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STATE OF MISSOURI

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PUBLIC SERVICE COMMISSION

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TRANSCRIPT OF PROCEEDINGS

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Local Public Hearing

8

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St. Louis, Missouri

9

Volume 13

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12 In the Matter of Union Electric)
Company d/b/a AmerenUE's Tariffs)
13 to Increase Its Annual Revenues)Case No. ER-2010-0036
For Electric Service)

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NANCY DIPPELL, Presiding,
DEPUTY REGULATORY LAW JUDGE

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KEVIN GUNN, COMMISSIONER

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1 JUDGE DIPPELL: Good evening. Thank you all
2 for being here this evening. Let me get set up here,
3 and our court reporter is ready. All right. We'll go
4 ahead then and go on the record.

5 This is Case No. ER-2010-0036 in the matter
6 of Union Electric Company doing business as AmerenUE,
7 tariffs to increase its annual revenues for electric
8 service. My name is Nancy Dippell. I'm a Regulatory
9 Law Judge assigned to preside over this matter this
10 evening.

11 And we come here this evening to have public
12 comments and testimony from you all about Ameren's
13 proposed rate increase. As Mr. Kelly said, to my
14 right is Commissioner Kevin Gunn. The Commission is
15 made up of five commissioners who are appointed by the
16 governor and confirmed by the senate.

17 And the commission also employs a staff of
18 engineers, accountants, attorneys, financial analysts
19 and other specialists in the field of utility
20 regulations. And the other commissioners -- we have
21 another hearing going on at the same time in another
22 location, and we have the other commissioners there.

23 We will also be taking down your statement
24 by the court reporter, and so anything that you
25 want -- any information you want to give us will be in

1 the record and will be available to the commissioners
2 to review. We're also videotaping your statements
3 this evening and with the hopes that those will be
4 available later on our website. A lot of times we are
5 able to actually Webcast these hearings. We weren't
6 able to do that tonight, but it is our hope that those
7 will also be available.

8 As some of you probably already heard a
9 little bit about the process, and that is if you would
10 like to testify, we have a sign-up sheet right now
11 it's at a table in the hallway where you came in --
12 I've got the first sheet, and I will go down and call
13 your names and ask you to come to the podium to speak.
14 You will be sworn or asked to affirm before you give
15 your testimony, and I'll ask you to state and spell
16 your name so the court reporter can get it down
17 correctly.

18 Commissioner Gunn, would you like to make
19 any opening remarks?

20 COMMISSIONER GUNN: I would. First of all,
21 can everybody hear me?

22 AUDIENCE MEMBER: Yes.

23 COMMISSIONER GUNN: Secondly, I want to
24 thank everybody for coming out tonight. It's a very
25 -- it's an ugly night outside, but we appreciate you

1 taking your time.

2 A couple of things, we do have -- because
3 we've had an overwhelming response, and this was --
4 this hearing was actually added in order to
5 accommodate some of that. The commissioners have
6 split up in order -- because we have multiple hearings
7 going on. So -- so please don't take the absence of
8 the other commissioners --

9 We've been kind of going though. We've
10 had -- we had -- we have four local public hearings
11 today. We had three yesterday. We've had some last
12 week. We have a listening post tomorrow at the
13 Wainwright Building where people can come down
14 throughout the day between 9 and 3 and get questions
15 answered and also videotape of -- videotaped remarks
16 that will be transcribed and will go into the record.

17 So I can assure you that we take this very
18 seriously, and all of your comments will be
19 transcribed exactly and will be reviewed by the other
20 commissioners.

21 Just a couple of preliminary matters. After
22 you speak, I may have questions for you. I may not.
23 I've -- I've been erring on the side of not asking a
24 lot of questions, so we can get as many people
25 testifying as possible.

1 We have a 9:00 limit on this room. So we
2 want to try to move through everything quickly. So if
3 you could limit your remarks, please feel free to do
4 that. We haven't put a time limit, an official time
5 limit on everything -- anybody, but we'd like you to
6 be as concise and complete as possible and move
7 through your remarks as quickly, so we can get as many
8 people through the -- the process as possible.

9 Secondly, I am not -- or I'm not allowed to
10 answer questions. Our process right now is such that
11 this is the beginning of a process where we take --
12 there's -- the rate case is filed, there's some
13 testimony filed. We have local public hearings. Then
14 we have an evidentiary hearing in a -- in a few weeks,
15 and then we'll eventually, in the late spring, early
16 summer, issue our order. It's an 11-month process.

17 But because I -- this is part of our
18 judicial -- our judicial function. I'm acting as a
19 judge in this case and cannot answer specific
20 questions. If you have specific questions, I urge you
21 to take advantage of the staff that are here.

22 I know -- if the staff could raise their
23 hand, that's there to tell that's here [sic]. We have
24 some other staff in the back, and we have staff out at
25 the table. I would also urge you, if you have issues,

1 to take advantage of the AmerenUE personnel that are
2 here.

3 As much as -- as we don't like to -- we like
4 to pretend that service is good all year-round.
5 Sometimes at these local public hearings, people's
6 issues get paid a little bit closer attention to. So
7 I would -- I would ask you that if you have any
8 reliability issues or -- or any specific issues
9 regarding to you -- regarding to you, that you take
10 advantage of those people outside, as well.

11 I know that you're going to be introducing
12 counsel, but -- but the public at our -- at our trials
13 or at our rate case hearings are represented by the
14 Office of Public Counsel. You probably met him
15 earlier this evening, Lewis Mills, and he'll be
16 entering his appearance. But he is also a great
17 source of information and will be happy to answer any
18 of your questions that you may have.

19 So thank you very much again for coming out.
20 I look forward to hearing your comments. I usually
21 take pretty copious notes of what you're saying, so if
22 I'm looking down at the pad, it's because I'm -- I'm
23 writing down notes to make sure that I know what --
24 what you're saying. So other than that, we'll turn it
25 back over to the Judge, and again thank you for

1 coming.

2 JUDGE DIPPELL: Thank you. And as the
3 Commissioner said, we do have a -- a bit of a time
4 limit on this room, so I will ask you to try to keep
5 your remarks concise. And because of the overwhelming
6 response at the other location, I believe there will
7 probably be some people joining us from that location
8 that will also want to speak here tonight.

9 And, also, after you speak, there may be
10 some questions from the Commissioner or myself or from
11 some of the attorneys that are here. So I'm going to
12 begin by letting the attorneys make their entries of
13 appearance. Can we begin with staff?

14 MS. HERNANDEZ: Good evening. My name is
15 Jennifer Hernandez, and I'm appearing on behalf of the
16 staff of the Commission. Our address is P.O. Box 360,
17 Jefferson City, Missouri 65102. And I would also
18 like the record to reflect the staff members we have
19 here to answer your questions. Those members are
20 Kevin Kelly --

21 COURT REPORTER: Could you please speak
22 louder?

23 I'll restate my name again. My name is
24 Jennifer Hernandez, and I'm here representing the
25 staff of the Commission. Our mailing address, in case

1 anyone wants to ask questions or send in comments, is
2 P.O. Box 360, Jefferson City, Missouri 65102. And I
3 wanted the record to reflect that we also have several
4 members of our staff here. And I just want to name
5 those in case you want to speak to them afterwards.
6 They are Kevin Kelly, Leena Mantel, Detel Detrick,
7 Contessa Poolking, Lisa Ferguson and Beverly Faulkner.
8 Thank you. I apologize for speeding through that.

9 JUDGE DIPPELL: Thank you. Ameren?

10 MS. TATRO: On behalf of AmerenUE, my name
11 is Wendy Tatro. My address is 1901 Chouteau Avenue,
12 St. Louis, Missouri 63103.

13 JUDGE DIPPELL: And the Office of Public
14 Counsel.

15 MR. MILLS: And I think you're all going to
16 be able to hear me. My name is Lewis Mills. I'm
17 representing the public in the Office of Public
18 Counsel tonight. My address is Post Office Box 2230,
19 Jefferson City, Missouri 65102.

20 JUDGE DIPPELL: Thank you. Let's go ahead
21 then and get started with our first witness. And I
22 have George, and I'm sorry I can't quite make out --

23 MR. GHOLSTON: It's George Gholston.

24 JUDGE DIPPELL: Thank you.

25 COMMISSIONER GUNN: Mr. Gholston, we've seen

1 you at a couple of these local public hearings, so I'd
2 appreciate --

3 MR. GHOLSTON: I know what you're going to
4 say, and I will keep it brief.

5 COMMISSIONER GUNN: All right. Thank you.

6 MR. GHOLSTON: This is a pretty important
7 thing that we're doing, and I hate to keep coming
8 back, but I have to do it in dribs and drabs. And I
9 understand you want to keep it short, and I'm going to
10 keep it short.

11 COMMISSIONER GUNN: I just want to give
12 everyone the same opportunity.

13 MR. GHOLSTON: I knew what you were going to
14 say. I knew what you were going to say.

15 COMMISSIONER GUNN: Thank you.

16 MR. GHOLSTON: Thank you.

17 JUDGE DIPPELL: Could you please spell your
18 name for the court reporter?

19 MR. GHOLSTON: G-H-O-L-S-T-O-N, George.
20 Okay.

21 JUDGE DIPPELL: Thank you. Go ahead with
22 your comment. Oh, I'm sorry. Let me swear you in.

23 MR. GHOLSTON: Okay.

24 (GEORGE GHOLSTON was sworn and testified as
25 follows.)

1 JUDGE DIPPELL: Please give us your
2 comments.

3 MR. GHOLSTON: There's a correlation between
4 success and effort. And I believe AmerenUE is under
5 the mistaken belief that their company can put forth
6 minimum effort and actually achieve maximum success.
7 AmerenUE wants to make their maximum current
8 authorized return on equity of 10.76 percent, but this
9 company is not putting forth a maximum effort to
10 achieve that 10.76 percent rate return on equity.

11 To achieve excellence, AmerenUE has to make
12 intelligent, logical and prudent business decisions.
13 Since we are at a university, let's look at what it
14 takes for a student to achieve excellence.

15 A professor generally provides a course
16 syllabus so that there is no doubt what the course
17 entails and the professor's requirements for that
18 course. A value is given to assignments, test scores
19 and pop quizzes, and each student knows what will be
20 required to achieve that coveted grade, A.

21 If a student is willing to put forth the
22 maximum effort, then they can expect to achieve a
23 grade A. AmerenUE, on the other hand, does not want
24 to extend the effort necessary to achieve an A, but
25 they want to receive an excellent return on equity.

1 Just as a professor can justify the grade
2 given to a student, AmerenUE's return on equity of
3 approximately 8.5 percent is justified because of the
4 lack of effort on their part. The 10.76 percent
5 return on equity is not guaranteed in much the same
6 way that a professor does not guarantee a student will
7 get an A unless that student deserves an A -- excuse
8 me -- unless that student deserves and is worthy of an
9 A.

10 AmerenUE wants to make illogical decisions,
11 use inefficient management practices, manage their
12 funds uneconomically and ignore the standard set by
13 the Missouri Public Service Commission that they must
14 manage their company's funds prudently. AmerenUE's
15 return on equity -- excuse me.

16 I have stated on numerous occasions that,
17 and cited examples of what is pulling AmerenUE's
18 return on equity down. AmerenUE does not want to do a
19 self-examination of their company or listen to
20 constructive criticism. All AmerenUE wants is a rate
21 increase and does not want to be held accountable for
22 their lack of success.

23 AmerenUE wants to tell us what a great
24 company it is, but fails to demonstrate that
25 greatness. I believe I can speak for numerous

1 individuals in this audience that we have heard enough
2 of the AmerenUE self-promoting public relations
3 commercials. If you want us to believe AmerenUE is a
4 great company, then show us. Great companies do not
5 request 17.95 percent rate increases.

6 I'm basically finished, other than I want to
7 say that AmerenUE has no business, and I'm going to
8 say that again on the record, has no business in rural
9 areas. I don't care what the law says. I don't care
10 what their territory is. They should divest from
11 rural areas where they are not making money. They are
12 making money in the St. Louis region.

13 We have -- AmerenUE is using the huge amount
14 of profits they make in the St. Louis region to
15 mitigate their losses in the rural areas. Now co-ops
16 work just fine out in the rural areas. They're
17 designed for that. Co-ops really, really would not
18 work well within an urban area like this, but it's
19 like things are kind of backwards.

20 AmerenUE wants to go out in rural areas
21 where they're not making money and losing money. Then
22 they want people in urban areas to basically subsidize
23 this. Now, I'm -- I have nothing against rural areas,
24 because I come from a rural area. My family comes
25 from the rural areas. But it's been known for over a

1 hundred years that the best owned utilities cannot
2 make money in rural areas. They didn't even want a
3 wire. They didn't even want to provide electricity to
4 rural areas. That's why co-ops came into existence.

5 So all I'm saying is, Ameren needs to manage
6 their company more effectively. And I'm finished, and
7 I thank you. And if you have any questions, you are
8 welcome to ask me.

9 I have one other thing. Excuse me. I have
10 some posters about some of the -- it shows pictures,
11 and I'll just show them to you. They won't take long.
12 It won't be long. They show some of the terrible --
13 what I would say is a terrible plan. I know you
14 probably can't see this. Well, it's kind of hard.
15 They're here, you're there. But anyway, I'm going to
16 tell you about this. And I'm going to be brief.

17 Okay. This was part of the testimony provided by
18 AmerenUE. And you can look at this, and you say, "Oh,
19 boy. That pole is broke. The pole broke." Okay?

20 Sure, it's broke, but there's something that
21 you don't see. The pole is not guide-wired right.
22 There's a guide wire that should come off of that pole
23 correctly, and it's not. The pole broke. And it
24 looks like the ice storm caused it. But if you
25 look -- if you know what you're looking at, you'd see

1 that to begin with, it's not guided correctly.

2 And there's a lot of plan out here that is
3 blamed on Mother Nature or acts of God. This is a
4 pole that is badly splintered, holding up large, very
5 heavy transformers. But let the transformer fall, and
6 AmerenUE will say, "Oh, it was an act of God. Oh,
7 look at that."

8 Here's another one. And I'm going -- okay.
9 You see this bow in this pole. There's a bow in this
10 pole. It's not guided correctly either. This pole is
11 going to fail because it was not put up correctly.
12 Okay. The pole is bending through stress. That pole
13 is going to fail, and AmerenUE's statement is going to
14 be, "Oh, it's an act of God. You're out of service."

15 We're out of service because there's a guide
16 wire -- you see these, Commissioner? I'm just talking
17 to you. I know you can't talk to me. There's guide
18 wires here. Up here at the top, no guide wire. No
19 guide wire at the top.

20 That pole going to fail. We don't know
21 when, but it's going to fail, and there's going to be
22 a lot of people out of service. But I'm just letting
23 you know and letting the Ameren people know, you
24 people know something about poles and wires and
25 things. You don't need a rate increase, and you don't

1 deserve one. And I'm through.

2 JUDGE DIPPELL: Do you have copies of the
3 photos that you wanted to enter into the record?

4 MR. GHOLSTON: Well, to be frank with you,
5 you can have these.

6 JUDGE DIPPELL: Okay.

7 MR. GHOLSTON: If you want them as exhibit,
8 whatever you want to call them.

9 JUDGE DIPPELL: I will mark those as
10 tonight's hearing Exhibits 1 through 3. Did you have
11 any questions, Commissioner?

12 COMMISSIONER GUNN: I don't. Thank you for
13 very much for coming again tonight.

14 JUDGE DIPPELL: Were there questions from
15 the attorneys? Ms. Tatro?

16 MS. TATRO: I just have one I would like and
17 ask that you ask future witnesses to state for the
18 record that they're a customer of UE so that -- we've
19 had a few people testify who ended up not being
20 customers of UE, just to make sure that we're getting
21 them. So would you state for the record, sir, whether
22 or not you're a customer of AmerenUE?

23 MR. GHOLSTON: I am a customer of AmerenUE
24 and have been for 13 and a half years.

25 JUDGE DIPPELL: Mr. Mills, do you have a

1 question?

2 MR. MILLS: I think in the interest of
3 speeding things along, Judge, I think I speak for the
4 three of us. If we have questions, we'll let you
5 know.

6 JUDGE DIPPELL: Okay. Thank you very much.

7 MR. MILLS: You don't have to ask us every
8 time. We'll make sure you know.

9 [Marked Exhibit Nos. 1 through 3.]

10 JUDGE DIPPELL: Thank you. Thank you, sir.
11 All right. The next name I have on the list is -- I'm
12 sorry. I can't read the first name. It looks like
13 Dachsteiner is the last name.

14 MS. DACHSTEINER: I'm a customer of
15 AmerenUE. My first name is Cecelia, C-E-C-E-L-I-A.
16 Last name is Dachsteiner, D-A-C-H-S-T-E-I-N-E-R.

17 (CECELIA DACHSTEINER was sworn and testified
18 as follows.)

19 JUDGE DIPPELL: Thank you. Go ahead with
20 your comments.

21 MS. DACHSTEINER: I'm wondering why a
22 monopoly like AmerenUE needs to do advertising,
23 expensive TV advertising and then pass that on to the
24 customer. That doesn't seem too kosher to me. Okay.

25 On this Page 1 here on their informational

1 table, it states that they need this request -- first
2 of all, I want to say their request is, in my opinion,
3 outrageous. It's way too high. Every time we turn
4 around, not just Ameren here, all, Ameren, Laclede,
5 MSD. My sewer bills have quadrupled two times in the
6 last ten years. Just unbelievable.

7 I have rental property, and my sewer bills
8 are like 2,500 a year on my home, a two-family flat
9 and a four-family flat. And I pay that whether the
10 place is vacant or occupied, and the same with
11 electric -- or not electric, water. Sewer and water.
12 Because the two rental properties are in the city. So
13 whether they are vacant or not, I'm paying the water
14 and the sewer bills there.

15 Okay. They say they need this increase
16 because of reliable improvements that need to be made.
17 I agree that they -- they need to make improvements.
18 For years they have neglected things. They neglected
19 trimming trees. It caused problems with wires, limbs
20 falling on wires, breaking the wires, rotting wires,
21 rotting poles as the gentleman before me showed, not
22 keeping up the -- the grade upgrid -- the grid
23 upgraded, and they just neglected everything for
24 years.

25 I would imagine -- I don't know for sure,

1 because I don't see their books. But I would imagine
2 a lot of their big profits went to their CEOs in
3 salaries, and they were living high on the hog when
4 they were working. Then they retire, and they get
5 these golden packages to retire, golden retirement
6 packages and stock options, and they're living like
7 kings now. They took the money and ran.

8 We're left holding the bag to pay for all of
9 this neglect over the years. Now we're supposed to
10 come up with all of this money. Where does it end?
11 How much blood can be squeezed out of us? That's one
12 of my questions.

13 All right. They say higher financing costs.
14 Interest rates are lower than they've been in a long
15 time. I have an adjustable rate mortgage on my house,
16 and at this present time it's 3.75 percent. Now
17 that's extremely low right now, and I thank God that
18 it is. But what kind of interest rates are -- is
19 Ameren paying that they need this for higher finance
20 costs?

21 I'd like to say this is the tip of the
22 iceberg, this 18-percent increase. If Congress passes
23 Cap and Trade, it's going to be a nightmare. Nobody
24 is going to be able to afford electricity, or else
25 we'll have to do without eating to have electricity.

1 So I urge everybody, write your congressmen,
2 your senators, tell them if you pass -- if you vote
3 for Cap and Trade, we're going to vote you out,
4 because it's going to destroy the country. It's going
5 to destroy us, and it's going to take jobs. The few
6 jobs that are left, they're going to be fleeing the
7 country. You think -- you think unemployment is bad
8 now? You haven't seen anything if Cap and Trade goes
9 into effect.

10 Okay. I'd like to say Ameren is not a very
11 fair utility company. This four-family flat that I
12 have, they made a mistake and turned off the electric
13 and removed the meter. And for five years, actually
14 closer to six years, I fought them. I wrote to
15 every -- every CEO in their annual report. I've sent
16 letters to the Public Service Commission, everybody --
17 everybody imaginable and got nowhere.

18 Finally, somebody called me. It was a
19 vice-president called me, and said he was sorry. This
20 should never have happened. I would be hearing from
21 their claims department.

22 Well, their claims department doesn't exist.
23 There's just one woman. I think she's a lawyer, and
24 then she subs out everything. And some character
25 called me and offered me -- they owed me -- they

1 caused me to lose, for what -- their mistake, they
2 caused me to lose almost \$6,000.

3 He offered me \$750. And I told him it was a
4 joke. So then about a minute later, he offered me
5 \$2,500. And I told him, "No. If you double it, I
6 might consider it."

7 He said, "Forget it. If you want the 2,500,
8 call me and let me know." So this went on for like
9 almost six years.

10 So finally, I heard from a lawyer of
11 Ameren's, and she said that they would give me the
12 2,500 and take it or leave it, because if I didn't
13 take it within -- I don't remember the number of days
14 that she said -- it was a short amount of time -- that
15 I would get nothing. So they're kind of a bully
16 monopoly, and I don't think people need that in their
17 lives. We have enough bullying going on.

18 Also, this four-family flat that I have in
19 the city, there's a tree, and it's in -- just about in
20 the alley, and there's forks of the branches that
21 holds up their wires. I have called them so many
22 times, it isn't funny, to please trim this tree and
23 fix the wire situation.

24 They're running wires from a pole in the
25 alley to my building and then over to another building

1 instead of from the pole to that building. So they're
2 using my building as a pole for their wires. And you
3 get no response. I mean it's like you're talking to a
4 wall. They don't seem to care.

5 So -- and when I hear Karen Foss get on
6 TV -- she hasn't for a while -- and say "We listen.
7 We care," I think, "Oh, yeah. Really?" What a waste
8 of money. And we're paying for this, to be lied to.
9 That's all I have to say.

10 JUDGE DIPPELL: Thank you. Ma'am. Ma'am,
11 could I get you to stay up here until we've seen --
12 and also I know everyone is very enthusiastic, and I
13 appreciate that, but things will go a lot smoother if
14 I can keep the audience from having outbursts and
15 comments, and it's confusing for our court reporter.
16 And I want everybody to feel comfortable coming up and
17 talking. So I would appreciate it if you could keep
18 your outbursts down.

19 COMMISSIONER GUNN: I don't have any
20 questions, but would you do me a favor and if one of
21 our staff could talk -- would talk with you, because
22 I'd like to get the address and find out about the
23 tree trimming stuff, and our -- our staff might be
24 able to help figure out something and keep an eye on
25 the situation with the tree trimming. So I'd urge you

1 to do that. And if one of the staff would make the
2 contact, I'd appreciate it. But thank you very much.

3

4 MS. DACHSTEINER: Okay. Thank you.

5 JUDGE DIPPELL: Okay. Thank you. Oh, I'm
6 sorry. There is one question from Ms. Hernandez.

7 MS. HERNANDEZ: I just wanted to follow up
8 and just ask you when the six-year period that you
9 were talking about, when was that, and when did you --
10 you mentioned that you contacted the Commission. Do
11 you remember when that was?

12 MS. DACHSTEINER: Oh, I've got a file this
13 thick.

14 MS. HERNANDEZ: Well, maybe if you can't
15 remember now, if when you talk to one of the staff
16 members, give them your contact information, you can
17 supplement to them so that we can --

18 MS. DACHSTEINER: A few years ago, I did
19 talk to Mr. Mills about it. And -- and I've written
20 him and copied him on everything, the Public Service
21 Commission, everybody imaginable.

22 MS. HERNANDEZ: Okay. Just so we can follow
23 up.

24 MS. DACHSTEINER: State senators, state
25 representatives, you name it. Thank you.

1 MS. HERNANDEZ: Thank you.

2 JUDGE DIPPELL: Dave Herhold? Could I get
3 you to raise your right hand?

4 (DAVE HERHOLD was sworn and testified as
5 follows.)

6 JUDGE DIPPELL: Could you please say your
7 name and spell it?

8 MR. HERHOLD: Yeah. Dave Herhold,
9 H-E-R-H-O-L-D. Dave is spelled, D-A-V-E. Can I
10 borrow this visual aid, since I only have this, and I
11 feel really inadequate?

12 COMMISSIONER GUNN: Sure.

13 MR. HERHOLD: I just want to bring up, I
14 think, a really important issue that I know, looking
15 at the parties to this situation, obviously it's been
16 a concern that, you know, the 18-percent increase is
17 far beyond that to the average consumer in Missouri.

18 If you look at each individual taxing
19 district that's going to be affected, the library,
20 schools, municipalities, fire departments, police, I
21 think there's no way that you can really calculate the
22 actual cost to the average consumer.

23 To say it's 18 percent is so misleading. It
24 just is more than 18 percent. I'm thinking of the
25 grocery stores, the gas station, every place I do

1 business. Everybody who does any kind of business in
2 Missouri and accesses any business is going to be
3 affected.

4 So I think when the Public Service
5 Commission is looking at what they're saying is 18
6 percent, that is really so inaccurate. And I think
7 it's -- it would behoove the Public Service Commission
8 to try and make some determination of the ripple
9 effect of this beyond just what it might be to the
10 individual consumer as he writes out his monthly bill.

11 I see it as far beyond 18 percent, and I'm
12 sure I'm right. Even though I don't have a visual
13 aid, I'm positive I'm right. It has to be more than
14 18 percent. So I think that needs to be part of the
15 honesty of the situation. A lot of people don't
16 realize that the ripple effect is going to be immense.
17 And I think somehow that needs to be taken into
18 consideration.

19 And also the other obvious thing I'd like to
20 bring up, not just for myself, but others, you know,
21 there's a lot of less fortunate Missourians right now.
22 And we're in a very tough time. And I think of all
23 times to ask for an 18-percent increase for people who
24 are unemployed, for people who are on minimum
25 assistance, to me that is just really -- not only is

1 the moral aspect of it is questionable, the timing of
2 it is questionable.

3 Because you and I know if we went to the
4 Ameren headquarters, we could tell 10 percent of those
5 people to go home and never come back, and they
6 wouldn't be missed. And then if we were to say the
7 next month another 10 percent of the people in the
8 headquarters at Ameren, "Go home, we don't need you."

9 Ameren has not, I don't think, as a taxpayer
10 and as an Ameren stockholder, I don't believe Ameren
11 has done a very good job of managing their own staff,
12 their own staff costs, their own -- and I think the
13 lady alluded or the gentleman alluded to the golden
14 parachutes.

15 But I think in this economic time there are
16 so many Missourians hurting. Eighteen percent, I
17 can't imagine how that's going to affect some man or
18 some woman who is looking for a job, who not only has
19 to afford whatever gasoline will cost tomorrow, but
20 now will even be looking at just heating and lighting
21 their home is going to be more expensive. Because
22 remember, every time that furnace comes on, Union
23 Electric gets their share. Not just Laclede. So I
24 think that needs to be part of the record, too.

25 So in closing, I just ask the Public Service

1 Commissioner to certainly consider the ripple effect
2 of any rate increase, not only for the individual rate
3 payer, but for the community, in general. And those
4 of us -- and I'm not going to say I'm not well off,
5 but those of us who aren't doing well, those of us who
6 are hurting, I think this is a time that we look
7 beyond our immediate needs of AmerenUE and their
8 executives and begin looking at what -- how this will
9 affect the average Missourian. And I thank you very
10 much.

11 JUDGE DIPPELL: Thank you. Commissioner?

12 COMMISSIONER GUNN: No questions. Thank
13 you, sir.

14 JUDGE DIPPELL: Thank you. Jason Voles. Is
15 he still here? Roy Stout?

16 (ROY STOUT was sworn and testified as
17 follows.)

18 JUDGE DIPPELL: Thank you. If you could
19 state your name and spell it, please.

20 MR. STOUT: Roy, R-O-Y, Stout, S-T-O-U-T.
21 Well, thank you for this opportunity. Any questions
22 that I ask are completely rhetorical. We, the people,
23 can't stop Ameren from raising their rates. Only this
24 Commission can, but I don't believe you have any
25 intentions of doing that.

1 Now, I have no personal involvement with
2 Ameren. I don't work there. I'm not an electrical
3 engineer. I'm a common sense kind of guy, and common
4 sense tells me that Ameren is being forced by this
5 administration in Washington to raise our rates.
6 There's a lot of cause and effects that come into play
7 here.

8 And I'm not in favor of any rate increases,
9 but we all saw the video. We all heard our president
10 say if you burn coal, he will tax you out of
11 existence. Well, 86 percent of the electricity Ameren
12 produces comes from coal. Ameren is already planning
13 to close one of its coal-powered plants. They can't
14 afford to keep it open.

15 And Ameren did not get approval to start up
16 the second nuclear reactor at Callaway. So every new
17 home and every new strip mall that gets built creates
18 more demand. And every coal-powered plant that Ameren
19 shuts down reduces supply. When was the last time
20 Ameren built anything to add more power to the grid?

21 Supply and demand demands that prices go up.
22 Well, what about the second reactor at Callaway that
23 was denied. Why? How many of us know that President
24 Obama shut down the nuclear waste storage facility
25 that we spent \$13 billion on? That's \$13 billion of

1 our taxpayer dollars, and he shut it down.

2 How many of us know that we, the taxpayers,
3 are paying Ameren a fee for breach of contract? The
4 government promised Ameren and all the other utility
5 companies around the country that they would have this
6 storage facility finished. Well, it's not finished,
7 so we, the taxpayers, have been paying a fine to
8 Ameren for a breach of contract.

9 But where is all that waste being stored
10 now? On site? So now that the national nuclear waste
11 storage facility has been closed, no new nuclear
12 facilities will ever be built, except in Iran. They
13 have nowhere to go with the spent fuel.

14 But what about the resisting reactor at
15 Callaway? Will Callaway's nuclear license be up for
16 renewal soon? Will that be denied because they have
17 nowhere to go with the spent fuel?

18 The Callaway electric plant will be forced
19 to close, and what will that do to our electric rates?
20 Do you want to keep the rates down? Start up the
21 second reactor at Callaway. Do you want to keep the
22 rates down? Build more coal-powered plants.

23 I heard one of those Hollywood elitists say
24 he didn't want to look out his bedroom window and see
25 another oil derrick out there in the ocean. Well,

1 first of all, it must be nice to have a bedroom on the
2 ocean. And then second, you need x-ray vision to see
3 that far, Superman.

4 I live in Missouri. I don't want to look
5 out my bedroom window and see 10,000 windmills. And
6 before you start on any BS about global warming let me
7 warn you, I've had 23 semesters of math, 17 semesters
8 of science, a heck of a lot more than Al Gore, Barack
9 Obama, Joe Biden and both Clintons combined, and a lot
10 of it right here at this university. So I can punch
11 holes in every one of those so-called man-caused
12 global warming theories.

13 Do you want to know what this is really all
14 about? We saw the video. We know this administration
15 wants to drive our rates through the roof. This dog
16 and pony show is nothing more than about redirecting
17 our anger away from this administration and focusing
18 it on the utility company, Ameren.

19 Then once we are sufficiently angry with
20 Ameren, this administration can come in like Robin
21 Hood and take over the evil electric company. And do
22 you know what ticks me off more than anything? Once
23 this administration takes over yet another private
24 company, they will not lower our rates one penny.

25 In fact, like every other government agency,

1 the rates will go up and up and up. Robin Hood and
2 his merry men have become Ali Baba and his 40 thieves.
3 You want to keep the rates down? Drill here. Drill
4 now. Thank you for your time.

5 JUDGE DIPPELL: Thank you.

6 MS. HERNANDEZ: Could you state for the
7 record that you're a customer of AmerenUE?

8 MR. STOUT: I am customer of Ameren UE, 35
9 years.

10 JUDGE DIPPELL: Thank you. Councilwoman
11 Conlon?

12 MS. CONLON: Thank you very much. My name
13 is Councilwoman Mary Beth Conlon and I represent the
14 city of Overland, but I also represent myself.

15 (MARY BETH CONLON was sworn and testified as
16 follows.)

17 JUDGE DIPPELL: Thank you. Could you spell
18 your name for the court reporter?

19 MS. CONLON: Yes. It's Mary, M-A-R-Y,
20 space, Beth, B-E-T-H, space, Conlon, C-O-N-L-O-N.

21 COMMISSIONER GUNN: And you're a customer of
22 Ameren?

23 MS. CONLON: And I am a customer of Ameren.
24 First I want to address the Commission, and I want to
25 thank the University of Missouri for hosting this

1 event. I think it's critically important. And I also
2 believe that the Public Service Commission has a
3 responsibility here.

4 You know, transparency in government is
5 extremely important. And for a long time the Public
6 Service Commission, in my opinion, was not being that
7 transparent. It seemed like rate increases were
8 happening, that there was issues in previous
9 administrations with lobbyists being associated with
10 industry and that.

11 I think that the Public Service Commission
12 can really work effectively to serve Missouri well.
13 You know, Missouri has some of the weakest consumer
14 protection laws that exist, and that's a shame.

15 And here's what I -- what I believe. I
16 think there's a lot of extraneous things that are
17 going on. We can talk about Callaway. It was brought
18 to the residents of the city and the state, and they
19 voted against it, and that was their choice. But
20 Ameren wanted us to subsidize that.

21 In 2006, my community and lots of North
22 County were devastated not only in the summer from
23 these terrible storms that came through, but again,
24 the following winter within less than six months.
25 Senior citizens were without electricity, and families

1 with young children were without electricity for 10 to
2 14 days. That's unacceptable. We deserve better.

3 And I really think it's egregious to ask for
4 an 18-percent increase, but I also believe it's up to
5 the Public Service Commission to kind of right some
6 wrongs of the past. I think for a long time, again,
7 I'll reiterate, the Public Service Commission wasn't
8 servicing the public. Everything seemed to go the
9 easy money way.

10 If you noticed recently, I think it was
11 about two months ago, there was a rider put on all of
12 our electric bills. It's been pretty nice, negative
13 one cent, negative three cents. I noticed it, because
14 I'm pretty studious. So I called up Ameren, and I
15 said, "Explain this to me."

16 And they said, "Well, it's an adjustment,
17 and it can go down."

18 And I said, "It can go up too, right?"

19 "Absolutely. Just right now it's going
20 down." So I think that what I'd like to ask you is to
21 think about the people out here and to think about
22 what we cannot afford.

23 And I agree there is a ripple effect on
24 communities, but realize that when you increase rates
25 18 percent and 10 percent and your bill goes up, the

1 amount of money that each individual resident or
2 business is paying to these communities, one of which
3 I represent, and which dearly, by the way, needs
4 revenue -- my utility tax we're going to be paying is
5 also going to be increasing. There is a multiplier
6 effect.

7 So my challenge is to the Public Service
8 Commission to really represent the public. You know,
9 I think that you shoot off a number -- not you, but a
10 number is, "Oh, we need an 18-percent increase." You
11 know, it's sort of like a CBU type of thing. I'm on
12 this side. You're on that side, and we'll come to
13 some happy medium. Eighteen percent sounds pretty
14 bad, but you know what? Maybe 6, 7 percent works. I
15 don't know about that.

16 I think they have to demonstrate more
17 accountability. I really believe that. I think it's
18 unacceptable for two weeks in a major metropolitan
19 area, freezing cold, that people didn't have heat.
20 It's not right. And so I ask you to challenge
21 yourselves to do the job that the Public Service
22 Commission hasn't been doing, and deny this rate
23 increase. And I thank you very much.

24 JUDGE DIPPELL: Thank you.

25 COMMISSIONER GUNN: I just have a quick

1 question. In your capacity, have you had constituents
2 contact you when they have utility issues?

3 MS. CONLON: Yes. Absolutely. And,
4 Commissioner Gunn, and -- I'm sorry. And, Judge. I
5 want to -- I'm glad you asked me that question,
6 because I was just thinking about a constituent of
7 mine who is impoverished, who is dying of cancer, and
8 she had problems paying her bill. And she had to pay
9 \$300 like in escrow for UE to make sure that she
10 consistently pays her bill. Let's go ahead and go
11 after the poor one more time again.

12 I just think that's wrong, and I think they
13 need to be -- and also, I'm going to tell you
14 something else. MSD needs to be regulated, too.
15 Okay. It really does. And I know that they are not a
16 publicly traded Commission -- electric, and I know
17 that's extraneous to this, but I had 3 feet of human
18 waste coming in my -- my community's basements because
19 of the lack of oversight. We need better. We deserve
20 better.

21 And, you know, Missouri is the 48th least
22 taxed state in the union. And that's something that
23 people think they can be proud of and that we live in
24 -- but we have poorer services. And that's, to me,
25 unacceptable. I want to see you guys being a little

1 bit more stringent, looking at things a little bit
2 more carefully.

3 And I know the CEO of Ameren -- I appreciate
4 Ameren coming up here. I understand their plight.
5 And I just have to chuckle when he said, you know, I
6 know what it's like to lose 9, 10-percent equity. On
7 executive pay like that, give me a break. Thank you
8 very much.

9 JUDGE DIPPELL: Larry Schroeder? Chaille
10 Fisher?

11 MS. FISHER: Hello. My name --

12 (SHELLY FISHER was sworn and testified as
13 follows.)

14 JUDGE DIPPELL: State your name and spell
15 it. Thank you.

16 MS. FISHER: My name is Chaille,
17 C-H-A-I-L-L-E, Fisher, F-I-S-H-E-R.

18 JUDGE DIPPELL: Ms. Fisher, are you a
19 customer of Ameren?

20 MS. FISHER: Yes, I am a customer of Ameren.

21 JUDGE DIPPELL: Thank you. Please give us
22 your comments.

23 MS. FISHER: Thank you. I'm a senior
24 citizen on a fixed income, and I'm also a small
25 stockholder in AmerenUE. This increase would affect

1 not only me, but anyone on state assistance or anyone
2 earning minimum wage who is desperately having trouble
3 meeting and paying their bills.

4 As a retired nurse, I know of seniors on
5 fixed incomes who cut their medications in half on a
6 daily basis or take their medications every other day
7 or every couple of days in order to have money to be
8 able to keep their utilities on.

9 As a stockholder, I would be willing to lose
10 half or more of my dividends to avoid this increase.
11 This rate increase comes at a time when the economy is
12 bad and people are out of work. Many have lost their
13 homes. Can this increase be delayed until -- or at
14 least decreased? I know that's a rhetorical question
15 you can't answer.

16 All the years -- as people previously have
17 said, all of the years that Ameren had profits, they
18 made no improvements. They didn't cut trees, as
19 others have said, and they didn't replace poles. The
20 executives, as everyone has said, got their pay
21 increases yearly from the profits, and management was
22 terrible.

23 We are now asked to pay for their poor
24 management decisions. We have -- we all have higher
25 fuel costs, as Ameren does. And if the utility

1 increase is allowed to pass -- to be passed on to
2 consumers, each business and entity in the state will
3 be passing their cost, that increase on to us who use
4 their services. Thank you.

5 JUDGE DIPPELL: Thank you. Commissioner?

6 COMMISSIONER GUNN: No questions. Thank you
7 very much for coming in.

8 JUDGE DIPPELL: Thank you, ma'am. Dean, and
9 I'm going to mess this one up, Cimaglia.

10 MR. CIMAGLIA: Yeah. Please pass over me.

11 JUDGE DIPPELL: Okay. Michael Kilgus.

12 MR. KILGUS: And I am an Ameren customer.

13 JUDGE DIPPELL: Okay. Could I get you to
14 raise your right hand?

15 (MICHAEL KILGUS was sworn and testified as
16 follows.)

17 JUDGE DIPPELL: Could you state your name
18 and spell it please?

19 MR. KILGUS: It's Michael Kilgus. My last
20 name is K-I-L-G-U-S. I have something I want to
21 mention, but this gentleman made some very good
22 comments. And at one time in my life, I worked as an
23 electrician in a power plant. So I know a bit about
24 what he's speaking about.

25 I live up in Spanish Lake on Larimore Road.

1 There are poles up there where the bases of the poles
2 are so splintered that they look like they'll fall
3 over in a small wind. A lot of the poles up there do
4 not have the proper guide wires on them. They're not
5 at the right angles.

6 And if we get a good solid ice storm or a
7 good solid wind storm this summer, they'll probable
8 go. And this isn't something that takes an awful lot
9 of repair work to fix. Most of those wires can be put
10 up in a short period of time. And I think what he's
11 saying is true, and it needs to be taken care of. And
12 I've seen them all over town, so something has to be
13 done.

14 But my main concern for being here right now
15 is the fact that we're in probably one of the worst
16 times that most of the people in this country have
17 ever seen economically. A lot of people are losing
18 their jobs. We're showing a 10-percent unemployment
19 rate and that doesn't count the people who are
20 permanently off their jobs and have been off the
21 unemployment rolls for a long time.

22 Prices are going up on things. Interest
23 rates will go up this summer. It's going to get
24 rough. But we're Americans, and we know how to take
25 and pull things in, how to cut back on spending, how

1 to change our expenses to where we can make it through
2 something like this. And we'll do it. But so should
3 Ameren.

4 There's problems -- there's problems with
5 their income. I understand that. The Chrysler plant
6 went down. Boeing went down, and that cost them
7 money. But it also cuts back on the electrical use.
8 And they need to do some cutbacks in their own
9 company. They need to start making sure that they cut
10 back on some of their salaries, maybe cut back on some
11 employees they don't need, and put their company at a
12 place where it can make it through this the same way
13 the people make it through this.

14 When I hear about a company coming out and
15 wanting a 17-percent increase at a time when most
16 people can't afford to buy their dinner, that's
17 ridiculous. That kind of thing should never happen.
18 And I want to tell you something about 17 percent.

19 That sounds like, oh my gosh, we got this
20 long line of a hundred percent, and 17 percent is way
21 down here. Make it a pie. Cut it into five pieces.
22 Because 17 percent is almost a fifth of a whole pie.
23 That means that our bills will go up by a fifth, not
24 17 percent. And that's a lot of money.

25 I think the company has a responsibility to

1 make sure that they get their expenses down to where
2 they can make it through this without hurting the
3 people. And I think that you all have a
4 responsibility to make sure that the company does what
5 it's supposed to, because you're acting in our favor.
6 Because we are the people of this country, and this is
7 a company for our country for the people. Not for
8 businesses.

9 Businesses have a right to make a profit,
10 but they have a right to make a fair profit. And just
11 because they've spent a little more money than they
12 should over the last years, and maybe they bought some
13 things they shouldn't doesn't give them the right to
14 go charging us for it. And that has to stop.

15 And I truly hope that you all have something
16 to do with this and really keep an eye on it. And I
17 hope this isn't one of those deals where they're
18 asking for 17 percent, but they know they'll get
19 9 percent because it's going to drop down. That can't
20 happen either.

21 Make them stand up on their own. Make them
22 pay their own way through this. And then when things
23 start getting better, then they can start making a
24 little more money, but don't hurt the people when
25 they're on their knees.

1 JUDGE DIPPELL: Thank you. Could I please
2 ask you to hold your applause?

3 COMMISSIONER GUNN: Two quick questions.
4 The first is, did you -- when you were an electrician
5 at a power plant, was that an Ameren power plant?

6 MR. KILGUS: Oh, no. This was for the
7 company that used to make the inserts in the floor
8 cones for the space shuttles.

9 COMMISSIONER GUNN: Okay. And then just
10 kind of -- do you have some specific locations where
11 you think that the poles are particularly bad --

12 MR. KILGUS: I just -- I drive around the
13 neighborhood a lot. I see things. I didn't even
14 think about it until he brought it up.

15 COMMISSIONER GUNN: But you live in the
16 Spanish Lake area?

17 MR. KILGUS: Yes, I live up on Larimore
18 Road.

19 COMMISSIONER GUNN: Okay. Larimore Road.
20 Okay. And so it's generally just around that area?

21 MR. KILGUS: Yeah. I can tell you that we
22 lost some power up there just recently, and it was
23 cold. And it happened at night. If I'm just guessing
24 it was 9, 10:00 at night it happened. I heard the
25 power go out. I heard one of the transformers blow,

1 so I called the power company.

2 Well, I guess there were some other problems
3 all over the place, but we were the last ones to get
4 help. You know, they take care of this area down here
5 and this area over here, and this area over here, and
6 then they worked their way up to us and then they got
7 to us. Well, I understand that, you know, you can't
8 go out and hit everybody all at once. But it was a
9 transformer. When they got up there to fix it, it
10 took them all of about an hour. And we were without
11 power and it was cold, and I mean really cold. So,
12 you know, things have got to be fair all over.

13 COMMISSIONER GUNN: Was that just a couple
14 of weeks ago with the cold snap that we had come
15 through or was --

16 MR. KILGUS: I had gallbladder surgery a
17 couple of weeks ago. So I think it was maybe two or
18 three weeks before that.

19 COMMISSIONER GUNN: Okay. Great.

20 MR. KILGUS: Thank you.

21 JUDGE DIPPELL: Thank you. Rio McGee?
22 Scott Addison?

23 MR. ADDISON: I'm over here.

24 JUDGE DIPPELL: I see you walking with
25 assistance. Sir, are you okay to stand?

1 MR. ADDISON: Yeah.

2 (SCOTT ADDISON was sworn and testified as
3 follows.)

4 JUDGE DIPPELL: Thank you. If you could
5 state your name and spell it, please.

6 MR. ADDISON: Scott Addison, A-D-D-I-S-O-N.
7 I live in Riverview. I am a rate payer of Ameren.

8 JUDGE DIPPELL: Go ahead and speak just a
9 little more into the microphone.

10 MR. ADDISON: Good idea. I want to echo
11 some of the sentiment about the 18 percent, proposed
12 18 percent increase now. It seems to show certain
13 arrogance toward the public interest. And it's like
14 how tone deaf can you be to the tenor of the times for
15 this country?

16 And I don't need to hear that other people
17 are more eloquent about it than I, but I would like to
18 kind of point out the nature of this increase. I
19 understand what's going on now. It's a difference in
20 kind, and -- in that -- in that we have been
21 habituated over time to rate increases based on kind
22 of cost plus management principles.

23 And cost plus if -- it's a real term, is
24 similarly the principle upon which Pentagon contracts
25 notoriously got out of hand, because, basically, the

1 deal was, here's everything you need to make what we
2 want and all the costs on top. So it kind of relieves
3 the corporation of an obligation to kind of
4 competitively make a product and make a margin on it.
5 We're guaranteeing the margin on it.

6 And that has grown incrementally over a
7 number of years. I mean, I go back to -- I think a
8 certain break point in this history in terms of local
9 power. I was involved in some work in the late, late
10 '70s. I was very active in the solar -- solar
11 movement, and there was a burgeoning solar sector and
12 a lot of small businesses getting under way.

13 And there was a federal tax credit that was
14 creating an incentive for people to make these
15 innovations. And when President Reagan took office,
16 he removed the solar collectors from the roof of the
17 White House that Jimmy Carter had put there, and it
18 was downhill from there.

19 And over this period of time, we've seen
20 more and more of -- maybe a spirit of deregulation,
21 but some notion that these private companies needed to
22 be guaranteed their margin. And we've seen more and
23 more refined and detailed methods of cost recovery.

24 A couple of years ago when they were
25 proposing to capitalize future nuclear plant

1 development on the rate payers up front, I believe
2 that was voted down. And so it seems to come as a --
3 kind of an alternative way of getting at that peanut
4 by trying to build capitalization into this rate
5 increase.

6 I also got in the mail this thing about the
7 pure energy -- Pure Power Program which allows people
8 to buy up front, pay a surcharge for alternative
9 energy development. Well, that's just another way of
10 capitalizing off the rate payers. And I think that's
11 the difference in time we're getting to.

12 Incrementally, they've taken more money as,
13 basically, cost recovery on more and more line items,
14 and they keep coming back. And then they're -- now
15 they're talking about using the rate payers to
16 capitalize a private enterprise up front. This Pure
17 Power thing seems to be just another device to do
18 that, although it really has a nice little hat and
19 face. It has a windmill on it.

20 So a part of my gripe here is this accretion
21 of new kinds of subtle surcharges that get in the bill
22 and they keep coming back for -- for increases far
23 exceeding the ability of people to pay. I believe
24 that our current economic crisis is not solely due to
25 the pressure of mortgage foreclosures and the cost of

1 real estate. A lot of it has to do with the
2 continuing rise in the cost of necessities and
3 utilities, constant pressure. And basically people
4 are being squeezed dry.

5 The disposable income in this country is
6 down and they can't get it though their heads that the
7 people don't have the money to pay. So by inventing a
8 percentage charge, you know, basically inventing a
9 liability for the customers, then it becomes a
10 receivable asset, and then they can -- they can claim
11 that that's their money. It's invented funny money.

12 Now, one mode of this, and this gets to kind
13 of an archaic thing about how they do their billing.
14 The old days, you paid your bill, and if you didn't
15 make a payment for a while, they put a late charge on
16 because they didn't get a payment. And then they did
17 a certain mathematical bait and switch, because at a
18 certain point they say, "Well, it's on the outstanding
19 balance 14 days after you get your bill." Or
20 whatever. You know, that's the -- it's a very short
21 period of time.

22 So essentially, I have been getting bills
23 where I have a -- they show a payment was received,
24 and maybe something crossed in the mail, and then I
25 get a late charge on top of that. I said, "Wait a

1 minute. That's not late. You got a payment." And
2 just -- and if there's an outstanding balance on the
3 due date, that seems like a new kind of trick.

4 Well, essentially, I've taken the position
5 that if they got a payment last month, I don't owe
6 them a finance charge. And this is something people
7 ought to consider, because essentially, I don't think
8 the Public Utility Commission really authorized Ameren
9 or the other utilities to be in the consumer finance
10 business. Because they're taking a percentage on the
11 outstanding balance every time they send out a bill
12 and they're inventing this number that's your
13 liability, and then you're expected to come up with
14 that.

15 Well, that's a fabricated receivable asset.
16 And they're piling this stuff up. And it's gotten to
17 the point, I don't know the percentages with Ameren,
18 but generally across the board with the utilities,
19 these kinds of finance charges, these kinds of fees
20 have become a significant portion of their revenues
21 and I don't think they're authorized to be in that
22 business.

23 So I'm basically -- I'm here to "mow mow" a
24 little bit. That's the old term we used to use if you
25 had to go downtown and "mow mow" the folks behind the

1 desks and say what's what. And essentially, my gripe
2 is that we have gotten to a bizarre model of public
3 oversight on this monopoly, private monopoly, where we
4 are, first of all, guaranteeing them that every cost
5 they incur, no matter how stupid, is going to be
6 repaid by the rate payers, and taking it to the point
7 where we are basically going to oblige ourself to
8 capitalize a company to do things, you know, for the
9 future, supposedly. I -- some of it I'm sure is
10 really, really rational, and some of it doesn't make
11 sense.

12 When it comes to the kind of work that it
13 takes to develop alternative energy sources in this
14 economy, I don't know that they're quite inclined or
15 qualified or talented enough to do it. I don't want
16 to be obliged to capitalize a firm like that. So I
17 think that's the thing we have to think of, is rate
18 payers basically are capitalizing this private company
19 and yet we have nothing to say about how they do it.
20 Thank you.

21 JUDGE DIPPELL: Thank you. Commissioner?

22 COMMISSIONER GUNN: Sir, you mentioned the
23 Pure Power Program.

24 MR. ADDISON: I know nothing about it.

25 COMMISSIONER GUNN: Have you looked at any

1 of the materials that were provided by Ameren? That
2 flyer, for example, have you read --

3 MR. ADDISON: Yeah. That's a hip shot. I
4 just -- I saw this, and I said, "What?" Because I
5 recognize that this is another way of pulling in --
6 they say they make no profit from this, but I believe
7 it's a way of capitalizing enterprises of choice or
8 subsidiaries. I don't know. So I'm not -- I can't
9 make any affirmative statement about that. I haven't
10 researched it. But it strikes me that this is yet
11 another happy face device to pull in capital from rate
12 payers.

13 COMMISSIONER GUNN: Okay. And then again, I
14 urge you that if you have billing issues, you talk to
15 our staff, and maybe we can figure some of that stuff
16 out.

17 MR. ADDISON: Well, as a matter of policy,
18 they are pulling in huge chunks, and a major chunk of
19 their monthly revenues now is in terms of these
20 percentages which are -- you know, when you calculate
21 out what the applicable rate would be, they're pretty
22 significant. They're in the consumer finance business
23 in a fat way, and I don't think that's what they're
24 supposed to be doing. And they should not be -- we
25 shouldn't be -- I'm old enough to remember when you

1 used to be able to call a utility company down the
2 road, and you'd work something out.

3 And you know, yeah, if you were slack for a
4 few months, if it got out of hand, yeah, you'd have to
5 pay a penalty, but nothing like this systematic stuff
6 where the normal turnaround, bills crossing in the
7 mail leaves you with an outstanding balance every
8 month regardless -- you know, regardless. And they're
9 tacking percentages on, just like I said, invented
10 funny money.

11 COMMISSIONER GUNN: Thank you, sir.

12 JUDGE DIPPELL: Thank you. Matt Koskowitz?
13 Grace E. duMaine?

14 (GRACE E. duMAINE was sworn and testified as
15 follows.)

16 JUDGE DIPPELL: Could you state your name
17 and spell it?

18 MS. DUMAINE: My name is Grace. The middle
19 initial is E. Last name is spelled lowercase D-U,
20 capital M-A-I-N-E. I wasn't expecting to speak
21 tonight, and I want to thank you for this opportunity.

22 But a rate hike of 18 percent, I have never
23 in my life received an 18-percent raise except when I
24 was 16 and I got a job. That was my biggest pay raise
25 because I was making nothing to minimum wage at \$2 an

1 hour. And then asking me to tighten my belt after
2 making record profits is ridiculous to me. Tighten
3 your belt.

4 I already use green light bulbs. I have all
5 of my electronics on a strip that I turn off when I
6 leave the room. I teach my nieces and nephews, you
7 know, it doesn't matter if the light comes out. You
8 know what I do to them? I pinch them. Now, if you
9 want me to turn it off -- "Oh, I get it now."

10 I turn -- I even -- also, I educate myself
11 to try to find out what things that I'm using what I
12 call "phantom electric suckers," like your little cell
13 phone chargers that when you're not using it, that's
14 on a power strip. So I don't know what else I can do,
15 other than using candles. I don't know how else for
16 me to cut my electric.

17 Now, Union Electric wasn't all that good.
18 However, AmerenUE is terrible, and where else can I go
19 for electricity? There is no competition. All of our
20 utilities are monopolies.

21 Let them live and see just how hard it is to
22 make ends meet on my salary. Now, I can shop for
23 cheap gasoline, and I can also drive less, which I do.
24 If people think I'm stupid because I have a granny
25 cart and I walk around to my Aldi's, because I figure,

1 A, look at me, I can use the exercise.

2 I can shop for cheap food. I can shop for
3 cheap housing. I can shop for cheap clothes. But
4 where I can shop for a cheap utility company? I
5 can't.

6 Now, during that hot summer I was out of
7 electricity for seven days. I didn't get any credit
8 on my bill. Nobody replaced my food that was in my
9 freezer. No one was there to put a fan on me as I'm
10 sleeping in 90-degree weather. And it wasn't like I
11 had a choice. I'm the oldest of nine children. Seven
12 of us did not have electricity, so there was no place
13 for me to go.

14 My only relief was my employment, who they
15 happen to be in Chesterfield, had electricity. And I
16 thought it was a personal insult when my boss -- when
17 I asked my boss could I borrow some ice, because I
18 didn't want them to think I was stealing it, "What do
19 you need that for?"

20 "Well, I'm sorry. I live in University
21 City." The only restaurant open was McDonald's. I
22 had a choice. Was I going to go to McDonald's or find
23 the only open gas station? Those were my choices. I
24 chose gas, because I needed to get to work.

25 And about them talking about the late fees

1 on your bills. Well, I try not to be late on my bills
2 because I -- I don't deal well with late fees, because
3 I don't want to give anyone anything they don't
4 deserve. And I try my best to be an upstanding
5 citizen by doing that kind of stuff. But I just think
6 it's atrocious for asking 18 percent out of us when
7 the economy is as bad as it is. Thank you.

8 COMMISSIONER GUNN: I don't have any
9 questions. Just to follow up, you are an Ameren
10 customer?

11 MS. DUMAINE: I've been an AmerenUE customer
12 since 1978.

13 COMMISSIONER GUNN: Thank you for coming.

14 MS. DUMAINE: You're welcome.

15 JUDGE DIPPELL: Thank you. Edwina Lindsey?

16 (EDWINA LINDSEY was sworn and testified as
17 follows.)

18 JUDGE DIPPELL: If you could state your name
19 and spell it for the court reporter, please.

20 MS. LINDSEY: My name is Edwina,
21 E-D-W-I-N-A, Lindsey, L-I-N-D-S-E-Y. Thank you for
22 this opportunity.

23 Many of us are on a fixed income. So why is
24 it this rate is so steep at this time in the economy?
25 Why not 3 to 5 percent, and maybe in 5 years, another

1 3 to 5 percent? St. Louis Public School retirees do
2 not get a COLA. That's the cost of living increase.
3 So how are we expected to pay this increase if we're
4 not getting an increase in our retirement?

5 Social Security is talking about cutting out
6 some of that -- that little bit that they're giving
7 us, also. Also, how much of the Taum Sauk disaster is
8 included in this rate hike? Two years ago -- sent me
9 to St. Charles, because the rates at the hotels and
10 motels in the city was so high. What happens if this
11 rate does not go through? Or is it a done deal?

12 Raises and stock options for CEOs, but none
13 for the person just getting by. I was a stockholder
14 for 20 years. I'm asking the Public Service
15 Commission to deny this increase. Also I have been
16 paying Union Electric as is the only -- as it is the
17 electric monopoly for the past -- since 1957.

18 JUDGE DIPPELL: Thank you.

19 COMMISSIONER GUNN: Ma'am, could you also
20 just state that you're an Ameren rate payer?

21 MS. LINDSEY: Yes. When it was Union
22 Electric, so I still have it since 1957.

23 COMMISSIONER GUNN: Thank you.

24 JUDGE DIPPELL: Thank you. Mark O-G-I-E-R?

25 MR. OGIER: Ogier, Mark Ogier.

1 JUDGE DIPPELL: Ogier.

2 (MARK OGIER was sworn and testified as
3 follows.)

4 JUDGE DIPPELL: Thank you.

5 MR. OGIER: My name is Mark Ogier. I'm a
6 member of a group called "Campaign for Liberty." I'm
7 also the regional coordinator for that group. We're a
8 constitutionally-oriented group and so my views come
9 from that. They also come from my belief in Austrian
10 economics, which is a theory of economics Ludwig von
11 Mises brought to this country by a man named Hayek.

12 JUDGE DIPPELL: Could I get you to spell
13 your name really quick?

14 MR. OGIER: My first name is Mark, with a
15 "K." My last name is Ogier, O-G-I-E-R.

16 JUDGE DIPPELL: Thank you. Go ahead.

17 MR. OGIER: The concerns that I have, first
18 of all, the size of the increase I think is extreme,
19 and I would like to suggest that any time an entity as
20 large as Ameren asks for an increase, that that
21 increase be accepted or denied on its asked face value
22 and not negotiated. If 18 percent is wrong, then the
23 request is wrong and there should be a subsequent
24 request and not arbitration.

25 You're going to ask me if I'm a customer of

1 AmerenUE, and I have a problem with that word. Since
2 I've been sitting and listening to other people
3 testify, I've heard "rate payer." I can agree to
4 that. Or I can agree to "consumer." And the reason
5 being is that there's no competition.

6 I'm a resident of St. Louis City, and there
7 is an ordinance in the city that if you do not have
8 electricity connected to your building, regardless of
9 the shape of that building, it can be condemned. I
10 find this to be an unfair correlation between
11 government and business. And you can say this is a
12 public service, but on this piece of paper, which I
13 left at my desk, table, chair, it is a stockholder-
14 driven entity.

15 This is a corporation. So this is
16 designated as a person in the 14th Amendment, and
17 there are powers there that have grown way beyond
18 their initial designations with the Constitution of
19 this country.

20 This present system, this delivery system, I
21 mean all the things that I've heard when it was
22 AmerenUE talking, it's marketing talk. It's consumer
23 effects. But there's an aspect of the delivery system
24 of this system.

25 We're in interesting times right now. We're

1 talking about alternate sources of energy. We're
2 talking about wind. We're talking about solar. We're
3 talking about batteries. We're talking about storage.
4 There's no storage in this particular grid system.
5 This delivery system is reliant on supplying energy
6 and pushing it into a grid, having people at the other
7 end use it.

8 We're talking about an 18-percent rate
9 increase, but that's not across the board. We have
10 different rates as residents than large commercial
11 users. And I can understand that that determination
12 is made because we need that draw at the other end of
13 those lines to make this power travel, because we
14 can't store it. It's either in the lines or it's out
15 of the lines. It's either some generation sources are
16 online, and we drop one down, because there's not
17 enough draw.

18 But we're not looking at this across the
19 board on these rate increases. I'm not hearing
20 anything about rate increases on this discount to
21 large users, commercial users. So I'd love to hear
22 from AmerenUE that this is a part of the plan. So far
23 I'm not hearing that.

24 I mean, hindsight is 20/20. Afterwards we
25 can look at all of this and understand, you know,

1 what's going where. But for right now, what we're
2 looking at is an economy that's frozen. So you've got
3 an entity that has no competition and it's looking for
4 protection.

5 And from where I come from as a Libertarian
6 as -- you know, these make no sense. These laws don't
7 apply to everyone else, or these considerations don't
8 apply to everyone else. Why is it applying here and
9 why is it at such a high number? 18 percent. I mean,
10 if I had stock that made 18 percent, that's probably
11 my best stock.

12 This is not a normal number right now. So I
13 again return to the fact that I think that, first of
14 all, the amount that's being asked for is absorbent.
15 I think it's covering up things that aren't being
16 stated. And I also would like to suggest that if this
17 request is out of order in its amount, it not be
18 readjusted. It be caused to go back to the drawing
19 board and come back with a sensible request. Don't
20 renegotiate this. Deny it.

21 JUDGE DIPPELL: Thank you. Commissioner?

22 COMMISSIONER GUNN: I don't have any. Thank
23 you.

24 JUDGE DIPPELL: Jamie Love.

25 MS. LOVE: I pass.

1 JUDGE DIPPELL: Terry Burton.

2 (TERRY BURTON was sworn and testified as
3 follows.)

4 JUDGE DIPPELL: If you could state your name
5 and spell it and tell us whether you're an Ameren
6 customer.

7 MR. BURTON: I'm Terry Burton, T-E-R-R-Y,
8 B-U-R-T-O-N. I am an Ameren customer. And,
9 basically, I have two different concerns, mainly with
10 the Taum Sauk reservoir. Does the rate increase, is
11 that as a result of that going back into their funds
12 that they have to replenish their funds due to them
13 being cited for that incident?

14 And also, as a nuclear power, not being
15 charged beforehand, why are we being charged
16 beforehand, before we even get to use that power? And
17 they've already discussed everything about the grid
18 and the energy that's not being stored anywhere. We
19 have no backups. And this town doesn't have any
20 competition for AmerenUE or whichever name they're
21 using right now.

22 But that's basically all my concerns, except
23 for just the -- on the tree trimming back in the '90s.
24 We had trees that were along the easement of the
25 residence, and there was a company that was doing the

1 tree trimming, and they stated they were told not to
2 go into the residence -- the back of the residential
3 housing. Just go along the streets.

4 But in this particular area there is no
5 electric lines running along the streets where they
6 can cut back tree lines without going behind the
7 people's homes to do it. And with that, that's part
8 of why the outage that they had with the trees falling
9 on limbs, that was at that time.

10 So it had been -- hadn't been taken care of
11 as of now, as of what I can see. And it's still going
12 on. So that's a problem that's just waiting to
13 happen. And that's basically it.

14 JUDGE DIPPELL: Thank you, Mr. Burton. I
15 would encourage you to get some of the answers to your
16 questions, especially about Taum Sauk and nuclear and
17 the costs that are included in the request and so
18 forth. I would encourage you to speak with some of
19 our staff, and they can sort of explain that process.
20 The Commissioner and I don't really have an answer for
21 you for that, but I would like you to try to get that
22 question answered.

23 COMMISSIONER GUNN: I just have a quick
24 question. So you think that if the -- if the tree
25 trimmers had the ability to go back into people's

1 yards and trim the lines, that would be beneficial to
2 cutting down on some of the outages during weather --

3 MR. BURTON: Yes. Because there have been
4 times when there is no storm whatsoever, and there's
5 basically squirrels and everything else running back
6 and forth from the trees that has caused outages for
7 certain neighborhoods. And they have been out for at
8 least 7 to 8 hours, just a group of homes about 30, 40
9 homes. And that was constantly over this last summer
10 like a -- on an every three-week period that that was
11 happening. And so people have what they lost out on,
12 the stuff that they had in their freezers and
13 everything else that they had to replenish, and they
14 don't have the income for that.

15 COMMISSIONER GUNN: Thank you. I don't have
16 anything else.

17 JUDGE DIPPELL: Thank you. Christian
18 Gander?

19 (CHRISTIAN GANDER was sworn and testified as
20 follows.)

21 JUDGE DIPPELL: If you can spell your name.

22 MR. GANDER: Sure. It's Christian,
23 C-H-R-I-S-T-I-A-N. The last name is Gander,
24 G-A-N-D-E-R.

25 JUDGE DIPPELL: And, Mr. Gander, are you an

1 Ameren customer?

2 MR. GANDER: Yes, I am. I would like to
3 thank you for hearing my testimony. I would like to
4 ask the Commission to please deny Ameren's request for
5 the 18-percent rate increase. I prepared a statement
6 as to why I believe this Commission, if a rate
7 increase is to be approved, should only approve an
8 increase no greater than half of the Commission's
9 current recommendation, 9 percent.

10 Last night I attended a hearing in South
11 County similar to the one we're attending tonight. I
12 listened to Ameren. I listened to the
13 representatives. I listened to the people and the
14 general complaints. While listening to the testimony,
15 I heard a lot of general concerns, similar concerns.
16 The first and foremost was how can Ameren asks for
17 this 18 percent right now, especially after getting an
18 8 percent increase in 2009?

19 Many people testified the same way. How are
20 we going to come up with this money? Pretty much a
21 common concern. Just about everybody that testified
22 also came to the same conclusion, that they feel
23 Ameren should tighten its budget, as well, the same as
24 everybody else, many businesses, small businesses just
25 like mine.

1 I believe that, as many in this room
2 remember, back a couple of years when oil skyrocketed
3 it made the cost of practically everything go up,
4 caused a general strain on local economy. The price
5 of oil also made the cost of goods and services go up.
6 I have a feeling if Ameren is allowed this rate
7 increase, I feel like we're going to have the same
8 similar strain on our current local economy at the
9 least time this economy can afford it.

10 The next concern was Ameren's lack of
11 maintenance. It's been a similar concern, I guess,
12 here tonight, as well. Others feel that some of this
13 increase is to recoup money lost from Taum Sauk.
14 Others feel that it's money asked to recoup costs
15 under their tree trimming program that they started
16 after 2006 and 2007.

17 Although, I can't sit here and fully blame
18 Ameren for that, because it was a pretty bad storm,
19 but I do blame Ameren for the lack of keeping those
20 lines free and clear. I live up in Florissant and
21 everywhere I went in Florissant, trees galore, all
22 over every line. Now, of course, in some areas they
23 have finally cleaned it up and I thank them for
24 finally getting that done.

25 Others like myself during that time did

1 incur a lot of costs, such as hotel rooms, added food
2 costs. Many, like myself, lost almost all of our
3 groceries. At my restaurant, I lost -- not only the
4 business from having the power out, but I also lost
5 most of my inventory. And because I carry a higher
6 deductible to keep my costs down, those costs were
7 underneath my deductible. I could not recover those
8 costs.

9 Many people also had damages due to freezing
10 pipes during the wintertime, when those same storms
11 came. In my overall opinion, I have to say that this
12 probably cost many more of us much higher than the
13 18 percent that Ameren is currently asking for in this
14 rate increase.

15 My last concern is also that I feel that
16 some of this increase money will be going to further
17 fund the demand for the renewable energy sources being
18 proposed by Prop C. And I do understand Ameren's
19 position with that. I do understand they are
20 handcuffed by the proposition.

21 However, in my personal opinion, I don't
22 feel that Ameren has fought hard enough to overturn
23 this law to fight its constitutionality. I feel that
24 Ameren, as a company, could stand up for us, the rate
25 payers.

1 As a business owner myself, I know if my
2 business is fundamentally coming under attack and a
3 bad law is being passed, I have to stand up and fight
4 it. If I don't fight it, then I'm going to go out of
5 business. I just don't feel that Ameren is taking the
6 same objective look upon it, because they don't have
7 to. They're the only game in town. They don't have
8 to really fight as hard to fight these laws.

9 I would like to ask, though -- or say that
10 after I spoke with some of Ameren's representatives, I
11 feel that they want to move towards these things, but
12 I just don't think that there's enough internal
13 pressure or a company pressure to do so. Now as far
14 as that last point, the Commission can't really do
15 much about that. That's upon us, the voters of
16 Missouri, voters of the country, to change that
17 politics.

18 But what I do expect is that this Commission
19 can deny Ameren's rate request, and that would force
20 Ameren to cut their costs and maintain their company,
21 run an efficient company, and basically put its money
22 where its mouth is when it comes to fighting global
23 warming falsehoods and providing a clean, reliable
24 nuclear power plant. I think if they did that, they
25 could probably get some of the increases that they're

1 asking for. But I think until they show some
2 commitment to our community, I don't think we should
3 give them anything. That's all I have. Thank you.

4 COMMISSIONER GUNN: Just a couple. You say
5 you live in Florissant.

6 MR. GANDER: Yes, sir.

7 COMMISSIONER GUNN: And you have seen
8 improvement in the tree trimming in that area?

9 MR. GANDER: Yeah, I've seen some
10 improvement, but Florissant was one of the areas
11 hardest hit by those storms, and we did have a lot of
12 overgrowth through a lot of our lines, and they did
13 after -- I'd say probably the summer storm, did start
14 working on it. After the winter, they finally started
15 getting a lot more crews over there to do more.

16 JUDGE DIPPELL: Is your business located in
17 the same area?

18 MR. GANDER: No, my business is located in
19 Chesterfield.

20 COMMISSIONER GUNN: In Chesterfield. Have
21 you noticed any issues with tree trimming or other
22 reliability issues --

23 MR. GANDER: Out in West County, the area is
24 basically maintained a little bit better than North
25 County. I feel that they spend a little bit more time

1 out in West County to maintain it. And granted, there
2 are a lot more lines underground in the West County
3 area as opposed to the North County area, but I feel
4 that we've kind of been a little bit neglected up in
5 this area, and that Ameren has kind of put us on hold
6 or on the back burner.

7 COMMISSIONER GUNN: At either location, have
8 you experienced any short-term, between five minutes
9 and a half hour, outages?

10 MR. GANDER: I've had a couple of outages at
11 my business for maybe about five or six hours at the
12 most, but it's very -- very rarely does it happen out
13 there, except the year when we had those bad storms
14 that we were out for a couple of days.

15 COMMISSIONER GUNN: I'm talking about
16 outside those.

17 MR. GANDER: No. No.

18 COMMISSIONER GUNN: And you -- so you have
19 had those short --

20 MR. GANDER: I've had one, I think, maybe at
21 my house. I'm not sure exactly what the day was it
22 was on and off. And it happened every now and then
23 back at that point in time. Since they've made those
24 efforts in North County over where my house is located
25 at, I have not had any problems, but I can't speak for

1 everybody in North County.

2 COMMISSIONER GUNN: Sure.

3 MR. GANDER: I know there are still many
4 areas such as the, like he said, the Spanish Lake area
5 where they still haven't really got up there and
6 maintained the areas very well. And I think that's
7 what maybe everybody is wanting to see, is a lot more
8 maintenance and a little bit more effort on Ameren's
9 part before they come to us telling us we need to pay
10 them more money.

11 COMMISSIONER GUNN: I remember my last
12 short-term outage because it was this morning. So --
13 but I thank you very much for testifying.

14 JUDGE DIPPELL: Thank you. Yvonne Evans.
15 I'm not sure about the first name, last name, Lee?

16 (MARGERE LEE was sworn and testified as
17 follows.)

18 JUDGE DIPPELL: Would you spell your name
19 for us, please?

20 MS. LINDSEY: Margere, M-A-R-G-E-R-E.
21 Margere Ree, R-E-E, Lee, L-E-E.

22 JUDGE DIPPELL: Thank you.

23 MS. LEE: I'm here to make a comment and a
24 statement on the rate increase of 18 percent. Now,
25 first of all, I like AmerenUE Company electricity. I

1 do like -- I'd rather have electricity than have gas.
2 And I think that they have been fair over the years
3 towards their customers when it comes to the price --
4 prices, because the gas is -- it's outrageous what we
5 have to pay for gas. But Ameren has held steady up
6 until a few years ago.

7 When I had a home in Jennings, the lights
8 used to go out every time the wind blows, you know,
9 and it's doing that. I had a girlfriend out there the
10 other day that was telling me the same thing is
11 happening out there now.

12 Okay. Now, when it comes to the -- I
13 imagine AmerenUE knows my name by now, because I fuss
14 with them so much about stuff. They had a -- but they
15 did work with me on certain things when it came to
16 problems that I had with them and the troubles of
17 stuff, I -- but I had to go through a lot of trouble.
18 Their service records could be improved when it comes
19 to customer service. It can be really improved.

20 And when it comes to what we're going
21 through now, I live on a fixed income. I'm disabled.
22 I was a supervisor at General Motors, and I got hurt,
23 a real bad accident. So I live on a fixed income, and
24 when it comes to I have to -- whether I have to choose
25 medicine, paying my utilities, I got a grandson that I

1 help -- have to help take care of. I have food, rent,
2 clothing, you know, and this doesn't -- you know, with
3 all the expenses and everything going up, I cannot
4 afford to keep up.

5 I just cannot afford it. Something has to
6 be cut out, so what I do is I cut my medicine.
7 Sometimes I don't get it, sometime I do get it. It
8 depends on what I've got to pay like the next month
9 and the next month. I'm putting off one thing,
10 whether it's food or medicine, to cut back so that I
11 can pay my utilities.

12 And this is every -- every other month, and
13 the way things are going now, and it's getting higher
14 and higher. And all of my neighbors and the young
15 people that's trying to make it out here on a fixed
16 income are suffering, because everything is steady
17 going up. And we are who are in the lower income
18 bracket, and the seniors and the disabled people and
19 people who are not making the big bucks, we are the
20 ones who are suffering with our children and our
21 grandchildren.

22 We are the ones who have to make it happen.
23 We just can't sit and see our grandchildren suffer.
24 We can go -- we do go without, we grandparents go
25 without. I'm one that goes without. And it hurts me

1 to see the kids suffering. And there's a lot of young
2 people out there that's trying to make it, too. But
3 they cannot do it if we're constantly putting more and
4 more --

5 We may pay more taxes now. I looked at my
6 bill the other day, and I couldn't believe my
7 telephone bill got \$15, \$16 worth of taxes added onto
8 it, just taxes, excise fees. My bill is only \$35, but
9 I've got all of these extra taxes to pay. So now my
10 bill is \$60. Where does it stop? Where do we get the
11 break? You know, when do we get where we in the
12 middle class, whatever they want to call us, because I
13 say there's only two classes now, there's really rich
14 or poor. And our children is [sic] going to school.
15 Yes, sir.

16 You know, we are the middle class or the
17 lower class, whatever class they want to put us in,
18 but we're the ones who uphold this country. We spend
19 more money. We work harder. We pray harder, and we
20 work harder together.

21 Now, when it comes down to what Ameren gets
22 2 percent now or 18 percent later, it may not matter
23 to them, but it's going to matter to us. And this is
24 what I come to say, because my heart is hurting. I
25 can do without. Like I say, I have been doing

1 without. I'm used to it. But children cannot do
2 without. They got to have heat, they got to have
3 clothes, they got to have medicine.

4 And my grandchildren is my love. And I'm
5 fighting for all of those senior citizens, older
6 people and my grandchildren who can't fight for
7 themselves, who is not here to speak up.

8 And like I say, I would rather have my house
9 all electric than have gas. So I truly respect
10 electricity is the future. The power grids and all of
11 that, I respect that, and I want to work with them to
12 help the green, whatever they call it, green power to
13 achieve it, so we can have a better, cleaner world and
14 work together for safety for all of us. And this is
15 what I have to say.

16 You know I do believe that there's time that
17 we will have to reach out together and they get a
18 raise to do whatever they got to do to make it work,
19 but right now is not the time. We didn't -- disabled
20 people, the senior people, we didn't even get a raise
21 on our Social Security this year. And everything went
22 up, but we've still got to maintain on the same thing.

23 My medicine is \$500 a month. I cannot
24 afford to do that and pay my rent, which is 600 and
25 something, and my utilities, which is 300 and

1 something and eat. So I go wear clothes that I've
2 been having for three, four, five years. I can't
3 afford to buy no new ones.

4 And I'm used to working hard. I come from
5 the south. I worked in fields, on cotton fields.
6 This is no way we're supposed to be doing each other
7 in this country. Corporations. People. Corporation
8 is people. We built them. We help build them. We
9 helped settle up and establish them. They should be
10 looking out for us now, what we need. That's what I
11 have to say. Thank you.

12 JUDGE DIPPELL: Thank you, ma'am.

13 COMMISSIONER GUNN: Ma'am, I apologize, but
14 I think we need to officially get on the record that
15 you're a rate payer with Ameren. I think you implied
16 it, but I just want to make sure that you're --

17 MS. LEE: Since 19 -- I'd say 47 years. I'm
18 62.

19 COMMISSIONER GUNN: Thank you. I appreciate
20 it. Thank you for coming out tonight.

21 JUDGE DIPPELL: Cecilia Shipps.

22 MS. SHIPPS: I pass.

23 JUDGE DIPPELL: Last name A-U-G-A-S-E?

24 MR. AUGUST: August.

25 JUDGE DIPPELL: Sorry.

1 (J.T. AUGUST was sworn and testified as
2 follows.)

3 JUDGE DIPPELL: Could you state your name
4 and spell it, please?

5 MR. AUGUST: My name is J.T. August. J-T,
6 A-U-G-U-S-T. And I have been an AmerenUE customer on
7 record since 1991. I understand that the Public
8 Service Commission needs to look at a balance of their
9 state requirements, giving AmerenUE a reasonable
10 profit. This is since Ameren is a controlled
11 monopoly.

12 The thing is, most of the people in this
13 room I believe are sensitive to the fact that -- that
14 Ameren has been making, as I understand it from the
15 news media, record profits and also have been paying
16 very abundant salaries to its top executives. And to
17 the point of where it's brought a lot of anger from a
18 lot of people in the public media. And given those
19 salaries and those profits, I have to question how
20 reasonable the profit would be given that the rate
21 increase is a nearly one-fifth increase over current
22 rates.

23 The current rates, even as they are now, are
24 for many people at times a struggle to just meet on a
25 month-to-month basis. Even with budget billing, it

1 still sometimes can be a challenge, especially in the
2 last year for myself it's been a struggle a couple of
3 months.

4 And as I go through paying these bills, I
5 can't help but think back to the power outages a few
6 years ago in the summer and the two in the winter, and
7 the amount of money that I personally had to expend
8 for lost food or going to restaurants. I had -- I,
9 like many people, had incurred a great amount of
10 expense on these and received no kind of compensation
11 or consideration from AmerenUE and have instead been
12 hearing of rate increases in the time since, and now
13 this request for what I find to be an almost shocking
14 increase. As many people stated, I just think the
15 level of 18 percent to be excessive, and I question if
16 this is going to provide a fair profit for UE or allow
17 them to continue these record and amazing profits.

18 Also, I have another concern. AmerenUE has
19 been stating in their -- in their public relations
20 about this increase that they anticipate an average of
21 \$180 a year to be the average increase for residential
22 customers.

23 I live in a house which is not one of the
24 biggest in St. Louis. I have gas heat. I have gas
25 water heat, and I have a gas stove. With these

1 factors in mind, I looked at my bills, and I'm looking
2 at a close to \$300 increase based on the 18 percent.
3 And so I would imagine people who have more
4 extravagant homes could potentially be looking at even
5 greater increases.

6 My question is, how AmerenUE has come up
7 with this number of \$180 a year? Have they done such
8 things as roll apartments into their calculations as a
9 way of doctoring the numbers to bring the amount of
10 \$180 lower than what a more typical house resident
11 might experience? If they have, in fact, doctored
12 these numbers in the way that I accuse AmerenUE of
13 having done so, then that brings into question the
14 integrity that Ameren is displaying in this process.
15 And as such, I would implore the Public Service
16 Commission to take this into consideration when
17 considering this rate increase.

18 JUDGE DIPPELL: Thank you. If you are
19 interested in getting an answer to your question about
20 how Ameren came up with a number, I would encourage
21 you to speak with the Ameren people who are here, and
22 they can kind of explain. And that's information that
23 they put before the Commission in their testimony and
24 so forth. Also, staff may have some information about
25 what the makeup of their number is.

1 MR. AUGUST: I would in turn ask that Ameren
2 come forward more publicly with how they have achieved
3 these numbers and make it publicly known rather than
4 having me go one-on-one to get the information.

5 COMMISSIONER GUNN: I don't have any
6 questions. Thank you, sir. I appreciate it.

7 JUDGE DIPPELL: Ashley Terry?

8 MS. TERRY: Good evening.

9 (ASHLEY TERRY was sworn and testified as
10 follows.)

11 JUDGE DIPPELL: Thank you. If you could
12 spell your name for the court reporter, please?

13 MS. TERRY: Ashley, A-S-H-L-E-Y, and my last
14 name is Terry, T-E-R-R-Y.

15 JUDGE DIPPELL: And are you a customer of
16 Ameren?

17 MS. TERRY: I am.

18 JUDGE DIPPELL: Thank you. Go ahead with
19 your comment.

20 MS. TERRY: Okay. Kind of spontaneously
21 talking, but I just couldn't let this go. I'm
22 speaking, I guess, on behalf of all the younger people
23 in the St. Louis area, and I'm also speaking on behalf
24 of the thousands of unemployed individuals here, as of
25 last Thursday.

1 I'm 25 years old. I had a \$50,000 a year
2 job that I just lost last Thursday. And I thought I
3 made it, you know. But obviously, I didn't. I was
4 laid off. I've been applying for jobs. I applied for
5 one position. There was over 200 applicants. So you
6 can't tell me there isn't an economic crisis. Okay.

7 I think it's ridiculous that Ameren is
8 requesting approximately \$402 million in additional
9 revenues per year. Per year. The U.S. population is
10 approximately 300 -- a little over 300 million, and it
11 amazes me that one company can request enough money
12 that if distributed evenly, could make every U.S.
13 citizen a millionaire and totally eliminate this
14 economic crisis that we're in.

15 So I just wanted to say how I felt, and I
16 hope that you guys take heed to it and just feel my
17 pain. Feel my frustration. That's all I wanted.
18 Thank you.

19 COMMISSIONER GUNN: I don't have any
20 questions. Thank you.

21 JUDGE DIPPELL: Do we have any other sign-up
22 sheets? Was that the last one? Okay. So I'm at the
23 end of the names on my sign-up sheet. Is there anyone
24 else present who wanted to testify? Go ahead and come
25 forward.

1 (SHELLY MILLER was sworn and testified as
2 follows.)

3 JUDGE DIPPELL: Thank you. If you could
4 state and spell your name, please.

5 MS. MILLER: Shelley, S-H-E-L-L-E-Y, and
6 Miller, like Miller beer. I guess I just want to also
7 just speak from the heart. I'm not good at the stock
8 determination. I'm not good at the percentages. I'm
9 not good at points, whatever. I'm not even good at
10 breaking it down.

11 I am good at saying that -- or pleaing to --
12 I feel like I should be singing a spiritual "Let my
13 people go." Let this thing go. And I do think, I
14 won't sing it for you, but I just -- it's kind of -- I
15 don't know, it makes you almost want to cry a little.

16 I know everybody got up here and said -- I
17 mean was really deep and kind of breaking down like
18 what this means economically. What this means, you
19 know, some people are breaking it down, I mean, to --
20 I'm like, wow, that's like trigonometry to me. But I
21 got it. I did.

22 But honestly, from my heart to yours, when I
23 thought budget billing -- when budget billing came up,
24 I thought it was like a miracle. I'm like, wow, God
25 has blessed me with something to be able to balance

1 it. But, wow, budget billing didn't even stay the
2 same. One month it will be a certain amount, and then
3 it kept going up.

4 So when I called to try to get an
5 understanding of what that meant, I still didn't get
6 it. And I understand now it's because there's no
7 AmerenUA. There's no Ameren UB. There's no Ameren UC
8 or D. There's only Ameren UE. So that means that
9 there's nowhere else I can go. And when there's
10 nowhere else to go, what do you do? That's when a
11 person knows we are all you have.

12 So I can't go to Joe Blow. It's -- I'm
13 going to go to Joe Blow and get you like -- we can go
14 to Verizon, if they make us mad, or go to Sprint. We
15 can't drop them. We can't drop Ameren UE. We just
16 can't, because that's all we have.

17 So when Emerson was still around -- I don't
18 know where they are. I mean, because I would probably
19 be trying to find them. It's just that I just feel
20 like there's -- and I know sometimes people say that
21 these things are already in place, and that this is a
22 waste of your time. I like to do more than pray. I
23 like to be a voice and that you hope that somebody --
24 what comes from your heart reaches someone else's
25 heart, and sometimes we have to think heartily [sic].

1 I know numbers look good. I know being
2 smart and wise look good. I know a position sounds
3 good. A title does, too. But sometimes you have to
4 do things from the heart. And this is a situation
5 where forget all the other business aspects of it.
6 Somebody, I hope, on this staff can do something from
7 the heart, and that is to not do this. Thank you so
8 much.

9 JUDGE DIPPELL: Ma'am, I forgot to ask you
10 if you are a customer of Ameren.

11 MS. MILLER: I'm 39, so I believe as long as
12 I've been paying bills. I don't know when that
13 started, but yes, I am a customer of AmerenUE.

14 JUDGE DIPPELL: Thank you. Commissioner,
15 did you have any questions?

16 COMMISSIONER GUNN: I don't. Thank you for
17 your time.

18 JUDGE DIPPELL: Is there anyone else who
19 wanted to speak? Anyone? Sir.

20 (GARY WESSELSCHMIDT was sworn and testified
21 as follows.)

22 JUDGE DIPPELL: If you could state your name
23 and spell it.

24 MR. WESSELSCHMIDT: Okay. It's Gary
25 Wesselschmidt, W-E-S-S-E-L-S-C-H-M-I-D-T. This is

1 going to be real short. I -- if we go back to
2 February of last year, according to the president of
3 AmerenUE, I think there was a hundred million dollar
4 increase then, and if you add the 400 they want now, a
5 \$500 increase from February of last year, it puts us
6 more at like a 45-percent increase.

7 That sounds ridiculous to me. I mean,
8 the -- the 18 is bad enough, but if my figures are
9 right, I -- it's -- I don't see how they can possibly
10 ask for another 18 percent if less than a year ago
11 they got 9 percent. So if we go back to February,
12 before the 9 percent increase, if that's where we
13 start, and we add not 100 or 400, but we add
14 500 million to that, that rate is going up by
15 45 percent. I think that's right. I mean, that's
16 ridiculous. I mean, how would they expect somebody in
17 this economy to be able to afford it?

18 And -- and how long is this good? Does
19 anybody say, you know, we won't -- we guarantee we
20 won't come back for another rate increase for, you
21 know, five years. I mean, obviously they don't,
22 because they came for a rate increase 11 months ago.
23 Now, granted they won't have this increase within a
24 year, but I believe they said something like it took
25 11 months, and then they would -- if it gets approved,

1 they would get it.

2 But still, so over a two-year period, to go
3 up nearly 45 percent, that's ridiculous. Somebody
4 talked about the pie, the one-fifth of the pie. You
5 know, we're talking about half the pie now. And the
6 president also mentioned something about, you know,
7 there's never a good time for a rate increase, and,
8 you know, that might be true, but I mean, this is
9 definitely a bad time for a rate increase, and that's
10 all I've got to say.

11 JUDGE DIPPELL: Thank you. Commissioner,
12 did you have a question?

13 MR. WESSELSCHMIDT: I am a payer of Ameren
14 Electric.

15 COMMISSIONER GUNN: I don't have anything
16 else. Thank you for coming today.

17 JUDGE DIPPELL: Is there anyone else?

18 (LARRY STILES was sworn and testified as
19 follows.)

20 JUDGE DIPPELL: If you could state your name
21 and spell it for us, please.

22 MR. STILES: My name is Larry Stiles,
23 S-T-I-L-E-S.

24 JUDGE DIPPELL: If you could step just a
25 little closer to the microphone, or pull it toward

1 you. There you go.

2 MR. STILES: Okay. Well, I just walked in.
3 I'm in from work, and I've been reading in the paper
4 about what's going on. And I'm an Ameren UE customer,
5 have been for years. And I just wanted to be the
6 voice of everybody else that's against this rate
7 increase and just stand up for that and second any
8 motion that's been made against it. Because I think
9 you need to take into consideration the economy and
10 what's going on in this region and all of the jobs
11 that have been lost, especially in this region in
12 manufacturing. And we're depleted. I mean, we're
13 down and out.

14 And for Ameren to come to this area at this
15 time and say they need this rate increase is just
16 wrong. It's just wrong. People can't afford it. I
17 can't afford it. So I'm just -- I'm just being the
18 voice of the public and just standing up for
19 opposition to this rate increase.

20 JUDGE DIPPELL: Thank you. Commissioner,
21 did you have any questions?

22 COMMISSIONER GUNN: I don't have any. Thank
23 you, sir.

24 JUDGE DIPPELL: Thank you very much. Is
25 there anyone else who would like to speak? Sir.

1 MR. SCOGGIN: Good evening.

2 (JOSEPH SCOGGIN was sworn and testified as
3 follows.)

4 JUDGE DIPPELL: Could you state your name
5 and spell it, please?

6 MR. SCOGGIN: My name is Joseph Scoggin,
7 S-C-O-G-G-I-N.

8 JUDGE DIPPELL: Go ahead.

9 MR. SCOGGIN: I have a concern about the
10 efficiency of AmerenUE. I have a home and I, of
11 course, have been a customer with AmerenUE for some
12 35, 36 years. And a number of years ago I requested
13 that AmerenUE remove a defective transformer in the
14 back of my home. And it took some four or five years.

15 Now, we know the environmental impact of
16 defective transformers, and this actually posed an
17 environmental threat in the area. It was only up
18 until last year that they removed it. And I called it
19 to their attention several times. This is the type of
20 company that is asking for a 20-percent increase.

21 Considering how they service their
22 customers, I would not see any way that this company
23 is deserving of 20-percent increase. I'm retired, on
24 a fixed income, and I have several meters on my home.
25 This represents a tremendous increase. And judging in

1 the way Ameren has operated in the past, I see no way
2 that you should indeed grant them the 20-percent
3 increase. Especially in the days and the time that
4 we're in now. It's unheard of. Thank you.

5 JUDGE DIPPELL: Thank you. Commissioner?

6 COMMISSIONER GUNN: You said you contacted
7 them several times. Did you, other than the alternate
8 response of removing the transformer, did you get any
9 response to the previous inquiries?

10 MR. SCOGGIN: No. And I think a defective
11 transformer poses some PCBs when it's actually up
12 there in place. And they did not remove it up until
13 the last year.

14 COMMISSIONER GUNN: How did you -- how did
15 you contact them? Was it telephone? Letter?

16 MR. SCOGGIN: I contacted them by phone.

17 COMMISSIONER GUNN: And the person took down
18 your information?

19 MR. SCOGGIN: They took down the information
20 and they went there, stayed in place for several
21 years.

22 COMMISSIONER GUNN: And you contacted them
23 by telephone each --

24 MR. SCOGGIN: Yes, I did.

25 COMMISSIONER GUNN: Each time? But no --

1 no --

2 MR. SCOGGIN: No response.

3 COMMISSIONER GUNN: All right. Thank you,
4 sir.

5 JUDGE DIPPELL: Can I just ask one more
6 question about that? How is it that you knew that the
7 transformer was defective?

8 MR. SCOGGIN: Because the other transformers
9 had been put up in place. The area had been expanded,
10 and that transformer was no longer operative. It had
11 blown out.

12 JUDGE DIPPELL: Thank you. Is there anyone
13 else who would like to speak? Last chance. Okay.

14 MR. SCOGGIN: We've had some excellent
15 speakers here tonight. I don't think I'll make that
16 grade, but I'll make an attempt. My name is Dean --

17 (DEAN CIMAGLIA was sworn and testified as
18 follows.)

19 JUDGE DIPPELL: Go ahead and give us your
20 name and spell it, please.

21 MR. CIMAGLIA: My name is Dean, D-E-A-N.
22 The last name is C-I-M-A-G-L-I-A. I've been an Ameren
23 customer since 1955. I'm retired, I'm a homeowner,
24 and I'm also a sometimes embarrassed stockholder. But
25 the shares that I was anticipating for my retirement

1 to be beneficial, last year the stock prices were cut,
2 dividends were cut, and that was a big hurt. But
3 we'll make the best of it, like we are going to make
4 the best of a lot of things.

5 My generation has, in effect, rode the wave
6 and crest of good times and prosperity since basically
7 the end of World War II. And now I think things are
8 backing off. They're going downhill, and it's a time
9 of adjustment. We're all making adjustments according
10 to the times, and this is one of the bad times, and
11 the adjustments should be considered by the executives
12 and directors of this organization, that I think if
13 you'll make -- my estimated casual observation, the
14 money you're talking about for this increase in one
15 year just about covers part of their compensation and
16 their retirement and all of those benefits in dollars.
17 I may be wrong on that, but that's what it comes off
18 to me looking like.

19 At any rate, I think it's a time of
20 restraint and responsibility on all of our parts and
21 certainly the leadership and directors and executives
22 of Union Electric, and it's going to require some
23 integrity and sharing of the load, and extend the
24 burden fairly on all. This rate increase is an added
25 burden on everyone, on all individuals and all

1 corporations and all civic entities. And as we all
2 share those costs, a lot of those costs need to be
3 passed along and then increasing burden, and it's
4 compounded.

5 I think in this day and age, some smart
6 heads can get their intelligence together and come up
7 with a fair rate that is supplied to all, and
8 adjustments come to bear on everyone. And those in
9 position of -- their executive positions and directors
10 and all the managers face up, share some of that load.
11 And we're all called to sacrifice, and to sacrifice in
12 the form of increased rates should be recognized, and
13 everybody should be facing their responsibility and
14 integrity and bearing some of the load and take a
15 second consideration of what they consider a fair rate
16 increase.

17 I know what it is, somewhat. Our attention
18 is on the terrible disaster in Haiti, where the power
19 is off. And we don't know what it is to have -- we
20 have a little taste of it, but it's an absolute outage
21 there. Some 15 years ago, working with an
22 organization that started to help relieve some of the
23 unrest, I went to Haiti on a mission project from my
24 church, and I experienced firsthand what it is to be
25 without the power. The power would come on to this

1 compound we served through distributing food supplies
2 to the rural and urban areas. And when the power was
3 off it was terrible.

4 And the power at that time was allotted in
5 little segments, like I guess the brownouts that they
6 had here in recent history. When the power would come
7 on in the middle of the night, some of our volunteers
8 got up to do the laundry when the power was on. And
9 it was a challenge. But the power is a necessity.
10 It's a vital element of life.

11 And of any of the things that would really
12 hurt our society, if our electric power went out, we
13 would be really devastated because everything relies
14 on that electric. Well, so what? We've got our water
15 power. We've got our gas power. Those things shut
16 down, and we hurt. But we've got to take care of our
17 electric utility. But we've got to be fair. All I
18 say, let's be fair. Thank you.

19 COMMISSIONER GUNN: No questions.

20 JUDGE DIPPELL: Is there anyone else who
21 would like to testify? Sir?

22 MR. HOPKINS: Sharone Hopkins.

23 JUDGE DIPPELL: Can you spell that?

24 MR. HOPKINS: S-H-A-R-O-N-E H-O-P-K-I-N-S.

25 I am a customer of AmerenUE.

1 (SHARONE HOPKINS was sworn and testified as
2 follows.)

3 MR. HOPKINS: I just want to say this. I am
4 a minister at a local church here. And I echo the
5 sentiments of everything that has been said. But
6 unfortunately the people that really need to hear what
7 the people have to say aren't here. So I say this to
8 you that represent them. There was a movie called "A
9 Time to Kill" with Samuel L. Jackson. And he had a
10 trial lawyer. I think his name is Matthew McConaughey
11 or whatever his name was, but he represented Samuel L.
12 Jackson in the movie.

13 And at the end of the trial, as they were
14 dealing with the case of the little black girl that
15 had -- that had been raped, everyone knew it was
16 wrong. They felt the pain of the little girl, but
17 they could not identify with it wholeheartedly. So I
18 say this to you, the Commission. They said the punch
19 line in the movie. They said -- now, imagine all of
20 those bad things that happened to that little girl.
21 She was drug down the street. She was raped. She was
22 peed on. A lot of awful things happened, but the
23 attorney said something that I thought was so awesome.
24 They saw the black child, but he asked them to imagine
25 if she was white.

1 So I say to you, those that are going to go
2 back and report what you have heard, imagine if
3 that -- these people are you. If one of these
4 individuals sitting here, put yourself there. I'm
5 sure \$200 to you, to me, it's not much money. But to
6 somebody that's on a fixed income, you put yourself,
7 and when you go and share what you heard, do it from
8 your heart. Imagine it to be you.

9 Because those that need to hear, as I said,
10 they're not here. So the only way that they're going
11 to feel it is that you have to sincerely put yourself
12 in those people's shoes. And so imagine if you were
13 working every day and all you would bring home after
14 two weeks is 7, \$800, \$1,600 a month, \$1,500 a month,
15 \$1,200 a month. And that's the only way they're going
16 to hear it, is if you put yourself in these people's
17 shoes. Because again, I say, those that need to hear
18 it, they're simply not here. So when you represent,
19 represent the sincere heart of these people and put
20 yourself in their shoes. And then I think perhaps
21 maybe they will feel you around the board room
22 tomorrow morning or whenever it is you meet with them.

23 JUDGE DIPPELL: Thank you. Thank you.

24 MS. SHIPPS: Good evening.

25 (CICILIA SHIPPS was sworn and testified as

1 follows.)

2 JUDGE DIPPELL: And just state your name and
3 spell it, please.

4 MS. SHIPPS: Cecilia, C-E-C-I-L-I-A, Shipps,
5 S-H-I-P-P-S. Everything pretty much has been said
6 tonight about how people feel about this increase.
7 But I'm also going to go even further, because I
8 belong to a church that we help in the inner city, to
9 help people pay their utility bills. And we have
10 gone, and my pastor and all have gone to the extent --
11 every Monday, Wednesday and Friday, we have lines of
12 people lined up to try and find assistance to help pay
13 their light bill or their gas bill.

14 And for this to happen, it's been very
15 difficult for us to even get those donors now today to
16 help donate to that fund, to help assist the people in
17 the community. So I hope that as a people on the
18 Commission that you will consider the situation and
19 this economy right now. Lord knows it's been worse
20 than, what, since the depression almost, you would
21 say.

22 That -- consider that there are a lot of
23 people that are without jobs. A lot of people still
24 being laid off. And if you can go even just a block
25 away, not even a block, you will always even see

1 commercial businesses or homes foreclosed or a sign up
2 for sale. Consider that. Keep that in mind, because
3 no matter who you are, all of us in here, it's going
4 to affect. And if they just had a rate increase 11
5 months ago, you're asking for more.

6 We need to think very hard about that. And
7 again, I don't know if our organization and our agency
8 is going to be able to continue to serve the people in
9 the inner city community. And I -- and it's been
10 millions of dollars that we have spent to try to keep
11 that organization going. So please consider. Don't
12 let this increase happen, not at this time in the
13 history of this country. Thank you.

14 JUDGE DIPPELL: Ms. Shipps.

15 COMMISSIONER GUNN: I just have a couple of
16 questions. Does the church provide direct financial
17 assistance, or do they -- do they work with the
18 company to try to work out payment plans and things
19 like that?

20 MS. SHIPPS: Well, what it is, is that the
21 customer brings, you know, bring their utility bill.
22 And they of course, bring \$25, and we match it.

23 COMMISSIONER GUNN: Okay.

24 MS. SHIPPS: But we can't provide them all
25 the entire bill. There's no way. But at least help

1 try to keep, you know, utilities on.

2 COMMISSIONER GUNN: Do you work with Ameren
3 in any way, or do you just match whatever they go and
4 they send off?

5 MS. SHIPPS: We -- we try to work with the
6 people with -- someone with Ameren, trying to
7 negotiate to try and keep these people's utilities on.
8 But these people cannot come every month to us,
9 because there's so many thousands of people that we
10 serve.

11 And like they might come again. I'm going
12 to say maybe three or four, five months later in order
13 to get some more of our assistance. But just so much
14 we can do as a church, you know, in a service in our
15 community to help the inner city people.

16 COMMISSIONER GUNN: How has your experience
17 been when you negotiate directly with Ameren? Have
18 you found them to be resistant, receptive?

19 MS. SHIPPS: Well, we -- I haven't direct --
20 talked directly with the people myself. We have
21 someone that has done that, and it hasn't always been
22 easy. And so -- and of course, we have one lady. She
23 needed oxygen, and sad to say, you know, her light
24 bill -- you know, she needed that electricity to keep
25 her oxygen on, and unfortunately, she died. So I

1 mean, there's cases like that. So when you consider,
2 you know, the situation especially now at this present
3 time.

4 COMMISSIONER GUNN: Thank you. I don't have
5 anything further.

6 MS. SHIPPS: Thank you.

7 JUDGE DIPPELL: Ma'am, I forgot to ask you
8 if you were an Ameren customer.

9 MS. SHIPPS: Oh, yes. I've been since 1979.

10 JUDGE DIPPELL: Thank you. Is there anyone
11 else that would like to testify? All right. I see
12 one more taker.

13 (CHERI HELD was sworn and testified as
14 follows.)

15 JUDGE DIPPELL: You can state your name and
16 spell it, please?

17 MS. HELD: It's Cheri, C-H-E-R-I, Held,
18 H-E-L-D.

19 JUDGE DIPPELL: And are you an Ameren
20 customer?

21 MS. HELD: Yes, a long time.

22 JUDGE DIPPELL: Go ahead with your comment.

23 MS. HELD: I'm a little nervous.

24 COMMISSIONER GUNN: Don't be.

25 JUDGE DIPPELL: It's all right. Calm down.

1 We're almost done here, and you've seen everybody else
2 do it.

3 MS. HELD: I am just an individual that
4 tries to do everything right. I'm one of the lucky
5 ones. I do have a job, although I have been canceled
6 a lot because there's not business. I have a
7 programmable thermostat. I keep it at 62 during the
8 day. I turn it down to 60 at night and put more
9 covers on the bed. I have a gas oven. I use my
10 microwave to conserve power. I'm even trying to build
11 a solar cooker. I have made padded things to go on
12 the windows to keep the cold out. I have an energy
13 efficient home.

14 I was one of the lucky ones that had a --
15 there's more insulation blown in it like six years ago
16 and got the curly Q light bulbs and everything. But I
17 have not had an increase in my salary probably for
18 about four years. It's hard to make things meet when
19 you're trying to pay the bills, when you're trying to
20 buy medicine, when you're -- I do have some -- two
21 cats, and maybe I shouldn't have the cats, because
22 you're trying to pay for food for the cats, but they
23 are company, and they also keep me warm at night.

24 And for an 18-percent increase, it's totally
25 outrageous. I mean, we're trying to do everything

1 right, but we don't get an increase. You know, we
2 don't get any benefits. You know, I drive a car
3 that's eight years old. I walk when I can, you know,
4 and it's just not fair. You know, what happens to the
5 people that are trying to do everything right, you
6 know, and trying to pay their bills and trying to --
7 you know, have food on the table and trying to take
8 all of these economy -- energy efficient things, and
9 we still, we're caught in the middle, you know.

10 I don't have anybody. And I go to the
11 thrift shops to buy my clothes. You know. I haven't
12 had any new clothes for a long time. But I don't need
13 any new clothes, but I do need heat. I do need
14 electricity. You know, what happens to us? I'm in
15 there.

16 I'm in the lost generation, the middle
17 generation where we're getting hit from both ends. I
18 worked up until July, before I could start paying
19 myself, because all the rest is taken out in taxes.
20 You know, so essentially you're working for the
21 government until July and then you can start saving.
22 I did have a 401K, which is half gone. You know. So
23 what am I going to do for retirement?

24 I'm sure that UE is not going to take me in
25 one of their extra bedrooms. I do have a

1 three-bedroom house. I live in two of those rooms. I
2 have the others closed off. You know, I don't know
3 what else I can do. I don't think they deserve an
4 18-percent increase. We don't get it.

5 JUDGE DIPPELL: Thank you, ma'am. Thank you
6 very much for finding the courage.

7 COMMISSIONER GUNN: I don't have anything.

8 JUDGE DIPPELL: Anyone else that would like
9 to speak?

10 (NORMA WILLIAMS was sworn and testified as
11 follows.)

12 JUDGE DIPPELL: Could you state your name
13 and spell it, please?

14 MS. WILLIAMS: Norma Williams, W-I-L-L -- I
15 just want to make a statement. I thought maybe the
16 pastor would have made it, but he didn't. Through
17 prayer and fasting it has been revealed to me that
18 it's the companies in America that have caused the
19 economy to be in the shape that it's in. The greed of
20 the companies in America. And asking for an
21 18-percent increase, UE asking for that, is a perfect
22 example of that greed. That's all.

23 JUDGE DIPPELL: Thank you, ma'am. Can you
24 tell me if you're an AmerenUE customer?

25 MS. WILLIAMS: Yes, I am.

1 JUDGE DIPPELL: Thank you. Commissioner?

2 COMMISSIONER GUNN: I don't have anything.

3 JUDGE DIPPELL: Is there anyone else? Okay.

4 I'm not seeing anyone else. I do appreciate all of
5 you coming, and I appreciate those of you that stayed
6 until the very end. The Commissioners take your
7 comments very seriously, and these will be reviewed by
8 the other Commissioners, as well. Commissioner, would
9 you like to say anything?

10 COMMISSIONER GUNN: I do. As I said in the
11 beginning, this is only part of the process. In a
12 couple of weeks we'll be having evidentiary hearings
13 which look very similar to a trial. Those will be
14 Webcast at our Website, www.psc.mo.gov.

15 For anybody that could not -- if you know of
16 people that could not be here tonight and wanted to
17 comment, we, again, tomorrow, from 9 to 3 at the
18 Wainwright Building, are having a listening post where
19 people can come in and videotape comments. There will
20 be commissioners there, so they can give direct
21 comments to the commissioners.

22 We have a public meeting in Arnold tomorrow
23 night. I believe it's at the Fox High School. Fox
24 High School, tomorrow night, again, 5:30, with 6:00
25 comments being made. But also through our Website

1 people can submit written comments, and there's an
2 address that goes -- our staff members out at the
3 table out there can give you, for you to send in, any
4 written comments. So if you have any other
5 statements, or if you know of someone that didn't get
6 an opportunity to come speak, you can do it through
7 those ways, and those will become part of the record.

8 AUDIENCE MEMBER: Would you repeat your
9 Website?

10 COMMISSIONER GUNN: Yes, ma'am. It's
11 www.psc.mo.gov. I think it's on some of the written
12 materials that were handed out. And again, if you
13 have any issues that haven't been resolved tonight, we
14 still have a little bit of time. I would encourage
15 you to speak to our staff to have you -- to answer any
16 questions.

17 You have some folks from Ameren, and really,
18 it's an opportunity. You have some very high level
19 people here from Ameren, and that doesn't always --
20 you don't always get the opportunity to talk to them
21 face-to-face. And they'll probably be out there, as
22 well as Lewis Mills, who is from the Office of Public
23 Counsel, who represents the public interest and
24 represents it very well, I might add, in front of the
25 Commission.

1 So again, thank you for making this process
2 meaningful. Thank you for your testimony, and I
3 appreciate you sticking with it for this long. So
4 thank you. The Web -- the hearings start, I think,
5 March 6th, I want to say. The information will be on
6 the Website. There will be a link that says
7 "Calendar."

8 JUDGE DIPPELL: And I just wanted to say
9 thank you to the University of Missouri, St. Louis,
10 for allowing us to use their facilities. They've been
11 very kind and very accommodating, and I believe that
12 can conclude our hearing and we can go off the record.
13 Thank you.

14 (Marked Hearing Exhibit Nos. 1 through 3.)

15 (The hearing was adjourned at 8:20 p.m.)

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(The original exhibits were produced by Mr. George Gholston and were retained by Judge Nancy Dippell.)

1 CERTIFICATE

2 I, BRENDA S. ORSBORN, RPR, CSR, CCR, do
3 hereby certify that pursuant to the agreement
4 hereinbefore set forth, the following proceedings were
5 had before me; that the transcript has been reduced to
6 typewriting by me or under my supervision; that the
7 record is a true record of the proceedings had before
8 me.

9 I further certify that I am neither attorney
10 nor counsel for, nor related nor employed by any of
11 the parties to the action in which this arbitration is
12 taken; further, that I am not a relative or employee
13 of any attorney or counsel employed by the parties
14 hereto or financially interested in this action.

15 Dated this 28thth day of January, 2010.

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17 _____
18 Brenda S. Orsborn, RPR, CSR, CCR
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