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2 PROCEEDINGS

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4 JUDGE WOODRUFF: Please raise your right
5 hand. Do you solemnly swear or affirm that the
6 testimony you're about to give shall be the truth, the
7 whole truth and nothing but the truth?

8 MR. GOLDSTEIN: I do.

9 JUDGE WOODRUFF: Thank you very much.

10 MR. GOLDSTEIN: The purpose for these
11 evidentiary and public hearing today should be first
12 and foremost centered around AmerenUE's management of
13 their current rates and the income derived from their
14 customers in order to determine if their company has
15 been prudently managed, and is worthy of, and has a
16 need for a 17.95 percent rate increase. And an
17 increase to their return on equity from 10.76 percent
18 to what AmerenUE's expert witness Roger A. Moran
19 believes should be an ROE of 11.5 percent.

20 I initially found some of the testimony
21 from AmerenUE in their copy and paste experts to be
22 contrived and disingenuous. However, I was able to
23 glean a lot of valuable information from their
24 testimony. AmerenUE provides electrical utility
25 service to at least 508 communities within 56 counties

1 and the city of St. Louis in the state of Missouri.

2 Could it be AmerenUE is spread too thin within the
3 state of Missouri. How many of these communities
4 provide AmerenUE with net profits. AmerenUE has
5 maintained service and communities that have not
6 provided profits for years to AmerenUE.

7 Investor-owned utilities, IOUs, have known since the
8 late 19th century or early 20th century that providing
9 electrical utilities service to rural communities was
10 not profitable. The only way it could be profitable
11 is if the kilowatt hour cost was extremely high to
12 offset the low amount of electrical meters per square
13 mile. Investor-owned utilities in general, and
14 AmerenUE in particular, have extremely high
15 expenditures and must offset those high incomes and
16 they can't do that in some of the sparsely populated
17 areas where they are giving service or providing
18 service. AmerenUE cannot possibly be -- I said that.

19 I have absolutely no problem with AmerenUE
20 providing service to rural areas of Missouri.
21 However, I have a problem if AmerenUE is mitigating
22 their financial losses in rural areas with the high
23 income provided by the urban, residential, and
24 commercial customers in the St. Louis region and
25 requesting a 17.95 percent rate increase to attempt to

1 achieve their authorized return on equity. AmerenUE
2 in some rural communities is practically competing
3 directly with electrical utilities cooperatives.
4 AmerenUE is able to skim customers in certain areas
5 from co-ops, but I believe if an honest and thorough
6 audit was performed, it would show low or no income
7 from some of the communities served by AmerenUE. Union
8 Electric doing business as AmerenUE is not only an
9 investor-owned utility, it is also a holding company
10 of a Fortune 500 company. Ameren Corporation, the
11 parent company, also has Fortune 500 expenditures.
12 Where electrical utility co-ops have far less
13 expenditures than AmerenUE and are not allowed to make
14 profits and are eligible for grants and low interest
15 loans from the federal government. The St. Louis
16 region, AmerenUE customers are paying twice for
17 AmerenUE to compete against co-ops. We pay through
18 our federal taxes, which provide rural utility service
19 grants and the federal government backs low interest
20 loans to co-ops through the Department of Agriculture.
21 Then we pay a second time for AmerenUE to compete
22 against co-ops by AmerenUE mitigating their losses in
23 some rural communities with high volume income
24 provided by high customer volume in the St. Louis
25 region.

1 The president of AmerenUE, Warren L.
2 Baxter, seems perplexed that his company is unable to
3 achieve their authorized return on equity of 10.6
4 percent. If, in fact, a 17.95 percent rate increase
5 was granted to AmerenUE and their authorized return on
6 equity was raised to 11.5 percent. It would only
7 exacerbate the problem they are having trying to
8 achieve their authorized return on equity. If after
9 an audit there are communities that provide low or no
10 income for AmerenUE and a 17.95 percent rate increase
11 is granted, then AmerenUE will return very soon for
12 another rate increase because AmerenUE must first shed
13 unprofitable rural areas and either sell, trade,
14 lease, or relinquish control of territories that are
15 pulling down their income. Rate increases will not
16 solve AmerenUE's inability to achieve their authorized
17 return equity. And will have, instead, the opposite
18 effect. Businesses in the St. Louis region that are
19 teetering on the edge of profitability may be forced
20 to close. May be forced to close, move, or
21 consolidate operations if a 17.95 percent electrical
22 rate increase was granted to AmerenUE.

23 In the last five years in the St. Louis
24 region, there have been three automobile assembly
25 plants closed. The Ford automobile assembly plant in

1 Hazelwood closed in 2005. And two Chrysler automobile
2 assembly plants in Fenton closed in 2009. The closing
3 of these automobile assembly plants negatively
4 impacted AmerenUE's income significantly because the
5 new automobile assembly plants have modernized and
6 shifted costs to robotics, integrated technology. And
7 if the automobile plant also has or had sheet metal
8 fabrication, then there is an even greater dependency
9 upon on electrical energy to power the huge stamping
10 presses and the automobile industry is now using
11 electrically charged paint and coatings for exterior
12 metal automobile parts.

13 In addition to the greater dependence by
14 the automobile industry on electrical energy, the
15 grocery and retail industries have significantly
16 increased their energy usage because of greater
17 integrated technology, use for a variety of purposes
18 such as linking their data network to their cash
19 registers to provide valuable sales and inventory
20 information. And the grocery industry in particular
21 have much more pre-cut, pre-packaged meat, prepared
22 meals, deli, and dairy products, salad bars and frozen
23 foods that must be refrigerated in huge commercial
24 coolers or freezers, 24/7. And they use much more
25 energy than the grocery stores of previous eras

1 because many grocery stores now are open 24/7.

2 Large companies in the St. Louis region
3 like the GM automobile assembly plant in Wentzville,
4 Boeing, and GKN aircraft, Monsanto, and Mallinckrodt
5 Chemical, Hussman Refrigeration,
6 Anheuser-Busch/In-Bev, and MetroLink are also huge
7 electrical energy users who deserve a much better
8 effort by AmerenUE to contain costs. St. Louis region
9 municipal and county government are subjected to the
10 same unfair, mitigating conditions from AmerenUE that
11 large businesses in the St. Louis region are being
12 subjected to, and have the added burden of having to
13 pay for the electrical energy costs for street lights
14 and traffic signals. A few of the other large
15 electrical energy costs -- excuse me -- a few the
16 other large commercial energy users in the St. Louis
17 that could be paying more for service so that AmerenUE
18 can compete against the Missouri co-ops in rural areas
19 are churches, temples, mosques, hospitals, medical
20 centers and clinics, doctor, dental and optical
21 offices, nursing homes, veterinary offices,
22 restaurants, gas, convenience stores, public and
23 private schools, day care centers, community, trade,
24 and technical schools, automobile sales and repair,
25 newspaper publishing, radio and television media, and

1 each gas, telephone, cell phone and all utility
2 companies.

3 The residential AmerenUE customers in the
4 St. Louis region are being asked to conserve energy by
5 purchasing more energy efficient appliances, furnaces
6 -- I'll be through when I'm through. You will get
7 your chance.

8 JUDGE WOODRUFF: I'm sorry. You're
9 correct. We do want to let witnesses speak their
10 piece, but, of course, we do want to try and move
11 things along as well. It looks like you're on your
12 last page.

13 MR. GOLDSTEIN: Perhaps. Back to where I
14 was. The residential AmerenUE customers in the St.
15 Louis region are being asked to conserve energy by
16 purchasing more energy efficient appliances, furnaces,
17 air conditioning units, water heats, light bulbs, and
18 ceiling fans. Many residential customers to AmerenUE
19 in the St. Louis region have installed better siding,
20 new energy efficient windows, and home insulation or
21 have built energy efficient homes to conserve energy.
22 We have spent millions of dollars to conserve energy
23 and reduce our carbon footprint. And now we want
24 AmerenUE to do likewise.

25 AmerenUE gives \$75 window air conditioners

1 to low and moderate income customers in the St. Louis
2 region. However, AmerenUE's ulterior motive is a
3 public relation campaign to give the public the
4 impression that this company is a compassionate
5 companies that cares about the well-being of their
6 customers. If AmerenUE cared about their customers,
7 then they would be trying to make it possible for low
8 and moderate income customers in the St. Louis region
9 to be able to turn on those air conditioners and would
10 not be seeking a 17.95 percent rate increase and would
11 not be wasting funds competing against co-ops.

12 One final point is that a large number of
13 residential customers of AmerenUE in the St. Louis
14 region are unemployed, under-employed, disabled, or
15 retired and are severely, negatively impacted by
16 AmerenUE's illogical, in-efficient, imprudent,
17 irresponsible, and uneconomical way of managing their
18 company. AmerenUE is sacrificing the St. Louis region
19 while pursuing rural residential and commercial
20 customers who could be better served by co-ops. No
21 one is gaining anything from the redundant,
22 unnecessary, and expensive competition between the
23 AmerenUE and the Missouri co-ops. Rate increases are
24 not working for AmerenUE and never will as long as
25 their executives and managers continue to use the

1 illogical, imprudent, inefficient, irresponsible, and
2 uneconomical management decisions that were used 75
3 years ago. The time has come for AmerenUE to make
4 bold changes and release the archaic business
5 practices of the past and in favor of moving forward
6 in the future. AT & T, the baby bells, and their
7 customers had to adapt to the changes that occurred
8 when the telecommunication industry was deregulated in
9 1983.

10 Thomas Albert Edison had to accept changes
11 to the industry that he created. During the late 19th
12 century there was a debate about whether the
13 electrical transmission standard would be alternating
14 current or direct current. Mr. Edison favored DC
15 transmission but he lost the debate and had to accept
16 and adapt to changes. The electrical generating
17 transmission and distribution system is again at a
18 critical juncture in history and AmerenUE must decide
19 if they want to lead, follow, or get left behind, but
20 this vitally important industry cannot and will not
21 wait for AmerenUE and you cannot lead this industry
22 from the rear. AmerenUE in order to embrace the
23 future must first release the past. Happenstance,
24 additions, and a 17.95 percent rate increase request
25 will not benefit AmerenUE or the customers of

1 AmerenUE. Until the wasteful habits of the past are
2 eliminated, nothing is going change. AmerenUE must
3 make intelligent decisions, plans how to reach
4 profitability, and commit to change. Thank you. Do
5 you have any questions? And I'd like to say
6 something.

7 JUDGE WOODRUFF: Please let the witness
8 speak.

9 MR. GOLDSTEIN: I didn't know I was coming
10 here to be heckled. But I had things to say and I
11 tried to summarize a lot of things about AmerenUE.
12 And I might have touched on some things that some of
13 you may want to bring out, but if I touched on it, you
14 don't have to bring it out. And thank you very much.

15 JUDGE WOODRUFF: Thank you, Mr. Goldstein.
16 As the tenor of the crowd is indicating, we do have a
17 lot of people here tonight and I would appreciate it
18 if you can limit yourself to about ten minutes when
19 you're speaking. And I'll also -- if you have
20 something written that you want the commission to
21 read, we can take that as an exhibit and you don't
22 have to read it into the record unless you want to.
23 So the next witness is Antonio Borjas. Please raise
24 your right hand. Do you solemnly swear or affirm that
25 the testimony you're about to give shall be the truth,

1 the whole truth and nothing but the truth?

2 MR. BORJAS: I do.

3 JUDGE WOODRUFF: State and spell your name
4 please.

5 MR. BORJAS: Antonio Borjas; B-o-r-j-a-s.
6 My question is to the CEO of UE was how much did he
7 get on his profit with six percent? Roughly I figured
8 a \$170 million to \$190 million. And I can tell you
9 folks I'm on a fixed income and my profit was zero.
10 So they get \$170 million to \$190 million. Mine is
11 zero. And everything else keeps going up and up and
12 up and I say no to this rate increase. Thank you.

13 JUDGE WOODRUFF: Any questions for Mr.
14 Borjas?

15 CHAIRMAN CLAYTON: Are you a St. Charles
16 resident?

17 MR. BORJAS: Yes, I am. I'm from St.
18 Charles, Missouri.

19 CHAIRMAN CLAYTON: Thank you.

20 JUDGE WOODRUFF: Do the attorneys have
21 questions for Mr. Borjas. Next is Representative Chet
22 Bokee. Please raise your right hand. Do you solemnly
23 swear or affirm the testimony you're about to give is
24 the truth, whole truth, and nothing but the truth.

25 MR. BOKEE: Absolutely. Why would I not?

1 JUDGE WOODRUFF: Tell us name and spell it.

2 MR. BOKEE: Chet; C-h-e-t. B-o-k-e-e.

3 Former state Missouri legislator. I never accepted
4 any money from any special interest groups. So,
5 therefore, my conscience and record is clean. I have
6 learned a little bit here tonight. We come up with a
7 17 or 17.95 percent increase. I was wonder why that
8 sounded like a nifty round number. Well, I suppose
9 through my negotiations in the past as a union man and
10 so on and so forth, if you get half that you're still
11 happy. I don't know what you're really shooting for,
12 but obviously something. I'm one of the retirees. I
13 have been on Social Security here and I agree, I did
14 not get any increase from our government because that
15 it's zero inflation index. Then I learn we got two
16 different things going. We do the work and then we
17 ask for the money guarantees later because we're in
18 hole, but yet it looks like AmerenUE is still making a
19 bit of a profit. I looked at some of their stocks
20 today and things like that. Nobody on Social Security
21 got an increase so that's not to going to help you on
22 any other increase. And it seems like everything is
23 going up, not just a little bit. I think the cable
24 company is going up 25 percent if you haven't got your
25 bill yet, you will soon see that. In fact, it will be

1 more because Time Warner wants additional money. I'm
2 a little off subject, but for future subjects. We're
3 kind of getting jammed -- we the public. We all need
4 electrical. I thought it was tied to inflation, but
5 obviously it's not. It's to expenses and salaries,
6 you know, whether they be an inordinant salary,
7 hundreds of thousands of dollars for your salary. I
8 don't know. I don't have any internal information to
9 the company, so I don't know if there is waste or
10 abuse. I don't know if there's bonuses. I don't know
11 who is who and what's what. I don't know if any of
12 the commissioners up here might have some self ties,
13 you know, in with their family. And I'm not accusing
14 anyone, certainly, but I don't know who's got stock in
15 Ameren. I don't know who's been passed money as they
16 ran for office. I don't know if -- so this is
17 something I hope the commission also will look at a
18 little bit. If anybody's family works for Ameren, if
19 there could be stigmatation (sic) to agreeing to a
20 raise of this magnitude or something like this. In
21 case anyone hadn't heard, I'm sure they have, but
22 we're kind of in a recession, depression. Money is a
23 little bit scarce anymore. So I think, you know, one
24 of the concerns the commissioners here should have is
25 not just well, we consider it or we consider that. I

1 think if there is some increases in the future due to
2 oil increases, I think they can probably ask for it.
3 I'm not certain of all the laws we have or all the
4 rules you all have, but obviously, they can ask for a
5 small increase for any monetary -- I think there is
6 some oil involved but in nuclear there is not, in the
7 generation of electricity. My basic thing here is I
8 want to just say no. Not to a nine percent interest,
9 or nine percent charge, definitely not an 18 percent
10 charge. I certainly don't think that's necessary. It
11 hadn't been proven to me. You know other companies
12 are downsizing. Maybe the number of employees or
13 number of lawyers or number of salaries, numbers they
14 get. I'm shocked sometimes what some people earn.
15 I'm just an average American trying to do the best I
16 can with what I have. I'm surprised they didn't bring
17 out Karen Foss. Maybe she'll come out later. Again,
18 I don't know the structure of your business. I know.
19 I'm a businessman; very, very small businessman. And
20 if I ran my businesses the way some other business is
21 run there business with the waste and abuse, bad
22 decisions, I'd soon be out of business. But I don't
23 think Ameren is going to go anywhere. If I remember,
24 they bought Union Electric and I don't know much about
25 them, but I do recall another hearing I want to

1 American Water Company in this very same room about
2 nine years ago. They were asking, as I recall, a 300
3 percent increase. I run up here, probably broke a few
4 laws driving up here. I come to find out it wasn't
5 because they needed money for water or infrastructure
6 what they had. And by the way, American Water wasn't
7 at that time owned by Americans. It was owned by a
8 German company, so our money was going overseas. They
9 want to increase some project up in St. Joe, Missouri.
10 And they were going to take -- St. Charles is
11 supposedly the richest county in the state of
12 Missouri, I learned that, but I'm not one of them to
13 add to that.

14 But in conclusion, I think you kind of know
15 where I'm coming from. I hope you all wisely, maybe
16 like King Solomon, would do is put yourself in some of
17 our places. And look at what really is needed. I'm
18 concluding may be one percent. And that's giving the
19 benefit of the doubt more than the government gave us
20 Social Security. One percent increase with zero
21 inflation. So I just ask you gentlemen, there is
22 three of you hear, and one up there, and the rest
23 somewhere else. I ask you to consider this wisely.
24 Now, through any other elements or means, not who you
25 know, or what you know, or what you think, or what you

1 might do in the future for somebody; do it on the
2 basis what's needed. There's been good facts. We got
3 some intelligent people out here and some of them told
4 exactly like it is. I hope you all are listening.
5 Thank you, sir.

6 JUDGE WOODRUFF: Anyone have any questions?
7 Next witness is Randy Pohlman. Please raise your
8 right hand. Do you solemnly swear or affirm the
9 testimony you're about to give in this matter is the
10 truth, whole truth, and nothing but the truth?

11 MR. POHLMAN: Yes, it is.

12 JUDGE WOODRUFF: Spell your last name.

13 MR. POHLMAN: P-o-h-l-m-a-n, and I live in
14 St. Louis county.

15 JUDGE WOODRUFF: Okay. What would you like
16 to tell us?

17 MR. POHLMAN: Well, first of all, I'm
18 against it. And I'm only 51, okay, but I am on Social
19 Security. I had to take a medical retirement from my
20 place of employment because of hip problems. So I am
21 also on Social Security along with quite a few people
22 out here. And, yes, we did not get no raises. Okay.
23 We don't get cost of living raises. Before you
24 gentlemen came in there was a lot of points made, and
25 one of them was a question on what the president

1 makes. Well, the company I work for back in early
2 '90s was making \$87 million a year okay. We had a
3 layoff. They laid off over 20,000 people that
4 actually made the product. If you let go of that one
5 man, would you put 2150 people back to work at cost of
6 \$40,000 a year back then. Okay. Now, this gentleman
7 don't make quite that much, but it seems like every
8 time that he wants to make a cutback, they lay off the
9 people that make the product or people that fix the
10 product and stuff like this. I never see any give
11 backs. He did say yes, they are not going to get any
12 raise. Well, yeah, the guys that are doing the fixing
13 part of it might be CBU, collective bargaining unit
14 people that are under contract. Every time a contract
15 comes up, though, they don't want to give anything.
16 They want a take because I don't see any president or
17 vice-president or anybody else giving back. That's
18 one thing that kind of irks me. Another reason why I
19 came here is here a month or so ago, my mother and
20 father-in-law are in their late '70s, a transformer,
21 the main wire above it broke, fell down on the
22 transformer, blew the transformer up. And according
23 to the lineman put 7500 volts through the house. It
24 blew light bulbs out in the house, shattered the glass
25 in the house, blew out a big screen TV that they

1 didn't buy, that the family had bought for them. In
2 stead of watching a 17-inch we bought them a 52-inch.
3 Well, I'd like to read something here. It's 11 lines,
4 okay, not much. It's community of service. It's off
5 of theirs. We turned in -- the lineman told me to
6 tell them it was not act of God because it was a
7 bright, sunny day, and wasn't because of a squirrel
8 eating on lining because transformers to blow up
9 because of a squirrel, and other animals. It had
10 nothing to do with that; nice, suunny day. It was a
11 failure of their equipment. All right. "The company
12 will make all reasonable efforts to provide the
13 service requested on adequate and continuous basis.
14 We will not be liable for service interruption,
15 deficiencies, or imperfection, which result from
16 conditions which are beyond a reasonable control of
17 our company. The company cannot guarantee the service
18 as to continuity freedom from voltage and regularity
19 variation, reversal of phase erosion and single
20 phasing. The company will not be responsible or
21 liable for damages to customers' apparatus resulting
22 from the failure or improper performance of service
23 beyond reasonable control of the company. In cases
24 where the failure or imperfection of service might
25 cause damage, might damage customers' apparatus,

1 customers should install suitable protective
2 equipment. Well, you know what, it was on a surge
3 protector. It fried the surge protector and fried the
4 TV. We had a guy come out at \$750 just to replace
5 power unit to get the TV working. Then the gentleman
6 said if it's also the digital board, that's another
7 \$800. Well, it's a 52-inch projection big screen TV.
8 They can buy a 50-inch plasma TV for \$750. But the
9 point is with that, this company is not liable for
10 nothing. Okay. And that's what gets my goat. If
11 we're driving in our car and our steering breaks and
12 we knock down their electric pole, we're sure as heck
13 responsible for their electric pole. We're
14 responsible for what we have and what we do and what
15 we use. Why is the company like this not responsible
16 for their stuff. Plus, you know, like everybody else
17 has said, in the economy, a lot of people is not
18 getting raises. Why should they think we should be
19 able to afford a 18-percent raise. I'm against it.
20 Sorry. Thank you.

21 JUDGE WOODRUFF: Any questions.

22 CHAIRMAN CLAYTON: What's your first name?

23 MR. POHLMAN: Randy.

24 COMMISSIONER GUNN: Did your parents make a
25 claim?

1 MR. POHLMAN: Yes, sir. I got it all right
2 here.

3 COMMISSIONER GUNN: They were denied based
4 on that language?

5 MR. POHLMAN: Yes, based on --

6 COMMISSIONER GUNN: If you would do me a
7 favor and give the address of your parents' home to
8 one of our staff that was around here earlier, I would
9 appreciate it.

10 MR. POHLMAN: Okay. I don't know who they
11 might be.

12 JUDGE WOODRUFF: Mr. Ochum was the
13 gentleman.

14 COMMISSIONER GUNN: There is some people in
15 back with their hands raised. They are our staff.
16 Give the address to them. I would appreciate it.
17 Thank you.

18 JUDGE WOODRUFF: Next name is it Ron
19 Dickey. Raise your right hand. Do you swear or
20 affirm that the testimoney you're about to give is the
21 truth, the whole truth, and nothing but the truth?

22 MR. DICKEY: I do.

23 JUDGE WOODRUFF: Tell us your name and
24 spell your last name for us.

25 MR. DICKEY: My name is Ron Dickey. I

1 reside at 20 Hawthorne Hill Drive in Warrenton,
2 Missouri in Warren County. I learned a lot here and
3 just the conversation we had earlier, one process that
4 you go through for the rate increase. The one thing I
5 got out of it to put in laymen's terms, it sounds like
6 the fox is in the hen house and now we're going to
7 shut the door. That's what it sounds like to me. I
8 got this notice from Ameren, and it does say that
9 there will be a 18 percent increase or a basically a
10 \$14 per month charge. Okay. I feel that -- and
11 that's for an average customer. I feel I'm an average
12 customer, and I've done my calculations. The amount
13 of my increase per month will more than double that
14 \$14. I know when the last time I got a 18 percent
15 increase and that was never. And I don't know where
16 the rest of the people in this room, but that's up to
17 them to answer. Our house and senate members voted
18 themselves a 20-percent raise, but that discussion is
19 for a later date near election time, so don't forget
20 it. I am retired and on Social Security, Medicare,
21 the government Rx plans, and I had to purchase a
22 secondary insurance policy to cover what Medicare
23 doesn't cover. Social Security says there are 50
24 million people on Social Security in the United
25 States, the house and senate voted for no cost of

1 living raise for Social Security for the next two
2 years. The loss of the COLA will generate \$33 billion
3 for the federal government for the year 2010. The Rx
4 plan increase will generate \$5,808,000,000 for the
5 government for 2010. Medicare increase will generate
6 \$60 million. The total amount generated for 2010 will
7 be \$38,940,000,000. Total generated over two years
8 will be \$77,808,000,000. The reason for Ameren's rate
9 increase seems to be for fuel costs. I worked in
10 competitive manufacturing for 46 years both as a
11 worker and as a manager. I went through many years
12 with high fuel costs and high material costs with a
13 set budget. And when these problems arose and we went
14 over budget, I would had to lay off indirect people
15 and in some cases direct people in order to bring the
16 budget in line without increasing the cost of our
17 products. If the budget could not be brought in line
18 in these ways, we would have to borrow money, pay it
19 off through profits with interest. The only other way
20 would be to sell out or go out of business. Ameren is
21 not in competition with anyone, so why do they
22 advertise. Ameren had a rate increase of 7.8 percent
23 in March of 2009. And along with this proposed rate
24 increase of 18 percent, that is a 25.8 increase in
25 less than a year. This is even better than the house

1 and senate raise of 20 percent. Does anyone here see
2 anything wrong with this picture? I would hope that
3 Ameren is being run as a business, but I do not feel
4 that it is or we would not be here looking at an
5 18-percent rate increase. After looking at Ameren's
6 past history where raises seem to always be approved
7 in one form or another, I hope that our time here is
8 not wasted.

9 Let's face it. After reviewing some past
10 history of Ameren, we are only looking at rate
11 increases in our future. Why is that when fuel and
12 other costs go up we get a rate increase and when they
13 go back down, we get no downward adjustment in our
14 bills. I do not understand this picture. Is there
15 anyone who can explain this? Why are we not looking
16 at new technology to drop our electric and gas rates
17 instead of going along with the status quo. I am sure
18 your facilities are not efficient and I know I could
19 go into any one of your facilities and point out these
20 inefficiencies. This is not to say your people are
21 not good at their jobs or they deserve the wages that
22 they are getting. The problem is getting upper
23 management to step up to the bar and make some hard
24 decision about these inefficiencies and keep the
25 business on budget. This budget needs to be look at

1 by management on a monthly basis and lower management
2 on daily basis in order to make adjustments in timely
3 matter. I guess you can always threaten you customers
4 to cut off their gas and electric if you do not get
5 this rate increase rather than bringing the business
6 in line with the budget. Your customers unfortunately
7 are unable to pick and choose your power company. I
8 would challenge you to improve your efficiencies and
9 bring this business back in line without this rate
10 increase. I had to make decision when fuel prices
11 were high. I had to use less fuel, make less trips,
12 use community services. You can walk, ride a bicycle
13 get rides from other people, and borrow money. These
14 things were for fuel only, but I had to make the same
15 decisions for higher prices on food, clothing, housing
16 and so forth. The only difference between Ameren and
17 myself is I could not pass my rate increases on to
18 someone else. I am on a fixed income and I am
19 constantly adjusting my budget and alternating my life
20 style. If I can do it you can do it. Thank you.
21 People on Social Security in this country by going
22 without a cost of living raise over the two-year
23 period will say the government \$77,880,000,000, what
24 have you done for your country lately. I thank you
25 for your time and patience. May God grant wisdom to

1 all of you who are making these decisions. Thank you,
2 gentlemen.

3 JUDGE WOODRUFF: Thank you. Next name on
4 the list is Tom Schneider. Please raise your right
5 hand. Do you solemnly swear or affirm the testimony
6 you're about to give in this matter is the truth, the
7 whole truth, and nothing but the truth?

8 MR. SCHNEIDER: So help me God.

9 JUDGE WOODRUFF: Tell us your name and
10 spell the last name.

11 MR. SCHNEIDER: Tom Schneider;
12 S-c-h-n-e-i-d-e-r. I live at 3716 Runnymede. Thank
13 you for letting us present our views. I'm here to
14 speak against the 18 percent increase. I have been
15 blessed in my lifetime with a steady, well paying job.
16 Thus my family could likely cope with the proposed
17 increase. But we would have to do some belt
18 tightening. I retired in 2001 and since then I have
19 been working with St. Vincent DePaul Conference at our
20 local church, St. Borromeo. For those not familiar,
21 at St. Vincent DePaul, we are a Christian, Catholic
22 group which tries to provide financial and spiritual
23 assistance to those in need. We do this through
24 volunteering, monetary, and personal interaction with
25 individuals in need as well as cooperating with other

1 agencies such as St. Joseph care service, Catholic
2 Charities, Salvation Army, United Way, and/or
3 conference. Over the last year and a half with the
4 economic downturn, the number of individuals
5 requesting assistance for utilities, food, rent, et
6 cetera, has increased significantly. And the amount
7 of available resources has not been able to keep pace
8 with this need. The proposed 18 percent rate increase
9 will have, in my opinion, a disastrous effect not only
10 on those who are already seeking assistance, but will
11 significantly increase the numbers seeking help. The
12 rate increase would not only affect individuals but
13 also businesses, which will then need to pass on their
14 costs to their customers. I urge the commissioners to
15 seriously consider reducing the rate increase, and to
16 urge and monitor Ameren in exploring any means to
17 reduce expenses. Rather than the substantial rate
18 increase proposed, which will have a deleterious
19 effect on so many citizens. Thank you.

20 JUDGE WOODRUFF: Thank you. Any questions.

21 CHAIRMAN CLAYTON: Make sure you can hear
22 me. I had just a couple questions. You mentioned
23 that the group that you are part of provides
24 assistance to those in need. Did I hear you
25 correctly?

1 MR. SCHNEIDER: That's correct.

2 CHAIRMAN CLAYTON: When it comes to utility
3 service, do you all -- what kind of services do you
4 provide? Is it direct cash assistance? Do you help
5 with improving energy efficiency, things like that?
6 Can you give me a sense of what your group does?

7 MR. SCHNEIDER: Most of it involves
8 financial assistance or working with other agencies to
9 help people whose power is about to be shut off or has
10 been shut off, but we do have means to assist people
11 in proficiency programs, yes.

12 CHAIRMAN CLAYTON: Okay. Is there anything
13 else? Do you all interact with the utilities
14 directly?

15 MR. SCHNEIDER: Yes.

16 CHAIRMAN CLAYTON: Other than just writing
17 a check, do you work on try to access programs they
18 may have in place to help those less fortunate?

19 MR. SCHNEIDER: Yes.

20 CHAIRMAN CLAYTON: Does Ameren -- do you
21 have a productive relationship in that regard aside
22 from the actual rate?

23 MR. SCHNEIDER: I think they try to do what
24 they can. I mean they have energy efficiency programs
25 to help, like, weather strip homes and that sort of

1 thing. And I think they are pretty cooperative in
2 that, yes.

3 CHAIRMAN CLAYTON: Okay.

4 MR. SCHNEIDER: The trouble is there is so
5 many people that don't have the funds to pay their
6 utility bills. And when they get threatened with
7 shutting their power off, and during this time of the
8 year they can't do that, but come April that's when we
9 really get into problems because maybe people
10 haven't been able to pay anything during the winter
11 time.

12 CHAIRMAN CLAYTON: The last question is
13 have you ever reached out to the Public Service
14 Commission on behalf of those organizations to -- have
15 you ever needed assistance from the commission staff
16 in trying work through any challenges?

17 MR. SCHNEIDER: No, I haven't done that.

18 CHAIRMAN CLAYTON: It may be helpful. If I
19 can get the staff to raise their hands again. They
20 are right back there. You may want to exchange some
21 cards. That may be helpful if you do run into
22 problems. That relationship may be helpful in the
23 future.

24 MR. SCHNEIDER: Thank you.

25 CHAIRMAN CLAYTON: I don't have any other

1 questions. Thank you.

2 JUDGE WOODRUFF: Any other questions?

3 Thank you, sir. Next name on the list is Elbert
4 Haennsler. Thank you very much. Please raise your
5 right hand. Do you swear or affirm that the testimony
6 that you're about to give shall be the truth, the
7 whole truth, and nothing but the truth?

8 MR. HAENNSLER: Yes, sir.

9 JUDGE WOODRUFF: Thank you. You need to
10 spell your last name.

11 MR. HAENNSLER: First name is E-l-b-e-r-t;
12 H-a-e-n-n-s-l-e-r. I reside at 1224 Allen Avenue, St.
13 Charles, Missouri. I'm not going to take a lot of
14 time because a lot of things that I had down have
15 already been gone over, but talking to you gentlemen
16 and talking to Ameren, one of the things that Ameren
17 says is that we listen. I certainly hope that all of
18 you gentlemen and all the rest of you that are on
19 these boards listen to these people that are here
20 tonight. Because the things they have to say are very
21 important in doing away with this type of tax or
22 increase that Ameren wants. Basically, if you listen
23 to these people I think that you will hear so many
24 things that we've all said that so many are on fixed
25 incomes. If you get into a situation where you have

1 any stocks or dividends and things not only with
2 Ameren, but with other companies; they have gone down.
3 If you have CDs or if you have a small savings account
4 the interest rate has fallen. So basically, as we go
5 along with those types of things, I hope that you will
6 listen to these people. The economy situation in not
7 only St. Charles, but in the United States is
8 certainly not good. And we certainly do not need
9 these types of increases at this time going along with
10 Ameren. I hope when Ameren makes certain decisions in
11 buying some companies, and I believe, one of the
12 companies they recently purchased was Illinois Power.
13 And if I'm not mistaken, that particular group had a
14 big debt that they had to take over. So what are we
15 trying to do, are we trying to get this particular
16 increase to take part in taking over their debt that
17 we need to take care of. It was brought up a while
18 ago. If you look at television and see things -- and
19 I do have to get this in -- we see somebody like Karen
20 Foss. Why don't we get somebody like Coach John
21 Walker or somebody like Suzanne Dole to do these
22 commercials or basically save money, cut costs and do
23 away with these types of things. As far as it was
24 concerned and we managed the big salary, and I was
25 very happy that the gentleman obtained that type of

1 salary, but there was nothing mentioned that if these
2 people leave Ameren, about the golden parachutes that
3 they can get, about the stock incentives that they can
4 obtain. So these gentlemen and ladies that leave
5 these companies walk off with their pockets lined. It
6 is time that we do not -- that we do away with this
7 type of thing, not only with the situation with
8 Ameren, but with other large businesses. And I
9 certainly hope that comes about with that particular
10 thing. As we mentioned and as I said before, things
11 about not only the people on fixed income, but think
12 about the people of the future. America is growing.
13 We're getting more and more people that are in the
14 baby boom era. Those people will also be getting on
15 to fixed incomes, so that we have that particular
16 thing coming about. It was said that Ameren made six
17 percent on their investments and that they as well as
18 other institutions are in the business of making
19 money. I certainly would like to know where I could
20 make six percent on my investments. So basically I
21 think that the audience here would feel the same way.
22 The last thing is one of the three things that Ameren
23 says is to respond. And I certainly hope that the
24 judge, commissioners, and chairman, that you respond
25 positively to the people that are here tonight and say

1 no to this increase. Thank you very much.

2 JUDGE WOODRUFF: Any questions for Mr.
3 Haennsler. The next name on the list is Kathleen
4 Kaiser. Please raise your right hand. Do you
5 solemnly swear or affirm that the testimony that
6 you're about to give shall be the truth, the whole
7 truth and nothing but the truth?

8 MS. KAISER: Yes, I do.

9 JUDGE WOODRUFF: Tell us your name and
10 spell your last name.

11 MS. KAISER: Kathleen Kaiser; K-a-i-s-e-r.
12 And I want to thank you for giving us the opportunity
13 to voice our opinion. And I want to say that Ameren
14 does a decent job. But I do see some things that need
15 to be considered. If they are going to raise the
16 rates, they also have to consider like in St. Charles,
17 we have to pay Missouri taxes and we also have to pay
18 St. Charles municipal taxes. So it's not going to
19 just be 18 percent, you have additional percentages
20 because you have additional tax to pay, so that's
21 something to consider also. And also, I would hope
22 that they would rethink their marketing budget. When
23 I came in I picked up this very expensive brochure. I
24 mean this thing's got to cost a lot of money. Let's
25 rethink our marketing budget before we come to us and

1 ask us for an increase. There is so many things you
2 could do to decrease your budget. And I would like
3 them to think about -- how about adding some solar
4 panels or wind at plants. Just a thought, just a lady
5 with a thought. But we are in a recession. The
6 unemployment is almost ten percent in Missouri. We've
7 added zero jobs. And I want to say coming to us at
8 this time asking for 18 percent increase, Ameren,
9 shame on you.

10 JUDGE WOODRUFF: Any questions for Ms.
11 Kaiser? Next name is Ed Semlor. Good evening, sir.
12 Please raise your right hand.

13 MR. SEMLOR: Good evening.

14 JUDGE WOODRUFF: Do you solemnly swear or
15 affirm that the testimony that you're about to give is
16 the truth, the whole truth and nothing but the truth?

17 MR. SEMLOR: I do.

18 JUDGE WOODRUFF: Tell us your name.

19 MR. SEMLOR: Edwin Semlor; S-e-m-l-o-r. I
20 live at 1643 Chapman Court, St. Charles.

21 JUDGE WOODRUFF: Thank you. What would you
22 like to tell us?

23 MR. SEMLOR: I used to own a business. I'm
24 71 now. I had to go back to work because we're trying
25 to keep our home. And then all of a sudden we're

1 getting additional bills thrown at us. I'm Social
2 Security would not cover -- I tried to sell my home in
3 two and a half years ago. It was right when the
4 market died. Well, my house is not worth what it was,
5 and now so everything I have -- we've been depleting
6 our savings just to make it month to month to pay our
7 mortgage payment. Where am I going to get this
8 additional funds. Everybody is asking for more. The
9 government, everybody, and when I hear the salaries of
10 these people from that executives. I'm not saying
11 they are not worth it, but when times get tough when I
12 had my business if things got tough, I took less.
13 Because the money comes from the business. When the
14 money isn't there in the business, when the people
15 can't pay their bills, you just have no place to go.
16 So I'm begging AmerenUE to hold off and take a look at
17 their own pay and say, hey, we've got to help this
18 country right now, we got to get together and fight
19 because we can survive together, but I have a hard
20 time right now, me and my wife, but we love what we do
21 and I want to continue to be a contributor to this
22 country. And I pray that you listen. That's all I
23 ask and I'm thankful to be here.

24 JUDGE WOODRUFF: Thank you, sir. Any
25 questions? The next name on the list is Dave Walle.

1 Raise your right hand. Do you solemnly swear or
2 affirm that the testimony you're about to give will be
3 the truth, the whole truth, and nothing but the truth?

4 MR. WALLE: I do.

5 JUDGE WOODRUFF: Tell us your name and
6 spell your last name.

7 MR. WALLE: David W-a-l-l-e. I reside at 6
8 Atwood Drive, St. Peters, Missouri, 63376. About the
9 rate increase, as people before have said, everybody's
10 got their hand in my pocket. I don't have any more
11 pockets left. I lost my job in April. I never got a
12 18 percent pay raise the entire time I was working. I
13 was lucky to get three. Two years ago I got a letter
14 from Ameren about renewable energy. That it would
15 cost me more for renewable energy. Well, if renewable
16 energy is so great, why does it cost more. I never
17 heard anything else. I guess it didn't sell because
18 people didn't volunteer a rate increase so they are
19 asking for this more. Wind energy, no. Holland has
20 tried it. Holland is famous for windmills. Has it
21 cut any of their costs for their power plants, no.
22 Has it done anything for them, no. Just run up the
23 cost. Ameren's own web site shows wind energy as some
24 of the highest priced electricity throughout the
25 country. I would suggest Ameren look at more

1 conventional ways of developing electricity which is
2 cheaper. Solar won't work. We're not in Florida.
3 We're not in California. We're not in Arizona,
4 deserts. The other thing is not only is this 18
5 percent on us, but it's 18 percent more because our
6 government runs on electricity, they pay -- it's on in
7 higher tax. The government has no money of their own.
8 It comes from us. So we're going to be paying more.
9 I close by saying I guess the 18 percent increase --
10 and I suggest Ameren should look at cutting their
11 costs, more efficient operations, and stand up for the
12 people because we might get cap and trade which will
13 really skyrocket our electric rates.

14 JUDGE WOODRUFF: Any questions? Thank you,
15 sir. The next name is the list is Owen Peters.
16 Please raise your right hand. Do you solemnly swear
17 that the testimony you're about to give is the truth,
18 the whole truth and nothing but the truth? Good
19 evening.

20 MR. PETERS: I do.

21 JUDGE WOODRUFF: Tell us your name and
22 spell your name.

23 MR. PETERS: My name is Owen Peters and I
24 have been in St. Charles County for 43 years. And
25 overall I think Ameren or UE previously has done a

1 good job supplying electricity at my residence. The
2 only time I had outages is when a tree fell on the
3 wires or the transformer blew up, or some other
4 reason. And so, I believe they have done a good job
5 overall. However, I agree with most of these people
6 here that at this time you couldn't pick a worse time
7 to ask for a rate increase because of the unemployment
8 and foreclosures on homes, the prices of gasoline
9 going up, and all these costs are going up. And
10 perhaps I wish you would withdraw your request for a
11 rate increase rather than just reduce it because I
12 don't know how it's going to benefit me. If you're
13 going to charge me 18 percent or even 6 percent, how
14 is it going to benefit me? I'm getting supplied
15 electricity and it's working just fine, so how is the
16 additional cost to me going to benefit residential
17 customers? Basically, that's all I have. And I think
18 -- and I have one question for you, gentlemen, were
19 any of your commissioners appointed by former Governor
20 Matt Blunt.

21 COMMISSIONER GUNN: I was.

22 MR. PETERS: In the Post Dispatch it said
23 that you, Kevin Gunn was favorable to utilities and
24 not so favorable to the general public. That's what
25 it said in the paper? Is that not true.

1 COMMISSIONER GUNN: I don't think.

2 MR. PETERS: You're not going to?

3 COMMISSIONER GUNN: I can't answer
4 questions.

5 CHAIRMAN CLAYTON: Mr. Peters, if I got
6 your name down correctly, a few years back there was a
7 couple storms that hit the metro area, power was
8 knocked out. Were you affected by that when the power
9 went out?

10 MR. PETERS: Yes.

11 CHAIRMAN CLAYTON: For six, eight, ten
12 days, 12 days?

13 MR. PETERS: I think the longest I was out
14 of power was probably five days.

15 CHAIRMAN CLAYTON: Did that happen more
16 than once?

17 MR. PETERS: No. I was out of power for 12
18 hours at one time and two days another time and so
19 forth, in my 43 years of being here.

20 CHAIRMAN CLAYTON: The question I'm asking
21 is there were several big outages that the company
22 faced. One was in '04, '05, two in '06, and two ice
23 storms that happened in '07. And it's been suggested
24 that investments have been made that have improved the
25 system. You started off your comments saying the

1 company's done with a good job with delivering power.
2 Glad to hear that. They are supposed to do that.
3 Since you've been in this area for a long period of
4 time, have you seen an improvement in the past two or
5 three years with power and reliability of the service
6 that you received?

7 MR. PETERS: I think so, yes.

8 CHAIRMAN CLAYTON: Have you seen more tree
9 trimming, seen more investments in your neighborhood?

10 MR. PETERS: In my neighborhood, tree
11 trimming probably last year, I think they did. Well,
12 they cut my trees down and trimmed them. So I think
13 that improved, but there was a transformer that blew
14 right next door. I don't know -- what could you say
15 that it blew. It cut off electricity for a couple
16 days until they repaired it or replaced it. My
17 question for reliability is -- how much more
18 reliability are you going to provide with rate
19 increase? Underground is only --

20 JUDGE WOODRUFF: I'm sorry. We can only
21 have one person talking at a time.

22 CHAIRMAN CLAYTON: I understand your
23 concern. I just wanted to hear whether you saw any
24 new activity over the last couple years in your
25 neighborhood. And I think you answered about tree

1 trimming and some --

2 MR. PETERS: The past couple years I think
3 reliability has been very good.

4 JUDGE WOODRUFF: Thank you. Next name on
5 the list is Betty Noonan. Please raise your right
6 hand. Do you solemnly swear or affirm that the
7 testimony that you're about to give will be the truth,
8 the whole truth, and nothing but the truth?

9 MS. NOONAN: Yes, sir.

10 JUDGE WOODRUFF: Thank you very much. Tell
11 us your name and spell it for us.

12 MS. NOONAN: Okay. My name is Betty
13 Noonan; N-o-o-n-a-n. My address is 9 Francis Court,
14 St. Charles, Missouri. And St. Charles county has
15 been my community for 40 years. I'm here this
16 evening, gentlemen, to respectfully request as members
17 of the Public Service Commission, that you deny
18 AmerenUE's rate increase proposal that is currently
19 before you for both residential and commercial
20 customers. Also, to ask that you disapprove any
21 future flexibility clause that would allow them the
22 ability to bill customers for any type of value added
23 surcharges or revenue shortfall type costs. These may
24 include but not limited to increase in their fuel
25 cost, introduction of new pure power, which is new

1 wind power, and so forth. My request is made
2 basically because power is such a critical element for
3 basic survival to everyone in this room and everyone
4 in every community. It touches one's health through
5 food stores, hospitals, medical centers, one's safety
6 and mobility on the streets with simple things as stop
7 and go lights; in our parks, even our ability to ride
8 to work as we need to stop and pump the gas or stop at
9 that electronic ATM, our learning institutions, or
10 charities, the functioning of even our government.
11 Everything will be impacted by this increase. The
12 impact is not going to trickle down. It will pour
13 down. Unlike Ameren customers, I mean unlike Ameren,
14 customers cannot petition anyone anytime for hearings,
15 but when we do have the opportunity to attend, we like
16 to share our experiences. Yes, it would be nice for
17 consumers to be able to say, hey, Mr. Somebody, I paid
18 an average 20 cents a gallon more for gasoline this
19 month, so Mr. Somebody, divvy up. Or, hey, I'm going
20 green, and I'm buying a hybrid. Guess what, you
21 finance me but you don't get anything in return. As a
22 personal example, I'm going to use me. This increase
23 will mean I will now pay for 15 months of usage in a
24 12-month period. And an amount equal to three months
25 of normal electrical usage. Now, do I see that as

1 such a 18 percent increase on the AmerenUE bill. No,
2 I don't. Rather, I see an absolute 25 percent
3 increase in my annual electric budget, three months is
4 a quarter, quarter is 25 percent of the year. Along
5 with increased prices on every goods and service I
6 purchase. Ladies and gentlemen, again, an increase
7 awarded AmerenUE at this time is going to have a very,
8 very dramatic impact across our community. Price
9 increases will come downward from every business,
10 every hospital, every medical care facility, all of
11 our educational institutions, community service
12 providers, and, yes, even our government centers.
13 Every one will feel it from everywhere. With the
14 employment rate in the double digits, no raises for
15 those who currently have jobs, no jobs available for
16 those that have been laid off, and the federal
17 government says there is zero inflation, our economy
18 is in need of serious repair. We urge you to deny any
19 rate increase request. This is not the time for
20 increase. Perhaps AmerenUE can find a way to tighten
21 their belt so to speak. In the area of efficiencies
22 or salaries, most of us have already done this and
23 will continue to do so. And thank you very much,
24 commissioners, for your time and for your
25 consideration. Thank you.

1 JUDGE WOODRUFF: Any questions? Next name
2 on the list is Tom Gillette. Raise your right hand.
3 Do you solmenly swear or affirm that the testimony
4 you're about to give shall be the truth, the whole
5 truth, and nothing but the truth?

6 MR. GILLETTE: Yes, I do.

7 JUDGE WOODRUFF: Tell us your name and
8 spell your last name.

9 MR. GILLETTE: My name is Tom Gillette;
10 G-i-l-l-e-t-t-e. I live here in St. Charles. I have
11 lived in St. Charles all my life and, yeah, the
12 service is fine. I am -- some of what I had to say
13 was spoken very well by Tom Schneider, the effect on
14 very poor, the people who can least afford this. I'm
15 also hear to speak about rate increases because in our
16 business, we use a lot of energy inputs and we follow
17 both electric rates and natural gas rates. The
18 challenge that I see not just with AmerenUE and
19 because AmerenUE does operate some natural gas plants,
20 but this goes on across the country, Public Service
21 Commissions are allowing utilities to build natural
22 gas fired plants. By doing this they are pushing up
23 the price of natural gas which affects all of us
24 probably as much as the rate increase does that we're
25 talking about. And I think that we really need to

1 look elsewhere for other methods of generating
2 electricity, especially for generating that surplus
3 electricity. Tomsauk was a brilliant piece of
4 generating capacity, build another one. That's all I
5 have.

6 JUDGE WOODRUFF: Thank you, sir. Any
7 questions? Thank you, sir. The next name on the list
8 is Troy Birdman. Is Mr. Birdman still here? Then the
9 next name is John Behr. Please raise your right hand.
10 Do you solemnly swear or affirm that the testimony
11 you're about to give shall be the truth, the whole
12 truth and nothing but the truth?

13 MR. BEHR: I do.

14 JUDGE WOODRUFF: Thank you very much. Tell
15 us your name and spell us last name for us.

16 MR. BEHR: John Behr; B-e-h-r. I'm a
17 resident of St. Charles county, but I'd like to direct
18 my remarks tonight on behalf of the company I work
19 for, Schnuck markets, rather than as a personal,
20 residential customer of Ameren. Like the others who
21 came before you tonight, I also would ask that you not
22 grant Ameren their 18 percent rate increase request.
23 However, I'd like to talk more specifically about how
24 any such rate increase is apportioned amongst their
25 class of service customers, if you will. There are a

1 number of rate classes, as I'm sure you well know,
2 with different electric rate structures from
3 residential to small and large general service, to
4 small and large primary service. And finally, the
5 very largest, which are called large transmission
6 customers. General service customers have
7 consistently paid more toward the cost of service than
8 other classes. In the past, settlements like those
9 that will come out of of this rate request have
10 favored other customer classes by using across the
11 board rate increases for a major portion of the
12 revenue increase request. Ameren's own class cost of
13 service testimony in the past shows that the general
14 service class is still paying more. Energy is a
15 substantial cost for small businesses. And I think as
16 everyone would agree here tonight, small businesses
17 really drive our economy. Particularly as we try to
18 recovery from this deep recession. The profit margins
19 of independent retailers like Schnucks -- we're a
20 privately held company. Our profit margins like other
21 companies like us are under extreme pressure from big
22 box competitors like Wal-Mart, Target and Costco. At
23 our company, we operate 106 grocery stores, nearly
24 half of which are served by AmerenUE. Each one of
25 these is really a small business unto itself with its

1 own P & L. Each of these stores serves an important
2 role in a local community as a food and drug retailer.
3 As well as an employer of about 150 or so people per
4 store on average. Energy is a substantial cost for
5 small businesses and especially for grocery stores.
6 I'll echo some comments made by a gentleman earlier in
7 the evening. Grocery stores require a lot of
8 electrical to keep their food refrigerated and frozen
9 as well as lighting and heated and air conditioning.
10 As a result because of that refrigeration component,
11 we use a lot more electricity per square foot than
12 residence, office buildings or even dry goods
13 retailers. Refrigeration accounts for about half of
14 the total energy use in a grocery store, or can you
15 think of another way a grocery store using twice as
16 much energy per a comparable size stores like Lowe's
17 or Home Depot or Kohl's that only have to provide
18 lighting and air conditioning. Food retailing is
19 extremely competitive. In good times grocery stores
20 operate on a razor thin profit margin of about one or
21 two percent are sales. In good times we don't make 6
22 percent like Ameren. It's very competitive.
23 Likewise, as we just explained, our energy costs are
24 high, our utility costs are about one or two percent
25 of our sales. Just like our profit margins are one or

1 two percent of our sales. So if our utility rates
2 were raised 18 percent, our profit would fall 18
3 percent. And for some of our stores, this could
4 easily mean the difference between keeping that store
5 open or closing it. And the impact to that community
6 is that a small business could suffer or each fail in
7 that community. So I only ask you tonight to consider
8 how any such rate increase gets apportioned among the
9 rate -- among the classes of service. And this time,
10 please, general service customers should be treated
11 fairly at all levels. And this will serve to take
12 care of small businesses which are critically
13 important right now in this economy and any recovery.
14 Thank you.

15 JUDGE WOODRUFF: Any questions for Mr.
16 Behr.

17 CHAIRMAN CLAYTON: Mr. Behr, I do have a
18 question. I don't know if you're the right guy to ask
19 this question or not. Does Schnuck's take part in the
20 demand response offerings from Ameren? Do you know
21 what I mean.

22 MR. BEHR: I do. I'm director of
23 facilities.

24 CHAIRMAN CLAYTON: I didn't know from what
25 arm of Schnuck's --

1 MR. BEHR: We do not right now because the
2 program that they offer is not particularly beneficial
3 to us in demand response. Much of our load is very
4 flat because that refrigeration is running 24/7. And
5 so it's difficult for me to shed any of my load during
6 the middle of the day when the peak demand occurs.

7 CHAIRMAN CLAYTON: I'm not familiar with
8 Schnuck's foot print where you serve customers, but do
9 you have any stores that do participate in the demand
10 response program?

11 MR. BEHR: We do have a few in northern
12 Illinois in Com Ed territory.

13 CHAIRMAN CLAYTON: What makes a demand
14 response program work for Schnuck's to participate, to
15 come down to just the dollar that is paid? Is it
16 something that has to work with your load profile?

17 MR. BEHR: It's really the dollar that's
18 paid. And frankly, where we do participate in
19 northern Illinois, it's a tiny, miniscule amount. We
20 do it because we can and seldom get called upon. And
21 all we're able to do is shut off lighting.

22 CHAIRMAN CLAYTON: I hate to invoke the
23 name of Wal-Mart who is a competitor of yours, but
24 Wal-Mart has participated. They got a national
25 program on demand response. Have you all studied what

1 they do to determine whether it's works for Schnuck's?

2 MR. BEHR: I have looked at it a bit. I
3 would question whether they participate in anything
4 with AmerenUE. In other utilities, especially in the
5 northeast and west coast, et cetera, demand response
6 is much more effective and mostly because they are
7 willing to pay a lot more.

8 CHAIRMAN CLAYTON: But there are things you
9 can do that can shed that load during high peak times?

10 MR. BEHR: There are some, but I can't even
11 begin to shed 25 percent of my load, maybe five.

12 CHAIRMAN CLAYTON: Thank you.

13 JUDGE WOODRUFF: Any other questions? That
14 was the last name on the list. I'll throw out if
15 somebody wants to come up and testify, I see several
16 hands. We'll let this march and we'll try to get
17 everybody up here.

18 MR. GLENN: How are you doing? I hadn't
19 planned on speaking tonight.

20 JUDGE WOODRUFF: Do you solemnly swear or
21 affirm that the testimony you're about to give shall
22 be the truth, the whole truth, and nothing but the
23 truth?

24 MR. GLENN: Certainly.

25 JUDGE WOODRUFF: Tell us your name.

1 MR. GLENN: Lindeman Glenn out of
2 Florissant, Missouri. I hadn't planned to speak
3 tonight, but it's pretty interesting people got a lot
4 of good information and that. Personally I myself can
5 -- I understand why they want a rate increase. I can
6 understand why it's justifiable. For one thing they
7 have been pushing conserving energy, which means they
8 are selling less electricity. If all of us conserve
9 electricity, they are making less money. In addition
10 to that, the Obama administration has a little thing
11 about not liking coal. Other than my relatives' place
12 at Callaway nuclear plant, they're big producers down
13 here at Portage. It is using coal. So at what point
14 or is this part of what the Obama administration is
15 -- is that what they are going to do to this coal?
16 Is that part of this race that's going to bump on to
17 us as a consumer? Is this part of it? That's what I
18 would like to know because at some point that's going
19 to come down the road or is that going to be another
20 40 percent increase down the road. That's something I
21 would like to get clear. Because like I said, if
22 you're in business, you want to make money. However,
23 if you are floating around a two-digit profit margin,
24 I have a real problem with that because myself and
25 rest of these people that work, I don't think we make

1 that kind of profit margin. Not a lot of people do.
2 I think Bernie Madoff did in all his companies in his
3 little scams. However, if you want a legitimate
4 business that serves the public as a public utility,
5 and you want to make a profit in double digits, so
6 somebody better go back and take a double look at what
7 these people are making as profit. As far as people
8 running it, some them are probably pretty intelligent.
9 However, on some, the last issue that they had with me
10 not having utilities for five days at a time because
11 they didn't do their jobs, which I'm trying to figure
12 out who, because you got leadership and vice-president
13 and then you got assistant, assistant, to assistant
14 vice-president, okay. Which one is responsible?
15 Well, I'm not responsible. Well, somebody is darn
16 sure responsible for this matter. So, you have got
17 enough of them in there, half of them to could
18 probably go bye-bye because all they do is put the
19 blame on somebody else. Okay. If you want to do your
20 job and get in there. I'll work for them for free for
21 a year, not a problem. I'll run it. They can all go
22 bye-bye and I'll run it. And I guarantee I can turn
23 the company around. It's real easy to do because I
24 ain't interested in making a bunch of money. I'm not
25 interested in all stocks afterwards and big profits

1 and a nice, new building they got down there, and new
2 equipment and big walkway across the street they
3 built, and everything else they invest their money in
4 and want to come back and say we need increase to pay
5 for all this. Why didn't you think about that before
6 you built it and bought it because people out here are
7 hurting. I got all kinds of relatives no jobs, laid
8 off, disabled. I got a sister that's dying now and
9 she can't even get Social Security because she quit
10 working. Even though she worked most of her life and
11 they said you don't get anything. Tough luck, bye.
12 And her husband just had cancer. Their insurance ran
13 out and they had tough luck. Bye. We can drag all
14 the refugees over here and give them everything we
15 want, but we won't take care of our own people. I
16 suggest this commission start taking care of the
17 people in Missouri and the U. S. government should be
18 doing it, but they let all our jobs go overseas. Half
19 of these kids in college and high school that spent
20 all kinds of money going to colleges get out and they
21 want to give them \$20,000. They got \$50,000 in bills
22 going to college. How are our kids and your kids
23 supposed to put up with this where you got all these
24 people making all this money and the rest of us -- I
25 don't even get one percent on my savings account. How

1 are we supposed to deal with that situation? It's not
2 going to end up very pretty. And I believe it's
3 starting to go show in the polls. So, that's why I
4 didn't really want to talk, but I wanted to express a
5 little opinion.

6 JUDGE WOODRUFF: Please raise your right
7 hand. Do you solemnly swear or affirm that the
8 testimony your about to give is the turth, the whole
9 truth and nothing but the truth?

10 MS. BRANDT: Yes, sir.

11 JUDGE WOODRUFF: Tell us your name please.

12 MS. BRANDT: My name is Evelyn Brandt;
13 B-r-a-n-d-t. Before you gentlemen came to the room we
14 were asking questions or we were allowed to ask
15 question to some of the AmerenUE workers and the CEO.
16 And one of the things somebody asked was how much he
17 was making in one year. And his response was \$575,000
18 per year, which means a lot more than people that has
19 ten percent job loss right now. And we were asking
20 also to him and how much was their profit last year in
21 nine months. He said it was between \$160 million and
22 \$180 million. What I would like to know how many
23 people in that kind of profit they hired to help your
24 economy. How many people they give more jobs to for
25 \$180 million. If they took that -- if they don't have

1 two years of any kind of profit, they just worked,
2 paid their workers. Right now is not the time to do
3 anything new. That's my belief anyway, but if they
4 did not make any profit for two years, that would make
5 \$320 million that asking for the public \$402 million.
6 So what I'd like to know, is that why now. I do
7 realize America is going green, I do realize that.
8 And you're trying to build power plants and trying to
9 do more green and all that, but is this the time when
10 people can't find jobs, everybody is helping each
11 other's families out, grandparents are taking care of
12 their grandchildren even. Is this the time? And
13 another thing is that you know, I wasn't born in this
14 country, but I'm an American citizen and I will die
15 for this country. And I believe America is the
16 greatest country in the world, but here's the thing,
17 they are asking -- the government is asking from us as
18 Americans to help each other out basically, help each
19 other out. What is AmerenUE doing to help Americans
20 out. And the other thing. And I'm done basically for
21 my question. And I'm against this increase, but I
22 notice that you as commission members and seem like
23 Robert Clayton is the only one asking questions may I
24 ask why Mr. Clayton --

25 MR. KENNEY: I think there was a desire to

1 allow the most number of people to speak and allow
2 everybody in the room to have an opportunity to
3 express their opinions rather than all of us asking
4 questions. I think it was really just a desire to
5 allow the maximum number of people that wanted to take
6 the time to speak to sometime.

7 MS. BRANDT: That did answer my question.
8 The judge was asking if there is any question and Mr.
9 Clayton was the only one asking questions. That's
10 what I would like to know why Mr. Clayton -- why did
11 he ask question.

12 CHAIRMAN CLAYTON: The questions I asked I
13 was interested in the answer that.

14 MS. BRANDT: To be honest, that shows me
15 actually that you are the only one interested in
16 listening to us.

17 COMMISSIONER GUNN: We can certainly ask
18 questions about reliability.

19 MS. BRANDT: T be honest with you, I feel
20 as a consumer, as an American citizen, if he is only
21 one listening -- supposedly if you guys are
22 representing us I would expect everybody to ask
23 questions, not just Mr. Clayton --

24 CHAIRMAN CLAYTON: Ms. Brandt, I appreciate
25 you saying that. I don't think that anyone in the

1 room should characterize just because I ask --

2 MS. BRANDT: I wasn't categorizing. I
3 wanted to make sure everybody was listening.

4 CHAIRMAN CLAYTON: I have been accused of
5 asking too many questions and heckled by crowds for
6 asking way too many questions.

7 MS. BRANDT: I think you did well because
8 that showed your character and you care.

9 CHAIRMAN CLAYTON: I appreciate that, but I
10 don't think you should take away from everyone else.

11 MS. BRANDT: Thank you.

12 COMMISSIONER JARRETT: I just wanted to say
13 I am here in Jefferson City, and I have been here
14 since the hearing started and I am listening to ever
15 witness.

16 JUDGE WOODRUFF: Do you solemnly swear or
17 affirm that the testimony that you're about to give
18 shall be the truth, the whole truth, and nothing but
19 the truth?

20 MS. KALIPS: Yes, I do.

21 JUDGE WOODRUFF: Thank you.

22 MS. KALIPS: My name is Chris Kalips;
23 K-a-l-i-p-s. I reside at 1008 Devonshire. And I
24 hope the people from AmerenUE is writing that address
25 down. The only reason why I'm up here is because Mr.

1 Clayton was asking the questions. I am one of the
2 customers that the power is not on. That two years
3 ago my electric went out for the six days. I had to
4 pay for hotel rooms, two iceboxes worth of food,
5 freezer, and actually blew out one of my iceboxes.
6 Because of the wording in their stipulations, I didn't
7 get an icebox because it was an act of God. Two weeks
8 later, ice storm again. I was the next person was out
9 for four days; food, more hotel rooms. My power is
10 not on, in fact, two months ago it was out again,
11 bright sunny day. It's a running joke with my
12 friends. It's a running joke with my family, why.
13 All the time, all the time. My lines are buried.
14 Squirrels aren't eating it, moles maybe. I don't
15 know. It's always out. People walk a dog in my
16 neighborhood and it pees and my power goes out.
17 Honestly. I contacted finally a gentleman who was so
18 helpful at AmerenUE on 94. Do not ask me his name. I
19 got it wrote down. He walked the lines and he was
20 well aware how bad the power was back there. Then
21 what really bothers me is two blocks over there is a
22 gentlemen who does work for AmerenUE. He is a
23 manager, and he is actually on a separate grid, that's
24 why he is always on supposedly and I'm off. Fix my
25 grid with the 18 percent.

1 CHAIRMAN CLAYTON: I don't want to
2 interrupt, but I want to ask a question. In this
3 crowd I'm asking for permission.

4 MS. KALIPS: Go ahead.

5 CHAIRMAN CLAYTON: I was on the commission
6 when all the outages took place.

7 MS. KALIPS: I called the PSC, too.

8 CHAIRMAN CLAYTON: I think there was a desk
9 right out front that has a reliability sign, as I
10 recall. Did you go to that desk?

11 MS. KALIPS: Yes.

12 CHAIRMAN CLAYTON: Did you give them your
13 address?

14 MS. KALIPS: No. Because why, it's always
15 like -- it's all the time. It's not this year. It's
16 last year. It's been like that the five years.

17 CHAIRMAN CLAYTON: So you haven't seen any
18 improvement since '06 and '07?

19 MS. KALIPS: Yes. I can say it's better
20 than it was, but my power still goes out for what
21 reason.

22 CHAIRMAN CLAYTON: How many times a year
23 does it go out?

24 MS. KALIPS: This year I can only think of
25 maybe five.

1 CHAIRMAN CLAYTON: Since Friday?

2 MS. KALIPS: No, not this year, last year.

3 CHAIRMAN CLAYTON: So 2009?

4 MS. KALIPS: Maybe five.

5 CHAIRMAN CLAYTON: If you go back three
6 years prior to that, how many times would you say it
7 went out? How many dogs came through the
8 neighborhood?

9 MS. KALIPS: It went out so much that I got
10 so mad and choose not to pay my electric bill. You
11 know what that got me?

12 CHAIRMAN CLAYTON: What did it get you?

13 MS. KALIPS: My power turned off and I had
14 to pay a deposit to turn it back on plus pay my bill.

15 CHAIRMAN CLAYTON: The reason I asked about
16 this desk, I would urge -- I hate to bother the PSC
17 staff again, but Ameren people, they can go and check
18 circuits and check on reliability statistics?

19 MS. KALIPS: That one guy on 94, you pulled
20 that down and gave me everyday. He said yeah, you're
21 one of those that's on that bad grid.

22 CHAIRMAN CLAYTON: We do have rules that
23 are in place that were not in place before. That's
24 why I'm interested. I'll tell you I have done a lot
25 of hearings on Ameren in the metro area and we were

1 here an entire summer on reliability issues after
2 those storms and crowds were not happy. And that's
3 why I'm interested to know have things improved?

4 MS. KALIPS: With those storms with
5 AmerenUE it's like they give you phone numbers to call
6 for help and go to facility. And after who do you
7 call for help and I went through all the numbers and
8 everything, and it got back to the help with the Red
9 Cross. Why am I taking money from somebody else who
10 doesn't have it because I'm trying to prove a point to
11 AmerenUE. It's not --

12 COMMISSIONER GUNN: But your lines are
13 underground.

14 MS. KALIPS: They have been underground
15 since I moved in that house seven years ago.

16 COMMISSIONER GUNN: So it's not a tree
17 trimming issue.

18 MS. KALIPS: They have trimmed the trees.
19 My whole neighborhood is underneath the ground.

20 COMMISSIONER GUNN: But they are still
21 trimming trees?

22 MS. KALIPS: Still trimming trees. It's
23 white trucks that say JT's. Still trimming trees.

24 CHAIRMAN CLAYTON: Ms. Kalips, I would urge
25 you to meet with the staff and if there is reliability

1 issue, there are things we can do to dig into it and
2 identify the problem. That's what getting all these
3 people in the room together is about. So I urge you
4 to take advantage of that?

5 MS. KALIPS: Thank you.

6 JUDGE WOODRUFF: Any other questions for
7 Ms. Kalips? Do you solemnly swear or affirm that the
8 testimony you're about to give is the truth, the whole
9 truth and nothing but the truth.

10 MR. DESE: Yes.

11 JUDGE WOODRUFF: Tell us your name.

12 MR. DESE: My name is Philip Dese; D-e-s-e.

13 JUDGE WOODRUFF: What would you like to
14 tell us?

15 MR. DESE: I just have some comments
16 because I know the inner workings of Union Electric
17 and I don't like a lot of them. I'm a certified
18 boiler inspector, and I have inspected Union Electric
19 plants; Labadie, Portage, Meramec and some of the
20 others. The quality of maintenance is not what ASME
21 wants period. You guys are in life expectancy mode
22 and have been that way since 1980. Well, you're -- in
23 some plants you're like 25 years past the life of the
24 boiler and still going. Now, one of these days this
25 thing is going to blow up and it's going to be "An act

1 of God." I don't think so. I was down at Meramec
2 plants because I had to do a third party loss
3 investigation for main step-up transformer out of one
4 of your generators. And when I walked in number one
5 it was toasted. It overheated. When you overheat oil
6 in transformer you build up ammonia. And when you
7 build up ammonia and nitrogen it blows up. And when
8 it does explode, it's above the ignition temperature
9 of the oil so it burns. So we had like 14,000 gallons
10 of oil or 13, five. I don't remember which this is
11 back in like '93 or '94. And so I was asking
12 questions because I had to do loss investigation on
13 this thing. Well, it turns out that this transformer
14 was shipped in from Europe, I believe, Germany but I
15 don't remember, I did know. But it was shipped in,
16 came across the ocean into New York city and trucked
17 all the way from New York city into here. Okay. It
18 had too small of an oil cooler for our normal ambient
19 temperature and that was my recommendation is this
20 transformer should have been provided with adequate
21 oil coolers with fans. Okay. For the Missouri
22 environment. Instead, an engineer or somebody went
23 down to K-Mart or Wal-Mart and got a soaker hose, ran
24 it through the oil cooler fence and it obviously
25 didn't work. My question is just this okay because I

1 asked one of your employees how in the heck can you
2 guys take a \$6 million loss on a transformer that
3 takes 14 months to rebuild. Okay. And just burn it
4 up, blow it up, whatever you want to do with it. And
5 I was told point blank guys and these are you guys,
6 point blank, "hey, don't worry about it. It won't
7 cost us a dime. We're going turn it in as an act of
8 God.

9 CHAIRMAN CLAYTON: These are Ameren folks?

10 MR. DESE: Yes.

11 CHAIRMAN CLAYTON: We don't work for
12 Ameren.

13 MR. DESE: But you guys approve it.

14 CHAIRMAN CLAYTON: They are not our guys.
15 I want to be clear on what we're talking about here.
16 You mention --

17 MR. DESE: I'm positive it was turned in.
18 It was turned in as an act of God. And this is about
19 as much an act of God as somebody walk up and put
20 three or four slugs through the case. That's number
21 one. Number two, you guys already have your 18
22 percent or approximately rate increase because when
23 Callaway 1 was built, the entire foundation network
24 for Callaway 2 was poured, in place, and is sitting
25 there. I was out at the site and there was a

1 bull-dozer pushing dirt over the foundation. It's
2 buried under 12 to 15 feet of dirt. Was that cost
3 passed on to us from Callaway I went on. I think it
4 was. Same way with the intake structure. The intake
5 structure on the Missouri river was built for two
6 units. And as a rate payer I got to pick up the
7 entire cost of that instead of just half. I also got
8 to pick up the cost of running, I think, it's 12 miles
9 of pipe that I can stand up in and walk through to the
10 plant. And there is a reverse line coming back out
11 the outflow pipe that's the same size. So I mean
12 we've got huge amount of investment sitting there for
13 a plant that doesn't exist and probably never will.
14 The smallest contract on unit one was the pipe
15 insulation contract. It was billed for \$400,000. The
16 final price was \$1.6. That was the smallest contract
17 on the whole construction site. There was so many
18 massive cost overruns it was pathetic and the general
19 contractor was more than happy because his contract
20 said he got, I think, ten percent for every dollar he
21 touched. So he didn't mind doing did wrong one, two,
22 three, four times, you know, or whatever it cost. He
23 got ten percent. And that is the end of my comments,
24 but I don't think you need a 18 percent. You have
25 already got it in what's buried up at unit 2 and also

1 the increased size because even the cooling tower,
2 parabolic cooling tower was designed for the second
3 unit?

4 JUDGE WOODRUFF: Any questions.

5 CHAIRMAN CLAYTON: Yeah, I do. Mr. Dese,
6 are you a former employee or current employee of
7 Ameren.

8 MR. DESE: I was a consultant.

9 CHAIRMAN CLAYTON: To the company?

10 MR. DESE: To the company. I represent the
11 insurance company.

12 CHAIRMAN CLAYTON: And was that during the
13 entire construction period?

14 MR. DESE: No.

15 CHAIRMAN CLAYTON: '75 to '83.

16 MR. DESE: This was only like a five-year
17 period from like '78 through '84, I guess. I'm trying
18 to remember. I'm old.

19 CHAIRMAN CLAYTON: Did you ever testify
20 before the Public Service Commission during the rate
21 case involving Callaway 1 and proposed Callaway 2?

22 MR. DESE: No.

23 CHAIRMAN CLAYTON: So you never offered any
24 testimony or consulted on actual rate making before
25 the Public Service Commission?

1 MR. DESE: No. My job was that of my
2 qualifications. I'm fire protection engineer and I'm
3 national board certified boiler inspector.

4 CHAIRMAN CLAYTON: Okay.

5 MR. DESE: I'm also electrical engineer.

6 CHAIRMAN CLAYTON: Excuse me. Okay. Do
7 you have any specific examples of current safety
8 problems associated with AmerenUE?

9 MR. DESE: I have not been working since
10 2000.

11 CHAIRMAN CLAYTON: Okay. So you don't have
12 any specific examples?

13 MR. DESE: No, I don't have current. I
14 will give you some current examples. Yeah. Okay.
15 Some current examples that I have noticed. Okay.
16 Union Electric has a load, and I mean a load because
17 they're mostly bedroom communities. They have a load
18 of mounted transformers and it's almost impossible to
19 try to service all those, but at least the big ones
20 should be serviced. And yet that was part of one of
21 their cutbacks. Okay. When they needed some money
22 they cut back on service of the major transformers,
23 the distribution transformers.

24 CHAIRMAN CLAYTON: Are you aware of the
25 infrastructure rule that the commission passed a few

1 years ago?

2 MR. DESE: No, sir.

3 CHAIRMAN CLAYTON: That required inspection
4 of infrastructure such as transformer lines, poles.

5 MR. DESE: Inspection doesn't do darn
6 thing. You have do do oil testing and clean the oil
7 and insulators and that stuff. If you're not going to
8 do that, okay, drive away and shoot a hole in it
9 because it's going to fail.

10 CHAIRMAN CLAYTON: So, how would a rule be
11 written that would require that just basically aside
12 from directing that an inspector goes in and checks
13 the functionality of a transformer, how would you add
14 to that.

15 MR. DESE: When you get a report that they
16 want you to pay for "an of act of God" ask for oil
17 testing records, ask for dielectric tests records.
18 There should be more than one. They are supposed to
19 do this on an ongoing basis like changing the oil in
20 your car.

21 CHAIRMAN CLAYTON: I don't have any other
22 questions. Thank you, Mr. Dese.

23 JUDGE WOODRUFF: The gentleman in the blue.

24 MR. VALENTI: Thank you.

25 JUDGE WOODRUFF: Do you solemnly swear or

1 affirm that the testimony you're about to give shall
2 be the truth, the whole truth, and nothing but the
3 truth?

4 MR. VALENTI: I do.

5 JUDGE WOODRUFF: Tell us your name.

6 MR. VALENTI: Sam Valenti; V-a-l-e-n-t-i.

7 JUDGE WOODRUFF: What would you like to
8 tell us?

9 MR. VALENTI: First of all, I'd like to
10 thank you for coming down. I appreciate that. I am
11 probably on the far end of the spectrum of people
12 you're going to talk to because I have no confidence
13 in you. I have no confidence in the executives with
14 UE in the back of the room. Zero. They are
15 corporatists. You come from a corporate environment,
16 and you succumb to corporate arguments without
17 adequately listening to people. People have been
18 standing up here one after another tonight talking
19 about their hardship. One third of the people in the
20 state of Missouri right now are retired, unemployed,
21 underemployed, cannot afford your rates as they are.
22 So I'm going to suggest this. I'm going to suggest we
23 give them 18 percent reduction in rates. All right.
24 And if we have to settle for something like eight
25 percent reduction, well, so be it. I can live with

1 that, you know. At least it's a reduction. Now, I
2 don't trust you to do the hard work. You're dressed
3 in suits. When I see you come in blue jeans and
4 T-shirts, then I think you will be on my level. When
5 I see you missing your teeth, then I think you will be
6 on my level. When I see you not having a car for five
7 years and walking, then you will be on my level and
8 the level of a lot of our people. Because America,
9 the people -- working people of America are going
10 down. This isn't a joke. This is real. It's
11 happening now. The reason it's happening is because
12 corporate people have bought off our politicians.
13 Politicians don't work for America anymore. They work
14 for corporations. We mean this as a corporatist
15 state. That's called fascism. My father fought in
16 World War II in Patton's army, won four bronze stars,
17 liberated the guys at the Battle of the Bulge that
18 ended that war. He fought long and hard. I fought
19 during the Vietnam war, okay. So I'm not going to
20 stand up here and listen to people who are corporate
21 people try to tell me what's going on, and I don't
22 know because believe me I do. And I want to point you
23 guys out in the back with UE. You stand on notice
24 that the people are not going to tolerate your
25 behavior any longer. This is not a game. This is

1 life and this is death. And it's time you understand
2 that. So take your rate increase off the table and
3 learn to live within the budget like we live. Because
4 people are going to get rifles soon. And it's time
5 they do. So here's my proposal. The only way to get
6 UE to get out of that 20th century mind set they are
7 in is to shock them. You got to shock the electric
8 company of all crazy things, but that's what you got
9 to do. And that 18 percent rate reduction will do it.
10 It's not Pollyanna; it's not pie-in-the-sky. What
11 that will do is guarantee that there is no rate
12 increase. And we'll try to live with what's here.
13 And by doing that you will change their goofy culture
14 into a good will culture because that's where America
15 is living right now. So wake up, think that there are
16 a lot of people like me because there are. All right.
17 I'm sorry I raised my voice. I'm sorry if I offended
18 anyone, but that's how I feel and that's where I'm at.
19 Thank you.

20 JUDGE WOODRUFF: Any questions?

21 MR. CUCCIO: C-u-c-c-i-o Tony. I live at
22 209 Whitehurst Manor Court, St. Louis, Missouri.

23 JUDGE WOODRUFF: Do you solemnly swear or
24 affirm that the testimony your about to give shall be
25 the truth, the whole trth and nothing but the truth?

1 MR. CUCCIO: I do. I think my opinions
2 aren't falsehoods. I just have a series of questions.
3 I don't understand, and I hope we're not paying for
4 the advertising in the media that AmerenUE advances to
5 burnish its image. I mean I have one transmission
6 line into my house. I can't use Cuivre River, I wish
7 I could. The subdivision across the way from me has
8 Cuivre River, the school and church behind me have
9 Cuivre River. And when my power is off, theirs is
10 always on. And I have belonged to co-ops before, and
11 I have been very pleased with those. I hope we're
12 also not paying for message boards at the Blues, Rams
13 and Cardinal stadium and facilities. I don't see the
14 point in advertising anyway since you have a set group
15 of customers. I mean I either have to use you or I
16 have to go back to Abe Lincoln time or light a candle
17 or bring in a wood burning stove because I don't have
18 an alternative. AmerenUE power play for the Blues, I
19 don't know that I would want to be associated with
20 that. I think they scored once in the last 40 times.
21 It's pretty low wattage power play. When US Cellular
22 field was built in Chicago in 1993, Commonwealth
23 Edison gave the owners, Reinsdorf and Ionhorn free
24 electricity, free power and then asked for a huge rate
25 increase of the community. I want to make sure we're

1 not giving the fat cats that run those three teams
2 free or reduced electricity below what we or
3 Schnuck's, or some other commercial employers pay.
4 Also, I remember five or six years ago talking to
5 someone at AmerenUE told me that their bargaining
6 employees paid nothing in the way of contribution for
7 their health care. I hope you're looking not only at
8 compensation, but you're looking at benefits provided
9 and making sure they have reasonable deductibles,
10 reasonable out-of-pockets, reasonable co-pays on
11 physician visits and drugs that are comparable to
12 those of other employers. And that they are not
13 paying nominal amount as percentage of premium for
14 those plants. They are probably self-insured so it's
15 cost of their claims and administrative cost. I don't
16 understand why they are selling appliances, why do
17 they sell stoves? I see advertisements for that. Why
18 are they trying to compete with Lowe's and Home Depot
19 and Best Buy. Also, I don't understand why they are
20 for subsidizing people that put in more efficient air
21 conditioners, furnaces. Federal government does that.
22 I took advantage of that when I put in a new air
23 conditioner and furnace a year or two ago, but in time
24 when you're asking us to pay 18 percent more it seems
25 to me this laundry list or items like this should be

1 examined and may not, you know, amount to a whole lot,
2 but every little piece that can be taken off that
3 budget means maybe that 18 percent increase doesn't
4 have to be 18. Maybe it can be 17 and a half or
5 something less. Somebody told me when I brought up
6 the issue of advertising, that shareholders pay for
7 that and we didn't pay. I hope that's true because I
8 hate to think I was paying for what I think is
9 frivolous media advertising. That's all I have.

10 JUDGE WOODRUFF: Any questions?

11 CHAIRMAN CLAYTON: All of the issues that
12 you mention --

13 MR. CUCCIO: I just brain stormed those
14 when I got out of bed this morning.

15 CHAIRMAN CLAYTON: They are all excellent
16 questions and all issues that come up in the case that
17 comes before us.

18 MR. CUCCIO: I hope they do.

19 CHAIRMAN CLAYTON: The parties, the
20 stakeholders involved in the case, there is sparring
21 back and forth and ultimately the commission has to
22 make a decision, but every issue that you mention is
23 something that generally we have to decide on, so it's
24 not automatic that something goes in an expenditure
25 goes into rates. That's not the way it works and

1 that's what the commission does. What I wanted to ask
2 you is you mention -- did you say you were at the end
3 of the line?

4 MR. CUCCIO: No, I got in late.

5 CHAIRMAN CLAYTON: Do you -- are you
6 adjacent to Cuivre River?

7 MR. CUCCIO: I am adjacent to a subdivision
8 that has Cuivre River and adjacent to St. Joe, and I
9 am -- I think the school has it. I know the church
10 has it. I haven't lost power very much, not like my
11 daughter, not like my secretary, not like another
12 woman at work who seems every time there is a little
13 issue they are throwing out food and I don't know how
14 they put up with that time and time again. I lost it
15 a couple time and I haven't gone to a hotel. We've
16 just put on additional covers and held each other
17 closer. I don't see their power off, and I belonged
18 to a cooperative when I lived in central Illinois.
19 They gave us dividends back every year. I thought it
20 was efficiency run much more so than Illinois Power
21 which was the alternative for folks around there. So
22 when I see my power off and see those lights still
23 ringing around me it leaves a bad taste in my mouth,
24 but I haven't loss power like some people.

25 CHAIRMAN CLAYTON: That's all I have.

1 Thank you.

2 JUDGE WOODRUFF: Do you solemnly swear or
3 affirm that the testimony you're about to give shall
4 be the truth, the whole truth, and nothing but the
5 truth.

6 MS. HOFFMANN: I do.

7 JUDGE WOODRUFF: Tell us your name.

8 MS. HOFFMANN: Mary Kay Hoffmann.

9 JUDGE WOODRUFF: Spell the last name.

10 MS. HOFFMANN: H-o-f-f-m-a-n-n. Well,
11 first off, I'm fully aware of the difference between
12 co-ops and Ameren because I work for a company who
13 develops software for those co-ops. So I work -- we
14 develop telephone and electric software. So I'm fully
15 aware of the advantages of a co-op. The issue I have
16 with Ameren in general is I'm one of the lovely areas
17 where our power lines are underground and my power is
18 out all the time and has been since 1974. This is not
19 a new issue. This is a long-standing issue. I don't
20 get any money back when my power is out. I don't get
21 to cut my bill because they can't provide me power.
22 But yet they are looking at us to give them 18 percent
23 increase. And if it has to do with maintenance, these
24 long term maintenance, then this maintenance should
25 have been going on for the last 35 years and shouldn't

1 be being reimbursed now. In general, this is how I
2 look at it. If this 18 percent increase goes through
3 they are going to end up less money because they are
4 putting people out in the street or people like my
5 poor father that has to move in with me. He is 84
6 years old and works two jobs. If this 18 percent
7 increase goes in, he can't afford it. So instead of
8 making more money, they are going to make less money
9 because people are out in the streets or living with
10 family. That's the bottom line. I mean you have got
11 people out here, many people have attested they are on
12 fixed incomes and they are out working second jobs to
13 make ends meet. If you put an 18 percent increase on
14 utilities, of course, our food is going to go up as
15 well as utilities going up as well as taxes going up
16 as well as everything else going up and those people
17 are going to be out in the street or living with
18 family. So they aren't going to be making more money.
19 They are going to making less and turning around with
20 those additional increases hitting people that are
21 living trying to make ends meet. So they are making
22 their ends meet. What they need to do is cut there
23 budget we had to where I work, we work with co-ops.
24 When money was tight, we held our raises back. We
25 didn't earn vacation. We didn't earn bonuses. We

1 tightened our belt. We put our heads to work and made
2 it work on the budget we have. And that's what they
3 need to do.

4 JUDGE WOODRUFF: Any questions.

5 CHAIRMAN CLAYTON: I just wanted to ask
6 you, you're in St. Charles?

7 MS. HOFFMANN: I'm in the city of St.
8 Charles.

9 CHAIRMAN CLAYTON: On the reliability
10 issue, you said your power always goes out since 1974?

11 MS. HOFFMANN: Yes, sir.

12 CHAIRMAN CLAYTON: So --

13 MS. HOFFMANN: My boss laughs when I call
14 in and say my power is out, and he goes is that the
15 15th time this year.

16 CHAIRMAN CLAYTON: What kind of response do
17 you get from --

18 MS. HOFFMANN: None.

19 CHAIRMAN CLAYTON: Do you call?

20 MS. HOFFMANN: I call every single time.

21 CHAIRMAN CLAYTON: Has anyone ever come out
22 and check the circuit. How often would you say it
23 goes out.

24 MS. HOFFMANN: How often it goes out?

25 CHAIRMAN CLAYTON: A year. I mean last

1 year not this year.

2 MS. HOFFMANN: Up until the time they
3 started cutting trees, I bet my power had gone out a
4 good six to eight times since the tree cutting.
5 Depending on how long they consider a power outage, my
6 power has probably gone out six times.

7 CHAIRMAN CLAYTON: So that's improved
8 slightly.

9 MS. HOFFMANN: Minimally. The last power
10 outage during the freeze, I almost lost animals. I
11 lost trees. And my family and I had to stay because
12 we couldn't rush off to hotel. Nobody wanted to take
13 all our animals so we sat in the house at 45 degrees
14 with the fireplace trying to keep our animals and
15 family warm. As far as food, it was frozen enough
16 outside, I stuck it outside. So I didn't lose any
17 food that time, but come around the following July, I
18 was also in that five to six day power outage, and I
19 lost everything. Did I get any money back? Have I
20 ever got any money back; not a single penny. So there
21 service, excuse me, is less to be desired. Their
22 increase is not something that our economy can take
23 and they need to learn to tighten their budget and
24 tighten their own belt and refuse their bonus and
25 their raises races until they can make this company

1 work on the budget that they got.

2 COMMISSIONER GUNN: Are you seeing -- are
3 you seeing not only long term outages, but are you
4 seeing -- because you mentioned that depending what
5 they consider to be an outage. Are you seeing short
6 term power outages as well.

7 MS. HOFFMANN: I have had two this week
8 already.

9 COMMISSIONER GUNN: And how long do those
10 last; ten minutes?

11 MS. HOFFMANN: Sometimes it's 30 one time.
12 Another time it can be 15 minutes or other times it
13 can be half hour. It just depends on what caused it.
14 And it's not in my immediate neighborhood because my
15 power lines are all underground.

16 COMMISSIONER GUNN: You were counting those
17 intermittent outages. Those short term outages in six
18 to eight times in the previous year or would that
19 increase?

20 MS. HOFFMANN: That would probably increase
21 it.

22 COMMISSION GUNN: Thanks. I don't have
23 anything else.

24 JUDGE WOODRUFF: Do you solemnly swear or
25 affirm that the testimony you're about to give shall

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

3 MR. STEGEN: I do.

4 JUDGE WOODRUFF: Tell us your name.

5 MR. STEGEN: Steve S-t-e-g-e-n.

6 JUDGE WOODRUFF: What would you like to
7 tell us?

8 MR. STEGEN: I would like to remind all of
9 you of something that I read in January of last year,
10 that the Missouri Department of Social Services, here
11 was an article in the paper said that fully 50 percent
12 -- 50 percent of the residents of this state are on
13 some kind of welfare benefit. And I just believe and
14 that's something you can check through the Department
15 of Social Services, and I just believe that this is
16 this request is just completely outrageous. And I
17 listened to the man from St. Vincent DePaul. I have
18 worked for St. Vincent DePaul myself. And things are
19 in terrible condition. People are really hurting and
20 these people don't really seem to consider that at
21 all. It's just -- it's just really bad. And I hope
22 that this is -- I don't even want to see them get
23 three percent. I heard somebody before thought maybe
24 they were looking for some kind of reduced amount, but
25 with all the things I have heard tonight, I don't

1 think they deserve anything, period. 25 percent in
2 one year, that is just outrageous. And I lived in
3 Texas for a few years, the home of Enron. And I moved
4 back here and I got my first bill from AmerenUE. When
5 I left it was UE, when I came back it's AmerenUE, and
6 I about fell on the floor when I saw my first bill. I
7 couldn't believe it. And I started asking some
8 questions and I was told that at one time the PSC had
9 really great consumer advocates and Governor Blunt
10 fired him. And I don't know what we've got now, I
11 just met a gentleman over here. He seems to be a nice
12 person. I don't know who appointed him. But, I would
13 be curious to find out and compare the ten years prior
14 to Governor Blunt and the ten years after he was
15 elected to see what the cost of living and the rates
16 have given us with the two different governors in
17 power. Thank you very much.

18 JUDGE WOODRUFF: Anyone have any questions.
19 Do you solemnly swear or affirm that the testimony
20 that you're about to give shall be the truth, the
21 whole truth and nothing but the truth?

22 MS. SANDERS: I do.

23 JUDGE WOODRUFF: Tell us your name.

24 MS. SANDERS: Yvette Townsend Sanders.

25 JUDGE WOODRUFF: What would you like to

1 tell us?

2 MS. SANDERS: I think that when I was at
3 Jay Nixon's inauguration he said something about there
4 being very tough times. And as we know it in almost
5 every household there is somebody without a job.
6 There is -- we are experiencing really hard times now,
7 most in every household. Okay. I think it's
8 ludicrous for AmerenUE to ask for 18 percent increase,
9 I think it puts a very bad face on Ameren, I really
10 do. And I remember at the governor's inauguration, I
11 remember him saying -- Jay Nixon said we need to all
12 work together. I also think that sometimes when you
13 are -- I don't resent anyone making more money than
14 me, but sometimes when you're in a certain plateau,
15 you're so -- you don't have any knowledge of what's
16 going on. You don't even have a clue of what's going
17 on. And to ask for 18 percent increase at this time,
18 it's telling us something about AmerenUE. It's
19 telling us something. I have a home in Pike County,
20 and I had a terrible experience with AmerenUE. I had
21 huge electric bill, but no one was staying there. I
22 called. Valentine's Day three years ago I'm sitting
23 there, I had spoke with AmerenUE and they had made
24 arrangements for someone to meet me there at nine
25 o'clock in the morning, no one ever showed up. I'm on

1 the phone with AmerenUE all day long. They gave me
2 attitude that they could care less and they didn't
3 give a damn. It was -- it really was a rude awakening
4 of how things were done and I think you're telling us
5 the same thing now by asking for 18 percent increase.
6 It doesn't make any sense. That's all I have to say.

7 JUDGE WOODRUFF: Any questions? Do you
8 solemnly swear or affirm that the testimony that
9 you're about to give shall be the truth, the whole
10 truth and nothing but the truth.

11 MS. KAHN: Yes.

12 JUDGE WOODRUFF: What's your name?

13 MS. KAHN: My name is Rehana Kahn; K-a-h-n.
14 Okay. I have been living here in this country for the
15 last 32 years and in St. Charles for the last six
16 years. And I have no problem with AmerenUE. They are
17 fine. They are decent, but it's rates -- they have
18 come out with 18 percent. That is really ridiculous.
19 This is not only personal. This has got some strings
20 attached to it, but we had all around it has up so
21 high because we had consumers -- we had to pay for so
22 many things, utilities, our everyday requirement
23 things, and this is all intermingled with that because
24 when energy is high, everything will go up. So it has
25 already had been said. But this is the thing which is

1 really concerns me. And I went --I'm on Social
2 Security and I'm a widow for the last 23 years. And I
3 have raised my kids and put them through college and
4 get them married and everything. I have done it. I
5 was looking forward for my retirement age so I could
6 sit down and satisfactorily and have my entire life in
7 a peaceful way. But I don't believe that because this
8 is time that everybody is frustrated, so we have to
9 copy with this environment with the circumstances and
10 everything, but I don't know what time they have
11 chosen for this raise, and they have on the contrary
12 they have made profit from millions of dollars. Now,
13 the people over here, they are so frustrated. They
14 are right. They are very genuine in their demands.
15 Just for a gesture, AmerenUE should spend all the
16 profit, not all, half, whatever they can. They should
17 spend for welfare of the people who are already
18 suffering and that's what I wanted to say. Thank you.

19 JUDGE WOODRUFF: Any questions. Do you
20 solemnly swear or affirm that the testimony you're
21 about to give will be the truth, the whole truth, and
22 nothing but the truth?

23 MS. BENEDICT: I do.

24 JUDGE WOODRUFF: What is your name.

25 MS. BENEDICT: Nancy Benedict. 3557

1 Somerset Drive, St. Charles, 63303. I want to say I'm
2 against this increase. It's being requested, and it
3 hasn't been mentioned here, but anyone here in this
4 room can attest to the fact that if they get this
5 raise, it's only going to follow that every other
6 utility is going to request one. It's just too much
7 and that's all I have got to say.

8 JUDGE WOODRUFF: Questions? Do you
9 solemnly swear or affirm that the testimony you're
10 about to give shall be the truth, the whole truth and
11 nothing but the truth?

12 MR. HAYNES: I do.

13 JUDGE WOODRUFF: Tell us your name.

14 MR. HAYNES: First name Marc; M-a-r-c;
15 H-a-y-n-e-s.

16 JUDGE WOODRUFF: What do you want to say?

17 MR. HAYNES: Personally, like a lot of
18 people, I think this is kind of ridiculous that they
19 are asking for 18 percent. It says right here in
20 their little facts thing that they are planning on
21 doing reducing of expenditures and stuff like that.
22 To me, it would be more logical to basically reduce
23 that stuff first. Did they reduce executive pay? And
24 then implement some of their cost reduction before
25 hitting us up with the rate increase. You know it

1 just doesn't seem like most of us can afford it. I'm
2 a single father and, you know, my brother recently
3 lost his job, so he had to move in with me. And it's
4 real hard in the economy today and for them to say we
5 want to raise your rates 18 percent. I didn't get a
6 raise last year at all. That was just one of things I
7 have to accept. And I think it's something that they
8 should have to accept that they have to implement some
9 of the cost cutting procedures first before they hit
10 us up for the money. There is a guy I ride with. I
11 commute. I recycle. I got a programmable thermostat.
12 I do everything that I can to cut my cost. I really
13 do. I drive four minutes from my house to a commuter
14 bus and take MetroLink. I do everything I can and I
15 think it's in the best interest of us as citizens that
16 these people do the same thing. One of my complaints
17 about Ameren was that when we have one of the ice
18 storms a couple years ago, I was, you know -- I still
19 had power for like -- and I was looking out my back
20 window and all of a sudden -- I don't know if it was
21 transformer that blew, but all I remember is there was
22 cable bounces around on the ground live. I called
23 Ameren to tell them about this and the lady says it is
24 about a four-hour wait. Four-hour wait. It's a
25 safety hazard. I'm sorry. That's the way I look at

1 it. There is a wire bouncing around on the ground
2 with sparks shooting out of it. And she basically
3 said we can't do anything about it. Somebody should
4 be there in about four hours. I got off the phone and
5 called the fire department. I guess they called
6 Ameren and they said cut it off, do whatever they have
7 to do. And they went out and put cones out there for
8 safety thing. I think that some of this stuff we're
9 paying for seems like it's the Tomsauk fiasco, ice
10 storm fiasco, stuff they should have been doing for
11 decades that they basically we're going to end up
12 paying for now. That's all I got. Thank you.

13 CHAIRMAN CLAYTON: When was this? Was the
14 line down during one of the major outages?

15 MR. HAYNES: Yes. It was. It was one of
16 the ice storms. I can't remember if it was two or
17 three years ago. I don't remember exactly.

18 CHAIRMAN CLAYTON: December of 2006?

19 MR. HAYNES: It was cold.

20 CHAIRMAN CLAYTON: Or January, 2007. There
21 was one after that.

22 MR. HAYNES: I lost power, I want to say --
23 I can't honestly remember.

24 CHAIRMAN CLAYTON: It was during one of the
25 major outages?

1 MR. HAYNES: Yeah. I know the people I
2 stayed at, their actual lines were underground, and
3 they didn't lose power, but I guess because of that
4 one generator blowing or transformer whatever they are
5 called, you know, our whole subdivision did.

6 JUDGE WOODRUFF: Thank you. Do you
7 solemnly swear or affirm that the testimony you're
8 about to give shall be the trth, the whole truth and
9 nothing but the truth?

10 MR. GROSCH: I do.

11 JUDGE WOODRUFF: Tell me your name.

12 MR. GROSCH: Art G-r-o-s-c-h, 805 Concordia
13 here in St. Charles. Okay. I think some of the
14 things that's about echoed what I'm going to say also.
15 And one of the things I'm going to say first, Mr.
16 Clayton, I don't know why it's been echoed -- I don't
17 know why you're the only one that you answered things.
18 I'd like to hear from Mr. Kenney or Mr. Gunn. That's
19 besides the point. The point is I'm retired also.
20 And I don't -- I can't see where. I'm going to be
21 able to afford a 18 percent increase. And another
22 thing. First time I saw Karen Foss on one of your
23 advertisements, I thought we're going to be paying for
24 this, who knows what they are paying her. Don't laugh
25 because you know as well as I do she is getting pretty

1 good bucks. She is getting pretty good bucks. Why
2 does management decide to do that and turn around and
3 want us to get an 18 percent increase and another
4 thing is -- they are always telling us get new
5 furnace, new air conditioner, insulate, get new
6 windows, insulate the attic, get around your windows.
7 You never get ahead because as soon as you do that,
8 next month they raise the rates. So you're not really
9 gaining anything, you're gaining, but you're paying
10 more. I'm just saying it's a no-win thing. Just like
11 now, you're asking for 18 percent, I hope to God they
12 don't get that, but I'm sure the commission service is
13 going to give them something. That's just the way it
14 works and big money talks. That's another thing. On
15 the Johnsonville state park did Sasser -- the Tomsauk
16 reservoir, I remember them saying the public would not
17 pay a nickel for that. If everybody believes that I
18 have got a bridge I'll sell you here in the back when
19 we're done. Because I don't believe it. I really
20 don't because just what's been going on. So , I think
21 I have said enough and I'd like somebody besides Mr.
22 Clayton, if he's got any questions, if that's not
23 being too rude.

24 CHAIRMAN CLAYTON: I'll sit back, I guess.

25 MR. KENNEY: I don't have any questions,

1 but thank you for participating in the process. Since
2 you're the second person that made mention of the fact
3 that I haven't asked any questions, I should say that
4 you should not interpret the fact that I am asking no
5 questions that I'm not paying attention. I am
6 intently listening to each person. I don't want to
7 just ask questions for the sake of hearing my own
8 voice. I appreciate the time you have taken and
9 everybody has taken to come and participate in the
10 process. You and everybody else that's testified,
11 your testimony is being transcribed in the transcript.
12 I'm not only taking notes and listening intently, now
13 I will go back and review your testimony as we get
14 closer to the case. So you are an important part of
15 the process and I do truly appreciate the fact that
16 you have come out here and taken the time to express
17 your view.

18 MR. GROSCH: I did feel like he is more
19 concerned than you guys, but evidently not.

20 CHAIRMAN CLAYTON: It seems that I like
21 hearing my own voice.

22 COMMISSION KENNEY: I did not mean to imply
23 that.

24 JUDGE WOODRUFF: Do you solemnly swear or
25 affirm that the testimony you're about to give shall

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

3 MS. CONNOYER: I do.

4 JUDGE WOODRUFF: Thank you. What's your
5 name?

6 MS. CONNOYER: My name is Judith Connoyer,
7 and I'm a lifelong resident of St. Charles city. I
8 live at 220 Canary Lane in the city of St. Charles,
9 63301. C-o-n-n-o-y-e-r.

10 JUDGE WODDRUFF: Thank you.

11 MS. CONNOYER: I don't have a whole lot of
12 new things to add, but I simply wanted to reiterate
13 something that Tom Schneider had mentioned when he was
14 talking about the ministry to the poor through St.
15 Vincent DePaul. I worked with that ministry at
16 College Church in St. Louis a number of years ago and
17 worked directly with people who are just really on the
18 edge of society and unable to afford their utility
19 bills and I can only -- I think it's fair to say that
20 as more people fall into that category there is just a
21 larger number of people that are going to need that
22 kind of help. At this point, I am retired from
23 ministry. I am since a retired minister and
24 evangelical Lutheran church in America. So also in
25 that capacity as pastor I have received calls from

1 people when I was inner city churches who just simply
2 were unable to meet their utility bills. And this was
3 sometime within the last five or six years. I don't
4 have that direct contact anymore, but I know what
5 that's like. And I simply need once more to make
6 people aware at the other end of the spectrum, the
7 corporate people who run this, who simply have -- I'm
8 quite sure to say -- just have no knowledge of what it
9 is to live at the edge of society and you sometimes
10 think it's people's fault, but if you actually come to
11 know some of those people, you come to know how much
12 they struggle in their daily lives just to keep
13 afloat. And it is the situations that they find
14 themselves in are not their fault. There have been
15 many times thank God I am not this person, or why,
16 because I simply don't know how I could manage. And
17 they try very, very hard. And simply cannot gain
18 ground because of circumstances. Yes. There are
19 people where it is their fault, but for many, many it
20 isn't. This 18 percent rate is unconscionable. It's
21 unconscionable not only for those people who are very
22 poor, but it is for the middle class as well, and we
23 know that middle class is spiraling down constantly.
24 How many more people are going to end up in poverty
25 because of what corporations are doing. As many

1 others have said, because utilities are so vital to
2 our way of life, a raise in the utility rates are
3 going to have a ripple effect negatively throughout
4 our economy. As far as my own person situation, I am
5 not one who is going to be greatly hurt by this, of
6 course, we all have to tighten our belt and that would
7 be true of myself as well. It wouldn't affect me at
8 this point in my life as negatively and it would some
9 others. Never the less, it would be a negative effect
10 because I too am a member of the middle class. How
11 long that can go on as a retired person, how long
12 before each a person like myself would spiral down, no
13 one knows. But there is a spiraling down effect in
14 our country as large corporations squeeze us and this
15 is what I see. I see it on a national level, but I
16 see it at state level. And I'm hearing from people
17 here in this audience who are witnessing to this
18 through their very life stories about what is
19 happening. For the sake of justice, when you make
20 your decision, gentlemen, please do the right thing.
21 Thank you.

22 COMMISSIONER GUNN: When you were in the
23 ministry, were you interacting with Ameren directly on
24 any of their programs?

25 MS. CONNOYER: No. I didn't have that

1 program.

2 COMMISSIONER GUNN: That's all I have.

3 Thank you.

4 JUDGE WOODRUFF: Do you solemnly swear or
5 affirm that the testimony you're about to give shall
6 be the truth, the whole truth, and nothing but the
7 truth?

8 MR. FERKEL: I do.

9 JUDGE WOODRUFF: What's your name?

10 MR. FERKEL: Paul F-e-r-k-e-l. I didn't
11 really come here to say anything tonight, just to hear
12 because I really don't have all the facts on any of
13 this stuff, but I did come as a homeowner in St.
14 Charles for the last 23 years now. And over this time
15 period being in the labor movement, I always had that
16 American dream. I watched my dad as I grew up and
17 worked hard. We had a lot. I grew up in north
18 county. I moved out here in St. Charles because a lot
19 of young families were coming out here. I've been in
20 the labor movement for 32 years now. My pension has
21 been frozen. My pay has been cut by 15 percent. My
22 wife, who we chose to be a stay-at-home mother to take
23 care of our family because we figure for our kids --
24 because we knew how we grew up. She chose that too.
25 Now, she does work. Her pay has been cut 50 percent.

1 So we now are experiencing no longer the American
2 dream. We're experiencing what the rest of these
3 people are all talking about. And we're struggling
4 each and every day to keep ourselves above water. I
5 work all kinds of side jobs. I work my job and
6 another job with my brother who is in lawn care. I
7 don't know what's happening to the American dream and
8 I don't have all the answers for AmerenUE, but I do
9 know this, 18 percent is way more than an average
10 family can afford. Nine percent is way more than an
11 average family can afford. I have over the last 15
12 years of employment received less than a three percent
13 increase in wages each year. There is no way I could
14 walk into my employer who is ready to go bankrupt
15 possibly this year, and say, you know what, times are
16 bad right now, I got a lot of expenses out. I need 18
17 percent, I need nine percent. Instead I have given
18 them 15 percent to retain my job. All I ask of
19 anybody in this country whether it be big business or
20 all of us, we need to come together and start helping
21 each other and this country. I don't know what always
22 going on, but what's going on isn't good. And I don't
23 know what the answers are. I don't sit at the table.
24 I don't get to sit on the boards of UE or whatever,
25 but the average family living in America is losing

1 their dreams and no one seems to be doing anything
2 about it. Thank you.

3 JUDGE WOODRUFF: Questions? Do you
4 solemnly swear or affirm that the testimony you're
5 about to give shall be the truth, the whole truth, and
6 nothing but the truth?

7 MS. GREIWE: Yes, I do.

8 JUDGE WOODRUFF: What's your name?

9 MS. GREIWE: Sandra G-r-e-i-w-e.

10 JUDGE WOODRUFF: What would you like to
11 tell us?

12 MS. GREIWE: I'm 67 years old and proud of
13 it. I'm not enjoying getting older. My husband
14 developed -- he was a Schnuck's meat cutter, and he
15 developed a debilitating disease that finally took his
16 life. I watched him die over a period of five years.
17 He's been gone for almost eight. I work part time. I
18 have worked part time, two jobs. I am a registered
19 nurse. In 1989, I founded a not-for-profit
20 organization because I was under the impression as I
21 grew up that America was great because of the
22 three-footed stool of government, business, and not
23 for profit. I chose to be a part-time stay-at-home
24 mom with my kids. My husband worked full-time as a
25 meat cutter. When he died, then I went on and got his

1 widow's benefit. He didn't get all of his Social
2 Security because he died at the age of 63 and half. I
3 get half of what he was allotted for his retirement
4 from meat cutting. Is it enough to cover expenses?
5 Well, it would have been had we not have somebody that
6 feels that they need 18 percent more of my electric
7 bill. I'm on a fixed income. I pay \$75 a month for
8 my electric. Since 1964, when we got married I kept
9 track of our electric usage. At one point, about 12
10 years into it we got electric bill that says you are
11 responsible for the cost of your electricity. Well,
12 that made me call UE, and I said who wrote that and
13 what does that mean. You decided the rate. I can
14 only either turn lights off or turn them on, and I
15 have an electric stove that has one burner that I use
16 and I eat raw as much as I can, which is healthier. I
17 would like to see a show of hands of those that are
18 left here who agree with me that 18 percent is not
19 acceptable. Not everyone here tonight is going to be
20 able to stand up here and say anything. And I'm
21 shaking inside because I love America and I have given
22 my life instead of going out and earning a big salary,
23 I gave it in volunteer service to America. I don't
24 regret that, only that I can't help you guys with your
25 18 percent. So I would like to see you all to freeze

1 your salaries like mine was, and will be for two years
2 like a lot of people in here, who will not be getting
3 that cost of living raise. And they were so excited a
4 couple years ago when they give us four percent, never
5 have we ever done that, and I guess that was in
6 preparation for not giving us anything for two more
7 years. For that I will end my comments. I will say
8 when I was born 67 years old, someone gave me a button
9 recently that says "born free now expensive". And I
10 do wear that from time to time. That's it.

11 JUDGE WOODRUFF: Questions? Do you
12 solemnly swear or affirm that the testimony you're
13 about to give shall be the truth, the whole truth, and
14 nothing but the truth?

15 MR. OCHSNER: Yes.

16 JUDGE WOODRUFF: What is your name?

17 MR. OSCHSNER: Tom Oschsner;
18 O-s-c-h-s-n-e-r. And I'm a resident of St. Peters in
19 St. Charles county.

20 JUDGE WOODRUFF: What would you like to
21 tell us?

22 MR. OSCHSNER: I'm in the energy auditing
23 business and so it's my livelihood to study energy
24 usage for people and for a lot of people that are at
25 middle income to upper income. The utility costs for

1 the household is about four percent of their annual
2 income. And they can absorb an 18 percent increase.
3 It will take them to about five or six percent of
4 their annual income. And for them they will be able
5 to absorb that and afford that. Unfortunately, there
6 are a lot of people that are at that middle to lower
7 income level and a lot of families have now moved from
8 the middle to lower income level. And the utilities
9 spending for these families is between 18 and 20
10 percent of their annual income. So, for 18 percent
11 increase for these families, it is going to have a
12 drastic effect on their budgets. For people that can
13 afford it, not a problem, but for these people it
14 really is going to put a lot of hardship on them, they
15 have to make tough choices about deciding on medicine
16 for their family versus paying utilities and keeping
17 heat on and keeping air conditioning going. And it's
18 going to be tough times. It's going to be very
19 difficult decisions for people and I just ask that you
20 keep these people in mind when you consider these rate
21 increases and grant something that is fair and
22 equitable to everyone, the rich and poor. And really
23 give a little more weight, give a little more credence
24 to the people on the lower end of the scale. They
25 need your help right now. They really do, and this is

1 what you guys are here for. So they are reaching out
2 to you, please reach out to them and show them that
3 you are there for them, and help them by really
4 minimizing the rate increase at this time.

5 JUDGE WOODRUFF: Thank you. Any questions?
6 Do you solemnly swear or affirm that the testimony
7 you're about to give shall be the truth, the whole
8 truth, and nothing but the truth?

9 MS. HERTWIG: So help me God.

10 JUDGE WOODRUFF: Thank you. Tell us your
11 name.

12 MS. HERTWIG: Rebecca Hertwig;
13 H-e-r-t-w-i-g. And I live in Hazelwood.

14 JUDGE WOODRUFF: Thank you.

15 MS. HERTWIG: I don't have a lot of say. I
16 just would ask that you would deny the rate increase
17 that there would be none. And just like we all have
18 to live within our means and income that come in, and
19 not spend more than we make, I believe a company
20 should do the same. That's all.

21 JUDGE WOODRUFF: Questions? Thank you,
22 ma'am.

23 MR. PARKER: Jason Parker, St. Charles
24 county.

25 JUDGE WOODRUFF: Do you solemnly swear or

1 affirm that the testimony you're about to give shall
2 be the truth, the whole truth, and nothing but the
3 truth?

4 MR. PARKER: Okay. I really don't -- I'm
5 not here to testify or make a statement so much as to
6 just see what -- if it's possible to speak to you
7 gentlemen after the hearing tonight. I didn't want to
8 come up afterwards and find the answer is no and find
9 that I should have taken advantage of the open mike
10 night that we have going here. Is it possible to --
11 all I'm asking for is information. I don't really
12 have a statement to make and I don't want to take up
13 anyone's time.

14 CHAIRMAN CLAYTON: In terms of information
15 you need to direct that to our staff which is here.
16 If I can get the staff to raise your hands. We are
17 allowed to take testimony here tonight, but we can't
18 take questions or answer questions. We're not
19 permitted to do that.

20 MR. PARKER: I suspected so. Okay.

21 CHAIRMAN CLAYTON: You can make a comment.
22 You can chime in on any issue, but we can't answer
23 questions because ultimately we will be the ones to
24 decide the case. We have our staff here and Ameren
25 and counsel. We should have recognized Mr. Mills

1 several times. He is the consumer advocate that can
2 also answer questions, but we cannot.

3 MR. PARKER: Okay. The only thing that I
4 would like to do is confirm something that was in the
5 Post Dispatch. Would Mr. Mills be the person to do
6 that.

7 CHAIRMAN CLAYTON: He could or our staff.

8 MR. PARKER: I hate to be vague, but I'm
9 trying not to take up time with extraneous things.

10 CHAIRMAN CLAYTON: I would ask the staff or
11 Mr. Mills.

12 MR. PARKER: Okay. Thank you for coming.

13 JUDGE WOODRUFF: Anyone else wish to speak
14 tonight. I don't see anyone else. Go ahead. Do you
15 solemnly swear or affirm that the testimony you're
16 about to give shall be the truth, the whole truth, and
17 nothing but the truth?

18 MS. STONE: Yes.

19 JUDGE WOODRUFF: Tell us your name.

20 MS. STONE: Paula Stone.

21 JUDGE WOODRUFF: What would you like to
22 tell us?

23 MS. STONE: First of all, thank you for
24 having this open forum and open mike. It's an example
25 to me of our democracy of freedom in action. My

1 comments is more reflective in nature. And it goes
2 back to the founding of our country. And the founding
3 of our country was by -- for those of us who know our
4 history -- were those who were very well-educated and
5 extremely affluent and in positions of power and
6 authority. And they left that and it, at very great
7 risk to themselves, personally came together to form
8 this country as an experience in a new type of
9 government with personal freedoms and liberty. And
10 with part of that comes the task which I believe we
11 should continue to focus on, comes a social
12 responsibility by those in leadership to have a sense
13 of responsibility to the public and those that they
14 serve. And this is true nature of leadership, and it
15 is true of a corporation, all your people back there.
16 And I have worked in corporate myself for many
17 decades, and I understand all the components there.
18 But there is also those in government positions as
19 well as private citizens because we each have our own
20 responsibility. And so it is just a gentle reminder
21 of the higher good that we will serve for the welfare
22 of all of us because of that inner connectedness and
23 choices that we make in our work, and in our home and
24 in our heart, does affect each and every one of us
25 throughout. And there is a cause and effect

1 relationship. And the responsibility that goes with
2 those freedoms. And thank you for the ability to
3 speak.

4 JUDGE WOODRUFF: Thank you. Questions? Is
5 there anybody else that would like to speak? Do you
6 solemnly swear or affirm that the testimony that
7 you're about to give shall be the truth, the whole
8 truth and nothing but the truth?

9 MR. NORDEMANN: Yes, I do.

10 JUDGE WOODRUFF: What's your name?

11 MR. NORDEMANN: Olav; N-o-r-d-e-m-a-n-n. I
12 live at 12 Woods Hill Drive in St. Charles. My
13 question is regarding scope of the authority that your
14 group here has. There has been a problem in the
15 civilized world of being able to give good energy to
16 people and for 40 years environmental movement has
17 shut down nuclear power in the United States. We're
18 now seeing in France -- for example, France is
19 investing -- anybody know the number -- but they are
20 building multiple power plants because they're finding
21 out that's the cheapest way to be able to produce
22 electricity for their people. We're seeing through
23 the environmental movement and through powers that
24 have come into the environmental movement that there
25 are going to be major restrictions, carbon tax is one

1 thing that comes to mine. AmerenUE is stuck working
2 with coal. And if they are looking into the future
3 and seeing that the government is going to go hit them
4 for major tax for the amount of carbon footprint that
5 they are going to put down. As a country, we have a
6 major problem because there is safe way to make
7 nuclear energy work, but we have to agree on the
8 disposal of the stuff that's the by-product of nuclear
9 situation. So I'm wondering if it's in your scope to
10 recommend -- I hate to say it this way -- of the
11 shutting down of the environmental movement to stop
12 our ability to go forward as a people. What's
13 happening is the people that really do not have the
14 means are being punished for the fact that they want
15 to be able to turn their lights on. So the poor
16 people are not getting a benefit from cheaper kind of
17 power, and I think there is a solution, but I don't
18 know that there is a political little more than there
19 is a will anywhere for anybody to take on the
20 environmental movement with regards to would you give
21 us a break here so we can have better power. You
22 know, we can talk about clean coal and all these other
23 ways, and getting big scrubbers, and different ways
24 for making proper electricity in this country, but one
25 way in which to do that is that, but I am pretty much

1 assured from the different conversations that I have
2 had that there is just no interest in anything.
3 AmerenUE would waste a lot of time trying to make that
4 way work, but for the country, that might be a
5 solution. So I'm wondering if you guys could
6 recommend and put it in kind of wording you want.
7 It's a very contentious issue, but put it in some kind
8 of wording that if AmerenUE maybe had that second
9 nuclear power plant, we wouldn't be here today because
10 they would be able to give us cheap electricity. That
11 just may be the case. So, why, as a country, are we
12 not talking about it. We're all reacting to this
13 government that's about to put a big hammer on
14 everybody's head. It's going to cause -- because of
15 social changes that we're supposedly supposed to make.
16 I think there are solutions here and I don't agree
17 with 18 percent. I could probably afford it, but I
18 still don't like the idea. I think there are ways for
19 companies like Ameren to give us cheaper electricity,
20 and I think there should be some kind of government
21 help with regards to that. That's my comments.

22 JUDGE WOODRUFF: Any questions? Anyone
23 else wish to testify? Do you solemnly swear or affirm
24 that the testimony you're about to give shall be the
25 truth, the whole truth, and nothing but the truth?

1 MS. NUNN: I do.

2 JUDGE WOODRUFF: What's your name?

3 MS. NUNN: Carol N-u-n-n. I live at 3213
4 Fox Hill Road in St. Charles. We have a house trailer
5 down at Lake of the Ozarks, and we rent the property
6 it's on. It's in the state park and we've last year
7 kept the heat on at 48 so that things wouldn't freeze.
8 My bill averages about \$80 something a month. And
9 this gentleman said he is from Jeff City. As he is
10 driving home when you get off at 70 at 54, look at
11 that trailer park. Those trailers are all about the
12 same age. Ours is 1973. And I think of those people
13 heating those trailers all the time, and what 18
14 percent would do to them because obviously they are
15 very poor people. And you're in Jeff City, you
16 obviously should be familiar with Eldon. Those people
17 in that town have also all their employment, all
18 business, all manufacturing companies have closed.
19 And if you go on the computer on real estate, google
20 even in your own zip code, but mainly maybe St.
21 Charles, Wright City, Eldon, and look at foreclosures
22 because it always lists house whether it's foreclosed
23 or if it's for sale by owner. And when you see that,
24 it's staggering to see how many people are losing
25 their homes especially in the Eldon area. You're from

1 down there. You should know what all the people in
2 Camdenton, Eldon, all these areas are really hurting.
3 And it's just going to be devastating to people in
4 those small towns because they have no employment.
5 They have nowhere to go. Even the big boat dealers
6 down there are closing. That's all I have to say. I
7 hope you think about really important people. Thank
8 you.

9 JUDGE WOODRUFF: Questions? Thank you,
10 ma'am. Anyone else wish to testify? I don't see any
11 hands going up. So thank you very much for coming
12 tonight, and with that we are adjourned.

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