

1 STATE OF MISSOURI  
2 PUBLIC SERVICE COMMISSION  
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6 TRANSCRIPT OF PROCEEDINGS  
7 Local Public Hearing  
8 February 3, 2010  
9 Moberly, Missouri  
Volume 19  
10  
11  
12 In The Matter of Union Electric )  
Company d/b/a AmerenUE's Tariffs)  
13 to Increase Its Annual Revenues )File No. ER-2010-0036  
for Electric Service )  
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18 Robert M. Clayton, III, Chairman  
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21  
22 REPORTED BY:  
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FOR: Office of the Public Counsel

16

And the Public.

17

18 Also present by webcast:

19 Nathan Williams

20

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22

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24

25

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

2 CHAIRMAN CLAYTON: Let's go on the record.

3 And basically, state my name is again Robert Clayton.

4 I'll be presiding over this local public hearing in

5 case number ER-2010-0036.

6 We are here to take your testimony, how you

7 feel about the rate increase request that's been put

8 forward by AmerenUE. So we will get to that in just a

9 second. I wanted to take an opportunity to do a

10 couple of things.

11 If you have a specific issue or problem

12 with AmerenUE aside from the rate increase, like a

13 billing problem, a reliability problem, if you got a

14 tree trimming problem, now is the time to grab a hold

15 of the PSC staff that is here. And at this time I'd

16 like to ask them to go ahead and raise their hand

17 again. Most of them are in the back, if the PSC staff

18 could raise their hand. Feel free to grab one of them

19 and go out in the front entry way. If we don't have

20 an answer for you tonight, we'll get it for you.

21 I would also urge you to take advantage of

22 speaking with Ameren officials to make it easier. We

23 have their attention. They're here to help you, and

24 you should grab them if you have specific questions

25 you want to ask them. I'd like to ask that the Ameren

1 folks raise their hands. There are a number of folks  
2 that are here. We urge them to be here to answer each  
3 specific question that you have. Take advantage of  
4 that.

5                   Lastly, if you've not met the public  
6 counsel, your attorney is Lewis Mills. He represents  
7 your interest in actions before the public service  
8 commission. So if you have questions about the  
9 positions that he is taking in the case, where he  
10 stands on particular issues, tonight is a perfect  
11 opportunity for you to ask him those questions.  
12 Please take advantage of that.

13                   On the back table, there's some information  
14 there that I urge you to take advantage of. We got  
15 some guides to -- what the public service commission  
16 does, how we function, what kind of staff we have.  
17 This is a booklet that gives you some information.  
18 Energy efficiency is very important. There's a guide  
19 on how to access programs associated with energy  
20 efficiency. We have a booklet on the cold weather  
21 rule, and this kicks in during the winter months, and  
22 when the temperature gets down to a certain point,  
23 they can't turn the heating service off that you have.  
24 If you're interested in that, grab that brochure.

25                   If you don't want to testify here tonight,

1 but if you want to offer comments, there's a yellow  
2 sheet back there. You can grab it at your leisure.  
3 You can mail it in or you can drop it off in the back  
4 box. Feel free to take advantage of that.

5 I would also mention that at the public  
6 service commission we are set up to be as fair as  
7 possible. You can go to our website, if you have  
8 Internet access. You can watch our deliberations,  
9 which are usually on Wednesdays. The evidentiary  
10 hearing associated with this case will take place in  
11 March. That will be webcast. You can watch the  
12 evidence as it comes in, and you can watch and listen  
13 in to the deliberations as they take place. So I  
14 would urge you to go to our website, which is  
15 psc.mo.g-o-v.

16 Having said that, we'll go ahead and get  
17 started with the formal part of our process. We --  
18 there was a sign-up sheet that was out front. Looks  
19 like this (indicating). A number of you signed up.  
20 We're just going to go down the list. If at the end  
21 of that list you decide that you'd like to testify,  
22 I'm going to give you that opportunity. Just raise  
23 your hand and you can come on up, and we'll stay as  
24 late as Moberly Area Community College will allow us  
25 to stay.



1 in?

2 MR. WILLIAMS: Chairman Clayton, Nathan  
3 Williams, P.O. Box 360, Jefferson City, Missouri  
4 65102, appearing on behalf of the staff.

5 CHAIRMAN CLAYTON: Is there anyone else  
6 that needs to be recognized in Jefferson City?

7 (No response.)

8 CHAIRMAN CLAYTON: I guess not. Looks like  
9 they're reporting from the gender room. This is where  
10 we conduct our meetings, and this is kind of what the  
11 webcast looks like. We try to webcast everything to  
12 make it available. So this kind of gives you an idea  
13 of what things look like.

14 Representative, would you raise your right  
15 hand, please?

16 (Witness sworn.)

17 JIM WHORTON testified as follows:

18 CHAIRMAN CLAYTON: Would you, please, state  
19 your name for the record and offer us your comments?

20 MR. WHORTON: My name is Jim Whorton,  
21 W-H-O-R-T-O-N. I live in Trenton, Missouri, and I'd  
22 like to offer a few comments. This is not easy, but I  
23 particularly thank you and all of the folks that came  
24 with you for coming to us. It's not easy. It's not  
25 easy to stand and speak before a group at any time

1 anywhere, but it is somewhat easier to do so when you  
2 come to our familiar ground, rather than expect us to  
3 come to St. Louis or whatever. There's strength in  
4 numbers, but there's strength in friendship, and we  
5 like to be among that. Again, I applaud you for  
6 taking the effort to come to us.

7               It's also not easy because this is a tough  
8 time, you know, a tough time, as you've heard in the  
9 comments before tonight, economically for everyone in  
10 this room, and it's a tough time for each of the  
11 businesses that we depend on.

12              You know, I didn't know that I would speak,  
13 but when I came in, I picked up one of these pieces of  
14 paper on the back and a couple of things caught my eye  
15 in there. In the first paragraph, it said the  
16 commission ensures the public has access to safe,  
17 reliable and reasonable price of utility service.  
18 About the third paragraph down, it said that utility  
19 services and infrastructure are essential to the  
20 economy in Missouri because every Missouri citizen  
21 receives some form of utility service. Now, that says  
22 a lot in those few words. It says a lot of  
23 responsibility that you are having to do. It says a  
24 lot of responsibility that this company has to do in  
25 order to provide that service for our use.



1                   We've gotten addicted to electricity as  
2 much or more so than anything else we enjoy. And we  
3 need that, not only today, but tomorrow, and I hope in  
4 years in the future. And in order to do that, we need  
5 that as a reliable cost, not only now, but in the  
6 future. I believe it's going to take a continued  
7 investment for companies to do that. It's my  
8 understanding that today, even though it's tough to  
9 pay those bills, we have some of the lowest bills in  
10 the nation from an electricity standpoint.

11                   Here, in my past working career in  
12 forestry, I enjoyed living in three different states  
13 and working here in Missouri, which is my home state,  
14 we had the lowest cost utility bills of either of the  
15 other two. I don't know nationwide, but I do believe  
16 that service is one of the older states. In fact, I  
17 don't think we've increased this much in the last few  
18 years, if at all, as the other states have on a  
19 national scale, and I'm not saying this is the  
20 necessary time to do something or what's being looked  
21 at. I'm not going to speak to the percentages that  
22 are being asked to do because other folks are more  
23 expert in that area. I think my expertise lies in the  
24 fact that we need power. We have power today. We  
25 need it tomorrow. We rely on the providers to give it

1 to us tomorrow, and I think the longer we delay  
2 investments, the more of that price will go up. I  
3 think it was a mistake when they had to withhold the  
4 procedure on the nuclear power plant. I think we've  
5 got to move away from the fossil fuels, and we expect  
6 those companies to lead us as we go toward the  
7 renewable resources, be it hydro, solar, nuclear,  
8 wind, whatever. We depend on them to do that for us.

9               Then comes to the other part that I'd like  
10 to talk a little bit, too, from a standpoint of an  
11 investor. Coincidentally, I do own a few shares of  
12 Ameren, relatively few, real few, but to me, it's a  
13 lot.

14               About four years ago, my brother and I  
15 ended up selling half of our family farm that we had  
16 helped our parents pay for and develop over the years.  
17 It got to where we couldn't make a living on that farm  
18 anymore, and we were at retirement age, and we did so.  
19 We're retired, and we sold all of except a few acres  
20 we can come out to cut firewood on and that type of  
21 thing, but we sold the farm. So we no longer have  
22 that farm for income. We're both on social security  
23 now, but we like to supplement that social security  
24 with some income, and we turn as much as we could  
25 after paying debts of that farm into stocks where we

1 receive dividends on those.

2                   So I'd like to speak just a moment as a  
3 stockholder of that particular company, and  
4 incidentally, a couple of other utility companies that  
5 are Missouri-owned. We're Missouri people. We wanted  
6 to buy interest, partial ownership, in Missouri  
7 companies. We could have gotten a little more,  
8 perhaps, from Chesapeake Energy and Georgia Power, but  
9 we wanted to say we own Missouri companies. And we  
10 bought those because CD prices had gone to near  
11 nothing. You know, we couldn't put it in and earn 1  
12 or 2 percent.

13                   We all know the cost of living has gone up.  
14 Everything we buy, every bill we pay goes higher, and  
15 we need that level of income in order to pay bills,  
16 pay electric bills, pay a lot of other bills, too.  
17 And right now, I don't remember the exact amount, but  
18 based on our investment costs, it's around 5 percent,  
19 but we earn on every investment of that. And I look  
20 at this proposed increase as -- call it a necessary  
21 evil or what have you, and I tried to inquire to find  
22 out how many, and I -- to the best of my number I  
23 could get, there's about 70,000 shareholders of  
24 Ameren, and I'd like to think that a lot of them are  
25 like us. We typically tend to think of shareholders

1 as somebody out there, over there. We don't know who  
2 they are. They're unidentifiable. That's not the  
3 case.

4                   You know, here I am to try to fight the  
5 nerves and butterflies to come down to speak to you  
6 tonight. Sunday, my wife and I were at her sister and  
7 husband's house talking about coming here. And they  
8 said, well, Jim, we've got some shares of Ameren, too.  
9 So I think it's people like us all over the state that  
10 this depends on as well, and all what I'm really  
11 saying is, you've got to look at and consider many  
12 facets, many directions. Those of us that pay bills  
13 today, those of us have to pay bills tomorrow, those  
14 of us that use the electricity today, those of us who  
15 we hope to still be alive and use electricity tomorrow  
16 in the future.

17                   So I don't envy you for the task you're  
18 looking at, and I don't know necessarily which side  
19 I'm coming from, but I'm just trying to make sure that  
20 you consider all facets of the information when you  
21 make your final decision. I'd be happy to answer a  
22 question if you have any.

23                   CHAIRMAN CLAYTON: Thank you very much,  
24 representative, for coming. I just wanted to ask,  
25 does Ameren serve the City of Trenton?

1                   MR. WHORTON: I don't know who all serves.  
2     You know, I get my power from the City of Trenton, and  
3     they buy it from different sources at different  
4     periods of time, but I would advocate that the whole  
5     energy pool across the nation is competitive, and  
6     regardless of where that energy on any given day comes  
7     from, it's a supply in demand that's certainly  
8     nationwide. And the more wattage that can be supplied  
9     into that pool, really the lesser rate I'm going to  
10    have to pay no matter where it comes from. So the  
11    more of it -- the more energy that Ameren and each  
12    individual like them can provide in the long-term, the  
13    better, but I tried to find out, and I couldn't find  
14    out on what percentage of time spent that power  
15    actually comes from Ameren to Trenton.

16                  CHAIRMAN CLAYTON: Okay. I don't have any  
17    other questions. I appreciate you being here.

18                  Do any of the attorneys have questions for  
19    the representative?

20                  (No response.)

21                  CHAIRMAN CLAYTON: Hearing none, you are  
22    dismissed. Thank you very much for coming.

23                  MR. WHORTON: Thank you. I would also like  
24    just to mention that it's funny how you work up. When  
25    I signed in, I think I was number three. By the time

1     you called -- I don't know what that means, but.

2                   CHAIRMAN CLAYTON:  We're getting into the  
3     list.  We had a special request that the staff told me  
4     about.  There are other folks on the list.

5                   The next person on the list is George  
6     Wisdom.  Take your time, Mr. Wisdom.

7                   Would you, please, raise your right hand?

8                   (Witness sworn.)

9     GEORGE WISDOM testified as follows:

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

12                  MR. WISDOM:  I'm George Wisdom.  I live  
13     here in Moberly, Missouri.

14                  CHAIRMAN CLAYTON:  And what would you like  
15     to tell us here today?

16                  MR. WISDOM:  Well, I'd like to say amen to  
17     that gentleman's statement.  That's my story, and I'm  
18     going to stick with it.

19                  One thing that has not been brought up here  
20     that I think should be brought up, and this is tough  
21     for the commission, no doubt, but as long as AmerenUE  
22     is going on TV and radio constantly advertising, and  
23     we know that costs millions of dollars, they're  
24     spending that kind of money on advertising and turning  
25     around and expecting us, poor widowed woman, to pay

1 18 percent interest increase? That's outrageous.

2 And I'm very much opposed to the increase  
3 for their benefit. The rest of us can probably  
4 struggle through it, but I don't see how you can give  
5 them a dime as long as they're advertising so heavily.

6 And then, who paid for the big fine that  
7 they got at the dam when the dam gave away? It was  
8 several million dollars, I understand.

9 And so that's my story, and I'm really  
10 opposed -- every time I hear that on the radio and TV  
11 on AmerenUE, -- god, they're bragging on themselves.  
12 I think that's -- I think that's ludicrous.

13 CHAIRMAN CLAYTON: Okay. Thank you,  
14 Mr. Wisdom. May I ask you a couple of questions?

15 MR. WISDOM: Sure.

16 CHAIRMAN CLAYTON: You're here from  
17 Moberly?

18 MR. WISDOM: Yes, sir.

19 CHAIRMAN CLAYTON: Is that correct?

20 Okay. You're a customer of Ameren?

21 MR. WISDOM: I am.

22 CHAIRMAN CLAYTON: All right. But you're  
23 also a shareholder, so you're kind of testifying  
24 wearing both hats here tonight?

25 MR. WISDOM: Well, I have a few shares.

1                   CHAIRMAN CLAYTON: A few shares. Didn't  
2 seem -- it said you're a shareholder. So you own a  
3 few shares?

4                   MR. WISDOM: Yes, sir.

5                   CHAIRMAN CLAYTON: But you're still opposed  
6 to the rate increase?

7                   MR. WISDOM: I am.

8                   CHAIRMAN CLAYTON: Okay. Mr. Wisdom, are  
9 you happy with the service that you receive from  
10 Ameren? Do they -- do the lights stay on? Do they go  
11 out when the wind blows or anything like that?

12                  MR. WISDOM: No. We have real good  
13 service.

14                  CHAIRMAN CLAYTON: Real good service.

15                  Ever had any problems with bills or a  
16 customer service representative not treat you right or  
17 anything like that?

18                  MR. WISDOM: Negative. No. I have no  
19 problem with them. I miss the local -- the local  
20 office when you could drop off and pay your bill and  
21 have a local -- somebody to contact instead of calling  
22 in, but that's the way everything is nowadays.

23                  CHAIRMAN CLAYTON: I understand.

24                  Okay. I don't have any other questions.

25 Thank you very much for coming.



1 Are there any questions?

2 (No response.)

3 CHAIRMAN CLAYTON: Hearing none, then you  
4 are dismissed, sir. Thank you very much.

5 Vaughn Prost, who has made the circuit like  
6 we have. He was in Mexico on Monday; he was in  
7 Kirksville on Tuesday.

8 Would you, please, raise your right hand?

9 (Witness sworn.)

10 VAUGHN PROST testified as follows:

11 CHAIRMAN CLAYTON: Would you, please, once  
12 again, state your name, spell it for us and offer us  
13 your comments?

14 MR. PROST: Yes. My name is Vaughn Prost.  
15 Vaughn is V-A-U-G-H-N. Last name is P-R-O-S-T.

16 CHAIRMAN CLAYTON: Go right ahead.

17 MR. PROST: Thank you, chairman. Thank you  
18 for letting me speak tonight.

19 As a small business owner and an Ameren  
20 ratepayer, I am very concerned about the 18 percent  
21 rate increase, which is about 4 or 400 million  
22 dollars. Of that rate hike, the public service  
23 commission says up to 250 million is due Ameren for  
24 fuel increases, and both of that fuel increase is for  
25 coal, price of coal, the delivery of coal, to the

1 State of Missouri from the western states.

2                   Today, Ameren's coal revenues are,  
3 approximately, 2 billion dollars, and Ameren spends  
4 900 million dollars of that 2 billion dollars buying  
5 coal or delivering coal to the State of Missouri.  
6 With this rate increase, they're asking for another  
7 250 million dollars for the price of coal, and there's  
8 some uranium in there, but mainly, coal. So going to  
9 be 1.15 billion dollars we're paying to the railroads  
10 and coal companies in Wyoming, Montana and western  
11 states. So this wealth is leaving the State of  
12 Missouri and going to western states and the  
13 railroads.

14                   Unfortunately, Ameren is going to have to  
15 come back for more and more rate increases, because  
16 coal prices, cost of burning coal and railroad costs  
17 are going to go up faster than the inflation rate.  
18 We're in a vicious spiral, and there's no way out of  
19 it, unfortunately. Missouri ratepayers are making  
20 Wyoming and the railroads very rich. If we use  
21 renewable energy, such as wind, solar, hydro, there  
22 are no fuel cost increases in the future.

23                   Last, November 2008, proposition C passed  
24 by 66 percent of the voters. It requires renewable  
25 energy, such as wind, solar, biomass, hydro. The

1 voters agreed to a 1 percent annual rate increase for  
2 using that renewable energy, and I believe when the  
3 voters were voting for that, they were anticipating  
4 there would be things built in the State of Missouri.  
5 Proposition C is a potential economic development and  
6 job creating opportunity, if the renewable energy  
7 generating facilities are built in the State of  
8 Missouri.

9                   Here in Moberly or in the tri-county area  
10 here, we have seen what an economic disaster it was  
11 for this three-county area when the utilities shut  
12 down the Missouri coal mining area. Over 600 good  
13 paying jobs were lost, property taxes were lost and  
14 the population has moved away from the area. This  
15 coal mine would still be operating if the Missouri  
16 utilities installed scrubbers on their coal burning  
17 power plants so they could burn Missouri coal.  
18 Unfortunately, the decision was made to buy low sulfur  
19 coal from western states, and that's the situation  
20 we're in today. We're still buying coal from western  
21 states at a tune of 1.5 billion dollars, and we'll  
22 continue to buy and pay the railroads and the mine  
23 will shut down. I do not think that the public  
24 service commission or the utilities took into account  
25 the huge economic loss to this community and others in

1 the State of Missouri by saving less than one penny  
2 per kilowatt hour on our electric rates.

3 Ameren is a huge economic engine for the  
4 State of Missouri. The citizens of the State of  
5 Missouri and Ameren ratepayers need to maximize the  
6 benefit from any rate increase with the creation of  
7 Missouri jobs to soften the blows of these constant  
8 rate increases that we're going to be seeing here for  
9 many years to come.

10 And in accordance to proposition C, Ameren  
11 recently announced it was buying its first 100  
12 megawatts of wind and is buying wind power from the  
13 northeast quadrant of Iowa, about 2, 200 miles from  
14 here. I'm pleased with Ameren that they're buying  
15 wind power, but they're buying it from the wrong  
16 state. Missourians want the green jobs of the future  
17 to be in Missouri. If wind power from Iowa is a  
18 little less costive than Missouri wind farms, there  
19 are many economic factors that need to be taken in  
20 account before we make Iowa the rich state like we  
21 have the western states at the expense of Ameren  
22 ratepayers. If the public service commission lets  
23 Ameren buy Iowa or any other state's wind power,  
24 Missouri gets no economic benefits, and it gets no  
25 jobs. If Ameren buys wind power from Missouri wind

1 farm power developers, Missouri gets design and  
2 engineering jobs, it gets construction jobs, it gets  
3 operation and maintenance jobs. The State of Missouri  
4 gets income taxes from its workers here in the state.  
5 The local companies profit from selling materials and  
6 equipment for those local projects here in the state.  
7 The State of Missouri gets the sales tax on all sales  
8 of Missouri, supplied materials and equipment that go  
9 into the project. Property taxes from the development  
10 here in Missouri go to the schools and the other local  
11 government entities. Land lease payments for these  
12 wind farms go to Missouri farmers, and the State of  
13 Missouri is not going to have to pay so much  
14 unemployment payments to the unemployed construction  
15 workers, who are not doing projects in the State of  
16 Missouri.

17               With all the above benefits of building  
18 power projects in Missouri, the public service  
19 commission needs to include these state economic  
20 benefits before letting Ameren or Kansas City Power &  
21 Light or any power sign long-term contracts who buy  
22 electricity generated outside the State of Missouri.  
23 The public service commission, as part of Missouri  
24 Department of Economic Development, should be  
25 especially sensitive to creating jobs in the State of

1 Missouri.

2                   Therefore, I request the public service  
3 commission to do a cost benefit analysis every time an  
4 investor-owned utility wants to buy electricity or  
5 renewable energy credits from outside the State of  
6 Missouri. This analysis must take into account all  
7 benefits to buying electricity or renewable energy  
8 credits from Missouri-built electric power facilities.  
9 If after this analysis it is determined that it is  
10 better to buy electricity from Missouri producers,  
11 investor-owned utilities shall be required to buy  
12 Missouri. Thank you.

13                   CHAIRMAN CLAYTON: Thank you.

14                   I've got to tell you, I don't think anyone  
15 stood in Mexico or Kirksville. I'm impressed with  
16 that. Thank you, Mr. Prost.

17                   MR. PROST: I didn't get a high-five  
18 either.

19                   CHAIRMAN CLAYTON: Thank you, Mr. Prost. I  
20 don't have any questions for you, as we had another  
21 opportunity to talk the other night.

22                   The next person on the list is Pam Gilmore.

23                   Ma'am, would you, please, raise your right  
24 hand?

25                   (Witness sworn.)

1 PAM GILMORE testified as follows:

2 CHAIRMAN CLAYTON: Would you, please, state  
3 and spell your name and offer us your comments?

4 MS. GILMORE: Pam Gilmore, P-A-M,  
5 G-I-L-M-O-R-E.

6 First, I would like to thank you guys for  
7 coming. It means a lot to us.

8 CHAIRMAN CLAYTON: Try to pull that mic  
9 down a little bit. There you go. And speak right  
10 into it.

11 MS. GILMORE: Okay. The first thing I'd  
12 like to address is the unemployment rate in Moberly  
13 and in the surrounding communities is very high.  
14 Unemployment checks are -- average about 70 percent of  
15 people's normal income, and that's just an estimate.  
16 That's not a fact that I actually researched, but from  
17 what I just looked into. And then, also, as the other  
18 gentleman stated, people that are on social security  
19 and on fixed incomes, rate increases of 15 percent or  
20 18 percent would make it, I would believe, near  
21 impossible for some of those individuals to pay.

22 Ameren actually currently pays \$1.50 for --  
23 on its dividends per share. That's approximately 6  
24 percent. If they would do away with their dividends,  
25 they could maybe do with a little bit less, and I

1 realize some people here have shares, but I dare say,  
2 the shares that I own only get 6 percent on my return  
3 versus paying 18 percent on my average monthly bill.  
4 I would -- I would definitely rather take a dividend  
5 decrease than take an 18 percent increase on the  
6 rates.

7                   After the two previous rate hikes in 2008  
8 and 2009 at a total of 12 percent, the profits in 2009  
9 being 6 to 7 percent, I believe those profits should  
10 be maybe put to better use in developing better  
11 equipment and better services.

12                   That brings me to my next point. I've  
13 heard ads on the radio, as well as Mr. Wisdom stated,  
14 stating that the average bill would actually increase  
15 \$15.00 per month. Our average bill is, over the last  
16 three years, has been \$250, which would be closer to  
17 \$50 per month increase for us. To add \$30 to your  
18 bill on 18 percent increase, it actually average under  
19 \$100 per month per bill. So I don't know that anybody  
20 in here has that low of utility bill, but I seriously  
21 doubt it.

22                   And lastly, I -- as I stated, our average  
23 bill is \$250. I got a bill in October for \$1433.88.  
24 With that being said, in my investigating of this,  
25 obviously, it stood out in my mind of why this was so



1 high, they stated that the equipment that actually  
2 automatically reports back to the -- of our usage --  
3 automatic reporting the reading meter had been reading  
4 incorrectly for a couple of years, and so they were  
5 going to go ahead and add that. Legally, they could  
6 only go back one year and -- for the misread meter,  
7 and I've talked to two or three people there. I'm not  
8 getting anywhere.

9               The equipment, I did establish, is not my  
10 equipment. If I go take it off the pole, I'll be  
11 probably arrested, so it's not my actual personal  
12 equipment. I cannot maintain that equipment. I can't  
13 check it to make sure it's looked at and reading  
14 properly. The one young lady did say that the last  
15 actual physical reading within the last five years  
16 that she could show was in September of 2009, and so  
17 they went off of those numbers and went back a year to  
18 make things current. I think that's all I have to  
19 say.

20               CHAIRMAN CLAYTON: Thank you very much for  
21 your testimony, Ms. Gilmore. I do have a couple of  
22 questions, if you don't mind --

23               MS. GILMORE: Sure.

24               CHAIRMAN CLAYTON: -- in answering.

25               First of all, you said that you have --

1 your average bill is \$250 a month. Is that even  
2 during the springtime or the fall when usage is down a  
3 little bit, you still have a bill that high?

4 MS. GILMORE: Well, it averages that, yes.

5 CHAIRMAN CLAYTON: Okay.

6 MS. GILMORE: I mean, like for instance,  
7 they did send me my average bill, and you know, in the  
8 summertime, it's 105, 116, and then a couple of times  
9 in the winter, we have a couple of months it's 348.

10 CHAIRMAN CLAYTON: So do you heat your home  
11 with electricity?

12 MS. GILMORE: Uh-huh.

13 CHAIRMAN CLAYTON: So that would lead to  
14 higher bills.

15 Okay. And when did this 1400-dollar bill  
16 come? When was -- around what time?

17 MS. GILMORE: Well, I actually received a  
18 disconnect notice in December of 2009. When I called  
19 to check on it, she said that I should have gotten a  
20 letter explaining why the bill was that high and a  
21 phone call a couple weeks after that. I should have  
22 received those pieces of information in October. The  
23 last actual bill that I received was in September, and  
24 I paid that, and then I didn't get a bill for October  
25 or November, and then when my December bill came, it

1 was actually \$1,700, but that was the overage part.

2 They're saying 1433.88.

3 CHAIRMAN CLAYTON: You live in Moberly?

4 MS. GILMORE: Uh-huh.

5 CHAIRMAN CLAYTON: Just want to be clear on  
6 that.

7 MS. GILMORE: Yes. Uh-huh.

8 CHAIRMAN CLAYTON: Does the service work  
9 where you live?

10 MS. GILMORE: Does it work?

11 CHAIRMAN CLAYTON: Does it work? Does it  
12 stay on? Do the lights flicker? Do you have any  
13 problems?

14 MS. GILMORE: Not normally, no, not that  
15 I've noticed anyway.

16 CHAIRMAN CLAYTON: Okay. All right. I  
17 don't think I have any other questions.

18 Are there any questions of the witness?

19 MR. MILLS: No. But I would recommend that  
20 you talk to the public service commission staff and  
21 the AmerenUE folks to see if you can get this worked  
22 out.

23 CHAIRMAN CLAYTON: Did you bring your  
24 1400-dollar bill?

25 MS. GILMORE: Well, no. But I have a --

1     like a bill summary for the past three years.  It's on  
2     that.

3                   CHAIRMAN CLAYTON:  This would be a perfect  
4     opportunity to maybe meet with the staff in the back  
5     and go over that.  Make sure that the law is being  
6     followed associated with that.

7                   MR. LOWERY:  Mr. Chairman, the company can  
8     pull up her billing account with the computers that  
9     they have here tonight.

10                  CHAIRMAN CLAYTON:  Well, if you'd like to  
11     pursue it, our staff is in the back, and feel free to  
12     step out, if you like.

13                  MS. GILMORE:  Okay.  Thank you.

14                  CHAIRMAN CLAYTON:  Thank you very much for  
15     coming.

16                  Next person -- I may pronounce this  
17     incorrectly, John Ripeberger?  Is that correct, sir?

18                  MR. RIPPERGER:  No, sir.

19                  CHAIRMAN CLAYTON:  Ripperger?  Last night I  
20     really messed them up, so I messed this one up.

21                  MR. RIPPERGER:  You're not the first one.

22                  CHAIRMAN CLAYTON:  Sir, would you raise  
23     your right hand?

24                  (Witness sworn.)

25     JOHN RIPPERGER testified as follows:

1                   CHAIRMAN CLAYTON: Please state your name  
2 and spell it for us.

3                   MR. RIPPERGER: John Ripperger, J-O-H-N,  
4 R-I-P-P-E-R-G-E-R.

5                   CHAIRMAN CLAYTON: Okay. Please, what are  
6 your comments?

7                   MR. RIPPERGER: Okay.

8                   AUDIENCE MEMBER: We can't hear back here.

9                   CHAIRMAN CLAYTON: Raise the mic. Speak  
10 right into it, and tell it like it is.

11                  MR. RIPPERGER: Well, the first part of  
12 this is an introductory.

13                  I live on a farm and raise cattle about  
14 halfway between Moberly and Mexico. The Long Branch  
15 Creek, as well as the AmerenUE trunk line that runs  
16 southeast from Moberly towards Mexico, goes through  
17 the farm. The road district replaced a large box  
18 culvert across Long Branch. This is not totally  
19 complete. The fence has not been replaced, and the  
20 work zone has been leveled, seeded and mulched.

21                  Now here is a crux. On January 29th, while  
22 I was feeding, I heard chainsaws running at the creek.  
23 I thought they were -- had brought posts in for the  
24 fence and were trimming them. When I got there, I saw  
25 three trees, about 28 inches in diameter, had been

1 cut. One had fell into the creek. I asked what they  
2 were doing. They said they were trimming the -- for  
3 AmerenUE. I asked what they were going to do with the  
4 trees. They said they were going to cut them up and  
5 pile them. I said, you cut them down, you are going  
6 to dispose of them. Furthermore, if you do not get  
7 them removed before the creek floods and move them  
8 into the water gap and the fence to the north, which  
9 is about a quarter of a mile, you are going to remove  
10 the trash and repair the gap and/or fence. He said  
11 they were only doing their job, but he would tell his  
12 boss, and they would not be able to have a clipper --  
13 chipper in there before this week. About noon, they  
14 came to the house and got my name and address and  
15 phone number and said the boss would contact me. I  
16 did not go to the meeting in Mexico so as to give him  
17 more time to respond.

18 As of now, I have not heard so much as a go  
19 to hell or kiss my behind. This is not a situation of  
20 well, we'll just ignore it for a while and it will go  
21 away. I may have to go to the sheriff and through the  
22 court, but if I have to go through the court, every  
23 part of the trees will be removed and any damage  
24 repaired. There will be court costs, my attorney fees  
25 and compensation for my time spent, and my time is as

1 valuable as the average of your attorneys and my  
2 attorneys' time and the management of AmerenUE, plus  
3 punitive damages. I have already started logging my  
4 time spent, and this will open the door into a vast  
5 class action suit. You had time to get the chipper in  
6 while the ground was still frozen. You cannot go on  
7 the seeded and mulched work zone when you leave tracks  
8 or skin off the fresh seeded grass. I don't care if  
9 you have to carry the trees out on your back. The  
10 contractor had to provide a smooth ground and seed it  
11 with grass and clover. If you ruin it, you will be  
12 accountable to the contractor. We'll -- with this  
13 kind of issue, I do not feel that you deserve a rate  
14 increase.

15 Now, in conclusion, I talked to Mike  
16 Holman, whom I indirectly know, and he referred me to  
17 Dana Keeting, the vegetation supervisor. He assured  
18 me that this will be corrected. That is all.

19 CHAIRMAN CLAYTON: When I said, tell it  
20 like it is, I wasn't sure what I was going to get  
21 there.

22 Sir, when did the tree cutting episode  
23 actually happen?

24 MR. RIPPERGER: 29th of January.

25 CHAIRMAN CLAYTON: So just this past

1 January? Just happened?

2 MR. RIPPERGER: Yes, sir.

3 CHAIRMAN CLAYTON: Well, I'll tell you

4 what --

5 MR. RIPPERGER: They assured me --

6 CHAIRMAN CLAYTON: I'm not sure if I want  
7 to ask any questions. I think this is a perfect  
8 opportunity to take advantage of the Ameren staff that  
9 are here.

10 MR. RIPPERGER: I have spoken to Dana, and  
11 he assured me that it would be corrected.

12 CHAIRMAN CLAYTON: Okay. Great. Well, I  
13 appreciate you coming here tonight. Thanks for not  
14 sugarcoating it.

15 MR. RIPPERGER: Thank you for the  
16 opportunity.

17 CHAIRMAN CLAYTON: You bet.

18 Any questions?

19 (No response.)

20 CHAIRMAN CLAYTON: Hearing none, thank you.  
21 Is it Don Eaglehart?

22 MR. IGLEHEART: That's close.

23 CHAIRMAN CLAYTON: Looks like it could be  
24 F-G -- I'm not sure.

25 MR. IGLEHEART: I-G-L-E-H-E-A-R-T, but it's



1 close.

2 CHAIRMAN CLAYTON: I-G -- that's what I  
3 didn't -- Igleheart.

4 MR. IGLEHEART: Yes.

5 CHAIRMAN CLAYTON: Igleheart.

6 MR. IGLEHEART: Thank you.

7 CHAIRMAN CLAYTON: My bad.

8 Sir, would you, please, raise your right  
9 hand?

10 (Witness sworn.)

11 DON IGLEHEART testified as follows:

12 CHAIRMAN CLAYTON: Please state your name  
13 and spell it --

14 MR. IGLEHEART: Don --

15 CHAIRMAN CLAYTON: -- and offer us your  
16 comments.

17 MR. IGLEHEART: Don Igleheart,  
18 I-G-L-E-H-E-A-R-T, Moberly, Missouri. Mine's going to  
19 be short and sweet.

20 I'm a small business owner in Moberly, and  
21 I mean small, and last month my bill at my business  
22 was around \$650, utility bill. I have a building  
23 about 30-foot by 50-foot, and yes, it's not  
24 well-insulated, but it serves its purpose. In the  
25 summertime, my bill returns probably 300, \$350 a

1 month, but on the average, if my bill were to be  
2 increased, like this month, it would raise my rate  
3 another \$54, and as a small business owner, like most  
4 of them in Moberly, I feel that the 18 percent is  
5 unfair. Thank you.

6 CHAIRMAN CLAYTON: Thank you, Mr. --  
7 Mr. Igleheart. I wanted to ask you, as a small  
8 business owner, have you ever reached out to Ameren  
9 to -- do you mind if I ask you a few questions?

10 MR. IGLEHEART: No.

11 CHAIRMAN CLAYTON: I apologize. I should  
12 have not -- tended to business. I was looking at  
13 something here.

14 As a small business owner, have you ever  
15 tried to reach out to Ameren to find ways of trying to  
16 address that efficiency issue with your business  
17 building?

18 MR. IGLEHEART: Well, the building itself I  
19 lease.

20 CHAIRMAN CLAYTON: Oh. So you're a tenant?

21 MR. IGLEHEART: I'm a tenant, and my  
22 landlord will not do anything with the building. If  
23 anything has to be done, I have to do it myself.

24 CHAIRMAN CLAYTON: I see.

25 MR. IGLEHEART: And the way the economy has

1    been the last couple of years, I just can't afford to  
2    do anything.

3                   CHAIRMAN CLAYTON:  This is -- this whole  
4    area is a difficult challenge with people who rent  
5    property, whether it be residential or whether it be  
6    business, in trying to get investments to encourage  
7    reductions in usage, but you've got a landlord that  
8    doesn't want to spend the money, and you would be  
9    willing to spend the money, but then you don't keep,  
10   say, a new furnace, if you put it in because you're a  
11   tenant, if you'll have to go sometime.

12                  MR. IGLEHEART:  Yes, sir.

13                  CHAIRMAN CLAYTON:  What would be a  
14    productive way at trying to improve those  
15    circumstances in trying to get your property improved  
16    for energy efficiency while treating everyone fairly?  
17    Do you have any ideas on that?

18                  MR. IGLEHEART:  Well, like we've had the  
19    rate increases over the past couple of years, possibly  
20    some of that money could have been used, if it hadn't  
21    been raised, to improve the property, but I can't see  
22    putting good money after, so to speak, bad because I  
23    don't own the property.

24                  CHAIRMAN CLAYTON:  Well, so would -- then  
25    the effort would have to work through the landlord,

1 the person who owns the building, in trying to improve  
2 your situation that way; is that --

3 MR. IGLEHEART: That's true. But -- excuse  
4 me.

5 (Phone rang.)

6 MR. IGLEHEART: It's the landlord. I'm  
7 probably going to get evicted.

8 CHAIRMAN CLAYTON: He's listening. We're  
9 webcasting. At any rate I'm going to stop asking  
10 questions right there. Thank you very much for  
11 coming.

12 MR. IGLEHEART: Thank you.

13 CHAIRMAN CLAYTON: Steve Davis.

14 Would you raise your right hand?

15 (Witness sworn.)

16 STEVE DAVIS testified as follows:

17 CHAIRMAN CLAYTON: Please state your name  
18 and offer us your comments.

19 MR. DAVIS: Steve Davis, live here in  
20 Moberly. I'm an AmerenUE participant in their bills,  
21 I guess is the best way to describe it. I've always  
22 wanted to be an active person, and that's why I'm very  
23 honored to be here tonight to share with this  
24 community and with you, especially -- you're Robert  
25 Clayton, you say -- about the importance of research

1 and the interest of taking care of the customer is  
2 always right, rather than the stockholders or the  
3 management is right.

4                   And accordingly, as an active person, I'd  
5 like to qualify myself, first, as a businessman, but  
6 with an engineering background dealing with energy all  
7 my life. And I never will be an Ameren stockholder  
8 because my experience in other utilities elsewhere.  
9 I've been here in Moberly over six years, and as a  
10 participant, as a resident individual, I've been very  
11 concerned about how the rate increases, based upon my  
12 background in dealing with utility companies.

13                   Last -- two Septembers back I had my  
14 nephew, the Olympian, Ruland Gardner, here at the  
15 Moberly Chamber of Commerce as a guest speaker, and  
16 Roland, as my nephew, is my agent for my geothermal  
17 activities out west in the Rocky Mountains where he  
18 lives, and one great comment that Ruland gave is that  
19 the kids and public here in Moberly are exceptional  
20 because they absolutely want to be self sustaining.  
21 And whatever he can do possible to bring in the  
22 development of any type of geothermal that he and I  
23 have been working on since the 1970's would be very,  
24 very much a privilege to work with Ameren or with the  
25 public service commission.

25 It happened back in 1983 and a very good

1 friend of mine, who was the attorney for the public  
2 service commission, was the only person who blew the  
3 whistle over a 60,000-dollar bribery that come from  
4 one of the major stockholders of that public utility,  
5 and the bribery of \$60,000 to the public service  
6 commission was only blown by my good friend, David  
7 Blackwell, and of course, he was utterly destroyed  
8 because of the public knowledge of his confession. He  
9 basically set up a standard of having the public work  
10 with the public service with the state legislatures,  
11 with the government and especially with the  
12 stockholders of public utilities and everybody is  
13 happy in a win/win situation.

14               So accordingly, I basically submitted a  
15 letter to my local leaders here in the community, and  
16 I've submitted that to the public service commission.  
17 So I'd just like to let you know that I've submitted a  
18 personal letter I sent to the various local people  
19 here. My concern is that we keep everything on top of  
20 the table and do the utmost respect of having both  
21 stockholders aware that they're being watched, of  
22 actually helping the people understand how important  
23 it is, that people are comfortable to pay their  
24 utility bills, rather than face the dilemma of having  
25 to seek help. And I am fully aware of the capability

1 of this situation here to do a rate design so that the  
2 retail fashion of the public doesn't need to be  
3 penalized because their personal unanticipated action  
4 in their own personal life or whatever.

5                   And so, as a participant here in Moberly,  
6 I'm very willing to participate in sharing with you  
7 how energy can be developed in a joint venture where  
8 the investments, back in the 1970's, when I was on the  
9 faculty and administration of universities, it was  
10 during the time when only the government provided  
11 money for research, and thank goodness for Ronald  
12 Reagan, who basically brought in corporate, and  
13 corporate now, in a matching program since the '80's,  
14 basically, gets the wonderful benefit of having joint  
15 venture with the federal government and operations in  
16 enhancing lessening costs.

17                   And the beautiful opportunity that it is to  
18 speak here in Moberly is the neighbors that I'm with.  
19 This is the greatest community that I've ever talked  
20 with that the people do care, and so I do express the  
21 happiness that I am here, but also the awareness of my  
22 utility bill is outrageously going up, and we've had  
23 to adjust to accommodate ourselves to stay here and be  
24 here, but in my professional opinion, I have not yet  
25 dared to bring in a business in here because of -- I'm



1 still doing the -- trying to figure out how we can  
2 actually feasibly operate as an operation to be in  
3 this community.

4               So for the past six and a half years, I'm  
5 very glad to be a Moberly resident but very much  
6 concerned about the manipulation, the justification,  
7 the stories, the falsehoods, the cover-ups and stuff  
8 that basically startle me. I look at my Ameren bill,  
9 and I see a bill there by the City of Moberly, and I  
10 say, well, why is the City of Moberly getting part of  
11 the bill that's to Ameren? And so that's a -- that's  
12 a public awareness I'd like to find out. How many  
13 people are in on the usury bills or these usury taxes  
14 or whatever, that basically confuse the general public  
15 on? Why is everybody involved in this and living off  
16 of them, the general public?

17               So my request to you and the public speak  
18 is -- this public message, Robert Clayton, and all the  
19 others in the public service responsibility is that  
20 you are responsible to the general public, and by all  
21 means, we'd love to associate and help you have a very  
22 good conscious that you can sleep every night, too.

23               CHAIRMAN CLAYTON: Mr. Davis, thank you  
24 very much for your comprehensive testimony. Can you  
25 tell me where you submitted that letter just so I know



1 your address or something.

2 Ms. KIMMONS: Okay.

3 CHAIRMAN CLAYTON: Would you, please, raise  
4 your right hand?

5 (Witness sworn.)

6 MARY LOU KIMMONS testified as follows:

7 CHAIRMAN CLAYTON: Please share with us  
8 your name.

9 MS. KIMMONS: Okay. It's Mary Lou Kimmons,  
10 M-A-R-Y, L-O-U, K-I-M-M-O-N-S.

11 CHAIRMAN CLAYTON: And would you, please,  
12 share your comments?

13 MS. KIMMONS: I'm -- kind of redundant  
14 testimony because my husband and I, too, are small  
15 businessowners. I was just totally shocked to hear  
16 the percentage of increase that AmerenUE was asking  
17 for, especially given the last year with the financial  
18 economy being the way it is, and I, personally, am  
19 involved with the school district. My program took a  
20 10 percent cut last year, and they're asking for  
21 another 3 percent out of my budget for my job. Pretty  
22 soon I'll be paying the district to work there.

23 And as small businessowners, as far as  
24 utility bills, our utility bills are not that bad at  
25 our home, but at our business our utility bills are

1 very high. We own a bar and restaurant, and we have  
2 no place to pass on those costs because we're a small  
3 business. If we pass it on to our customers, we're  
4 going to lose business. If we lose business, we're  
5 going to lose our income, and the cycle just never  
6 ends.

7                   So I think if AmerenUE had put some real  
8 thought into an increase they might have come up with  
9 maybe a lesser, like a 1 percent. I don't know  
10 anybody here in this audience who's ever received an  
11 18 percent increase in pay, if they -- if ever they  
12 have. So I feel very strongly about this. I've  
13 served on our local school board before, and I've had  
14 to make some tough, tough decisions because, you know,  
15 you're only going to have X amount of dollars, but all  
16 of us here live under a budget. The City of Moberly  
17 lives under a budget, our school district lives under  
18 a budget, and I don't see why AmerenUE can't be --  
19 can't learn to live within a budget. I hear we  
20 went -- we need more money because we need this, we  
21 need that. Well, I never hear about anything that the  
22 companies are doing to cut their business expenses.

23                   You know, my small business, we don't have  
24 stockowners. We don't sell shares. If we raise the  
25 price on a steak up a dollar, people complain about

1     it, and say, we're not going here, we're going to  
2     Burger King. It's just appalling to me that they  
3     would ask for that percentage of an increase. I  
4     understand it's a commodity and that we all are  
5     dependent on it, and I think I feel like a lot of  
6     other people here that we're just being taken  
7     advantage of.

8                     As my own personal business goes, I live in  
9     an area that's very wooded and every time we have --  
10    every time we have a thunderstorm, we lose  
11    electricity, and we can lose it for as much as eight  
12    hours. I've had to throw things out of my freezer,  
13    out of my refrigerator, because things have come  
14    unfrozen, and guess what? I've never once gotten a  
15    refund on my bill. That's all I have to say.

16                    CHAIRMAN CLAYTON: Thank you very much,  
17    Ms. Kimmons.

18                    MS. KIMMONS: You're welcome.

19                    CHAIRMAN CLAYTON: Next name on the list is  
20    Julie Plaster. I don't think I can mess up that name.  
21    Come on up.

22                    MS. PLASTER: Thank you.

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

25                    (Witness sworn.)

1 JULIE PLASTER testified as follows:

2 CHAIRMAN CLAYTON: Would you, please, share  
3 with us your name and comments?

4 MS. PLASTER: My name is Julie Plaster.  
5 I'm a resident in Moberly. I want to thank you for  
6 making sure that we have an opportunity to interact  
7 with the community and our customer base. I think  
8 that's important, and I appreciate that.

9 So I'm really regretting Ameren's decision  
10 to feel that it's necessary to ask for a rate increase  
11 at this current time during our economy. Everybody's  
12 struggling, and I really think that the cost cutting  
13 note they just heard a minute ago really resounded. I  
14 think there could be a lot of things to recover the  
15 money or other ways to be doing it instead of doing a  
16 proposed rate hike right now. I'm actually opposed to  
17 not just a portion of the rate right now, I'm opposed  
18 to the whole entire 18 percent right now.

19 You know, we -- there's a lot of good  
20 people in this community, and there's a lot of good  
21 people with Ameren. I've had a lot of good  
22 conversations with some folks on this, and it's  
23 overwhelming to me that the level of anger that this  
24 has been -- I have experienced with this rate hike  
25 thing, not just for me. I mean, just the overall

1    general community and the discussions and the  
2    interaction that we're taking about, this whole idea.  
3    People are really not just disappointed, not  
4    discouraged, they're hurt. A lot of this anger is  
5    hurt. I'm really discouraged that Ameren really  
6    thinks this is a good decision right now, and I'm not  
7    alone. As I can probably tell from a lot of people  
8    here that are in the room, this is not the time.

9                    In my lifetime, I've never experienced the  
10   type of economic situations that we have right now. I  
11   think the current culture -- the climate of the  
12   economy has everybody just doing what they can do to  
13   get by, and I understand that Ameren has needs, too.  
14   So there needs to be a happy medium, but in life,  
15   everything that's going on, this really should not  
16   happen. And again, I'm really discouraged that Ameren  
17   feels like they had to go forward to ask of this now.  
18   The time is really lousy.

19                   And I think there can be a lot of cost  
20   cutting things that Ameren could be doing, and they  
21   could be a whole lot more efficient, and I don't mean  
22   cutting corners and kind of not doing what they need  
23   to get done. I mean, a whole lot more efficient than  
24   what they're doing. There's a lot of ways to spend  
25   time on the job. There's -- because I've witnessed it

1     myself.

2                     Last spring, I had some experiences that  
3     did get resolved. And I will say, once I, instead of  
4     just sitting around being upset with what transpired,  
5     I actually contacted Ameren and interacted with the  
6     company, and it eventually got resolved and apologies  
7     were made and things were taken care of. My problem  
8     is, it should have never happened in the first place.  
9     There was no life loss of will, but they came through  
10    with subcontractors during what I think was, I'm going  
11    to call, an upgrade or retrofit or equipment stuff  
12    that the guys are experts at. I'm not, and you know,  
13    they dug holes in our yards probably pretty close to  
14    the equivalent of what I've learned what is called as  
15    a big transformer box out in most of our yards. It's  
16    a three by four big green box thing. Well, this hole  
17    is pretty deep. It's at least as deep as the box is  
18    in my mind. Well, these holes stayed open on our  
19    street for at least -- and forgive me if I'm in the  
20    error of the time frame, it was some time ago, last  
21    year -- they stayed open. So spring, rainy season,  
22    gee, let's dig some holes and make some ponds all the  
23    way up and down the street and leave them there.  
24    That's what transpired.

25                     So you know, then the weather got to where



1 they couldn't get in to do it. Well, the  
2 subcontractors, when they came in to do the work, came  
3 in, dug all the holes, tore up the necessary  
4 vegetation they needed to tear up and left, and it got  
5 quiet for a long time. Nothing ever happened, and  
6 then finally, they came in to do the work. So I was  
7 glad towards the end of the summer that that had  
8 progressed.

9                   Then I'm working at my home on my computer  
10 on what I deemed to be important work and power  
11 outage, boom, in the middle of the afternoon. We've  
12 all been through them. It's not a big deal, you'd  
13 think. So I wondered and inquired and looked up and  
14 there's a utility truck up there. So I was going to  
15 go up there and inquire on what the problem was, and  
16 come to learn it was a scheduled outage and the entire  
17 street was not notified. And when I asked the worker,  
18 gee, what has happened? Has there been an accident or  
19 something? No, we're switching over the lines. And I  
20 asked about the, well, gee, we could have been told  
21 about it before you guys turned it off. And we  
22 weren't. And he really, basically, told me that they  
23 weren't going to bother contacting 12 houses, and I'm  
24 not sure the whole street house count right off the  
25 top of my head exactly. I'd probably have to go

1 count. I can tell you who most of the neighbors are.  
2 They're wonderful folks. So I really don't think --  
3 oh. My mom, which lives up the street, also asked  
4 about having the vegetation replaced and done. The  
5 landscaping was -- oh, not done to her satisfaction,  
6 but she let it go.

7                   Anyway, so those are some of the things.  
8 When this outage thing happened, I asked about, was  
9 there an accident? I wasn't satisfied with his  
10 response, so I got in my truck and went down the road  
11 to talk to his supervisor and the group of guys down  
12 on the corner. They were very polite and  
13 professional, but when I left, I got to thinking, you  
14 know, there's more guys -- it seems like there's more  
15 watching being done than working being done, and that  
16 seems to be more often the case than not.

17                   So as far as needing to cut corners and not  
18 lose money, there's a lot more efficient ways that  
19 Ameren could go about doing things with their  
20 contractors and their subcontractors. So with that  
21 said, everything was solved. I did have some major  
22 water problems with my phone lines and my cable, and  
23 gosh, I just don't really want to think about all that  
24 stuff. It did happen, and it was as a result of a  
25 pond at the top of my street in front of a transformer

1 box most of that spring. So that really should have  
2 been tried to -- not just my house. The whole street  
3 was that way with the holes, so.

4 CHAIRMAN CLAYTON: May I ask you a few  
5 questions?

6 MS. PLASTER: Uh-huh. Certainly.

7 CHAIRMAN CLAYTON: Can you -- I didn't  
8 write down the time period of -- when did they start  
9 digging the trenches or the holes for the boxes?

10 MS. PLASTER: You know --

11 CHAIRMAN CLAYTON: What time of year?

12 MS. PLASTER: Spring.

13 CHAIRMAN CLAYTON: Spring?

14 MS. PLASTER: Rainy season.

15 CHAIRMAN CLAYTON: And when -- how long did  
16 it take them to --

17 MS. PLASTER: They were open -- I'm going  
18 to guesstimate because I didn't take the time to go  
19 look that stuff up before I came this evening. But  
20 I'm going to guess they were open from 45 -- 30 to  
21 60 days. Couple months.

22 CHAIRMAN CLAYTON: Okay. A couple months?

23 MS. PLASTER: Yeah. Way too long. Way too  
24 long.

25 CHAIRMAN CLAYTON: And when did the outage

1 occur? Did it occur after they had --

2 MS. PLASTER: After they finally came to  
3 fill up the holes.

4 CHAIRMAN CLAYTON: Were they burying the  
5 lines on your street; is that --

6 MS. PLASTER: You know, I don't know if  
7 they were actually --

8 CHAIRMAN CLAYTON: There were new trenches  
9 dug; right?

10 MS. PLASTER: There were cones up and dirt  
11 and I -- I can't -- I'm not an expert in that area. I  
12 can't give you a solid answer on that.

13 CHAIRMAN CLAYTON: Are the lines on your  
14 street up on poles?

15 MS. PLASTER: They're under the ground.

16 CHAIRMAN CLAYTON: They are underground.

17 MS. PLASTER: It was an underground  
18 procedure.

19 CHAIRMAN CLAYTON: Yeah. Tell me about --  
20 you mentioned the scheduled outage, but tell me about  
21 your service. Does your service stay on?

22 MS. PLASTER: Yes.

23 CHAIRMAN CLAYTON: I mean, so it's not  
24 affected by weather because it's underground?

25 MS. PLASTER: Not to my knowledge, no. I

1 think it's -- and my service is adequate at this  
2 point. So yeah, I'm pretty happy with it for the most  
3 part.

4 CHAIRMAN CLAYTON: Okay. I don't think I  
5 have any other questions. Thank you very much for  
6 coming.

7 MS. PLASTER: But I just want to add, I do  
8 really think the rate increase is wrong. I do know we  
9 want to expand, but now is just really not the time,  
10 so I'm against it. Thank you.

11 CHAIRMAN CLAYTON: Carrie -- I think it's  
12 Overly, O-V -- O-V-E-R-L-Y, rural route Moberly. No?

13 Okay. Donna Wright. Can I get you to  
14 raise your right hand?

15 (Witness sworn.)

16 DONNA WRIGHT testified as follows:

17 CHAIRMAN CLAYTON: Please state your name  
18 and offer us your comments.

19 MS. WRIGHT: My name is Donna Wright,  
20 D-O-N-N-A, W-R-I-G-H-T. I live in Moberly on East  
21 Rollins Street, and just want to say that I'm opposed  
22 to the AmerenUE 18 percent increase request,  
23 especially in a time when individuals and businesses  
24 are having to tighten our budgets. I don't -- in  
25 2008, you know, a 4 percent increase was passed, then

1 in 2009, another 8 percent increase was passed, and  
2 you know, it's like we're strapped. We have no choice  
3 but to use AmerenUE.

4                   So I guess my question is, at what point do  
5 these increases stop? You know, we keep our  
6 thermostat turned down in the winter, turned up in the  
7 summer to try to avoid high electricity bills, and it  
8 kind of defeats our purpose when all these increases  
9 keep happening. I know that the public service  
10 commission has said they'll -- you know, they're  
11 working to try not to let the 18 percent increase  
12 happen. I just want to say that I do want -- I do  
13 hope that you keep our interest in mind as you're  
14 making decisions on, you know, the increase that can  
15 happen.

16                   I just want to say that, you know, our  
17 wages don't go up that dramatically. I just can't see  
18 an increase in this -- of this amount trying to be  
19 passed. And I guess my question is, you know, with  
20 the recent bailout of the banks, and you know, all  
21 discovery of the big bonuses that were given, and you  
22 know, high wages that upper management were making, I  
23 just have to wonder if this isn't happening in  
24 AmerenUE.

25                   CHAIRMAN CLAYTON: Ma'am, I don't have any

1 questions for you. I appreciate you coming out  
2 tonight. Thank you very much for your testimony here.

3 MS. WRIGHT: Thank you.

4 CHAIRMAN CLAYTON: Are there any questions  
5 from the attorneys?

6 (No response.)

7 CHAIRMAN CLAYTON: Hearing none, thank you.

8 MS. WRIGHT: Thank you.

9 CHAIRMAN CLAYTON: Okay. That was the last  
10 name on the list. Is there anyone else who would like  
11 to testify?

12 MR. MILLS: Chairman, there's a name in the  
13 back on the second page of the list, Les --

14 CHAIRMAN CLAYTON: There's a name on the  
15 what?

16 MR. MILLS: On the back of this list here  
17 on the second page.

18 CHAIRMAN CLAYTON: All right. Why don't  
19 you bring that list up here.

20 And this gentleman here wearing something  
21 on your head right there, come on up.

22 Sir, could I get you to raise your right  
23 hand?

24 (Witness sworn.)

25 NORMAN REED testified as follows:

1                   CHAIRMAN CLAYTON: Please state your name  
2 and offer us your comments.

3                   MR. REED: On the record, for the record,  
4 my name is Norman reed. I'm a resident of Moberly,  
5 Missouri, for the past five and a half years now, and  
6 I am a customer of AmerenUE for the past four year  
7 now. And I'm not -- and I'd like to openly recognize  
8 respect for the chair and honored counsel and the  
9 representatives of AmerenUE and my fellow Americans  
10 here in Missouri.

11                   Now, I'm not equally opposed to the  
12 18 percent increase, but I feel there should be a  
13 happy medium between the increase and expenditures  
14 thereof. First off -- now, there's a lot of problems  
15 with -- let's see. I'm fairly court-ordered disabled.  
16 You know, we're on fixed incomes. We have to count  
17 our pennies to pay our bills, and we -- a lot of our  
18 fellow Missourians, we have to keep track of these  
19 things because we have to make our expenditures to pay  
20 our bills. But the thing of it is, the -- there are  
21 many people like me, we rent, and Moberly -- I mean,  
22 this is the truth. Moberly, Missouri, has more  
23 slumlord per capita than the metropolitan cities, true  
24 or not. We're businessowners and residents alike, but  
25 nevertheless, 18 percent is a heck of a lot for local



1 people here. I mean, it's a bit much.

2 But now we have what they call energy  
3 assistance funds. Okay. A lot of people -- a lot  
4 incorporate, donate money to the energy assistance  
5 funds, but then it is delegated over here what we call  
6 NECAC here, and then when people need it, NECAC says,  
7 we're out of funds. They say, this is government  
8 money, but it is not. We know better. Then we got --  
9 then AmerenUE had what they call budget billing, which  
10 is another mockery of the fact. Okay. Budget  
11 billing.

12 Okay. Energy conservation starts in the  
13 home and our businesses, not a rate increase. Now,  
14 okay. People budget billing, they pay so much a  
15 month, this is good, but then when they leave their  
16 home, they want to leave every electrical light and  
17 stuff on. Got to learn to turn the dial on the  
18 switch. Turn the electrical down. If they want to  
19 keep their bills down, learn to put the switch out  
20 when they leave the room, leave their house; you know  
21 what I'm saying? That's only fair, but then they --  
22 but they leave all these lights on, and they don't --  
23 the bills get higher. And then budget billing, they  
24 make a mockery of budget billing because they don't  
25 want to turn the switch out when they leave the rooms

1 in their dwellings, and all the other people that pay  
2 their bills hasn't paid the deficits, and that's when  
3 our bills go up, and it's when AmerenUE has to have an  
4 18 percent increase.

5 But we've got to understand, when AmerenUE  
6 workers got to go out here to repair these lines, trim  
7 these trees and all -- and update their equipment and  
8 fuel for the trucks, that costs. This is not free to  
9 AmerenUE at all, and then they have to pay these  
10 increases, too, which is delegated to the consumer,  
11 which is like me and many of my fellow Missourians  
12 here. We have to understand AmerenUE has costs, too.

13 But now, AmerenUE gets so much funds for  
14 what they call alternative energies, but only 46 or  
15 48 percent is actually applied to alternative energy.  
16 Where is the other percentages going? How come it  
17 ain't challenged in a more productive economical sense  
18 for our community here in Missouri? It's only fair.

19 Now, okay. Here in Missouri, we have -- we  
20 have ethanol plants, and they come up, and it's made  
21 from grain, grown right here local -- local farmers.  
22 It creates jobs and need of life right here in the  
23 home, right here in Missouri. How come AmerenUE  
24 doesn't take this other 52 or 48 percent of money and  
25 donate it in ethanol plants to generate turbines to

1 generate cheaper electricity, more affordable to the  
2 people right here at home? Why ain't these other  
3 options utilized? Why? Good question.

4               Now, billing, I have good -- and I have  
5 good service with AmerenUE, and they're exemplary, but  
6 now I do have a problem with their billing. A couple  
7 of months ago, I waited on my bill, waited on my bill,  
8 and my bill never showed up, and then when I called in  
9 AmerenUE, they would never justify. Well, we sent it,  
10 you should have got it. But then I get the next bill,  
11 and they give me -- charged me interest on a bill I  
12 did not receive. Now, this is me. Now, if I have  
13 suffered this, how many other fellow Americans here in  
14 Missouri went through the same? You know, there's a  
15 lot of issues that could be addressed here, and the  
16 list goes on.

17              Now, as for -- now, the one man brought up  
18 the coal issue. I agree there's a lot of coal plants  
19 here in Missouri that have shut down because of this  
20 issue, but now, on the other side of the coin, the  
21 Missouri coal produces a lot of sulfur omissions,  
22 which pollutes our air and water, which violates the  
23 federal clean waters act, and the reason why the  
24 federal clean waters act is for the safety for our  
25 families and children here at home. You know, we

1 don't want to get sick because of polluted air or  
2 water, and I respect that.

3           But why don't Ameren spend money that's not  
4 being spent to help take the sulfur omission where we  
5 can burn Missouri coal right here, create jobs at home  
6 and tax base instead of having to go through the  
7 railroad out west? The reason why we have to bring  
8 coal out west, Montana, they don't have the sulfur  
9 contents that we have right here in Missouri. I mean,  
10 the issues we can come up with make it better right  
11 here at home and keep our energies cost down, but they  
12 don't have to have an 18 percent increase.

13           But now, I'm not opposing the 18 percent  
14 increase. I'm not because I know that AmerenUE has  
15 costs. Why don't that the AmerenUE -- I agree that a  
16 9 percent increase. I agree to this, but AmerenUE to  
17 take another 9 percent put it into -- like they say,  
18 people who needs utilities and lower income people and  
19 make things more affordable for our people right here  
20 at home. I mean, take 9 percent of this and invest it  
21 somewhere and make it more plausible for the working  
22 man and the common people right here in Missouri.  
23 That's all I got to say.

24           CHAIRMAN CLAYTON: Thank you very much for  
25 your testimony.

1 Les Kelaher.

2 MR. KELAHER: Good evening.

3 CHAIRMAN CLAYTON: Hi. Would you raise  
4 your right hand?

5 (Witness sworn.)

6 LES KELAHER testified as follows:

7 CHAIRMAN CLAYTON: Would you, please, state  
8 your name and share with us your comments?

9 MS. KELAHER: My name is Les Kelaher, and  
10 I'm here to represent a local business. First off, I  
11 want to thank you guys for coming and listening. I  
12 really appreciate that.

13 And the company I work for has seven  
14 plants, manufacturing plants, in three states. We  
15 have plants in South Dakota, Iowa and Missouri. I did  
16 a little research this afternoon before I came here,  
17 and the utility rates or the electric rates in our  
18 plants in South Dakota, we're currently paying .0307  
19 per kilowatt hour; Iowa -- excuse me. That was our  
20 Sioux City, Iowa, plant; our South Dakota plant is  
21 .0416 per kilowatt hour; and currently, here in  
22 Moberly, we're paying .600 per kilowatt hour, which  
23 means Moberly -- or Missouri is already the highest  
24 within our business.

25 We have future plans of expansion, have

1    been working on it for a few years now, and I would  
2    love more -- I would love to add more jobs in this  
3    area and expand our plant, but with a rate like this,  
4    I don't know how I can go back to the owners of my  
5    company and tell them that this is the place we need  
6    to expand. I don't know if I can go back and tell  
7    them, this is the place we can continue to do business  
8    in Missouri with this increase.

9                   CHAIRMAN CLAYTON: Mr. Kelaheer, the -- what  
10   was the rate again you said that you were -- that  
11   you're paying in Missouri?

12                  MR. KELAHER: .600.

13                  CHAIRMAN CLAYTON: Would it be .06?

14                  MR. KELAHER: .0600.

15                  CHAIRMAN CLAYTON: Shew. I thought that  
16   really would have been out of whack.

17                  Okay. .06, and were those -- you just have  
18   facilities in three states?

19                  MR. KELAHER: Three states.

20                  CHAIRMAN CLAYTON: Do you know how much  
21   electricity your business uses on an annual basis?

22                  MR. KELAHER: Kilowatt hours, I'm not  
23   really sure.

24                  CHAIRMAN CLAYTON: What's -- what capacity  
25   does it need to operate at full -- full steam; do you

1 know?

2 MR. KELAHER: Capacity in kilowatt hours?

3 CHAIRMAN CLAYTON: In kilowatts or  
4 megawatts or anything.

5 MR. KELAHER: I'm not sure.

6 CHAIRMAN CLAYTON: You don't know?

7 MR. KELAHER: No. I know we spend hundreds  
8 and thousands of dollars, and 18 percent would be  
9 really a substantial amount.

10 CHAIRMAN CLAYTON: Would be significant.

11 Okay. Thank you very much for your  
12 testimony. I don't have any other questions.

13 MR. MILLS: I do.

14 CHAIRMAN CLAYTON: Hang on, Mr. Kelaher.  
15 Mr. Mills?

16 MR. MILLS: You didn't state the name of  
17 your business, so I assume that you're not comfortable  
18 with that, but can you tell us what kind of  
19 manufacturing you're involved with?

20 MR. KELAHER: I work for Wilson Trailer  
21 Company. We build semi trailers.

22 MR. MILLS: And how big of a plant do you  
23 have here in Missouri?

24 MR. KELAHER: 100 employees. Our plans was  
25 to add another 70 to 100 with the plant expansion.

1                   MR. MILLS: I see you've got -- these are  
2 welded aluminum trailers?

3                   MR. KELAHER: Yes.

4                   MR. MILLS: So that's got to be a fair  
5 amount of electricity. I'm surprised that that's the  
6 rate that you're on, but.

7                   MR. KELAHER: That was what I got from our  
8 corporate office is what we were paying, so.

9                   MR. MILLS: I would -- like what we've done  
10 with several other people, I would encourage you to  
11 talk to the Ameren folks and PSC staff folks, and  
12 after it's over, please come talk to me.

13                  MR. KELAHER: So you're going to come down  
14 to the .0307 like our Sioux City plant?

15                  MR. MILLS: I don't work for the company.  
16 I can't make them do that, but that seems like a high  
17 rate for that kind of a load to me, but like I said,  
18 talk to them, and then I'd like to talk to you some  
19 more, too, after we're done here.

20                  MR. KELAHER: Thank you.

21                  AUDIENCE MEMBER: We can't afford to lose  
22 them. We've lost too many factories already.

23                  AUDIENCE MEMBER: Amen.

24                  CHAIRMAN CLAYTON: Okay. Hand right back  
25 here. Come on up.



1 (Witness sworn.)

2 DEBBIE STEWART testified as follows:

3 CHAIRMAN CLAYTON: Would you, please, state  
4 your name?

5 MS. STEWART: Debbie Stewart.

6 CHAIRMAN CLAYTON: And could you share with  
7 us your comments?

8 MS. STEWART: First of all, no one has  
9 really addressed -- one of the things the company did  
10 state that their usage is down where they want to  
11 raise rates, so everybody is insulating, and they're  
12 doing -- keeping their temperatures down, and they're  
13 doing everything they can to use less energy, and in  
14 return, we're being rewarded with an 18 percent  
15 increase that they're asking for, and that is just not  
16 right.

17 I have -- I have no option of anything but  
18 electric heat where I live. It's out in the country,  
19 and I love it there. I moved here two years ago  
20 because of the cost of living, and in the two years  
21 I've been here, I've been here just long enough to  
22 experience the two-year in a row increase, and I've  
23 seen my budget amount go up a pretty fair amount. I  
24 mean, it's a noticeable amount. So I'm looking at --  
25 because I do conserve energy, and I have put in those

1 windows, and I am doing all the insulating and  
2 everything I can to keep my costs down, but now I'm  
3 seeing it go up anyway, and it doesn't make sense.

4           You know, our country has gone through the  
5 worst economic times since the great depression, and  
6 everybody is -- since I've been here in Moberly, I've  
7 seen three businesses leave, a manufacturing plant, a  
8 little downtown store -- this is not a reasonable  
9 thing, that the people that are in good shape,  
10 financially, have been spending money that they didn't  
11 have and now they're coming to the public wanting us  
12 to pay for it. It's like they're living in a  
13 different reality. I mean, that's all you've been  
14 hearing for two years is how bad things are, and here  
15 they are saying, well, we've done some improvements  
16 and that's just not realistic. It's not our state.

17           I heard on the news, again, is laying off  
18 more state employees trying to live within the budget  
19 because our revenue is also down. So their revenue is  
20 down. They want us to come up with a 20 percent  
21 increase almost, and that's just not -- they need to  
22 cut their expenses.

23           I'm with the gentleman who mentioned all  
24 the PR on the radio. They don't have any competition.  
25 It's just not necessary. So much of this meeting is

1 just PR. I wonder if it's doing any of us any good,  
2 but the fact of the matter is, that is an expense they  
3 could easily cut. And improvements, I would love to  
4 do a lot more improvements in my own life, but we just  
5 can't afford it, and neither can our state, and  
6 neither can our country. So that's, basically, my  
7 thoughts.

8 CHAIRMAN CLAYTON: Thank you very much for  
9 your testimony.

10 Yes, right over here.

11 (Witness sworn.)

12 STEVE WHITE testified as follows:

13 CHAIRMAN CLAYTON: Please state your name.

14 MR. WHITE: My name is Steve White. I am  
15 a -- have been retired for three years, and I was a  
16 teacher. I'm a veteran, and I get absolutely nothing  
17 for that, and I'm getting less all the time, less than  
18 nothing. I had an accident three years ago. I taught  
19 in a wheelchair the last year that I taught. When I  
20 was teaching that year, obviously, I was looking for  
21 retirement because it's a hard job teaching in a  
22 wheelchair. When I taught that year, I thought and  
23 thought, how can I get my foot paid for and all the  
24 things that were wrong with me, the 19 surgeries I had  
25 to pay for and still retire? So I went to the

1 veterans administration, which I had had two surgeries  
2 in '80 and '81, and asked them if I retire, and I have  
3 insurance, but they won't pay for my foot. They'll  
4 pay everything for else, can I get my foot worked on  
5 here? And I'll go ahead and pay for everything else I  
6 need.

7 Well, in 2003, they passed new policies  
8 with the veterans administration, and you had to  
9 re-sign for your membership in 2003, and I showed them  
10 I already had my card, and they laughed because that  
11 card hadn't been used for 15 years.

12 Well, during my surgeries, before they had  
13 noticed I had insurance, so they asked me to quit  
14 using the veterans because I had insurance. And I  
15 said, fine, that's great, I shouldn't be using it up  
16 when someone else can have it. But then three years  
17 ago, when I needed it, I couldn't get it anymore. Now  
18 you have to be poor to get veterans help, and the  
19 people that are coming back from overseas are not even  
20 getting the help they need. So we've used up our  
21 government money for everything so veterans can't get  
22 help.

23 All right. Then just two or three weeks  
24 ago, we found out that we're not getting a COLA raise  
25 this year for retired people and social security

1 people aren't getting a COLA raise. So I'm not  
2 getting a raise again -- getting a raise this year.  
3 Second year that I could get a raise, I'm already not  
4 getting one.

5                   Okay. After the COLA problem, the next  
6 week I get the letter that says Ameren wants to raise  
7 their rates. I hear that Governor Nixon wants to cut  
8 50 million dollars. He's already found 30 million  
9 dollars -- a way to cut 30 million dollars, but he  
10 doesn't know what he's going to do for the next 20.  
11 So I'm figuring we're going to get a raise in taxes,  
12 which is what I hear two days later, that he's wanting  
13 to raise taxes.

14                   President Obama gave us a stimulus a year  
15 ago. So for eight or nine months we got our taxes  
16 cut. We found out a week or two ago that my  
17 retirement pension had to raise the taxes back up. So  
18 this coming year I'm going to make about 5 or \$6,000  
19 less than I made this year. This coming year I'm  
20 going to make that much less.

21                   I can't get any veterans help, my COLA  
22 won't increase, and I wonder why I didn't get a COLA  
23 increase since every single bill I have is going up  
24 for the 10th year in a row. When they go up, it's  
25 always over 3 or 4 percent no matter what utility it

1 is. It always goes up more. If I got a teacher's  
2 increase in pay, it would be between 2 and 4 percent  
3 most years. If I get an increase of 2 to 4 percent,  
4 how can the utilities ask me for more? Each year that  
5 happens, ever since -- well, it's been since the 90's.  
6 Ever since the 90's, each year they ask for a bigger  
7 increase than I get, and then you ask for 18 percent.  
8 There's some greedy people. There's some people  
9 wanting it no matter how much other Americans suffer.

10 And there's -- there's a thing on the  
11 Internet, and I don't -- Keith Harington has started  
12 it, but it's a -- I'm a reborn American and trying to  
13 get Americans to help other Americans, and that's what  
14 it's going to have to be. This group of people here  
15 is always going to have to fight people like this.  
16 Always. It's been that way for a long time, and it's  
17 worse than it's ever been. I was a teacher and a  
18 veteran helping people, and I'll try to help people  
19 like this, but I'll be darned if I try to help a CEO  
20 for Ameren.

21 CHAIRMAN CLAYTON: Thank you very much for  
22 your testimony, Mr. White.

23 We've reached the end of the list. Anyone  
24 else who would like to testify?

25 Yes, sir. Would you, please, raise your

1 right hand?

2 (Witness sworn.)

3 TIM REMOLE testified as follows:

4 CHAIRMAN CLAYTON: Please state your name.

5 MR. REMOLE: My name is Tim Remole.

6 CHAIRMAN CLAYTON: Spell that last name.

7 MR. REMOLE: R-E-M-O-L-E. And I'm a small

8 business owner, and I live up by the Macon County

9 line. I own a car wash in Huntsville downtown.

10 And anyway, I have had some rates I thought

11 were pretty high, and having an 18 percent increase, I

12 think would be quite a bit, but I did put in a more

13 efficiency hot water system, which cut my bill by

14 40 percent. So I found out where the problem was.

15 But when Ameren came out to do some rework

16 in the Huntsville area, made some new lines and stuff,

17 they actually came in and tore out the concrete next

18 to my building, and actually, the -- it was the

19 subcontractors, and there was concrete chunks all over

20 the driveway, and one of the -- I hadn't been there

21 for a couple of days, and one of the homeowners behind

22 the car wash came out and told me, he said, you know,

23 this -- these big rocks had been in your driveway

24 blocking your drive for two days. And so I called

25 Ameren, and actually, they were still there, the

1 construction crew right down the road, and I went down  
2 there and talked to a backhoe operator, hey, could you  
3 guys come up here and move this debris out of my  
4 driveway? They said that was the demolition crew, and  
5 we're not going to move it because that was another  
6 division of our company. And I said, so I -- you  
7 won't come up the street and move that with your  
8 equipment? And they said no. And so I didn't have  
9 any equipment to move it, so I rolled these rocks out  
10 of my driveway until I could load them in my truck,  
11 and that was -- about eight months went by, and I  
12 still had a -- they just filled in gravel, and they  
13 hit my siding on my building, which I called Ameren  
14 here in the local office, and they said, we'll send  
15 somebody over, which they got a hold of a  
16 subcontractor. About two weeks later, they did come  
17 out and poured new concrete.

18                   And -- but what -- I just feel that Ameren  
19 is a good company. I've got good service there, and  
20 just the 18 percent is -- is seemingly way too high at  
21 one time, especially -- and I think that if they would  
22 get an 18 percent now and what's going to happen in  
23 the near future if cap and trade or something like  
24 this would be passed? And you know, they're saying  
25 now that congress may not do that now, that the EPA is



1 pushing for rates, you know, would take this cap and  
2 trade thing over and that would cost us jobs in the  
3 area. And what is going to happen to our utility  
4 rates then? I mean, you think we've got problems now.  
5 I think if this cap and trade thing goes through we  
6 haven't seen anything yet.

7                   And so I would -- I just feel like, you  
8 know, this needs to be a lot less than 18 percent, and  
9 I agree with a lot of things that are said. I believe  
10 in the Missouri coal. There's plenty of coal in  
11 Missouri. There's ways that we can help Missouri out.  
12 I used to work in NEMO Coal right out here. When it  
13 shut down, I know what hard times was. I mean, I was  
14 offered a job for \$4.10 an hour, which I was attempted  
15 to take back then. It was hard times. We're  
16 experiencing hard times right now.

17                   AUDIENCE MEMBER: Amen.

18                   MR. REMOLE: And for us to just say, you  
19 know, well, we'll just take another increase -- I'll  
20 tell you, my business, I haven't -- I've had to lower  
21 my costs. I've -- I work for so much an hour. I've  
22 lowered and lowered it, my hourly rate, quite a bit,  
23 actually, just to have work, and I've got work because  
24 I've lowered my rates, and I don't think that a price  
25 increase in this economic time -- I think it would do

1 Ameren good to just hold off on this right now, and  
2 maybe when things get better, maybe they can get an  
3 increase later on, but right now is a bad time for  
4 everybody in the area, and I just think that they  
5 ought to reconsider this.

6 CHAIRMAN CLAYTON: Sir, can I just ask you  
7 a few questions?

8 MR. REMOLE: Yes.

9 CHAIRMAN CLAYTON: First of all, did you  
10 get the damage and the construction issue resolved?  
11 Is it fully resolved now or not?

12 MR. REMOLE: The siding is still bent and  
13 everything, but I figure I'd -- I was going to try to  
14 do some new siding and upgrading there anyway, so I  
15 just let that go.

16 CHAIRMAN CLAYTON: Well, there are a number  
17 of Ameren folks here tonight, and I think, you know,  
18 you can take the opportunity to try to work with them  
19 and maybe get a favorable resolution of those  
20 circumstances, if you want to try to do that.

21 MR. REMOLE: Okay.

22 CHAIRMAN CLAYTON: All right. Thank you  
23 very much for coming tonight.

24 Sir, come on up. Would you raise your  
25 right hand?

1 (Witness sworn.)

2 DAVID ROSS testified as follows:

3 CHAIRMAN CLAYTON: Would you, please, state  
4 your name?

5 MR. ROSS: David Ross.

6 CHAIRMAN CLAYTON: And what are your  
7 comments?

8 MR. ROSS: I work for Associated Electric,  
9 and I have for about 28 years. Our company is a  
10 pretty good company, pretty efficient in a lot of  
11 ways, and UE, all their rates are a lot higher than  
12 our rates through the whole system through the state.  
13 The rural electric co-ops -- Associated Electric  
14 supplies power, geographically, to about 80 percent of  
15 the State of Missouri, and UE has all the metropolitan  
16 areas, which are heavily populated, and it's kind of  
17 strange, but UE's rates are all higher than the rural  
18 electric co-op rates through the whole state. And  
19 it's strange that they can't supply power to a  
20 metropolitan area where they have -- even in Moberly  
21 or St. Louis, any big town. They ought to be able to  
22 supply power a lot cheaper than the rural electric  
23 co-ops can. It's just kind of strange that they need  
24 more money. They don't help with the assistance on  
25 your homes. They don't help put ground source heat

1 pumps in and do a lot of things that rural electric  
2 co-ops do. A lot of people want three-phase power,  
3 and they won't give it to them, but a rural electric  
4 co-op, like Macon Electric, if one of them are in the  
5 area, they'll just come in and put it in for people,  
6 even if they have to go out of their way for a little  
7 bit, but UE doesn't try to help that way. They  
8 just -- they tell you the cost, \$30,000 for instance,  
9 to put three-phase power into a location, that  
10 anybody -- that the rural electric will just put it in  
11 for nothing, and there's just -- it's on and on and  
12 on.

13               You know, there are people that have taken  
14 concessions on their benefits and wages and have not  
15 had raises and stuff, but yet, they want to take  
16 the -- they want to charge us more and let their  
17 employees go down, and it's just strange to me why  
18 they would do that. It's just -- all the things that  
19 they're doing doesn't add up.

20               They do supply good service. UE has good  
21 service to their members. I've been using their power  
22 for a long time. I don't think that they have, you  
23 know a -- it's a up-to-date system, and I think it's a  
24 good one, but I think the rates are plenty high right  
25 now without any raise for what they, you know, for the

1 wages they pay their people and for the area that  
2 we're in. I don't think they've built any plants  
3 lately right in this area. I think that they wanted  
4 to build that new plant. It was pretty high, and I  
5 think they would like to get the rate high enough so  
6 they can go on and do some things they want to do.

7 CHAIRMAN CLAYTON: Can I ask you a few  
8 questions, Mr. Ross?

9 MR. ROSS: Do what?

10 CHAIRMAN CLAYTON: Can I ask you a few  
11 questions?

12 MR. ROSS: Yeah.

13 CHAIRMAN CLAYTON: Associated Electric is  
14 the generation and transmission cooperative that  
15 serves all the distribution cooperatives; isn't that  
16 right?

17 MR. ROSS: Yes.

18 CHAIRMAN CLAYTON: And so what do you do  
19 for Associated? You work at Thomas Hill?

20 MR. ROSS: Yeah. I just got off work.

21 CHAIRMAN CLAYTON: So you are with Thomas  
22 Hill?

23 MR. ROSS: I came off work right to here.

24 CHAIRMAN CLAYTON: I see. Well, good.

25 Good.

1                   Do you know -- do you know, by chance, what  
2 cooperative rates are in this general area?

3                   MR. ROSS: I can't tell you exactly what  
4 the rates are, but I can just tell you through the  
5 whole system, any co-op or any REA is cheaper than UE.

6                   CHAIRMAN CLAYTON: Okay.

7                   MR. ROSS: Right now.

8                   CHAIRMAN CLAYTON: Are you a customer of  
9 Ameren or are you a customer of a cooperative?

10                  MR. ROSS: Right now I'm a customer of UE.

11                  CHAIRMAN CLAYTON: Okay.

12                  MR. ROSS: And I have been for a long time,  
13 but I've had property and different things where I've  
14 bought a lot of power from the rural electric, Macon  
15 Electric, Boone Electric, Howard, all of them.  
16 There's quite a few in the State of Missouri.

17                  CHAIRMAN CLAYTON: And if I understand, we  
18 don't regulate cooperatives. We just kind of, you  
19 know, run into them every once in a while on some  
20 issues, but Associated doesn't sell power directly to  
21 customers; do they?

22                  MR. ROSS: No. No. But the REA's, the  
23 co-ops, they're the distribution. We just make power.  
24 We supply power, and actually, UE buys power from us.

25                  CHAIRMAN CLAYTON: Do they really?

1 MR. ROSS: Yeah.

2 CHAIRMAN CLAYTON: Okay. Thank you very  
3 much for coming.

4 Anyone else like to testify?

5 Yep. Got another one back there. Come on  
6 up.

7 Please raise your right hand.

8 (Witness sworn.)

9 WILLIAM GIPSON testified as follows:

10 CHAIRMAN CLAYTON: Please state your name.

11 MR. GIPSON: William Gipson, G-I-P, as in  
12 Paul, S-O-N.

13 CHAIRMAN CLAYTON: Would you offer us your  
14 comments?

15 MR. GIPSON: Yes. It seems as though ever  
16 since the Taum Sauk incident, Ameren has had,  
17 basically, one thing on their mind and that's to get  
18 their fine back and the consumers to pay for it.

19 And as far as their 18 percent raise, if  
20 you figure a 4 and an 8, that's 12, and 18, that's 30,  
21 but if you go back and figure it up, the 4 and then  
22 put the 8 on top of that and the 18 on top of that,  
23 that's going to be a little more than 30 percent.  
24 That's 10 percent a year. Is that what we're going to  
25 be looking for, for the next 10 years? That would be

1 a 100 percent raise.

2 And I know a lot of people out here that  
3 are on fixed incomes, so am I. I'm retired. That's a  
4 pretty big raise every year, and I'm like some of the  
5 other people that have talked. I think that they can  
6 do a lot better and be a little more efficient with  
7 what they've got. And I've talked to a couple of  
8 gentlemen back there this afternoon, this evening,  
9 when I came in this afternoon. I'm on AmerenUE. It  
10 was 10 minutes after 12, they had about a 2-second  
11 outage. They tell me that their equipment is so old,  
12 evidently, that they don't register that. If that's  
13 the kind of equipment they've got, they've got a real  
14 problem. If it blinks, they ought to know about it.

15 And we -- I used to be on Macon Electric,  
16 and when we was on there, we might have an outage, but  
17 it was an outage. It wasn't a blink. It wasn't out  
18 for 10 minutes. It was off for awhile. But they did  
19 get down, and you could always get a hold of a human,  
20 and with Ameren, they do everything they can -- they  
21 bend over backwards not to talk with the consumer.  
22 Thank you.

23 CHAIRMAN CLAYTON: Can I ask you a few  
24 questions, Mr. Gipson?

25 MR. GIPSON: Sure.



1                   CHAIRMAN CLAYTON: When you say they do  
2 everything they can so you can't talk to a person,  
3 what do you mean by that?

4                   MR. GIPSON: You call up their -- dial in  
5 their phone and you get a recording and you go to  
6 that, and then you go to another recording, and the  
7 way I found -- was able to get a hold of Ameren a few  
8 years ago was I called you all and told you my  
9 problem. You contacted Ameren. They finally called  
10 me back about three days later.

11                  CHAIRMAN CLAYTON: How many times have you  
12 tried to call Ameren where this has occurred, where  
13 you can't reach a human being?

14                  MR. GIPSON: Well, mainly, I tried a couple  
15 of three times then, and when you call in to report an  
16 outage, you still get -- you have to lie to them to  
17 get a human. You have to tell them you've got a gas  
18 leak.

19                  CHAIRMAN CLAYTON: So you -- if you push  
20 the buttons to get a gas leak, then you get a live  
21 person?

22                  MR. GIPSON: Yes, sir.

23                  CHAIRMAN CLAYTON: And then they transfer  
24 you to the right person; is that how it works?

25                  MR. GIPSON: Well, usually, that person

1 takes whatever your problem is.

2 CHAIRMAN CLAYTON: Okay. Let me ask you  
3 just one piece. You mentioned you called the public  
4 service commission. Were you satisfied with the  
5 service that you got from the staff of the public  
6 service commission?

7 MR. GIPSON: Yes. Yes, sir, very  
8 satisfied.

9 CHAIRMAN CLAYTON: I'm glad to hear that.  
10 Thank you very much for your testimony.

11 Any questions?

12 (No response.)

13 CHAIRMAN CLAYTON: Okay. Anyone -- I'll  
14 tell you -- come on up.

15 MR. GILL: Sorry.

16 CHAIRMAN CLAYTON: That's all right.

17 (Witness sworn.)

18 TODD GILL testified as follows:

19 CHAIRMAN CLAYTON: Would you state your  
20 name?

21 MR. GILL: Todd Gill, T-O-D-D, G-I-L-L.

22 CHAIRMAN CLAYTON: And would you offer us  
23 your comments?

24 MR. GILL: I think the overwhelming  
25 response from everybody -- and the crowd's getting

1 thin, so it may be hard getting out of here with all  
2 the Ameren people because there are more of them than  
3 us now. Good luck to the sheriffs that are around  
4 here.

5                   18 percent is omnipotent, purely  
6 omnipotent. I mean, there is nobody who's ever had an  
7 18 percent increase in their pay in their life.  
8 They've probably not even had a bonus of 18 percent.  
9 Why not 25 percent? Why not 30 percent? I mean, why  
10 not ask for anything you want if you're just going to  
11 get it given to you? The justification is not there.

12                   Fuel costs have gone up for everybody.  
13 That's 50 percent of what the cost is right now, but I  
14 don't really think it is. Like everybody else has  
15 stated, we've had a lot of waste. About whether the  
16 power is on or not, let's think about it a second.  
17 It's like a light switch. It's on, if I turn it on;  
18 it's off, if I turn it off. That's not good or bad  
19 service. It's all they provide. It is either it is  
20 or isn't. It's not whether it flickers or not. The  
21 power is either on, and we pay for it or if the power  
22 is off, and we don't pay for it. So they either do  
23 their job or they don't do their job. It's not about  
24 whether they're doing a good job. Good job just means  
25 it comes on; right?

1                   CHAIRMAN CLAYTON: Well, the question --  
2   when I ask that question, I want to know if lights  
3   come on when you flip the switch is what I mean.

4                   MR. GILL: Generally, I think everybody  
5   would be agree.

6                   CHAIRMAN CLAYTON: In some places that  
7   doesn't necessarily happen and there's some places  
8   that have had problems. I want to know if the  
9   questions that I've asked, you know, do they come on,  
10  do they flicker a lot, you know, if in the  
11  circumstance of when a storm comes through, do they go  
12  off regularity? That's, you know, what I'm asking,  
13  whether the lights stay on. That's the purpose I  
14  was --

15                  MR. GILL: Exactly.

16                  CHAIRMAN CLAYTON: There are some areas,  
17  especially when the storms went through the St. Louis  
18  area in 2006, people were out for long periods of  
19  time, so.

20                  MR. GILL: But I think, generally, people  
21  are reasonable. These people are reasonable; okay?  
22  We know if a storm goes through, if it's an ice storm,  
23  it's going to happen. We're not kids. We understand  
24  this is life. We understand if it's an ice storm, it  
25  may be off for a while cleaning trees and so forth,



1 business model that we can trust from Ameren, and  
2 30 percent in, you know, three or five years isn't a  
3 business model that we can trust, and I mean, you guys  
4 work for the state. You're our liaison so to speak.  
5 You know this. If we can't trust what the rates are  
6 going to be, we're not going to get new business in  
7 here. We're not even going to maintain the businesses  
8 that we have, and I'm not talking about my personal  
9 business. I'm not talking about new business. It's a  
10 downward spiral, and that question has to be answered  
11 before we talk about any rate increases. What's the  
12 future? And there is no future if we can't figure out  
13 what the price is going to be for that future. Got to  
14 know. That's all I got.

15 CHAIRMAN CLAYTON: Okay. Thank you very  
16 much for your comments.

17 Anyone else wish to testify? Going once,  
18 going twice.

19 (No response.)

20 CHAIRMAN CLAYTON: Well, for those of you  
21 who stuck it out all night, I appreciate your  
22 interest, and if you would like to make additional  
23 comments, please get the forms, please take advantage  
24 of the staff, take advantage of Ameren and public  
25 counsel here to see you, and with that, we'll adjourn

1     this hearing.  Thank you.

2                     (WHEREUPON, the public hearing was  
3     concluded.)

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## 1 CERTIFICATE OF REPORTER

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3 CITY OF HANNIBAL )

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