

1 STATE OF MISSOURI  
2 PUBLIC SERVICE COMMISSION  
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6 TRANSCRIPT OF PROCEEDINGS  
7 Local Public Hearing  
8 January 19, 2010  
9 Harris-Stowe University  
10 Volume 7  
11  
12 In the Matter of Union )  
Electric Company d/b/a )  
13 AmerenUE's Tariffs to ) File ER-2010-0036  
Increase its Annual )  
14 Revenues for Electric Service )  
15  
16 Morris Woodruff, Presiding  
Deputy Chief Regulatory Law Judge  
Robert Clayton, Chairman  
17 Robert Kenney  
Kevin Gunn,  
18 Commissioners  
19  
20 Jaime Ott, Staff Attorney  
21  
Lewis Mills, Office of Public Counsel  
22  
Wendy Tatro, counsel for AmerenUE  
23  
24 Reported by:  
25 Jeanne M. Pedrotty, CCR/CSR  
Midwest Litigation Services

1                   CHAIRMAN CLAYTON: I am Chairman Clayton.  
2   This is Kevin Gunn, who is from the St. Louis area and  
3   Commissioner Robert Kenney down on the far left. He  
4   is also from the St. Louis area who are here. For the  
5   next week, we are going to be all over the place in  
6   the metro area taking testimony from customers of  
7   AmerenUE in their request for an electric rate  
8   increase. As I mentioned, there are five  
9   commissioners. We have a total of five. There are  
10   two commissioners joining us tonight or tomorrow for  
11   some others, I think. Please be advised a transcript  
12   will be made of all the information provided today.  
13   We're also, I believe, webcasting and recording. The  
14   testimony that's being made today will be placed into  
15   the electronic filing system. We are doing everything  
16   we can to make our process as open and transparent as  
17   possible. We're also trying to take all action that  
18   we can to give the public an opportunity to claim in  
19   with the opinions you have on this rate increase  
20   request as well as all rate increase requests  
21   associated with investor-owned utilities. We will be  
22   in the St. Louis area tonight at several locations,  
23   tomorrow at the noon hour again, tomorrow evening, and  
24   then we will also be conducting kind of an open mike,  
25   open comment period at our office in the Wainwright

1 state office building on Thursday. So if anyone wants  
2 to offer additional comments, you may do so there.  
3 Lastly, you can also offer comments over the  
4 electronic information filing system, which is at our  
5 web site. I urge you to take advantage of that also  
6 if you feel that would be appropriate to you. I  
7 appreciate your coming out today, and I join my  
8 colleagues in saying thank you. We've taken a lot of  
9 steps to get here to get the equipment in place and to  
10 make ourselves available. And I appreciate you coming  
11 out and taking advantage of that. I'll turn it back  
12 over to Judge Woodruff.

13 JUDGE WOODRUFF: What we'll do this  
14 afternoon, we'll bring the witnesses -- I have a  
15 sign-up list, we'll have them come over here to the  
16 table over here and I'll swear you in to tell the  
17 truth just like on TV and we'll take your testimony.  
18 As the chairman indicated, it will be recorded and  
19 transcribed, and it's very important only one person  
20 speak at a time so the court reporter can get it all  
21 down. Also there is quite a few people here today,  
22 and we want want to hear everything you want to tell  
23 us. I do ask you to limit your comments to around  
24 five minutes or so so other people in the audience  
25 have a chance to speak also. Before I take my first

1 witness, I'll ask for entries of appearance from the  
2 attorneys in the audience of the represented parties.  
3 Is there an attorney here for the State?

4 MS. OTT: Jaime Ott, P. O. Box 360,  
5 Jefferson City, Missouri, 65102.

6 JUDGE WOODRUFF: Attorney for AmerenUE?

7 MS. TATRO: Wendy Tatro, 1901 Chouteau  
8 Avenue, St. Louis, Missouri, 63103.

9 JUDGE WOODRUFF: And for the office of  
10 Public Counsel?

11 MR. MILLS: Thank you, Judge. Appearing on  
12 behalf of the Office of Public Counsel and the public,  
13 Lewis Mills. My address is Post Office Box 2230,  
14 Jefferson City, Missouri, 65102.

15 JUDGE WOODRUFF: Any other parties? We'll  
16 call our first witness, and that will be Lawrence  
17 Bowen. Come forward please. Please raise your right  
18 hand. Do you solemnly swear or affirm that the  
19 testimony you're about to give shall be the truth, the  
20 whole truth and nothing but the truth?

21 MR. BOWEN: Yes, I do.

22 JUDGE WOODRUFF: Thank you very much.  
23 Could you tell us your name and spell your last name  
24 for us?

25 MR. BOWEN: My name is Lawrence Bowen. My

1 residence is 831 Westgate Avenue, Apartment 1S and --

2 JUDGE WOODRUFF: What would you like to  
3 tell us.

4 MR. BOWEN: I'd like to tell you all just  
5 an increase for 18 percent rate hike is unfair to  
6 senior citizens and low income people and disabled  
7 because we have not got an increase in living cost for  
8 this year, and they will be putting a great big strain  
9 on us to pay all the utilities if they get the rate  
10 increase. And I think the only fair rate increase  
11 should be 12 percent.

12 JUDGE WOODRUFF: Anything else you'd like  
13 to tell us?

14 MR. BOWEN: And also sometimes when  
15 AmerenUE up there have downed power lines like last  
16 year, it was in the winter time it took adjusters --  
17 the adjusters up there, high profile cases. There is  
18 a lot of disabled people in U city.

19 JUDGE WOODRUFF: Thank you, sir. Any  
20 questions for this witness?

21 CHAIRMAN CLAYTON: You mention down power  
22 lines during a power outage. Were you affected by  
23 that power outage personally?

24 MR. BOWEN: No, not personally, but I know  
25 somebody that was at that power outage and stuff. She

1 was epileptic and her power lines went down, so she  
2 couldn't refrigerate her insulin and stuff.

3 CHAIRMAN CLAYTON: Do you recall how long  
4 ago that was? Was it in 2006 or was it just in the  
5 last year, do you recall?

6 MR. BOWEN: Just in the last year.

7 CHAIRMAN CLAYTON: And do you know how long  
8 the power was out?

9 MR. BOWEN: It was out for about a month  
10 and a half.

11 CHAIRMAN CLAYTON: A month and a half?

12 MR. BOWEN: Yeah. Tell me about it.

13 CHAIRMAN CLAYTON: Was that a billing issue  
14 or was that a power line got knocked down type of  
15 issue?

16 MR. BOWEN: Power line got knocked down  
17 from her building and stuff.

18 CHAIRMAN CLAYTON: Was this in city of St.  
19 Louis or St. Louis county?

20 MR. BOWEN: St. Louis county.

21 CHAIRMAN CLAYTON: Thank you very much for  
22 coming out today. No further questions.

23 JUDGE WOODRUFF: Next name on the list is  
24 Craig Mershon. Come forward please. Please raise  
25 your right hand. Do you solemnly swear or affirm that

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

3 MR. MERSHON: I affirm.

4 JUDGE WOODRUFF: Thank you. Would you tell  
5 us your name please?

6 MR. MERSHON: Craig Mershon.

7 JUDGE WOODRUFF: Would you spell the last  
8 name?

9 MR. MERSHON: M-e-r-s-h-o-n.

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

12 MR. MERSHON: I'd like to tell you some of  
13 the things that I told you at first when I asked a  
14 question. One thing that I want to reiterate is that  
15 someone -- I don't remember who it was -- said we can  
16 pay five dollars if we didn't have enough money so  
17 they can keep our service on. Well, I can remember  
18 paying my whole bill and I was disconnected because I  
19 got first a yellow disconnection notice and then I got  
20 a red one. But I had already paid. And I went out  
21 somewhere and I came home and I was disconnected. And  
22 it was during the holiday -- the holiday or something  
23 like that. And I kept calling and kept calling and,  
24 "Oh, well, we haven't received your payment." And  
25 then I called the next day, "Oh, we received your

1 payment, but we can't send anyone out." Here I am in  
2 a chair that requires electricity and they didn't even  
3 care. So, when you say how much you care about  
4 customers, I mean you all have very good dreams. You  
5 must dream what you really think that you really want  
6 to say to us while you're asleep at night and get up  
7 and say them. But my thing is you still don't have a  
8 good due process system. You still don't have a good  
9 customer service. And I don't care about people who  
10 -- you have all these things that you implement, but  
11 your attitudes don't display it. And that's the thing  
12 that you're going to have to do. If your attitude  
13 display it, that would make things better, not only  
14 for yourself, but for the people you are serving. And  
15 you're not serving us when you're not helping us. And  
16 you're not helping us if we can't get what we need.  
17 If you say you can't do something, you're telling us  
18 you don't want to do it. Oh, I can't do this, and  
19 that's what you're going to have to get out of your  
20 heads, or if we do this for you we're doing it for  
21 everyone else. Well, everyone has a difficult  
22 situation that they come across. I may need to pay  
23 less because I make less, I try not to use a lot. I  
24 cut my electricity off every time I leave my home,  
25 every time. It's off now, so when I go home I have to



1 go into a cold house because I cut my electricity off.  
2 So, when you make a remark -- and I don't have a lot  
3 of money, but I'm going to pay my five dollars to see  
4 what you do. I'm going to hold you to your word, oh,  
5 if you can just pay five dollars. Well, I'm going to  
6 pay five dollars and see what you do, see if you send  
7 me a disconnection notice. I'm going to do exactly  
8 and if you sent me one, I'm going to keep it and I'm  
9 going to bring it before the commission because that's  
10 what you said, and everybody in here heard you. So  
11 when you guys say something you're supposed to hold  
12 yourself to what you say. And your letter writing  
13 thing is not good either because I did write a letter  
14 a year ago and I just got a response.

15                   So, again, before you want a rate hike for  
16 something, you have to do what you need to do for us.  
17 We're your first priority; without us you wouldn't  
18 have a company. Basically, we need each other. We  
19 need your electric, many of us, or all of us, and you  
20 need us. So we need each other. We ought to be  
21 friends and work together instead of you monopolizing.  
22 You're a monopoly and you know it and I know it,  
23 especially in this area. So, when you're talking  
24 about different things, you have to think that one day  
25 I may be in a wheelchair because it's not an easy job

1 living as a person with a disability because it is a  
2 job. See you can go to bed at night and get up the  
3 next day and put on your makeup, you women, and look  
4 all good, but no matter how much makeup we put on,  
5 we're still going to be disabled. And that's the way  
6 life is. Being disabled is a job, being  
7 African-American is a job. It's not easy living in a  
8 white world and you got to do what white wants us to  
9 do. It's hard, but I made it. But it is hard, so you  
10 have got to think about that when you go to bed at  
11 night. You can wake up the next morning and be  
12 suffering with a stroke and you will be like one of  
13 us. And then you're going to want people to help you.  
14 So, as you go do your hearings and smear your things  
15 out that you want said or you want people to do or to  
16 agree with, you better understand that every day that  
17 you live there is going to be a time when you're going  
18 to need some help. No man is an island, and even  
19 though you're on top of the world now, what comes up  
20 must come down. And you may be up there now, but you  
21 won't always been up there. So, when you have taken  
22 all this stuff into consideration, you think about  
23 your bad customer service, your bad due process system  
24 which doesn't really work, and how you want to be  
25 treated if you were having financial problems. Many

1 of the people have spoken have said that they have  
2 problems and that's the way it's going to be until  
3 things turn around. And one element we're always  
4 missing here we should always go to, we should go to  
5 the Lord and ask God to guide us, but we don't. So  
6 once you do that, things may be better, but you always  
7 have to take into consideration that, you know, you're  
8 working with other people and many of us have  
9 financial problems. So think about these things as  
10 you go about your daily tasks. Even getting in your  
11 cars and stuff, you take it for granted. It's easy  
12 for you to take it. You step in and turn your  
13 ignition to your cars or whatever you have to do. A  
14 lot of us have to catch the bus, so think about how  
15 blessed you are. You have jobs, so think about that  
16 as you go about your daily lives. Thank you.

17 JUDGE WOODRUFF: Thank you, sir. Questions  
18 for this witness.

19 CHAIRMAN CLAYTON: I don't have any  
20 questions. Thank you very much for coming today.

21 COMMISSIONER GUNN: I just have a couple  
22 questions I want to ask. I apologize. You said that  
23 it took Ameren over a year to respond to a letter that  
24 you wrote?

25 MR. MERSHON: Yes.

1                   COMMISSIONER GUNN: What did you write that  
2 letter about?

3                   MR. MERSHON: I don't remember who I wrote  
4 it to; Daniel somebody. And it was -- I wrote it  
5 last October, and I think I got a response somewhere  
6 within probably November of 2009, and I wrote it to  
7 him and in October 2008.

8                   COMMISSIONER GUNN: You talked about the  
9 disconnection a little bit. How long between the time  
10 that Ameren told you on the phone that they received  
11 their payment and your electricity was reconnected?

12                  MR. MERSHON: Repeat that. I didn't hear  
13 you.

14                  COMMISSIONER GUNN: You said that you  
15 called Ameren and they said they did receive your  
16 payment, but then they weren't able to send somebody  
17 out right away to reconnect your electricity. Do you  
18 know how long that period us between the time they  
19 said that and the time your electricity was  
20 reconnected?

21                  MR. MERSHON: About three days, I think.

22                  COMMISSIONER GUNN: Three days. Were you  
23 charged a reconnection fee?

24                  MR. MERSHON: Yes.

25                  COMMISSIONER GUNN: Do you remember how

1 much that was?

2 MR. MERSHON: \$30.

3 COMMISSIONER GUNN: Thank you, sir. I  
4 appreciate your testimony and coming out today. I  
5 don't have anything else.

6 JUDGE WOODRUFF: Before I call the next  
7 witness, I'll ask the court reporter if she can move  
8 forward about a foot. She is right in between us.  
9 Next name is George Gholsten. Good afternoon. Please  
10 raise your right hand. Do you solemnly swear or  
11 affirm that the testimony that you're about to give  
12 shall be the truth, the whole truth and nothing but  
13 the truth?

14 MR. GHOLSTON: I do.

15 JUDGE WOODRUFF: Thank you very much. You  
16 can have a seat and tell us your name and spell your  
17 last name for us.

18 MR. GHOLSTON: My name is George Gholsten.  
19 Last name is G-h-o-l-s-t-o-n, Jr.

20 JUDGE WOODRUFF: Thank you, sir. What  
21 would you like to tell us?

22 MR. GHOLSTON: These evidentiary and public  
23 hearings are provided to allow testimony that would  
24 give you, the Missouri Public Service Commissioners,  
25 information to determine AmerenUE's worthiness and

1 need for a 17.95 percent rate increase, an interim  
2 rate increase and changes to AmerenUE tariff, but you  
3 the Missouri Public Service Commission and staff have  
4 been consumed with and distracted by law, volumes of  
5 procedural rules, accounting documents, exhibits, and  
6 testimony from a host of individuals within AmerenUE,  
7 their well-paid experts and from businesses and  
8 businesses and organizations for and against  
9 AmerenUE's request. In addition. The public counsel  
10 and staff have provided testimony as well as the  
11 Missouri Public Service Commission staff. And  
12 unfortunately, you now must listen to or read  
13 testimony that we, the customers of AmerenUE are now  
14 providing. Thank you for this opportunity to testify  
15 and for your patience.

16 AmerenUE is not worthy of or for that  
17 matter having a need for a rate increase when the dire  
18 economic conditions of so many of the commercial and  
19 residential customers of AmerenUE are factored in. If  
20 the Missouri Public Service Commission granted the  
21 17.95 percent rate increase AmerenUE is requesting,  
22 there would be unintended consequences by forcing so  
23 many of their commercial customers to adjust their  
24 businesses, or possibly for them out of business, and  
25 AmerenUE would not attain projected revenue thus

1 causing their company not to achieve their authorized  
2 return on equity, which would trigger another rate  
3 increase request. This vicious unsustainable cycle  
4 has to stop. I wish to reiterate what I said at the  
5 public hearing in St. Charles, Missouri on January  
6 4th, 2010. That AmerenUE is mitigating their  
7 excessive losses in some of the approximately 508  
8 communities served by this company within the state of  
9 Missouri by utilizing the very favorable earnings  
10 derived from commercial and residential customers in  
11 the St. Louis metropolitan area. AmerenUE is spread  
12 too thin within the state of Missouri and cannot  
13 compete with the electrical cooperatives. Most rural  
14 areas of Missouri will not afford AmerenUE an  
15 opportunity to achieve close to their authorized rate  
16 of return on equity. AmerenUE is out of their element  
17 in most of the sparsely populated areas of Missouri.  
18 To put this in farming terms, you can't grow corn in a  
19 rice paddy and you can't grow rice in a corn field. I  
20 realize that it's difficult to change business  
21 practices, but AmerenUE's business practice are  
22 detrimental to rural customers and the St. Louis  
23 region customers in particular, and AmerenUE is hurt  
24 by their own harmful business practices. It is  
25 AmerenUE's belief that they can fill up the bathtub

1 with the stopper in their hand. This is a stopper.  
2 They can't fill up the bathtub because the stopper is  
3 in their hand, so much of their money is going down  
4 the drain. Some of AmerenUE profits are wasted  
5 because they refuse to change their business practices  
6 during these tough economic times. Well-managed  
7 businesses do not ask for 17.95 percent rate  
8 increases. The audit that I called for at the  
9 previous public hearing in St. Charles must be  
10 conducted to locate the changes and realignment that  
11 AmerenUE has to undertake to achieve profitability.  
12 Larger and more frequent rate increases cannot and  
13 will not solve AmerenUE's ability to achieve their  
14 authorized return on equity. It is unconscionable  
15 that AmerenUE would ask for this enormous rate  
16 increase during this recession without first  
17 considering alternatives such as cost cutting  
18 measures. Customers of AmerenUE will suffer unless  
19 the excessive -- excuse me -- the executives and  
20 managers at their companies stop using the antiquated  
21 and outdated business practices that really never have  
22 worked well. Poor business practices are really  
23 standing out during this unprecedented recession.  
24 This is an excellent time for AmerenUE to analyze  
25 their questionable business practices and make changes



1 that will enable their company to emerge from this  
2 recession stronger, smaller, and able to attain their  
3 authorized return on equity without a rate increase.

4               There are social ramifications to consider  
5 regarding AmerenUE's 17.95 percent rate increase  
6 request. But no one is asking for AmerenUE to  
7 sacrifice their company's profits and well-being so  
8 the customers can suffer less during this recession.  
9 But what we do want is for AmerenUE to manage their  
10 company economically, efficiently, logically,  
11 prudently, and responsibly. AmerenUE spends a great  
12 deal of money to bombard us with media ads, bill  
13 boards and mailings about how we should be more  
14 efficient. But they owe it to us to get to set a good  
15 example. AmerenUE could start by cutting their public  
16 relation budget. Collectively accumulating ways to  
17 reduce costs at AmerenUE is far more important than  
18 the image building and self-promotion that AmerenUE  
19 seems to be overly concerned with. Low and moderate  
20 income customers of AmerenUE are struggling to pay  
21 their current electric bills. How can the customers  
22 at AmerenUE possibly cope with a 17.95 percent rate  
23 increase. Should they not buy lifesaving  
24 prescriptions? Should they skip the mortgage, rent,  
25 or car payment? Should they delay health insurance

1 payments and insurance on their automobiles and  
2 homeowners? Should they buy less and eat less?  
3 Should they ignore or delay repairs to their vehicles?  
4 Should they not pay their other utilities bills?  
5 Should they cancel doctor or rental -- or excuse me --  
6 dental appointments or should they get a payday loan?  
7 None of these things seems to matter to AmerenUE  
8 because the most important thing in the world to  
9 AmerenUE is that they achieve that authorized return  
10 on equity. Businesses closing and people losing their  
11 jobs is unimportant to AmerenUE. How can poor  
12 AmerenUE survive on a meager 8.5 percent return on  
13 equity that they are currently earning. Perhaps  
14 AmerenUE executives and managers should make some  
15 field visits to some of the residential and commercial  
16 customers in the St. Louis region who are struggling  
17 through this recession. My recommendation to AmerenUE  
18 is that they can cancel or postpone this rate increase  
19 request until a more comprehensive study can be  
20 performed by the numerous executives, managers, and  
21 accountants at their disposal. Sometimes you have  
22 have to back off and look at a project and re-assess  
23 the course of action that you are taking. There are  
24 other ways after achieving that authorized return on  
25 equity for AmerenUE without having a 17.95 percent

1 economy stagnating rate increase implemented. Thank  
2 you.

3 JUDGE WOODRUFF: Thank you, Mr. Gholston.  
4 Any questions?

5 COMMISSIONER KENNEY: Mr. Gholston, thank  
6 you. I do remember St. Charles, and thank you for  
7 taking the time to come, your participation and in  
8 deed all public comments is an integral part of  
9 regulatory process, and is something that we take into  
10 account. Thank you for your comments. How effective  
11 do you find Ameren's energy efficiency advertisements  
12 in assisting you in making energy efficient decision  
13 making in your own home life.

14 MR. GHOLSTON: I don't find AmerenUE's  
15 energy efficiency advertisement benefit to me because  
16 I'm doing -- I was doing those things anyway. I do  
17 those things and I don't need them to tell me how to  
18 conserve energy and such things as that. But what I  
19 do need for AmerenUE to do is to practice what they  
20 preach. Now, I see a lot of inefficiencies at  
21 AmerenUE including sparsely populated areas of  
22 Missouri where they're trying to compete with  
23 cooperatives, co-ops, who aren't trying to make a  
24 profit. Co-ops can't make a profit. They are not  
25 trying to make a profit. But AmerenUE has to make a

1 profit because it's an investor-owned utility.

2 Now, if they want to talk about efficiency,  
3 they need to look internally for efficiency; not --  
4 don't worry about my home, worry about their business.  
5 That's what needs to be efficient.

6 COMMISSIONER KENNEY: Thank you, Mr.  
7 Gholston.

8 JUDGE WOODRUFF: Thank you, Mr. Gholston.  
9 Next name on the list is Carnedra Galloway. Please  
10 raise your right hand. Do you solemnly swear or  
11 affirm that the testimony you're about to give shall  
12 be the truth, the whole truth and nothing but the  
13 truth?

14 MS. GALLOWAY: Yes.

15 JUDGE WOODRUFF: Thank you. State your  
16 name and spell it for us please.

17 MS. GALLOWAY: My name is Carnedra  
18 Galloway; C-a-r-n-e-d-r-a; last name is  
19 G-a-l-l-o-w-a-y.

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

22 MS. GALLOWAY: Every month Ameren sends  
23 utility bills to our homes, and there is usually some  
24 sort of informative letter attached to it which greets  
25 us as the valued customer. In these letters they

1 often times inform us that you guys are working hard.  
2 My question is working hard at what. Trying to find  
3 more ways to keep your business and personal accounts  
4 soaring while the underprivileged college savings  
5 accounts decline due to paying outrageously expensive  
6 utility bills with very limited income. In those  
7 letters is another statement like "we're looking out  
8 for your best interest", which is us as a valued  
9 customer. Well, if this is true, then why -- why  
10 raise percentage alone by 18 percent on already high  
11 rates. Especially during trying times like these in  
12 areas where needs are barely being met on minimum wage  
13 incomes. That's it.

14 JUDGE WOODRUFF: Anything else you'd like  
15 to add? Questions.

16 CHAIRMAN CLAYTON: Thank you. Ms.  
17 Galloway, you mention that you receive these letters  
18 in your bills. Have you had any specific challenges  
19 with AmerenUE? Have you had any specific problems  
20 with reliability or billing or customers service aide  
21 from just the letter that.

22 MS. GALLOWAY: Well, the letters that we  
23 usually receive, these are letters that you guys might  
24 send with the bills saying that, you know, we're  
25 going to make some changes and we're going to do this,

1 we're going to do that. Me, personally, no, I haven't  
2 had any bad experience with Ameren due to the simple  
3 fact that I pay my bill.

4 CHAIRMAN CLAYTON: You were here; you were  
5 a customer of Ameren in 2006?

6 MS. GALLOWAY: Yes, I was.

7 CHAIRMAN CLAYTON: Did you suffer from any  
8 of the outages that went through the area?

9 MS. GALLOWAY: No. Not in my area.

10 CHAIRMAN CLAYTON: There was several ice  
11 storms and several wind storms, but you weren't  
12 affected by those storms.

13 MS. GALLOWAY: No.

14 CHAIRMAN CLAYTON: That's all the questions  
15 I have. Thank you.

16 JUDGE WOODRUFF: Thank you, ma'am.

17 MS. GALLOWAY: I do have another question.  
18 I was asking why would you guys want to raise the  
19 percentage on already high rates?

20 JUDGE WOODRUFF: We can't answer questions  
21 today. I want to make clear also to everyone, we're  
22 not AmerenUE. We are the Missouri Public Service  
23 Commission. So that kind of question could be  
24 addressed to the people from Ameren who are right  
25 outside there if you want to talk to them.

1 MS. GALLOWAY: Okay. Thank you.

2 JUDGE WOODRUFF: The next name on the list  
3 is Craig Sleet. Is Mr. Sleet here? Next name is E.  
4 F. Porter. Good afternoon, sir. Would you please  
5 raise your right hand? Do you solemnly swear or  
6 affirm that the testimony you're about to give shall  
7 be the truth, the whole truth and nothing but the  
8 truth?

9 MR. PORTER: I do.

10 JUDGE WOODRUFF: Have a seat and tell us  
11 your name.

12 MR. PORTER: E. F. Porter; P-o-r-t-e-r.

13 JUDGE WOODRUFF: Thank you, sir. What would  
14 you like to tell us?

15 MR. PORTER: Thank you for the opportunity  
16 to speak here. I am not an engineer, nor am I an  
17 accountant, and if someone can show me what I'm about  
18 to say is mistaken I will cheerfully acknowledge it.  
19 I did a little back of a envelope calculation  
20 yesterday, and based on my own recent, most recent  
21 utility bills. I am discovering that I am paying more  
22 than thrice per unit of electricity than I am for  
23 natural gas. I don't know if anything can be done  
24 about this, but it struck me as interesting. What I  
25 really wanted to talk about, though, was that one

1 often hears the argument that generous executive pay  
2 packages are necessary to attract and to retain  
3 competent and talented people. But after the fiasco  
4 at Tomsauk several years ago one cannot help but  
5 wonder whether such a doctrine has been successful in  
6 the case of Union Electric or AmerenUE if you prefer.  
7 Accordingly, I would be interested in knowing and I  
8 suspect other rate payers would, too. The total  
9 compensation of each of Union Electric/AmerenUE 12  
10 highest paid executives by total -- I mean everything,  
11 salary, stock options, bonuses, contribution to  
12 retirement funds, insurance premiums, deferred  
13 compensation schemes, the whole ball of wax. In  
14 addition, it would be instructive to know by way of  
15 comparison the average compensation, average  
16 compensation of the company's hourly wage workers. If  
17 those are not immediately accessible, I urge the  
18 commission to determine and to make them public as  
19 part of the findings in this case, and to calculate  
20 and to publicize how they affect the company's rate  
21 base. I suggest further that any individual  
22 compensation that exceeds ten times the average of the  
23 wage workers of the company be disallowed as part of  
24 the rate base. Considering the pay of a lineman, a  
25 difficult, uncomfortable and dangerous job. Sometimes



1 requiring struggling with ice coated tools 30 feet in  
2 the air in a blinding snowstorm. How does his or her  
3 pay compare with that Mr. Baxter and his luxurious,  
4 climate-controlled surroundings. That's all I have,  
5 gentlemen.

6 JUDGE WOODRUFF: Thank you, sir.  
7 Questions.

8 CHAIRMAN CLAYTON: Mr. Porter -- Dr.  
9 Porter.

10 MR. PORTER: Mr.

11 CHAIRMAN CLAYTON: Mr. Porter, I grew up  
12 with a Dr. Porter. That's why I was confused. Can  
13 you hear me okay, sir?

14 MR. PORTER: I really can't.

15 CHAIRMAN CLAYTON: I'll try to speak up.  
16 The first thing I wanted to add or offer is that there  
17 has been some questions regarding the salary issues.  
18 And, in fact, I think most that have information is  
19 public knowledge. The second issue that you mention  
20 about salary amount for other workers at AmerenUE and  
21 how the commission addresses what parties will be  
22 included in rates. It may be helpful to you to maybe  
23 meet with some of our staff with the Public Service  
24 Commission that can provide you some additional  
25 information regarding those issues. Would you be

1 interested in meeting with staff? We cannot answer  
2 that question here today for you, but the staff can  
3 certainly do that if you have an interest in meeting  
4 with them.

5 MR. PORTER: I have, and I wasn't asking  
6 questions, you understand, Mr. Chairman, I was just  
7 making a suggestion that this be part of your  
8 determination.

9 CHAIRMAN CLAYTON: I promise that each of  
10 the issues that you just mention are definitely part  
11 of the decision-making process and the Commission has  
12 to take all that into consideration. So I appreciate  
13 your comments. I just thought if you had specific  
14 questions that you wanted to raise, we can make some  
15 staff available to answer those questions, but if you  
16 don't have any questions, I appreciate you being here.  
17 Thank you.

18 JUDGE WOODRUFF: Thank you. The next name  
19 I can't read the name -- it's on Lindell Street in  
20 Maplewood. Aruta Owens. Next name then is Kitty this  
21 first -- Betty or Getty. Good afternoon. Please  
22 raise your right hand. Do you solemnly swear or  
23 affirm that the testimony you're about to give shall  
24 be the truth, the twhole truth and nothing but the  
25 truth?

1 MS. FIRST-BEATTY: I do.

2 JUDGE WOODRUFF: Thank you very much. And  
3 if you can state and spell your name for us.

4 MS. FIRST-BEATTY: My name is Kitty  
5 First-Beatty. Last name is F-i-r-s-t hyphen  
6 B-e-a-t-t-y. I am the chairperson of the federation  
7 of Block for the area E council. Several of my  
8 members are little old ladies and little old men that  
9 work tirelessly in our community which is  
10 predominantly 63115 zip code. They are on fixed  
11 incomes. They haven't had increases. You all are  
12 considering to giving AmerenUE a 17.95 percent  
13 increase, but we have not had an increase. Not only  
14 that, but is this increase going to be for residents  
15 and business or just going to be for residents. The  
16 next thing I want to ask is during the month of  
17 December, most people put out a lot of decorations, so  
18 Ameren across the board raises their rate during that  
19 month. A lot of us don't put decorations out, we  
20 can't afford to have that extra on our bills. They  
21 need to not have that extra increase during the month  
22 of December. I received a \$200 electric bill. There  
23 is no one in my house but myself. That's ridiculous.

24 And the next thing I want to say if you're  
25 going to give them an increase, make it only five

1 percent, and don't give it to them until 2012. They  
2 don't need it before then. They just received an  
3 increase. And they need to be held accountable and be  
4 more efficient.

5                   And the next thing I want to say, are you  
6 all considering letting there be other utilities to  
7 come into the St. Louis area. I lived in Texas in the  
8 '90s, and they did allow other utilities to come in  
9 and the rates remained stable and the services got  
10 better. Ameren is the only game in town, so we have  
11 to dance to their music. It is not fair. You all  
12 need competition. It is the only fair business  
13 practice to form consumers.

14                   And the other thing I want to know is is  
15 there going to be a forensic audit of AmerenUE and  
16 their practices of accounting. And also, last year,  
17 no, I'm sorry. Year before last, Ameren has  
18 contractors that come out to connect or disconnect  
19 services. And living in the city, for space sake, I  
20 believe there are the meters from one house to another  
21 is there at the same time so that that person can read  
22 it at the same time. Well, they sent out a gentleman  
23 to read the meter next door to me because the home was  
24 vacant. He didn't knock on my door, didn't ring my  
25 bell, climbed my fence, damaged my fence. And I

1 complained to Ameren about it, and they ignored it.  
2 This is damage to my property. I maintain my property  
3 very well. I live in a very good residential  
4 neighborhood. And we take pride in our neighborhood.  
5 And we don't like it when people come in and damage  
6 our properties. And I had no other recourse to take  
7 it to. I don't think they need an increase. And that  
8 is all I have to say.

9 JUDGE WOODRUFF: Thank you, ma'am. Any  
10 questions?

11 CHAIRMAN CLAYTON: I have a few questions.  
12 First of all, ma'am, I want to ask the name of the  
13 organization that you said you started with  
14 federation.

15 MS. FIRST-BEATTY: Federation of Block  
16 Units for the area and I am the area E council  
17 chairperson.

18 CHAIRMAN CLAYTON: For someone -- I'm not  
19 from the St. Louis area, can you explain a little bit  
20 about what that is; what you do?

21 MS. FIRST-BEATTY: Yes. We organize block  
22 by block to have a block unit. And the overall  
23 encompassing for all the chairpersons of those block  
24 units is called that council area. And mine is E.  
25 And I am 63115 zip code. And we also are under the

1 Urban League. And we are over a hundred years old.

2 CHAIRMAN CLAYTON: So you represent, in  
3 your opinion, everybody within the 63115 zip code  
4 or --

5 MS. FIRST-BEATTY: My territory is east of  
6 that -- west of the city limit, north of Natural  
7 Bridge and sort of Highway 70. And I have 26 active  
8 block units within that territory.

9 CHAIRMAN CLAYTON: Okay. That's helpful.  
10 And basically you don't represent any particular  
11 group, you represent everybody within all the  
12 residents.

13 MS. FIRST-BEATTY: All of those that are  
14 under the federation of block units that have an  
15 active working block unit.

16 CHAIRMAN CLAYTON: I want to first start  
17 off with this damage to the fence. This was your  
18 property that you are talking about.

19 MS. FIRST-BEATTY: Yes.

20 CHAIRMAN CLAYTON: Did you report this to  
21 the company?

22 MS. FIRST-BEATTY: Yes, I did.

23 CHAIRMAN CLAYTON: What kind of response  
24 did you get?

25 MS. FIRST-BEATTY: It was okay. Well, how

1 do you know it was our person. And I told them the  
2 name on the shirt and I also described what he looked  
3 like. And they said oh, yeah, that's our contractor.  
4 Well, if it was your condition or you're paying them  
5 to do your work. You assume responsibility because  
6 this is the person you are hiring.

7 CHAIRMAN CLAYTON: What was their response  
8 to that.

9 MS. FIRST-BEATTY: We have to refer it to  
10 them.

11 CHAIRMAN CLAYTON: And did anyone ever  
12 follow up?

13 MS. FIRST-BEATTY: No.

14 CHAIRMAN CLAYTON: When was that?

15 MS. FIRST-BEATTY: This has been two years  
16 ago.

17 CHAIRMAN CLAYTON: So 2007, or 2008.

18 MS. FIRST-BEATTY: 2007 I would say.

19 CHAIRMAN CLAYTON: And have you repaired  
20 the fence.

21 MS. FIRST-BEATTY: I had to.

22 CHAIRMAN CLAYTON: How much did you have to  
23 spend to repair -- if you don't mind me asking how  
24 much did you have to spend to repair damage caused by  
25 someone else.

1 MS. FIRST-BEATTY: I have a receipt at  
2 home, but I don't remember that amount. It was  
3 minimal, I can say that. It wasn't an astronomical  
4 fee. I would say it was less than \$60.

5 CHAIRMAN CLAYTON: Did you try to call the  
6 Public Service Commission after this happened?

7 MS. FIRST-BEATTY: No.

8 CHAIRMAN CLAYTON: To file a complaint or  
9 ask for assistance or anything like that?

10 MS. FIRST-BEATTY: I really didn't think it  
11 would be necessary because it was not a big amount.  
12 If it had been an amount over \$100, then I would have  
13 considered that because I am a retiree of AT & T and I  
14 did handle complaints for 13 states for AT & T.

15 CHAIRMAN CLAYTON: So you have been on both  
16 sides of the coin.

17 MS. FIRST-BEATTY: I know the routine. It  
18 was minimal, but I did expect them to assume  
19 responsibility for their actions and to follow up on  
20 it.

21 CHAIRMAN CLAYTON: Do you feel that the  
22 fence damage issue is kind of water under the bridge  
23 or would you like the staff to look into it?

24 MS. FIRST-BEATTY: It's water under the  
25 bridge, but I want them to be more accountable for





1                   CHAIRMAN CLAYTON: Well, I think we have  
2 both staff on the left as you go out from the Public  
3 Service Commission. They are here to help you and I  
4 think Ameren has had a lot of staff here that are  
5 looking at liability issues and usage issues. I would  
6 encourage you to take advantage of the people that are  
7 here to maybe at least get you some answers maybe some  
8 better resolution of that circumstance.

9                   MS. FIRST-BEATTY: See, when I moved back  
10 to the state of Missouri in 2003, I converted my whole  
11 home to electric, and my home is very efficient. All  
12 of my appliances are efficient. Things that I don't  
13 need to use during the day when I am not there, they  
14 are unplugged. And I got a \$200 bill, what is this.

15                  CHAIRMAN CLAYTON: You moved from Texas in  
16 '03.

17                  MS. FIRST-BEATTY: Yeah.

18                  CHAIRMAN CLAYTON: What part of Texas, if  
19 you don't mind?

20                  MS. FIRST-BEATTY: I was in the Dallas-Fort  
21 Worth -- I lived in the Fort Worth strip right outside  
22 of DFW airport.

23                  CHAIRMAN CLAYTON: The metroplex; got it.  
24 Thank you very much.

25                  MS. FIRST-BEATTY: Thank you.

1                   COMMISSIONER GUNN: Have you had -- in  
2 your capacity as area E council chair, have you ever  
3 had to approach Ameren on behalf of any of your  
4 constituents, some of, as you call them, little old  
5 ladies and little old men?

6                   MS. FIRST-BEATTY: Yes, I did.

7                   COMMISSIONER GUNN: For assistance?

8                   MS. FIRST-BEATTY: Back in summer, the RCGA  
9 had, I would say a meeting, and there were several  
10 companies talking about green issues. And I happened  
11 to have been privy to be there for this. And I did  
12 talk with some Ameren representatives about discounts  
13 for senior citizens that actually do meet the  
14 qualification and needs under that guide that are on  
15 fixed incomes, that have health issues. And I asked  
16 them were they moving in a direction for this and they  
17 said some of those things were on the table, but they  
18 hadn't gotten around to addressing them yet.

19                  COMMISSIONER GUNN: Rather than a general  
20 policy area, have you ever had to go and specifically  
21 help one of your constituents to try to get assistance  
22 from Ameren.

23                  MS. FIRST-BEATTY: I have referred them --  
24 one of my responsibilities is to be able to refer  
25 people to resources. And to be aware of what

1 resources would or would not be available to them.  
2 And doing this on an ongoing basis whether it is  
3 criminal activity in their activity, whether it is a  
4 social issue, whether it's financial issue, whatever.  
5 All of those things fall under what I help and assist  
6 with.

7 COMMISSIONER GUNN: When you refer them  
8 out, was that referred directly to Ameren or to some  
9 other community group.

10 MS. FIRST-BEATTY: I would refer them first  
11 to the source if it is something of that magnitude,  
12 yes, I refer them first to Ameren, and then if they  
13 are not getting any response from that, then I refer  
14 them to a social agency.

15 COMMISSIONER GUNN: Have you received  
16 complaints or any concerns that those constituents may  
17 have regarding the way Ameren handled those referrals.

18 MS. FIRST-BEATTY: They have not said yes  
19 or no. Matter of fact, some of them will just come  
20 back and say okay, well, the matter is handled. They  
21 don't say how it got handled or whatever. As long as  
22 -- sometimes little old ladies get a little feisty if  
23 you're getting a little too nosy. And I'm like on --  
24 because I'm a little old lady and I'm feisty.

25 COMMISSIONER GUNN: You certainly are.

1     Would you say that most -- and again I'm not asking  
2     for specific numbers -- just in general, do you end up  
3     having to refer most of those people that you refer to  
4     Ameren the first time or secondary, or is most of the  
5     time the problem is taken care of at the point of  
6     first referral?

7                     MS. FIRST-BEATTY:   I can say three times  
8     that I can remember.

9                     COMMISSIONER GUNN:   That you had to  
10    refer --

11                    MS. FIRST-BEATTY:   To an outside source,  
12    yes.

13                    COMMISSIONER GUNN:   Out of about how many  
14    would you say?

15                    MS. FIRST-BEATTY:   I'm sorry.

16                    COMMISSIONER GUNN:   Out of about how many?

17                    MS. FIRST-BEATTY:   Say out of ten.

18                    COMMISSIONER GUNN:   Okay.   I don't have  
19    anything else.   Thank you very much for coming out, I  
20    appreciate it.

21                    JUDGE WOODRUFF:    Thank you, ma'am.

22                    MS. FIRST-BEATTY:   Thank you all.

23                    JUDGE WOODRUFF:    Next name on the list is  
24    Betty Denney.   If you would please raise your right  
25    hand.   Do you solemnly swear or affirm that the

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

3 MS. DENNEY: Yes, I do.

4 JUDGE WOODRUFF: State your name and spell  
5 it for us.

6 MS. DENNEY: My name is Betty Denney.  
7 Actually it's, D-e-n-n-e-y.

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

10 MS. DENNEY: My complaint with Ameren is  
11 really that they seem to rely on rate hikes such as  
12 talking about this one, planning for this one, and  
13 they -- I am reading in the newspaper in the last  
14 year or so that their plans involve large, you know,  
15 for the future, energy. And that they are going to  
16 need large construction projects. And I read also  
17 that this is very high cost for all of us for them as  
18 well as us as consumers. I request Ameren look at  
19 more cost effective methods such as energy efficiency.  
20 And I think they always have some programs for  
21 businesses. I, in fact, thought from their beautiful,  
22 but confusing web site, that high tech that they were  
23 going to be offering programs for homeowners and I was  
24 told recently by an Ameren person that they actually  
25 don't, you know, yet offer them. And so, I'm just

1 saying that it was so high tech, even though I do look  
2 at other web sites, that I didn't realize it was just  
3 a matter of offering tips. You know, it's kind of  
4 frustrating to see such a beautiful web site and know  
5 they are spending so much money on that, which is a  
6 little bit of education. But so I request they  
7 install more energy efficient projects, and  
8 particularly for homeowners. And I have read also  
9 that this would, for instance, their air -- help with  
10 air conditioning, actually have programs maybe offer  
11 some kinds of funds or something to increase the  
12 efficiency of air conditioners for homeowners or  
13 windows, appliances, for instance, those are what all  
14 of us use electricity for. In fact, there are some  
15 really successful programs for weatherization. I'm  
16 not sure how many of those actually apply, some of  
17 them will, I'm sure, apply to electricity, maybe, in  
18 fact, I have myself gotten insulation, but I find out  
19 that some of the things I have done, I can improve on  
20 as I'm learning to have better energy efficiency. But  
21 I notice they're members of the National Action Plan  
22 for energy efficiency, and that's a program to really  
23 reduce our energy use by 2035. And I think that's  
24 supposed to be cost effective, that there are a lot of  
25 techniques that we're not using, and we are especially

1 not using them in Missouri. And so I think this would  
2 be a win/win for the state, for bringing people into  
3 the state. We need training, but for jobs, for  
4 companies coming into the state, and Ameren would not  
5 be -- maybe if they need to make changes in their rate  
6 structure or something, maybe they wouldn't get so  
7 much hostility. And so I'm suggesting that we use and  
8 instigate some of those programs and they especially  
9 would support those and all of us would work on that.  
10 Thank you.

11 JUDGE WOODRUFF: Thank you, ma'am.

12 CHAIRMAN CLAYTON: Thank you, Judge. I  
13 just want to follow up on couple questions associated  
14 with programs on energy efficiency. Have you had  
15 experience with any programs like trading out a  
16 refrigerator, trading out an air conditioner, or  
17 providing rebates? Do you have any experience with  
18 that from either living somewhere else or any  
19 organization you maybe a part of?

20 MS. DENNEY: No. I have only lived in  
21 Missouri. And, yes, I'm looking for very soon -- and  
22 I haven't actually checked into the date, and how I'm  
23 going to do that of getting an energy audit because I  
24 thought when I bought my house the windows were air  
25 tight and I'm told it's a little old, but it's still



1 high energy furnace. And in fact, I had a person come  
2 in and do a ten-point inspection several years ago.  
3 Since then I learned more, so I know getting blower  
4 door energy audit would really tell me where because  
5 there are rooms that I have that are cold and really  
6 tell me where my problems are. I'm on a fixed income.  
7 I actually can afford my energy bills, my medical  
8 bills and my food bills at this point. So I think I'm  
9 luckier than many. But, you know, still the idea of  
10 getting an energy audit and going ahead with steps  
11 that are more than I have already taken are really  
12 scary.

13 COMMISSIONER GUNN: Where do you get your  
14 information to do that? Do you get it from Ameren's  
15 beautiful web site, as you said, or do you get it from  
16 the Department of Energy, Missouri Department of  
17 Natural Resources? Have you looked at our web site,  
18 do you think it's beautiful?

19 MS. DENNEY: You mean the PSC.

20 COMMISSIONER GUNN: PSC, yes, ma'am.

21 MS. DENNEY: I haven't looked at it a lot.  
22 Basically, just trying to find this hearing, but,  
23 yeah, I looked at the state Department of Resources  
24 and DOE and EPA and I know that there is a lot of  
25 information out there, a lot of tips, but it's also

1     hard for the individual to actually and business  
2     owners, to actually understand what they should do.  
3     Also, degree of expense, and is this the right time to  
4     do that. So it's difficult for all of us.

5                   COMMISSIONER GUNN: Have you called Ameren  
6     and talked to a person about energy efficiency?

7                   MS. DENNEY: I only talked about building  
8     codes once, and never got back to them. The only  
9     reason I really called Ameren lately was because I was  
10    worried about a tree taking down some of the lines,  
11    and they did respond to that they told me to go hire  
12    somebody even though the tree is not in my yard. I  
13    wasn't really happy with that but, you know, it's not  
14    yet a problem.

15                  COMMISSIONER GUNN: Wait, now, you got me  
16    on something else. So the tree wasn't in your yard,  
17    but they said it was your responsibility to take down  
18    the tree.

19                  MS. DENNEY: Yeah. That was a little  
20    strange, for you to hire a contractor. It's a vacant  
21    house next to me. And so I called them also and they  
22    didn't get back to me. I'm worried about the  
23    branches. And truthfully, it's going to hit some  
24    other wires, you know, before it hits Ameren's wires.  
25    But, right, they told me that I needed to hire a

1 contractor, I think.

2 COMMISSIONER GUNN: To take down someone  
3 else's tree.

4 MS. DENNEY: Yeah.

5 COMMISSIONER GUNN: I would urge you to  
6 maybe meet with our staff out front and just mention  
7 this whole tree trimming issue, but I think also it  
8 would be helpful if you can convey the specific issue  
9 associated with energy efficient to them. What would  
10 you like to see, if you look on Ameren's beautiful web  
11 site, or call Ameren? What do you expect to get in  
12 terms of giving you guidance on making energy  
13 efficient investments by interested to hear what you  
14 had to have and I think the best way to give that  
15 information to staff.

16 MS. DENNEY: Okay. Your staff.

17 COMMISSIONER GUNN: Yes. PSC staff.

18 MS. DENNEY: Somebody will stop me and tell  
19 me.

20 COMMISSIONER GUNN: If you go out the door  
21 and to the left, that's our table and tell them  
22 Chairman Clayton sent you, and if they don't pay  
23 attention you come back in.

24 MS. DENNEY: They already answered a couple  
25 questions.

1                   COMMISSIONER GUNN: Thank you very much for  
2 coming.

3                   MS. DENNEY: Thank you.

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

9                   MS. DOYLE: I do.

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

12                  MS. DOYLE: It's Kim Doyle; D-o-y-l-e. I'm  
13 not a business person, so I'm not here to pass  
14 judgment on how UE runs its business. I do know,  
15 however, working in the business world for many years  
16 that just because it's legal doesn't make it right,  
17 and often time it seems that UE falls back to a legal  
18 position in order to get their rate hikes or what have  
19 you. Generally, I'm satisfied with their service. I  
20 did experience one severe power outage and I don't  
21 remember how many years ago it has been. It was in  
22 the summer and it did take -- I want to say it took 48  
23 hours to restore power, but it wasn't horrible except,  
24 of course, I couldn't use a fan which was difficult.  
25 I'm generally satisfied with their service. Customer

1 service is not very good. And I know that's probably  
2 not the most lucrative job to have, but sometimes it's  
3 difficult if you call and have to speak to someone who  
4 is not particularly even courteous much less well  
5 informed. I do live near a transformer and the guys  
6 that service that are very nice, very helpful if I  
7 have any questions, or if I'm just curious about  
8 something. They are very informative. The linemen I  
9 run into have been great. I do realize that they are  
10 in business to sell something, they sell a product. I  
11 know electricity is a commodity, but sadly I take it  
12 for granted like I do the air or water. I have a hard  
13 time remembering that it is a commodity. And I'm not  
14 saying they should have no profitability because that  
15 makes no business sense, but I think that we need to  
16 consider how important electricity is and not treat it  
17 like it's something rare like gold or something. As I  
18 stated earlier in the pre-hearing session, I don't use  
19 a whole lot of electricity, refrigerator, television,  
20 small appliances. It does aggravate beyond my  
21 capacity to know that the utilities, not just UE are  
22 allowed to change their hikes depending on -- change  
23 their rates depending on the season. For example, I'm  
24 perfectly willing to pay and I think my bill has gone  
25 up -- it's probably \$2 a day now, and I don't use

1   that -- I don't have that many electrical appliances,  
2   so it seems to me \$2 a day is a significant  
3   expenditure when I'm not running a computer or home  
4   business or, I don't know what else, cable TV, what  
5   have you. But in the summer time I do have central  
6   air and I can't afford to use it because the rate hike  
7   is ridiculous. I want to say it's five or six times  
8   what my normal electricity bill is, and I think that's  
9   ridiculous. I'm concerned about the fuel source. I  
10  didn't get to ask that question of the UE people  
11  earlier. Do we have a choice? And again, I speak  
12  from ignorance. I don't pay a lot of attention until  
13  somebody comes to the door and says we're going to  
14  charge you an extra 18 percent. I'm thinking we do  
15  have coal fired sources of electricity, Tomsauk  
16  hydro-electric. I don't know what our sources are,  
17  one of the increase justification was fuel cost, so  
18  what are we using for fuel? And how is that fuel  
19  purchased? Who makes the decision what fuel to use?  
20  If we investigate these sources is somebody making  
21  money selling fuel to AmerenUE, which I think is valid  
22  investigation. National average, I'm tired of hearing  
23  about it. We live in St. Louis because it's cheap.  
24  Some of us because we're born here, but this isn't  
25  Boston, this isn't L. A., and I think that leads to a

1 spiral. I'm tired of hearing about what's the  
2 cheapest place in the country for a reason. So I'm  
3 concerned that if we keep saying well, the national  
4 average, and we try to jump on that train, it's going  
5 to be a spiral increase that nobody is going to want  
6 to see, and in the end nobody is going to be able to  
7 afford those kinds of bills. And it sounds to me like  
8 if you want to charge those kind of fees, move to  
9 Boston, move to Los Angeles. And I wonder -- and I  
10 know this probably is a privacy issue, but I wonder if  
11 we can't have a prorated fee for electricity and  
12 perhaps it ought to be based on income. You know,  
13 there are many people on fixed incomes who have to  
14 decide which bills to pay and which ones to let go.  
15 And I wonder if it might be useful to consider that.  
16 I also wonder if we want to do some sort of luxury fee  
17 on people with more gadgets. I'm not a gadget person.  
18 I don't care about them, but many people are. And I  
19 know the more things you have in your house the more  
20 electricity you use. I know that's a very sticky  
21 issue, and how do you adjudicate that. And I wonder  
22 if that's something that might be looked into. If  
23 you're fond of technology and you want to spend on  
24 your toys, think about what it's going to cost to  
25 operate them. In terms of renewables, we talked about

1     that, but it seems to me that's old technology. I  
2     heard about renewable energy for my whole life and I'm  
3     still waiting. And I know you can't make money off  
4     the sun, I understand that and I know people are in  
5     business to make money, but it's been my understanding  
6     over the last few years that many of the rate hikes  
7     have been justified by saying we're going to invest  
8     this in new technology, but I'm still waiting. And I  
9     wonder if UE is a little behind the curve in that  
10    regard. I do understand that new technology is going  
11    to require some investment, and I am willing to invest  
12    in new technology, but if we keep trying to use coal,  
13    as an example, we know it's not clean, it's not good  
14    for the atmosphere. I think we need to make some  
15    other inquiries, and it's pretty windy around here. I  
16    know one of the construction companies, I think it's  
17    Alberici has a wonderful wind mill up at their site.  
18    They have green building. They have air power and  
19    that propeller turns almost constantly. It's very  
20    rare that I see it not moving in the breeze. That's  
21    all I have. Thanks.

22                   JUDGE WOODRUFF: Thank you, Ms. Doyle.  
23    Questions.

24                   CHAIRMAN CLAYTON: Thank you.

25                   COMMISSIONER GUNN: I don't have a



1 question. But some of the questions that you did have  
2 about generation and things like that, our staff can  
3 answer some of those specifically and let you know  
4 what the ratios are, and what they use, and some other  
5 question about fuel costs.

6 MS. DOYLE: Thank you.

7 JUDGE WOODRUFF: Next name on the list is  
8 Barrett Williams. Good afternoon, sir. Please raise  
9 your right hand. Do you solemnly swear or affirm that  
10 the testimony you're about to give shall be the truth,  
11 the whole truth, and nothing but the truth?

12 MR. WILLIAMS: I do, Your Honor.

13 JUDGE WOODRUFF: Thank you. Tell us your  
14 name and spell your first and last name.

15 MR. WILLIAMS: My name is Barrett Williams;  
16 B-a-r-r-e-t-t, Williams common spelling;  
17 W-i-l-l-i-a-m-s.

18 JUDGE WOODRUFF: What would you like to  
19 tell us?

20 MR. WILLIAMS: Thank you. As an AmerenUE  
21 rate payer and long time observer of the electric  
22 power industry, although I'm not an electrical  
23 engineer -- and to be honest, I frankly don't know  
24 whether UE needs a rate hike of this magnitude this  
25 year or not, or whether it needs one at all. But I do

1 know this much. I don't wish to pay more for  
2 electricity when I see that the utility is not  
3 spending its existing funds as wisely as it could. So  
4 I'm here today to take issue with one of UE  
5 distribution construction practices. It's a practice  
6 that is needlessly increasing the cost of delivering  
7 electricity to the customers. Last summer UE  
8 president, Warner Baxter, sent all of us a letter  
9 alerting us to latest UE rate hike proposal and I took  
10 special note of this sentence. "And of course you  
11 always want us to be efficient in our operation in  
12 order to keep your rates as low as possible,  
13 especially during this difficult economic period." I  
14 think each of us in this room wants UE to operate as  
15 efficiently as possible in order to minimize its cost,  
16 and this includes the cost of delivering electricity  
17 to us the customers. Most of us get our electricity  
18 from UE from overhead distribution poles. And I'm  
19 here today to once again ask UE to reduce its  
20 distribution cost by making a small change in the way  
21 it builds its overhead power poles. I won't go into  
22 all the minutia here. But on three phase poles if the  
23 company were to place the center phase, the center  
24 conductors on the crossarm rather than up on the pole  
25 top on what's called the ridge pin, this would trim

1 the construction cost somewhat without compromising  
2 safety or reliability. And it would also bring UE  
3 pole construction practice into line with those of  
4 many other UE utilities. This construction that I'm  
5 proposing is called flat construction in the industry.  
6 And flat construction is less expensive than ridge pin  
7 construction UE currently uses. Again, it's safe and  
8 reliable and widely accepted in the electric power  
9 industry and if you look around midwest you find that  
10 many of the big utilities that surround the Ameren  
11 service territory are already using this lower cost  
12 flat construction for their distribution poles. And I  
13 have talked with many of them and they told me they  
14 are pleased with the cost benefit trade-offs of this  
15 construction standard. Utilities such as Kansas City  
16 Power and Light, Empire District Electric Energy,  
17 Omaha Public Power, and Commonwealth Edison. Three  
18 years ago this month when I testified at the last  
19 Ameren rate hearing here in St. Louis over at Forest  
20 Park College, I raised this same issue, and I was  
21 pleased to receive a pretty responsive response from  
22 Warren Wood who many of you on the commission  
23 remember. He was a well-respected electrical engineer  
24 on the commission staff at that time. He, too, was  
25 puzzled by Ameren almost exclusive use of this more

1 expensive pole construction method, the ridge pin  
2 construction particularly in urban areas where flat  
3 construction clearly sells. And I might add that  
4 about a decade ago Ameren's supervising engineer  
5 confided to me that I was right. He said if we will  
6 to adopt your suggestion we probably would say about  
7 \$25,000 a year systemwide. And, you know, I know a  
8 savings of thousands of dollars isn't much when we are  
9 talking about the proposed rate like in the millions  
10 of dollars, but you know, these public hearings are  
11 the one opportunity rate payers like me have to raise  
12 the issue of inefficiency so I keep coming to these  
13 hearings. And I hope I live long enough to one time  
14 see the company do right thing and adopt the better  
15 construction that so many of its cohorts are doing in  
16 the electric industry. And I have to tell you that  
17 unless and until Union Electric does adopt this lower  
18 cost construction method, it's going to really create  
19 resentment for me to have to pay more money for  
20 electric service. And I want to associate myself, I  
21 was very impressed with the testimony earlier today by  
22 Mr. Gholston. I thought he had a lot of good things  
23 to say. I feel like I'm kind of on his wave length  
24 about this company progressing if its nice, slick  
25 letters that it's concerned about efficiencies and

1 cost savings and running a lean, mean machine, when,  
2 in fact, it's kind of an insular company that is very  
3 slow to respond and resistant to change and to good  
4 outside ideas. And I'm also wondering about this,  
5 about a range of television advertising and radio  
6 advertising that we're being besieged by here by other  
7 monopoly electric companies here in the last few  
8 months. I was born and raised here in St. Louis. I  
9 spent most of my time here, and I didn't recall a time  
10 when we've had so much media advertising and promotion  
11 from our electric company as in the last few months,  
12 and I wondering who's paying for that. Is that  
13 stockholder money or is that us the rate payers who  
14 are paying for this feel good advertising. Anyway,  
15 thank you for this opportunity.

16 JUDGE WOODRUFF: Thank you, Mr. Williams.  
17 Any questions.

18 CHAIRMAN CLAYTON: I don't have any  
19 questions. Thank you very much for coming.

20 COMMISSIONER KENNEY: I have a couple  
21 questions. Mr. Williams, thank you for coming. I  
22 appreciate your suggestions and testimony. I'll ask  
23 you the same question I asked Mr. Gholston. What  
24 impact, if any, does Ameren's advertising with regard  
25 to energy efficiency have any impact on your decision

1 making in your home or in your life.

2 MR. WILLIAMS: You know, I don't think it's  
3 a bad thing that utilities is raising these issues and  
4 putting them in the public forum. I think we all need  
5 to be cognizant of ways to save energy. I have  
6 already done some of these things without prodding by  
7 Union Electric. But I will say this, in one the  
8 mailings last summer that came with the bill they  
9 talked about various energy efficiency ideas. It was  
10 sort of vague as to the specifics. So I actually  
11 called Ameren Union Electric and said I would like to  
12 know more about weatherization and various things, and  
13 the woman who took my call was not helpful at all  
14 really. She said basically you need to research this  
15 our own, you know, we don't have specifics to give  
16 you.

17 COMMISSIONER KENNEY: And one additional  
18 question. You said you were a long time observer of  
19 the industry. I'm just curious how did you come to  
20 have so much knowledge about the construction of  
21 distribution poles?

22 MR. WILLIAMS: It is kind of unusual. I  
23 probably should have gone into electrical engineering  
24 and I missed that opportunity somewhere along the way.  
25 I ended up becoming a congressional lobbyist for

1 Amtrak, and on the east coast for little while doing  
2 that. But, I also am streetscape design consultant,  
3 and I work with cities to beautify and preserve their  
4 -- especially their historic districts. And that has  
5 given me the chance to become more involved with  
6 overhead electric facility because, of course, that's  
7 only an issue with U City planning and historic  
8 districts, beautification, aesthetic issues. I needed  
9 to learn more about electric distribution but my  
10 interest in streetscape planning generally.

11 COMMISSION KENNEY: Thank you very much.

12 MR. WILLIAMS: Thank you.

13 JUDGE WOODRUFF: The next name on the list  
14 is Daniel Szyman. Please raise your right hand. Do  
15 you 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 MR. SZYMAN: I do.

19 JUDGE WOODRUFF: Thank you. Tell us your  
20 name and spell your last name.

21 MR. SZYMAN: My name is Daniel Szyman;  
22 S-z-y-m-a-n. And first of all, I would like to thank  
23 you, the Public Service Commission, for the work you  
24 do for the citizens of Missouri in allowing us a  
25 chance to talk today. Last week was my first week of

1 work in two months. I became unemployed and I was  
2 having problems making ends meet. I am on budget  
3 billing. My bill last year was \$58 a month. Now,  
4 it's \$60 a month. And so the rate increase of 18  
5 percent would be an extra \$129.60 for the year. I'm  
6 having problems with my bills right now. So, you know  
7 like many other St. Louisians and Missourians, I'm  
8 being forced to make tough choices due to limited  
9 income. I have a message for the commission and also  
10 the council representing the interested parties. St.  
11 Louis cannot afford an 18 percent increase in our  
12 electricity bills. We are in the biggest economic  
13 crisis of my lifetime. People are being forced to  
14 make these tough choices with their limited incomes  
15 whether it's buying medicine or, you know, paying for  
16 their kids' tuitions which are going up. With all  
17 these other problems we're having, you know, we can't  
18 afford an 18 percent increase in our electricity  
19 bills. I read an article this weekend, I'm not sure  
20 if it was in the Minneapolis Star Tribune or Chicago  
21 Times -- it was a midwestern newspaper, but it said  
22 St. Louis is one of the hardest places for people to  
23 find jobs right now and we are at ten point something,  
24 you know, over ten percent unemployment in the St.  
25 Louis area right now. So St. Louis cannot afford an



1 18 percent increase in our electricity. We can't  
2 afford it. I can't afford it. St. Louis can't afford  
3 it. That's all I have.

4 JUDGE WOODRUFF: Thank you, sir. Any  
5 questions.

6 CHAIRMAN CLAYTON: I don't have any  
7 questions. Thank you very much for your testimony.

8 JUDGE WOODRUFF: The next name is the list  
9 is Joseph Hall. Good afternoon. Please raise your  
10 right hand. Do you solemnly swear or affirm the  
11 testimony you're about to give shall be the truth, the  
12 whole truth, and nothing but the truth?

13 MR. HALL: Yes, sir. I do.

14 JUDGE WOODRUFF: Thank you. Have a seat  
15 and state your name.

16 MR. HALL: Joseph Hall; last name H-a-l-l.

17 JUDGE WOODRUFF: What would you like to  
18 tell us?

19 MR. HALL: I would like to say I don't  
20 think it's fair to give an increase. Here's also a  
21 rhetorical question. Your Public Service Commission,  
22 and I suspect that you get paid by the citizens.  
23 Every time utilities want increases they get it. I  
24 appreciate this hearing, but later on I believe they  
25 are going to get what they want because they are big

1 business. I don't understand why everybody goes along  
2 with big business. UE is a monopoly. The  
3 advertisements, they had no reason for advertisement;  
4 that costs money. Where else can you go at? Citizens  
5 of St. Louis -- of Missouri cannot afford an increase  
6 of 18 percent. It's already too high as it is, you  
7 know. If I own the store and I was the only store in  
8 town, what would be the reason for me to advertise.  
9 Now, if they want to cut cost, if they want to make  
10 bigger profit since they are investor-owned, every  
11 investor wants to make money. They just want to be  
12 greedy and make more money at the expense of citizens.  
13 The rates are too high right now as they are. I'm  
14 tired of them getting their way just because they are  
15 big money. It's time for somebody to listen to the  
16 little people. And nobody listens. Every time the  
17 utilities wants an increase they get it. Now, this is  
18 the first time I heard of a hearing of this type.  
19 That's why I came. And I appreciate that. But still  
20 and all after this hearing and stuff, I still believe  
21 that they are going to get what they want. As big a  
22 company as they are, if they buy in bulk, their stuff  
23 should be real cheap as big as they are. The way I  
24 see it is the fat cats just want more money. They  
25 want to pressure the small man into paying more. Not

1 thinking about repercussions beyond it of the people,  
2 not thinking about the people at all, just thinking  
3 about the green. And that's something very unsettling  
4 with me. The Public Service Commission, too, they  
5 always get their way. As long as they are making a  
6 profit and especially in this time period, this is  
7 some of the worse times going through. I work two  
8 jobs and it's hard for me. I don't see why they  
9 should have an increase. They just had one not long  
10 ago. So, eight months from now they are going to want  
11 another one and you're going to say okay, you can have  
12 it. Next time it will be 20 percent. Now, I don't  
13 appreciate any of these utilities companies getting  
14 their way on living off the poor people. Just so they  
15 can pay the people in higher office that don't do  
16 anything and get these huge bonuses. No, I don't go  
17 along with the rate increase. That's it.

18 JUDGE WOODRUFF: Thank you. Any questions  
19 for Mr. Hall.

20 CHAIRMAN CLAYTON: Judge, I don't have any  
21 questions. Thank you very much for coming. This is  
22 -- we do try to get the area as often as we can and we  
23 have 14 or 15 of these hearings and each time a case  
24 is filed we're here all the time, so we have these  
25 hearings quite often.

1                   MR. HALL: But these utilities are just  
2 bullies. That's all they have. You have no place  
3 else to go. They are bullies. Matter of fact, they  
4 are more mobsters. They are robbing us. And the  
5 Public Service Commission, that shouldn't go on. How  
6 far up can you go?

7                   CHAIRMAN CLAYTON: I don't have any  
8 questions.

9                   JUDGE WOODRUFF: Thank you, sir.

10                  MR. HALL: Thank you.

11                  JUDGE WOODRUFF: The last name on the list  
12 is Lee Matthews. That was the last name on the list.  
13 Is there anyone else that would like to testify? Good  
14 afternoon. Please raise your right hand. 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. PARRAM: Yes.

19                  JUDGE WOODRUFF: Could you tell us your  
20 name please?

21                  MS. PARRAM: Henrietta Parram. I'd like to  
22 take this time to tell you thanks for coming here to  
23 at least give us a voice in what's going to happen  
24 here. I'm definitely against the 18 percent increase.  
25 You know all my life I have worked as a medical

1   technologist for 46 years and you know what, I thought  
2   by going to school and making "X" amount of dollars  
3   when I got ready to retire that everything was going  
4   to be okay because I figured that, you know what, I  
5   would have more than enough money. But right now, you  
6   know, my retirement is just a pittance. I can't  
7   survive because of the amount of money I made and with  
8   the constant inflation and increase in our utilities.  
9   It's a disgrace and it's a sin before God because God  
10  gave us everything. He gave us, even with utilities,  
11  more than an enough that we can use. God has blessed  
12  us with land, food, clothing, everything. So why  
13  should a few men be so greedy and want more all the  
14  time when all of the resources are given to us free.  
15  It's given to you free, so why should we have to pay  
16  extra. Why should we constantly have these increases.  
17  It's same old story worn over and over every year for  
18  the past, I know, 15 years. We've gone through this  
19  thing of where it's constantly increasing. Why should  
20  it always cost more when resources are given to us  
21  free. All the oil that we have, God gives it to us,  
22  but look at the money and how we've been penalized.  
23  What you're asking is a sin against God because it's  
24  the little people that have to pay. We don't get 18  
25  percent increase in our income. No one works out

1   there, but the people at the high office get all this  
2   money, and why should you keep on brow beating us.  
3   And you is pressing us for something that's given to  
4   this country free. We live in the best place in the  
5   world. We have more than what we need, but we have  
6   people in charge that constantly suppress us for  
7   something that's been given to us. I'm asking you,  
8   don't let us keep on coming back and begging, and  
9   that's what this is is begging for you to be fair.  
10   Give us a fair shake in life so we can live  
11   comfortable. And it's sad at my age, and I worked all  
12   my life, that in the summer time I have to turn the  
13   air down, I have to wait until sunset before I turn my  
14   air on. I have to go places like Wal-Mart or the Y to  
15   keep cool because I can't afford to pay my bills. I  
16   got to stagger my bills every other month in order to  
17   pay my bills. That's sad. And like weather like now  
18   I can come here, go to the library, and walk around,  
19   stay there two or three hours, bring me a snack  
20   because I can't afford to keep my gas going. I have  
21   to wait until maybe six or seven o'clock to turn my  
22   heat on. That's sad that I have to go through that.  
23   And I'm asking you to really consider the people,  
24   consider that this is a strain on us. And ask God to  
25   bless you in spite of all the things that you try to

1 do to suppress us. And it's sad when we have a  
2 commission that constantly goes against us. In spite  
3 of it all we have these meetings, you already have it  
4 planned what you're going to do. You know that you're  
5 going to automatically increase the utilities, the  
6 electric anyway regardless of -- you're just having  
7 this meeting to pacify us, so we can blow off some  
8 steam. Because you know it happens over and over  
9 again. You continue going on regardless of what we  
10 say here and increase it anyway. And I think it's  
11 unfair. Now, over the year you say maybe 15 percent,  
12 maybe you do about eight, or nine, or ten percent,  
13 maybe a little lower, but you know, we shouldn't  
14 constantly be beat up like this. It's ungodly. Now  
15 I'm asking you, you know, I have to pray and ask the  
16 Lord to take my hand all the time, just keep me strong  
17 because you know what I get weak because I'm  
18 constantly going through these trials and  
19 tribulations. And another next year it will be the  
20 same continuing. We'll be meeting back again begging  
21 you and asking you not to constantly increase our  
22 utilities. That's sad. It's sad what you're doing  
23 against us. I think I said enough.

24 JUDGE WOODRUFF: Thank you, ma'am. I  
25 didn't catch your name.

1                   MS. PARRAM: My name is Henrietta Parram;  
2 P-a-r-r-a-m. God bless you.

3                   JUDGE WOODRUFF: Tell us your name. Raise  
4 your right hand. Do you solemnly swear or affirm that  
5 the testimony that you're about to give shall be the  
6 truth, the whole truth and nothing but the truth?  
7 What's your name?

8                   MS. PERRY: Diana Perry. I work here at  
9 Harriw Stowe, but I am a citizen. I pay for  
10 utilities. My question to you is this. How much of  
11 18 percent will the Ladue area, Chesterfield area,  
12 Clayton area be paying. I live in Pagedale. I live  
13 in the red line area. I know what we're going to pay.  
14 And I think it's very unfair at this time with people  
15 losing houses, jobs -- we might not have a job here.  
16 I think it's very unfair. I think we have -- what can  
17 I say. In the old days we were our brothers' keepers,  
18 but it seems like we've gotten away from that with  
19 greed. I hope we will take into consideration that  
20 there is a lot of people on fixed incomes, a lot of  
21 families helping families, and this is just not the  
22 right timing. And then we have to consider we don't  
23 know what the health care situation is going to be  
24 like. So, I wish the state of Missouri and I know you  
25 guys -- are any of you lobbyists, were you lobbyists



1 before

2 JUDGE WOODRUFF: No, ma'am.

3 MS. PERRY: I think you all need to take  
4 into consideration about who you are hitting here at  
5 this time. Thank you.

6 JUDGE WOODRUFF: Thank you, ma'am. There's  
7 another witness coming forward. Please raise your  
8 right hand. Do ou solemnly swear or affirm that the  
9 testimony you're about to give shall be the truth, the  
10 whole truth and nothing but the truth?

11 MS. TURK: Yes.

12 JUDGE WOODRUFF: Tell us your name please.

13 MS. TURK: My name is Susan Turk; T-u-r-k,  
14 and I'm a rate payer. I'd like to talk about the  
15 issue of energy conservation because it seems that the  
16 AmerenUE people think that we could moderate the  
17 effect of the 18 percent rate increase by conserving  
18 energy. I don't use all that much energy at home.  
19 And I attempt to use energy efficient appliances as  
20 much as possible. I don't know that I could conserve  
21 18 percent of my energy usage in order to counteract  
22 the effect of this rate increase if it were to go  
23 through. I think that's asking quite a lot. I do  
24 what I can to be an efficient energy user, and as an  
25 example I keep my thermostat at 62 degrees in the

1 winter and 78 degrees in the summer. I used to keep  
2 it at 68, then we went down to 66, as the Laclede Gas  
3 kept raising their rates, we lowered our thermostat in  
4 the winter. 62 is about the limit. I start shivering  
5 at 60. We got down to 62 because their rates went up.  
6 Laclede Gas rates went up. I realize that's not the  
7 topic of this hearing, but we thought we do possibly  
8 conserve and keep our energy bills with Laclede Gas  
9 down, but then I think they came to you and said well,  
10 usage is down, so we need a rate increase and low and  
11 behold they got it. I can't lower my utilities bill  
12 for Laclede Gas any more than I have already have. 62  
13 is my limit in the winter time. And so I am certain  
14 that it will not be possible after a certain point to  
15 lower my electric bills through conservation either.  
16 There are limits. We all need power. And there's got  
17 to be some kind of equity found here. I really don't  
18 think that they should recoup expenses -- they should  
19 get a rate increase to recoup money they already  
20 spent. They spent it. They shouldn't have that paid  
21 back by us. That's past. They did what they had to  
22 do. And I'm also concerned about profiteering. There  
23 needs to be a limit on what a reasonable return is for  
24 the rate payers. I have been affected by the outages  
25 over the last several years. There was one bad storm

1 I believe it was in July 2006, we didn't have power  
2 for three days. And then in December -- the following  
3 December, I forget if it was 2007, we went four days  
4 without power. Two people in the house next door died  
5 because they were trying to keep warm burning charcoal  
6 in the bedroom and carbon monoxide fumes killed them.  
7 So that really hit home to me. Then subsequently to  
8 that we had transformer malfunction behind my house  
9 and several of -- my house and my neighbors didn't  
10 have power. And this again was without power three  
11 days. I remember calling Ameren over all and they  
12 said we just can't get anybody out to you for at least  
13 48 hours. It was February. I couldn't believe that.  
14 And when the lineman finally came and he showed up  
15 around dinnertime one night. All the neighbors who  
16 were affected came out there and brought food to the  
17 guy. We were so happy to see him. We fed him that  
18 night and he ended up giving us his cell phone number.  
19 If you ever have a problem, call me, don't go through  
20 the switch board. That's service. But you don't get  
21 service from the company with the switch boards. So  
22 all I can say is they are not particularly responsive  
23 to us. They did some tree trimming last summer in  
24 order to try and prevent further power outages as a  
25 result of the storm. We got no advance warning that

1 they were coming to trim the tree. And of course,  
2 power was cut while they were doing that. I have lost  
3 food every single time this has happened. I have lost  
4 full freezers, especially that one summer when we had  
5 no power for three days. I can't tell you how much  
6 food I had to throw out because of power outages. You  
7 know at least if you're doing tree trimming they  
8 should have given us advance warning. We're going to  
9 be on your block on this date; power is going to be  
10 out for this many hours. I work at home. I need to  
11 be on the computer. If I can't work, and there was no  
12 courtesy there. That's typically of them. So, they  
13 are not good corporate citizens. There's only so much  
14 we can conserve. They have already spent the money  
15 they shouldn't be recouped or paid back for what they  
16 already spent, which was the cost of doing business.  
17 18 percent everybody who has said that's exorbitant.  
18 There is no excuse for them asking for that much money  
19 at this point in time. They are just trying to bleed  
20 us and they don't deserve it. Thank you.

21 JUDGE WOODRUFF: Thank you, ma'am.  
22 Questions? Thank you. We have another witness coming  
23 forward. Please raise your right hand. Do you  
24 solemnly swear or affirm that the testimony you're  
25 about to give shall be the truth, the whole truth, and

1 nothing but the truth.

2 MS. BUFORD: Yes.

3 JUDGE WOODRUFF: Thank you. Tell us your  
4 name and spell your name for us.

5 MS. BUFORD: My name is Archilla Buford;  
6 A-r-c-h-i-l-l-a; B-u-f-o-r-d. I'm a little -- first  
7 of all, this is my first opportunity to be able to  
8 attend a session such as this. And I too, as many of  
9 the individuals that came forward would like to thank  
10 you, the commission, for being here today and to give  
11 us an opportunity to express our thoughts and our  
12 opinions about this. But I have to ditto pretty much  
13 everything that was said particularly Ms. Parram's  
14 thoughts in regards to feeling like you're begging,  
15 feeling like that we're just here saying something,  
16 but we're really hoping that this time that what we  
17 are hearing expressing will be truly taken into  
18 consideration. I have to wonder if AmerenUE asked for  
19 18 percent knowing absolutely that they were not going  
20 to receive 18 percent as an increase, but possibly  
21 putting forth that enormous amount with the hopes of  
22 getting any type of increase at this particular time.  
23 That is just absurd to even ask the people for an  
24 increase. One of the things that I wanted to mention,  
25 this is nothing new, but it is something that is being

1 practiced even more in today's economic times which is  
2 the people who are the workers, we are often times and  
3 especially now, are being asked to do more with less.  
4 I cannot understand how is it that this company, as  
5 large as it is -- how is it that they can say well we  
6 need to expand, we need to do this these, so we need  
7 to pass the cost on. When we're as workers -- when  
8 people are being laid off and those that are left  
9 behind to continue the work. We're being asked to do  
10 more with less money. Many of us who are even  
11 fortunate enough to be able to keep our jobs, have  
12 been asked to take pay reductions in order to allow  
13 our employers to try to maintain some type of  
14 longevity or continuation of services. So, I don't  
15 understand how we as the people can be asked to do  
16 that and they can't learn how to practice these same  
17 things. They have got to learn how to make it happen  
18 without possibly more dollars. I do want to mention  
19 the fact that I also in the work that I do, a lot  
20 nonprofit work, my phone, I would say about five years  
21 ago our organization used to assist people in the  
22 neighborhood with utilities assistance. We no longer  
23 are able to do that. We found that it was just a drop  
24 in the bucket in regard to the type of help that  
25 people needed. And in regards to the amount of pay

1   that people were making, they couldn't afford  
2   utilities. That was almost the state that they were  
3   in. And it was a drop of in bucket of what we were  
4   able to offer and help. Therefore, we had to just  
5   dscontinue my service, but my phone constantly rings  
6   off the hook, daily with individuals who are seniors,  
7   who are disabled, who have been displaced workers, who  
8   are unable to keep their utilities on. One of the  
9   suggestions that even though it may just be a drop in  
10   the bucket, but given that so many other people have  
11   put forward suggestions, I'm just going to add one  
12   more to that list of a cost reduction. We live in day  
13   and time when many people are paying our bills on  
14   line. I constantly every month for over three yeas  
15   have been paying my bills on line, but I continue to  
16   receive the return labels in the mail as well as the  
17   return envelope and it's not necessary. I believe  
18   that something could be done where they can ask  
19   customers is that even necessary, that's being  
20   trashed. I'm recycling it, but still it's going to no  
21   use. And the final thing that I would like to say is  
22   I may not work in a huge -- or have an opportunity to  
23   have worked in a huge corporation with business,  
24   however, I know enough to know when it comes to  
25   numbers and painting a picture, you all know AmerenUE

1 can paint the picture to show the numbers and say to  
2 you and say to us. This is what we need the money  
3 for; this is what we need; they are good at that; you  
4 have to be good at that. But that doesn't always mean  
5 that that is the truth of what the picture that they  
6 are painting is the truth. And often times it's not.  
7 It's the direction that an individual or company would  
8 want to go into, but it doesn't mean that what they  
9 are putting before us even with the books and numbers  
10 that they are presenting, many times there is a lot of  
11 overprojection. So that they can end up with  
12 something which was somewhat back to what I stated  
13 initially about the fact that they ask for the 18  
14 percent. I'm going to end -- I thought that was going  
15 to be my last comment. I'm going to end with the fact  
16 this was not about me being here today. But I do want  
17 to put out the fact that my household as well has been  
18 affected, but I've been along time advocate for  
19 people. Any time I have seen injustices in other  
20 people's lives and this is an injustice. It really  
21 is. We should have learned our lesson with Wall  
22 Street. And apparently we haven't. We are all  
23 connected. And to solve the issues on one end on a  
24 big end there is going to be repercussions some kind  
25 of way, and we've got to learn to work together. I



1 don't think I have heard no one be unreasonable today.  
2 We all understand business. We're not trying to stop  
3 them from making money, but they are a monopoly. I  
4 wish I could open up a business where I am the sole  
5 provider of that item. And continue to just reap  
6 profit after profit. That's ridiculous. I thought  
7 there was one other thing I wanted to state, but I'll  
8 end it with that.

9 JUDGE WOODRUFF: Any questions for Ms.  
10 Buford. Thank you.

11 COMMISSIONER GUNN: I just have a quick  
12 question. How long ago did you discontinue the agency  
13 that you work for -- the nonprofit agency discontinue  
14 assisting with utilities.

15 MS. BUFORD: It's been about five years.

16 COMMISSIONER GUNN: Do you still -- when  
17 those phone calls come in, who do you refer them to?  
18 Do you refer them to Ameren or another social agency.

19 MS. BUFORD: I refer them to other social  
20 action agencies, and it's really -- and it's sad and  
21 pitiful because I know when I'm on the other end  
22 talking to those individual that most likely, I would  
23 say, nine times out of ten the agency I'm telling them  
24 to call, they are spending their entire day calling  
25 folks and it's a lottery if they actually hit an

1 agency who has money available.

2 COMMISSIONER GUNN: All right. Thank you  
3 very much for testifying. I appreciate it. I don't  
4 have anything else. Thank you.

5 JUDGE WOODRUFF: Thank you, ma'am.

6 COMMISSIONER KENNEY: I know you said the  
7 agency you work for discontinued it because it was  
8 just a drop in the bucket.

9 MS. BUFORD: Yes.

10 COMMISSIONER KENNEY: Was it because of a  
11 funding issue; they ran out of money or they weren't  
12 feeling like they were able to make an impact that  
13 they stop do it.

14 MS. BUFORD: I believe it was both. And  
15 let me provide a little more information about that.  
16 And we were not receiving external funds. It was from  
17 three churches in the community working together as a  
18 joint effort to be able to help the neighbors in the  
19 community. And so, it was a little bit of a funding  
20 issue, but it was more so the fact -- excuse me --  
21 that we felt like an impact was not really being made.

22 COMMISSIONER KENNEY: Thank you again for  
23 taking the time to come and be here with us today.

24 JUDGE WOODRUFF: Anyone else wish to  
25 testify? Good afternoon. If you would please raise

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

4 MR. LISINSKI: I do.

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

7 MR. LISINSKI: The name is David Lisinski;  
8 L-i-s-i-n-s-k-i. I didn't expect to testify today,  
9 but sitting here for a couple hours and listening to  
10 everyone I thought I might be able to make a  
11 contribution and I didn't want to leave without doing  
12 so, since I don't get a chance to do this very often.  
13 I did want to state that in my opinion during this  
14 time of extraordinary financial distress across the  
15 nation, I believe that a request and possible granting  
16 of a 18 percent increase in the rates for electricity  
17 by this utility is a little overly ambitious, many  
18 Missourians have seen their incomes decrease over the  
19 last 18 months, and an overwhelming number have seen  
20 their incomes decrease to zero what with the loss of  
21 jobs through layoffs or company closings. And I feel  
22 in light of these conditions that at this suggest that  
23 AmerenUE take a look internally for cost reduction and  
24 efficiencies at least enough to keep them moving along  
25 in the short term such as many of us are making

1 adjustments to our own internal needs to keep ours  
2 moving along with hope of changes in the near future.  
3 Some of those items I believe Ameren to take a look at  
4 -- I apologize, I'm sure people at Ameren have taken a  
5 look at number of items, but again, it needs to be  
6 reiterated perhaps they can reduce or use the term  
7 "slash" the marketing department budget. Again, no  
8 offense to those that work in marketing department,  
9 but I believe that marketing on the part of this type  
10 of monopolistic entity as some other have noted is  
11 maybe a little more than they need and it might be  
12 money not so well spent from the standpoint of the  
13 rate payers. Another item would be to reduce or take  
14 a look at investor returns. I know I can say from my  
15 own experience that my returns on investments far from  
16 being a guaranteed eight and a half or maximum of  
17 eight and a half, or whatever the number might be. I  
18 have had many, many negative returns in the last two  
19 years much less modest returns seeing as how this  
20 organization is something of an investment on the part  
21 of those who invest. They know there are risks with  
22 that. And I can tell you personally for all I know my  
23 401K has investments in AmerenUE and that's fine, but  
24 if I can be guaranteed a return or at least a  
25 confident return of any positive figure much less

1 negative. I feel that's an adequate target for the  
2 company. They can reduce or slash what I call  
3 corporate free business or other expenses such as  
4 naming rights, sports boxes for any number of sporting  
5 events, perhaps golf sponsorships, things of that  
6 nature which might I don't know, but they might be  
7 taking money from those that pay the rates and putting  
8 it towards these events which I know when I need to  
9 cut my expenses, golf sponsorships and thing like that  
10 are the first thing that go off the list. Not that I  
11 sponsor many tournaments, but my point is that these  
12 types of what you might call extraneous expenses on  
13 the part of a utilities company might be the first  
14 thing to do. And again, I confess I don't know that  
15 Ameren sponsors golf or any other sporting events.  
16 I'm using those as possible examples. They can reduce  
17 or slash what we might call luxury office facilities.  
18 Again, I'm not certain they have a luxury office  
19 facility per se. I know they have a relatively new  
20 facility down in south city which, by the way, when it  
21 was built in the '90s, I was quite taken aback at the  
22 numerous number of globe lights they put in their  
23 parking lot. I believe that was UE, maybe it was  
24 Ameren, but it looked a little an aboveboard right  
25 there at home where they were just using a lot of

1 energy and sort of being a little over the top, I  
2 thought, with their lighting. One of the other final  
3 items was with regard to expenses, for future energy  
4 projects like grand or large energy of the future  
5 project perhaps they could sort of look at themselves  
6 to take those on themselves just a little more so.  
7 After all this is not an investment or rather  
8 investor-owned company. If so, then perhaps their  
9 investment and their returns might vary like mine do  
10 over the next, you know, this time period when they  
11 are doing grand project improvements. There are times  
12 when you improve what you have like when I go to  
13 school and receive a degree where I have a negative  
14 return or very modest return and subsequent to that  
15 improvement, I presume, and hope that I'll have a  
16 grand return with higher income and better job. So in  
17 a similar sense, rather than utilities trying to  
18 guarantee certain rates while they are also making  
19 these capital improvements so that they can then  
20 garner higher rates after the capital improvements,  
21 maybe they can benefit from a little bit of what we  
22 call the real world where they have a more modest  
23 returns, accept more modest returns while they are  
24 making their capital improvements and look forward as  
25 we all do, to benefits thereof, of that investment.

1 I'd like to close with the idea that I understand that  
2 the company is, I guess, a moneymaking enterprise, I  
3 wouldn't begrudge anyone a profit, but seeing as how  
4 this organization unlike the pizza man down the street  
5 or the dry cleaners is in a special condition selling  
6 a commodity that everybody pretty much needs without  
7 question and is something of a monopoly. Therefore,  
8 they play by slightly different rules. And those  
9 rules include the fine gentlemen here that listen to  
10 our input and take that to heart as well as other  
11 things in order to make decisions. I would suggest  
12 that being the case, perhaps a rate adjustment can be  
13 considered at a later time, maybe 12 to 18 months from  
14 now when everybody, that is the whole nation and this  
15 region in particular has had a chance to take in and  
16 weather the storm that we seem to be undergoing right  
17 now and maybe find that we have more fruitful field at  
18 that time for a rate adjustment. So I'd like you to  
19 take that into consideration as we move forward.

20 JUDGE WOODRUFF: Thank you, sir.

21 Questions?

22 MR. LISINSKI: Thank you very much.

23 JUDGE WOODRUFF: The lady in the black hat.

24 Would you like to come forward? Good afternoon,

25 ma'am. If you please raise your right hand. Do you

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

4 MS. CARTER: Yes.

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

7 MS. CARTER: My name is Betty Carter;  
8 B-e-t-t-y; C-a-r-t-e-r. And I just want to say that I  
9 came here just to oppose the 18 percent increase and I  
10 concur with most of what I have heard at this meeting.  
11 And I just wanted to add that I was using the light  
12 bulb -- I can't think of if its name, but the one that  
13 has the grooves.

14 JUDGE WOODRUFF: The compact fluorescent.

15 MS. CARTER: Yes. The fluorescent light  
16 bulb, but when it was indicated that if you drop it  
17 you don't pick it up and so forth and so on, I stopped  
18 using it because the home I live in the ceiling are  
19 high and I have to get up on the ladder to put the  
20 light bulb in most of the rooms that I'm in and -- or  
21 either use a desk type lamp. So I just switched back  
22 to the older -- to the other type of light bulb  
23 because I do have to be careful because of my age and  
24 I have a tendency to drop things more as I have gotten  
25 older. So I was just going to say that if there's



1 some way that they could improve on that light bulb so  
2 that you don't have to be so fearful of dropping it,  
3 that would help reduce the cost of electricity.  
4 Because I'm very conservative in my use of electrical  
5 appliances, so that was just all that I wanted to say.  
6 And thank you.

7 JUDGE WOODRUFF: Thanks, Ms. Carter. Any  
8 questions? Thank you. Please raise your right hand.  
9 Do you solemnly swear or affirm that the testimony  
10 you're about to give shall be the truth, the whole  
11 truth and nothing but the truth?

12 MS. ANDERSON: Yes.

13 JUDGE WOODRUFF: Tell us your name please.

14 MS. ANDERSON: My name is Barbara Anderson.

15 And after spending the last two hours listening to  
16 testimony, I totally agree with any protestation that  
17 has been expressed here. Among the things that I  
18 wanted to reiterate, however, is that one of the Union  
19 Electric doesn't seem to be real. They spend more  
20 time on their image than they do on real information  
21 with regard to energy conservation. They don't have  
22 any programs and they don't take the leadership in  
23 giving people ways to cut cost, maybe give them  
24 discounts for cutting costs and so on and so forth.  
25 The idea of prorating based on people's income might

1 be another way to change their business; getting rid  
2 of all their PR because they are a monopoly would be  
3 advisable to cut costs. And last but not least, the  
4 protestation here has naturally be about the 18  
5 percent. I suspect that they really want nine or ten  
6 percent. And the fact that nine or ten percent return  
7 on investors' investment is an awful lot of money in  
8 this time period when I'm making 1.55 on an investment  
9 I just recently made. So, what I'm saying here is  
10 continued loss on everybody, what Union Electric  
11 really wants is nine or ten percent and even that is  
12 too high. Thank you very much.

13 JUDGE WOODRUFF: Thank you, ma'am. Any  
14 questions? All right. Anyone else wish to testify?  
15 Please raise your right hand. Do you solemnly swear  
16 or affirm that the testimony you're about to give  
17 shall be the truth, the whole truth, and nothing but  
18 the truth?

19 MS. SHIELDS: Yes, I do.

20 JUDGE WOODRUFF: Have a seat and tell us  
21 your name.

22 MS. SHIELDS: Hello. My name is Tyresha  
23 Shields; T-y-r-e-s-h-a; S-h-i-e-l-d-s. I just want to  
24 speak briefly. Well, I want to be a representation  
25 for the people that this will be affecting. I think

1   that this is wonderful about AmerenUE wanting to  
2   prorate the rate increase, but the thing is is this  
3   the right time to do it. You know, with regarding our  
4   economy. Do you feel that this is the right timing?  
5   It's great ideas, but with the economy not being right  
6   right now. I don't think the timing is good. I think  
7   we should wait. I think they definitely should wait  
8   and wait for people, because that's who it's going to  
9   affect, the people. So I think we all should be  
10  together on this and that's it.

11                   JUDGE WOODRUFF: Thank you, ma'am. Any  
12  questions. Anyone else here that would like to  
13  testify? I don't see anybody else coming forward. So  
14  with that this local public hearing is adjourned.  
15  Thank you all for coming.

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