

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

Wednesday, December 1, 2010

Mexico, Missouri

Volume 5

In The Matter Of Union Electric)	
Company, d/b/a AmerenUE's For)	
Authority To File Tariffs)	
Increasing Rates For Natural)	
Gas Service Provided To Customers)	Case No. GR-2010-0363
In The Company's Missouri Service)	
Area)	

KENNARD L. JONES, Presiding,
SENIOR REGULATORY LAW JUDGE
TERRY JARRETT,
Commissioner

REPORTED BY:
LISA M. BANKS, CCR
TIGER COURT REPORTING, LLC

1 JUDGE JONES: This is the on-the-record
2 portion of the local public hearing here in Mexico,
3 Missouri. This is Case No. GR-2010-0363 in the matter of
4 Union Electric Company for authority to file tariffs
5 increasing rates for natural gas service provided to
6 customers in the company's service area.

7 My name is Kennard Jones. I'm the judge
8 that presides over this matter and all the hearings that
9 are involved. To my left is Commissioner Terry Jarrett.
10 He's one of five commissioners that will also make the
11 decision as to what these rates may be.

12 Commissioner Jarrett, do you have anything
13 you'd like to add?

14 COMMISSIONER JARRETT: Yes. Thank you,
15 Judge.

16 First of all, good evening. I'm
17 Commissioner Jarrett, one of five commissioners on the
18 Public Service Commission. I want to thank you all for
19 coming out tonight. I am, again, one of five
20 commissioners. The commissioners are spread pretty thin.
21 We've got about three rate cases going now. And we have
22 local public hearings.

23 We have one tonight in Raytown on a water
24 case that some of the commissioners may be at. So don't
25 take that as a, you know -- as that we don't care about

1 these local public hearings because more commissioners
2 aren't here, because we really do.

3 All the commissioners -- we read the
4 transcripts of the public hearings that we don't -- aren't
5 able to attend in person, so. Anyway, we all do consider
6 these very important. And on behalf of the other
7 commissioners, I appreciate your being here.

8 As the judge said, the five commissioners
9 are the decision-makers in the case. We make our decision
10 based on the evidence that's in the record. The hearing
11 will be some time later, but these local public hearings,
12 if you want to testify -- give sworn testimony, that will
13 be considered in the case, so it's very important. We're
14 glad you're here.

15 I just want to make sure -- I hope the
16 question and answer session was informative. And I know
17 our staff will be around afterwards; if you have any
18 further questions, please feel free. I want you to get all
19 your questions answered before you leave tonight.

20 Again, thanks for coming and I'll turn it
21 back over to the judge.

22 JUDGE JONES: Okay. We have five people
23 signed up to give testimony. If after those five have
24 testified and there's someone else who'd like to add
25 something, I'll give you an opportunity to do that. So

1 don't think just because you hadn't signed up you won't get
2 a chance to say something on the record.

3 I see an Eric Van Alstine or stein.

4 MR. VAN ALSTINE: Van Alstine.

5 JUDGE JONES: Van Alstine.

6 MR. VAN ALSTINE: Yes.

7 JUDGE JONES: I'm going to -- you can go
8 ahead -- I don't believe there's a particular place for
9 them to testify from.

10 You can stay --

11 MR. OCHOA: However you want to do it,
12 Judge.

13 JUDGE JONES: You can stay where you are,
14 but speak loudly so the court reporter can hear what you're
15 saying.

16 And I'll ask you first to raise your right
17 hand.

18 (Witness sworn.)

19 JUDGE JONES: Thank you. You may proceed
20 Mr. Van Alstine.

21 ERIC VAN ALSTINE testifies as follows:

22 MR. VAN ALSTINE: To put it mildly, I do not
23 have the extra funds to toss around for more money for
24 Ameren Missouri. I'd like to spell it out in the most
25 humble explanation so that the Missouri Public Service

1 Commission along with Ameren Missouri will understand my
2 position.

3 For the first time this past year I had to
4 pay into my federal income tax, which then calculated out
5 to be about 6.9 -- or 6 to 9 percent increase in my yearly
6 taxes. I'm paying more at the pump to drive back and forth
7 to make an honest wage. I'm paying more in groceries each
8 month. The town I lived in passed a levy to increase their
9 costs onto the customers of the town. I've watched my hard
10 earn tax dollars are wasted on superfluous government
11 programs. I pay more for water and my property taxes have
12 increased.

13 would you like to know what my additional
14 increase on my paystub shows this year. With the great
15 economy I have netted, you've guessed it; zero. And on top
16 of it, I do not get a cost-of-living increase with my job
17 for the next two years. Now Ameren Missouri wants me to
18 dig further into my ever dwindling funds to help them take
19 care of some non-gas cost. They want me to squeeze out a
20 little bit more out of my pocket to cover their operating
21 and maintenance expenses.

22 I would encourage Ameren Missouri to look at
23 their own coffers for the money. Let them take the money
24 from their stockholders, maybe then they will have a better
25 understanding of how to manage their money and resources

1 before they toss the burden towards their customers. At
2 what point is this expectation going to stop?

3 when I have a maintenance cost, whether it's
4 with my home, vehicle or going to the doctor for routine
5 maintenance, the money comes up out of my own esteem. I
6 don't go back and as General Motors to put new tires on my
7 car. I don't ask the people I bought my home from to come
8 back and put a new roof on.

9 I have a clear understanding of the
10 problematic trickle down effect on rising prices, yet when
11 I am roping in zero percent raise on my cost of living, how
12 in the world are do you expect me to fork over more money
13 just to help you cover Ameren Missouri's maintenance and
14 operating costs?

15 So I fervently oppose this increase. When
16 Ameren Missouri can dig down into their own pockets and
17 deny their own employees raises and cost-of-living
18 increases to help augment this 11.9 million dollars, then
19 I'm willing to come back to this bargaining table and I'm
20 willing to sit down and entertain the thought of kicking in
21 a little of my own hard earned money.

22 I'm not trying to be cynical. I'm voicing
23 an ardent concern with a healthy dose of reality that we,
24 the middle class Americans, are shouldering a great deal of
25 the load when it comes to taxes and when it comes to

1 chipping in a little more at each turn for the profit
2 margin for corporations wanting to make their bottom line
3 look good at the end of the quarter.

4 Instead of using my money to look better, I
5 would like to see them go back to their boardrooms, hunker
6 down, do some number crunching and tighten their belts on
7 their own pocket before they come pickpocketing mine. If
8 this measure passes and it's deemed that the citizens get
9 to fork over 11.9 million hard earned American dollars,
10 what do we get in return?

11 I would like to know what their skin in the
12 game is. What is our return on our investment? If this
13 measure passes, how long will it be before Ameren Missouri
14 comes back to the well to drain a little bit more blood out
15 of this turnip?

16 JUDGE JONES: Okay. Do you have any
17 questions, Commissioner?

18 COMMISSIONER JARRETT: Mr. Alstine, I don't
19 have any questions, but I do appreciate your testimony.
20 Thank you.

21 MR. VAN ALSTINE: Thank you.

22 JUDGE JONES: Thank you.

23 Next we will have Hazel Roberts.

24 Please raise your right hand.

25 (Witness sworn.)

1 Thank you, ma'am. You may proceed.

2 HAZEL ROBERTS testifies as follows:

3 MS. ROBERTS: I am retired. I have a
4 limited income and right now it's fixed. There are no
5 raises coming from anywhere. And all of the costs that I
6 have to pay are going up. And if Ameren goes up also, I
7 really don't know how I am going to make ends meet.

8 I have a Medicare supplement that's going
9 up. My co-pays on my drugs are going up. Everything is
10 going up. My income is not. And I speak for a lot of my
11 friends up here. They're in the same boat I'm in.

12 If the economy hasn't improved, if our
13 income isn't going to go up, how can we be expected to pay
14 additional costs on anything?

15 I got a notice on my bill last month that my
16 budget billing was going to go up \$31 more a month. I
17 called to the company in St. Louis and after all the fun
18 little prompts and things you have to go through to get
19 there, I got a person. She was very helpful.

20 She got information on my account and
21 changed the amount that my bill will go up to \$10 more a
22 month rather than \$31. I appreciate that. But I don't
23 know where that \$10 is going to come from either. So if
24 anything else goes up, I don't have it. Where's it
25 supposed to come from?

1 I have no way of making additional money. I
2 am a retired nurse. I had two back surgeries. I cannot go
3 back to work as a nurse. I don't know what else I could
4 do. I need more income. If the bills are going up, I
5 don't have anywhere to get it. So I'm hoping this is one
6 of them that's not going to go up more.

7 Thank you.

8 JUDGE JONES: Thank you.

9 Commissioner Jarrett?

10 COMMISSIOER JARRETT: Ms. Roberts, no
11 questions, but thanks for being here. I appreciate your
12 testimony.

13 JUDGE JONES: I do want to ask you; you said
14 you got -- was this for gas, the budget billing or
15 electric?

16 MS. ROBERTS: Mine's gas and electric.

17 JUDGE JONES: Gas and electric?

18 MS. ROBERTS: It's combined on our Ameren
19 bill.

20 JUDGE JONES: When you called customer
21 services, it was basically reduced \$21?

22 MS. ROBERTS: Yes. On what they were going
23 to increase my budget billing.

24 JUDGE JONES: Right. why? I mean, why
25 wasn't it -- I mean, they sent you a notice that it was

1 going to go up \$31.

2 MS. ROBERTS: They didn't tell me why.

3 JUDGE JONES: But why was it just going up
4 \$10 instead of \$31. Did you get --

5 MS. ROBERTS: Because she discovered that I
6 do have a plus balance on my budget billing and that I have
7 probably all but one of the years that I've been on budget
8 billing been ahead when it comes time to re-evaluate my
9 budget billing. In fact, this year when it was
10 re-evaluated, my budget billing amount went down because I
11 try and conserve energy and keep my costs lower.

12 JUDGE JONES: So had you not called, you
13 would have been paying \$31 more?

14 MS. ROBERTS: I would have been paying -- I
15 would have been paying \$31 more a month starting this
16 month.

17 JUDGE JONES: Okay.

18 MS. ROBERTS: Instead of \$10 a month more,
19 which it's hard for me.

20 JUDGE JONES: Thank you.

21 Next we'll hear from Harold Enslen?

22 MR. ENSLEN: Yes.

23 (Witness sworn.)

24 Thank you, sir. You may proceed.

25 HAROLD ENSLEN testifies as follows:

1 MR. ENSLEN: Well, I'm Harold Enslen. I
2 liver here in Mexico. I don't use gas. I have an
3 all-electric home. I don't really represent anybody or any
4 organization at this place we're talking about tonight.

5 I do know many older people in the
6 community -- because I've lived around here and been
7 involved in lots of things -- that can't or won't take the
8 time to come to a hearing like this because the Public
9 Service Commission don't listen. They don't -- they're
10 going to make the decision and they -- they're not --
11 they're not -- they can't get to the Public Service
12 Commission to get any help.

13 So I go to church. I go to coffee. I talk
14 to people on the street.

15 MR. MARTY: AARP.

16 MR. ENSLEN: They just say, well, I'm not
17 going to go. I say, well, I'm going to go and they say,
18 Okay. You're just wasting your time. But anyway, I hope
19 I'm not.

20 The gas increase was going to effect many,
21 many people in this whole area, state, not just Mexico,
22 Missouri. And just for your information, going on right
23 now there's a utility rate increases going in the Kansas
24 City area for electricity, so that means that that's going
25 to filter down here in Mexico here in another month or so.

1 Is that correct?

2 Anyway, the Public Service Commission just
3 about a month ago was on the radio and everybody don't
4 listen to radio and everybody don't take the local paper.
5 But the Public Service Commission was talking about it's
6 getting cold weather and people should be proactive.

7 well, I think the Public Service Commission
8 should be proactive in this case. And then Mike Cleric
9 (ph.) came on and he's on the radio and he said, well,
10 people need to lower their thermostats. People do that.

11 But this gas increase, besides the fact that
12 all the residents in the community -- that is -- trickles
13 on down to Hickman's walmarts, all those --

14 MR. MARTY: Schools.

15 MR. ENSLEN: -- grocery stores and the
16 schools, and the utilities --

17 MR. MARTY: Hospitals

18 MR. ENSLEN: -- that the other gentleman
19 said. So this is something that effects the average person
20 and that's partly why I'm here.

21 Is Mr. Rainwater or Mr. Baxter here tonight?
22 I didn't hear their name mentioned.

23 JUDGE JONES: Are they?

24 MR. ENSLEN: But anyway --

25 JUDGE JONES: No, they aren't.

1 MR. WOOD: Mr. Rainwater's no longer with
2 the company.

3 MR. ENSLEN: It was brought out about his
4 salary the last time we had a hearing and I had a written
5 figures down about a million dollars a year and
6 Mr. Baxter was making about three-quarters of a million
7 dollars a year and then it got down to Warren Wood. Is he
8 the number three man?

9 MR. MARTY: He's here.

10 MR. ENSLEN: Is he the number three man?

11 MR. WOOD: No.

12 MR. ENSLEN: Okay.

13 JUDGE JONES: Before you go on --

14 Are you signed up to testify?

15 MR. MARTY: I am.

16 JUDGE JONES: Okay. Can you wait your turn?

17 MR. MARTY: Yes. I'm just trying to help
18 him. He doesn't hear good.

19 JUDGE JONES: You're not helping our court
20 reporter.

21 MR. MARTY: Oh, I see. Pardon me. He
22 doesn't hear that Mr. Rainwater is no longer with the
23 company.

24 JUDGE JONES: I appreciate your concern.

25 MR. MARTY: I'm sorry. I will. Pardon me.

1 I apologize.

2 JUDGE JONES: That's okay.

3 MR. ENSLEN: I'm not -- I'm not mad
4 because --

5 JUDGE JONES: Go ahead.

6 MR. ENSLEN: All right. Anyway, I think the
7 Public Service Commission takes -- needs to take a
8 proactive look to this increase. And that's all I have to
9 say.

10 JUDGE JONES: Thank you, sir.

11 Commissioner Jarrett, do you have any
12 questions?

13 COMMISSIONER JARRETT: No, Mr. Enslen, I
14 don't. But I do appreciate your comments and your
15 testimony.

16 JUDGE JONES: Next we have Robert Marty.

17 MR. MARTY: Yeah.

18 JUDGE JONES: I need you to raise your right
19 hand, sir.

20 (Witness sworn.)

21 Thank you. You may proceed.

22 ROBERT MARTY testifies as follows:

23 MR. MARTY: I apologize for mumbling around
24 him, but he didn't hear the calls from the back and
25 Mr. Rainwater's no longer with the company. They bought

1 him off or something there, so.

2 I'd like to state very clearly at the
3 beginning that the service of AmerenUE on gas is excellent
4 in this town to my knowledge. All -- you listed,
5 Mr. Ochoa, four or five things that talk about billing,
6 service and so forth. They're good at all that stuff and
7 every town ought to have a Kelly Smith. If we have a Kelly
8 Smith it'd solve lots of problems. And I highly recommend
9 her and those who work with her.

10 And I'm not here to cry poor mouth. I'm
11 here to talk about reasonableness. The price mark of gas
12 has dropped precipitously. And it should have dropped
13 enough so that it will cover the cost of the increase for
14 the pipes. I tried to get excited. We're paying two cents
15 or something less than we did last year and I tried to get
16 excited over that, but I think it's really gone a lot more
17 than that. The New York Times yesterday called it plunging
18 natural gas prices.

19 Also it's interesting you talk about the \$15
20 charge. You want to increase that to \$20. That's -- Mark,
21 I hate to talk to you about this, but you're on our side.
22 That's the base charge. And some years ago you all came
23 and we had a hearing in Pressor Hall (ph.) -- no, wrong
24 hall.

25 MR. ENSLEN: Turn around.

1 MR. MARTY: This way. Excuse me.

2 we work together. We're getting old, but
3 we're going to come in here even if we're on a gurney.
4 Right?

5 We met at Evans Hall on the campus of the
6 high school. And they wanted to raise the charge from --
7 I'm going to say -- and this is not exact -- from six to
8 \$15. And I said on that case you've reduced your expenses
9 of reading meters. You've cut down -- you now read it from
10 satellite. You don't have to have somebody come around and
11 read the meters anymore. And you also don't have humans
12 answering the phone. You've reduced that a great deal.

13 And I said you really should be not raising
14 it from nine -- that's a rough number -- you should be
15 decreasing it. Well, some time later, some time later --
16 Mark, I'm talking with my back to you -- the utility said,
17 You know what; we really don't want \$15, we only want \$12.
18 And the paper said, why -- if you changed your mind, then
19 why'd you ask?

20 Oh, they said, we used old numbers. They
21 used the numbers before they were read by the satellite,
22 before they were -- had humans -- had humans answering the
23 phones. So the Public Service Commission, Mr. Jarrett, can
24 be sleepy. They can be sleepy. And they need to make sure
25 these figures are today's figures. They were not the --

1 they were not today's figures on that issue.

2 I wish I could tell you the year, but as
3 somebody said -- Yogi Berra -- said it's in the books, or
4 you can read it somewhere.

5 So the Public Service Commission has an
6 obligation not to just to see the number, but to see if
7 it's a real number. I can go back 20 more years. We
8 pointed out that the electric company only had one
9 stockholder and yet they had all these people in Jefferson
10 City, lawyers and accountants and people to figure stuff.
11 And said, You really ought to be, you know, lowering the
12 price, Judge. I said you should really lower the price.

13 Eleven months later they lowered the price 5
14 percent. They consolidated the corporation. They went
15 into one. They laid 200 people off. This is in the '80s.
16 And when the papers said why did you do that -- didn't do
17 that before. Oh, they said, Because the Public Service
18 Commission never brought it up.

19 So it's tough to get after it. The Public
20 Service Commission is -- excuse me -- thank you Harold.

21 This isn't a church? No. Just --

22 The Public Service Commission has to be more
23 than accountants and number adders [sic]. You gotta really
24 be after them. Harold asked to be proactive. That's
25 another very interesting thing; we're encouraged to save on

1 energy, on gas, electricity, get the new bulbs and all that
2 sort of stuff. But Mr. Jarrett, if the use goes down, our
3 benighted legislatures have allowed the utilities to raise
4 their rates if they have less volume. Really, they should
5 be responding; when it goes down they should reduce -- take
6 off inefficient equipment.

7 Although, I was glad to hear you say you
8 laid off 100 people or you said something like that.

9 MR. WOOD: 100 million dollars.

10 MR. MARTY: 100 million dollars, so they're
11 working at it. But they need to be reducing things, not
12 having the right to raise it if we conserve. It's almost
13 insane to think that if we conserve, we get to have our
14 rates raised.

15 Also, Mr. Ochoa, in the chart that you
16 ran -- is Ochoa right? Am I right on that? Ochoa?

17 In the chart you showed, you went right
18 through and you said very quickly you said, neutral, that
19 the PSC was neutral. But you need to understand, and I
20 think you do, folks, about making sure we understand that
21 the charges, the expenses of the Public Service Commission
22 are charged to the utilities. They pay for the Public
23 Service Commission, which in turn is in the rates to us.

24 Now, it's a real task to be neutral if the
25 guy you're raising the rates on or judging his rates is

1 paying you and that's the case. That's exactly what the
2 case is.

3 Also, one thing I was talking about with the
4 men outside and women, it takes 11 months, apparently, to
5 get a case heard. And we like to have a hearing and it's
6 done. We're delighted you're here. We appreciate your
7 being here. The effort you've made -- and we hope you
8 bought dinner in Mexico and spent some money here or at
9 least filled up a gas tank while you're here or spent the
10 night in a motel.

11 But if it takes 11 months, I think that the
12 utilities must put a lag factor in their price requests.
13 They think if it's going to be 11 months, I'm not going to
14 ask what I want in six months; I'm going to ask what I
15 might need in 11 months. Although somebody told me that
16 sometimes you've done -- and back in 2007 and so forth, you
17 try and recover it.

18 But I think that taking so long to get to a
19 decision raises the price for us. I bet it could be -- if
20 we could get done in six months, including hearings -- if
21 we could get done in six months, they may be able to ask
22 for half as much because they'd have the money sooner.

23 Realize I appreciate, again, that you've
24 been here and that -- affirm that I'm not complaining about
25 service. I'm not complaining about being poor and

1 beggarly. I'm just saying we're looking for fairness. And
2 there is a tremendous obligation of the Public Service
3 Commission to really shake this stuff out and the utility
4 company needs to realize that it's time to be patriotic.
5 You got to continue to get high cost of things offline and
6 so forth.

7 But as far as the service in this community,
8 it's excellent. Thank you very much for giving me the
9 opportunity, Judge. I appreciate it.

10 JUDGE JONES: Thank you, Mr. Marty.
11 commissioner, Jarrett?

12 COMMISSIONER JARRETT: Yes. Mr. Marty, I
13 wanted to pass along a message from Chairman Clayton.

14 MR. MARTY: Yes. Yes.

15 COMMISSIONER JARRETT: He says he's been
16 here to Mexico many times.

17 MR. MARTY: Many times.

18 COMMISSIONER JARRETT: And you've testified
19 in most, if not all, of those hearings?

20 MR. MARTY: Yes, we've tried.

21 COMMISSIONER JARRETT: He's in Raytown
22 tonight at a water rate case hearing and wasn't able to
23 come here tonight. He wanted me to pass along his regards
24 to you.

25 MR. MARTY: I appreciate that. He's been

1 very faithful and as I say, Harold and I try to come all
2 the time. And even if we have to come in on a gurney, and
3 have Kelly Smith bring us in, we're going to keep coming
4 because we care about it. And we appreciate, as I say, you
5 all taking your time out of your evening to be here.

6 COMMISSIONER JARRETT: I understand that and
7 I appreciate your testimony tonight.

8 MR. MARTY: Okay.

9 COMMISSIONER JARRETT: Thank you, Mr. Marty.

10 JUDGE JONES: Thank you, sir.

11 MR. MARTY: Okay.

12 JUDGE JONES: Next on the list is Eldon. Is
13 it Mellott?

14 MR. MELLOTT: Mellott.

15 JUDGE JONES: Mellott. Can you raise your
16 right hand, sir?

17 (Witness sworn.)

18 Thank you, sir. You may proceed.

19 ELDON MELLOTT testifies as follows:

20 MR. MELLOTT: Really, last year I figured
21 we'd be back here on this crap and tax deal. Okay. They
22 was going to shove it down our throats and AmerenUE would
23 be wanting money then to either put the scrubbers in on the
24 coal-fired furnaces or convert them to natural gas, but we
25 didn't.

1 I'm on a fixed income. I'm on Social
2 Security and Disability. In the last year the water rates
3 have went up. Our sewer in Mexico has doubled because the
4 federal government made them finally work on it. My
5 telephone bill went up. And all I've got for telephone --
6 all I want was something I pick up, it'd dial and ring and
7 somebody'd answer. I don't have call waiting and caller ID
8 and all that.

9 My truck insurance went up and I've got just
10 enough insurance on my truck to make it legal. My co-pays
11 on my meds all went up. Let's see, what else. There's
12 something else I know that went up. But I'm putting out
13 about \$45 more a month than I did at the first of the year.

14 I get paid on the 4th, I go pay bills, and
15 on the 5th I've got about two or three dollars left over.
16 we didn't get a cost-of-living raise for this year. We're
17 not going to get one for next year and they're wanting this
18 raise.

19 And two years ago they're talking about the
20 high cost of operation. I asked them how many vehicles
21 they had converted to natural gas. It's 40 percent cheaper
22 or 40 percent cleaner than diesel and it's cheaper. They
23 said none. I said, why. Nobody sells. I didn't ask them
24 to buy new equipment; I asked how many they had converted,
25 you know, if they're hurting for money on this.

1 But every time you turn around -- they did
2 come out at the last meeting, they are responsible for the
3 maintenance on their meters. They own the meters. But if
4 that meter goes bad, they can come back and bill you an
5 estimated amount. They don't have to prove you use it;
6 they can just make a guesstimate.

7 There's a couple in St. Louis right now
8 that's \$55,000 they owe AmerenUE. They was going to take
9 it to the Public Service Commission. But people -- my
10 neighbor got theirs shut off for the same reason. They
11 meter was bad, they called them. So every time you -- they
12 come in here screaming for a raise, it just --

13 with the wages they're paying some of the
14 guys -- and then they don't pay their linesmen as much as
15 they -- the rural or consolidated electric. And
16 electricity went up 10.4 percent. That was the other one
17 that went up in the last year. They was asking for 18.

18 So where does it stop? I mean, every time
19 they put something new in, they can recover the cost.
20 Every time they repair something, they recover the cost.
21 They're -- they're -- they don't seem like they're taking
22 any risk at all. It all falls back on us.

23 And just like they got to pay the City of
24 Mexico a percentage to sell gas and electricity in this
25 town. But they're not paying it. It's on our bill.

1 Municipal -- Mexico municipal charge; mine
2 runs \$5.96 a month. And on this budgeted billing I kept
3 calling them and complaining when they sent this little
4 card out. It says based on your actual use, service, and
5 so on and so forth, your monthly budget billing payment for
6 the next 11 months, beginning with next month's bill, is
7 the new budget amount. But they come through an redo it
8 every four months.

9 So you was paying something different every
10 four months. I brought that up again in the last meeting.
11 You call and they say, Oh the computer done it. But
12 somebody had to program that computer. They sent the new
13 one out, dated in February of 2010; based on your service
14 during the past year at this location, the amount of your
15 budget billing showed a new budget amount on the bill.

16 Your budget bill amount will be reviewed and
17 possibly adjusted every four months and settled up on the
18 12th month. So they're really kind of right back where
19 they started. They started this budgeted billing and
20 took -- figured out how much you used for the whole year,
21 divided by 11 and come December, you got maybe a free
22 month, usually. It wasn't free, you'd already paid for it,
23 but you had a little Christmas money.

24 And this money they seem to be wasting and
25 then they come in every year wanting another raise. They

1 wanted us to conserve. Boy, you conserve. Three years ago
2 everybody was conserving, they wanted to raise because they
3 weren't selling enough gas and electricity because people
4 were conserving, so we catch it coming and going.

5 Besides, the customer, basically, owns the
6 company. They lay new pipe; they want us to pay for it.
7 They string new wire; they want us to pay for it. They buy
8 a new truck; they want us to pay for it. Transportation
9 charges go up; they want us to pay for it.

10 So anything -- anything coming in is
11 basically profit. It would about have to be. Now granted,
12 I know I ain't the sharpest knife in the draw, but it kind
13 of sticks in your craw at the way the economy is. It's in
14 the dumper and they come in and want 18 percent or they
15 want 12 percent or 14 percent raise when nobody else is
16 getting bezilch (ph.).

17 And that's about the long and short of it.

18 JUDGE JONES: Thank you, Mr. Mellott.

19 Do you have any questions?

20 COMMISSIONER JARRETT: No. I don't have any
21 questions about that, but I appreciate your testimony.

22 JUDGE JONES: I've gone through the list of
23 those who signed up. Is there anyone else who'd like to
24 testify?

25 Okay. Seeing no one. We thank you all for

1 coming out and that concludes the on-the-record portion of
2 our local public hearing.

3 Thank you.

4 (The hearing has concluded.)
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CERTIFICATE OF REPORTER

I, Lisa M. Banks, CCR within and for the State of Missouri, do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me; the testimony of said witness was taken by me to the best of ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken, and further, that I am not a relative employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the of the action.

Lisa M. Banks, CCR

<u>\$</u> \$10 8:21,23 10:4,18 \$12 16:17 \$15 15:19 16:8,17 \$20 15:20 \$21 9:21 \$31 8:16,22 10:1,4,13,15 \$45 22:13 \$5.96 24:2 \$55,000 23:8 <u>1</u> 1 1:6 10.4 23:16 100 18:8,9,10 11 19:4,11,13,1 5 24:6,21 11.9 6:18 7:9 12 25:15 12th 24:18 14 25:15 18 23:17 25:14 <u>2</u> 20 17:7 200 17:15 2007 19:16 2010 1:6 24:13 <u>4</u> 40 22:21,22 4th 22:14 <u>5</u> 5 1:8 17:13 5th 22:15 <u>6</u> 6 5:5 6.9 5:5	<u>8</u> 80s 17:15 <u>9</u> 9 5:5 <u>A</u> AARP 11:15 ability 27:7 able 3:5 19:21 20:22 account 8:20 accountants 17:10,23 action 27:9,13 actual 24:4 add 2:13 3:24 adders 17:23 additional 5:13 8:14 9:1 adjusted 24:17 affirm 19:24 afterwards 3:17 ago 12:3 15:22 22:19 25:1 ahead 4:8 10:8 14:5 ain't 25:12 all-electric 11:3 allowed 18:3 already 24:22 Alstine 4:3,4,5,6,20 ,21,22 7:18,21 am 2:19 6:11 8:3,7 9:2 13:15 18:16 27:8,10 Ameren 4:24 5:1,17,22 6:13,16 7:13	8:6 9:18 AmerenUE 15:3 21:22 23:8 AmerenUE's 1:12 American 7:9 Americans 6:24 amount 8:21 10:10 23:5 24:7,14,15,1 6 answer 3:16 22:7 answered 3:19 answering 16:12,22 anybody 11:3 anymore 16:11 anyone 25:23 anything 2:12 8:14,24 25:10 anyway 3:5 11:18 12:2,24 14:6 anywhere 8:5 9:5 apologize 14:1,23 apparently 19:4 appears 27:5 appreciate 3:7 7:19 8:22 9:11 13:24 14:14 19:6,23 20:9,25 21:4,7 25:21 ardent 6:23 area 1:15 2:6 11:21,24 aren't 3:2,4 12:25 attend 3:5 attorney 27:11 augment 6:18	authority 1:13 2:4 average 12:19 <u>B</u> bad 23:4,11 balance 10:6 Banks 1:21 27:3,16 bargaining 6:19 base 15:22 based 3:10 24:4,13 basically 9:21 25:5,11 Baxter 12:21 13:6 beggarly 20:1 beginning 15:3 24:6 behalf 3:6 believe 4:8 belts 7:6 benighted 18:3 Berra 17:3 besides 12:11 25:5 best 27:6 bet 19:19 better 5:24 7:4 bezilch 25:16 bill 8:15,21 9:19 22:5 23:4,25 24:6,15,16 billing 8:16 9:14,23 10:6,8,9,10 15:5 24:2,5,15,19 bills 9:4 22:14 bit 5:20 7:14 blood 7:14 boardrooms
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