: Okay. And what
5 actions did you take before the meeting?

6 MS. DIXON: Before the meeting, we've been
7 handing -- you mean since we've been in Hayti or just
8 --

9 COMMISSIONER DAVIS: Since before -- since
10 you've been employed the last week.

11 MS. DIXON: Okay. We've been -- again, the
12 comment cards for the PSC, getting those buy them
13 various ways, door to door or standing outside
14 businesses. Also, we were -- probably a lot of you
15 have gotten little handout cards stating what the
16 meeting is, you know, making sure people knew where
17 the meeting was.

18 COMMISSIONER DAVIS: Okay. And how did you
19 find out about this job?

20 MS. DIXON: Mark Oguedo called me.

21 COMMISSIONER DAVIS: And do you know -- do
22 you have Mark Oguedo's contact information?

23 MS. DIXON: Yes, sir.

24 COMMISSIONER DAVIS: And can you provide
25 that for us for the record?

1 MS. DIXON: Yes, sir. All I have -- I'm
2 sorry, I have to look in my phone for it. His number
3 is (714) 403-9596.

4 COMMISSIONER DAVIS: That's (714) 403, and,
5 I'm sorry, what were the last four digits?

6 MS. DIXON: 9596.

7 COMMISSIONER DAVIS: 9596. And how did you
8 come to be acquainted with Mr. Oguedo.

9 MS. DIXON: I worked for him previously.

10 COMMISSIONER DAVIS: And in what capacity
11 was that?

12 MS. DIXON: I worked on the governor's
13 campaign in 2008.

14 COMMISSIONER DAVIS: Okay. And what do you
15 think your purpose is as an employee of the Fair
16 Electric Rate Action Fund?

17 MS. DIXON: I think the biggest one is
18 informing everyone who's affected by it of the rate
19 increase -- of the proposed rate increase.

20 COMMISSIONER DAVIS: Were you hired to
21 influence the decision of the Public Service
22 Commission?

23 MS. DIXON: Not to my knowledge.

24 COMMISSIONER DAVIS: Okay. Did anyone
25 coach you about what you were supposed to say to

1 customers?

2 MS. DIXON: I mean, a little bit. We were
3 given facts, just that there will be -- about the
4 increase, and we were told, you know, to let people
5 know and to get their opinions about it.

6 COMMISSIONER DAVIS: Okay. And who was
7 that person?

8 MS. DIXON: Mark Oguedo again and Travis
9 Levitt.

10 COMMISSIONER DAVIS: Okay. And did anyone
11 tell you or coach you what you were to say if anyone
12 from the Public Service Commission asked you
13 questions?

14 MS. DIXON: No, sir.

15 COMMISSIONER DAVIS: Okay. Let's see,
16 Ms. Nixon, where have you worked for the last five
17 years?

18 MS. DIXON: Over the last five years, I
19 just graduated a couple of years ago. I worked at a
20 couple of movie theaters in Springfield, Missouri. I
21 worked, of course, for the governor's campaign in
22 2008. I worked for Ask Me for a short period of
23 time. I also worked for the Democratic of -- or
24 Democratic party of Virginia.

25 COMMISSIONER DAVIS: Okay. Are you member

1 of any groups or organizations?

2 MS. DIXON: No, sir.

3 COMMISSIONER DAVIS: Okay. And, Ms. Nixon,
4 has everything that you have said here today been
5 true, to the best of your knowledge?

6 MS. DIXON: Yes, sir. I think you might
7 have my last name wrong.

8 COMMISSIONER DAVIS: I'm sorry, what is it?

9 MS. DIXON: Oh, it's fine. It's Dixon,
10 D-I-X-O-N. I thought you were saying Nixon.

11 COMMISSIONER DAVIS: I was saying it. So
12 thank you.

13 MS. DIXON: Okay. I'm sorry.

14 COMMISSIONER DAVIS: Okay. Is there -- do
15 you know -- do you know who's paying your salary?

16 MS. DIXON: To my knowledge, it's the
17 Action Fund.

18 COMMISSIONER DAVIS: Do you know where the
19 Fair Electric Rate Action Fund gets their money?

20 MS. DIXON: I do not, sir.

21 COMMISSIONER DAVIS: You do not. Is there
22 anything else that we need to know, Ms. Dixon?

23 MS. DIXON: No, nothing.

24 COMMISSIONER DAVIS: All right. Thank you,
25 Ms. Dixon.

1 MS. DIXON: Thank you.

2 COMMISSIONER DAVIS: Sir, would you like to
3 step forward real quick?

4 JUDGE WOODRUFF: Do you have another one
5 there?

6 COMMISSIONER DAVIS: We've got one more
7 here, Judge.

8 JUDGE WOODRUFF: We've got one more here,
9 also.

10 COMMISSIONER DAVIS: Yes, sir. If you
11 could, could you identify yourself for the record?

12 MR. STROUGH: My name is Eric Strough.

13 COMMISSIONER DAVIS: And could you spell
14 that last name?

15 MR. STROUGH: S-T-R-O-U-G-H.

16 COMMISSIONER DAVIS: Okay. And,
17 Mr. Strough, where are you employed?

18 MR. STROUGH: I am employed with the Fair
19 Electricity Rate Action Fund.

20 COMMISSIONER DAVIS: And what is the
21 address there.

22 MR. STROUGH: 210 East High Street.

23 COMMISSIONER DAVIS: Is there any apartment
24 numbers or floors or anything? Is it on the first or
25 second floor, or --

1 MR. STROUGH: I don't recall the exact
2 office number. I am sorry.

3 COMMISSIONER DAVIS: That's okay. And
4 where is your -- where is your home residence?

5 MR. STROUGH: Battle Creek, Michigan.

6 COMMISSIONER DAVIS: Okay. How did you
7 come to be employed by the Fair Electric Rate Action
8 Fund?

9 MR. STROUGH: I looked up the job on a
10 website.

11 COMMISSIONER DAVIS: And can you identify
12 for us what website that was?

13 MR. STROUGH: It's called Demographic King.

14 COMMISSIONER DAVIS: Okay. And are you --
15 what compensation are you receiving?

16 MR. STROUGH: 2,000 a month.

17 COMMISSIONER DAVIS: 2,000 a month. And do
18 you know -- do you know where that money is coming
19 from?

20 MR. STROUGH: No.

21 COMMISSIONER DAVIS: Okay. And what is the
22 purpose of your employment?

23 MR. STROUGH: Field organizing.

24 COMMISSIONER DAVIS: Okay. And what are
25 you field organizing for?

1 MR. STROUGH: Basically, we are just
2 informing the people about this electricity rate
3 increase and just getting them over here.

4 COMMISSIONER DAVIS: Okay. And did anyone
5 come to you about what you were supposed to say to
6 the customers that you were soliciting?

7 MR. STROUGH: Yeah. We were trained in
8 that.

9 COMMISSIONER DAVIS: And who trained you?

10 MR. STROUGH: Travis Levitt.

11 COMMISSIONER DAVIS: Okay. And do you have
12 his contact information?

13 MR. STROUGH: Yes, I do. Just a phone
14 number.

15 COMMISSIONER DAVIS: That's fine. Could
16 you please state that for the record?

17 MR. STROUGH: (816) 809-3791.

18 COMMISSIONER DAVIS: Okay. Mr. Strough, do
19 you have anything else to add to Ms. Nix -- to Ms.
20 Dixon's testimony, I'm sorry?

21 MR. STROUGH: No, I don't.

22 COMMISSIONER DAVIS: Okay. Thank you.

23 JUDGE WOODRUFF: Commissioner, were there
24 any others there?

25 COMMISSIONER DAVIS: Can we get that

1 gentleman to identify himself there in Dexter,
2 please?

3 JUDGE WOODRUFF: Yes. Why don't you come
4 forward. Why don't you come over here.

5 MR. LIEAM: Yes.

6 COMMISSIONER DAVIS: Sir, could you
7 identify yourself for the record?

8 MR. LIEAM: Steve Ray Lieam.

9 COMMISSIONER DAVIS: I'm sorry, could you
10 spell your name, please?

11 MR. LIEAM: Steve Ray Lieam.

12 COMMISSIONER DAVIS: Lieam. Okay. And,
13 Mr. Lieam, could you --

14 MR. LIEAM: L-I-E-A-M.

15 COMMISSIONER DAVIS: What's your home
16 address?

17 MR. LIEAM: I'm sorry, what was the
18 question?

19 COMMISSIONER DAVIS: What is your home
20 address?

21 MR. LIEAM: 16 -- okay. Can you hear me?

22 COMMISSIONER DAVIS: Yes.

23 MR. LIEAM: 16119 State Highway 116,
24 Colcord, Oklahoma. You want me to spell that for
25 you?

1 COMMISSIONER DAVIS: Thank you, sir. All
2 right, Judge. Thank you. And I want to thank
3 everyone that came tonight, and we will take your
4 comments into consideration and particularly those
5 people that have had quality service issues
6 expressed. We will certainly try to see if we can't
7 get some -- staff can't get some resolution on those
8 issues. So it's been a long night. Thank you,
9 everybody. Thank you for your participation in the
10 process.

11 JUDGE WOODRUFF: Thank you, Commissioner,
12 and with that, we are adjourned. Thank you.

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Marked Received

Exhibit Number 1 81 81

(Original exhibit was retained by the reporter and
attached to the original transcript.)

1 CERTIFICATE OF REPORTER

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3

I, JOANNA CHARLTON, Certified Court

4

Reporter, the officer before whom the foregoing

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public hearing was taken, do hereby certify that the

6

witnesses whose testimony appears in the foregoing

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public hearing was duly sworn; that the testimony of

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said witnesses was taken by me to the best of my

9

ability and thereafter reduced to typewriting under

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my direction; that I am neither counsel for, related

11

to, nor employed by any of the parties to the action

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in which this public hearing was taken, and further

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that I am not a relative or employee of any attorney

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or counsel employed by the parties thereto, nor

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financially or otherwise interested in the outcome of

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the action.

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JOANNA CHARLTON, CCR

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