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1                   STATE OF MISSOURI  
2                   PUBLIC SERVICE COMMISSION  
3                   TRANSCRIPT OF PROCEEDINGS

4  
5                   Public Hearing  
6                   January 9, 2007  
7                   Wentzville, Missouri  
8                   Volume 8  
9

10           In the Matter of Union Electric    )  
11   Company d/b/a AmerenUE for                )  
          Authority to File Tariffs            )   Case No.  
12   Increasing Rates for Electric            )  
          Service Provided to Customers in    )   ER-2007-0002  
13   the Company's Missouri Service            )  
          Area                                 )  
14   In the Matter of Union Electric            )  
          Company d/b/a AmerenUE for            )  
15   Authority to File Tariffs                 )   Case No.  
          Increasing Rates for Natural         )  
16   Gas Service Provided to Customers         )   GR-2007-0003  
          in the Company's Missouri Service    )  
17   Area                                        )

18

19           Morris L. Woodruff, Regulatory Law Judge  
20           Connie Murray, Commissioner  
21           Steve Gaw, Commissioner  
22           Robert M. Clayton, III, Commissioner  
23  
24  
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1                                   A P P E A R E N C E S

2

3       PUBLIC SERVICE COMMISSION:

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24

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

2 COMMISSIONER CLAYTON: Good evening,  
3 everyone. My name is Robert Clayton. I'm a member  
4 of the Missouri Public Service Commission presiding  
5 over the public hearing for AmerenUE's electric  
6 rate increase and natural gas rate increase, Case  
7 No. ER-2007-0002 and Case No. GR-2007-0003. This  
8 is an official public -- local public hearing of  
9 the Missouri Public Service Commission where we are  
10 here to take your testimony regarding customer  
11 service, quality of service, any comments that you  
12 would have regarding the company, the service it  
13 offers to you or the prices that you pay.

14 I am one of five members of the  
15 Missouri Public Service Commission. There are two  
16 other Commissioners that I believe are attending  
17 the hearing and can hear us in Jefferson City,  
18 Missouri in our hearing room. That is Commissioner  
19 Connie Murray. I'm not sure if they're going to  
20 show her on the screen. Also, Commissioner Steve  
21 Gaw is there. We are looking at the very  
22 attractive mug of Judge Morris Woodruff. That's  
23 Commissioner Gaw.

24 We are here to take testimony and  
25 hear your comments and place on the official

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1 record. A transcript will be made part of the  
2 official record in the case.

3                   There are at least one -- there is  
4 at least one attorney here this evening. We'll go  
5 ahead and take entries of appearance of the  
6 attorneys practicing in the case and who are  
7 present.

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

12                   COMMISSIONER CLAYTON: Are there any  
13 other attorneys that are here that want to enter  
14 their appearance? No attorneys from staff, none  
15 from Ameren.

16                   I would note for the record and for  
17 those who are present that this matter will be  
18 heard in part of the evidentiary hearing where the  
19 attorneys will question witnesses, cross-examine  
20 witnesses and the like. That will take place March  
21 12th through the 16th, March 19th through the 23rd,  
22 March 26th through the 30th in the Governor Hotel  
23 Office Building in Jefferson City, Missouri in Room  
24 310. Most of March has already been scheduled to  
25 occupy for this case. There are many hearings that

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1 are left to be had.

2 At this point, I've been given a  
3 list of people that are here to testify. Are there  
4 any other comments from staff or anything that I've  
5 missed?

6 MR. MILLS: Just one quick point. I  
7 believe that there was at least one staff attorney  
8 in the hearing room in Jefferson City. I don't  
9 believe there was an attorney for Ameren there  
10 either.

11 MR. CLAYTON: I agree. I think I  
12 saw Lera Shemwell there. We'll go ahead and enter  
13 her appearance so we acknowledge her presence.  
14 Although we can't hear her, so don't worry, she  
15 can't ask you any questions. So at that point --  
16 oh, there she is. Hello there.

17 At that point we'll go ahead and  
18 move forward. There was a name first on the list  
19 that's scratched out, and I'll give him a chance to  
20 go. Richard Schuppan, any interest in testifying?

21 Seeing no hands in the air, we'll go  
22 to the next name on the list. Nancy Brown, please  
23 come forward. The court reporter will swear you  
24 in. So I will ask that you step forward and she  
25 will administer the oath.

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1                   NANCY BROWN,  
2   of lawful age, having been sworn, testified as  
3   follows:

4                   COMMISSIONER CLAYTON: Please have a  
5   seat, ma'am. Make yourself comfortable. If you  
6   would tell us your name and your address and  
7   whether you're a customer of AmerenUE.

8                   THE WITNESS: Nancy Brown, 28 Darse  
9   (phonetic), O'Fallon. I'm a customer.

10                  COMMISSIONER CLAYTON: Of Ameren  
11   Electric and Gas?

12                  THE WITNESS: Electric and -- no,  
13   Laclede Gas.

14                  COMMISSIONER CLAYTON: AmerenUE  
15   Electric.

16                  THE WITNESS: Yes.

17                  COMMISSIONER CLAYTON: Please give  
18   us your comments and please make sure you speak up  
19   so everyone can hear you back in Jeff City.

20                  THE WITNESS: What it is, I'd like  
21   to know how they can say that they have the rate  
22   coming when people on fixed incomes, they're always  
23   asking for people to donate money to help out  
24   paying their bills. If you don't pay your bills,  
25   they shut you off in a hurry. If you try calling

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1    them, you never -- you get a run around or you  
2    don't get -- they don't answer the phone, but then  
3    they still want us to pay more money.  We're on a  
4    fixed income, our insurance has been raised, our  
5    medicines and everything, but they still want their  
6    money.  They're the ones that get the big raises,  
7    not the people on fixed incomes.

8                    I'd like to know how they can  
9    justify that and still say that they need it when  
10   you can see how the rates has went up on the  
11   electric where they've gotten good income on  
12   theirs.  So that's what I'd like to know, how they  
13   can justify it.

14                   COMMISSIONER CLAYTON:  Ms. Brown,  
15   can I ask you a couple questions?

16                   THE WITNESS:  Yes.

17                   COMMISSIONER CLAYTON:  First of all,  
18   are you satisfied or happy with the service you  
19   receive, just the electricity that comes into your  
20   home?

21                   THE WITNESS:  Sometimes, yes,  
22   sometimes, no.  Because it can -- the sun can be  
23   shining and all of a sudden you have no electric.

24                   COMMISSIONER CLAYTON:  How often  
25   would you say that happens in a year?

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1 THE WITNESS: In a month?

2 COMMISSIONER CLAYTON: Or a month.

3 Pick any time period. How often does it happen?

4 THE WITNESS: I'd say it happens  
5 about six or seven times in a year.

6 COMMISSIONER CLAYTON: When it goes  
7 out six or seven times, does it go out for just a  
8 few minutes or is it a longer period of time?

9 THE WITNESS: Sometimes it's a few  
10 minutes, sometimes it's hours.

11 COMMISSIONER CLAYTON: What is the  
12 longest amount of time that your power's been out?

13 THE WITNESS: About six hours.

14 THE REPORTER: Can I ask you to just  
15 turn towards me a little. I like to watch people's  
16 lips moving. Thank you.

17 THE WITNESS: I'm sorry.

18 COMMISSIONER CLAYTON: We're  
19 twisting you in every direction. We've got people  
20 listening through this and the court reporter's  
21 over there. We're not being very fair, but you're  
22 doing a great job. Have you ever lost your power  
23 for more than a day in memory?

24 THE WITNESS: Yes.

25 COMMISSIONER CLAYTON: How long ago



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1 was that?

2 THE WITNESS: About two years ago it  
3 was off for about three days, but it was the  
4 weather, I agree. But they didn't seem -- when you  
5 tried to call, you couldn't get through to them or  
6 you'd be put on hold and then you'd be  
7 disconnected.

8 COMMISSIONER CLAYTON: You mentioned  
9 that you were not satisfied with the customer  
10 service you received. I assume that was when you  
11 would call into Ameren.

12 THE WITNESS: When you'd call in,  
13 you would be put on hold and then you'd get  
14 disconnected or they'd hang up on you or something.  
15 Then you'd have to call back, and then you'd  
16 finally get through after maybe two or three calls.

17 COMMISSIONER CLAYTON: Would you  
18 mind if I ask why you were calling customer  
19 service?

20 THE WITNESS: One time when the  
21 electric was off I wanted to know why it was off  
22 and about how long it would be, because at that  
23 time I had a sick husband.

24 COMMISSIONER CLAYTON: And how many  
25 times did you have to call and check on when the

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1 electricity --

2 THE WITNESS: That day I called

3 three times.

4 COMMISSIONER CLAYTON: Did you

5 eventually find a person or a computer that would

6 give you an answer?

7 THE WITNESS: I finally got a

8 computer and the "we don't know."

9 COMMISSIONER CLAYTON: So you didn't

10 -- your question wasn't answered even after three

11 times?

12 THE WITNESS: Right, no.

13 COMMISSIONER CLAYTON: Okay. You

14 also mentioned that Ameren is quick to shut off

15 electricity in a hurry.

16 THE WITNESS: If people don't pay

17 their bill, but they want their money. No, I've

18 not had mine. I keep mine paid, but they're always

19 asking for people to donate, donate, donate. But

20 I'm one of them that's on a fixed income, and I

21 can't donate. I'm doing good to pay my own

22 electric bill without adding to somebody else's.

23 I had family during the storms, both

24 of them, that was out of electric, lost their food.

25 In the wintertime it was cold, my granddaughter was

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1     there with two little kids, no electric.

2                   COMMISSIONER CLAYTON:   Okay.  I  
3     don't think I have any other questions.  Do you  
4     read sign language?

5                   THE WITNESS:   No.

6                   COMMISSIONER CLAYTON:   Because  
7     that's the only way we're going to get questions  
8     from people in Jefferson City.

9                   THE WITNESS:   No, I don't.

10                  COMMISSIONER CLAYTON:   Judge, I'm  
11     not sure what to do from here.  We still don't have  
12     a hook up.  We can't hear him anyway.  I don't know  
13     what I'm waiting on.

14                  Ms. Brown, thank you very much for  
15     coming.

16                  THE WITNESS:   Thank you and have a  
17     good day.

18                  COMMISSIONER CLAYTON:   You, too.  
19     Lewis, do you have any questions?

20                  MR. MILLS:   I have no questions.  
21     Thank you for being here.

22                  COMMISSIONER CLAYTON:   Thank you  
23     very much for your patience, Ms. Brown.  Cecilia  
24     Hudson.

25                  CECILIA HUDSON,

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1 of lawful age, having been sworn, testified as  
2 follows:

3 COMMISSIONER CLAYTON: Ma'am, could  
4 you tell us your name, address and --

5 THE WITNESS: Cecilia Hudson, 50  
6 Susan, O'Fallon, Missouri.

7 COMMISSIONER CLAYTON: Are you a  
8 customer of AmerenUE?

9 THE WITNESS: Yes, I am.

10 COMMISSIONER CLAYTON: Both electric  
11 and gas?

12 THE WITNESS: No, Laclede.

13 COMMISSIONER CLAYTON: So you have  
14 Ameren Electric?

15 THE WITNESS: Right.

16 COMMISSIONER CLAYTON: Please give  
17 us your comments.

18 THE WITNESS: Well, I inherited my  
19 home from my parents. It was approximately seven  
20 years. In seven years, within the seven years I  
21 moved in, they have only been -- and I'm talking  
22 about AmerenUE -- coming out to the subdivision,  
23 which is unincorporated right there at WingHaven,  
24 only one time did they come to take the trees out  
25 of the lines. Okay. And they are always saying

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1 that they're always updating that, updating that.  
2 I remember, because my mother and father had been  
3 out there in the 50s, they were out there all the  
4 time, you know, taking the trees out of the lines  
5 and stuff like that.

6 I know personally that there's stock  
7 in doing well in the stock market because my mother  
8 and father had stock, you know. So I don't  
9 understand why there are always -- why they want  
10 such a big raise. My first thought was was it  
11 because of the fine of the Taum Sauk, which was  
12 their own doing. They were aware of that. That's  
13 the reason why they got that fine.

14 I don't want to be part of them  
15 paying their fines. I would like to get good  
16 service. If I call them on the phone, I would get  
17 somebody that would be -- that would talk to you,  
18 that would give customer service rather than  
19 something that is structured on a piece of paper  
20 and just be left with that bad taste in your mouth.

21 Another thing with me is, like I had  
22 said before, you know, there is no other option. I  
23 can't go no place else. Like if I did -- like what  
24 is it, the cable company. I didn't like them, so I  
25 went to Dish. My next door neighbor, she has

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1 Direct. It should be -- this is the United States  
2 of America, why is it that I don't have those  
3 options. I just feel like I'm being cornered and  
4 cornered and cornered. The only other option I  
5 have is not being able to pay my bill, and guess  
6 what, then I won't be involved in none of it  
7 because I won't be a customer.

8                   You know, it's 2007, so forth and so  
9 on, you would like to have electricity like your  
10 neighbors.

11                   COMMISSIONER CLAYTON: May I ask you  
12 a few questions?

13                   THE WITNESS: Sure.

14                   COMMISSIONER CLAYTON: You live in  
15 O'Fallon?

16                   THE WITNESS: Yes.

17                   COMMISSIONER CLAYTON: And you  
18 mentioned WingHaven, is that a subdivision?

19                   THE WITNESS: Yes. WingHaven is  
20 right there by MasterCard off of Highway 40.  
21 Actually, our subdivision, Martel Ridge, is a  
22 small, three, and I'm being -- three itty, bitty  
23 streets in an unincorporated subdivision.

24                   COMMISSIONER CLAYTON: Okay. Did  
25 you lose power -- let me ask you the question this

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1 way. Have you lost power at all this year?

2 THE WITNESS: Yes, off and on.

3 COMMISSIONER CLAYTON: I mean 2006.

4 THE WITNESS: Yes.

5 COMMISSIONER CLAYTON: How many  
6 times would you say you lost power?

7 THE WITNESS: Sometimes it would be  
8 like you would almost call it -- being that I  
9 wouldn't know nothing about the electric thing  
10 other than the electrical switch, we would consider  
11 it a power surge or if we had -- heavy, windy day,  
12 and we would say, huh, the reason why that would  
13 happen is because WingHaven is being built and we  
14 got too much on that line, us not knowing.

15 If you go to call into AmerenUE,  
16 again, you get the, you know, your business is  
17 important to us, please hold, we'll get to you in a  
18 minute. Then when you talk to them, they again  
19 have something very structured and you know --

20 COMMISSIONER CLAYTON: How many  
21 times do you think you've lost power in 2006?

22 THE WITNESS: My goodness --

23 COMMISSIONER CLAYTON: An estimate,  
24 I don't need --

25 THE WITNESS: Yeah, five or six

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1 times.

2 COMMISSIONER CLAYTON: Did you ever  
3 lose your power for longer than a day?

4 THE WITNESS: Maybe like a whole  
5 day, yeah.

6 COMMISSIONER CLAYTON: Did you lose  
7 power during the storm of July?

8 THE WITNESS: No, we did not.

9 COMMISSIONER CLAYTON: How about the  
10 ice storm of November/December?

11 THE WITNESS: No, we did not.

12 COMMISSIONER CLAYTON: You did not.  
13 But you still think you lost power at least once  
14 for an entire day outside --

15 THE WITNESS: And other times, you  
16 know, without a storm, without a -- we're going,  
17 well, it's not raining, why is the electricity off.  
18 Is that because they're putting -- you know, it's  
19 kind of an old joke to us because we were there  
20 first. Civilization has actually found us and  
21 built around us --

22 COMMISSIONER CLAYTON: You can say  
23 that again.

24 THE WITNESS: -- and moved a whole  
25 highway away from us.



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1                   COMMISSIONER CLAYTON:  How many  
2   times have you called customer service in 2006?

3                   THE WITNESS:  Many times, six,  
4   seven --

5                   COMMISSIONER CLAYTON:  Did you ever  
6   have -- I assume you're suggesting that you had bad  
7   experiences with the customer service line.

8                   THE WITNESS:  Yeah.  I really don't  
9   like to call them.  They're very frustrating and  
10  you get the run around.

11                  COMMISSIONER CLAYTON:  Do you find  
12  the computer frustrating or the recording --

13                  THE WITNESS:  The computer is  
14  frustrating and the customer service people.  They  
15  need to train their people to be a little nicer and  
16  little bit more concerned.

17                  COMMISSIONER CLAYTON:  And you said  
18  you've lived at your address for seven years?

19                  THE WITNESS:  Yes.

20                  COMMISSIONER CLAYTON:  And your  
21  parents were at that address since the 50s you  
22  said --

23                  THE WITNESS:  50s.

24                  COMMISSIONER CLAYTON:  The last  
25  question I wanted to ask you, you mentioned that

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1     you've only seen the company come out once in that  
2     seven years to trim trees.

3                     THE WITNESS:   Yeah.

4                     COMMISSIONER CLAYTON:   Is that  
5     right?  How often did you see them trim trees prior  
6     to that?

7                     THE WITNESS:   They were always  
8     there, and it was almost like -- it was -- they  
9     always kind of left a mess, you know, chop the  
10    trees and everything and be all over the place.  It  
11    was kind of up to us -- because it was just a  
12    little three street subdivision, and we liked to be  
13    clean.

14                    COMMISSIONER CLAYTON:   You say only  
15    one time in seven years to trim the trees?

16                    THE WITNESS:   Yes.

17                    COMMISSIONER CLAYTON:   Have you seen  
18    spots on the lines --

19                    THE WITNESS:   Yeah.

20                    COMMISSIONER CLAYTON:   -- where you  
21    think the trees need to be trimmed?

22                    THE WITNESS:   Sure.

23                    COMMISSIONER CLAYTON:   And that is  
24    on -- what was -- what's the name of the  
25    subdivision?

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1 THE WITNESS: Martel Ridge.

2 COMMISSIONER CLAYTON: So Martel  
3 Ridge you believe has a need for trimming trees?

4 THE WITNESS: Uh-huh. The last time  
5 they came out to trim a tree, they trimmed the tree  
6 and took the branch out. Evidently, the branch had  
7 grown into the wire, so they cut around the growth  
8 of the limb and left it up there. It's still up  
9 there today.

10 COMMISSIONER CLAYTON: Oh, my.

11 THE WITNESS: And it's a big limb.

12 COMMISSIONER CLAYTON: Ma'am, I  
13 don't have any other questions. Thank you very  
14 much for coming tonight.

15 THE WITNESS: Sure. And I can't  
16 read sign language.

17 COMMISSIONER CLAYTON: I wasn't even  
18 going to say anything. I think we're going to have  
19 a phone line come in, so if you'd like to stick  
20 around and be available if other commissioners have  
21 any questions. I know there's at least one  
22 commissioner who's very frustrated that he can't  
23 ask questions right now. He's very frustrated, and  
24 frankly, it's probably best for all of us that he's  
25 not. No, I'm just kidding. I'm just kidding. If

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1     you'd like to stick around, we'll get the phone  
2     line hooked up and they may have questions.

3                   THE WITNESS:  I'm just saying that  
4     if that's the issue, that not only the reason why  
5     all this electricity went down -- I had a  
6     mother-in-law that was in the middle of  
7     Manchester --

8                   THE REPORTER:  Hold on.  Please,  
9     it's kind of hard to get it on the record with all  
10    the background noise.

11                  COMMISSIONER CLAYTON:  I heard that.  
12    Go ahead.

13                  THE WITNESS:  She is living in the  
14    middle of Manchester, right off of Manchester, and  
15    she was out of electricity for ten days.  There's a  
16    large family, out of the nine children, seven of  
17    them were displaced and we all had to house all of  
18    them, which it was okay because it was a family  
19    affair.

20                  But if the tree trimming is an  
21    issue, we don't have money or we've done it or  
22    something like that, I haven't seen it.  And if  
23    they need more money to trim the trees, then why  
24    trim the trees, yes, put it in the ground.  They've  
25    done it all over.  WingHaven, they put those big,

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1   ole metal poles and all that, you know, and stuff,  
2   they replaced all that. They could have replaced  
3   those old poles that snapped the other day and  
4   those 1,500 people would have had electricity, you  
5   know. But I do know most of all is that they're  
6   doing well in the stock.

7                   COMMISSIONER CLAYTON: Thank you  
8   very much for coming tonight. You're welcome to  
9   stick around. They brought a phone out, but  
10  they've taken it back. I'm not sure what's going  
11  on. Thank you very much for coming.

12                  Agnes Hill. Ma'am, if you could  
13  come up and be sworn.

14                  AGNES HUDSON,  
15  of lawful age, having been sworn, testified as  
16  follows:

17                  (Wherein, discussion was held off  
18  the record.)

19                  COMMISSIONER CLAYTON: Ma'am, could  
20  you state your name and your address and whether  
21  you're a customer of Ameren.

22                  THE WITNESS: I'm a customer of  
23  Ameren and my name is Agnes Hill. My address is  
24  Post Office Box 303, Wentzville, Missouri.

25                  COMMISSIONER CLAYTON: Are you a

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1 customer of AmerenUE?

2 THE WITNESS: Yes.

3 COMMISSIONER CLAYTON: Please go  
4 ahead with your comments.

5 THE WITNESS: My comment is I don't  
6 want to see the rate increase because I'm on a  
7 fixed income. I'm a widow and I live in a complex  
8 that if you don't have electric, you can't live  
9 there. I get \$656 a month and just that \$6, if  
10 they get that increase is \$72 out of that. That  
11 ain't including my main bill. I feel my electric  
12 is too high anyway, but you have to pay it in order  
13 to have the service.

14 The next thing on it, if my lights  
15 is cut off, then I got a big deposit to pay before  
16 I can get them back on. If I had the money for the  
17 deposit, the electric wouldn't be off. My money  
18 don't change, it stays the same. That stays like  
19 that for thirteen months.

20 COMMISSIONER CLAYTON: I'm going to  
21 go ahead and turn it over to -- Judge, why don't  
22 you go ahead and take it from here and see if the  
23 other Commissioners have questions.

24 JUDGE WOODRUFF: All right. Can you  
25 all hear me now?

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1 COMMISSIONER CLAYTON: Yes.

2 JUDGE WOODRUFF: We do have two  
3 Commissioners in the room with us. By the way,  
4 I'll introduce myself. You've seen my picture for  
5 a long time now, but my name is Morris Woodruff.  
6 I'm the Regulatory Law Judge doing this hearing,  
7 and I'm also the Judge assigned to hear the  
8 evidentiary hearing in March.

9 So we'll start with the  
10 Commissioners here. Commissioner Murray, do you  
11 have any questions for this witness?

12 MS. MURRAY: I don't have any  
13 questions, but thank you very much.

14 JUDGE WOODRUFF: All right.  
15 Commissioner Daw.

16 COMMISSIONER GAW: Can you hear me  
17 now?

18 COMMISSIONER CLAYTON: Yes.

19 COMMISSIONER GAW: Okay. Great.  
20 Can you tell me if you're on budget bill when you  
21 are getting service?

22 THE WITNESS: Yes.

23 COMMISSIONER GAW: Do you have a  
24 problem with the way they handle the budget bill?

25 THE WITNESS: Yes.

0024

1                   COMMISSIONER GAW: Can you explain  
2   that to me.

3                   THE WITNESS: When you're on the  
4   budget bill, you have a certain amount you're  
5   supposed to pay each month. Then when I paid that  
6   certain amount, if I don't have enough to go, then  
7   I'm -- I don't have it all, so on the next month I  
8   have more and I can't pay it and that's what puts  
9   me in arrears and I can never get out.

10                  COMMISSIONER GAW: I see. Do you  
11   have a problem when you get to the end of the  
12   year's period of time with the -- if there's a  
13   catch up in addition to what you're describing?

14                  THE WITNESS: Up until this year,  
15   this is the first year that I haven't had a problem  
16   with it. All them years before, yes.

17                  COMMISSIONER GAW: In the past few  
18   years when you have had this problem with it, do  
19   you get the entire catch up bill in one month?

20                  THE WITNESS: Yes.

21                  COMMISSIONER GAW: Is that difficult  
22   to deal with?

23                  THE WITNESS: Of course.

24                  COMMISSIONER GAW: Would it be --  
25   would it make any sense to you if the program were



0025

1     done so that whatever that adjustment was, it  
2     adjusted into the next year's budget bill, would  
3     that be easier?

4                   THE WITNESS:  I don't see why  
5     because the money is still going to be more than  
6     what my income is, you know what I'm saying.  If I  
7     get -- I got a \$23 increase in my income.  So they  
8     take something else away from that because on my  
9     food stamps, they took \$10 away.  I was only  
10    getting \$37 and they took \$10 of those.  It does me  
11    no good.  I don't get no more money.

12                   COMMISSIONER GAW:  I understand.

13                   THE WITNESS:  No, it wouldn't help  
14    me any.

15                   COMMISSIONER GAW:  The other night  
16    we had a witness in Columbia that said that they  
17    had at one time been on an electric cooperative as  
18    their electric company and that with their budget  
19    cycles, if you were behind because of the fact that  
20    they had underestimated what your bill should be,  
21    they would just then incorporate that into the  
22    average of the next year.  If you were ahead, they  
23    would reduce it over the average of the next year.  
24    She said that made it a little easier than trying  
25    to deal with catching all of it up in one month.

0026

1 I was just wondering whether you would agree or not  
2 with that?

3 THE WITNESS: That depends on how  
4 much it is. Because if it -- my light bill runs  
5 \$102 and \$103, anywhere in that -- up to \$125 a  
6 month. If I get behind on that, I've only got the  
7 \$600 now and I've got rent and everything else to  
8 pay out of that. If that's incorporated and that  
9 goes up more, that's not going to help me.

10 COMMISSIONER GAW: Do you have -- do  
11 you have natural gas service as well --

12 THE WITNESS: No, I'm all electric.

13 COMMISSIONER GAW: It's all  
14 electric. So this is your heating source?

15 THE WITNESS: Right.

16 COMMISSIONER GAW: Do you get any  
17 kind of assistance on your bill?

18 THE WITNESS: Yes.

19 COMMISSIONER GAW: Is it -- and it's  
20 still not enough to get you through is what you're  
21 describing?

22 THE WITNESS: This is the first year  
23 that I've been where I've never been behind.  
24 Because even with the assistance, if my bill --  
25 I'll say like \$125 and I go and get help other than

0027

1 from the two organizations, they don't pay me  
2 enough to give me the help I need. If I could get  
3 enough to pay it up, maybe I could keep it up. If  
4 I don't get enough to pay it up, if somebody give  
5 me \$25 and somebody give me \$30, that's just \$55.  
6 I'm still missing, what, \$70.

7 COMMISSIONER GAW: Thank you very  
8 much for coming tonight, ma'am. We appreciate your  
9 remarks.

10 THE WITNESS: Okay.

11 JUDGE WOODRUFF: Mr. Mills, do you  
12 have any questions?

13 MR. MILLS: I think that Mr. Clayton  
14 may have questions.

15 JUDGE WOODRUFF: I'm sorry. Go  
16 ahead, Mr. Clayton.

17 COMMISSIONER CLAYTON: Can I ask a  
18 question, Judge?

19 JUDGE WOODRUFF: Go right ahead.

20 COMMISSIONER CLAYTON: Thank you.  
21 Ms. Hill, I just wanted to ask you whether you  
22 believe -- do you have good reliable service where  
23 you are? Does the electricity work?

24 THE WITNESS: Pretty much. I've had  
25 two blackouts and one lasted maybe about three

0028

1 hours and the other one about two or three minutes.

2 I don't have no problem with that.

3 COMMISSIONER CLAYTON: So no

4 problems with service --

5 THE WITNESS: Unless there's a

6 storm, you know.

7 COMMISSIONER CLAYTON: Did you lose

8 power in the big storms --

9 THE WITNESS: No.

10 COMMISSIONER CLAYTON: The storms we

11 had this year?

12 THE WITNESS: No.

13 COMMISSIONER CLAYTON: Do you have

14 any problems with the customer service department?

15 Do you ever have to call them --

16 THE WITNESS: Yes. That's an all

17 day thing mostly.

18 COMMISSIONER CLAYTON: An all day

19 thing to --

20 THE WITNESS: To try to get through.

21 COMMISSIONER CLAYTON: Can you give

22 me the ten second --

23 THE WITNESS: It's hard to get a

24 real person to talk to and then when you get the

25 real person, sometimes they're very rude to you.

0029

1 Well, don't use the electric. I'm like, how am I  
2 not going to use it. I ask questions just because  
3 I don't know answers.

4 COMMISSIONER CLAYTON: You're not  
5 satisfied with the customer service you receive at  
6 Ameren either?

7 THE WITNESS: No.

8 COMMISSIONER CLAYTON: I don't have  
9 any other questions, Judge. Thank you.

10 MR. MILLS: I do have a couple  
11 questions. Is the area where you live, do you know  
12 if the power lines are underground or above --

13 THE WITNESS: They're above ground.

14 MR. MILLS: They're above ground.  
15 Is it a relatively new --

16 THE WITNESS: No. It's been there  
17 twenty some years.

18 MR. MILLS: Twenty some years.  
19 That's all I have. Thank you.

20 JUDGE WOODRUFF: Thank you. Ms.  
21 Hill, you can go ahead and step down then.

22 COMMISSIONER CLAYTON: Thank you  
23 very much, ma'am. Judge, the next witness is Bill  
24 Schuette, I believe. At least that's how we  
25 pronounce it back home. Is that correct?

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1                   MR. SCHUETTE: Good. It's rare  
2   somebody gets that right the first time.

3                   BILL SCHUETTE,  
4   of lawful age, having been sworn, testified as  
5   follows:

6                   COMMISSIONER CLAYTON: Go ahead and  
7   give us your name, address and whether you're a  
8   customer.

9                   THE WITNESS: Bill Schuette, 35 Bear  
10   Cub Court, Wentzville, Missouri. Yes, I am a  
11   customer of Ameren Electric and Gas.

12                  COMMISSIONER CLAYTON: Go ahead with  
13   your comments.

14                  THE WITNESS: My only comment is I  
15   have a problem with Ameren requesting a \$360  
16   million increase when they're a business like  
17   anybody else. Granted, they're regulated by you  
18   gentleman and ladies, but when you have a company  
19   dealing out, you know, profits to their  
20   shareholders and then requesting a rate increase  
21   just because two incidents this year they've had  
22   several problems when they should be dealing with  
23   this as a business, burying these lines. They can  
24   go through areas that they know are trouble spots.  
25   They have the easements to do it, to put these

0031

1 lines in. They've done it for over twenty years.

2 I've been a resident out here in

3 Wentzville for five, lived in North County for

4 eighteen or actually forty-three. I just -- I have

5 a problem with that. This company should be more

6 on performance than coming to you for a 12 percent

7 increase when I'd love to get a 12 percent increase

8 in my income. Just like some of the other folks

9 have said, most the time you're looking at 2 or 3

10 percent nationwide that people get, and they want

11 12 percent when they're making money as it is.

12 I just -- I have a real problem with that. That's

13 kind of all I really wanted to say.

14 JUDGE WOODRUFF: Thank you, Mr.

15 Schuette. Commissioner Murray, do you have any

16 questions?

17 COMMISSIONER MURRAY: I don't have

18 any questions, but thank you for your testimony.

19 THE WITNESS: Thank you.

20 JUDGE WOODRUFF: Commissioner Gaw.

21 COMMISSIONER GAW: I do not. Thank

22 you very much for coming today.

23 COMMISSIONER CLAYTON: Mr. Schuette,

24 I'm not going to let you off the hook. I just

25 wanted to ask you, I think you started off and said

0032

1 -- are you in business?

2 THE WITNESS: Yes.

3 COMMISSIONER CLAYTON: Here in  
4 Wentzville?

5 THE WITNESS: No. Actually, in  
6 North County, in Bridgeton.

7 COMMISSIONER CLAYTON: In North  
8 County. So are you a customer in both places of  
9 Ameren?

10 THE WITNESS: Yes.

11 COMMISSIONER CLAYTON: Let's start  
12 off with your business. Are you satisfied with the  
13 reliability that you receive with your service  
14 there?

15 THE WITNESS: Pretty well.

16 COMMISSIONER CLAYTON: Any problems  
17 with power going out, whether it's with the storms  
18 or not?

19 THE WITNESS: Yeah. You have the  
20 occasional outage.

21 COMMISSIONER CLAYTON: Is it a  
22 problem?

23 THE WITNESS: Not really.

24 COMMISSIONER CLAYTON: Does it  
25 happen frequently?



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1                   THE WITNESS: Not that you can't  
2 live with. I understand they're doing switching  
3 and they're having to do maintenance and stuff like  
4 that. I've lost power -- even out here in  
5 Wentzville, I've lost power a few times. I don't  
6 dare call the customer service line because I hate  
7 computers, but I understand all that stuff. It  
8 just -- my biggest problem is they've had the Taum  
9 Sauk thing, now the two storms, all of a sudden  
10 they want \$360 million. I'm sorry.

11                   COMMISSIONER CLAYTON: You're  
12 satisfied with the reliability you receive in  
13 Wentzville?

14                   THE WITNESS: Yes.

15                   COMMISSIONER CLAYTON: I don't think  
16 I have any other questions. Thank you.

17                   JUDGE WOODRUFF: Thank you. Mr.  
18 Mills, do you have any questions?

19                   MR. MILLS: I do not. Thank you.

20                   THE WITNESS: Thank you, gentlemen.

21                   JUDGE WOODRUFF: You can step down  
22 then.

23                   COMMISSIONER CLAYTON: Judge, the  
24 last person on the list who signed up is Jack  
25 Spencer. Come on down.

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1                   COMMISSIONER CLAYTON: If anyone  
2 else wants to testify, just raise your hand after  
3 this and we'll get you in.

4                   JACK SPENCER,  
5 of lawful age, having been sworn, testified as  
6 follows:

7                   COMMISSIONER CLAYTON: Sir, would  
8 you go ahead and give us your name, address and the  
9 type of customer, if you are a customer.

10                  THE WITNESS: Jack Spencer, 351  
11 Capigray (phonetic) in Troy, Missouri. I'm a gas  
12 and electric customer. I have a business and a  
13 home in Troy. My main complaint might be different  
14 from others here. I'm upset I guess because of  
15 them requesting a rate increase because of a  
16 specific situation that I had.

17                  I did not use gas for an entire  
18 winter a couple years ago, and I received a bill  
19 for that gas that I would have used in the spring.  
20 And when I tried to resolve the issue, again, I was  
21 met with rudeness. It took me several days talking  
22 to customer service. They were totally  
23 uncooperative. They refused to budge on the issue  
24 despite my explanations. Finally, when I presented  
25 some evidence to them, they backed down a little

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1 bit, but over the next six months, my electric went  
2 up \$100 a month unexplainably. Basically, they got  
3 the \$600 anyway on gas that was never used.

4 COMMISSIONER CLAYTON: Okay. Judge.

5 JUDGE WOODRUFF: All right.

6 Anything else, Mr. Spencer?

7 THE WITNESS: No.

8 JUDGE WOODRUFF: Thank you.

9 Commissioner Murray, do you have any questions?

10 COMMISSIONER MURRAY: I don't, but  
11 thank you, Mr. Spencer.

12 JUDGE WOODRUFF: Commissioner Gaw.

13 COMMISSIONER GAW: Mr. Spencer, can  
14 you tell me what time frame this was in?

15 THE WITNESS: This was like two  
16 years ago. I don't -- I didn't come really  
17 prepared to testify, so I don't have a lot of  
18 details. I could certainly put them together if  
19 necessary, but I'm not real good with dates. Two  
20 to three years ago.

21 COMMISSIONER GAW: Just generally  
22 about when it was. Now, did you have a situation  
23 where they -- tell me, what was the issue. Did  
24 they not -- did you think they didn't read the  
25 meter or was it --

1                   THE WITNESS: They had put in a new  
2 meter just before this happened. And when I came  
3 out in the spring one day, there was a service  
4 person replacing the meter. I asked him why. He  
5 of course didn't know why, he was doing his job,  
6 and I assumed that he was changing it because he  
7 thought the meter was not working. I explained, I  
8 said, there's nothing wrong with that meter, it's a  
9 new meter. But because we had not used gas that  
10 winter, they apparently assumed that the meter  
11 wasn't work.

12                   Interestingly, we had fixed the  
13 furnace the day before he changed out the meter,  
14 and we got a bill for one day's worth of gas. It  
15 was clear the meter was working, which was one of  
16 the reasons they finally backed down and took the  
17 \$600 off the bill.

18                   COMMISSIONER GAW: Did they somehow  
19 try to give you an estimated bill based upon an  
20 assumption that the meter wasn't working?

21                   THE WITNESS: Yes. I assume that's  
22 where they came up with the \$600. That's what I  
23 would have used theoretically had I been using gas  
24 through the winter. And they didn't say anything  
25 all winter. This came out like in March. They

0037

1     didn't say a word about any problems with the meter  
2     all winter long. This sort of all of a sudden  
3     like, by the way, you owe us \$600 for gas.

4                   COMMISSIONER GAW: Do you know  
5     whether that meter was read from an automated  
6     system or not?

7                   COMMISSIONER CLAYTON: Automated  
8     system or read by a person is what that means.

9                   THE WITNESS: I believe it's read by  
10    a person. I don't know that for sure.

11                  COMMISSIONER GAW: That's fine.  
12    Now, you said after that you think that your  
13    electric was raised. Give me a little more  
14    information on why you believe that to be the case.  
15    I know you thought it was raised about \$100 a  
16    month.

17                  THE WITNESS: Based on the bills we  
18    had in the past for months and months, for six  
19    months in a row without any apparent reason the  
20    bill was \$100 higher every month.

21                  COMMISSIONER GAW: This is after the  
22    gas meter was replaced?

23                  THE WITNESS: Correct. I might  
24    mention the gas meter is no longer there because I  
25    told them to take it out. I didn't want this to

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1    happen again.  There is no gas meter at that  
2    location, and consequently, my gas furnace is  
3    inoperable unless I switch it over to electric.

4                   COMMISSIONER GAW:  Okay.  I assume  
5    you had some electric heat in there then.

6                   THE WITNESS:  We used electric space  
7    heaters and kerosene.

8                   COMMISSIONER GAW:  Now, it was  
9    subsequent to that you noticed your electric bill  
10   had been cooling off, correct?

11                   THE WITNESS:  Pardon.

12                   COMMISSIONER GAW:  It was after they  
13   took the -- after they changed the meter out that  
14   you noticed that your electric was going up, not  
15   before?

16                   THE WITNESS:  Correct.

17                   COMMISSIONER GAW:  Okay.  And did  
18   you -- did you check the readings on the electric  
19   meter to see whether or not it was in fact showing  
20   an increase in electric usage?

21                   THE WITNESS:  I did not.

22                   COMMISSIONER GAW:  But you don't  
23   have any --

24                   THE WITNESS:  But there should -- if  
25   anything, it should have gone done.  We were

0039

1 spending less time at the house. There was less  
2 electric being used and yet the bill went up \$100  
3 each month.

4 COMMISSIONER GAW: And this is  
5 compared to the same general time frame a year  
6 before?

7 THE WITNESS: Yes. Our electric  
8 would stay pretty constant summer and winter, and  
9 all of a sudden it changed by \$100 every month.

10 COMMISSIONER GAW: Do you still have  
11 that house?

12 THE WITNESS: Yes.

13 COMMISSIONER GAW: Is it still --  
14 when it changed, did it ever change back?

15 THE WITNESS: Yes. After the \$600  
16 was collected, the bill went back down to the  
17 normal rate. Is that what you're asking?

18 COMMISSIONER GAW: Yes, it is.  
19 Would you mind talking to our staff that is there  
20 about this issue to see whether or not they can  
21 look into it.

22 THE WITNESS: Okay.

23 COMMISSIONER GAW: And --

24 THE WITNESS: You cut out.

25 COMMISSIONER GAW: I was asking

0040

1    whether you might be willing to talk to our staff  
2    or public counsel after you finish with your  
3    testimony to see if they can check into this?

4                   THE WITNESS:   Certainly.

5                   COMMISSIONER GAW:  I'm not sure  
6    whether that will produce anything or not, but it  
7    will be worthwhile to at least have an inquiry.

8                   THE WITNESS:  Okay.

9                   COMMISSIONER GAW:  I don't think I  
10   have any other questions.  Thank you very much for  
11   coming and letting us know what has occurred with  
12   you.

13                   COMMISSIONER CLAYTON:  Thank you.  
14   Mr. Spencer, I want to identify consumer services.  
15   Have you all spoken yet?

16                   THE WITNESS:  We have.

17                   COMMISSIONER CLAYTON:  That's who  
18   Commissioner Gaw was referring to.  If you get the  
19   information, there is -- they can at least review  
20   some meter readings, some bills and see how things  
21   have done in the past to check whether it looks  
22   like things are appropriate or not appropriate,  
23   that type of thing.  I want to ask you about  
24   reliability.  Does the power work in Troy?

25                   THE WITNESS:  Yes.  I would say in



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1 the last year -- I'm not complaining -- we probably  
2 lost power twenty times.

3 COMMISSIONER CLAYTON: In the last  
4 year?

5 THE WITNESS: In the last year.  
6 Never more than a few hours.

7 COMMISSIONER CLAYTON: Just a few  
8 hours is what we're talking?

9 THE WITNESS: Sometimes it's a few  
10 minutes, sometimes it's several hours. Probably  
11 the most has been four or five hours.

12 COMMISSIONER CLAYTON: But twenty  
13 times in a year?

14 THE WITNESS: Easily. It goes off  
15 sometimes a couple of times a month.

16 COMMISSIONER CLAYTON: Have you ever  
17 called the company to talk to them?

18 THE WITNESS: I usually don't bother  
19 of course because of not having a great deal of  
20 success in the past. Plus, normally I assume it  
21 will be back on pretty soon. Like I said, I'm not  
22 complaining. I can deal, like some of the other  
23 people have said, I can deal with it going off and  
24 being off for a little bit of time. It's not as  
25 great of an inconvenience for me than it probably

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1 is for other people that rely on electric a lot  
2 more.

3 COMMISSIONER CLAYTON: It's okay to  
4 complain here. That's why we're here.

5 THE WITNESS: I understand that. I  
6 want to narrow my complaints.

7 COMMISSIONER CLAYTON: Okay. I  
8 don't have any other questions. Please talk to  
9 Marilyn, she's right there, and she'll get you set  
10 up. Thank you, Judge.

11 JUDGE WOODRUFF: Thank you. Mr.  
12 Mills, do you have any questions?

13 MR. MILLS: I don't have any  
14 questions. I'll give Mr. Spencer my card and I'll  
15 ask Ms. Doerhoff and the staff to keep me posted on  
16 what she finds out with your account.

17 THE WITNESS: Okay.

18 MR. MILLS: I will second  
19 Commissioner Clayton's point, you should be  
20 complaining.

21 THE WITNESS: Okay.

22 MR. MILLS: Twenty times a year is  
23 not reliable service. You're not paying to get  
24 that level of service.

25 THE WITNESS: No.

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1                   COMMISSIONER CLAYTON: Thank you  
2 very much for coming. Judge, we don't have any  
3 other names on the list. Can I go ahead and invite  
4 the crowd if anyone else wants to speak?

5                   JUDGE WOODRUFF: Certainly.

6                   COMMISSIONER CLAYTON: Come on up.  
7 We have a taker, Judge.

8                   DONNA SHERWOOD,  
9 of lawful age, having been sworn, testified as  
10 follows:

11                   COMMISSIONER CLAYTON: Please go  
12 ahead and state your name, address and whether  
13 you're a customer.

14                   THE WITNESS: Donna Sherwood,  
15 S-H-E-R-W-O-O-D, 1614 Polar, P-O-L-A-R, Drive  
16 Wentzville, Missouri 63385.

17                   COMMISSIONER CLAYTON: Go right  
18 ahead.

19                   THE WITNESS: I just have a comment  
20 because -- based on a rate increase. I'm on a  
21 fixed income. I'm on budget billing. I have the  
22 electric and the gas. My concern is the increase  
23 in budget billing over the years. For example, I  
24 have reduced my furnace temperature to a straight  
25 68, 69 degrees during the winter, and in the

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1 summertime I don't require a lot of cold, so I keep  
2 it at like 76 or 77 degrees in the summertime. I  
3 also want to state there's just me and my dog,  
4 there's no one else, and I don't understand why  
5 there's a continual increase in my budget billing.  
6 I just don't understand that.

7 I'll be very honest, I'm very naive,  
8 I don't understand the electric bill to begin with,  
9 I find it very confusing, I don't find it user  
10 friendly, so I plead ignorance to that. Because  
11 I'm on a fixed income and I am on the budget  
12 billing, I am concerned about the continued  
13 increase in my bill when I'm trying to make  
14 reductions in the furnace and the air-conditioning.  
15 That's all I have.

16 JUDGE WOODRUFF: Thank you, Ms.  
17 Sherwood. Commissioner Murray, do you have any  
18 questions?

19 COMMISSIONER MURRAY: I'd just like  
20 to ask you if you have contacted any of our  
21 consumer service people to perhaps help you  
22 understand the bill or to see if there was anything  
23 unusual about the bill that you're receiving?

24 THE WITNESS: You mean with the  
25 AmerenUE, to contact them, is that what you mean?

0045

1                   COMMISSIONER MURRAY:  Have you  
2   contacted the public service information consumer  
3   service --

4                   THE WITNESS:  I have not yet.

5                   COMMISSIONER MURRAY:  You have not.  
6   I'd like to suggest you do that and visit with  
7   them.

8                   THE WITNESS:  Thank you.

9                   JUDGE WOODRUFF:  Commissioner Gaw.

10                  COMMISSIONER GAW:  No, I don't have  
11   any questions.  Thank you very much for coming  
12   tonight.

13                  THE WITNESS:  You're welcome.

14                  JUDGE WOODRUFF:  Commissioner  
15   Clayton.

16                  COMMISSIONER CLAYTON:  Thank you,  
17   Judge.  Ms. Sherwood, I want to write out the 1-800  
18   number, which is on those sheets if you picked one  
19   up.  I've been writing down phone numbers all day.

20                  THE WITNESS:  I'm sure you have.

21                  COMMISSIONER CLAYTON:  In fact, this  
22   is the PSC Consumer Services, and so if you do have  
23   questions about your bill, you can contact consumer  
24   services and they can answer you some questions.  I  
25   wanted to ask you about reliability --

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1 JUDGE WOODRUFF: If anybody wants to  
2 be able to write that down, it's [www.psc.mo.gov](http://www.psc.mo.gov).

3 COMMISSIONER CLAYTON: It's like  
4 we're at the movie theater or something. Thank you  
5 for that helpful information, Judge.

6 Ms. Sherwood, I wanted to ask you  
7 about reliability. Does your service work?

8 THE WITNESS: Yes.

9 COMMISSIONER CLAYTON: Any  
10 significant outages, either frequent or long-term  
11 outages?

12 THE WITNESS: There's only been one  
13 long term and I believe some truck ran into a  
14 transmitter or something. It seems like the whole  
15 City of Wentzville was blacked out.

16 COMMISSIONER CLAYTON: Was it an  
17 Ameren truck?

18 THE WITNESS: That I don't know.

19 COMMISSIONER CLAYTON: But your  
20 service is otherwise reliable? It sounds like it  
21 works.

22 THE WITNESS: Yes.

23 COMMISSIONER CLAYTON: Okay. I  
24 don't have any other questions. Feel free to take  
25 advantage of our staff if you have any other

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1 questions about billing and everything.

2 THE WITNESS: Thank you very much.

3 JUDGE WOODRUFF: Mr. Mills, do you  
4 have any questions?

5 MR. MILLS: I don't. Thank you.

6 COMMISSIONER CLAYTON: Is there  
7 anyone else that would like to testify? Going  
8 once, going twice. Judge, I don't think we have  
9 any takers.

10 JUDGE WOODRUFF: Thank you very  
11 much, and I thank you again also for your patience  
12 today in dealing with the technology. I want to  
13 thank Mr. Clayton especially for stepping in to  
14 preside at the hearing. I really appreciate that.

15 COMMISSIONER CLAYTON: Judge, like I  
16 always say, the PSC service is our middle name so  
17 I'm happy to help.

18 JUDGE WOODRUFF: Well, thank you  
19 very much. With that then we are adjourned. Thank  
20 you all very much.

21 COMMISSIONER CLAYTON: Thank you.

22 (Hearing concluded at 7:16.)

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Witness Name

Page

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(1) Nancy Brown

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(2) Cecilia Hudson

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(3) Agnes Hill

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(4) Bill Schuette

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(5) Jack Spencer

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(6) Donna Sherwood

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