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STATE OF MISSOURI

3

PUBLIC SERVICE COMMISSION

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TRANSCRIPT OF PROCEEDINGS

5

PUBLIC HEARING

6

January 2, 2007

7

Wohl Community Center, St. Louis, Missouri

8

Volume 3

9

10 In the Matter of Union Electric Company)
D/B/A AmerenUE For Authority to File) Case No. ER-2007-0002
11 Tariffs Increasing Rates for Electric)
Service Provided to Customers in the)
12 Company's Missouri Service Area)

13

14 In the Matter of Union Electric Company)
D/B/A AmerenUE for Authority to File) Case No. GR-2007-0003
15 Tariffs Increasing Rates for Natural Gas)
Service Provided to Customers in the)
16 Company's Missouri Service Area.)

17

18 CHERLYN D. VOSS, Presiding Regulatory Law Judge

19 JEFF DAVIS, Chairman

20 CONNIE MURRAY, Commissioner

21 STEVE GAW, Commissioner

22 LIN APPLING, Commissioner

23

24 REPORTED BY:

25 ASHLEY C. HIGH, Court Reporter

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A P P E A R A N C E S

FOR THE MISSOURI PUBLIC COUNSEL:

OFFICE OF THE PUBLIC COUNSEL
200 Madison Street
Jefferson City, MO 65102
by: LEWIS R. MILLS, JR., ESQ.
(573) 751-1304

FOR AARP/CONSUMERS COUNCIL OF MISSOURI:

LAW OFFICE OF JOHN B. COFFMAN
871 Tuxedo Boulevard
St. Louis, MO 63119
by: JOHN B. COFFMAN, ESQ.
(314) 395-8002

FOR AMEREN UE:

AMEREN SERVICES
1901 Chouteau Avenue
St. Louis, MO 63166-6149
by: THOMAS M. BYRNE, ESQ.
(314) 554-2514

1 PROCEEDINGS

2 JUDGE VOSS: It's Tuesday, January 2nd, 2007. The
3 Missouri Public Service Commission has set this time for local
4 public hearing in Case ER-2007-0002 in which Ameren UE seeks
5 to implement a rate increase for electric service.

6 The Missouri Public Service Commission regulates the
7 rates charged by investor on utilities in Missouri to insure
8 that those rates are just and reasonable.

9 The Commission also regulates the quality of service
10 and safety of the operations of investor owned utilities. The
11 Commission is made up of five members. Four of whom are with
12 us tonight.

13 I'm Cherlyn Voss. I'm the regulatory law judge that
14 will be presiding over the hearing this evening. I have with
15 me Chairman Jeff Davis, Commissioner Lin Appling, Commissioner
16 Steven Gaw and Commissioner Connie Murray.

17 This is an official hearing of the Missouri Public
18 Service Commission and the statements and testimony of which
19 witnesses will be recorded by the court reporter and they must
20 be given under oath.

21 Although the purpose of the hearing tonight is to
22 hear from you on the subject of the proposed rate increase,
23 due to recent storm-related service issues testimony will also
24 be taken regarding any such service issues. Tonight is your
25 opportunity to testify and your remarks will part of the

1 official record in the case.

2 If you are unable to testify for any reason there
3 are flyers by the door to pick up. The flyers have a space
4 for you enter your comments and include the Commission's
5 mailing address, web address and fax number.

6 You can fill a form out tonight and give it to staff
7 member or fill one out later and mail it or fax it to the
8 Commission or you can go directly online to Commission's web
9 page and enter comments there.

10 Whether you speak live tonight or through the
11 Commission's website or in writing all testimony will be made
12 part of official case file and will be considered in any
13 Commission's decision in this case.

14 If you have comments concerning the rate increase
15 case it's on the green paper. If it is the storm issues it's
16 the light purple paper. Of course, you're more than welcome
17 to have either or both of those two cases.

18 For witnesses who wish to testify live, I will call
19 the name of each witness that has signed up speak in the order
20 in which you signed up.

21 When your name is called, please come forward and I
22 will ask you some basic questions. I will ask you to spell
23 your name and to give your address for the court reporter, so
24 she can make sure you're identified. Then you'll be able to
25 make your statement.

1 There maybe questions from the commissioners or an
2 attorney or myself, so please wait by the podium until you're
3 excused. We want to make sure we get all the information that
4 you have for us.

5 Please do not speak up when other witnesses are
6 testifying because we want to make sure that we get
7 everybody's comment in this case. And if the court reporter
8 can't hear, they don't go on the record in the case. And she
9 can only take down information from one person at a time.

10 Does anybody have questions regarding the procedures
11 tonight? Okay. Then we will get ready to get started. We'll
12 go on the record and begin the public hearing in the matter of
13 Union Electric Company d/b/a Ameren UE's request for authority
14 to file tariffs increasing rates for electric service provided
15 to customers in the company's Missouri service area.
16 Commission Case No. ER-2007-0002.

17 We will also be taking comments on storm-related
18 service issues in Case No. EO-2007-00037. The case in which
19 the Commission is considering and investigating Ameren UE's
20 storm restoration efforts of July 19th and following.

21 We will begin by taking entries of appearance from
22 counsel present. The only counsel that appears to be present
23 tonight is the Office of the Public Counsel.

24 MR. MILLS: On behalf of the Office of the Public
25 Counsel, my name is Lewis Mills. My address is Post Office

1 Box 2230, Jefferson City, Missouri 65102.

2 JUDGE VOSS: Mr. Coffman. We also have counsel
3 present for AARP and the Consumers Council of Missouri. Would
4 you please enter your appearance?

5 MR. COFFMAN: John B. Coffman, 871 Tuxedo Boulevard,
6 St. Louis, Missouri 63119 appearing on behalf of AARP and the
7 Consumers Council of Missouri.

8 JUDGE VOSS: And I see Mr. Byrne. Would you like to
9 make an appearance on behalf of the company, Ameren UE?

10 MR. BYRNE: Yes, Your Honor. On behalf of Ameren
11 UE, I'm Tom Byrne, 1901 Chouteau Avenue, St. Louis, Missouri
12 63103.

13 JUDGE VOSS: Thank you. Are there any parties
14 represented by counsel tonight in the case? Great. Then
15 we'll begin. Do the Commissioners have any comments you'd
16 like to make tonight? Great. We will go ahead and get
17 started calling our first witness. Christopher Petersen?

18 CHRISTOPHER PETERSEN,
19 of lawful age, having been present, sworn and/or affirmed,
20 testified as follows:

21 JUDGE VOSS: Thank you. Could you please state your
22 name and spell it for the record.

23 MR. PETERSEN: Christopher, C-H-R-I-S-T-O-P-H-E-R.
24 Petersen, P-E-T-E-R-S-E-N.

25 JUDGE VOSS: And what is your address?

1 MR. PETERSEN: Box 3901, St. Louis, Missouri 63139.

2 I'm here a little bit of feedback, are you?

3 JUDGE VOSS: I'm hearing feedback, too. Hopefully
4 we'll be able to figure that out. Are you currently a
5 customer of Ameren UE?

6 MR. PETERSEN: Unfortunately.

7 JUDGE VOSS: I've heard that a lot today. Do you
8 have a comment that you would like to make for the record?

9 MR. PETERSEN: A couple of them.

10 JUDGE VOSS: Please proceed.

11 MR. PETERSEN: All of my remarks today are regarding
12 the corporate side of Ameren UE. The men and women who
13 actually did the work to restore electricity, working double
14 shifts in bitter harsh weather have my gratitude and deep
15 appreciation, but do not mistake the calmness of my voice as a
16 lack of angry with Ameren's aristocracy.

17 I am a pastor. One with a shepherd's heart. I'm
18 here to tell you about a lady in my parish, my neighbor,
19 Margaret. A 76-year-old woman with cancer given six months to
20 live, who chose through hospice to die at home with her
21 dignity.

22 Margaret depended on a machine to help her to
23 breathe. The recent loss of electricity left Margaret
24 struggling for breath. Through the intervention of friends by
25 noon after the ice storm Margaret has been temporarily placed

1 in a neighborhood nursing home, where her machine could work
2 and help her breathe.

3 Margaret eventually was able to return home after
4 power was restored. Although she was never quite the same
5 following that trauma. A few weeks later she died peacefully
6 in her sleep. It's my personal opinion that the trauma was
7 the basis of her death.

8 I'm here to tell you that catastrophic storms are
9 not the real issue. Every other year or so we seem to have
10 this storm of a century. Catastrophic storms, summer or
11 winter, will always cause problems, but those problems can be
12 significantly reduced and minimized if Ameren's Board of
13 Directors and majority stockholders would be more concerned
14 about the sacred trust that is implicit in their functional
15 monopoly.

16 Be more concerned about that sacred trust than
17 they're about their own personal profits. Mr. Raintree's
18 (sic) salary would pay for a lot of tree trimming.

19 I'm here to tell you that there are transformers
20 that regularly spark and flash and pop. Excuse me, I don't
21 know the technical jargon. That regularly spark and flash and
22 pop even with the ordinary summer storms.

23 My block routinely loses power several times each
24 summer for varying lengths of time. So does the transformer
25 behind the St. Louis Bread Company. Those are just the two

1 transformers I've personally witnessed on multiple occasions.
2 I'm sure that are others here today could have similar
3 verifications. These are recurring situations that indicate
4 that some of the real problems are not being adequately
5 addressed.

6 One of the local television stations during the news
7 coverage of the recent ice storm provided CEO Raintree (sic)
8 with air time. And he used that time to inform us that Ameren
9 had been doing business for a hundred years and doing it very
10 well and there was absolutely nothing Ameren could have done
11 to prevent the extensive power outages caused by that ice
12 storm.

13 There's not a single person in this room who really
14 believes that. His very statement calls into question his
15 judgement and ability to be the head of a company that all of
16 our lives depends so heavily upon.

17 A hundred years ago, homes electric needs were
18 generally some lights and maybe a radio. Today electricity is
19 an absolute necessity for our health and wellbeing.

20 Mr. Raintree (sic) went on with his statement to the
21 public that burying the power lines would cost between \$25
22 billion up to potentially \$50 billion over the next
23 twenty-five years and would triple our utility rates.

24 Both an irrational statement and a fair tactic.
25 Would anyone here seriously consider a contractor's bid to

1 build a house when the contractor would say it will cost you
2 \$200,000, but it may also cost you \$400,000. It's irrational.
3 And to suggest tripling our utility rates strikes fear in
4 everyone's heart.

5 I've not heard anyone but Mr. Raintree (sic) mention
6 the idea of burying all the power lines, but there may
7 significant strategic points on the power grid where that
8 needs to be considered.

9 As for residential areas a simpler approach could
10 require burying all lines for new construction as a part of
11 the state building construction codes, but this issue is still
12 a matter for speculation and exploration.

13 What is not a matter for speculation are the facts
14 that Ameren spends corporate money on image building
15 advertising. Ameren spends corporate money on box seats at
16 all the major sports arenas and stadiums and entertainment
17 venues. And for some reason Ameren thinks it is necessary to
18 spend corporate money on lobbyists. To do what lobbyists and
19 politicians do.

20 Now here, we're talking about an increase in our
21 monthly rates. The same TV news coverage of the ice storm
22 also reported that Mr. Raintree (sic) and Ameren's Board of
23 Directors recently voted themselves a \$261 million stock
24 option bonus.

25 And then to turn around and ask to raise our rates

1 that constitutes financial rape of the ordinary people who are
2 struggling to make ends meet; struggling to replace
3 refrigerators and freezers full of spoiled food that they've
4 purchased on their measly Social Security checks; struggling
5 to keep elderly parents cool in the summer and warm in the
6 winter; struggling with a dozen other expenses of life and the
7 fundamental need -- and yes, it has become a fundamental need
8 to have electricity as Margaret found out in her final days.

9 Let the stockholders struggle with minimum returns
10 and maybe then they will let the Board of Directors that can
11 take care of the light giving business of their public
12 service, instead of taking care of filling their own pockets.

13 I'm here to ask you on behalf of all those like
14 Margaret who depend upon Ameren's monopoly for their lives.
15 On behalf of thousands in our community who cannot speak for
16 themselves. I urge you, I implore, not only deny the request
17 of rate increase, but take every possible action within the
18 stethoscope of your powers to restrict the ivory tower
19 excesses and pocket lining and to require sound financial and
20 resource management that's necessary for the public good, not
21 for the stockholders' pockets. Please protect us from
22 Ameren's abuses of their position. We have no other recourse.
23 Thank you.

24 JUDGE VOSS: Are there any questions for our first
25 witness? Thank you very much. I'll call our next witness.

1 Gwendolyn Cogshell?

2 GWENDOLYN COGSHELL,

3 of lawful age, having been present, sworn and/or affirmed,

4 testified as follows:

5 JUDGE VOSS: Could you please state your name and
6 spell it for the record.

7 MS. COGSHELL: My name is Gwendolyn Cogshell.

8 G-W-E-N-D-O-L-Y-N. C-O-G-S-H-E-L-L.

9 JUDGE VOSS: Could you please state your address.

10 MS. COGSHELL: 5229 Maple Street, St. Louis,
11 Missouri 63113.

12 JUDGE VOSS: Are you currently a customer of Ameren
13 UE?

14 MS. COGSHELL: Yes, I am.

15 JUDGE VOSS: Do you have any comments you'd like to
16 make?

17 MS. COGSHELL: Yes. First of all, I'd like to thank
18 you all for coming out here and hearing us today. I just
19 wanted to ask the Public Service Commission to do some
20 investigating on Ameren UE.

21 It seems like since Ameren UE was taken over from
22 Union Electric, I don't if it's at the administrative level or
23 management level, but it has -- there must be some changes
24 that has occurred that's causing all of these blackouts.

25 It's not just -- you know, you hear about July when

1 Reverend Sharpton came rose our conscience to the fact that,
2 you know, this thing was going on as far as the rate increase,
3 but it's been a lot of times -- it's getting so bad now that
4 we have to look at the weather channel before we rent a movie,
5 because if it rains the electricity is going out.

6 And I'm telling you in my backyard if I raise my
7 hand -- they talk about the trees, but it's the transformer in
8 the back of my house with service that branches off to three
9 different homes.

10 I do have a tree in my backyard, but you can play
11 volleyball on the lines. They are so low. They swoop down so
12 low, anything can just disrupt it. The kids can come by with
13 a stick. It's dangerous.

14 And I'm trying to figure out if -- you know, what is
15 it that changed in the electrical company when Ameren took
16 over, because they took away customer service. They used to
17 have an office where people could come and voice their
18 opinions. Now you don't have a customer service available for
19 anybody to come in.

20 Then they tack on these large deposits on people's
21 bills, if they late paying it three times they want to add
22 \$500 to your bill and tell you that if pay it in a year you
23 get that money back.

24 Well, I don't know anybody that can pay a bill that
25 you already delinquent and got \$300 and then they tack on

1 \$500. How are you supposed to pay it. And I want to know
2 what happened to that money. Where's that money. They said
3 you earning interest on that money. So I want to know is it
4 in a certain kitty to the side of something and what is being
5 done with that money.

6 I don't want to forget nothing. Last, but not least
7 I think it's a dangerous situation. I don't know if the cable
8 line haves anything to do with, you know, the problem, also,
9 because I notice in my -- in my backyard also the cable line
10 are crisscrossing under the utility lines and I'm like: Are
11 they supposed to be over or under.

12 Is it supposed to be a certain height that the lines
13 are supposed to be coming from the poles, because if you look
14 at the wire up there -- the utility pole is up there, if you
15 went straight across to my third floor and if they hooked up
16 the electricity higher then it would not affect any trees, but
17 them swooping it's creating not only a hazard -- a safety
18 hazard, but I think that's where a lot of damage is being
19 caused. Thank you.

20 JUDGE VOSS: Patricia Speed?

21 PATRICIA SPEED,
22 of lawful age, having been present, sworn and/or affirmed,
23 testified as follows:

24 JUDGE VOSS: Could you please state and spell your
25 name.

1 MS. SPEED: My name is Patricia Speed.

2 P-A-T-R-I-C-I-A. Last name, S-P-E-E-D.

3 JUDGE VOSS: And what is your address?

4 MS. SPEED: 3009 Hayes Lane.

5 JUDGE VOSS: And are you currently customer of
6 Ameren UE?

7 MS. SPEED: Yes, I am.

8 JUDGE VOSS: Do you have any comments you'd like to
9 make?

10 MS. SPEED: I would just like to say to the
11 Commission being a retired, low-income state employee, a
12 cancer survivor, speaking for many, many people in this room
13 when I say low income, not that we're poor, but -- not that
14 we're poor, but we're poor. And that, you know, you only
15 consider denying the increase.

16 They're already saying \$6 per month, that's \$96 --
17 no, \$72 a year. I'm on a budget. And I have an overage every
18 month, but they don't -- you know, say: Okay. Well, they do
19 it at the end of the year. They assess my usage, but where's
20 all that money in escrow.

21 I'm sure a lot of us have a usage -- a overage on
22 our electric bills and sometimes I would be over a \$100, but
23 then they'll tell me a couple of months I don't have to pay,
24 but in the meantime I'm sure they're using that money and
25 drawing interest on that money.

1 So I would just hope that you all will consider us
2 poor people, that we don't have -- you know, I get a \$25
3 increase in my retirement, so if I give them six and medical
4 insurance go up \$30, I still have nothing. So you choose.
5 You pay your electric bills, so it won't be cutoff.

6 And being a cancer survivor my medical insurance --
7 well, what I have to pay copay is more and more and more
8 because they keep adding medication and medication.

9 So I'm sure for our seniors and our low-income
10 people we just cannot afford it. And gentleman mentioned
11 earlier about increasing the minimum wage, so to get a dollar
12 a quarter and for your utility bill to go up \$6, that doesn't
13 balance out.

14 So I would just hope that you guys would in your
15 hearts, you know, look at the -- I don't know about UE and all
16 of that I know. They're not poor. I know that. They are
17 very, very wealthy and we cannot function without them, so I
18 don't know if there's any other electric companies that we
19 have options to -- if we don't like service that we could --
20 you know, like the phone company you can get thousands of cell
21 phones, but you can't go anywhere to get gas and heat. So
22 you're kind of locked into Ameren and Laclede Gas.

23 So I'm just asking as a citizen and as a low-income
24 person that you guys will consider our plea and deny -- or if
25 you don't deny at least justify why you would approve them to

1 increase our bill. Thank you.

2 COMMISSIONER GAW: First of all, thank you for
3 coming. Congratulations on your battle.

4 MS. SPEED: Thank you. I'm still battling it. I
5 have a lung problem. Thank you so much.

6 COMMISSIONER GAW: I wondered if you were aware that
7 there had been a proposal by the staff of the Commission,
8 which is at this point independent from the Commission, that
9 rates actually be lowered.

10 MS. SPEED: Yes, I heard that.

11 COMMISSIONER GAW: And do you have an opinion about
12 that?

13 MS. SPEED: I would be more than happy if they were
14 lowered, whether it was fifty cents a dollar, whatever. Any
15 help that we could get would be appreciated, but yes I heard
16 that on Channel 5 News.

17 COMMISSIONER GAW: Thank you, ma'am.

18 JUDGE VOSS: Thank you. Is it Urlene Levy?

19 MS. LEVY: I decline my comments at this time.
20 Thank you.

21 JUDGE VOSS: Thank you. Ms. Shannon?

22 LARNAY SHANNON,
23 of lawful age, having been present, sworn and/or affirmed,
24 testified as follows:

25 JUDGE VOSS: Will you please state and spell your

1 name for me.

2 MS. SHANNON: Larnay, L-A-R-N-A-Y. Shannon,
3 S-H-A-N-N-O-N.

4 JUDGE VOSS: And what is your address?

5 MS. SHANNON: 9608 Chicago Heights, St. Louis.

6 JUDGE VOSS: And are you currently a customer of
7 Ameren UE?

8 MS. SHANNON: Yes.

9 JUDGE VOSS: Do you have any statement that you'd
10 like to make tonight?

11 MS. SHANNON: Yes.

12 JUDGE VOSS: Please proceed.

13 MS. SHANNON: I, like everyone else, lost a great
14 deal. But after the big outage my lights went off three
15 additional times, the whole area. Calling UE is like talking
16 to the wall. They did not respond. And then my family
17 started calling.

18 So finally, one person showed up, went in the
19 backyard, looked up at the transformer and he says: We'll
20 check and get back to you. I haven't heard anything. He
21 didn't get back.

22 I would like to know from the Commission how often
23 do you audit? How often do you audit UE? How many audits
24 have you given this year, '06?

25 JUDGE VOSS: Actually, we are not allowed to answer

1 questions. We're just taking testimony.

2 MS. SHANNON: You can't even tell us how often you
3 -- the reason I'm asking is because you didn't audit Laclede
4 Gas and they have the right to estimate our bills, because of
5 their faulty equipment. And I would not like to see you give
6 Ameren UE the same right on some other issue that they can
7 just reach up in the air, charge us what they please and walk
8 away. Now, if you should give them the right to raise what
9 recourse do we have?

10 JUDGE VOSS: You might want to contact the Office of
11 the Public Counsel.

12 MS. SHANNON: Is that it?

13 JUDGE VOSS: And there's also some staff members at
14 the back table that might be able to answer your questions and
15 get you in touch with the right people that could address,
16 because we're the decision maker we cannot answer questions at
17 this time.

18 MS. SHANNON: You can't answer questions, but the
19 fact still remains that you allowed Laclede Gas to be able to
20 guesstimate on their bill. I'm concerned that you're going to
21 do the same thing with UE. Thank you.

22 JUDGE VOSS: Hold on one moment.

23 COMMISSIONER GAW: Good evening, Ms. Shannon?

24 MS. SHANNON: Yes.

25 COMMISSIONER GAW: At the risk of getting myself

1 into trouble, part of what's going on with this case is the
2 staff is doing an audit, so it is a part of what's happening
3 with the case and it is part of -- I assume part of the reason
4 why they filed a recommendation to reduce. I won't be able to
5 answer in any more details because I don't want to get myself
6 in trouble.

7 MS. SHANNON: But you are doing audits. Will you
8 make these audits public where we can read about them?

9 COMMISSIONER GAW: To the extent that things are not
10 labeled as being highly confidential. There are things that
11 are supposedly business proprietary information.

12 That is an issue that one of our staff
13 representatives that are here tonight or public counsel can
14 give you details on. And they can answer those questions and
15 get you those answers and if they don't, then I want to hear
16 about it.

17 MS. SHANNON: May I have your card?

18 COMMISSIONER GAW: You may have my card. The only
19 thing I can't do right now is to make comments related to the
20 case itself that have to do with decisions, that's why I can't
21 answer the questions.

22 MS. SHANNON: Thank you very much.

23 COMMISSIONER GAW: Now, let me ask you a question.
24 Go back to the mike so they can hear you when you answer.
25 Now, what I wanted to know from you is in regard to what you

1 have observed in the service that you have in trying to
2 contact Ameren. Did you get through to anyone, that's my
3 first question, when you were trying? Did you try to call --

4 MS. SHANNON: Oh, yes.

5 COMMISSIONER GAW: And what kind of response did you
6 get?

7 MS. SHANNON: None.

8 COMMISSIONER GAW: I want little more specific. I'm
9 trying to get a little more specific. Did they -- what did
10 they tell you tell you when you were discussing your issues?

11 MS. SHANNON: We'll get back to you.

12 COMMISSIONER GAW: That's what I need. And did you
13 hear back from them?

14 MS. SHANNON: No.

15 COMMISSIONER GAW: And how many times did you or
16 your family members, if you know, just generally, try to get
17 information from them?

18 MS. SHANNON: Well, let's see --

19 COMMISSIONER GAW: Just approximately.

20 MS. SHANNON: I'd say at least ten times -- between
21 ten and twelve, because I called at least five times.

22 COMMISSIONER GAW: And over what general time frame
23 is this related to, the ice storm?

24 MS. SHANNON: No, no, this has nothing to do with
25 that.

1 COMMISSIONER GAW: Just anything.

2 MS. SHANNON: This was afterwards.

3 COMMISSIONER GAW: After the ice storm?

4 MS. SHANNON: After the ice storm, right.

5 COMMISSIONER GAW: About how long afterwards? Was
6 it a week or two or do you know?

7 MS. SHANNON: I would say about a week.

8 COMMISSIONER GAW: And you've still not gotten a
9 response?

10 MS. SHANNON: No.

11 COMMISSIONER GAW: Thank you very much, ma'am. I
12 appreciate you being here tonight.

13 MS. SHANNON: Thank you.

14 JUDGE VOSS: One more question for you.

15 MR. DAVIS: Ma'am, would it make you feel any better
16 if you knew that as of January 1st, 2007, Laclede Gas is
17 supposed to have all their equipment installed where they will
18 no longer be estimating bills?

19 MS. SHANNON: It would make me feel better if they
20 never had the right to estimate their bill. I received a bill
21 of \$189 and they was supposed to be giving me a credit for
22 \$51, that still left \$130, which I paid my bill on time every
23 month.

24 But the point is this: Why did you, the Commission,
25 give them the right to do this. You gave them the right to a

1 blank check in my pocket. I am retired. I worked thirty-four
2 years. I don't want to see my money go to Laclede Gas and UE.

3 So what happened with UE (sic), their equipment
4 didn't work. I didn't sell them the equipment. So their
5 equipment didn't work, I got to pay. This isn't right. And
6 we won't even use the word "fair" because fair doesn't come
7 into it.

8 Now with UE I'm wondering what is going to come with
9 this. You can't get them. When you do get them on the phone
10 they're very pleasant. They are just as nice as sweet as they
11 can be, but they do not respond.

12 Now as far as trees are concerned, I have had a tree
13 company come out twice, at my expense, to cut down trees.
14 When UE came out and had people to cut down trees I was away.
15 When I came back they had chipped trees in my yard and they
16 left it a mess. I called about that, but of course I had to
17 pay somebody to clean up the yard because they do not respond.
18 Does anyone else have a question? Thank you.

19 JUDGE VOSS: I don't have a question for you, but
20 before you go make sure you stop by the staff table at the
21 back because they can give you information. This is not about
22 Laclede in this case, but if you have a genuine issue with
23 their billing then you can -- they can help you address that,
24 too.

25 MS. SHANNON: Well, I understand that this is not

1 about Laclede, but I don't want you to do to UE what you did
2 with Laclede, that's my problem. Don't give them a blank
3 check. Anyone else?

4 JUDGE VOSS: Thank you very much. Jesse Todd?

5 JESSE TODD,
6 of lawful age, having been present, sworn and/or affirmed,
7 testified as follows:

8 JUDGE VOSS: Could you please state and spell your
9 name.

10 MR. TODD: My name is Jesse Todd. J-E-S-S-E.
11 T-O-D-D. I'm the agent the Democratic Committee Mann.

12 JUDGE VOSS: Could you state your address for the
13 record.

14 MR. TODD: I live at 4250 Enright.

15 JUDGE VOSS: And are you currently a customer of
16 Ameren UE?

17 MR. TODD: Yes, I am.

18 JUDGE VOSS: Do you have comments you'd like to
19 make?

20 MR. TODD: Yes, I do.

21 JUDGE VOSS: Please proceed.

22 MR. TODD: I think Ameren UE should trim the
23 trees -- trim and cut the trees that need cutting at least on
24 a yearly basis. Also, I think they should check the
25 transformers to make sure that they have enough power to

1 service the customers.

2 In addition I don't think that Ameren UE deserves a
3 rate increase because they're making more than \$100,000
4 already. In fact, I think they should give the customers a
5 rebate. And the reason that they should give them a rebate
6 and in addition to the rebate Ameren should pay for the damage
7 that these -- that those storms have caused, as well as the
8 food that the customers have lost. That's all I have to say.

9 JUDGE VOSS: Thank you. Any questions? Thank you
10 very much. Is it Bernice McDonald? I might be butchering the
11 first name. Is there is a Mrs. McDonald here?

12 MS. McDONALD: I decline.

13 JUDGE VOSS: Okay. Thank you. Regina Weaver?

14 MS. WEAVER: I decline.

15 JUDGE VOSS: Thank you. Curtis -- is Royston?

16 CURTIS ROYSTON,
17 of lawful age, having been present, sworn and/or affirmed,
18 testified as follows:

19 JUDGE VOSS: Could you please state and spell your
20 name for the record.

21 MR. ROYSTON: First name is Curtis, C-U-R-T-I-S.
22 The last name Royston, R-O-Y-S-T-O-N, the III.

23 JUDGE VOSS: And what is your address?

24 MR. ROYSTON: I'm at 5206 Rush Avenue.

25 JUDGE VOSS: And are you currently a customer of

1 Ameren UE?

2 MR. ROYSTON: Yes, I am.

3 JUDGE VOSS: Do you have any comments you would like
4 to make this evening?

5 MR. ROYSTON: Yes, and I would like to preface my
6 comment by saying that I'm also a committee member, 27th Ward
7 in the City of St. Louis. And I'm also a low-income
8 representative to the Human Development Corporation.

9 And as such I'd to make these comments. First of
10 all, I'd like to thank you all for coming to hear what's being
11 said tonight because it's important that you hear firsthand
12 and not only hear, but when you are able to actually come out
13 and see firsthand what it is we have to deal with, not just on
14 a once a year, twice a year basis, but actually come out to
15 field to see what's happening in our communities on a regular
16 basis for yourselves, as commissioners.

17 It's important to have not only our testimony, but
18 to have your own birds eye view of what's going on to actually
19 speak to some of the constituents elected or appointed to
20 serve.

21 With that said, I also stand in partnership, I join
22 with those who are voicing opposition to the possibility of a
23 rate increase for Ameren UE.

24 Not only do I stand in opposition to a rate increase
25 for Ameren UE, I join the staff of the Public Service

1 Commission in asking that there actually be a rate reduction
2 as a penalty to the service -- to the lack of quality in
3 service that Ameren UE's provided to its constituents here in
4 the City of St. Louis.

5 I also want to say as someone said prior to my
6 coming to the podium that when I speak of the poor quality of
7 service that Ameren UE has provided to the constituents here
8 in the City of St. Louis, I'm not speaking about the line
9 workers and those folks that are on the other end of the
10 phones trying to deal with these things when they come up.

11 I'm speaking of the corporate elite that sit in
12 their offices, not being aware of what's going on at the grass
13 roots level. And seeing from their actions, not even caring.
14 So it's those folks that I speak about when I say the poor
15 quality of service.

16 I consider it an audacious act for the executives of
17 Ameren UE to come before us, the constituents before whom they
18 serve, to ask for a rate increase during the time in which
19 they have had at a bear minimum two catastrophic events in the
20 City of St. Louis, which have caused more than a million
21 dollars in losses to the constituents, whom they serve.

22 In addition to the losses that people have incurred
23 just through those acts themselves. We are heard testimony
24 and I bear witness to friends and neighbors who on a
25 consistent basis talk about the poor quality of service

1 provided to their homes.

2 Some folks can't even use two or three devices in
3 their home. Sometimes -- and they think that it hasn't been
4 explained to them why, but they think it's because Ameren UE
5 and lines and the transformers that they have running through
6 our neighborhoods. They have not provided the upgrades they
7 claim they're providing.

8 Here it is you have a company that is making more
9 than \$150 million dollar in profit. We're not just talking
10 about general or gross revenue. We're talking about the
11 profit that people take home and put in their pockets and
12 they're asking for us a rate increase.

13 I would love to go before my employer and say:
14 Well, I think my service is right here at this level and I
15 should be paid this much. That's not the way it works. And
16 this -- on this side of the table is not the way it should
17 work on that side of the table either.

18 Now, one of the things that I did want to come up
19 with -- because a lot of people talked about the poor service.
20 And I would like offer them a chance to come up speak.

21 I want to talk about the possible solutions. A
22 couple solutions that I would ask that the Public Service
23 Commission put to Ameren UE are: (1) that they be more
24 proactive in tree trimming that they perform here in the City
25 of St. Louis.

1 And being proactive tree trimming I think there
2 should be money set aside that they can come into the
3 neighborhoods -- in addition to the \$45 million that they're
4 proposing that there be additional money that's set aside to
5 assist those in the low-income neighborhoods to assist with
6 the tree trimming that exists on the personal property.

7 During this last storm when the gentlemen that
8 represented Ameren UE were on the newspaper, were on TV, one
9 of the things that they continued to say was: Well, some of
10 these trees aren't our property. We don't have the right to
11 go out and do this.

12 I think that if a proposal was put before the
13 citizens of the City of St. Louis that people would be willing
14 to come to the table and say: If there's money available to
15 help me trim this tree to avoid my house losing electricity or
16 my neighbor losing electricity, that people would be willing
17 to utilize those resources, but those recourses have to be
18 made available so people can do that.

19 The second thing -- the second solution, again, is I
20 would encourage -- I would ask that the Public Service
21 Commission not only deny the rate increase, but that Ameren
22 should be made to suffer some type of penalty.

23 This is a business and it seems that business
24 understands only one thing. If you're in it to make money,
25 when you lose more money you're likely to improve the quality

1 of service that you're giving to your constituents.

2 The third is a penalty for poor service. And the
3 fourth solution I wanted to offer speaks to set aside monies
4 for tree trimming on private property. And there are
5 organizations -- community action organizations here in the
6 City of St. Louis, like Human Development Corporation, which
7 on a daily basis deal with low-income folks.

8 It's important that people be made aware of these
9 services when they exist. There is another committee member
10 in the audience and I'm not sure if he's going to speak, but
11 one of the things he spoke to was there's uncertainty about
12 whether or not this storm or the July storm would be declared
13 federal emergencies through FEMA.

14 And if that is the case, then how is that
15 information being communicated to the public at large. As a
16 representative to Human Development Corporation I spent a lot
17 of time at the office and I see the people that come in for
18 utility assistance.

19 We need to move into a place where Ameren UE is out
20 here educating people on how to better utilize the energy in
21 their homes and then setting aside -- I mean, I think that
22 it's only morally just, even if it doesn't make a business
23 sense for those that are so wealthy that they can't understand
24 the pipe of the low income, but it would make more sense if
25 they were willing to forego this rate increase in order that

1 that money be set aside so these types of programs can be set
2 up and possibly administered through one of the community
3 actions organizations in the City of St. Louis, like the Human
4 Development Corporation and that concludes my comments.

5 COMMISSIONER APPLING: Curtis, good to see you. I
6 appreciate the work you do here in St. Louis with the people
7 that you do. Thank you very much for your comment. It has
8 been very interesting to listen to what you have to say. I
9 appreciate you being here. Thank you.

10 MR. ROYSTON: Thank you.

11 COMMISSIONER GAW: I just wanted you to know that
12 every time that we've had a hearing dealing with issue you
13 down here, you're there. I appreciate the fact that you're
14 dedicated to the constituents and you take the time and you
15 always have something that helps in enlightening the case for
16 us. So thank you again for that tonight.

17 MR. ROYSTON: Thank you again. Can I also -- if I
18 may, because I believe in giving props, as the young folks
19 say, where they're due.

20 And I know several months ago when the first hearing
21 was held about the -- was it the gas -- or the fuel surcharge
22 and the Public Service Commission decided that the hearing
23 should be held over at the Barnes Hospital complex and it was
24 agreed that the ones of things that was stated was there
25 wasn't enough information about the hearing after and the

1 location of the hearing, not only was it a small room, but no
2 parking available and it was not on a public transit line.

3 I think that your move here to the Wohl's Center is
4 a good move on your behalf, whoever made that decision I
5 applaud the person and hearing what was said, because this is
6 the way we need the information and we need it on a consistent
7 basis. Thank you all, as well.

8 JUDGE VOSS: I do have one question for you. My
9 question is I wanted to clarify the four suggestions.

10 MR. ROYSTON: Actually, I combined the four. One
11 was -- one and two proactive tree trimming and the proactive
12 tree trimming that would involve two things.

13 One, is cost set aside. No cost set aside out of
14 the general revenue that Ameren UE receives. And the second
15 would be -- and the second part of the proactive tree trimming
16 would be to develop with state legislature and the
17 government's office and remember the other people in the
18 Federal Government to develop some type of program where
19 low-income folks would receive assistance in having trees
20 trimmed.

21 Because I know for me, I had a tree trimmed and I
22 have another one that needs be tree trimmed, but when you're
23 looking at a minimal cost of \$150 to come out and just shape
24 up a tree, let alone having that tree trimmed or taken down
25 that can be an extreme cost for a low-income individual.

1 And the second and third, which is also put
2 together, I ask that this Commission, I implore this
3 Commission to deny this rate increase to Ameren UE. And not
4 only deny this rate increase, but also assess a penalty.

5 And assess a penalty in the form that the staff of
6 the Public Service Commission is suggesting and that there be
7 a rate reduction until such time that the cost of the problems
8 that we're incurred is made up for the constituents.

9 JUDGE VOSS: Thank you very much. Maryann Nelson.

10 MS. NELSON: I decline.

11 JUDGE VOSS: Thank you. Kenneth -- is it Compton?
12 Kenneth Compton? Kathryn Harvey? Kathryn Harvey? I'll call
13 those names again in a little bit. Is it Marcy Wagner? Ruth
14 Meyer? Merta Perkins? Melanie Reese?

15 MS. REESE: I decline.

16 JUDGE VOSS: Richard Moore?

17 RICHARD MOORE,
18 of lawful age, having been present, sworn and/or affirmed,
19 testified as follows:

20 JUDGE VOSS: Would you please state your name and
21 spell it for us.

22 MR. MOORE: Richard Moore. R-I-C-H-A-R-D.
23 M-O-O-R-E.

24 JUDGE VOSS: Thank you. Could you state your
25 address, please.

1 MR. MOORE: 5034 Wabasha, St. Louis, 63113.

2 JUDGE VOSS: And are you currently a customer of
3 Ameren UE?

4 MR. MOORE: Yes.

5 JUDGE VOSS: Do you have any comments you'd like to
6 make this evening?

7 MR. MOORE: Yes, I do.

8 JUDGE VOSS: Please proceed.

9 MR. MOORE: First, I'd ask of this body to deny
10 Ameren's request for a rate increase. This is the first
11 hearing I've attended and I listened to the questions that
12 were fielded to the gentleman representing Ameren, Mr. Byrne.

13 He would tell us that -- Mr. Byrne would tell us
14 that there's been increase in the cost of doing business for
15 Ameren in which I understand, that everyone that does business
16 has increased costs at this time.

17 I can remember when the White Castle used to cost us
18 12 cents. And for that 12 cents you would get a bun, piece of
19 meat, onions, two pickles and you're on your way. Today I
20 think a White Castle cost 49 or 50 cents and you still get the
21 same ingredients.

22 But what Ameren is asking us today, they going to
23 sell us the White Castle for 99 cents and take away the meat.
24 That's what I feel is happening to us as citizens with the
25 service we're receiving from Ameren UE. And for those reasons

1 I ask that you deny Ameren the rate increase. Thank you very
2 much.

3 JUDGE VOSS: Thank you. I think it's Juanita Davis?
4 Mary Jefferson?

5 MARY JEFFERSON,
6 of lawful age, having been present, sworn and/or affirmed,
7 testified as follows:

8 JUDGE VOSS: Could you please state and your spell
9 your name.

10 MS. JEFFERSON: Mary, M-A-R-Y. Jefferson,
11 J-E-F-F-E-R-S-O-N.

12 JUDGE VOSS: And could you state your address,
13 please.

14 MS. JEFFERSON: 5624 Summit, S-U-M-M-I-T, Place, St.
15 Louis, Missouri.

16 JUDGE VOSS: And are you currently a customer of
17 Ameren UE?

18 MS. JEFFERSON: Yes, ma'am. Twice.

19 JUDGE VOSS: Do you have any comments you'd like to
20 make?

21 MS. JEFFERSON: Well, I had a number of statements,
22 but I'd like to thank Reverend Petersen, Ms. Gwen Cogshell,
23 Patricia Speed, Jesse Todd, Larnay Shannon and my committee
24 man, honorable Curtis Royston and the last gentleman,
25 Mr. Kenneth -- I didn't write his name down.

1 I'd like to thank all those people that spoke for
2 before me that shared with you exactly how I'm feeling about
3 the situation with Ameren UE. And I'd like to thank you all
4 for taking the time to listen to us. Thank you.

5 JUDGE VOSS: Thank you very much. Monique Mosley?

6 MONIQUE MOSLEY,
7 of lawful age, having been present, sworn and/or affirmed,
8 testified as follows:

9 JUDGE VOSS: Could you please state your name and
10 spell it, please.

11 MS. MOSLEY: Monique Mosley. M-O-N-I-Q-U-E.
12 M-O-S-L-E-Y.

13 JUDGE VOSS: And could you state your address,
14 please.

15 MS. MOSLEY: 7153 West Florissant.

16 JUDGE VOSS: And are you currently a customer of
17 Ameren UE?

18 MS. MOSLEY: Yeah, unfortunately.

19 JUDGE VOSS: Do you have any comments you'd like to
20 make this evening?

21 MS. MOSLEY: I have several.

22 JUDGE VOSS: Please proceed.

23 MS. MOSLEY: Okay. The first time that I got -- I
24 was in the first power outage, okay. And I do work with
25 people that's mentally challenge, that's my job.

1 Spanish Lake was hit awfully hard. You see what I'm
2 saying. I see these trucks coming from all out of town about,
3 maybe, twenty or thirty trucks. I pulled over and I talked to
4 these guys.

5 They explained to me that they're waiting on Ameren
6 UE, because they have to take them to the spots. I goes down
7 367 by the Shop 'n' Save and there's an Ameren UE employee in
8 the truck sleeping. You know what I'm saying.

9 And I'm like: You paying all this money and you
10 experiencing this, this is sad, but if I was thinking at the
11 time I'd had got that license plate number, because it would
12 have made a difference today.

13 And another thing I can't understand, there's a lot
14 of questions that you all cannot answer, but they asking for a
15 rate, you know what I'm saying, increase. I can't understand
16 that one. Can you explain that one to me?

17 JUDGE VOSS: The Commission can't answer questions
18 because they're in a middle of the case that they have to
19 ultimately decide. They're not allowed to do anything, but
20 take testimony and they want all the information that you have
21 on the quality of service and your issues with the rate
22 increase.

23 If you want to talk someone there's staff members of
24 the Commission that can address questions and give you
25 information. They're at the back table. And there's Lewis

1 Mills who's with the Office of the Public Counsel.

2 MS. MOSLEY: Okay. And no, I do not -- they don't
3 need no rate. If your job performance ain't good, you don't
4 get none. Thanks.

5 JUDGE VOSS: Thank you very much. Zandra Jackson?

6 ZANDRA JACKSON,
7 of lawful age, having been present, sworn and/or affirmed,
8 testified as follows:

9 JUDGE VOSS: Could you state and spell your name.

10 MS. JACKSON: Zandra Jackson. Z-A-N-D-R-A.
11 Jackson, J-A-C-K-S-O-N. And yes, I'm a customer of Ameren.

12 JUDGE VOSS: Could you state your address.

13 MS. JACKSON: 2214 Burma Drive, St. Louis, 63136.

14 JUDGE VOSS: And do you have comments you'd like to
15 make?

16 MS. JACKSON: Yes, a couple. Most of the comments
17 have been made, but I would like to reiterate a few. I do
18 oppose the rate hike. I'm looking for quality performance as
19 many customers here have stated.

20 I think Ameren has gotten so large as a conglomerate
21 they have forgotten we are the customers. We brought them to
22 where they are now.

23 So excuse me, how can you keep charging us. We have
24 supported Union Electric through the years and now Ameren. So
25 where's accountability. Where's your quality performance.

1 I was in several outages. I remember 2004, I didn't
2 have power for four days. 2005 it was a week. The summer of
3 2006 it was eight days. And this past snow storm it was seven
4 days.

5 And I, too, like Monique Mosley said, I flagged down
6 some linesman that were on a truck in the area of Moline
7 Acres. North County, which is a poor area. The guys are very
8 nice and some were from out of town. They listened to me with
9 sincerity and they said: We'll promise you can get power
10 tomorrow.

11 But tomorrow to me was really late, because I've
12 already gone without power for six or seven days at that
13 point. And I was coming back to my home to get clothes, so I
14 could go to work the next day.

15 The house was dark. It is cold. The entire
16 neighborhood is cold. Many of my neighbors, elderly, they
17 were not leaving their homes because of fear that someone
18 would break-in.

19 And during the summer power outages we did have
20 break-ins. I left -- I do feel that in a lot of cases Ameren
21 does not answer. There's no customer satisfaction. I called
22 and I get like a voice activated system saying: State your
23 phone number. You've already keyed in your phone number.
24 They know you're a customer and then they're aware of my
25 problem, but if you're aware of my problem then where is

1 strategies, where is the solution to fix my problem.

2 And I was told by some people that work for Ameren
3 -- our area is so small I guess we're barely on the grid or
4 something that every time the wind blows, every time there's a
5 rainstorm, hailstorm, like 2001. There is no power, like many
6 people have said.

7 And I feel like we are customers, work with us, help
8 us. I, as a homeowner, lived in the south for sixteen years.
9 There was seven trees. I cut all the trees down. The trees
10 are not the problem. It's the poles that's leaning. It's the
11 lines that are down. Like somebody else said, they're
12 swooping across my backyard.

13 The transformer is in the south corner of my
14 backyard. I had a couple guys go look at it. They said:
15 Ma'am, we can't do anything in the dark. Well, this is the
16 21st century and if we're advancing in technology and
17 electrical equipment why can't you do something.

18 I pay my bill religiously every month without fail.
19 And I thank God I'm able to do that, because I'm not a
20 high-income person. I'm a teacher. I'm a public service
21 person. I work for the public. They always demand
22 satisfaction from me, so I want satisfaction from Ameren.

23 I want to be heard. You know, I thank you for
24 listening. I thank everyone for coming out, because I think a
25 lot of major corporations or conglomerates think we in North

1 City or North County we don't want to be heard or we're not
2 concerned. We are concerned.

3 We pay our bills like everyone else and if we cannot
4 pay them because they're so high. So I definitely oppose the
5 rate hike or the rate increase or whatever they want to call
6 it.

7 Until they present us with some high quality
8 performance, where our electricity is working throughout any
9 storm, every single day, every single time the wind blows I
10 want power in my house.

11 I do not feel safe coming into a very dark area.
12 There is a light fixture that belongs to Ameren right outside
13 my house. It's totally dark. The house is not protected.
14 The neighborhood is not protected. The neighbors are saying
15 -- the elderly ones: We're not safe.

16 So Ameren owes that accountability. I think that
17 they need to step up to the place. We have stepped up as
18 customers. I remember as a little girl my parents paid Union
19 Electric. They paid. You need to pay or your service is
20 turned off. Our's is turned off when we pay. Thank you very
21 much.

22 JUDGE VOSS: Any questions.

23 COMMISSIONER GAW: Ms. Jackson, thank you for
24 coming. I want to ask you a few questions.

25 MS. JACKSON: Sure.

1 COMMISSIONER GAW: First of all, refresh my memory,
2 where was your neighborhood?

3 MS. JACKSON: I'm off Burman Drive. It's Moline
4 Acres, right outside of Jennings. A little poor, African
5 American neighborhood.

6 COMMISSIONER GAW: Now when you were referring to
7 the lines, when we heard some reference to playing
8 volleyball --

9 MS. JACKSON: That's not me.

10 COMMISSIONER GAW: I know that wasn't you.

11 MS. JACKSON: But the lines are in same situation
12 that that lady spoke about. They could be the net in other
13 words. If you bounce the ball over or whatever.

14 I have complained. I have called. Everyone blames
15 everyone. Southwestern Bell, AT&T and the cable company.
16 It's everybody else's problem.

17 COMMISSIONER GAW: Do you know whether these are
18 lines that are sagging --

19 MS. JACKSON: They're Ameren's. They're hooked to
20 Ameren's pole.

21 COMMISSIONER GAW: And this problem of these sagging
22 lines, does it exist in other places around your neighborhood?

23 MS. JACKSON: Yes, but I mainly noticed that because
24 my backyard has the main transformer, which hooks up several
25 neighbors on both sides of me.

1 COMMISSIONER GAW: When you called Ameren about this
2 problem, do you recall what they told you?

3 MS. JACKSON: They'll tell me that they're coming
4 out. They know about the situation. They're working on it
5 and nothing happens.

6 Of course, I'm at work and I keep calling, but the
7 situation is never solved. And then before I know it there's
8 another storm and I'm in the same situation as I was
9 previously.

10 And I've had a lot of damage to my house, because
11 the sump pump works by electricity, which means my basement --
12 lower level floods, which I've lost food. I've lost the
13 flooring. That was destroyed in 2005. I had it replaced.
14 Taken up all the old floor and replaced it in 2006. The same
15 thing happened.

16 They said: Oh, ma'am, take it to you homeowners
17 insurance. Well, the homeowners insurance don't want to hear
18 from me. It's like they've crossed my name off because the
19 same problems keep existing. So I want the power company,
20 Ameren, to be accountable and responsible.

21 COMMISSIONER GAW: Yes, ma'am. You said you had
22 multiple outages, not just during some of the storms.

23 MS. JACKSON: Right. I've had outages before the
24 storms. Before the 2006, I was out for the summer and the
25 snowstorm, but even before that in '04, '05.

1 And I mean since I've lived in that neighborhood
2 sixteen years there have been outages if the wind blow -- let
3 me give you one small example. The snowstorm that occurred
4 November 30th, okay. I was out six days. They finally got my
5 power on the seventh day. December 10th there was a slight
6 rainstorm in South County, where I worked. I drive back to my
7 house after they restored the power for the weekend, I didn't
8 have power then for two more days.

9 So you're talking six plus the two more days where
10 the power was supposed to be restored. Everything was fine as
11 far as I knew and before I could get home -- and it was a
12 slight rainstorm -- there wasn't there any hail, not any high
13 winds, nothing else was destroyed, but our neighborhood was
14 dark again.

15 COMMISSIONER GAW: Ma'am, the lights around that the
16 electric around your the houses, do those neighbors experience
17 the same problem?

18 MS. JACKSON: They experience the same thing, but
19 most of them are elderly. They don't want to leave the area.
20 They didn't want to voice their concerns, because a couple
21 years ago I tried to get them to sign a Petition and I would
22 be the spokesperson for the area and they just feared the
23 whole thing.

24 They think Ameren is so big no one can deal with
25 them and I told them if we come out in large, in mass you can

1 deal with them.

2 COMMISSIONER GAW: Well, I want to thank you for
3 coming tonight. The light that you're having a problem with
4 that is an Ameren light?

5 MS. JACKSON: That's an Ameren light in front of the
6 house right at 2214 Burman. And in the back -- the south
7 corner of my yard there's the transformer and all the low
8 lines and I mean you can't miss it.

9 COMMISSIONER GAW: Thank you very much.

10 MS. JACKSON: You're welcome. Thank you.

11 JUDGE VOSS: I'd like to encourage your neighbors
12 that have similar issues that might like to provide testimony
13 you can pick up some of the forms at the back, take them to
14 them they can mail them in or fax them in also to be
15 considered in the case.

16 MS. JACKSON: Thank you very much.

17 JUDGE VOSS: We're going to take about a five-minute
18 break.

19 (WHEREIN A SHORT BREAK WAS TAKEN.)

20 MS. VOSS: Errol Holland? I wasn't sure.

21 ERROL HOLLAND,
22 of lawful age, having been present, sworn and/or affirmed,
23 testified as follows:

24 JUDGE VOSS: Could you please state your name and
25 spell it for me.

1 MR. HOLLAND: My name is Errol, E-R-R-O-L. Holland,
2 H-O-L-L-A-N-D.

3 JUDGE VOSS: And could you state your address.

4 MR. HOLLAND: 7233 Rudd, R-U-D-D, Lane, St. Louis
5 Missouri 63133.

6 JUDGE VOSS: And are you currently a customer of
7 Ameren UE?

8 MR. HOLLAND: I am.

9 JUDGE VOSS: Do you have any comments you'd like to
10 make?

11 MR. HOLLAND: I do.

12 JUDGE VOSS: Please proceed.

13 MR. HOLLAND: Ma'am, I'm the President of
14 St. Rita's, St. Vincent's DePaul Society. Ameren UE they have
15 a lot. They get a lot of money from us throughout the years,
16 not only in State of Missouri but all over the United States.

17 I deal with people -- low-income people and most of
18 the time when we see them they're facing disconnection.
19 Through God's grace they're able to pay "x" amount of dollars
20 to keep their services continued for maybe two months. After
21 that, they're right back in the same boat.

22 I don't think they deserve a rate increase, not in
23 the least amount. Now, they cut on back on services since
24 2002, that was tree trimming, use that money for a rate
25 increase.

1 You cutback the offices that people are no longer
2 there, use that money for a rate increase. You don't have
3 nearly the amount of employees that you had, use that money
4 for a rate increase.

5 Now me, as an individual, I live on Rudd. It's
6 unincorporated. And we had two blocks. And we were out for
7 seven days. I had to do the best I could with what I had to
8 work with.

9 I was going back and forth to the hotels. I'm
10 retired from the Chrysler Corp., but I also have to have a
11 part-time job.

12 I saw several Union Electric employees sitting on
13 the corner in small trucks and when I would speak with them
14 they would tell me they weren't allowed to get up on the
15 higher lines. I don't have a thing -- nothing to do with
16 that. If you are trained technician you get up on those high
17 lines. UE gets my money 24/7 and I want services 24/7.

18 JUDGE VOSS: Any questions? Thank you very much.
19 Oh, wait.

20 COMMISSIONER GAW: I'll be quick. Mr. Holland, I
21 wondered if you could just give me a little bit of perspective
22 of the financial impact this has had on some of the people
23 that you serve through the society?

24 MR. HOLLAND: Some of the people that, my man, are
25 very bad off. Not only do they suffer as far as utilities.

1 They suffer as far as food is concerned. We're there to do
2 that. Gas we're there to do that. Clothing we're there to do
3 that, that's through God's grace.

4 And for Ameren UE to tell something about it was
5 God's -- an Act of God for the lines -- for the trees and what
6 have you, well: Hey, it's an Act of God for us to wake up
7 every day. Let them do their part.

8 JUDGE VOSS: Thank you very much. Sheryl Nelson.

9 CHERYL NELSON,
10 of lawful age, having been present, sworn and/or affirmed,
11 testified as follows:

12 JUDGE VOSS: Could you state and spell your name for
13 the record.

14 MS. NELSON: I am Cheryl, C-H-E-R-Y-L. Last name
15 Nelson, N-E-L-S-O-N.

16 JUDGE VOSS: What is your address?

17 MS. NELSON: My address is 1519 North 18th Street,
18 St. Louis, Missouri 63106.

19 JUDGE VOSS: And are you currently a customer of
20 Ameren UE?

21 MS. NELSON: Yes, I am.

22 JUDGE VOSS: Do you have any comments you'd like to
23 make this evening?

24 MS. NELSON: Yes. First, I'd like to preface my
25 comments by letting you know that I am the 5th Ward Democratic

1 Committee Woman in the City of St. Louis. I also am an HDC
2 low-income representative.

3 Now, I'd like to let you know that I find it quite
4 troublesome for Ameren UE to request a rate increase as
5 there's been insufficient and inadequate services provided to
6 the citizens of St. Louis, more specifically the citizens of
7 the north side of St. Louis.

8 The storms of both July 19th and November the 30th
9 caused crippling and absolutely devastating losses. Losses of
10 food, spoilage, discomfort. Most importantly it has caused
11 the loss of lives.

12 Ameren UE has been most insensitive. As Ameren UE
13 so boldly has approached filing and petitioning the Public
14 Service Commission for a rate increase, I ask of you as Public
15 Commissioners and defender for us the general public and watch
16 dogs, if you will, to simply refuse, deny, deny -- did I say
17 deny -- their rate increase.

18 Ameren UE's request for a rate increase I think that
19 most of us in this room have a common interest, we want to be
20 able to live. We want to be able to thrive and improve our
21 quality of life.

22 And sometimes people don't understand what it is to
23 make a budget. However, I'm certain that Ameren UE and all of
24 its proficiencies and educated staff and corporation that they
25 have budget projections and their projections should not be

1 imposed upon us for rate increases.

2 Now, why should Ameren UE be able to profit and
3 benefit from their dissatisfactory service to its customers.
4 And I am a customer. Does Ameren UE really -- do they really,
5 really, want to want to provide customer service or willingly
6 do they want to just provide customer service in lip service
7 and pass the buck.

8 I stand in opposition with everyone in this room and
9 with the constituents of the City of St. Louis area in denying
10 Ameren UE a rate increase.

11 My first request is to deny that rate increase. My
12 second is to request a rate reduction. Thirdly, I'd like to
13 propose the Public Service Commissioners to propose an
14 agreement with the Ameren UE not to entertain a rate increase
15 in the foreseeable future up to just, say, 2012.

16 My last request is that customers be notified by the
17 Missouri Public Service Commission or Ameren UE, both, of the
18 decision regarding Ameren's UE and electric case of
19 ER-2007-0002.

20 Commissioners, I'd like to thank you for your
21 presence here tonight. It's extremely important that this
22 information is given to the correct people as you all decide,
23 make your decision. Are there any questions for me?

24 JUDGE VOSS: One thing I will let you know is that
25 the case is scheduled to go for a hearing in March.

1 MS. NELSON: In March -- March 23rd through the
2 26th; is that right?

3 JUDGE VOSS: And I believe the opposition of law is
4 end of June, so the Commission will have to make a decision
5 before the end of June.

6 COMMISSIONER APPLING: Ms. Nelson, it was nice to
7 meet you and thank you for coming out tonight.

8 MS. NELSON: Thank you. I wish you all safe
9 travels.

10 COMMISSIONER APPLING: Thank you very, very much.

11 JUDGE VOSS: I can read George.

12 MR. GHOLSTON: Gholston.

13 GEORGE GHOLSTON,
14 of lawful age, having been present, sworn and/or affirmed,
15 testified as follows:

16 JUDGE VOSS: Could you please state your name and
17 spell it for the record.

18 MR. GHOLSTON: My name is George, G-E-O-R-G-E.

19 Gohlston, Gholston, Jr.

20 JUDGE VOSS: Could you state your address.

21 MR. GHOLSTON: 1595 Fairmont Drive, 63033.

22 JUDGE VOSS: Are you a current customer of Ameren
23 UE?

24 MR. GHOLSTON: Yes, I am.

25 MR. GHOLSTON: Do you have any comments you'd like

1 to make?

2 MR. GHOLSTON: Yes, I do.

3 JUDGE VOSS: Please proceed.

4 MR. GHOLSTON: I have four words to say when I
5 opened my bill and found out that Ameren UE was going for a
6 rate increase. The rate increase -- rate increase -- Ameren
7 UE does not need and certainly do not deserve a rate increase.

8 And we certainly do not want to get the dangerous to
9 set the dangerous precedent of implementing a fuel adjustment
10 clause.

11 Ameren UE's management has been derelict in their
12 duty and incompetent. The company is at this time one of the
13 most poorly managed companies that I have ever known of.

14 Ameren UE is not managing their existing funds
15 effectively and prudently. In other words, Ameren UE is not
16 getting bang for the buck.

17 Now, Ameren wants to mismanage and waste additional
18 funds, throwing money at problems and managing money -- excuse
19 me -- and managing money -- and managing by money won't work.

20 I can't believe that Ameren UE's management do not
21 know what their outside plan is substandard in many locations.
22 And that tree trimming is not the main reason for the numerous
23 power outages.

24 Ameren UE 's upper management to my astonishment is
25 actually suggesting to its customers that they should purchase

1 generators.

2 Ameren UE's management would have you believe that
3 the Taum Sauk reservoir collapse and the power outages of 2006
4 were unavoidable tragedies. The Taum Sauk reservoir failure
5 would not have occurred had Ameren UE managed that facility
6 properly.

7 This environmental and economic catastrophic could
8 have been avoided had Ameren's management not ignored alarms
9 and obvious signs of the stress at this facility. As a result
10 of their lack of action and direct and obvious problems at
11 this facility a tremendous amount of money was wasted and who
12 knows how much this catastrophe will ultimately cost to repair
13 and rebuild this area. And what the litigation costs will be.

14 It's not astounding to me that there were as many
15 customer outages in 2006. After looking at Ameren's outside
16 plan I find it astounding that there were not more outages. I
17 found on the side and deteriorating poles, bowed and severely
18 leaning poles, very old poles with severe cracking, broken
19 cross arms and cut ground wires, broken or unattached guide
20 wires and overgrown easements.

21 Again, Ameren UE's management has more maintenance
22 problems in favor of profits. Their outside plan has been
23 neglected for years and their management seems perplexed that
24 these numerous outages are now occurring and they want us to
25 believe that it's a tree trimming problem.

1 Ameren UE's management would like us to believe that
2 the severity of the power outages are directly the result of
3 customers not allowing Ameren UE's tree trimming contractor,
4 Nelson Tree Trimming Service, access to trim trees in
5 easements, alleys and right-of-ways.

6 Tree trimming played a role in the outages.
7 However, it was not nearly as important as the substandard
8 outside plan that they are deflecting attention from.
9 Easements, alleys and right-of-ways are areas of land granted
10 to utility companies by governments, developers and
11 landowners, so they can place their outside plan to provide
12 service to their customers.

13 That area of land comes with a right of the utility
14 companies for ingress and egress areas. And the utility
15 companies are to maintain vegetation detriment to their plan.

16 I do not know how aggressive Nelson Tree Trimming is
17 when it comes to gaining access to these areas to perform the
18 work they are being paid to perform, but I have many areas
19 that -- I have seen many areas that need vegetation and trees
20 trimmed or removed.

21 Ameren UE is not properly maintaining their outside
22 plan and Nelson Tree Trimming Service is not maintaining the
23 vegetation around Ameren UE's plan. Who writes the orders for
24 Nelson Tree Trimming Service and who inspects their work.

25 Nelson Tree Trimming uses bucket trucks for

1 trimming. I have never seen an extension ladder on any of
2 their vehicles and the bucket trucks are not accessible to all
3 areas. So how do they properly trim trees and vegetation.

4 I don't believe there is adequate oversight of
5 Nelson Tree Trimming Service by Ameren UE management and the
6 results speak for themselves by looking at the vegetation and
7 easements.

8 Ameren UE's power transmission delivery system has
9 exposed wires has been -- has not been properly maintained for
10 years. Ameren UE needs to pursue a proactive approach to the
11 maintenance by preventing outages.

12 Their current policy of repairing problems as they
13 occur is the reason why the outages in 2006 were so numerous.
14 It would be good if they inspected their plan more frequently
15 to insure that numerous outages do not occur. This could be
16 called a preventive outage program or POP.

17 Ameren UE has state of art telecommunications, IT,
18 meter reading, billing, customer service and dispatch systems,
19 but has neglected their outside plan. The same attention that
20 has been given to these other areas of their business needs to
21 carry over to their outside plan.

22 Ameren UE has had several preventative catastrophic
23 events recently that has cost between \$400 to \$500 million and
24 who knows what the litigation costs would be for the Taum Sauk
25 reservoir failure.

1 This company shouldn't be granted a rate increase.
2 And in fact, the customers of Ameren UE should be given a rate
3 reduction until Ameren UE can bring their services up to an
4 acceptable level.

5 The request for a fuel adjustment clause to Ameren
6 UE's tower should likewise be denied. Granting a fuel
7 adjustment clause would encourage risk management by Ameren UE
8 and set a dangerous precedent for them to come back later with
9 various other requests for adjustments and/or surcharges to
10 compensate their management inadequacies. We deserve better
11 from Ameren UE than what we are getting. Thank you.

12 JUDGE VOSS: Thank you very much.

13 MR. GHOLSTON: Thank you very much.

14 JUDGE VOSS: I have some pictures to present to
15 Commission of some of the substandard plans that's out there,
16 Ameren UE. And although, in many instances some of the poles
17 are old, but my understanding is that they have a joint use
18 agreement --

19 JUDGE VOSS: Can we take it as an exhibit and then
20 get it back to you?

21 MR. GHOLSTON: All the poles don't belong to Ameren
22 UE I understand that, but their wires are attached to AT&T's
23 poles. And they have what I understand to be a joint use
24 agreement, which means that if the pole is bad Ameren has to
25 notify AT&T, who will replace the pole and then Ameren can

1 transfer their wires or transformers and what have you --
2 their attachments.

3 But to ignore the problems that they have is just --
4 it's mismanagement. You can't ignore maintenance. Your car
5 cannot -- you can't ignore your vehicle and not perform
6 maintenance over on your vehicle. It will stop on you and
7 that's what's happening now.

8 Ameren has ignored maintenance on their lines and
9 their outside plan. And it's stops. So that's all I have to
10 say. And thank you again. Thank you for coming. And I'll
11 just present this to --

12 JUDGE VOSS: Just give it to the court reporter.

13 COMMISSIONER GAW: I just want to make sure. Can we
14 tell by looking at those pictures where the pictures are taken
15 from? Is that something that we need to get information from
16 you?

17 MR. GHOLSTON: I will provide you that information.
18 My printer went out today and I don't have the -- I don't have
19 it, but I have it handwritten, but I will fax it to you or
20 whatever you want me to do to get it to you. I have the
21 pictures numbered. And so I'll send you a list of where each
22 one of these locations is.

23 COMMISSIONER GAW: That would be great. And ask the
24 judge where to send it.

25 JUDGE VOSS: I have a suggestion. Why don't you

1 grab one of forms and the put your name and address on it and
2 then put additional comments.

3 MR. GHOLSTON: I also put it in my book. My name,
4 address and phone number inside this book.

5 JUDGE VOSS: Okay.

6 JUDGE VOSS: If you want to go out and look at these
7 locations I don't have the list today because of the printer
8 problem. There are something, like, seventy-two pictures here
9 and I think you'll find them quite interesting.

10 JUDGE VOSS: Thank you very much. Just Exhibit 1.

11 (WHEREIN EXHIBIT 1 WAS MARKED FOR IDENTIFICATION.)

12 JUDGE VOSS: Emma Strong? Marian Bradley?

13 MARIAN BRADLEY,

14 of lawful age, having been present, sworn and/or affirmed,
15 testified as follows:

16 JUDGE VOSS: Could you please state and spell your
17 name for the record.

18 MS. BRADLEY Marian Bradley. M-A-R-I-A-N.

19 B-R-A-D-L-E-Y.

20 JUDGE VOSS: Could you state your address?

21 MS. BRADLEY: 5337 Lotus, 63112.

22 JUDGE VOSS: Are you currently a customer of Ameren
23 UE?

24 MS. BRADLEY: Yes, I am.

25 JUDGE VOSS: Do you have comments you'd like to make

1 this evening?

2 MS. BRADLEY: Yes, I do.

3 JUDGE VOSS: Please proceed.

4 MS. BRADLEY: I'd like to say that I was happy to
5 hear that the Commission has recommended a rate reduction to
6 Ameren. And I would also like to say that I was appalled when
7 I read in my bill that they were considering a \$6 a month
8 increase.

9 I know of nowhere -- no raise, no nothing. \$6 a
10 month for each recipient of usage from any kind of company.
11 And I just don't think that Ameren -- because we don't have a
12 choice. We have gas. We have Ameren. And I don't know if
13 oil is still something that you can use anymore for heating,
14 but we kind of caught and we have no choices, but I am
15 requesting that you deny the rate increase by Ameren. Thank
16 you.

17 JUDGE VOSS: Thank you very much. Olivia Johnson?
18 Cletus Williams? Is it Dawud --

19 MR. MUHAMMAD: Dawud Muhammad?

20 JUDGE VOSS: You'll have to say that again for me up
21 here.

22 DAWUD MUHAMMAD,
23 of lawful age, having been present, sworn and/or affirmed,
24 testified as follows:

25 JUDGE VOSS: Could you state and spell your name,

1 probably very slowly, for the record.

2 MR. MUHAMMAD: Okay. For the record, it would be
3 D-A-W-U-D. Muhammad is M-U-H-A-M-M-A-D.

4 JUDGE VOSS: Could you give me your address, please.

5 MR. MUHAMMAD: 4415 Dr. Martin Luther King, just
6 right down the street. My family has -- my aunt -- my great
7 aunt was the first black woman to have the first radio and
8 television -INAUDIBLE- in the State of Missouri.

9 JUDGE VOSS: Wonderful. And are you currently a
10 customer of Ameren UE?

11 MR. MUHAMMAD: Yes, I am.

12 JUDGE VOSS: And do you have any comments you'd like
13 to make?

14 MR. MUHAMMAD: Yes, I do.

15 JUDGE VOSS: Please proceed.

16 MR. MUHAMMAD: Well, the thing is I'd like to make a
17 statement on is I had a person who left and she forced me to
18 make sure I made her comment first. So allow me to do this.
19 She mentioned something about the poles. And she has a
20 concern about the poles and that was an obligation for Ameren
21 to take care of the poles. And so I guess that's -- the only
22 thing she mentioned put that up front.

23 But I have a question right now for Ameren and that
24 is that we are -- I also represent a lot of people -- believe
25 it or not, just not here in the Missouri, but also in the

1 state of Illinois, as well, and I have been studying -- and
2 also have been studying class action suits that were related
3 from the case just recently from last year in regards to New
4 York in dealing with Condea (phonetic). And the previous and
5 more recent class action suit against Condea that is similar
6 to what we see in regards to the manpower hours.

7 And what I'm looking at is that the issue here is
8 more like -- I understand they say that they had 7,000 workers
9 that came from different areas of different areas of different
10 states to deal with the effected area.

11 The question comes to mind, what was the amount of
12 time it took for them to be able to accumulate before they
13 came into the effected area. We need to know because what
14 we're looking at now is a situation that we have to address
15 and that problem is this, is that -- what -- how many lives
16 would it take before we begin to realize the seriousness of
17 this issue.

18 You are constantly coming back -- you are constantly
19 coming back from the summer. You're coming back from this
20 winter. This is the second time. How many more times before
21 this board and this Commission begin to put human lives -- and
22 outside of that, those who are not being reported here are
23 those businesses that are deeply affected.

24 We also have to question about the hospitals, the
25 medical. We have to look at the banking institutions. You

1 have to look at -- and what we don't have any accountants up
2 here to be able to give their report of what that loss is of
3 what it totals to in relationship to what we see in regards to
4 with they're talking about in regards to that -- what their
5 responsibility is and their obligation is and what the
6 liability is in regards to what they -- that Ameren owes to
7 the people who have lost because of negligence. If there's
8 negligence to be proved.

9 Now, the issue here is we going to talk about the
10 negligence. We've got to talk about that issue for many
11 different perspectives and I'm thinking about it in this
12 context. There is something about transparency that needs to
13 be addressed by Ameren. I have asked a question earlier and I
14 would like to address that -- where's the lawyer at?

15 Oh, there here is. I have a question to ask the
16 lawyer and that is that we know we talk about the 7,000 people
17 that came in, we have to question whether or not -- what about
18 locally, is the manpower equipped because if we have a natural
19 disaster, even if it is manmade or if it's a natural disaster
20 we have to be concerned with the population and the wellbeing
21 of the people. This is a very serious issue.

22 Now to the attorney, what I was going to ask a
23 question. It's about the net metering problems. If we're
24 going to talk about competition -- and somebody making a
25 statement said that this is a regulated monopoly. And I

1 didn't understand what that meant. I mean, I'm really
2 shocked. I didn't know a monopoly could be regulated.

3 In other words, but it was granted by the rights of
4 the State or the Federal Government or whoever, for them to
5 rights to do what they do.

6 But then the issue comes back to me is that Ameren
7 is afraid of competition, so if you look at that and if you
8 heard about our oil consolidation was an effort. If we look
9 at what we look at now how the supply lines are coming in.
10 Who are -- Ameren, they purchased this electricity from
11 someone; is that correct? That's the question I'd like to
12 know.

13 They don't purchase it from nobody. They generate
14 it themselves. So I'm kind of confused. How did they end up
15 purchasing something and then they going to say they generated
16 something themselves. I'm confused on that issue there.

17 But on the net metering laws most of the politicians
18 in the City and including not only the City, but most of the
19 people here don't have a clue about what that metering laws
20 are.

21 In addition to that, we have over thirty some states
22 that are well-progressive in relationship to the net metering
23 laws. The State of Missouri is the furthest behind. There is
24 so many states that I can show you on record what that is.

25 I'm saying is that to be able to create competition

1 and if there's anything about this such in America -- what is
2 it the free marketplace or whatever you want to call it. For
3 there to be competition we need to be able to look at net
4 metering laws that would be able to put in the type of new
5 technologies, so that the people could be able to -- certain
6 businesses can be secured in case of a natural disaster.
7 Certain infrastructure needs of the City can be addressed.

8 And so I ask the question on that net metering laws
9 is something that I'm wondering is that a good way to open up
10 a monopoly -- excuse me, to create competition.

11 JUDGE VOSS: Competition you're going to have to
12 call your representatives and get some laws changed to really
13 get competition in the market.

14 MR. MUHAMMAD: So you're saying that -- on what
15 level are you saying that has to be introduced? Is that a
16 local issue or is that a State issue or is that a Federal
17 issue?

18 JUDGE VOSS: We can't really answer questions like
19 that day, but basically with the state of the law in Missouri
20 there's no way to increase competition. If you do have some
21 questions directly for Ameren's attorney you might want to
22 speak with separately and also there are people in the back
23 that may also be able to answer your questions.

24 MR. MUHAMMAD: But what I'm saying is about the
25 transparency on what laws are already on the books regarding

1 net metering laws. These businesses need to know there is a
2 choice. They feel they don't have a choice, but they do have
3 a choice.

4 CHAIRMAN DAVIS: Mr. Muhammad, you are correct.
5 Missouri's net metering laws often refer to as the not
6 metering laws. Because in fact, it discourages people from
7 generating their own electricity and from being
8 self-sufficient or some people would argue that.

9 So I do understand your point about that and
10 certainly it's an issue that I understand and will work on --
11 we'll look at it.

12 MR. MUHAMMAD: We have to, because -- let me ask
13 you, the next time you come back here, suppose you end up with
14 a case that we end -- let me explain.

15 These people are saying they that going to have take
16 -- and I'm recommending to the people now that they go take
17 photographic copies of all those naked wires that are out
18 there to show you the full extent.

19 Because under the National Policy Group it's stated
20 that it would take up to three hundred power plants to be able
21 to address the needs of this country based upon population
22 increases and urban sprawl.

23 That means that if the country had goodwill it would
24 sixty power plants to be able to address -- they have not
25 built any new power plants in the past forty years. So really

1 we are behind the ball thirty, forty years on this issue.

2 So the only way to address it now is to bring in the
3 competition, to bring in not only just the competition, but to
4 look at the alternatives and the net metering laws that you
5 promised that you would look into, but I thank you for your
6 time. Any other questions?

7 CHAIRMAN DAVIS: No questions here, Mr. Muhammad.
8 Thank you.

9 JUDGE VOSS: Lamont Harvey?

10 LAMONT HARVEY,
11 of lawful age, having been present, sworn and/or affirmed,
12 testified as follows:

13 JUDGE VOSS: What is your name and please spell it
14 for the record?

15 MR. HARVEY: My name is a Lamont Harvey. I live at
16 4819 Cupples Place, 63113.

17 JUDGE VOSS: Could you spell your name, just for the
18 court reporter.

19 MR. HARVEY: L-A-M-O-N-T. H-A-R-V-E-Y.

20 JUDGE VOSS: And are you a current customer of
21 Ameren UE?

22 MR. HARVEY: Yes.

23 JUDGE VOSS: Do you have any comments you'd like to
24 make this evening?

25 MR. HARVEY: Yes.

1 JUDGE VOSS: Please proceed.

2 MR. HARVEY: I was back there when we came and
3 talked about Ameren UE and transformers. And how 63113 every
4 time it slightly rains the power goes out. And I think it's
5 appalling for them to come and asking for a rate increase with
6 the equipment that they are serving, as well.

7 I still haven't got a report that I asked for. As a
8 customer a report to see why or I have so many power outages
9 in my area. Ameren has failed to give me that information.
10 And as a company I thought when you asked for a raise it goes
11 by merit. What have you done to deserve this raise.

12 I have like three things to say. First of all, in
13 grades, customer service, F. Service to the customer, F.
14 Product that they give the customer, F. Do you know why they
15 deserve all these Fs that I'm giving them, because their
16 infrastructure is poor. When you have poor infrastructure you
17 get poor service.

18 They have not spent one penny in to put that
19 infrastructure where it should be, but they're asking the
20 customers to take a bad glass of water that they want to make
21 them think is clear. That's what they're selling us as a
22 customer.

23 Yeah, I think that Mr. Muhammad is right. We need
24 to look at some type of change, some time of competition
25 because we keep letting them do what they want to do we're

1 going to fired every time. And I work hard for my money. And
2 I think they should work a littler harder for our money that
3 we give them. So if we keep accepting what they give us,
4 they're going to keep giving it. We need the stand up and you
5 need to help us to stand up. That's all I have to say.

6 JUDGE VOSS: I would say if you think there's
7 something Ameren is not provided you, talk to the people at
8 the back by the door.

9 MR. HARVEY: Oh, I have. They gave me my own case
10 number. His name was Brian. I told Brian the same thing back
11 in October. I told him in November. And I still not have
12 gotten results.

13 So the only thing I can think of is to get me an
14 attorney to go talk to Ameren. I think that's the way we're
15 going to get any results until we step up. They're not going
16 to come out here and say: We are going to think about doing
17 this. We're going to think about doing that. Thinking is not
18 doing it.

19 JUDGE VOSS: I wasn't talking about talking Ameren.
20 There's two members of the Public Service Commission staff at
21 table by the door.

22 MR. HARVEY: Okay. Thank you.

23 COMMISSIONER GAW: I was okay until you started
24 giving me more specifics. Now, I need to hear a little bit
25 more on these specifics. If you've got specific issues that

1 you've had that deal with infrastructure and service to you,
2 right?

3 MR. HARVEY: Yes, I have.

4 COMMISSIONER GAW: I want to hear a little bit more
5 about that. Would you mind?

6 MR. HARVEY: Sure. Infrastructure. I have
7 requested to see my subsection. There was a gentleman from
8 Ameren UE that came to the last meeting. He gave he his card.
9 He told me I have a right to see the subsection and see a
10 report of all the outages of my area.

11 COMMISSIONER: Because you were having a number of
12 outages in your area?

13 MR. HARVEY: Exactly. It rained, I'm gone. Okay.
14 Just a slight rain, it's over. You know, it takes probably a
15 day or two to get power. And I don't know about a lot of
16 these people here, but it's expensive to keep putting food
17 back in my house that I got to keep going and buying.

18 Ameren UE told me they wouldn't replace it. Well,
19 call your insurance company. You know, what the insurance
20 company tells us, that's not our responsibility, that's
21 Ameren's responsibility. We're not here to keep putting food
22 back in your house, that's Ameren's responsibility for doing.
23 I had seven power outages -- seven -- and I still not have
24 gotten an answer that I've been looking for.

25 COMMISSIONER GAW: When you called Ameren, what did

1 they tell you when you called them?

2 MR. HARVEY: Mr. Harvey, we're working on it. We
3 have a line crew out there. They've been out for nine hours.
4 They're still working on it. Called back three hours later:
5 Oh, they're going home for the night, but your case is still
6 open. We're going to get to you, just hold on a little bit
7 tighter.

8 COMMISSIONER GAW: And this happens not just when
9 you're having -- when we've had these storms in July and in
10 November --

11 MR. HARVEY: If it rains, sir, come to my house it
12 goes out.

13 COMMISSIONER: I heard you say that. How long has
14 that been the case?

15 MR. HARVEY: It's been the case ever since I moved
16 here three years ago. We've been having the same problems.
17 Across the street, lights everywhere. Our side we're in the
18 dark.

19 And they keep saying you're in two different zones.
20 Well, put me on the zone they're on because I don't ever see
21 them out. We can't do that.

22 COMMISSIONER GAW: Yes, sir. Thank you very much.

23 MR. HARVEY: Thank you.

24 JUDGE VOSS: Thank you. Rosalind Miller?

25 * * *

1 ROZALIND MILLER,
2 of lawful age, having been present, sworn and/or affirmed,
3 testified as follows:

4 JUDGE VOSS: Could you please state and spell your
5 name for the record.

6 MS. MILLER: R-O-Z-A-L-I-N-D. Miller, M-I-L-L-E-R.
7 4206 East Garfield, 63113.

8 JUDGE VOSS: And are you a current customer of
9 Ameren UE?

10 MS. MILLER: Yes, I am.

11 JUDGE VOSS: Do you have any comments you'd like to
12 make this evening?

13 MS. MILLER: Yes, I do.

14 JUDGE VOSS: Please proceed.

15 MS. MILLER: Affair the major outage in July Ameren
16 came on TV and they stated that they were not responsible for
17 the loss of food. They also told me to contact my insurance
18 company.

19 Before July's outage I had four outages in '06 --
20 before July. In July I bought two generators. One for myself
21 and one for my mother at the cost of \$779, that's the
22 generator, not the wires, not the oil, not the gasoline, not
23 the trips to the gasoline.

24 And because of an Act of God the wind, the storm
25 they told me they're not responsible. The State of Missouri

1 doesn't require them to reimburse us. I'm asking you to deny
2 them the right to charge us more for something that they're
3 not providing us.

4 When it was UE they came and cut the trees and the
5 limbs. I have not seen them come and cut a line -- tree off
6 of a line not once. Matter of fact, I had to stop a guy to
7 say: Hey, if the wind blows that limb is going to break my
8 line again. They didn't remove the tree limb. The power was
9 on, but the tree limb was still there.

10 What I call an Act of God is this guy who was a
11 magician, he got that limb off that tree. It was the guys out
12 in field. It wasn't the guys in the office.

13 Now with the storm in November, I've had to go
14 purchase another generator for a woman that is 84-years-old,
15 has Alzheimer's in her home with a generator.

16 That's three generators I'm trying to supply gas to,
17 grounding and making sure they're functioning right. And they
18 want a raise, an increase. They have the right to increase
19 it, I don't understand. I don't.

20 When I have to leave my home to go make sure my
21 mother is safe and then somebody else and go to work. And the
22 first thing they turn on is lights on the intersection, I
23 don't understand. Give me some lights, some power in my house
24 so that it's safe. So I can go to do my job. So I can go
25 take care of my neighbor, my mother and somebody else.

1 I don't understand how they have to right to
2 increase when they have not done the things they said they'd
3 do. Thank you.

4 One other comment as far as the Laclede coming out
5 and replacing the meters, I live at 4206 East Garfield, my
6 meters has been on auto for three months. It has not be
7 replaced.

8 COMMISSIONER GAW: Ma'am, could I ask you a quick
9 question. The four outages that you had before July, can you
10 give me some basic idea about the length of those outages and
11 how about how long?

12 MS. MILLER: No. I have them written down on my
13 calendar at home. I would be glad to give it to you. I have
14 that at my house.

15 COMMISSIONER GAW: If you don't, generally --

16 MS. MILLER: I have them written on my calendar the
17 times and the dates that they went out. I had to leave my
18 home to go and get ready -- to find some way to get ready for
19 work.

20 COMMISSIONER GAW: Did you buy these generators
21 after the July storm?

22 MS. MILLER: Yes, I did. During the July storm. I
23 think we went out the 21st. I bought it on the 22nd.

24 COMMISSIONER GAW: The outages that were before
25 July, were they a couple hours? Were they longer?

1 MS. MILLER: These were days.

2 COMMISSIONER: Days of outages each time?

3 MS. MILLER: Days. There's four houses on my block
4 facing north. There's none behind us. They're all empty.
5 They take their time to figure out what's going on.

6 COMMISSIONER GAW: Ma'am, thank you very much.

7 MS. MILLER: You're so welcome.

8 JUDGE VOSS: Thank you very much. Juanita Miller?

9 JUANITA MILLER,
10 of lawful age, having been present, sworn and/or affirmed,
11 testified as follows:

12 MS. MILLER: My name is Juanita Miller.
13 J-U-A-N-I-T-A. M-I-L-L-E-R. I live at 6333 Stratford Avenue,
14 St. Louis Missouri.

15 JUDGE VOSS: And are you a current customer of
16 Ameren UE?

17 MS. MILLER: Yes.

18 JUDGE VOSS: Do you have comments you'd like to make
19 this evening?

20 MS. MILLER: Yes, I do.

21 JUDGE VOSS: Please proceed.

22 MS. MILLER: I've lived in my home for thirty years.
23 All that time I can't count the number of times my lights have
24 gone out, that leaves me at 77 years of age and having
25 sometimes no telephone because the telephone is gone, the

1 lights are gone, the air-conditioning is gone. I have a heart
2 condition and that is still, okay.

3 I know that they need to do something about the
4 easement across the entire blocks behind my house that have
5 nothing but trees and trees. And trees going up into the
6 wires, okay. So that's all the way to Jennings, all right.
7 So if they would do that then maybe that would help the
8 situation, but I don't know.

9 Over the times my life I've had nothing but some
10 darkness. I didn't get reimbursed. I didn't get reimbursed
11 because the whole week that I was out. The week after that
12 that I wasn't out, but I don't think they deserve any increase
13 any time soon. Thank you.

14 JUDGE VOSS: Thank you. Debra Black? J. Ozier?

15 JAMES OZIER,
16 of lawful age, having been present, sworn and/or affirmed,
17 testified as follows:

18 JUDGE VOSS: Will you spell your name.

19 MR. OZIER: James, J-A-M-E-S. Ozier, O-Z-I-E-R.

20 JUDGE VOSS: And what is your address.

21 MR. OZIER: 5853 Minerva.

22 JUDGE VOSS: And are you a current customer of
23 Ameren UE?

24 MR. OZIER: Yes.

25 JUDGE VOSS: Do you have comments you'd like to make

1 this evening?

2 MR. OZIER: Yes. I would like to say that it -- I
3 would like to, first of all, thank you for being here today,
4 the Missouri Public Service Commission.

5 And also, again, I would like to reiterate what has
6 been said by several that the workers who were out there, the
7 linemen, that were doing work on the lines did an excellent
8 job under stressed conditions.

9 And that the problem is clearly from the management
10 and placement of profit before the people. Clearly a rate
11 increase from for Ameren or is that Enron, I want to make sure
12 -- and I'm saying that jokingly, but you know that sense
13 Ameren has taken charge it's been quite a bit of -- things are
14 just not going quite right.

15 And from not being in a position to looking at their
16 finances and how they handle their maintenance and so forth,
17 that I'm hoping that this is not another case in which we have
18 all these golden parachutes and all of a sudden our energy
19 company cannot provide energy.

20 It's been clear by the testimony from each and every
21 person that has come here today that no rate increase is
22 justified for Ameren UE.

23 It is clear from the very precise information
24 that -- testimony that has been given by the individuals of
25 the needs that Ameren UE needs to address from maintenance,

1 from the management and from the profiteering that has taken
2 place. And about the misery and suffering that the arrogance
3 of Ameren has brought to many.

4 There is no justification for what has been taking
5 place with Ameren UE. And the excuse of an Act of God is, you
6 know, very convenient. And it's very hard for any one of us
7 joined to our wit through the course of -- in regards to God.

8 We need the commissioners to put Ameren UE on notice
9 that their performance is very poor. The arrogance of the
10 situation is that once FEMA has declared this as a disaster
11 because of the outages that Ameren UE did not even feel
12 compelled to come and assist residents who have been affected
13 with loss of food and been in a financial burden because of
14 the outages to assist them in excess of FEMA.

15 Metropolitan Sewer District has done so in the past.
16 Why not Ameren UE assist people. People lost hundreds of
17 dollars in food. You know, hotels are expensive. Batteries,
18 lights, going back and forth wasting quite of bit of gas --
19 gasoline in their cars -- you know, our gasoline as soon as
20 they find there's a little crisis they raise up the prices a
21 little.

22 And I think most of us who were effected did
23 recognize that the gasoline prices did rise up. They've never
24 went down quite as far as they should, but they did go up
25 again during that. So there's all types of people that are

1 ripping us off in the energy industry.

2 And so again, turn down the rate increase. They
3 should be penalized. And they need to follow up on the many
4 detailed information that has been provided through the
5 testimony of individuals here tonight as things that they need
6 to do. And thanks for your time.

7 COMMISSIONER GAW: I just wanted to thank you for
8 coming out tonight.

9 JUDGE VOSS: Thank you. Ed Marr (phonetic)? Ed
10 Marr? Sam Huddleston?

11 SAM HUDDLESTON,
12 of lawful age, having been present, sworn and/or affirmed,
13 testified as follows:

14 JUDGE VOSS: Could you please spell you name for the
15 record.

16 MR. HUDDLESTON: My name is Sam Huddleston. S-A-M.
17 H-U-D-D-L-E-S-T-O-N.

18 JUDGE VOSS: Thank you. Could you me give your
19 address, please.

20 MR. HUDDLESTON: 13021 Jamestown Ridge Lane,
21 Florissant, Missouri 63033.

22 JUDGE VOSS: And are you a current customer of
23 Ameren UE?

24 MR. HUDDLESTON: Yes.

25 JUDGE VOSS: Do you have comments you'd like to make

1 this evening?

2 MR. HUDDLESTON: Yes.

3 JUDGE VOSS: Please proceed.

4 MR. HUDDLESTON: I feel that UE is wrong for asking
5 for a rate increase. My power has been off six times this
6 year alone. I cannot see them getting an increase.

7 I had to throw food away. I called my insurance
8 company. They tell me: Well, you got a \$500 deductible, so
9 if doesn't come up to that, then what. So if I got \$700 worth
10 of food gone I'm going to pay \$500 just to gain \$200. No way.
11 It's not fair.

12 I purchased another home in 1968 at 793 Lexington,
13 that's in Velda City. When I first purchased that home on my
14 warranty deed it states there is a six-foot easement on each
15 side of my back fence. During that time UE would come out
16 trim those trees off those lines back there and drag the
17 branches out they had, chopped it up and take it away, but all
18 of a sudden that stopped.

19 My mother-in-law's in that house now. She was out
20 of power for eight days. And believe you me it's tough when
21 you have to bring somebody into your home when you're not used
22 to it, but I lived with it.

23 Another thing is that where I live -- I live in
24 Florissant, like I said. If it just rains a little bit my
25 power might go out. I got under ground stuff out there. I

1 can't understand the problem. The only thing I can figure
2 out, like I said -- there's steady building in my subdivision.
3 I've been in there eleven years. And there's steady building.
4 They do not have enough substations in that area to compensate
5 for the amount of growth in North County. They do not have
6 it, so therefore I feel they do not deserve a raise. Thank
7 you.

8 JUDGE VOSS: Thank you very much. Wait one more
9 seconds.

10 COMMISSIONER GAW: I'll try to be quick, just some
11 specifics about the outages that you said that you had this
12 year six times. Now, how many outages did you have aside from
13 the storms in July and November?

14 MR. HUDDLESTON: I had an outage in July. One in
15 November. And the other was about four times. That's not
16 counting previous years. I've been in that property for
17 eleven years and it's been that way since day one. I had the
18 house built.

19 COMMISSIONER GAW: Yes, sir. Is it getting worse or
20 is it about the same?

21 MR. HUDDLESTON: It's about the same.

22 COMMISSIONER GAW: Okay. And the outages that --
23 the other outages that you described besides the two during
24 the storms, about how long?

25 MR. HUDDLESTON: Sometimes five, six hours.

1 Sometimes longer.

2 COMMISSIONER GAW: All right. And the tree trimming
3 you said it stopped at what is now your mother-in-law's house?

4 MR. HUDDLESTON: Right.

5 COMMISSIONER GAW: Do you know about when that was?

6 MR. HUDDLESTON: I can't remember exactly when it
7 stopped, but I know for a fact when I lived there they would
8 come and trim those trees off the lines back there.

9 So I can't understand why Mr. Rainwater would say
10 that people don't want you on their property when they got
11 those easements.

12 Now, if got the easement pay me the money for the
13 easement. If you want to go up on my bill. That's what I
14 want to know.

15 COMMISSIONER GAW: Yes, sir. I was asking some of
16 those questions last week in the hearing. Thank you, sir.

17 JUDGE VOSS: Thank you. Magnolia Henderson?
18 Desiree Stegall?

19 DESIREE STEGALL,
20 of lawful age, having been present, sworn and/or affirmed,
21 testified as follows:

22 JUDGE VOSS: Would you spell your name for the
23 record.

24 MS. STEGALL: First name, D-E-S-I-R-E-E. Last name,
25 S-T-E-G-A-L-L.

1 JUDGE VOSS: And what is your address?

2 MS. STEGALL: 6515 Myron.

3 JUDGE VOSS: And are you currently a customer of
4 Ameren UE?

5 MS. STEGALL: Yes, I am.

6 JUDGE VOSS: Do you have any comments you'd like to
7 make?

8 MS. STEGALL: Yes, ma'am.

9 JUDGE VOSS: Please do.

10 MS. STEGALL: Poor work performance. Trees not
11 being cut down. We don't have any maintenance schedule in the
12 neighborhood. Transformers. I would like to know what is the
13 life expectancy of a transformer. We've been living in this
14 house thirty years. I think the transformers is thirty years
15 old.

16 This meeting was supposed to start at 5:30 today. I
17 would just like to know was that the prelude to the meeting,
18 was that supposed to come first and then guys were supposed to
19 come later.

20 JUDGE VOSS: (Nodding.)

21 MS. STEGALL: Okay. Thank you. I want to thank you
22 for being here and giving this opportunity to express our
23 feelings and whatever you come up I would like to see it in
24 print please.

25 And also I'd like to say to everyone that came here

1 ACORN can do something to help us. I was saying earlier that
2 we need to become a community, a family taking care of each
3 other's problems. Together ACORN is the outsource to these
4 types of problems. Give them a call. I don't know the
5 telephone number. Thank you very much.

6 JUDGE VOSS: Thank you. Whatever the order will be
7 published and that order should come out some time by June.
8 The effective date of the tariff is the end of June.

9 (WHEREIN A SHORT BREAK WAS TAKEN.)

10 JUDGE VOSS: The building closes at 10 o'clock, so
11 we will have to stop taking testimony on the record at about a
12 quarter to 10:00. We will up until then.

13 For any reason we don't to get everybody, which
14 hopefully we will, please be sure to get a form to fill out
15 and mail it into the Commission or fax it into the Commission,
16 so that we can be sure to get everyone's comments on the
17 record.

18 And I would also ask, please, that if your comments
19 have been said by another witness, maybe just stand up and say
20 my comments have been said, but I have the same feelings, so
21 that we can hopefully get to everybody before 9:45.

22 With that, I'm going to try to say this very pretty
23 name Shelamiel? Kathyryn Wisinger (phonetic)? Angela
24 Peterson-Kelly? Clifford Woods? William Perry? Amber Cole?

25

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1 AMBER COLE,
2 of lawful age, having been present, sworn and/or affirmed,
3 testified as follows:

4 JUDGE VOSS: Could you please state and then spell
5 your name.

6 MS. COLE: Amber Cole. A-M-B-E-R. C-O-L-E.

7 JUDGE VOSS: And what's your address?

8 MS. COLE: 2007 East Fair, 63107.

9 JUDGE VOSS: Are you currently a customer of Ameren
10 UE?

11 MS. COLE: Yes, ma'am.

12 JUDGE VOSS: Do you have any comments you'd like to
13 make this evening?

14 MS. COLE: Yes, I have. I agree with pastor -- I
15 think it was Petersen, the one that spoke first. And also
16 Mr. Moore. But in addition to that, there was a couple of
17 things that I would like to address and that is the cause and
18 effect.

19 I've had numerous outages. I personally dealt with
20 UE phone system, which is notorious. After you finish pushing
21 this button and pushing this button then you get this
22 disconnected, then at the end maybe ten or fifteen minutes
23 down the line you might be able to talk a customer service
24 rep.

25 And then eventually they will tell you: Well, it

1 should be on soon. Between the period of time I got my lights
2 on the 19th in July and also it was effected on the 30th. But
3 in the July outage after that -- after the electricity came
4 back on my electricity continued to go off.

5 Every night around 8 o'clock my electricity just
6 shuts off and doesn't come back on until 1 or 2 o'clock in the
7 morning. I experienced considerable amount of damages during
8 that time. I might be cooking -- in the midst of cooking. A
9 couple of cakes I messed up.

10 In between that also my lighting got shorted out.
11 And I also had to replace, what, ignition in my stove where my
12 oven got messed up. So I also had considerable amount of
13 damages.

14 Also, with UE's problem -- I have problems with UE
15 with billing. With their billing, I didn't have any -- my
16 grandmother died in 2002 -- it was 2004. There was no one in
17 the house downstairs, only one line, my bill remained the same
18 as it was when eleven people was in the house and only two
19 ended up being there. I kept on calling them and kept on
20 calling them and didn't get no response from that. I finally
21 wrote them.

22 And I had the same problem with Laclede Gas with
23 adjusting my bill. They were going on previous bills. They
24 saying the size of the house. I kept on trying to explain to
25 them that no one's living in that six-room house down there.

1 It's only two people upstairs. I still have the same bill.

2 And in the meantime I replaced thirty-six windows to
3 give energy consistency. I did all my energy and
4 weatherization to try to change my practices, try to conserve
5 energy. I'm still getting the same amount in my billing.
6 That affected also my phone usage.

7 Now, I also work for the Department of Social
8 Services. I am not representing them, but I do work for them
9 and during that time I've seen a considerable amount of abuse
10 during that time. Not only with Ameren UE, but with clients
11 because no one's talking.

12 Ameren UE's not talking with the social services. A
13 number of people are filing false claims. I have a lot of
14 elderly people that gets \$10 a month in food stamps. However,
15 they can get nothing back for this. But I got other clients
16 that's \$400 they're recouping all that and no lights come on.

17 So I hope that this Commission would do something
18 with UE, putting something together where the agencies can
19 work together so the abuse won't occur. There a lot of abuse
20 going on around here. And I know that's not going to be --
21 that's not popular at this time, but it's abuse on both ends.

22 Ameren UE is abusing the people that's making the
23 people trying to do this -- this crap mentality. Their own
24 people -- they want lights, so I'm seeing a lot of people
25 hurting.

1 I'm seeing a lot people without electricity that are
2 dying because they are emergencies. You know so, I'm just
3 asking that Ameren UE would please -- that you will not grant
4 Ameren's with a rate increase and give a reduction.

5 And also put something in place where people that
6 have lost food, lost items in their home as far as connected
7 with the surges.

8 And I was also told that because they weren't giving
9 me -- our electricity kept on going out during that time is
10 because a transformer was stolen off one of the poles and they
11 refused to come back out there and put it back. So that means
12 that if the grid was messed up.

13 Currently right now up and down West Florissant from
14 70 and West Florissant has been out for the last two weeks.
15 The City says that it's Ameren UE. And Ameren UE is saying
16 that it's the City.

17 So I would like to see some lights. And all this is
18 occurring on New Year's Eve night, where a lot of shootings.
19 We had a considerable amount of shooting going on around
20 there. So I got a lot of old folks around there and me that
21 are feeling in harm's way. Thank you.

22 JUDGE VOSS: Thank you just one second, please.

23 COMMISSIONER GAW: I've got to hurry because we're
24 going to run out of time. When you were talking about people
25 being hurt, dying, are those things that you know about

1 personally?

2 MS. COLE: I know about that personally, yes, sir.

3 COMMISSIONER GAW: Is there a way that we could hear
4 a little bit more about that?

5 MS. COLE: As far as hurt, people breaking into your
6 homes. Yes, someone broke in my home during that time. They
7 broke in my home and I was upstairs -- so happy I was on the
8 second floor and they came in the first floor. I experienced
9 that.

10 COMMISSIONER GAW: Thank you very much.

11 JUDGE VOSS: Mary Harris? Donna Bailey?

12 DONNA BAILEY,
13 of lawful age, having been present, sworn and/or affirmed,
14 testified as follows:

15 JUDGE VOSS: Could you please state and spell your
16 name.

17 MS. BAILEY: Donna, D-O-N-N-A. Bailey, B-A-I-L-E-Y.

18 JUDGE VOSS: And what is your address?

19 MS. BAILEY: 1432 Hamilton.

20 JUDGE VOSS: Are you currently a customer of Ameren
21 UE?

22 MS. BAILEY: Yes.

23 JUDGE VOSS: Do you have comments you'd like to make
24 this evening?

25 MS. BAILEY: Yes, I do.

1 JUDGE VOSS: Please do.

2 MS. BAILEY: First of all, I'd like to say I didn't
3 think my name was on the list, so I kind of chalked it up as a
4 loss. But I would like to say is I've been in my home for
5 five years.

6 And during the summertime we're out of lights at
7 least four times in that summer. And it's like the street
8 lights are off. The houses are off. And around the corner
9 they have lights, okay.

10 All of the neighbors are in the street. We usually
11 sit outside -- and I have young girls. And my neighbor who
12 used to be across the street from me she would sit out with me
13 until 3, 4 o'clock in the morning when both of us had to be at
14 work to watch my house to make sure my girls are safe because
15 the windows and doors are open for them to get some air.

16 Because I have two young girls who have to have air.
17 If they don't have it, the baby I have to take her to the
18 emergency room if she gets overheated, okay.

19 That's part of it, okay. If we have lights -- if we
20 hear on the news that a storm is coming down forty we know
21 we're not either going to have lights outside or we're not
22 going to have lights our or in.

23 And during the storm the first time -- you know, I'm
24 a single mom, you know, I can't afford to keep replacing my
25 food and as well I have other family members who can't afford

1 to do it, so sometimes I feel obligated to try to get
2 something to help them out. And everybody -- we just can't
3 keep affording to have to replace things.

4 During some of these outages I had to have two
5 different stoves over the last three years because of the
6 power surges, okay.

7 Back here before the storm I called Ameren because I
8 was having low power coming into the house and they told me it
9 was my problem, okay. I got a electrician to come out. The
10 electrician told me exactly what to tell them, that I was
11 having a low -- a low power coming on the neutral line.

12 They came out, just so happens I was at home,
13 because I took off to make sure that I see them doing
14 something. I unlock both of my gates. They came up and
15 looked at the pole. I ran around the corner trying to catch
16 the guy, he pulled off, okay.

17 I called on several other occasions. It took three
18 months for them to come out and I took off of work because I
19 wanted to see what was the result of them coming out. When
20 they took the lines off of the side of my home the lines were
21 so corroded that white powder was flying into the guys' eyes.

22 And they had to go get safety goggles to put on to
23 keep the stuff from going into their eyes and they replaced
24 the line, but if they hadn't came out before then I wouldn't
25 have to get two different stoves and my girls wouldn't have to

1 be in danger in the house when they're telling me it was my
2 responsibility when I did my responsibility to make sure.

3 I hired an electrician -- certified electrician to
4 come out and check the whole entire house. And they waste
5 their own time after -- like I said, calling so many times
6 then they decide: Okay. We're going to come out, maybe this
7 woman is telling the truth.

8 That's basically it. Like I say, during the
9 summertime if we get a storm -- if they say it's coming down
10 40 everybody over there knows we're going to have a problem.

11 Matter of fact, we have two gentlemen in a
12 two-family flat, both of them have generators. The last two
13 storms that we had they came around to -- this is a little
14 small street -- came around to the houses. Everybody got
15 different color trash bags put their food in the trash bags,
16 tied them up and put them in their deep freezer, which we
17 shouldn't have to do.

18 We put money out to make sure that they had enough
19 gas to keep our food from going bad. You know, the first time
20 we had barbecues to try to feed the people who we knew, you
21 know, but it shouldn't be that way at all.

22 I shouldn't have to take the food that I purchased
23 for my daughters to feed other people because I don't want it
24 to go bad. I should -- I should want to feed people because
25 it's good thing to do, not because I have to. Thank you.

1 COMMISSIONER GAW: Thank you very much.

2 JUDGE VOSS: Is it Uri White? C. Owens?

3 CASSANDRA OWENS,

4 of lawful age, having been present, sworn and/or affirmed,

5 testified as follows:

6 JUDGE VOSS: Could you please state your name?

7 MS. OWENS: My name is Cassandra Owens.

8 C-A-S-S-A-N-D-R-A. The last name is spelled O-W-E-N-S. My

9 address is 5656 Roosevelt Place, St. Louis, Missouri 63120.

10 JUDGE VOSS: Are you a current customer of Ameren

11 UE?

12 MS. OWENS: Yes, we are.

13 JUDGE VOSS: Please make your comments.

14 MS. OWENS: I'll make comments and I'll make them

15 brief because a lot of these people here have touched on

16 basically the same things I can concerns are basically the

17 same.

18 I just wanted to ask -- or say I guess to you all or

19 to Ameren UE there's a pole actually at another home that I

20 moved from that I currently own at 5020 Minerva. And there's

21 a light pole and it leans.

22 Matter of fact, we've talking about this pole for

23 over a year now and it has a bowing and I'm afraid that it's

24 going to pop and perhaps hurt someone, so I'm wondering who

25 would I need to speak with in order to have this pole removed.

1 I want it removed. I want to make sure it's on the record
2 just in case.

3 JUDGE VOSS: 5030 Minerva?

4 MS. OWENS: 5020 Minerva.

5 JUDGE VOSS: And if they don't take care of it, talk
6 to the people at the back of the room by the door.

7 MS. OWENS: Okay. Thank you.

8 JUDGE VOSS: Thank you. I know Shirley Demay has
9 been waiting.

10 SHIRLEY DEMAY,
11 of lawful age, having been present, sworn and/or affirmed,
12 testified as follows:

13 JUDGE VOSS: Can you please spell your name for the
14 record.

15 MS. DEMAY: S-H-I-R-L-E-Y. D-E-M-A-Y.

16 JUDGE VOSS: And could you state your address.

17 MS. DEMAY: 2020 Cherokee Street.

18 JUDGE VOSS: And are you a current customer of
19 Ameren UE?

20 MS. DEMAY: Yes, I am.

21 JUDGE VOSS: Do you have comments you'd like to make
22 this evening?

23 MS. DEMAY: Yes. I'm a little concerned here.
24 Ameren would like to be able to increase rates whenever
25 Laclede Gas increases their rates, which to me that's like

1 saying the gold went up so let's make the silver go up, too,
2 and it's got no basis for this.

3 And if we allow that to happen then what if Laclede
4 Gas says: Well, every time gasoline goes up, we want to go
5 up, too. I mean this is ridiculous. It's ludicrous.

6 Something about the trees that hasn't been addressed
7 there's what they call weed trees. They're not really trees.
8 They're weeds. They look like trees. They grow really fast.
9 Their roots go underground and they sprout up from those
10 roots. They're runners is what they're called.

11 They may come out and cut them down, but in two
12 years they're going to be right back up in those lines. And
13 the solution to that -- if you call the conservation they will
14 tell you it used to be diazinon that you put on that, that's
15 been outlawed, but there's another killer you can put on it.

16 You put gloves on. You have a paint brush. You put
17 it on full strength. After you cut that tree it will go down
18 into that root and it will take out every weed tree on that
19 runner and that needs to be addressed, because then you won't
20 have to be constantly cutting these trees with more sprouts
21 coming out from the runners -- you know, it just creates a
22 bigger problem.

23 The one thing I don't like about Ameren or utilities
24 period is the fact they're playing with loaded deck. I'm
25 playing pocket and they're guaranteed to win every time,

1 because if they have a problem they're raising my rates and
2 the consumer is the habitual loser. Utilities win every time.

3 I mean, that's like the people left Great Britain
4 and came to North America to get away with taxation without
5 representation. Well, we got taxation here, but we got
6 outrageous billing. And it's billing without representation I
7 don't want. And where are we going to go from here, Mars.

8 The transformer workers -- something that wasn't
9 addressed about them because I spoke to a few of them. Ameren
10 UE didn't tell them where the transformers were to check.
11 They told him go out on the road and look for them.

12 Well, you might have twelve workers that went to
13 same stupid transformer that doesn't have a problem, but what
14 about the ones that did. Why didn't Ameren give them a blue
15 print or a map and say this, this, this, this. And then
16 Ameren knew every transformer that would be taken care of and
17 not a hit or miss.

18 I mean, what kind of rational did they use, just
19 drive around and look for them. You know, I hope that when
20 you said you didn't want to see the rates go up that you were
21 going to try to see them go down because of the losses we
22 suffered.

23 Well, I'm a small business person and let me tell
24 you, when that electric was out I suffered. And the other
25 businesses on the street suffered. And for about two months

1 we didn't have any sales. And if we did get a sale we took a
2 loss and dropped it down lower than what we paid for it just
3 to get our bills paid. And that third month we creeped
4 (phonetic) trying to get sales, but the sales have been off
5 not only because of those storms but because of gasoline
6 prices going up. And that's off all over.

7 My own opinion of the utilities it's nothing more
8 than a spoiled brat syndrome and the more you let them get
9 away with it the more they're going to do it. Thank you.

10 JUDGE VOSS: Carol Whigom?

11 CAROL WHIGOM,
12 of lawful age, having been present, sworn and/or affirmed,
13 testified as follows:

14 JUDGE VOSS: Could you please state your name for the
15 record.

16 MS. WHIGOM: C-A-R-O-L. W-H-I-G-O-M.

17 JUDGE VOSS: And what's your address?

18 MS. WHIGOM: 4201 East Aldine Avenue, 63113.

19 JUDGE VOSS: And are you a current customer of
20 Ameren?

21 MS. WHIGOM: Unfortunately, yes.

22 JUDGE VOSS: Would you like to make a statement this
23 evening?

24 MS. WHIGOM: Yes.

25 JUDGE VOSS: Please do.

1 MS. WHIGOM: What I have to say has mostly been
2 said, so it's maybe about three things. And the weed trees
3 was one thing. When Ameren first come and took over UE that's
4 when all this tree business stopped because they was supposed
5 to be with doing trees and what happened was all the weeds
6 became trees, so we snowballed into a big mess.

7 But I just wanted to say that when this electricity
8 went out in our home some of our sockets went out, like our
9 electrical plug sockets they went out. And they're still not
10 working. And then I had a television that worked and it don't
11 work anymore.

12 And I don't think it was right for some people could
13 get food stamps and some people could not get food stamps, not
14 that they wanted food stamps, but they wanted something in
15 respect to what they had lost, but we was just in a whole lot
16 of loss.

17 And also we had to go rent rooms, because in the
18 summer we could kind of get by because everybody was out of
19 electricity. But when this here ice storm came out, where you
20 thought you could go, they were in the same predicament you
21 were in.

22 So we had to rent hotel rooms and it was quite
23 expensive, but there was nothing that we could do about it
24 because our hands was tied.

25 And all I want to say is if it wasn't for the Lord

1 on our side we wouldn't made it, but I also want to say that
2 my bill for this month was higher than it was last month and
3 they charged for thirty-three days when I only had electricity
4 for twenty-eight days because the electricity was gone for
5 five days from November the 30th until that Tuesday, December
6 the 5th, I believe.

7 And I can't understand why that happened. It seemed
8 like the bill shouldn't have been higher, but it was and I
9 just feel the same way that everyone else feels, that I
10 decline.

11 And I don't think it's right that we should pay more
12 for electricity because I pay my bill in a timely manner every
13 month, but I don't have service every month and there used to
14 be a time, that if you didn't have service, you didn't pay
15 your bill. It wasn't because you pay your bill and don't have
16 service. So I agree also that we should deny them the right
17 to charge us more. That's all I have to say.

18 JUDGE VOSS: Thank you. Alice Mitchell? Alice
19 Mitchell? Helen Alford.

20 HELEN ALFORD,
21 of lawful age, having been present, sworn and/or affirmed,
22 testified as follows:

23 JUDGE VOSS: Will you please state and spell it for
24 the record.

25 MS. ALFORD: I'm Helen Alford. H-E-L-E-N.

1 A-L-F-O-R-D.

2 JUDGE VOSS: And what is your address?

3 MS. ALFORD: 4177 North Euclid, 63115.

4 JUDGE VOSS: And are you a current customer of
5 Ameren UE?

6 MS. ALFORD: I am.

7 JUDGE VOSS: Do you have comments you'd like to make
8 this evening?

9 MS. ALFORD: Yes, I have two special comments I'd
10 like to make. I'm the Executive Director for Union-Sarah
11 Senior Services and Center. We used our center for a cooling
12 site in July and for a warming site in November.

13 I do 566 home delivered meals per day. Our boundary
14 is from Forest Park on the south. Page on the north. Skinker
15 on the west. And Sarah on the east.

16 We called 344 people out of that 566 meal. We use
17 our home delivery route sheets to call the people from. Out
18 of 300 people we called there was 140 people -- elderly people
19 -- we only serve elderly, 60 plus -- elderly people without
20 service. We had to haul them to the center, provide hot
21 chocolate, coffee, whatever because we were not reimbursed for
22 that.

23 I am pleading to the Commission to have some type of
24 protection for the elderly, something through the media or
25 somewhere, that if this happens that they can call Ameren UE

1 and get some protection from these type of things that happen.

2 My personal problem is that my home I was out of
3 service for six days. I had the neighbors at 4179 to call on
4 my unit in the yard. They tore my fence down. I think
5 they've -INAUDIBLE- because we don't have lights in that area
6 from Natural Bridge and Kingshighway to the light signal at
7 Penrose in the 4800 block of North Kingshighway is always
8 completely dark.

9 I'm asking that we get some type of services in that
10 area and that we be reimbursed for my fence. When I called
11 Ameren they told me to call my insurance company. When I
12 called them last year about expected time for my service would
13 be on, they said in that area it's beyond their control. They
14 had no promise of when the lights would be on.

15 They need to be run out of town and the US
16 Commission should put it through the records somewhere and try
17 to find us another company that we could put it on the ballot.
18 And thank you very much.

19 JUDGE VOSS: Thank you. Cynthia? Sandra
20 Keely-Wells?

21 SANDRA KEELY-WELLS,
22 of lawful age, having been present, sworn and/or affirmed,
23 testified as follows:

24 JUDGE VOSS: Could you please state and spell your
25 name for the record.

1 MS. KEELY-WELLS: Sandra Keely-Wells. S-A-N-D-R-A.
2 K-E-E-L-Y. W-E-L-L-S.

3 JUDGE VOSS: And what's your address?

4 MS. KEELY-WELLS: It's 5419 Maple Avenue, 63112.

5 JUDGE VOSS: Are you a current customer of Ameren
6 UE?

7 MS. KEELY-WELLS: Yes, I am.

8 JUDGE VOSS: Do you have comments you'd like to
9 make?

10 MS. KEELY-WELLS: Yes. I just have a comment.
11 First of all, I came out when I saw the headlines that the
12 Commission was considering declining for a rate increase. And
13 I entrust that you will move forward with that based on the
14 preliminary information in this printout that you gave us
15 tonight. It doesn't appear there's any reason to consider
16 anything else.

17 I would like to get information that expands upon
18 the reasons -- the one, two, three, four reasons that you're
19 declining the rate increase. I need to know how to get
20 supporting information for your reasons tonight.

21 I agree with pretty much what everyone has said. I
22 was very much entertained and educated about the whole process
23 and some of the concerns individuals have had.

24 We've talk about two acts of God last year. And
25 again, your headline was an Act of God. So I hope that you do

1 continue to take your charge very seriously and protect the
2 public in terms of our concerns, because you -- to me and by
3 the fact that there is a process that can work for the so
4 called low income. And those are my comments tonight.

5 JUDGE VOSS: Thank you. Andre? Irene Smith?

6 IRENE SMITH,
7 of lawful age, having been present, sworn and/or affirmed,
8 testified as follows:

9 JUDGE VOSS: Could you please state and spell your
10 name.

11 MS. SMITH: I-R-E-N-E. Smith, S-M-I-T-H. My
12 address is 5425 Arlington 63120.

13 JUDGE VOSS: And are you a current customer of
14 Ameren UE?

15 MS. SMITH: Yes, I am.

16 JUDGE VOSS: Do you have comments you'd like to
17 make?

18 MS. SMITH: First of all, I want to say I join in
19 all of the countless others in opposing the rate increase.
20 And many of the things I was going to say have been stated.

21 There's one thing that I don't think has been fully
22 discussed and that is that we talked about an audit of the
23 finances of Ameren, but what about a performance audit and
24 what about an audit relative to how they maintain their
25 infrastructure and particularly their lines.

1 You know, it's against the law to runaround naked,
2 but Ameren has a lot of naked lines running through the City
3 of St. Louis and that specifically needs to be addressed. I
4 think the Commission should require Ameren to provide to them
5 a report on how they inspect and maintain their lines, their
6 poles and their infrastructure throughout the City of St.
7 Louis and throughout the regions that they service.

8 Because I believe it's because of the antiquated
9 system that they have and quite often -- I would like to say
10 this, how many inspectors do they have to go out and inspect
11 their lines, to inspect their poles.

12 I can remember when Union Electric -- and I know you
13 probably tired of hearing about Union Electric, but I've lived
14 in the City of St. Louis, except for a period of time when I
15 was away in college and law school.

16 We had ice storms worse than we experienced on
17 November the 30th and December the 1st of this year. And we
18 did not experience the type of power outages that we
19 experienced.

20 Now, maybe it's because there wasn't a great usage,
21 that's the explanation, but I can recall as a young person
22 seeing Union Electric inspectors come out and inspect their
23 lines and inspect the utility poles.

24 I can tell you as a former alderwoman of the 1st
25 Ward. I'm on the wards on in the City all the time. I don't

1 see any inspectors from Ameren out looking at utility lines,
2 looking at lines poles.

3 And in fact, I can recall when I was in alderwoman
4 and the representative from Ameren, you know, that was always
5 very gracious in trying to assist us, they would tell us:
6 Well, where are the problems. I shouldn't have to tell a
7 multi-million dollar corporation that has a monopoly where
8 their problems are.

9 They should be going out inspecting on a regular
10 basis their infrastructure. I shouldn't have to call and say:
11 Your lines are naked. You need to replace these lines. They
12 should know that.

13 But I submit to you I think this Commission should
14 get a report on the type of personnel that they have in the
15 essential areas, particularly for inspecting and particularly
16 for servicing on the utility poles.

17 As they talk about -- go through -- the leaning
18 poles, I think it was Curtis or Rozalind I totally agree with
19 them. It would be interesting if the Commission takes the
20 time to ride through and look at some of those leaning poles.

21 I mean, some of those poles if they were being
22 tested would be intoxicated just for leaning. They would be
23 convicted, okay.

24 So I would end with saying, again, I think that it
25 is incumbent upon this Commission to -- to require Ameren to

1 provide documentation that shows that they are regularly
2 inspecting their lines, their poles, their transformers and to
3 submit a preventative maintenance program to the Commission.

4 Because I think you heard all this stuff about
5 trees. Most of the problems are not trees. Most of the
6 problem with this last power outage did not involve trees. It
7 involved power lines and poles. Thank you.

8 JUDGE VOSS: Thank you. Vera Deckworth? Flo
9 Trotter?

10 FLO TROTTER,
11 of lawful age, having been present, sworn and/or affirmed,
12 testified as follows:

13 JUDGE VOSS: Could you please state and spell your
14 name for the record.

15 MS. TROTTER: My name is Flo Trotter. My first name
16 is F-L-O. My last name T-R-O-T-T-E-R.

17 JUDGE VOSS: What is your address?

18 MS. TROTTER: 7028 Claremore, Velda City.

19 JUDGE VOSS: Are you a current customer of Ameren
20 UE?

21 MS. TROTTER: Yes.

22 JUDGE VOSS: Do you have comments you'd like to make
23 this evening?

24 MS. TROTTER: I'd like to make a two-fold comment.
25 And that is everyone's talking about the storms knocking out

1 the lights. Well, I live in area where it's a common place to
2 be without lights for a periods of anywhere from two hours to
3 two and three days. It's either on this side of the street or
4 that side of the street.

5 We have them at least four to seven times a year. I
6 moved there in 1994. It was the first time I became aware
7 that we had power outages. It's become so regular that I now
8 worry about my house catching on fire because you have to keep
9 a constant supply of candles, which I'm afraid of, on supply
10 because we're always without lights.

11 And usually when I lose my food I called Allstate,
12 my insurance company, and I was informed that \$500 deductible
13 had to be paid first. And I only lost \$120 worth of food.

14 Then to add to my worries a Nelson truck came along
15 and hit me in the back of my car and messed up my neck and
16 tore up my car the other week. So big complaints. Because he
17 was looking somewhere else.

18 But my main complaint is this, we're talking --
19 we've been snowballed into thinking this problem is about
20 trees. If you walk -- or go along Riverview. There's very
21 few trees over there, but they're over there alongside the
22 water works, their pole -- transformers go off like fire
23 crackers and there's no tree in sight.

24 The other thing, some of these transformers look
25 like they're overloaded, maybe they need bigger transformers

1 to be supplied to these poles and that the transformers too
2 small to carry the load.

3 Plus the wires sometimes -- like the other day they
4 pulled -- the street pulled the wires from my house. And the
5 thing of it, too, yesterday my lights went out. There was no
6 storm. There was sun outside. And I was without lights for
7 three hours.

8 When I called the company, they said: Yeah, we are
9 aware of it. And said: They would be turned back on at 6
10 o'clock. How do you know you're going to have a power outage
11 and how do you know exactly what time you're going to turn the
12 lights on, that disturbed me.

13 But we're still having power outages and in my area
14 is a common place. At least, like I said, four to seven times
15 a year and that's since 1994, not just in July.

16 But my biggest concern here tonight is about you all
17 being used to guarantee a profit. And that's what they're
18 asking you for is to guarantee them that the \$160 million that
19 they've got, that they won't to have use a dime of it to
20 invest in new transformers, that they can take that and put it
21 their pocket and make of us pay upgrading their equipment.

22 They're asking for us to pay for it before we get
23 it, but they need you to okay it. And we're asking you to put
24 a stop to this. The utilities are using your Commissions to
25 free excess to making money without investing their profit

1 into building up their companies. No other business in the
2 world can do that except for utilities, but they need your
3 help to do it. Please don't do that. Please make them
4 accountable. Thank you.

5 JUDGE VOSS: Thank you. Jeffrey Boyd?

6 JEFFREY BOYD,
7 of lawful age, having been present, sworn and/or affirmed,
8 testified as follows:

9 JUDGE VOSS: Could you please spell your name for the
10 record.

11 MR. BOYD: I'm alderman Jeffrey Boyd.
12 J-E-F-F-R-E-Y. B-O-Y-D.

13 JUDGE VOSS: And could you state your address.

14 MR. BOYD: I live at 1438 Warren Avenue. And I'm an
15 Ameren customer.

16 JUDGE VOSS: Any comments you'd like to make?

17 MR. BOYD: Sure. First of all, I'd like so say I
18 represent 12,000 people in the 22nd Ward. I represent many
19 people, who are here tonight, who didn't speak, who are now
20 gone.

21 And several people had an opportunity to speak, so I
22 won't repeat a lot of things that's going on in the
23 neighborhood with certain grids. I suffer from the same
24 issues that they suffer from, so I won't bore you with that.

25 But what I would like to say is, you know, if a

1 company is not doing that well and you are a great employee,
2 an exceptional employee and you go in and ask for a raise
3 chances are it's bad timing. And unfortunately, what has
4 happened over the past twelve months that the constituents,
5 the customers of Ameren UE have seen, they've seen a couple of
6 storm, a horrific rainstorm, a bad ice storm and they've seen
7 the incident that happened at the Taum Sauk reservoir.

8 So in a lot of people minds this is great
9 opportunity to try to recover from some of the losses. I'm
10 not saying that's true, because I don't know.

11 But what I would like to applaud is that the fact
12 that the staff of the Public Service Commission had an
13 opportunity to do some audit findings and they're suggesting
14 that a rate increase is not justified. And I would like to
15 agree with that.

16 And I would like to applaud them for that, because I
17 think that give the constituents that, you know, I serve some
18 hope. That is not just an opportunity for the PSC to listen
19 to the testimony here today and walk away and give whatever
20 utility that comes for a rate increase their way.

21 So I'm hopeful the Commissioners -- I know it's my
22 understanding that some of you have been legislators and that
23 you are the final authority during the hearing process and the
24 staff is making the recommendation. So I'm hoping that they
25 did all the hard work and that you basically just have to

1 listen to some of the concerns that we have and other
2 testimony and make the appropriate decision.

3 I was reading some of the facts and it talked about
4 capital improvements \$1.3 billion that Ameren has made. It
5 would be interesting for me to see the location of those
6 capital improvements and how much of that billion plus dollar
7 improvements of infrastructure was done in the neighborhood
8 that I represent in the 22nd Ward -- the City as a whole
9 actually.

10 About twelve years ago I had the good fortune to
11 serve as a director of a non-profit organization and it was
12 very enlightening, because it taught me how to weatherize my
13 home, seal it tight, so that I wouldn't lose a lot of energy,
14 so I can save on my electric bill and my gas bill.

15 I don't think a lot of people know about those types
16 of practices, so I would like to encourage the PSC to
17 encourage Ameren to invest in our communities by providing
18 grants for people to weatherize their homes, so that it won't
19 be such a lost burden on their load. That's one way of
20 conserving energy.

21 And I think it would be a win-win because people
22 would see Ameren really does care, because they're actually
23 giving us something back. And we're saving something on the
24 return.

25 Most people -- I'll say again believe that their

1 coming here and testifying and will walk away from here and
2 Ameren will just have it their way. And I'm just asking you
3 to prove them wrong. Thank you.

4 JUDGE VOSS: Thank you. We're getting really short
5 on time. We've got ten minutes until we have to vacate the
6 building. Morgan -- is it Vertelly (phonetic)? Ms. Smite?
7 Martha Brannon? Jerome Fitz (phonetic)? Glenda Fields?
8 Stephanie Davis?

9 STEPHANIE DAVIS,
10 of lawful age, having been present, sworn and/or affirmed,
11 testified as follows:

12 JUDGE VOSS: Could you please state and spell your
13 name.

14 MS. DAVIS: Stephanie Davis. S-T-E-P-H-A-N-I-E.
15 D-A-V-I-S.

16 JUDGE VOSS: And what's your address?

17 MS. DAVIS: 164 Prestige. I'm an Ameren customer.

18 JUDGE VOSS: Please make your comments.

19 MS. DAVIS: I would like to know how you all get put
20 in place. How does the Commission come to form?

21 JUDGE VOSS: JUDGE VOSS: This is testimony for
22 information gathered by the Commission, but --

23 COMMISSIONER GAW: I'll tell you. The Commissioners
24 are appointed by the Governor and confirmed by the Senate.

25 MS. DAVIS: You're appointed by the --

1 COMMISSIONER GAW: Appointed by the Governor and
2 then for specific periods of time. And then -- the
3 Commissioners are appointed by the Governor and for six-year
4 terms. And then they serve subject to confirmation by the
5 Senate, which occurs after the nomination from the Governor's
6 Office. Does that help?

7 MS. DAVIS: So the people have no -- we're not part
8 of the decision making for people in your positions, right?

9 COMMISSIONER GAW: Well indirectly, but not
10 directly. You're states have elected commissions.

11 MS. DAVIS: Okay. Because see to me, if the people
12 have direct input as to, you know, who sat on the Commission
13 then we could be sure that the Commission would make sure that
14 we're satisfied with the utility companies, but we don't.

15 And another thing I wanted to say is that I think
16 it's -- you know, you would think that a company like Ameren
17 UE they would have intelligent people working for them. How
18 intelligent can you be when you -- when people call and
19 complain and you're insensitive to their needs.

20 I mean, they could give out flashlights if they
21 really cared, but instead they're mean and they're insensitive
22 to people. And then have the nerve to want them to agree to
23 rate increase. I mean, they didn't even make it so the people
24 would want to be on their side. They want to be mean and
25 nasty and then ask for something.

1 Also, we have had blizzards in this City. We have
2 had blizzards and the electricity didn't go out for seven days
3 in the wintertime in St. Louis.

4 So how come now. What's the difference now. They
5 took on a new name and added Ameren to UE and then they gave
6 us less. What happened when they got the new name they
7 changed everything.

8 And then I saw when I was passing through, because
9 when you don't have electricity you don't have much to do,
10 there was stations set up giving beans and rice and some other
11 dry materials that people didn't lose in their refrigerator.
12 They want to be compensated, but that's not what they lost.

13 Also when this was declared a state of emergency I
14 remember funds were disbursed among the people. I don't know
15 any people that really got any disbursement. And I talked to
16 a lot people about it, but there was money. In a state of
17 emergency that's what they do.

18 How come people weren't given a grant, you know,
19 just to help out with the hotel bills that they had to incur.
20 And then how come -- since Ameren knows that these things are
21 happening how come since the summer time something wasn't put
22 in place to help people in case it happened again.

23 And don't say they didn't know it was going to
24 happen again because they didn't fix it to prevent it, so that
25 means it's going to happen again. And I believe that's why

1 they didn't do anything, because they want it to happen again.

2 And before we even had the summertime I was looking
3 at the television and I saw Ameren UE in a hearing. I think
4 it was the Commission and they were asking for money to get
5 this new infrastructure or whatever they said they needed and
6 they were trying to win their case. After they didn't get it,
7 that's when the electricity started going out so often. It
8 had never happened before.

9 And how come you have to bring these people from out
10 of town. I was told by someone who works for Ameren UE that
11 instead of paying them overtime, they bring in these people
12 from out of town when we have people right here, which would
13 probably get it done faster because the people are right here.
14 And since it's late I'll conclude what I have to say.

15 JUDGE VOSS: Rhonda Jones? Something Troup? Quincy
16 Troup? We only have about five minutes.

17 CHARLES QUINCY TROUP,
18 of lawful age, having been present, sworn and/or affirmed,
19 testified as follows:

20 JUDGE VOSS: Could you state and spell your name for
21 the record.

22 MR. TROUP: Charles, C-H-A-R-L-E-S. Quincy.
23 Q-U-I-N-C-Y. Troup, T-R-O-U-P.

24 JUDGE VOSS: Could you state your address, please.

25 MR. TROUP: 5353 Union.

1 JUDGE VOSS: And you're a current customer of
2 Ameren?

3 MR. TROUP: Yes.

4 JUDGE VOSS: Please make your comments.

5 MR. TROUP: Thank you. Let me say that I would like
6 to join in with all the other people who made statements here
7 today and in opposition to any increase in rates for Ameren
8 UE.

9 I know in looking at some of the previous decisions
10 made by the Commission I think you justified -INAUDIBLE- 90
11 percent of the rate increase that they're requesting. And if
12 you gave them 90 percent, it's only reasonable for me as a
13 retired Dean of Missouri House to understand how the game
14 goes.

15 So I would assume then that Ameren would get at
16 least 90 percent of the request that they are -INAUDIBLE- with
17 regards to what we say here today.

18 The last speaker, the lady, touched on something
19 very important point in a different light when I was Chair of
20 Missouri House of Representatives Energy and Anatomic
21 Commission.

22 I introduced a bill that said that the Missouri
23 Public Service Commission should be elected by congressional
24 districts rather than be appointed by the Governor so they can
25 be represented of the people.

1 And the only statement I want to make to you and
2 Ameren here today is that if by some measure or chance that
3 this Commission turned down Ameren's request, then I think the
4 Commission would be giving itself life.

5 But if you agree with Ameren request for an
6 increase, then I can say that you can look for a
7 constitutional amendment in this state that would require that
8 the Commissioners for the Public Service Commission be elected
9 by a congressional district rather than be appointed by the
10 Governor. Thank you.

11 JUDGE VOSS: Thank you.

12 COMMISSIONER GAW: Alderman, I don't have any
13 questions for you, but I just want to say to you thank you for
14 your patience in staying tonight. Thanks everybody for your
15 patience. I want to salute a great warrior and I have the
16 greatest amount of respect for.

17 MR. TROUP: I really appreciate that, you know, we
18 sat in this community hearing sometimes to 10:00, 11:00 at
19 night at minimum wage or less than minimum wage for sixteen
20 hours a night. So I really appreciate you all being here
21 tonight. And I'm honored that you all allowed me to speak.

22 JUDGE VOSS: Thank you. Is Jerry Smith here?
23 There's not time to take additional testimony. We have to
24 vacate the building. Okay. Mr. Smith?

25 UNIDENTIFIED SPEAKER: Mr. Smith said he didn't want

1 to speak.

2 JUDGE VOSS: He doesn't want to, okay. I'm sorry
3 what?

4 MR. SMITH: Yes. I think there ought to be some
5 community programs where it's not so personalized, them and
6 us.

7 JUDGE VOSS: Unfortunately, we have to with the rate
8 case. It has to be separate.

9 MR. SMITH: And that's what I have to say. I would
10 really like to get involved with some St. Louis -INAUDIBLE-
11 just have some meaning here regarding -- just cutting the
12 trees. And thanks for you all coming. You all inviting us.
13 Thank you.

14 JUDGE VOSS: Thank you. We can't hear you. I have
15 his name and address. If you have any other comments, grab
16 one of flyers at the table and mail it in, as well.

17 MR. SMITH: Sure. I will.

18 JUDGE VOSS: Mr. Smith, could you state your
19 address?

20 MR. SMITH: Jerry Smith, 1519 A Marcus Avenue, St.
21 Louis, Missouri, 2nd floor, 63113. And that's all I've got to
22 say.

23 JUDGE VOSS: Thank you. We're concluded.

24

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