

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
August 16, 2012
Wohl Community Center, St. Louis, Missouri
Volume 10

In The Matter Of Union)
Electric Company d/b/a Ameren) File No. ER-2012-0166
Missouri's Tariffs To Increase)
Its Revenues For Electric)
Service)

KENNARD L. JONES, Presiding
SENIOR REGULATORY LAW JUDGE
KEVIN D. GUNN, Chairman
ROBERT S. KENNEY,
COMMISSIONER

1 APPEARANCES

2 For Ameren:

MR. THOMAS BYRNE

3 Legal Counsel

1901 Chouteau Avenue, MC 1310

4 St. Louis, MO 63103

314.621.3222

5

For the Office of the Public Counsel:

6 MR. LEWIS R. MILLS, JR.

Governor Office Building, Suite 650

7 200 Madison Street

P.O. Box 2230

8 Jefferson City, MO 65102

573.751.1304

9 573.751.5562 Fax

10 lewis.mills@ded.mo.gov

11

12 For the Staff of the Missouri Public Commission:

13 MS. ANNETTE SLACK

14 Assistant General Counsel

15 Governor Office Building, Suite 100

16 200 Madison Street

17 P.O. Box 360

18 Jefferson City, MO 65102

19 573.751.7510

20 573.522.4016 Fax

21 annette.slack@psc.mo.gov

22

23 REPORTED BY:

24 SUZANNE ZES, CCR

25 MIDWEST LITIGATION SERVICES

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

2 JUDGE JONES: Good evening, my name is
3 Kennard Jones. I am the regulatory law judge
4 presiding over this local public hearing this evening
5 and to my right is chairman of the Commission,
6 Mr. Gunn and to my left is Commissioner Kenny.
7 Mr. Chairman?

8 COMMISSIONER GUNN: First of all, I want to
9 thank everybody for coming out tonight. We really
10 appreciate it. This is a very important part of our
11 process, so we look forward to hearing from you. A
12 couple of things, we do not put time limits on people
13 because we want to make sure that everybody that wants
14 to say something can say it. We just ask that people
15 be respectful of each other's time because we have a
16 lot of people that want to speak tonight, so if you
17 would just be respectful of their time but again, no
18 time limits.

19 There is nothing at the end of this hearing.
20 No information, no kind of wrap up, new information
21 you are going to get. So once you testify and get it
22 on the record you can feel free to leave. There is no
23 reason to stay around. You're welcome to stay around,
24 it's no problem, but we know everybody is busy and we
25 wouldn't want to necessarily hold anybody up. So

1 there won't be any new information or anything like
2 that.

3 If you want to say something but you don't
4 feel comfortable testifying in front of everybody
5 there are these forms that may have been handed out to
6 you at the beginning or they're over at the table.
7 These are written comment forms and you can send these
8 in or you can fill them out here and leave them with
9 us and we will take them into account as well. So we
10 know sometimes people are not as comfortable
11 testifying in front of everybody so if you would
12 rather have your comments written we can accept those
13 too but we would love to hear what you have to say.

14 Everything you say is going to be
15 transcribed by a court reporter and then it will
16 become an official part of the record which will be
17 considered along with all the other evidence in the
18 case.

19 The hearing starts -- the evidentiary
20 portion, the kind of trial portion, starts on
21 September 24th and that's going to run for about two
22 weeks but we still have a bunch of local public
23 hearings to do. Again, your voice is very important.
24 We appreciate you coming out. Unfortunately, I know
25 it can be frustrating sometimes but because of the

1 position we are in we are not allowed to answer your
2 questions. We may point you in the right direction
3 either to our staff, the Office of Public Counsel, the
4 Public Counsel Lewis Mills who is here tonight or some
5 of our folks over at the blue table over there but
6 just because the nature of the proceeding, means we
7 can't answer your questions. It's frustrating for us,
8 I know, because we would love to be able to but that
9 is the way the process works. So please understand
10 that. It's nothing personal, we are just not allowed
11 to do it but we may have questions for you. If you
12 bring up an issue we would like to talk to you a
13 little bit about we may have questions for you, so
14 before you leave the podium, if you wouldn't mind just
15 making sure that we don't have any questions for you
16 and try to get a little bit more detail on what you
17 have to say. With that, I will see if my colleague,
18 Commissioner Kenney, has anything to say but again, I
19 want to express my gratitude for you taking the time
20 out on a busy night, out of your busy lives, to give
21 us your input. Thank you.

22 COMMISSIONER KENNEY: The only thing I will
23 add to do that is my personal thanks for you taking
24 the time to come out on a rainy Thursday night and
25 making your voice a part of the process. Your voice

1 is a critical part of this process. It's an integral
2 part of the process and we take it very seriously.
3 Again, my name is Robert Kenney. I am one of the
4 Public Service Commissioners. There are typically
5 five of us. We are actually short one commissioner so
6 there are technically four of us. The other two that
7 aren't able to be here you should not take their
8 absence to mean that this isn't important to them as
9 well. As Chairman Gunn indicated, this is being
10 transcribed and will be made available to the other
11 two commissioners who will also take it into account
12 in their deliberations as we hear the full rate case.
13 So again, thank you for coming out tonight and lending
14 your voice to this very critical process.

15 JUDGE JONES: Okay. I have a list of people
16 who have signed up to testify. After I have gone
17 through the list if you have not signed the list and
18 you wish to testify I'll ask for a show of hands and
19 just call you according to the hands that I see. What
20 I will do is ask you to step up to the podium. I will
21 swear you in and if the spelling of your name may be
22 unclear for the court reporter I will probably ask you
23 to spell your name and then you can go ahead and give
24 your testimony and after that you can see if there are
25 any questions for you and then have a seat and we will

1 move onto the next person. At this time we'll take
2 entries of appearances from the parties who are
3 represented by attorneys here. Ameren Missouri?

4 MR. BYRNE: Thank you, Your Honor. Tom
5 Byrne. I represent Ameren. My address is 1901
6 Chouteau Avenue, St. Louis, Missouri 63103.

7 JUDGE JONES: Staff of the Commission?

8 MS. SLACK: Annette Slack, Staff of the
9 Commission, 200 Madison Street, post-office box 360,
10 Jefferson City, Missouri 65102.

11 JUDGE JONES: And the Office of the Public
12 Counsel?

13 THE AUDIENCE: What did she say?

14 JUDGE JONES: She just gave her name and
15 address.

16 THE AUDIENCE: What is her name?

17 JUDGE JONES: Her name is Annette Slack and
18 she represents the Staff of the Missouri Public
19 Service Commission.

20 MR. MILLS: My name is Lewis Mills. I am
21 the attorney representing the Office of Public Counsel
22 and the public. My address is post-office box 2230,
23 Jefferson City, Missouri 65102.

24 JUDGE JONES: Okay. The first person on the
25 list is Tamara Curtis.

1 COMMISSIONER GUNN: We have one mic, so we
2 will call the names and leave it up here so we can
3 hear you.

4 JUDGE JONES: Raise your right hand, please.
5 Do you solemnly affirm that the testimony you are
6 about to give is the truth?

7 MS. CURTIS: I do.

8 JUDGE JONES: Thank you. You may proceed.

9 MS. CURTIS: Thank you. I want to thank the
10 Commission for giving us an opportunity to testify
11 before you and there is a particular reason why I came
12 to this particular location, the Wohl Center, because
13 I felt that it would be a very interesting assembly.
14 And I am a city kid. I'm from Illinois. I grew up in
15 Chicago, in major metropolises throughout the country,
16 Los Angeles, et cetera, but that -- the first time
17 that I came to one of these hearings was the 26th of
18 July at the JC Penny Center at UMSL and I learned a
19 lot there. But I was very encouraged by a young man
20 that was sitting here earlier as he explained the fact
21 that it was his grandmother and that most of the
22 people here, as we see, the elders, our kindred, our
23 mothers, our grandmothers, our great grandmothers, our
24 great granduncles and such, is the fact that they very
25 much have been void of proper representation. I don't

1 mean to say anything derogatory or any degradation in
2 regards to Mr. Mills because we find it to be very
3 admirable that you do stand as public counsel for
4 someone's behalf such as ours.

5 But that there was a gentlemen many years
6 ago who passed, I think it was in 1968, of June or
7 April I think. His name was Martin Luther King. I
8 think we are all familiar with him, are we not? And
9 there was a quote that was very uplifting and that was
10 he stated that there comes a time when silence is
11 betrayal and we have to open our mouths and we have to
12 speak and we want to thank the opportunity granted to
13 us to be able to represent ourselves.

14 And I have a grandmother. I stated this
15 earlier, that she has been paying her bills regularly
16 on time, year after year, month after month and in a
17 very methodical manner and she is being faced with
18 this increase, in the event that it does go through,
19 which she's looking at the powers to be. So I am
20 saying and I am going to try to be as brief as
21 possible but I am saying so in the regard that I am
22 here with all of you because we stand in a different
23 podium and a different method and a different approach
24 and that is there is a time to come forward, open our
25 mouths and speak without any degradation or disrespect

1 to jolt any adverse reaction.

2 This Commission, Mr. Chairman, is summonsed
3 to make a most decisive judgment based on these truths
4 to be self-evident. It will be a Herculean effort
5 and responsibility which lie on your shoulders to read
6 up, down, side to side and dead center when
7 calculating the calibration of justice to the people
8 and all parties of interest but we ask that you take
9 caution in that the powers doesn't tilt the scale, so
10 that we don't hold all the weight for their progress
11 and interest.

12 The question is, as they say, how to divide
13 the pie? A rate design, customers, classes, invest,
14 infrastructure, recovering the investment, voluntary
15 separation plan with that of their employers,
16 everybody is looking at something here but the thing
17 is, as we see with no representation whatsoever, we
18 are the greatest and most honorable investors they
19 possess but they have not proven us to be inclusive.
20 They don't invest lucratively enough in our
21 communities or military families or our children with
22 whom we aspire to take hold of cutting edge technology
23 to advance America as a whole. They are too divisive
24 with their profits and separate us from mainstream
25 union.

1 There was a lady at the hearing on July 26th
2 at the University of Missouri and she stated that -- a
3 question that she had and she simply asked, you know,
4 what if you have, for example, someone from the
5 community, a layman, come aboard with Ameren to curb
6 costs and provide employment to community residential
7 and it was not of interest really, that I was able to
8 see, to the executive answering the question. And I
9 pose that because of the fact that I learn and I was
10 looking at how many inventors, African American
11 inventors, have been a very vital part of the
12 infrastructure as far as their innovation towards
13 progress and saving costs for their employers, such as
14 Edison, such as Alexander Graham Bell. But they, that
15 is Ameren, it seems they will invest -- they say
16 \$200,000 here, \$100,000 there, \$600,000 here, that is
17 a mere microcosm compared to their astronomical
18 profits. They are telling us something, really
19 without saying a word. We are not seen as a vital
20 artery within their dominion. They must protect their
21 power and influence and their lobbyists, their
22 constituency, their families. But these men, for an
23 example Louis Latimer, who joined the Union Navy, an
24 African American during the civil war on the James
25 River in Virginia, after an honorable discharge in

1 1865 he found work with Crosby and Gold, a firm of
2 patent attorneys. He was hired as an office boy. He
3 cultivated drafting skills in his spare time until he
4 was qualified for blueprint work. In addition to
5 drawing plans for others -- other people's inventions,
6 Latimer brainstormed his own inventions and patenting.
7 In 1874, one was called, that is his invention, a
8 pivot bottom for water closets on trains. His
9 high-caliber draftsmanship impressed Alexander Graham
10 Bell, whose 1876 telephone blueprints were drawn up by
11 Latimer. In 1880 Latimer left Crosby and Gold to work
12 for inventor Hiram Maxim who ran the US Electric
13 Company in Connecticut. The previous year Thomas A.
14 Edison had invented the light bulb. The only thing I
15 am saying at this point --

16 COMMISSIONER GUNN: We can come back. We
17 can come back and let you finish up at the end.

18 MS. CURTIS: I'm sorry. I apologize to
19 everyone.

20 COMMISSIONER GUNN: We will be here at the
21 end. You were at the July 26th meeting and we have
22 had a lot of people here today who have not had the
23 opportunity to testify, so we will come back to you.

24 JUDGE JONES: Next on the list is
25 Missouri Mass? Is there a Mass?

1 CHAIRMAN GUNN: Missouria Mass?

2 JUDGE JONES: Is there a Ruth Hall?

3 CHAIRMAN GUNN: Ruth Hall?

4 JUDGE JONES: George Gholston? Raise your
5 right hand, please. Do you solemnly affirm that the
6 testimony you are about to give is the truth?

7 MR. GHOLSTON: Yes, I do.

8 JUDGE JONES: Spell your name, please.

9 MR. GHOLSTON: I am very confused about
10 Ameren UE in that I don't understand their marketing
11 techniques. They have a product that all of us need,
12 all of us want and it's a necessity, yet they do not
13 market that product correctly. They are not utilizing
14 the product. They are raising rates on a product when
15 they should be lowering the rates to encourage
16 individuals to use more of that product, so I don't
17 understand the marketing.

18 Another thing is they have 1.2 million
19 customers. They are the top dog and they can pretty
20 much make as much profit as they really want to if
21 they really want to. They can sell electricity on the
22 spot market to other power companies to municipalities
23 but they set their prices so high and a lot of times
24 companies, other utilities, don't want to come to
25 Ameren. It seems like they just don't understand

1 marketing and they don't understand business.

2 I am going to give you an example right
3 quick. There is a luxury car dealer, sells 50 cars
4 per month. They make \$10,000 per car. That is
5 \$500,000 dollars in a month. There is another car
6 dealer only makes \$400 per vehicle but they sell 2500
7 vehicles per month. That works out to a million
8 dollars. It all has got to do with volume. Ameren
9 sells more electricity than anyone in the State of
10 Missouri. They supply more electricity. They should
11 have lower rates because they make more but they want
12 to whine about what other companies are getting as far
13 as rates, the rates that they are charging. Well,
14 that's because they don't have as many customers.

15 There are unintended consequences for rate
16 increases. I'm a prime example myself. In 2008 I
17 paid Ameren \$845 that year. In 2009 I paid Ameren
18 \$488 that year. 2010, I paid them \$394. 2011, \$276.
19 I am projecting that I am going to pay them this year
20 between 220 and \$225. I went to some extraordinary
21 means to reduce the amount of electricity I use
22 because Ameren kept raising their rates. I took the
23 position in 2008 as they go up, I go down. I turn off
24 lights. I turn off fans. I turn off TVs. I read a
25 lot. I use natural light during the day. But we have

1 to learn how to counter Ameren's rate increases.

2 One thing we can do is to learn to read your
3 meter. It seems like it's a complicated device but it
4 really isn't. That meter is a cash register just like
5 when you go to the grocery store and you scan your
6 groceries that meter moves because you turn on a
7 light. You are using their energy. Learn how to read
8 your meter. Also, learn how to read your bills.

9 Learn what a kilowatt hour is. Learn the cost of a
10 kilowatt hour. You have to be smarter than Ameren and
11 that isn't hard to do, believe me.

12 You can go to a -- there is a website,
13 michaelbluejay dot com and on that website he can tell
14 you different ways of conserving energy. He can tell
15 you what your appliances cost to use them. There are
16 drop-down boxes where you can insert your type of
17 appliance, what you're paying per kilowatt hour. This
18 is a very good website, that's michaelbluejay dot com.
19 He also goes into how to use a -- how to read a
20 telephone -- I mean, excuse me -- how to read an
21 electric meter. These are things that we can do to
22 help take the sting out of these rate increases
23 because Ameren isn't going to stop.

24 I played high school football, Soldan High
25 School. The coach was Leon Anton, some of you might

1 remember him. And one thing Coach Anton said before
2 we went on the field, we are going to keep running a
3 certain play until they stop us and that's exactly
4 what Ameren is doing. They are going to keep coming
5 at us for rate increases until our legislators stop
6 them. Thank you very much.

7 COMMISSIONER KENNEY: Thank you.

8 JUDGE JONES: Next on the list is Andrew
9 Jones. Raise your right hand, please. Do you
10 solemnly affirm that the testimony you are about to
11 give is the truth?

12 MR. JONES: I do.

13 JUDGE JONES: Thank you, sir. You may
14 proceed.

15 MR. JONES: I will be real brief. My only
16 concern and consideration that I would like to present
17 to the Commission here has to deal with renewable
18 energy. My concern with renewable energy,
19 particularly when you look at the audience that sits
20 before you, if we are considering costs and impact of
21 costs and how it makes some of the people here suffer
22 because they can't pay bills with incremental
23 increases and I take that into consideration, I would
24 think -- I don't know if the other group here, the
25 other gentlemen that was here earlier, if he's an

1 advocate for the poor or the indigent or the shut-in,
2 things of that nature, that they can take and consider
3 that when you really look at the ability of renewables
4 to be self-sufficient and sustain itself, there's no
5 case, that I am aware of, that it does.

6 Legislatively, I know that it has been
7 pushed through with proper efficiency and I don't know
8 if the people are fully aware of what that impact
9 would do. Even if that cost is in an incremental cost
10 to the whole picture, I still would like to see if
11 we're driving efficiencies, if we are looking at
12 trying to look at the bottom line to make sure that
13 everything is impacted -- and fully impact all the
14 people that are involved. Certainly I would think
15 that when you look at renewables, it is a technology
16 that can't sustain itself. It's not self-funded --
17 well, it has to be subsidized in order to produce
18 itself and to be included within a portfolio and those
19 cost inevitably -- it's inevitable that those costs
20 would be passed onto the consumers. So certainly I
21 would not like to see any of these people here have to
22 get that incremental cost, no matter how small it is,
23 passed onto them. Some of us can't afford it.
24 Service is incremental, as I said before, but
25 renewables being part of that portfolio -- I know it's

1 a shell game. I know that it's political and I would
2 just hate to see people fooled by that.

3 So renewables, they don't pay for themselves
4 and the reason I brought it up, one gentlemen talked
5 about renewables. Solar, wind, there is nowhere in
6 Missouri that solar is possible. The wind doesn't
7 blow in Missouri. We have on I70 -- we have a -- I
8 think it's with all the construction up there -- it
9 never operates. It exercises when they put it in play
10 themselves and they have to pay for it to exercise
11 itself and to move and to keep it going and to
12 lubricate. But as far as the wind being a producer of
13 that, solar being a producer and paying for itself, it
14 doesn't work and the people are paying for it. I just
15 hate that no one stood up for the people or had a loud
16 enough voice. I know Ameren stood up against it and I
17 know that they don't want it part of their portfolio
18 and they don't want to publically say it and they
19 can't say it. But I would hope that the Commission or
20 other advocate groups would say something about it and
21 take it out of the portfolio. It doesn't need to be
22 in there. Everything else, gas, coal, nuclear, they
23 pay for themselves. Renewables doesn't pay for it and
24 these people are may paying for it incrementally.

25 JUDGE JONES: Gentry Trolla?

1 MR. TROLLA: I'm affirming. I don't want to
2 raise my hand. Do you swear or affirm, which one do
3 you get. I don't want to -- if I affirm --

4 JUDGE JONES: If you want to go through this
5 we can go through this.

6 MR. TROLLA: No, I'm just saying I want to
7 ask the definition because earlier before you got here
8 -- I have been on many commissions, do you affirm or
9 swear --

10 JUDGE JONES: I affirm.

11 MR. TROLLA: Okay, then I'll do the affirm.

12 JUDGE JONES: Do you solemnly affirm that
13 the testimony you are about to give is the truth?

14 MR. TROLLA: Yes. My name is Gentry Trolla.
15 I am the founder of the Heat Up St. Louis and Cool
16 Down St. Louis and basically I came here today because
17 it's a very difficult task being without utilities.
18 It's a public safety issue and I think that from the
19 Commission's standpoint, one has to look at the whole
20 picture. You have to look at affordability and you
21 have to look at reliability, what we as customers are
22 concerned about and what we enjoy throughout the year.
23 One of the things we do, I just want to let you know,
24 at Cool Down St. Louis, is that we work with
25 organizations like Ameren UE. Ameren, since its

1 inception of Dollar More, has given over \$20 million
2 to help people, seniors and disabled people with their
3 utility bills. Cool Down St. Louis and Heat Up St.
4 Louis has received over \$10 million in donations where
5 100 percent of all of our money goes to help seniors
6 and the disabled in Missouri and Illinois. The bulk,
7 about 80 percent in Missouri. And I think it's
8 important from our standpoint that we understand that
9 we have obligations, all those people up against that
10 wall, they have to get paid and they have obligations
11 and I work with seniors every day. I get calls -- we
12 had over 35,000 seniors to call us this summer. I had
13 to deal with a lot of those calls. We had to deal
14 with many of them online. So I know what seniors are
15 going through. My mother is 85 years old, so I know
16 what she's going through when she has to send the
17 bill.

18 One of the things we did is we established a
19 program this summer to help with the heat-related
20 deaths and we work through Ameren and we work with
21 other organizations like the Missouri Foundation For
22 Health where we were able to Keep On The Air and Keep
23 On The Air is still in effect because I gave some of
24 these yellow forms to the people in the back and Keep
25 On The Air is to tell seniors who don't have a

1 disconnection notice because you know the process if
2 you have a disconnection you can get help. What we
3 did in July and August for seniors who have a fear of
4 the inability to pay their utility we can help them up
5 to \$250 and I think that is important for many of
6 these seniors because that will stop many of them from
7 not turning on the air. It will encourage them to
8 keep the air conditioner on. And one of the problems
9 is, you know, with those people who have been deceased
10 last summer, most of them had been alone and they were
11 seniors and they refused to turn on the air and that's
12 one of the things we try to do along with Check On
13 Your Neighbors. So there is a balancing act here of
14 what a company has to do to have reliability. What a
15 company has to do to maintain its business and there
16 is another opportunity there where they and other
17 people, can work together as a team which we did this
18 summer for the first time and that is work with Ameren
19 on utility assistance, which we did. And between
20 Laclede and Ameren, having done this 23 years for
21 Laclede, 12 years for Cool Down and Heat Up St. Louis,
22 natural gas is still the most expensive form of energy
23 assistance and no matter what we think, electric is
24 still -- I am not defending electric -- but it's still
25 cheaper by fact.

1 One of the guys -- I went to a press
2 conference the other day, with the gentlemen -- they
3 moved to St. Louis, I forget the company. It's one of
4 the new investment companies -- Wells Fargo -- he
5 actually said the reason he moved from some place down
6 south and brought thousands of people to St. Louis to
7 Missouri was because the utilities were, in fact, and
8 specifically electric, was cheaper. So I'm not here
9 to debate which way you should go, I just know that
10 whichever way you go that we have an alternative to
11 provide utility assistance for these people and Ameren
12 is not sitting there not -- they are not by themselves
13 and we are not by ourselves, we are all networking
14 together. All the agencies, you know about the cap
15 agencies, which we're not, you know about the social
16 service agencies, which we're not. We are an advocacy
17 for public education, outreach, trying to work with
18 the seniors and the disabled people and work with the
19 ministers and the media to bring awareness of what you
20 need to do to get utility assistance. So we are here
21 for that and we are here for the people behind me and
22 we are here every day.

23 Unfortunately, when we started this program,
24 12 years ago, I thought we were just going to do Heat
25 Up St. Louis but then there was a need to do Cool Down

1 St. Louis. So we now -- we gave more air conditioners
2 away, which has nothing to do with you, you don't
3 regulate air conditioners, but we gave over 950 air
4 conditioners away so far and they were only to seniors
5 and disabled people. My concern is, as you guys move
6 forward -- five years ago when there was a different
7 administration at Ameren UE. Ten years ago when there
8 was a different administration, they were very
9 difficult to deal with. If you put them together with
10 Laclede and all the other organizations in Missouri,
11 eastern Missouri, which you regulate, we find them the
12 most cooperative in terms of what we are trying to do
13 to get help, to keep people from being disconnected
14 all summer long, to get people to get help, to get
15 seniors on the registers, you know about the
16 registers, to help them, to let them know. Many of
17 our seniors they don't know about the registers so
18 they can know not to be cut off and they know they can
19 get help. So that's what we have been doing and I
20 think it's important.

21 As you look at the dollars and cents for
22 running a business, we want you to look at the other
23 side, so if anybody says what are they doing, they are
24 contributing significantly and this summer alone it
25 was \$2 million for the Dollar More program, which you

1 know about, and another 900,000, almost a million for
2 another program and with our program and LIHEAP this
3 summer, the St. Louis area was able to get a
4 significant amount of money to help people with their
5 utility bills. I think that the one thing that the
6 media could do and the Public Service Commission could
7 do to help us is often people forget that it is the
8 seniors and the disabled but we have other people who
9 are low income and they need help too but the priority
10 for the summer and the priority usually should be,
11 throughout the year, should be the seniors and the
12 disabled. They should be our priority because they
13 are the most frail and all of you know that the hot
14 weather or cold weather it exacerbates whatever
15 physical or sometimes mental issues that they may
16 have. So we want our seniors to be warm and cozy in
17 the winter and we want them to be cool and safe and
18 avoid heat-related illnesses and death in the summer
19 and from that standpoint -- you can clap -- thank you.
20 But from that standpoint I am saying that what we want
21 to do is there's that other pot, so when you are
22 looking at business, don't forget that there is
23 utility assistance and you guys also have an
24 opportunity -- you opened up a program where you're
25 talking about helping seniors with a special -- I know

1 this is not the time to bring it up -- to helping
2 seniors with a special rate, seniors and disabled
3 people. And that is something that we need to talk
4 about.

5 I think it was in the paper, at the Post, I
6 read your comments, that doesn't really relate to this
7 but I think you need to know that the seniors are not
8 out here by themselves, that they do have help if
9 there is a rate increase and that there are people
10 helping and Ameren is not seated alone because when
11 we've knocked on their door and it has only been in
12 the last five years, when we've knocked on their door
13 they have responded. Prior to that there have been
14 issues with the previous administration but with this
15 current administration we find ourselves working --
16 helping to resolve problems and keeping people
17 connected, helping to find money and bundle money for
18 all these people. Sometimes we go through -- and you
19 don't have that problem in the summer as much as you
20 have in the winter because you're looking in the
21 wintertime at those \$1200 bills, \$800 bills, where you
22 go and you take LIHEAP can only pay so much money,
23 Dollar Help can only pay so much money, Dollar More
24 and Heat Up St. Louis. So at the end of that funding
25 pot we like to say that we are the safety net, so we

1 just wanted you to be aware, as Commissioners, that
2 whatever decision you make there will be utility
3 assistance. And the federal government -- also, as
4 you know, LIHEAP provides, through the Obama
5 administration, they provide utility assistance as
6 well. We just -- I think everybody just needs to do a
7 better job of telling the seniors here and all
8 over the -- in the State of Missouri where they can
9 get help and how they can get help and that is all I
10 have to say.

11 COMMISSIONER GUNN: First of all, thanks for
12 your testimony, much appreciate it. I would invite
13 you -- you did mention that we did open up talks about
14 potential low-income rates and stuff like that, so I
15 would love to have your input as we have that
16 conversation.

17 MR. TROLLA: That would be seniors and
18 disabled?

19 COMMISSIONER GUNN: We don't know.

20 MR. TROLLA: You're just talking it through?

21 CHAIRMAN GUNN: We are talking about it and
22 we are trying to figure out what's the best way to do
23 it and do it thoughtfully and do it correctly, so I
24 would invite you to participate because we would love
25 to have the value of your experience.

1 MR. TROLLA: Thank you very much.

2 COMMISSIONER KENNEY: Thank you for the work
3 you do.

4 MR. TROLLA: With the permission of the
5 Commission if anybody -- I have some more -- if
6 anybody else needs these cards if you are a senior or
7 low-income we are here to help you and we will give
8 you some cards and that will help you with -- if you
9 could take those and pass those back. I will give you
10 some more, yes, ma'am. Okay. Thank you.

11 JUDGE JONES: Thank you. Next we have Kent
12 Taylor. Kent Taylor? Do you solemnly affirm the
13 testimony you are about to give is the truth?

14 MR. TAYLOR: Yes. I will probably only be
15 up here about two or three minutes because I know
16 there is other people who would like to speak. And to
17 the Commission, thank you for giving me this few
18 minutes that I am going to spend and I think I am
19 speaking for most of these people that I see out here
20 because I am one of these people sitting out here as
21 the guy said about the grandmothers and grandfathers.
22 I know over the last couple of years because of -- not
23 just Ameren UE, Laclede Gas, utilities in general can
24 come back almost every year and ask for increases. I
25 understand that they are here to make money, I get

1 that. I understand that they need money. I
2 understand the investors want a return on their
3 investment but I also understand that the investors
4 don't want to get less than 10 percent. They can't do
5 5 like some of us who are not getting raises and at
6 only 3 and 4 percent, investors want 5 -- they don't
7 want 5, they want 10, 15, 20. When they keep coming
8 back asking for more money, especially year after
9 year, and there are some seniors out here on social
10 security who haven't seen a raise over two or three
11 years and that was 4 or 5 percent and before they got
12 it, it was actually spent and these utilities come and
13 ask you for more and more money every year. You are
14 not collecting money like that ever year, they're not.
15 And when utilities ask for it every year -- some of
16 these people will relate to what I am saying.

17 Pimps. I know what a pimp is. That is what
18 they are. Even though they say they need it for this
19 and that, that's fine. Everybody is still making
20 their money at Union Electric or Ameren UE, whatever
21 they call themselves, they're not taking any hits.
22 The investors aren't taking any hits. They're not
23 taking less of a profit margin but on the backs of
24 everybody that is out here. Some people working, some
25 people don't have a job, some people are only getting

1 a certain amount of money every month and they are
2 still asking and as that gentlemen said about 46, 46
3 in a day, that was an insult to my intelligence and
4 these people out here because that's \$150 regardless.
5 Some of these people didn't get \$150 raise for a year
6 but they are expected to come up with another 150 that
7 they don't have now.

8 Food has went up. Gas for your car has went
9 up. Everything has went up. There is some people
10 sitting out here right now, money didn't make it
11 through the month and you are asking them to give more
12 money and their money is not making it through the
13 month now.

14 So I only have one other thing to say. You
15 guys on the Public Service Commission, do the public a
16 service and finally help these people, finally give us
17 a voice that we don't have to keep struggling trying
18 to make ends meet because utility companies who are
19 making ends meet can come up and ask people who can't
20 make their ends meet now, to keep trying to make ends
21 meet because they need some more money.

22 As the one guy talked about, the lady talked
23 about earlier, she talked about the -- when I asked
24 about the energy efficiency program charge, that's
25 money we are paying for in the past. They want some

1 more. That means we are going to keep paying for in
2 the past. That is all we are doing. So like I said,
3 as the Public Service Commission, do the public a
4 service and don't just give these guys what you even
5 recommend they get. Give them a little less. Let
6 them take a hit because we are taking hits every day.
7 Thank you very much.

8 JUDGE JONES: Next is Ruth Hopkins? Is Ruth
9 Hopkins here? Michael Distaso? Do you solemnly
10 affirm that the testimony you are about to give is the
11 truth?

12 MR. DISTASO: Yeah.

13 JUDGE JONES: Thank you. You may proceed.

14 MR. DISTASO: I guess I am just elaborating
15 on what this man said here. I never really worried
16 about, you know, these rate increases as long as I
17 could pay it. I have worked in manufacturing as a
18 maintenance machinist, used up all my GI bill going to
19 school so I could make as much as I could but ever
20 since this free trade agreement my wage has steadily
21 gone down, where I used to be able to make \$30 an
22 hour -- I mean, I worked for big companies. The last
23 one was Nestle and when they closed that up on us and
24 sent it down to Mexico and we had to train Mexico too,
25 matter of fact, so we could get our severance pay, you

1 know, we are lucky now to barely get \$15 an hour. So
 2 with you it's business as usual but with a guy like
 3 myself, you know everything is going the opposite way.
 4 You know, I am making less and less right now. You
 5 know, right now I'm out of work and I just don't have
 6 the money to pay the bill and the gas and the electric
 7 are going up and like the guy was talking about, you
 8 can get assistance but how often can you get
 9 assistance? It's like a one-shot deal, you know, what
 10 I mean. I am making separate comments. You know,
 11 you're talking about, you know, utilities going around
 12 and cutting trees down, you know, well, it was just
 13 last week my power was out overnight and they had to
 14 send an emergency crew out, two trucks, you know, four
 15 guys. It seems to me the money could have been spent
 16 better if they would have sent somebody around not
 17 just to say well, we're going to cut trees down on
 18 Shaftesbury this week, maybe send someone around
 19 looking for hot spots. All this was vines that grew
 20 up on the transformers. It just started raining.
 21 There was no lightening or anything like that and it
 22 came down on the transformer and that was it for that
 23 transformer. You know, that could have been seen. I
 24 mean, they could have people spending money to have
 25 people that just do that, go around looking for hot

1 spots, you know, rather than just cutting them down in
2 groups. Money would be better spent that way.

3 Like I said, the money, seems like the
4 people I know in manufacturing we just keep making
5 less money and you are acting like we keep getting
6 increases like you guys do, well, we don't anymore.
7 And like I said, if I had money to pay it, I would be
8 more than happy. Right now I am just using social
9 security because I can't find a job, you know, they
10 don't want to hire a guy 64 no matter how well trained
11 I am, you know, I got all kinds of trades now. So
12 that is basically my comment. We are going one way
13 and you're going another way. I have annuities but my
14 annuities are making less. My 401s are gone and you
15 are still asking for more money. You need to learn
16 how you are asking us to do, make it on less, you
17 know. Thank you.

18 JUDGE JONES: Next is David Estell. Raise
19 your right hand, please. Do you solemnly affirm the
20 testimony you are about to give is the truth?

21 MR. ESTELL: Yes. To be honest with you, of
22 course, I do live in a house. I live with my father,
23 of course --

24 THE AUDIENCE: We can't hear you.

25 MR. ESTELL: Yes, I live in a house with my

1 father. I've never lived on my own but of course I
2 can't say I really understand but maybe like I
3 would -- like about -- maybe about with the bills
4 being raised. I hear these senior citizens on the
5 news. I have never experienced them in real life but
6 I do know those are somebody's experience, you know,
7 cutting their air conditioner off and because they
8 have died because they raised their rates up high or
9 in the wintertime like they died because they don't
10 want to have a problem with their heat and everything
11 and I know of course, and I'm not saying we should --
12 you all should just have to just pity and just not --
13 but we both each do what we have to do and everything
14 but, you know, maybe do not raise them but I hope that
15 we can do something so we just don't have to
16 constantly raise them up so high and everything, just
17 raise them up quite as much and everything, where we
18 can each do our part is what I say. That is all I
19 have to say. I don't have much but that is all I have
20 to say. Thank you very much.

21 JUDGE JONES: Thank you.

22 COMMISSIONER GUNN: Thank you.

23 JUDGE JONES: Faye Usher? Do you solemnly
24 affirm the testimony you are about to give is the
25 truth?

1 MS. USHER: Yes.

2 JUDGE JONES: Thank you, ma'am. You may
3 proceed.

4 MS. USHER: I would like to say that I'm a
5 retired federal employee. Poor, hungry and sick and
6 tired. I worked for the government 25 years to only
7 get to retire and have Reagan tell me I took your
8 social security as long as you worked 25 years before
9 you came in the government but now that you're
10 retiring from the government you don't deserve your
11 social security, so he took it. So I get 20 percent
12 of my social security. I do get an annuity for
13 working 25 years but my gripe is this: I cannot buy
14 my medicine, eat food -- have food to eat and pay
15 utilities. My utilities are more than my rent.
16 Something is wrong with that. You guys have got to
17 help us. We don't have anybody to turn to because
18 Ameren don't care. All they want is money and that is
19 what they come after us for, money. They could care
20 less about how we eat and if we eat. And when you
21 talk about coming for assistance, you get it one time
22 a year. I've done that and I have also sat in my
23 house -- I have four walls. I have two bedrooms, a
24 living room and a dining room. I have sat in there
25 and froze because Laclede Gas cut me off. So I went

1 and I borrowed some money so I could keep Ameren from
2 cutting me off. I made two loans last year so that
3 Ameren wouldn't cut me off. Where does it end? I am
4 old. I've paid my dues. Somebody has got to help
5 Faye Usher and all of the Faye Ushers out here because
6 we can't do it alone.

7 JUDGE JONES: Thank you. Edwina Lindsey?
8 Raise your right hand, please. Do you solemnly affirm
9 the testimony you are about to give is the truth?

10 MS. LINDSEY: Excuse me, my son is wondering
11 when I am coming home and that's him now. That was my
12 youngest son. Both of my sons think I am ready to die
13 but I don't think so. Can you hear me?

14 JUDGE JONES: Yes.

15 MS. LINDSEY: Hold it like this?

16 JUDGE JONES: That's fine.

17 MS. LINDSEY: Can you hear me now?

18 JUDGE JONES: Yes, we can. But before you
19 start I need to swear you in.

20 MS. LINDSEY: All right.

21 JUDGE JONES: Do you solemnly affirm that
22 the testimony you are about to give is the truth?

23 MS. LINDSEY: Yes.

24 JUDGE JONES: Thank you, ma'am. You may
25 proceed.

1 MS. LINDSEY: I would like to know what
2 about the hikes, is this a request from Ameren to come
3 into line with CEOs of other companies, of some other
4 industries and to do this on the backs of the poor?
5 And I feel like the lady that just left and the other
6 man that spoke, I've mentioned that. Number two, have
7 the blackouts come about this summer as a way to
8 bolster Ameren's request for this rate hike? Number
9 three, why would you hire outsiders and pay their
10 salaries then ask the ratepayers to pick up this tab
11 rather than the investors? They want more money, let
12 the investors pay for it. Number four, why is it that
13 every summer you are asking the ratepayers to pay more
14 to help the less fortunate? We are the less
15 fortunate. As a person on a fixed income, I have not
16 had a raise in my fixed income for years. Therefore,
17 I'm going to have to do without something, some one
18 thing or many more things. I am just coming out from
19 surgery. Number five, as the previous speaker said,
20 we must contact our state legislators often so that we
21 are not startled by another rate increase and I wanted
22 to ask you when is this next utility meeting you said
23 was going to be in September, when and where and can
24 the public attend?

25 COMMISSIONER GUNN: I think you are

1 referring to the evidentiary part of this. It is
2 September 24th in Jefferson City and it's open to the
3 public.

4 MS. LINDSEY: September 24th in Jefferson
5 City.

6 COMMISSIONER GUNN: It's the hearing part of
7 this. The company, the Public Counsel and the Staff
8 and other folks will put on evidence.

9 MS. LINDSEY: September 24th?

10 COMMISSIONER GUNN: Yes, ma'am. If you have
11 access to a computer --

12 MS. LINDSEY: Yes.

13 CHAIRMAN GUNN: -- you can watch it over the
14 Internet as well.

15 MS. LINDSEY: That may be what I will have
16 to do. Now, will you send that out on a bill, with
17 the letters that you put out? Will you send that out
18 so people can do that?

19 COMMISSIONER GUNN: It was on a notice but I
20 think we can look at figuring out a way to notify
21 people of that as well.

22 MS. LINDSEY: All right. Thank you.

23 COMMISSIONER GUNN: Thank you, ma'am.

24 MS. LINDSEY: I have to go because my son
25 has already checked on his mother.

1 COMMISSIONER GUNN: Yes, ma'am, thank you
2 very much.

3 JUDGE JONES: Lynn Murphy? Do you solemnly
4 affirm the testimony you are about to give is the
5 truth?

6 MR. MURPHY: I do.

7 JUDGE JONES: Thank you. You may proceed.

8 MR. MURPHY: Yes. Some people in this
9 audience I have guessed they have been distracted when
10 they say making a choice between staying cool and
11 staying alive. But I have had some personal
12 experience with people in my family due to
13 heat-related illness actually have expired.

14 THE AUDIENCE: We can't hear you.

15 MR. MURPHY: Because some people in here
16 there's probably a distraction about making a choice,
17 not only food versus medicine but also a problem that
18 I have experienced personally with air conditioning
19 versus food. What I am saying is my mother is 86
20 years old. She got a bill the other day for \$188 a
21 month on a bill, on an electric bill. That translates
22 this 14.6 percent increase that you all are
23 suggesting, that would be an extra \$27.44-something
24 cents a month. That 46 cents a day translates into
25 \$165 a year. What I am telling you all is for

1 somebody that is on a fixed income, a social security
2 check, I think that is a predatorial rate increase and
3 I think for the sake of concern for our fellow human
4 beings that that increase should be rejected,
5 wholeheartedly. And the fact that you got also this
6 computerized gridlock systems that should make
7 electric supply be cost-prohibited, that doesn't seem
8 to be the case. Clean coal, our coal has been a
9 technology for some -- 20 some-odd years, so that
10 technology should have been paid for. They tell us
11 about Callaway Nuclear Reactor, that's supposed to
12 save on energy but how long has Callaway Nuclear
13 Reactor been in existence? It's been quite a while.
14 A couple of years ago they were talking about getting
15 some type of wind power, solar power from Iowa,
16 whatever happened to that? What I am saying is that
17 the TSA and Homeland Security was created to protect
18 the American people but there are people that are
19 unsafe in their homes because they can't afford to
20 turn on the air conditioner. It's a real problem.
21 It's not a distraction to me. My mother complains all
22 the time. I have to almost sneak and turn her air
23 conditioner on because that bill is exorbitant and I
24 think that's a predatorial rate increase and I think
25 we should work against it and I don't think that bill

1 should be passed. That's it.

2 JUDGE JONES: Thank you. I can't read the
3 last name. Is there a Henrietta here? Rhonda? 4629
4 Korte Lane, St. Louis, Missouri 63133. I can't read
5 your handwriting.

6 COMMISSIONER GUNN: Rhonda, is there a
7 Rhonda that wants to testify?

8 UNIDENTIFIED FEMALE: She left.

9 CHAIRMAN GUNN: She left? Okay, thank you.

10 JUDGE JONES: Ernestine Pettig?

11 COMMISSIONER GUNN: Ernestine Pettig?
12 Deidre Lewis?

13 JUDGE JONES: Do you solemnly affirm the
14 testimony you are about to give is the truth?

15 MS. LEWIS: Yes.

16 JUDGE JONES: Thank you. You may proceed.

17 MS. LEWIS: I just have one statement. I
18 actually got wind of this meeting through a
19 telecommunication on my phone.

20 THE AUDIENCE: We can't hear you.

21 MS. LEWIS: This meeting today, it was an
22 electronic message on my phone, so my concern is I am
23 kind of representing the working people. That was the
24 only -- if it wasn't for the fact that I stopped and
25 took the time to listen to it because normally, I will

1 be honest, I delete stuff like that. I think it is
 2 some kind of telemarketing thing. Luckily, I listened
 3 to it and I decided to come but I talked to a lot of
 4 my friends that work in professional environments and
 5 none of them knew anything about this meeting or any
 6 of the hearings before or after this meeting. So I
 7 don't feel like this is a good sample mix for you all
 8 to utilize to render an appropriate decision on what
 9 the community feels about these rate increases. So I
 10 would like to know, I know you said you can't answer
 11 questions but I would at least like to see some
 12 further types of active marketing so that people can
 13 know and time frames that working class people can
 14 come and speak their opinions regarding this rate
 15 change.

16 COMMISSIONER GUNN: I can actually answer
 17 that. You should have received a letter --

18 MS. LEWIS: I did not.

19 CHAIRMAN GUNN: -- or notice if you're an
 20 Ameren customer. It should have come to you and then
 21 we -- so I don't know why you wouldn't have, I
 22 apologize for that. We have 14 of these around town,
 23 the list is pretty long. We do some at noon and we do
 24 some at six o'clock to try to get some folks -- to
 25 give people the option as to where to come and that

1 list, the location is usually agreed upon by the
2 parties and we try to get a good cross section of
3 areas to try to make it as convenient as possible. I
4 take the fact that you weren't notified seriously
5 because we try to make these things --

6 MS. LEWIS: Yeah, I am real big on reading
7 my mail and my bills especially.

8 COMMISSIONER GUNN: Absolutely and I
9 apologize for that. We do also try to put it out in
10 press releases so the TV and newspaper and radio will
11 report on the times -- the times, as well. So we do
12 our best that we are willing to do and we will take
13 suggestions. If you have a specific suggestion, the
14 people over there at that blue table, we will do a
15 review after we do this of locations and the times and
16 we have to make sure we are doing it as good as we
17 can. I will tell you we have had some pretty good
18 participation. We have had five -- is that five so
19 far or six -- and we have probably had close to 750
20 people total but I take those very seriously and I ask
21 that if you have any other suggestions about better
22 ways we will take those. Thank you.

23 COMMISSIONER KENNEY: We also have a website
24 that -- you make a good point about working folks not
25 being able to show up. We also have a website.

1 MS. LEWIS: Again, my concern is I think --
2 I didn't catch your name but the lady there on the
3 end, she kind of inferred that this was already going
4 to take place. Now, I reside in the city, University
5 City and I am actually on the committee in University
6 City so I kind of know a little bit about how this
7 works and she kind of inferred already that this is
8 going to happen. Let's just be honest, she inferred
9 that the money was -- the increase was going to occur
10 in 2013. So I understand money. I understand
11 investors, a return on investing, but 14 percent and
12 everybody else's like 401k is plummeting. I don't
13 think anybody is getting 14 percent on anything right
14 now. If you are going to increase it up -- I
15 understand they have a pretty much monopoly on
16 electric, I get all that but I just think that's a
17 little bit borderline usury, 14 percent, it's a little
18 high. It's kind of excessive in my opinion.

19 COMMISSIONER KENNEY: Thanks for coming.

20 JUDGE JONES: David Wade? Do you solemnly
21 affirm the testimony you are about to give is the
22 truth?

23 MR. WADE: Yes.

24 JUDGE JONES: Thank you. You may proceed.

25 MR. WADE: Hello, community. I just want to

1 be real brief about this. Who else do I have to turn
2 to other than Ameren for my electricity? And another
3 thing is why don't you educate us, me, myself and the
4 community, on the other alternatives as far as
5 utilities such as solar energy and things like that?
6 And reading the electric meter, of course it's simple
7 but we still have to educate our children to do the
8 same thing. You are never too old to learn and never
9 too young to know and these are the things that Ameren
10 should be putting back into the community, such as
11 education, educating our children and continuing to do
12 that and that is all I have to say. Thank you.

13 COMMISSIONER KENNEY: Thank you.

14 JUDGE JONES: Maureen Frigo? Do you
15 solemnly affirm that the testimony you are about to
16 give is the truth?

17 MS. FRIGO: I do.

18 JUDGE JONES: Thank you. You may proceed.

19 MS. FRIGO: My name is Maureen Slatery
20 Frigo. I am a returning St. Louisian. I still
21 remember Laclede Gas and whatever the other one was,
22 Union Electric, I guess. So I am just getting used to
23 an all electric apartment and in December -- so it has
24 been a year and my bills, I didn't bring them, but it
25 is averaging pretty good because I have used

1 everything I knew from living in a house and I kept my
2 bills low. But in December because I wasn't used to
3 the electric stove and I was cooking a lot, my bill
4 went up and I am on a fixed income like many people
5 here and I am in a disabled senior building and my
6 utilities are not included. So I ended up with a bill
7 that was -- I'm not going to say it because people are
8 going to say that's not that bad but for me being on a
9 fixed income and being semi-retired temporarily
10 because of the economy, I had to turn to St. Vincent
11 DePaul at my church. I got it together and started to
12 figure out how to use my thermostat better and I got
13 my bills down and I got current pretty quickly. It
14 only took me a month. I adjusted everything, I wore
15 sweaters and we had a mild winter and I pray for
16 another mild winter. I may have to move from my
17 building, which is a very good deal, because of the
18 rate increase. I'm looking at the grid information
19 and I'm going to try to estimate based on my bill now,
20 what my bill would be and whether I will be able to
21 afford it or not and in that case I might have to look
22 for an apartment that includes the heat and the
23 electricity.

24 In the summer of 2012 I will say that I
25 survived and did the air conditioning unlike the east

1 coast, so thank you Ameren, thank you grid. I did
2 turn off sometimes the air conditioning to keep my
3 budget and I went to the library to cool off. I'm
4 looking for more tips to save and my last bill was \$34
5 so I was pretty careful.

6 In Illinois deregulation and competition for
7 ComEd and Nicor Gas, where I lived for 20 years, is
8 assisting consumers in utility savings. There is
9 competition there. Ameren is the ballgame here, I get
10 that. No more Laclede Gas. No more -- none of that.
11 The law is the law in Missouri and I am within the
12 system and I am doing my best to work in the system
13 that is here for now.

14 If citizens want something different, if we
15 all want something different, we can work together for
16 change. I am personally checking in to what changes
17 are being considered in Missouri. I am researching
18 this on Google on the Internet. In the mean time I
19 use the computer at the library. I unplug my radio
20 and lamps. I watch the Olympics at the sports bar
21 down the street. I bake in the winter, not the summer
22 and I pray for another mild winter. Thank you,
23 Ameren.

24 JUDGE JONES: Is there anyone else who would
25 like to testify who has not signed up? Raise your

1 right hand, please. Do you solemnly affirm that the
2 testimony you are about to give is the truth?

3 MS. HEIDELBERG: Yes.

4 JUDGE JONES: Thank you. Can you please
5 state and spell your name for the court reporter?

6 MS. HEIDELBERG: My name is Rosalyn
7 Heidelberg, R-O-S-A-L-Y-N, H-E-I-D-E-L-B-E-R-G. I am
8 listening to the young lady and how cautiously we are
9 living and we are all -- I guess the focus is on
10 low-income or senior citizens, however, it's affecting
11 more than just that group. I work everyday so does my
12 daughter. In fact, she had to move in with me because
13 her utilities were totally outrageous to the point
14 that she could not afford to pay. The assistance is
15 only a one-time service, so she did take advantage of
16 that. So right now she is with me just so that we can
17 possibly try to live comfortable. With all our
18 techniques to lower the bills, turning off
19 everything -- in fact, I don't turn off. I just
20 literally unplug everything. The only thing that
21 stays operating is the refrigerator. Because of this
22 summer we have had our bills have already almost
23 tripled and this is with insulating the attic, weather
24 stripping the windows, doors, everything, so it's just
25 like what else can we do? This increase may be

1 something that's needed but the amount that is being
2 asked is very unfair. We are saying 14 point this --
3 it's 15. It's a 15 percent increase.

4 And just as the senior citizens, minimum
5 wage individuals are having the same struggle. I work
6 with an organization where I'm seeing low-income
7 individuals daily. They are forever coming into the
8 company asking for assistance. We have already robbed
9 the churches. We have taken advantage of the Ameren
10 UE Dollar program and some of the other organizations
11 that are out there but there are people that are still
12 struggling, just as the individual said, just to stay
13 afloat. So the increase may be something but as we
14 stated, my salary has been frozen for five years so
15 this little increase of a -- you may get a salary
16 increase of one, two, three, possibly, but you are
17 asking for us to give you guys a 15 percent increase
18 and I do think that's a bit much. Thank you.

19 JUDGE JONES: Do you solemnly affirm the
20 testimony you are about to give is the truth?

21 MS. MINOR: Yes.

22 JUDGE JONES: Thank you. Will you please
23 state and spell your name for the court reporter?

24 MS. MINOR: My name is J, the letter J,
25 initial V and the last name is Minor, M-I-N-O-R. I

1 want the Commission to consider Ameren's increase but
 2 are you going to consider every time the lights go out
 3 for four days and your food spoils and you have no
 4 more money to buy no more food and we still have to
 5 pay a bill because they don't take a decrease when we
 6 have 45 days -- my lights have been off every summer,
 7 except for this year, for weeks at time. And you call
 8 Ameren and say look, I only make this much money a
 9 month and I spent all the money I had on groceries, so
 10 what can you do to help me and they tell you go to the
 11 welfare office. Well, if you don't receive food
 12 stamps you didn't get no assistance. So when you all
 13 are considering giving them this increase, think about
 14 the people that don't have a whole lot of money, that
 15 lights be off, their food spoils and then they have no
 16 way of getting any other food. You can go to the food
 17 pantries but if you are on a special diet like
 18 diabetics are -- I may not look it but I am 67 years
 19 old and it is hard to go to a food pantry and get food
 20 for what I have to eat. I can't eat everything.

21 JUDGE JONES: The gentlemen over there
 22 having a private conversation -- pardon me -- can you
 23 all move outside, please. Go ahead.

24 MS. MINOR: So when you are all considering
 25 this increase for Ameren UE, we say that we are a free

1 country but we don't have freedom of choice as far as
2 what lights we get, what gas we get. A lot of times
3 you don't have freedom of choice where you live
4 because of your income, so we need to consider this.
5 Seniors and disability people and people that are
6 mentally challenged that are living on the street now
7 because they couldn't afford to pay their light bill
8 or their gas bill, when you think about the increase
9 that you are going to allow them to have, think about
10 the people that are dying because they are scared to
11 turn on this and turn on that. Yeah, it's easy to,
12 like the young lady said, turn this off and learn how
13 to bake when you need but a lot of people can't afford
14 to do that. It's easy for us to sit here and say
15 Ameren has done so much for so many people, that may
16 be true in some cases but not all. It's easy for us
17 to stand here and sit here and say that Ameren UE
18 gives assistance but that is once a year. I know that
19 has been said before but we need to drive this home.
20 Once a year is not going to help the average
21 individual that really needs help because after they
22 give it to you one time and you get behind, if your
23 medicine costs you \$875 a month and you only get 824,
24 how are you supposed to survive? If you are going to
25 give me an increase in anything give me an increase so

1 I can pay for my medicine. Give me an increase so I
2 can do something besides pay utility bills. I ask
3 that you all think, think hard and consider that it is
4 not just hurting the people that is unable to pay but
5 it is hurting all of us one way or the other. You,
6 because you might give a donation but it may not help
7 everybody. So when we get ready to vote for this
8 thing and to do this thing, let's consider who we are
9 and where we came from.

10 JUDGE JONES: Do you solemnly affirm the
11 testimony that you are about to give is the truth?

12 MS. PARRAM: Yes.

13 JUDGE JONES: Please state and spell your
14 name for the court reporter.

15 MS. PARRAM: Henrietta Parram, P-A-R-R-A-M.
16 I am already on the list. I would like to take this
17 time to tell you thank you for coming in our community
18 to hear our -- what we have to say about the increase.
19 This increase would be a hardship for everyone in this
20 community and, you know, I think it's disgraceful that
21 you are even asking for it. And it's a sin and a
22 shame because, you know, we represent the 1 percent.
23 You represent the 99 percent that has all the wealth.
24 Now, how do you think the 1 percent can pay when you
25 have all the money and you want us to pay all the

1 prices for this increase? We do not get -- most of us
2 get less than 5 percent and it may take three or four
3 or five years before we get it. So where do you think
4 we are getting the money from? Can you answer that?
5 No, you can't.

6 And then two, all the changes that you are
7 making, changes should give us some kind of benefit
8 and it should lower the costs but your changes over
9 the past 10 years or 20 years have not lowered the
10 cost of electricity but we constantly are undergoing
11 this increase all the time and in our neighborhood.
12 If you look around here, we don't have that much
13 maintenance. We still have electric poles slanting at
14 a 45 percent angle -- I mean a 40 degree angle in the
15 alley because of lack of maintenance. We have
16 electric poles that have caught on fire and you put a
17 new transformer up there on a pole that's burnt. That
18 don't make sense. I think UE need to use their money
19 better as far as improvements are concerned. I hope
20 that you would consider the population that we are
21 dealing with. We do not have the monies to pay for
22 this. I know I don't and I consider myself with a
23 good income. But at the rate that the utilities are
24 going up, electric and gas and water and the sewers,
25 it is disgraceful. I can't even afford to take a bath

1 in my house. If it weren't for places like the Wohl
2 Center, where I can come up and do water aerobics and
3 take a shower and wash my hair, I couldn't afford it
4 in my house and it's sad that most of the young --
5 elderly people in this community have to come up here
6 and sit maybe five or six hours and bring a little
7 lunch so they can be in a warm place or a cool place
8 in the summer. If it weren't for this Center these
9 people wouldn't even survive around here. We used to
10 have stores, we could go in stores and walk around and
11 kind of cool off or keep warm but we cannot continue
12 having these increases every other year. It's not
13 fair and when Ameren UE is constantly getting richer
14 and we are getting poor, I think it's unfair. That's
15 the one thing.

16 The other thing is personal. I have a
17 meter. The meter is reading zero but I get a bill. I
18 call Ameren UE and they tell me that that's okay, it's
19 a new meter. I don't see no indications, no dials. I
20 can't even read this meter. All I see is these three
21 -- 0-0-0. I don't know what is happening. The
22 address is 6756A Page where this is happening.

23 COMMISSIONER GUNN: Ma'am, they'll be able
24 to -- after you're finished testifying if you go over
25 to that blue table they will be able to help you with

1 that and hopefully you can have somebody do that
2 tonight, so make sure you check over there.

3 MS. PARRAM: I will do that but I hope that
4 you would reconsider and listen to some of the
5 complaints that you're hearing and no increase.
6 That's what we want to hear. I want to thank you.

7 JUDGE JONES: Thank you, ma'am. Is there
8 anyone else who would like to testify? Do you
9 solemnly affirm that the testimony you are about to
10 give is the truth?

11 MR. STOCKARD: I do.

12 JUDGE JONES: Thank you. Please state and
13 spell your name for the court reporter.

14 MR. STOCKARD: My name is Ronald Stockard
15 S-T-O-C-K-A-R-D. And bottom line is I just think the
16 rates are ridiculous going up. I just think the rates
17 are going up and it's just ridiculous and I think it's
18 just the thing like Obama said when he said that the
19 rich should pay their fair share and I think that's
20 what Ameren UE should do. It's just the same thing.
21 And I hear on the news some seniors have even died
22 from this and it's just unfair. It's just really
23 unfair. But most of the questions I wanted to address
24 have been asked. And bottom line is you got the new
25 equipment and now you want us to pay for it and that's

1 ridiculous. I just find it all ridiculous, that's
2 all. Like I said, most of my questions have been
3 asked already, so thank you.

4 JUDGE JONES: Thank you. Is there anyone
5 else? Ms. Curtis, did you want to finish up?

6 MS. CURTIS: I am going to make for certain
7 that I will be as brief as possible. I apologize
8 earlier for getting a little lengthy in regards to
9 some of the history but the focus point here was based
10 on the fact that I was discussing that there is to be
11 considered the community or this particular
12 demographic microcosm compared to the enormous profit
13 that Ameren UE receives and that they do not provide
14 an adequate investment as far as an area in which, you
15 know, the youth for example, can become interns or
16 having their apprenticeship in which monies can be
17 generated, so that, you know, they don't have such a
18 hate with, you know, power or structure, you know,
19 because of the fact that there is new technology that
20 is taking place. And the families they want to make
21 for certain that their children too can become a part
22 of cutting edge technology and that as far as history
23 has shown, that there are many people that have
24 encountered enormous obstacles but the fact that there
25 was perhaps someone or through their own innovation to

1 be able to further a process of innovation as a whole
2 and that is why I am mentioned things in terms of, you
3 know, like Louis Latimer or Granville T. Woods, you
4 know, or people of this nature.

5 So I am just simply saying that if we are
6 paying such an enormous amount and they are asking for
7 a 14 point three-quarters percent in the heights and
8 they want for the infrastructure to be enhanced
9 because of the things and the demands and so forth
10 that the infrastructure as a whole needs to be
11 improved, why can they not place a -- place an
12 investment in the people that pay so much out and make
13 the greatest sacrifice? Why can they not do that?
14 Why can they not say hey, we're going to put so many
15 millions into, say for example, this school or this
16 group here is having a problem with the heating, you
17 know, the kids come to school and they're hungry and
18 they can't really concentrate on their work because
19 their stomachs are growling, they are worried about
20 their conditions at home. But the power does not want
21 to recognize to make an investment in their parents.
22 I'm talking about their kids, their people's desire to
23 want to be able to pay consistently and they are
24 sacrificing their own lives, they're dying. So is --
25 can there not by any type of equilibrium in which you

1 make the sacrifice that Missouri Ameren can do the
2 same? Can they not do something for the people,
3 something for the community? We understand, you know,
4 \$200,000, \$600,000 but again, that is a very, very
5 small amount of money. Thank you very much.

6 JUDGE JONES: Thank you. Is there anyone
7 else that would like to give testimony? I don't see
8 anyone, so with that, we will go off the record and
9 this hearing is closed.

10 - - - - -

11 (Public Hearing concluded at 8:32 p.m.)

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1	I N D E X	
2	WITNESS NAME	PAGE
3	Ms. Tamara Curtis	7, 55
4	Ms. George Gholston, Jr.	13
5	Mr. Andrew Jones	16
6	Mr. Gentry Trola	19
7	Mr. Kent Taylor	27
8	Mr. Michael Distaso	30
9	Mr. David Estell, Jr.	32
10	Ms. Faye Usher	33
11	Mr. Edwina Lindsey	35
12	Mr. Lynn Murphy	38
13	Ms. Deidre Lewis	40
14	Mr. David Wade	43
15	Ms. Maureen Frigo	44
16	Ms. Rosalyn Heidelberg	47
17	Ms. J.V. Minor	48
18	Ms. Henrietta Parram	51
19	Mr. Ronald Stockard	54
20		
21	(No Exhibits Marked.)	
22		
23		
24		
25		

1 CERTIFICATE OF REPORTER

2

3 I, Suzanne M. Zes, Certified Court Reporter,
4 within and for the State of Missouri, do hereby
5 certify that the witness whose testimony appears in
6 the foregoing deposition was duly sworn by me; the
7 testimony of said witness was taken by me to the best
8 of my ability and thereafter reduced to typewriting
9 under my direction; that I am neither counsel for,
10 related to, nor employed by any of the parties to the
11 action in which this deposition was taken, and further
12 that I am not a relative or employee of any attorney
13 or counsel employed by the parties thereto, nor
14 financially or otherwise interested in the outcome of
15 the action.

16

17

18

19

20 _____
Certified Court Reporter

21

22

23

24

25

HEARING 8/16/2012

A	44:15 47:1 48:19 51:10 54:9 affirming 19:1 afford 17:23 39:19 45:21 47:14 50:7,13 52:25 53:3 affordability 19:20 afloat 48:13 African 11:10 11:24 agencies 22:14 22:15,16 ago 9:6 22:24 23:6,7 39:14 agreed 42:1 agreement 30:20 ahead 6:23 49:23 air 20:22,23,25 21:7,8,11 23:1,3,3 33:7 38:18 39:20 39:22 45:25 46:2 Alexander 11:14 12:9 alive 38:11 alley 52:15 allow 50:9 allowed 5:1,10 alternative 22:10 alternatives 44:4 Ameren 1:12 2:2 7:3,5 11:5 11:15 13:10 13:25 14:8,17 14:17,22 15:10,23 16:4 18:16 19:25 19:25 20:20 21:18,20	22:11 23:7 25:10 27:23 28:20 34:18 35:1,3 36:2 41:20 44:2,9 46:1,9,23 48:9 49:8,25 50:15,17 53:13,18 54:20 55:13 57:1 Ameren's 15:1 36:8 49:1 America 10:23 American 11:10,24 39:18 amount 14:21 24:4 29:1 48:1 56:6 57:5 Andrew 16:8 58:5 Angeles 8:16 angle 52:14,14 Annette 2:13 7:8,17 annette.slack... 2:21 annuities 32:13 32:14 annuity 34:12 answer 5:1,7 41:10,16 52:4 answering 11:8 Anton 15:25 16:1 anybody 3:25 23:23 27:5,6 34:17 43:13 anymore 32:6 apartment 44:23 45:22 apologize 12:18 41:22 42:9 55:7 appearances	2:1 7:2 appears 59:5 appliance 15:17 appliances 15:15 appreciate 3:10 4:24 26:12 apprenticeship 55:16 approach 9:23 appropriate 41:8 April 9:7 area 24:3 55:14 areas 42:3 artery 11:20 asked 11:3 29:23 48:2 54:24 55:3 asking 28:8 29:2,11 32:15 32:16 36:13 48:8,17 51:21 56:6 aspire 10:22 assembly 8:13 assistance 21:19,23 22:11,20 24:23 26:3,5 31:8,9 34:21 47:14 48:8 49:12 50:18 Assistant 2:14 assisting 46:8 astronomical 11:17 attend 36:24 attic 47:23 attorney 7:21 59:12 attorneys 7:3 12:2 audience 7:13 7:16 16:19 32:24 38:9,14	40:20 August 1:7 21:3 available 6:10 Avenue 2:3 7:6 average 50:20 averaging 44:25 avoid 24:18 aware 17:5,8 26:1 awareness 22:19
			B	
			back 12:16,17 12:23 20:24 27:9,24 28:8 44:10 backs 28:23 36:4 bad 45:8 bake 46:21 50:13 balancing 21:13 ballgame 46:9 bar 46:20 barely 31:1 based 10:3 45:19 55:9 basically 19:16 32:12 bath 52:25 bedrooms 34:23 beginning 4:6 behalf 9:4 beings 39:4 believe 15:11 Bell 11:14 12:10 benefit 52:7 best 26:22 42:12 46:12 59:7 betrayal 9:11	

better 26:7 31:16 32:2 42:21 45:12 52:19	22:6 budget 46:3 building 2:6,15 45:5,17	center 1:8 8:12 8:18 10:6 53:2,8	city 2:8,18 7:10 7:23 8:14 37:2,5 43:4,5 43:6	7:7,9,19 8:10 10:2 16:17 18:19 24:6 27:5,17 29:15 30:3 49:1
big 30:22 42:6	bulb 12:14	cents 23:21 38:24,24	civil 11:24	
bill 20:17 30:18 31:6 37:16 38:20,21,21 39:23,25 45:3 45:6,19,20 46:4 49:5 50:7,8 53:17	bulk 20:6 bunch 4:22 bundle 25:17 burnt 52:17 business 14:1 21:15 23:22 24:22 31:2	CEOs 36:3 certain 16:3 29:1 55:6,21 certainly 17:14 17:20 CERTIFICA... 59:1	clap 24:19 class 41:13 classes 10:13 Clean 39:8 close 42:19 closed 30:23 57:9	commissioner 1:22 3:6,8 5:18,22 6:5 8:1 12:16,20 16:7 26:11,19 27:2 33:22 36:25 37:6,10 37:19,23 38:1 40:6,11 41:16 42:8,23 43:19 44:13 53:23
bills 9:15 15:8 16:22 20:3 24:5 25:21,21 33:3 42:7 44:24 45:2,13 47:18,22 51:2	busy 3:24 5:20 5:20 buy 34:13 49:4 Byrne 2:2 7:4,5	Certified 59:3 59:20 certify 59:5 cetera 8:16 chairman 1:20 3:5,7 6:9 10:2 13:1,3 26:21 37:13 40:9 41:19	coal 18:22 39:8 39:8 coast 46:1 cold 24:14 colleague 5:17 collecting 28:14	commissioners 6:4,11 26:1 commissions 19:8 Commission's 19:19
bit 5:13,16 43:6 43:17 48:18	Byrne 2:2 7:4,5	challenge 50:6 change 41:15 46:16 changes 46:16 52:6,7,8 charge 29:24 charging 14:13 cheaper 21:25 22:8	com 15:13,18 come 5:24 9:24 11:5 12:16,17 12:23 13:24 27:24 28:12 29:6,19 34:19 36:2,7 41:3 41:14,20,25 53:2,5 56:17	committee 43:5 communities 10:21 community 1:8 11:5,6 41:9 43:25 44:4,10 51:17,20 53:5 55:11 57:3
blackouts 36:7	calculating 10:7	check 21:12 39:2 54:2	comEd 46:7 comes 9:10 comfortable 4:4,10 47:17	companies 13:22,24 14:12 22:4 29:18 30:22 36:3
blow 18:7	calibration 10:7	checked 37:25 checking 46:16 Chicago 8:15 children 10:21 44:7,11 55:21 choice 38:10,16 50:1,3	coming 3:9 4:24 6:13 16:4 28:7 34:21 35:11 36:18 43:19 48:7 51:17	company 1:12 12:13 21:14 21:15 22:3 37:7 48:8
blue 5:5 42:14 53:25	call 6:19 8:2 20:12 28:21 49:7 53:18	check 21:12 39:2 54:2	comment 4:7 32:12	compared 11:17 55:12
blueprint 12:4	Callaway 39:11,12	checked 37:25 checking 46:16 Chicago 8:15 children 10:21 44:7,11 55:21 choice 38:10,16 50:1,3	comments 4:12 25:6 31:10	competition 46:6,9
blueprints 12:10	called 12:7 calls 20:11,13 cap 22:14 car 14:3,4,5 29:8 cards 27:6,8 care 34:18,19 careful 46:5 cars 14:3 case 4:18 6:12 17:5 39:8 45:21	cheaper 21:25 22:8	Commission 1:2 2:12 3:5	complains 39:21 complaints 54:5
bolster 36:8	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	check 21:12 39:2 54:2		
borderline 43:17	cars 14:3 case 4:18 6:12 17:5 39:8 45:21	checked 37:25 checking 46:16 Chicago 8:15 children 10:21 44:7,11 55:21 choice 38:10,16 50:1,3		
borrowed 35:1	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	check 21:12 39:2 54:2		
bottom 12:8 17:12 54:15 54:24	cars 14:3 case 4:18 6:12 17:5 39:8 45:21	checked 37:25 checking 46:16 Chicago 8:15 children 10:21 44:7,11 55:21 choice 38:10,16 50:1,3		
box 2:7,17 7:9 7:22	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	check 21:12 39:2 54:2		
boxes 15:16	cars 14:3 case 4:18 6:12 17:5 39:8 45:21	checked 37:25 checking 46:16 Chicago 8:15 children 10:21 44:7,11 55:21 choice 38:10,16 50:1,3		
boy 12:2	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	check 21:12 39:2 54:2		
brainstormed 12:6	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	checked 37:25 checking 46:16 Chicago 8:15 children 10:21 44:7,11 55:21 choice 38:10,16 50:1,3		
brief 9:20 16:15 44:1 55:7	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	check 21:12 39:2 54:2		
bring 5:12 22:19 25:1 44:24 53:6	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	checked 37:25 checking 46:16 Chicago 8:15 children 10:21 44:7,11 55:21 choice 38:10,16 50:1,3		
brought 18:4	cases 50:16 cash 15:4 catch 43:2 caught 52:16 caution 10:9 cautiously 47:8 CCR 2:24	check 21:12 39:2 54:2		

complicated 15:3	16:20 49:13 49:24	country 8:15 50:1	deal 16:17 20:13,13 23:9	different 9:22 9:23,23 15:14
computer 37:11 46:19	consistently 56:23	couple 3:12 27:22 39:14	31:9 45:17	23:6,8 46:14
computerized 39:6	constantly 33:16 52:10	course 32:22 32:23 33:1,11	dealer 14:3,6	46:15
concentrate 56:18	53:13	44:6	dealing 52:21	difficult 19:17
concern 16:16 16:18 23:5	constituency 11:22	court 4:15 6:22 47:5 48:23	death 24:18	23:9
39:3 40:22	construction 18:8	51:14 54:13	deaths 20:20	dining 34:24
43:1	consumers 17:20 46:8	59:3,20	debate 22:9	direction 5:2
concerned 19:22 52:19	contact 36:20	cozy 24:16	deceased 21:9	59:9
concluded 57:11	continue 53:11	created 39:17	December 44:23 45:2	disability 50:5
conditioner 21:8 33:7	continuing 44:11	crew 31:14	decided 41:3	disabled 20:2,6
39:20,23	contributing 23:24	critical 6:1,14	decision 26:2	22:18 23:5
conditioners 23:1,3,4	convenient 42:3	Crosby 12:1,11	41:8	24:8,12 25:2
conditioning 38:18 45:25	conversation 26:16 49:22	cross 42:2	decisive 10:3	26:18 45:5
46:2	cooking 45:3	cultivated 12:3	decrease 49:5	discharge 11:25
conditions 56:20	cool 19:15,24	curb 11:5	defending 21:24	disconnected 23:13
conference 22:2	20:3 21:21	current 25:15	definition 19:7	disconnection 21:1,2
confused 13:9	22:25 24:17	45:13	degradation 9:1,25	discussing 55:10
connected 25:17	38:10 46:3	Curtis 7:25 8:7	degree 52:14	disgraceful 51:20 52:25
Connecticut 12:13	53:7,11	8:9 12:18	Deidre 40:12	disrespect 9:25
consequences 14:15	cooperative 23:12	55:5,6 58:3	58:13	Distaso 30:9,12
conserving 15:14	correctly 13:13	customer 41:20	delete 41:1	30:14 58:8
consider 17:2 49:1,2 50:4	26:23	customers 10:13 13:19	deliberations 6:12	distracted 38:9
51:3,8 52:20	cost 15:9,15	14:14 19:21	demographic 55:12	distraction 38:16 39:21
52:22	17:9,9,19,22	cut 23:18 31:17	DePaul 45:11	divide 10:12
consideration 16:16,23	52:10	34:25 35:3	deposition 59:6	divisive 10:23
considered 4:17 46:17	costs 11:6,13	cutting 10:22	59:11	dog 13:19
55:11	16:20,21	31:12 32:1	deregulation 46:6	doing 16:4
considering	17:19 50:23	33:7 35:2	derogatory 9:1	23:19,23 30:2
	52:8	55:22	deserve 34:10	42:16 46:12
	cost-prohibit... 39:7	D	design 10:13	Dollar 20:1
	counsel 2:3,5	D 1:20 3:1 58:1	desire 56:22	23:25 25:23
	2:14 5:3,4	daily 48:7	detail 5:16	25:23 48:10
	7:12,21 9:3	daughter 47:12	device 15:3	dollars 14:5,8
	37:7 59:9,13	David 32:18	diabetics 49:18	23:21
	counter 15:1	43:20 58:9,14	dials 53:19	dominion 11:20
		day 14:25	die 35:12	donation 51:6
		20:11 22:2,22	died 33:8,9	donations 20:4
		29:3 30:6	54:21	door 25:11,12
		38:20,24	diet 49:17	doors 47:24
		days 49:3,6		
		dead 10:6		

dot 15:13,18	effort 10:4	55:12,24 56:6	39:23	feels 41:9
drafting 12:3	either 5:3	entries 7:2	expected 29:6	fellow 39:3
draftsmanship 12:9	elaborating 30:14	environments 41:4	expensive 21:22	felt 8:13
drawing 12:5	elderly 53:5	equilibrium 56:25	experience 26:25 33:6	FEMALE 40:8
drawn 12:10	elders 8:22	equipment 54:25	38:12	field 16:2
drive 50:19	electric 1:12,14 12:12 15:21 21:23,24 22:8 28:20 31:6 38:21 39:7 43:16 44:6,22 44:23 45:3 52:13,16,24	Ernestine 40:10,11	experienced 33:5 38:18	figure 26:22 45:12
driving 17:11	electricity 13:21 14:9,10 14:21 44:2 45:23 52:10	ER-2012-0166 1:12	expired 38:13	figuring 37:20
drop-down 15:16	electronic 40:22	especially 28:8 42:7	explained 8:20	File 1:12
due 38:12	else's 43:12	established 20:18	express 5:19	fill 4:8
dues 35:4	emergency 31:14	Estell 32:18,21 32:25 58:9	extra 38:23	finally 29:16,16
duly 59:6	employed 59:10,13	et 8:16	extraordinary 14:20	financially 59:14
dying 50:10 56:24	employee 34:5 59:12	evening 3:2,4	F	find 9:2 23:11 25:15,17 32:9 55:1
d/b/a 1:12	employers 10:15 11:13	event 9:18	faced 9:17	fine 28:19 35:16
E	employment 11:6	everybody 3:9 3:13,24 4:4 4:11 10:16 26:6 28:19,24 43:12 51:7	fact 8:20,24 11:9 21:25 22:7 30:25 39:5 40:24 42:4 47:12,19 55:10,19,24	finish 12:17 55:5
E 3:1,1 58:1	encountered 55:24	everyday 47:11	fair 53:13 54:19	finished 53:24
earlier 8:20 9:15 16:25 19:7 29:23 55:8	encourage 13:15 21:7	evidence 4:17 37:8	familiar 9:8	fire 52:16
east 45:25	encouraged 8:19	evidentiary 4:19 37:1	families 10:21 11:22 55:20	firm 12:1
eastern 23:11	ended 45:6	exacerbates 24:14	family 38:12	first 3:8 7:24 8:16 21:18 26:11
easy 50:11,14 50:16	ends 29:18,19 29:20,20	exactly 16:3	fans 14:24	five 6:5 23:6 25:12 36:19 42:18,18 48:14 52:3 53:6
eat 34:14,14,20 34:20 49:20 49:20	energy 15:7,14 16:18,18 21:22 29:24 39:12 44:5	example 11:4 11:23 14:2,16 55:15 56:15	far 11:12 14:12 18:12 23:4 42:19 44:4 50:1 52:19 55:14,22	fixed 36:15,16 39:1 45:4,9
economy 45:10	enhanced 56:8	excuse 15:20 35:10	Fargo 22:4	focus 47:9 55:9
edge 10:22 55:22	enjoy 19:22	executive 11:8	father 32:22 33:1	folks 5:5 37:8 41:24 42:24
Edison 11:14 12:14	enormous	exercise 18:10	Fax 2:9,20	food 29:8 34:14 34:14 38:17 38:19 49:3,4 49:11,15,16 49:16,19,19
educate 44:3,7		exercises 18:9	Faye 33:23 35:5,5 58:10	fooled 18:2
educating 44:11		Exhibits 58:21	fear 21:3	football 15:24
education 22:17 44:11		existence 39:13	federal 26:3 34:5	foregoing 59:6
Edwina 35:7 58:11		exorbitant	feel 3:22 4:4 36:5 41:7	forever 48:7
effect 20:23				forget 22:3 24:7,22
efficiencies 17:11				
efficiency 17:7 29:24				

form 21:22	gentlemen 9:5	14:2,19 15:23	groceries 15:6	happy 32:8
forms 4:5,7	16:25 18:4	16:2,4 18:11	49:9	hard 15:11
20:24	22:2 29:2	20:15,16	grocery 15:5	49:19 51:3
forth 56:9	49:21	22:24 27:18	group 16:24	hardship 51:19
fortunate 36:14	Gentry 18:25	30:1,18 31:3	47:11 56:16	hate 18:2,15
36:15	19:14 58:6	31:7,11,17	groups 18:20	55:18
forward 3:11	George 13:4	32:12,13	32:2	Health 20:22
9:24 23:6	58:4	36:17,23 43:3	growling 56:19	hear 4:13 6:12
found 12:1	getting 14:12	43:8,9,14	guess 30:14	8:3 32:24
Foundation	28:5,25 32:5	45:7,8,19	44:22 47:9	33:4 35:13,17
20:21	39:14 43:13	49:2 50:9,20	guessed 38:9	38:14 40:20
founder 19:15	44:22 49:16	50:24 52:24	Gunn 1:20 3:6	51:18 54:6,21
four 6:6 31:14	52:4 53:13,14	54:16,17 55:6	3:8 6:9 8:1	hearing 1:6 3:4
34:23 36:12	55:8	56:14	12:16,20 13:1	3:11,19 4:19
49:3 52:2	Gholston 13:4	Gold 12:1,11	13:3 26:11,19	11:1 37:6
frail 24:13	13:7,9 58:4	good 3:2 15:18	26:21 33:22	54:5 57:9,11
frames 41:13	GI 30:18	41:7 42:2,16	36:25 37:6,10	hearings 4:23
free 3:22 30:20	give 5:20 6:23	42:17,24	37:13,19,23	8:17 41:6
49:25	8:6 13:6 14:2	44:25 45:17	38:1 40:6,9	heat 19:15 20:3
freedom 50:1,3	16:11 19:13	52:23	40:11 41:16	21:21 22:24
friends 41:4	27:7,9,13	Google 46:18	41:19 42:8	25:24 33:10
Frigo 44:14,17	29:11,16 30:4	government	53:23	45:22
44:19,20	30:5,10 32:20	26:3 34:6,9	guy 27:21	heating 56:16
58:15	33:24 35:9,22	34:10	29:22 31:2,7	heat-related
front 4:4,11	38:4 40:14	Governor 2:6	32:10	20:19 24:18
froze 34:25	41:25 43:21	2:15	guys 22:1 23:5	38:13
frozen 48:14	44:16 47:2	Graham 11:14	24:23 29:15	Heidelberg
frustrating	48:17,20	12:9	30:4 31:15	47:3,6,7
4:25 5:7	50:22,25,25	grandfathers	32:6 34:16	58:16
full 6:12	51:1,6,11	27:21	48:17	heights 56:7
fully 17:8,13	52:7 54:10	grandmother		Hello 43:25
funding 25:24	57:7	8:21 9:14	H	help 15:22 20:2
further 41:12	given 20:1	grandmothers	hair 53:3	20:5,19 21:2
56:1 59:11	gives 50:18	8:23,23 27:21	Hall 13:2,3	21:4 23:13,14
	giving 8:10	granduncles	hand 8:4 13:5	23:16,19 24:4
G	27:17 49:13	8:24	16:9 19:2	24:7,9 25:8
G 3:1	go 6:23 9:18	granted 9:12	32:19 35:8	25:23 26:9,9
game 18:1	14:23,23 15:5	Granville 56:3	47:1	27:7,8 29:16
gas 18:22 21:22	15:12 19:4,5	gratitude 5:19	handed 4:5	34:17 35:4
27:23 29:8	22:9,10 25:18	great 8:23,24	hands 6:18,19	36:14 49:10
31:6 34:25	25:22 31:25	greatest 10:18	handwriting	50:20,21 51:6
44:21 46:7,10	37:24 49:2,10	56:13	40:5	53:25
50:2,8 52:24	49:16,19,23	grew 8:14	happen 43:8	helping 24:25
general 2:14	53:10,24 57:8	31:19	happened	25:1,10,16,17
27:23	goes 15:19 20:5	grid 45:18 46:1	39:16	Henrietta 40:3
generated	going 3:21 4:14	gridlock 39:6	happening	51:15 58:18
55:17	4:21 9:20	gripe 34:13	53:21,22	Herculaneum

10:4	47:7	incrementally	invention 12:7	35:7,14,16,18
hey 56:14		18:24	inventions 12:5	35:21,24 38:3
high 13:23	I	indicated 6:9	12:6	38:7 40:2,10
15:24,24 33:8	Illinois 8:14	indications	inventor 12:12	40:13,16
33:16 43:18	20:6 46:6	53:19	inventors 11:10	43:20,24
high-caliber	illness 38:13	indigent 17:1	11:11	44:14,18
12:9	illnesses 24:18	individual	invest 10:13,20	46:24 47:4
hike 36:8	impact 16:20	48:12 50:21	11:15	48:19,22
hikes 36:2	17:8,13	individuals	investing 43:11	49:21 51:10
Hiram 12:12	impacted 17:13	13:16 48:5,7	investment	51:13 54:7,12
hire 32:10 36:9	important 3:10	industries 36:4	10:14 22:4	55:4 57:6
hired 12:2	4:23 6:8 20:8	inevitable	28:3 55:14	58:5
history 55:9,22	21:5 23:20	17:19	56:12,21	Jr 2:6 58:4,9
hit 30:6	impressed 12:9	inevitably	investors 10:18	judge 1:19 3:2
hits 28:21,22	improved	17:19	28:2,3,6,22	3:3 6:15 7:7
30:6	56:11	inferred 43:3,7	36:11,12	7:11,14,17,24
hold 3:25 10:10	improvements	43:8	43:11	8:4,8 12:24
10:22 35:15	52:19	influence 11:21	invite 26:12,24	13:2,4,8 16:8
home 35:11	inability 21:4	information	involved 17:14	16:13 18:25
50:19 56:20	inception 20:1	3:20,20 4:1	Iowa 39:15	19:4,10,12
Homeland	included 17:18	45:18	issue 5:12	27:11 30:8,13
39:17	45:6	infrastructure	19:18	32:18 33:21
homes 39:19	includes 45:22	10:14 11:12	issues 24:15	33:23 34:2
honest 32:21	inclusive 10:19	56:8,10	25:14	35:7,14,16,18
41:1 43:8	income 24:9	initial 48:25	I70 18:7	35:21,24 38:3
Honor 7:4	36:15,16 39:1	innovation		38:7 40:2,10
honorable	45:4,9 50:4	11:12 55:25	J	40:13,16
10:18 11:25	52:23	56:1	J 48:24,24	43:20,24
hope 18:19	increase 1:13	input 5:21	James 11:24	44:14,18
33:14 52:19	9:18 25:9	26:15	JC 8:18	46:24 47:4
54:3	36:21 38:22	insert 15:16	Jefferson 2:8	48:19,22
hopefully 54:1	39:2,4,24	insulating	2:18 7:10,23	49:21 51:10
Hopkins 30:8,9	43:9,14 45:18	47:23	37:2,4	51:13 54:7,12
hot 24:13 31:19	47:25 48:3,13	insult 29:3	job 26:7 28:25	55:4 57:6
31:25	48:15,16,17	integral 6:1	32:9	judgment 10:3
hour 15:9,10	49:1,13,25	intelligence	joined 11:23	July 8:18 11:1
15:17 30:22	50:8,25,25	29:3	jolt 10:1	12:21 21:3
31:1	51:1,18,19	interest 10:8,11	Jones 1:18 3:2	June 9:6
hours 53:6	52:1,11 54:5	11:7	3:3 6:15 7:7	justice 10:7
house 32:22,25	increases 14:16	interested	7:11,14,17,24	J.V 58:17
34:23 45:1	15:1,22 16:5	59:14	8:4,8 12:24	
53:1,4	16:23 27:24	interesting	13:2,4,8 16:8	K
human 39:3	30:16 32:6	8:13	16:9,12,13,15	keep 16:2,4
hungry 34:5	41:9 53:12	Internet 37:14	18:25 19:4,10	18:11 20:22
56:17	incremental	46:18	19:12 27:11	20:22,24 21:8
hurting 51:4,5	16:22 17:9,22	interns 55:15	30:8,13 32:18	23:13 28:7
H-E-I-D-E-L...	17:24	invented 12:14	33:21,23 34:2	29:17,20 30:1

32:4,5 35:1 46:2 53:11 keeping 25:16 Kennard 1:18 3:3 Kenney 1:21 5:18,22 6:3 16:7 27:2 42:23 43:19 44:13 Kenny 3:6 Kent 27:11,12 58:7 kept 14:22 45:1 KEVIN 1:20 kid 8:14 kids 56:17,22 kilowatt 15:9 15:10,17 kind 3:20 4:20 40:23 41:2 43:3,6,7,18 52:7 53:11 kindred 8:22 kinds 32:11 King 9:7 knew 41:5 45:1 knocked 25:11 25:12 know 3:24 4:10 4:24 5:8 11:3 16:24 17:6,7 17:25 18:1,16 18:17 19:23 20:14,15 21:1 21:9 22:9,14 22:15 23:15 23:16,17,18 23:18 24:1,13 24:25 25:7 26:4,19 27:15 27:22 28:17 30:16 31:1,3 31:4,5,9,10 31:11,12,14 31:23 32:1,4 32:9,11,17	33:6,6,11,14 36:1 41:10,10 41:13,21 43:6 44:9 50:18 51:20,22 52:22 53:21 55:15,17,18 55:18 56:3,4 56:17 57:3 Korte 40:4 <hr/> L L 1:18 lack 52:15 Laclede 21:20 21:21 23:10 27:23 34:25 44:21 46:10 lady 11:1 29:22 36:5 43:2 47:8 50:12 lamps 46:20 Lane 40:4 Latimer 11:23 12:6,11,11 56:3 law 1:19 3:3 46:11,11 layman 11:5 learn 11:9 15:1 15:2,7,8,9,9 32:15 44:8 50:12 learned 8:18 leave 3:22 4:8 5:14 8:2 left 3:6 12:11 36:5 40:8,9 Legal 2:3 Legislatively 17:6 legislators 16:5 36:20 lending 6:13 lengthy 55:8 Leon 15:25 letter 41:17	48:24 letters 37:17 let's 43:8 51:8 Lewis 2:6 5:4 7:20 40:12,15 40:17,21 41:18 42:6 43:1 58:13 lewis.mills@... 2:10 library 46:3,19 lie 10:5 life 33:5 light 12:14 14:25 15:7 50:7 lightening 31:21 lights 14:24 49:2,6,15 50:2 LIHEAP 24:2 25:22 26:4 limits 3:12,18 Lindsey 35:7 35:10,15,17 35:20,23 36:1 37:4,9,12,15 37:22,24 58:11 line 17:12 36:3 54:15,24 list 6:15,17,17 7:25 12:24 16:8 41:23 42:1 51:16 listen 40:25 54:4 listened 41:2 listening 47:8 literally 47:20 LITIGATION 2:25 little 5:13,16 30:5 43:6,17 43:17 48:15 53:6 55:8	live 32:22,22,25 47:17 50:3 lived 33:1 46:7 lives 5:20 56:24 living 34:24 45:1 47:9 50:6 loans 35:2 lobbyists 11:21 local 1:6 3:4 4:22 location 8:12 42:1 locations 42:15 long 23:14 30:16 34:8 39:12 41:23 look 3:11 16:19 17:3,12,15 19:19,20,21 23:21,22 37:20 45:21 49:8,18 52:12 looking 9:19 10:16 11:10 17:11 24:22 25:20 31:19 31:25 45:18 46:4 Los 8:16 lot 3:16 8:19 12:22 13:23 14:25 20:13 41:3 45:3 49:14 50:2,13 loud 18:15 Louis 1:8 2:4 7:6 11:23 19:15,16,24 20:3,4 21:21 22:3,6,25 23:1 24:3 25:24 40:4 56:3 Louisian 44:20 love 4:13 5:8 26:15,24	low 24:9 45:2 lower 14:11 47:18 52:8 lowered 52:9 lowering 13:15 low-income 26:14 27:7 47:10 48:6 lubricate 18:12 Luckily 41:2 lucky 31:1 lucratively 10:20 lunch 53:7 Luther 9:7 luxury 14:3 Lynn 38:3 58:12 <hr/> M M 59:3 machinist 30:18 Madison 2:7,16 7:9 mail 42:7 mainstream 10:24 maintain 21:15 maintenance 30:18 52:13 52:15 major 8:15 making 5:15,25 28:19 29:12 29:19 31:4,10 32:4,14 38:10 38:16 52:7 man 8:19 30:15 36:6 manner 9:17 manufacturing 30:17 32:4 margin 28:23 Marked 58:21 market 13:13 13:22
---	---	--	--	--

marketing 13:10,17 14:1 41:12	9:17 metropolises 8:15	25:22,23 27:25 28:1,8 28:13,14,20	47:5,6 48:23 48:24,25 51:14 54:13	normally 40:25
Martin 9:7	Mexico 30:24	29:1,10,12,12	54:14 58:2	notice 21:1
Mass 12:25,25 13:1	30:24 mic 8:1	29:21,25 31:6 31:15,24 32:2	names 8:2	37:19 41:19
matter 1:11 17:22 21:23	Michael 30:9 58:8	32:3,5,7,15 34:18,19 35:1	natural 14:25 21:22	notified 42:4
30:25 32:10	michaelbluej... 15:13,18	36:11 43:9,10 49:4,8,9,14	nature 5:6 17:2 56:4	notify 37:20
Maureen 44:14 44:19 58:15	microcosm 11:17 55:12	51:25 52:4,18 57:5	Navy 11:23	nuclear 18:22
Maxim 12:12	MIDWEST 2:25	monies 52:21 55:16	necessarily 3:25	39:11,12
ma'am 27:10 34:2 35:24	mild 45:15,16 46:22	monopoly 43:15	necessity 13:12 need 13:11	Number 36:6,8 36:12,19
37:10,23 38:1 53:23 54:7	military 10:21	month 9:16,16 14:4,5,7 29:1	18:21 22:20 22:25 24:9	<hr/> O
MC 2:3	million 13:18 14:7 20:1,4	29:11,13 38:21,24	25:3,7 28:1 28:18 29:21	O 3:1
mean 6:8 9:1 15:20 30:22	23:25 24:1	45:14 49:9 50:23	32:15 35:19 50:4,13,19	Obama 26:4 54:18
31:10,24 46:18 52:14	millions 56:15	mother 20:15 37:25 38:19	52:18	obligations 20:9,10
means 5:6 14:21 30:1	Mills 2:6 5:4 7:20,20 9:2	39:21	needed 48:1	obstacles 55:24
media 22:19 24:6	mind 5:14	mothers 8:23	needs 26:6 27:6 50:21 56:10	occur 43:9
medicine 34:14 38:17 50:23	minimum 48:4	mouths 9:11,25	neighborhood 52:11	office 2:5,6,15 5:3 7:11,21
51:1	ministers 22:19	move 7:1 18:11 23:5 45:16	Neighbors 21:13	12:2 49:11
meet 29:18,19 29:20,21	Minor 48:21,24 48:25 49:24	47:12 49:23	neither 59:9	official 4:16
meeting 12:21 36:22 40:18	58:17	moved 22:3,5	Nestle 30:23	okay 6:15 7:24 19:11 27:10
40:21 41:5,6	minutes 27:15 27:18	moves 15:6	net 25:25	40:9 53:18
men 11:22	Missouri 1:1,8 2:12 7:3,6,10	municipalities 13:22	networking 22:13	old 20:15 35:4 38:20 44:8
mental 24:15	7:18,23 11:2 14:10 18:6,7	Murphy 38:3,6 38:8,15 58:12	never 18:9 30:15 33:1,5	49:19
mentally 50:6	20:6,7,21	M-I-N-O-R 48:25	44:8,8	Olympics 46:20
mention 26:13	22:7 23:10,11		new 3:20 4:1 22:4 52:17	once 3:21 50:18 50:20
mentioned 36:6 56:2	26:8 40:4 46:11,17 57:1 59:4		53:19 54:24 55:19	one-shot 31:9
mere 11:17	Missouria 12:25 13:1	<hr/> N	news 33:5 54:21	one-time 47:15
message 40:22	Missouri's 1:13	N 3:1 58:1	newspaper 42:10	online 20:14
meter 15:3,4,6 15:8,21 44:6	mix 41:7	name 3:2 6:3 6:21,23 7:14	Nicor 46:7	open 9:11,24 26:13 37:2
53:17,17,19 53:20	MO 2:4,8,18	7:16,17,20 9:7 13:8	night 5:20,24	opened 24:24
method 9:23	money 20:5 24:4 25:17,17	19:14 40:3 43:2 44:19	noon 41:23	operates 18:9
methodical				operating 47:21
				opinion 43:18
				opinions 41:14
				opportunity 8:10 9:12
				12:23 21:16 24:24

opposite 31:3	parties 7:2 10:8	40:23 41:12	13:5,8 16:9	39:2,24
option 41:25	42:2 59:10,13	41:13,25	32:19 35:8	present 16:16
order 17:17	pass 27:9	42:14,20 45:4	47:1,4 48:22	presiding 1:18
organization	passed 9:6	45:7 48:11	49:23 51:13	3:4
48:6	17:20,23 40:1	49:14 50:5,5	54:12	press 22:1
organizations	patent 12:2	50:10,13,15	plummeting	42:10
19:25 20:21	patenting 12:6	51:4 53:5,9	43:12	pretty 13:19
23:10 48:10	pay 14:19	55:23 56:4,12	podium 5:14	41:23 42:17
other's 3:15	16:22 18:3,10	57:2	6:20 9:23	43:15 44:25
outcome 59:14	18:23,23 21:4	people's 12:5	point 5:2 12:15	45:13 46:5
outrageous	25:22,23	56:22	42:24 47:13	previous 12:13
47:13	30:17,25 31:6	percent 20:5,7	48:2 55:9	25:14 36:19
outreach 22:17	32:7 34:14	28:4,6,11	56:7	prices 13:23
outside 49:23	36:9,12,13	34:11 38:22	pole 52:17	52:1
outsiders 36:9	47:14 49:5	43:11,13,17	poles 52:13,16	prime 14:16
overnight	50:7 51:1,2,4	48:3,17 51:22	political 18:1	Prior 25:13
31:13	51:24,25	51:23,24 52:2	poor 17:1 34:5	priority 24:9
o'clock 41:24	52:21 54:19	52:14 56:7	36:4 53:14	24:10,12
P	54:25 56:12	permission	population	private 49:22
	56:23	27:4	52:20	probably 6:22
P 3:1	paying 9:15	person 7:1,24	portfolio 17:18	27:14 38:16
Page 53:22	15:17 18:13	36:15	17:25 18:17	42:19
58:2	18:14,24	personal 5:10	18:21	problem 3:24
paid 14:17,17	29:25 30:1	5:23 38:11	portion 4:20,20	25:19 33:10
14:18 20:10	56:6	53:16	pose 11:9	38:17 39:20
35:4 39:10	Penny 8:18	personally	position 5:1	56:16
pantries 49:17	people 3:12,14	38:18 46:16	14:23	problems 21:8
pantry 49:19	3:16 4:10	Pettig 40:10,11	possess 10:19	25:16
paper 25:5	6:15 8:22	phone 40:19,22	possible 9:21	proceed 8:8
pardon 49:22	10:7 12:22	physical 24:15	18:6 42:3	16:14 30:13
parents 56:21	16:21 17:8,14	pick 36:10	55:7	34:3 35:25
Parram 51:12	17:21 18:2,14	picture 17:10	possibly 47:17	38:7 40:16
51:15,15 54:3	18:15,24 20:2	19:20	48:16	43:24 44:18
58:18	20:2,9,24	pie 10:13	Post 25:5	proceeding 5:6
part 3:10 4:16	21:9,17 22:6	pimp 28:17	post-office 7:9	PROCEEDI...
5:25 6:1,2	22:11,18,21	Pimps 28:17	7:22	1:5
11:11 17:25	23:5,13,14	pity 33:12	pot 24:21 25:25	process 3:11
18:17 33:18	24:4,7,8 25:3	pivot 12:8	potential 26:14	5:9,25 6:1,2
37:1,6 55:21	25:9,16,18	place 22:5 43:4	power 11:21	6:14 21:1
participate	27:16,19,20	53:7,7 55:20	13:22 31:13	56:1
26:24	28:16,24,25	56:11,11	39:15,15	produce 17:17
participation	28:25 29:4,5	places 53:1	55:18 56:20	producer 18:12
42:18	29:9,16,19	plan 10:15	powers 9:19	18:13
particular 8:11	31:24,25 32:4	plans 12:5	10:9	product 13:11
8:12 55:11	37:18,21 38:8	play 16:3 18:9	pray 45:15	13:13,14,14
particularly	38:12,15	played 15:24	46:22	13:16
16:19	39:18,18	please 5:9 8:4	predatorial	professional

41:4 profit 13:20 28:23 55:12 profits 10:24 11:18 program 20:19 22:23 23:25 24:2,2,24 29:24 48:10 progress 10:10 11:13 projecting 14:19 proper 8:25 17:7 protect 11:20 39:17 proven 10:19 provide 11:6 22:11 26:5 55:13 provides 26:4 public 1:2,6 2:5 2:12 3:4 4:22 5:3,4 6:4 7:11 7:18,21,22 9:3 19:18 22:17 24:6 29:15,15 30:3 30:3 36:24 37:3,7 57:11 publically 18:18 pushed 17:7 put 3:12 18:9 23:9 37:8,17 42:9 52:16 56:14 putting 44:10 P-A-R-R-A-M 51:15 p.m 57:11 P.O 2:7,17	11:3,8 questions 5:2,7 5:11,13,15 6:25 41:11 54:23 55:2 quick 14:3 quickly 45:13 quite 33:17 39:13 quote 9:9	40:2,4 53:20 reading 42:6 44:6 53:17 ready 35:12 51:7 Reagan 34:7 real 16:15 33:5 39:20 42:6 44:1 really 3:9 11:7 11:18 13:20 13:21 15:4 17:3 25:6 30:15 33:2 50:21 54:22 56:18 reason 3:23 8:11 18:4 22:5 receive 49:11 received 20:4 41:17 receives 55:13 recognize 56:21 recommend 30:5 reconsider 54:4 record 3:22 4:16 57:8 recovering 10:14 reduce 14:21 reduced 59:8 referring 37:1 refrigerator 47:21 refused 21:11 regard 9:21 regarding 41:14 regardless 29:4 regards 9:2 55:8 register 15:4 registers 23:15 23:16,17	regularly 9:15 regulate 23:3 23:11 regulatory 1:19 3:3 rejected 39:4 relate 25:6 28:16 related 59:10 relative 59:12 releases 42:10 reliability 19:21 21:14 remember 16:1 44:21 render 41:8 renewable 16:17,18 renewables 17:3,15,25 18:3,5,23 rent 34:15 report 42:11 REPORTED 2:23 reporter 4:15 6:22 47:5 48:23 51:14 54:13 59:1,3 59:20 represent 7:5 9:13 51:22,23 representation 8:25 10:17 represented 7:3 representing 7:21 40:23 represents 7:18 request 36:2,8 researching 46:17 reside 43:4 residential 11:6 resolve 25:16 respectful 3:15 3:17	responded 25:13 responsibility 10:5 retire 34:7 retired 34:5 retiring 34:10 return 28:2 43:11 returning 44:20 Revenues 1:14 review 42:15 Rhonda 40:3,6 40:7 rich 54:19 richer 53:13 ridiculous 54:16,17 55:1 55:1 right 3:5 5:2 8:4 13:5 14:2 16:9 29:10 31:4,5 32:8 32:19 35:8,20 37:22 43:13 47:1,16 River 11:25 robbed 48:8 Robert 1:21 6:3 Ronald 54:14 58:19 room 34:24,24 Rosalyn 47:6 58:16 run 4:21 running 16:2 23:22 Ruth 13:2,3 30:8,8 R-O-S-A-L-... 47:7
Q				S
qualified 12:4 question 10:12	R R 2:6 3:1 radio 42:10 46:19 raining 31:20 rainy 5:24 raise 8:4 13:4 16:9 19:2 28:10 29:5 32:18 33:14 33:16,17 35:8 36:16 46:25 raised 33:4,8 raises 28:5 raising 13:14 14:22 ran 12:12 rate 6:12 10:13 14:15 15:1,22 16:5 25:2,9 30:16 36:8,21 39:2,24 41:9 41:14 45:18 52:23 ratepayers 36:10,13 rates 13:14,15 14:11,13,13 14:22 26:14 33:8 54:16,16 reaction 10:1 Reactor 39:11 39:13 read 10:5 14:24 15:2,7,8,19 15:20 25:6			S 1:21 3:1 sacrifice 56:13

57:1 sacrificing 56:24 sad 53:4 safe 24:17 safety 19:18 25:25 sake 39:3 salaries 36:10 salary 48:14,15 sample 41:7 sat 34:22,24 save 39:12 46:4 saving 11:13 savings 46:8 saying 9:20,21 11:19 12:15 19:6 24:20 28:16 33:11 38:19 39:16 48:2 56:5 says 23:23 scale 10:9 scan 15:5 scared 50:10 school 15:24,25 30:19 56:15 56:17 seat 6:25 seated 25:10 section 42:2 security 28:10 32:9 34:8,11 34:12 39:1,17 see 5:17 6:19 6:24 8:22 10:17 11:8 17:10,21 18:2 27:19 41:11 53:19,20 57:7 seeing 48:6 seen 11:19 28:10 31:23 self-evident 10:4 self-funded 17:16	self-sufficient 17:4 sell 13:21 14:6 sells 14:3,9 semi-retired 45:9 send 4:7 20:16 31:14,18 37:16,17 senior 1:19 27:6 33:4 45:5 47:10 48:4 seniors 20:2,5 20:11,12,14 20:25 21:3,6 21:11 22:18 23:4,15,17 24:8,11,16,25 25:2,2,7 26:7 26:17 28:9 50:5 54:21 sense 52:18 sent 30:24 31:16 separate 10:24 31:10 separation 10:15 September 4:21 36:23 37:2,4,9 seriously 6:2 42:4,20 service 1:2,15 6:4 7:19 17:24 22:16 24:6 29:15,16 30:3,4 47:15 SERVICES 2:25 set 13:23 severance 30:25 sewers 52:24 Shaftesbury 31:18	shame 51:22 share 54:19 shell 18:1 short 6:5 shoulders 10:5 show 6:18 42:25 shower 53:3 shown 55:23 shut-in 17:1 sick 34:5 side 10:6,6 23:23 signed 6:16,17 46:25 significant 24:4 significantly 23:24 silence 9:10 simple 44:6 simply 11:3 56:5 sin 51:21 sir 16:13 sit 50:14,17 53:6 sits 16:19 sitting 8:20 22:12 27:20 29:10 six 41:24 42:19 53:6 skills 12:3 Slack 2:13 7:8 7:8,17 slanting 52:13 Slatery 44:19 small 17:22 57:5 smarter 15:10 sneak 39:22 social 22:15 28:9 32:8 34:8,11,12 39:1 solar 18:5,6,13 39:15 44:5	Soldan 15:24 solemnly 8:5 13:5 16:10 19:12 27:12 30:9 32:19 33:23 35:8,21 38:3 40:13 43:20 44:15 47:1 48:19 51:10 54:9 somebody 31:16 35:4 39:1 54:1 somebody's 33:6 someone's 9:4 some-odd 39:9 son 35:10,12 37:24 sons 35:12 sorry 12:18 south 22:6 spare 12:3 speak 3:16 9:12 9:25 27:16 41:14 speaker 36:19 speaking 27:19 special 24:25 25:2 49:17 specific 42:13 specifically 22:8 spell 6:23 13:8 47:5 48:23 51:13 54:13 spelling 6:21 spend 27:18 spending 31:24 spent 28:12 31:15 32:2 49:9 spoils 49:3,15 spoke 36:6 sports 46:20 spot 13:22 spots 31:19	32:1 St 1:8 2:4 7:6 19:15,16,24 20:3,3 21:21 22:3,6,25 23:1 24:3 25:24 40:4 44:20 45:10 staff 2:12 5:3 7:7,8,18 37:7 stamps 49:12 stand 9:3,22 50:17 standpoint 19:19 20:8 24:19,20 start 35:19 started 22:23 31:20 45:11 startled 36:21 starts 4:19,20 state 1:1 14:9 26:8 36:20 47:5 48:23 51:13 54:12 59:4 stated 9:10,14 11:2 48:14 statement 40:17 stay 3:23,23 48:12 staying 38:10 38:11 stays 47:21 steadily 30:20 step 6:20 sting 15:22 Stockard 54:11 54:14,14 58:19 stomachs 56:19 stood 18:15,16 stop 15:23 16:3 16:5 21:6 stopped 40:24 store 15:5
---	---	---	---	--

stores 53:10,10	sweaters 45:15	39:9,10 55:19	40:2,9,16	thought 22:24
stove 45:3	sworn 59:6	55:22	42:22 43:24	thoughtfully
street 2:7,16	system 46:12	telecommuni...	44:12,13,18	26:23
7:9 46:21	46:12	40:19	46:1,1,22	thousands 22:6
50:6	systems 39:6	telemarketing	47:4 48:18,22	three 27:15
stripping 47:24	S-T-O-C-K-...	41:2	51:17 54:6,7	28:10 36:9
structure 55:18	54:15	telephone	54:12 55:3,4	48:16 52:2
struggle 48:5		12:10 15:20	57:5,6	53:20
struggling	T	tell 15:13,14	thanks 5:23	three-quarters
29:17 48:12	T 56:3	20:25 34:7	26:11 43:19	56:7
stuff 26:14 41:1	tab 36:10	39:10 42:17	thereto 59:13	Thursday 5:24
subsidized	table 4:6 5:5	49:10 51:17	thermostat	tilt 10:9
17:17	42:14 53:25	53:18	45:12	time 3:12,15,17
suffer 16:21	take 4:9 6:2,7	telling 11:18	thing 5:22	3:18 5:19,24
suggesting	6:11 7:1 10:8	26:7 38:25	10:16 12:14	7:1 8:16 9:10
38:23	10:22 15:22	temporarily	13:18 15:2	9:16,24 12:3
suggestion	16:23 17:2	45:9	16:1 24:5	21:18 25:1
42:13	18:21 25:22	Ten 23:7	29:14 36:18	34:21 39:22
suggestions	27:9 30:6	terms 23:12	41:2 44:3,8	40:25 41:13
42:13,21	42:4,12,20,22	56:2	47:20 51:8,8	46:18 49:2,7
Suite 2:6,15	43:4 47:15	testify 3:21	53:15,16	50:22 51:17
summer 20:12	49:5 51:16	6:16,18 8:10	54:18,20	52:11
20:19 21:10	52:2,25 53:3	12:23 40:7	things 3:12	times 13:23
21:18 23:14	taken 48:9 59:7	46:25 54:8	15:21 17:2	42:11,11,15
23:24 24:3,10	59:11	testifying 4:4	19:23 20:18	50:2
24:18 25:19	talk 5:12 25:3	4:11 53:24	21:12 36:18	tips 46:4
36:7,13 45:24	34:21	testimony 6:24	42:5 44:5,9	tired 34:6
46:21 47:22	talked 18:4	8:5 13:6	56:2,9	today 12:22
49:6 53:8	29:22,22,23	16:10 19:13	think 9:6,7,8	19:16 40:21
summonsed	41:3	26:12 27:13	16:24 17:14	Tom 7:4
10:2	talking 24:25	30:10 32:20	18:8 19:18	tonight 3:9,16
supply 14:10	26:20,21 31:7	33:24 35:9,22	20:7 21:5,23	5:4 6:13 54:2
39:7	31:11 39:14	38:4 40:14	23:20 24:5	top 13:19
supposed 39:11	56:22	43:21 44:15	25:5,7 26:6	total 42:20
50:24	talks 26:13	47:2 48:20	27:18 35:12	totally 47:13
sure 3:13 5:15	Tamara 7:25	51:11 54:9	35:13 36:25	town 41:22
17:12 42:16	58:3	57:7 59:5,7	37:20 39:2,3	trade 30:20
54:2	Tariffs 1:13	thank 3:9 5:21	39:24,24,25	trades 32:11
surgery 36:19	task 19:17	6:13 7:4 8:8,9	41:1 43:1,13	train 30:24
survive 50:24	Taylor 27:12	8:9 9:12 16:6	43:16 48:18	trained 32:10
53:9	27:12,14 58:7	16:7,13 24:19	49:13 50:8,9	trains 12:8
survived 45:25	team 21:17	27:1,2,10,11	51:3,3,20,24	transcribed
sustain 17:4,16	technically 6:6	27:17 30:7,13	52:3,18 53:14	4:15 6:10
Suzanne 2:24	techniques	32:17 33:20	54:15,16,17	TRANSCRI...
59:3	13:11 47:18	33:21,22 34:2	54:19	1:5
swear 6:21	technology	35:7,24 37:22	Thomas 2:2	transformer
19:2,9 35:19	10:22 17:15	37:23 38:1,7	12:13	31:22,23

52:17	31:14 34:23	uplifting 9:9	vote 51:7	ways 15:14
transformers	35:2 36:6	use 13:16 14:21		42:22
31:20	48:16 52:6	14:25 15:15	W	wealth 51:23
translates	type 15:16	15:19 45:12	Wade 43:20,23	weather 24:14
38:21,24	39:15 56:25	46:19 52:18	43:25 58:14	24:14 47:23
trees 31:12,17	types 41:12	Usher 33:23	wage 30:20	website 15:12
trial 4:20	typewriting	34:1,4 35:5	48:5	15:13,18
tripled 47:23	59:8	58:10	walk 53:10	42:23,25
Trolla 18:25	typically 6:4	Ushers 35:5	wall 20:10	week 31:13,18
19:1,6,11,14		usual 31:2	walls 34:23	weeks 4:22
19:14 26:17	U	usually 24:10	want 3:8,13,16	49:7
26:20 27:1,4	UE 13:10 19:25	42:1	3:25 4:3 5:19	weight 10:10
58:6	23:7 27:23	usury 43:17	8:9 9:12	welcome 3:23
trucks 31:14	28:20 48:10	utilities 13:24	13:12,20,21	welfare 49:11
true 50:16	49:25 50:17	19:17 22:7	13:24 14:11	Wells 22:4
truth 8:6 13:6	52:18 53:13	27:23 28:12	18:17,18 19:1	went 14:20
16:11 19:13	53:18 54:20	28:15 31:11	19:3,4,6,23	16:2 22:1
27:13 30:11	55:13	34:15,15 44:5	23:22 24:16	29:8,8,9
32:20 33:25	UMSL 8:18	45:6 47:13	24:17,20 28:2	34:25 45:4
35:9,22 38:5	unable 51:4	52:23	28:4,6,7,7	46:3
40:14 43:22	unclear 6:22	utility 20:3	29:25 32:10	weren't 42:4
44:16 47:2	undergoing	21:4,19 22:11	33:10 34:18	53:1,8
48:20 51:11	52:10	22:20 24:5,23	36:11 43:25	we'll 7:1
54:10	understand 5:9	26:2,5 29:18	46:14,15 49:1	we're 17:11
truths 10:3	13:10,17,25	36:22 46:8	51:25 54:6,6	22:15,16
try 5:16 9:20	14:1 20:8	51:2	54:25 55:5,20	31:17 56:14
21:12 41:24	27:25 28:1,2	utilize 41:8	56:8,20,23	we've 25:11,12
42:2,3,5,9	28:3 33:2	utilizing 13:13	wanted 26:1	whatsoever
45:19 47:17	43:10,10,15		36:21 54:23	10:17
trying 17:12	57:3	V	wants 3:13	whichever
22:17 23:12	unfair 48:2	V 48:25	40:7	22:10
26:22 29:17	53:14 54:22	value 26:25	war 11:24	whine 14:12
29:20	54:23	vehicle 14:6	warm 24:16	wholehearted...
TSA 39:17	Unfortunately	vehicles 14:7	53:7,11	39:5
turn 14:23,24	4:24 22:23	versus 38:17,19	wash 53:3	willing 42:12
14:24 15:6	UNIDENTIF...	Vincent 45:10	wasn't 40:24	wind 18:5,6,12
21:11 34:17	40:8	vines 31:19	45:2	39:15 40:18
39:20,22 44:1	unintended	Virginia 11:25	watch 37:13	windows 47:24
45:10 46:2	14:15	vital 11:11,19	46:20	winter 24:17
47:19 50:11	union 1:11	voice 4:23 5:25	water 12:8	25:20 45:15
50:11,12	10:25 11:23	5:25 6:14	52:24 53:2	45:16 46:21
turning 21:7	28:20 44:22	18:16 29:17	way 5:9 22:9	46:22
47:18	University 11:2	void 8:25	22:10 26:22	wintertime
TV 42:10	43:4,5	volume 1:9	31:3 32:2,12	25:21 33:9
TVs 14:24	unplug 46:19	14:8	32:13 36:7	wish 6:18
two 4:21 6:6,11	47:20	voluntary	37:20 49:16	witness 58:2
27:15 28:10	unsafe 39:19	10:14	51:5	59:5,7

Wohl 1:8 8:12 53:1 wondering 35:10 Woods 56:3 word 11:19 wore 45:14 work 12:1,4,11 18:14 19:24 20:11,20,20 21:17,18 22:17,18 27:2 31:5 39:25 41:4 46:12,15 47:11 48:5 56:18 worked 30:17 30:22 34:6,8 working 25:15 28:24 34:13 40:23 41:13 42:24 works 5:9 14:7 43:7 worried 30:15 56:19 wouldn't 3:25 5:14 35:3 41:21 53:9 wrap 3:20 written 4:7,12 wrong 34:16 X X 58:1 Y Yeah 30:12 42:6 50:11 year 9:16,16 12:13 14:17 14:18,19 19:22 24:11 27:24 28:8,9 28:13,14,15 29:5 34:22 35:2 38:25	44:24 49:7 50:18,20 53:12 years 9:5 20:15 21:20,21 22:24 23:6,7 25:12 27:22 28:11 34:6,8 34:13 36:16 38:20 39:9,14 46:7 48:14 49:18 52:3,9 52:9 yellow 20:24 young 8:19 44:9 47:8 50:12 53:4 youngest 35:12 youth 55:15 Z zero 53:17 Zes 2:24 59:3 \$ \$10 20:4 \$10,000 14:4 \$100,000 11:16 \$1200 25:21 \$15 31:1 \$150 29:4,5 \$165 38:25 \$188 38:20 \$2 23:25 \$20 20:1 \$200,000 11:16 57:4 \$225 14:20 \$250 21:5 \$27.44-somet... 38:23 \$276 14:18 \$30 30:21 \$34 46:4 \$394 14:18 \$400 14:6 \$488 14:18	\$500,000 14:5 \$600,000 11:16 57:4 \$800 25:21 \$845 14:17 \$875 50:23 0 0-0-0 53:21 1 1 51:22,24 1.2 13:18 10 1:9 28:4,7 52:9 100 2:15 20:5 12 21:21 22:24 13 58:4 1310 2:3 14 41:22 43:11 43:13,17 48:2 56:7 14.6 38:22 15 28:7 48:3,3 48:17 150 29:6 16 1:7 58:5 1865 12:1 1874 12:7 1876 12:10 1880 12:11 19 58:6 1901 2:3 7:5 1968 9:6 2 20 28:7 34:11 39:9 46:7 52:9 200 2:7,16 7:9 2008 14:16,23 2009 14:17 2010 14:18 2011 14:18 2012 1:7 45:24 2013 43:10 220 14:20	2230 2:7 7:22 23 21:20 24th 4:21 37:2 37:4,9 25 34:6,8,13 2500 14:6 26th 8:17 11:1 12:21 27 58:7 3 3 28:6 30 58:8 314.621.3222 2:4 32 58:9 33 58:10 35 58:11 35,000 20:12 360 2:17 7:9 38 58:12 4 4 28:6,11 40 52:14 58:13 401k 43:12 401s 32:14 43 58:14 44 58:15 45 49:6 52:14 46 29:2,2 38:24 4629 40:3 47 58:16 48 58:17 5 5 28:5,6,7,11 52:2 50 14:3 51 58:18 54 58:19 55 58:3 573.522.4016 2:20 573.751.1304 2:8 573.751.5562	2:9 573.751.7510 2:19 6 63103 2:4 7:6 63133 40:4 64 32:10 650 2:6 65102 2:8,18 7:10,23 67 49:18 6756A 53:22 7 7 58:3 750 42:19 8 8:32 57:11 80 20:7 824 50:23 85 20:15 86 38:19 9 900,000 24:1 950 23:3 99 51:23
--	---	---	--	--