

1 STATE OF MISSOURI
2 PUBLIC SERVICE COMMISSION
3 TRANSCRIPT OF PROCEEDINGS
4 LOCAL PUBLIC HEARING
5 AUGUST 15, 2012

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8 St. Charles County Administration Building,
9 St. Charles, Missouri

10 VOLUME 7

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13 IN THE MATTER OF UNION ELECTRIC)
14 COMPANY d/b/a AMEREN MISSOURI'S) File No. ER-2012-0166
15 Tariff To Increase Its Annual)
16 Revenues For Electric Service)

17

18 Kennard Jones, Presiding Chief Regulatory Law Judge

19 Kevin Gunn, Chairman

20 Robert Kenney, Commissioner

21 Stephen Stoll, Commissioner

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

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JUDGE JONES: Good afternoon. My name is Kennard

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Jones, I'm the judge of the Missouri Public Service Commission,

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and I will be guiding this local public hearing, the testimonial

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part of the hearing. This is case ER-2012-0166 in the matter of

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Ameren UE requests for a rate increase. To my right is

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Commission Jones to my far left is Commissioner Kenney, to my

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immediate left is Commissioner Stoll. Commissioner, would you

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like to make any statement?

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CHAIRMAN GUNN: Thank you all. First of all, my name is

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Kevin Gunn, I'm the chairman of the commission. I want to

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apologize to everybody for the smallness of the room, it was a

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mistake, and we're working on lowering the air to make things

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more comfortable for folks, but I just want to apologize. We

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understand as we do these local public hearings, we try to

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evaluate venues, and I understand here especially during the day

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there have been issues with parking, as well as issues with the

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room. So I apologize for that.

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We do fourteen of those throughout the state,

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throughout the service territory, and every once in a while we

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make mistakes. So, I apologize for that, but that shouldn't

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distract from what we're here for, which is to hear your

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comments about the rate proceeding before you. There is a

1 question and answer period. I want to reiterate that I know
2 it's frustrating for you, it's frustrating for us, that we can't
3 answer any questions. The nature of the proceedings makes it
4 such that we act as judges, and if we were to answer questions,
5 it could be viewed as a prejudgment of it. Trust me it's just
6 as frustrating for the people up here as it is for you. Again,
7 that's just one of the rules that we have to live by. So we
8 look forward to your testimony.

9 Please feel free, there will be nothing that is said
10 at the end of this that is any kind of secret information or
11 wrap up. So once you give your statement again, I know people
12 have places to go and they don't want to spend all afternoon
13 doing this, please feel free to leave. Like I said, there will
14 be nothing, no more information given at the end of this
15 proceeding than was during the time. So, it will get you out
16 into the coolness, get you back to your regular lives.

17 The commission takes these things very seriously, and
18 these local public hearings are very important to us
19 understanding how we approach our rate proceeding and we take
20 your comments seriously. So I ask you to be direct, to let us
21 know what you're thinking. Please again feel free if someone
22 said what you want to say, it's okay to raise your hand and say
23 they said what I wanted to say, and just move on.

24 We ask everybody be respectful of everybody's time.
25 We don't do time limits because we want people to say what they

1 have to say, but we have about 50 people signed up to testify,
2 so we certainly want to be respectful of everyone's time. I
3 just ask that you keep your comments direct and to the point.

4 We may have questions for you, and so, if I could ask
5 you to remain at the podium until we have some questions for you
6 as well. If you have questions about billing, if there's
7 questions that we can't answer, our staff is here and outside
8 the office of Public Counsel, are have, as well as Ameren is
9 here. If you have billing questions or reliability questions
10 that you need to get answers, they have a some people outside
11 that deal with those issues. And if you're not getting
12 satisfaction with them, come see our staff and they can walk you
13 over and help with that.

14 So again, thank you all from coming, and so get this
15 started see if my colleagues have anything else to say.

16 JUDGE JONES: Commission Kenney.

17 COMMISSIONER KENNEY: Can everybody hear me good?
18 Good, then I'll try to maintain this volume. Thank you for
19 coming, the fact that you're here means obviously this is
20 something important to you, and you can rest assured that's it's
21 equally as important to us. We do appreciate you taking time
22 out of your day and out of your lives to be a part of this civic
23 process. This portion will be transcribed and sworn in so your
24 statements are part of the record, and it's something that is an
25 integral part of our deliberations as we decide the overall rate

1 hearing. And so thank you for being part of it, and thank you
2 for taking the time to be here.

3 COMMISSIONER STOLL: I think the other commissioners
4 have basically covered all of the introductory information. I
5 too just want to thank you for coming out, and I look forward to
6 hearing your testimony today.

7 JUDGE JONES: Okay. As was said by the chairman, this
8 is not an opportunity for you to be able to ask questions. I'll
9 call you to the podium according to the list I have, I'll swear
10 you in, and I'll probably ask you to state and spell your name
11 for the court reporter. Then you'll give your testimony.
12 Afterwards remain at the podium, just in case there are
13 questions from either the commissioner or any of the parties
14 that are present, parties actually in the case that are
15 present.

16 UNKNOWN FEMALE: What happens to what we say?

17 JUDGE JONES: What you say will be transcribed by the
18 court reporter, so try to speak clearly.

19 UNKNOWN FEMALE: And then what?

20 JUDGE JONES: And then it will be made part of the
21 record in the case, and considered when making the final
22 determination in the matter.

23 UNKNOWN FEMALE: Pardon me?

24 JUDGE JONES: It will become part of the record in the
25 case and be considered when the commission makes it's final

1 determination on the rate case.

2 All right. At this time I'm going to take entries of
3 appearances of the parties that are present. Ameren UE.

4 MR. TRIPP: Michael R. Tripp, 111 South 9th Street,
5 Columbia, Missouri 65201.

6 JUDGE JONES: Staff of the commission.

7 MS. MCCLOWRY: Meghan McClowry for the staff of the
8 public service commission. My business address is P.O. Box 360
9 Jefferson City, Missouri 65102.

10 JUDGE JONES: Thank you. The office of public counsel.

11 MR. MILLS: On behalf of the office of public counsel
12 and the public, my name is Lewis Mills. My address is P.O. Box
13 2230, Jefferson City, Missouri, 65102.

14 JUDGE JONES: Any other parties who are here by
15 representation, just raise your hand if there's anyone. I don't
16 see anyone else.

17 Okay, with that, let's go head and get started. First
18 person on the list is Milton Hill. Can you please come to the
19 podium. Please raise your right hand.

20 (Witness sworn)

21 JUDGE JONES: Please state and spell your name for the
22 court reporter please.

23 MR. HILL: My name is Milton Hill. M-I-L-T-O-N and
24 H-I-L-L.

25 JUDGE JONES: You may proceed, sir.

1 MR. HILL: I just want the commission to know what
2 impact all of this is having on my business, which I had to
3 close last year. I had to cash in my IRA in order to pay back
4 taxes and present taxes. I have had to sell my business truck
5 in order to pay present taxes coming up, as well as medical
6 bills. That's my testimony.

7 JUDGE JONES: Any questions from the commission? No
8 questions. Thank you Mr. Hill.

9 Next on the list is Charles Peterman. Mr. Peterman
10 are you present?

11 MR. PETERMAN: I'm here. Please raise your right hand.

12 (Witness sworn)

13 JUDGE JONES: Could you please spell and state your
14 name for the court reporter?

15 MR. PETERMAN: Charles Peterman C-H-A-R-L-E-S
16 P-E-T-E-R-M-A-N. I'm at 1789 Sherman Drive, St. Charles.

17 JUDGE JONES: You may proceed.

18 MR. PETERMAN: First I want to thank all you gentleman
19 and whole staff for courtesy in taking the time out to hear us.
20 Mr. Hill and I think the same. I found the solution out about
21 five years ago with my cable TV. It went out of service, I
22 noticed the time when it went out, it didn't go on until two
23 three hours later, and I wrote that down too. Then I figured
24 out how much I pay per hour each month. I deducted that from my
25 bill, and I sent them a notice. Now, I would imagine Ameren can

1 do the same thing. They got a record of what parts of the
2 county, country whatever go out of service I'm sure.

3 Now, another thing I want to mention, this rate
4 increase I think is ridiculous, preposterous. I can't think of
5 any company really that would expect the 10.75 percent return,
6 it's out of the question. No way any company can do that,
7 nowadays, they got too much against them. I wish I would have
8 had that raise for my family. I didn't have a ten percent
9 return, you know, something free every month.

10 Another one, if the rate increase, any of it is
11 granted, think of the snowball affect it's going to have on
12 everything else. I mean everything, God. Gasoline, groceries,
13 automobiles, clothing, you name it, school, churches,
14 everything. There's got to be a stop to it somewhere to where
15 it's going to be within reason, and 10 percent sure is not in
16 reason, no way.

17 The last two bills of mine, now mind you, I live in an
18 apartment. It's a two bedroom apartment I think 850 square
19 feet, which is not too big at all. My last two bills, believe
20 it or not, I got the thermostat turned up to 76 all the time.
21 My last two bills were \$160 and \$193. Now that is ridiculous.

22 My pension, like a lot of people here, hasn't gone up
23 in four years, probably won't go up again. Social Security we
24 got a little bit of raise this year. Ameren already collected
25 that every month. I don't get it.

1 As far as these compensations from CEO goes, I work
2 for a phone company, I had occasion to meet the CEO of
3 Southwestern Bell years ago. I got to talking to him. I said
4 you know something, as I looked at what your salary, it was over
5 \$5 million then. I said I think an awful lot of myself, and I
6 don't think I'm worth \$5 million, and you certainly aren't
7 either. That's when I went some place but the phone company.

8 But any way, I'm just wondering, all these auditors,
9 they're all certified I take it, or they should be, and well, in
10 closing, I just want to say that if they start looking for
11 renewable energy in Ernest, I assume they are. There's a lot of
12 places out in the Mohave Desert, they have windmills out there,
13 they supply an awful lot of power. They could do some of that
14 around here, it's not an unsightly thing, I think they're
15 pretty. Keeps you a little bit cooler in warmer weather.

16 Anyway, thank you gentleman, thank you audience too.
17 I hope you all have a good day.

18 CHAIRMAN GUNN: Again, I just had a quick question,
19 because you mentioned at the beginning a billing issue. Have
20 you had any outages or are they happening on a regular basis?

21 MR. PETERMAN: You mean on electric?

22 CHAIRMAN GUNN: Electric, yes, sir.

23 MR. PETERMAN: Well, yeah, but thank God they didn't
24 last too long.

25 CHAIRMAN GUNN: Were they as a result of a storm or do

1 they happen just kind of --

2 MR. PETERMAN: Yeah, a rainstorm couple weeks ago,
3 about a week ago we had a good downpour out here in St. Charles,
4 went out a little bit then.

5 CHAIRMAN GUNN: How long did it take to restore?

6 MR. PETERMAN: Gee, I don't know. I'd say maybe about
7 15, 20 minutes.

8 CHAIRMAN GUNN: Thank you, sir. I don't have anything
9 else.

10 MR. PETERMAN: Thank you gentleman. Good luck
11 everybody.

12 JUDGE JONES: Thank you sir. Next on the list is Steven
13 Taylor. Steve Taylor. James Chrismer. Please raise your right
14 hand.

15 (Witness sworn)

16 JUDGE JONES: Could you please spell your last name for
17 the court reporter.

18 MR. CHRISMER: Chrismer C-H-R-I-S-M-E-R.

19 JUDGE JONES: Thank you. You may proceed.

20 MR. CHRISMER: Thank you. Whether or not Ameren should
21 get a rate increase, I really don't know, but I think that they
22 would probably put their best foot forward and explain to you
23 people why they need that rate increase. I think, and I trust
24 that you people would be fair with them and give them what they
25 require. They're a good company, they provide a good service at

1 a fair price.

2 People complain about the frequency of their requests,
3 but years ago they would ask for large increase periodically,
4 but not as often, and there was a lot of trouble trying to get
5 those rate increases passed too. So now that they're doing it
6 on a more timely basis, I think we could consider that.

7 I guess it's nobody really wants to pay for
8 electricity, and even sadder, nobody wants the utility to
9 produce electricity. You take coal that's dirty, what does
10 Ameren, do they put scrubbers on their plant, million dollar
11 expense that we have to pay for. Then the public service
12 commission changes the rules. Now we want carbon dioxide out of
13 the air, we want something else out of the air. Very difficult
14 for a power company.

15 What about hydro plants? Well, we don't want hydro
16 plants because there's a certain species of fish it will kill,
17 so don't put hydro plants in. Nuclear plants, definitely no
18 nuclear plants, because of the waste, you know, contaminated
19 waste everywhere, with no place to store. This is after we spend
20 billions and billions of dollars in Nevada and then old Harry
21 Reed says we like your money, we took the jobs, but no, we don't
22 want your waste anymore.

23 Then there's trashed energy. We got one in Maryland
24 Heights, but years ago, Ameren wanted to build one in St. Louis,
25 but nobody wanted trash in their backyard, so they had to do

1 away with that one. Even windmills out in California. They
2 don't want windmills because of the endangered species, the
3 condor, flying into them and dying. But I mean, I don't know
4 how the power company even can produce electricity.

5 Now, some has proposed a two tier system where some
6 citizens pay less than other citizens. Somebody's got to pay
7 for that power. Now if it doesn't come out of that person's
8 pocket, it might be coming out of my pocket. To me that's
9 stealing and it's immoral, and I don't think anybody should have
10 to do that.

11 Actually, what I think the company or the commission
12 maybe should do is cut rates for everybody. One idea that I've
13 got is power plants run 24 hours a day, 7 days a week. They
14 have to because at 3:00 in the morning, Mr. Jones wants to turn
15 the light on, so power has got to be at the switch. Well, if
16 they have a two rate system and charge less in the off peak
17 hours, then during the peak hours, so people can save some money
18 there. And when the electric company produces this power, if
19 they don't sell it, it's wasted, it's gone. So maybe the
20 utility company can make more money and we can lower the rates
21 that way.

22 I guess another thing is this spent fuel about the
23 nuclear, with the nuclear plants. Why can't we reprocess those
24 fuel rods like they do in France where 80 percent of their power
25 is produced by nuclear power. Then we would have less waste,

1 and we would have a more efficient use of that fuel rod and what
2 remains. I think they were afraid it would turn to some, I
3 can't think of the name of it now to make nuclear power, nuclear
4 weapons so we can contaminate that waste so it can't be used
5 that way.

6 Ameren has been fighting for a long time, even down in
7 Labadie, to store their fly ash or whatever. I mean, years and
8 years they have to go through this process to even do business,
9 I mean, I don't know how they do that.

10 We all work for Ameren every time we throw the switch
11 on, we're an investor in Ameren, so I wouldn't go there.

12 I think actually, I think we should stop fighting
13 Ameren and try to cooperate with them a little bit.

14 This business of proposing, you know, some people pay
15 less than more, I think it's immoral.

16 Some ideas sound good, but they're not really good in
17 the long run. I think a gentleman in the back suggested that we
18 should have competition, which brought to mind about 10 or 20
19 years ago up in New York, the public service commission thought
20 that competition would be good for their area. So those
21 independent producers started putting power plants in to sell
22 power to the customers there, and because they were a new
23 entity, the public service commission thought well, anything
24 that they don't sell to help them out, will have Niagara Mohawk
25 buy that extra power from them. That all worked out really

1 good. The only problem was they were paying more for the power
2 from the independent producers, than they could sell it for.

3 Now, where is Niagra Mohawk today. Well you can't buy
4 it at a high price and sell it at a low price. They're
5 bankrupt.

6 I think if we work with Ameren Electric, and it
7 becomes a stronger electric utility company, I think it's going
8 to provide a lot more jobs in it the future for our area. A lot
9 of people are moving away from California where they got these
10 radical ideas, and are going to be looking for a place with a
11 lot of water and electricity, like we have here in Missouri.

12 I sure appreciate your time. Sorry I took so long.

13 JUDGE JONES: Thank you for your time.

14 Next is Arthur Hamp. Arthur Hamp. Is there an Arthur,
15 okay. George Kuhn. Can you raise your right hand?

16 (Witness sworn)

17 JUDGE JONES: Please state your last name for the court
18 reporter.

19 MR. KUHN: K-U-H-N.

20 JUDGE JONES: Thank you. You may proceed.

21 MR. KUHN: About four years ago, I went to one of these
22 same meetings, town meetings and Ameren was applying for an
23 increase at that time. At that time, the same gentleman from
24 Ameren was kind enough to answer some of my questions, which
25 they were asking at that time for about approximately an 18

1 percent increase. What they got I can't remember.

2 Which seemed way over the top for me, that even in
3 this day's economy, even 9 percent increase seems way over the
4 top. If you take into consideration the median household
5 income, how much decrease over time this all needs to be taken
6 into consideration because we're the ones that are paying the
7 bills.

8 Ameren, for some reason, the discussion of natural
9 gas, that particular subject as far as an alternative for
10 powering your plants, it just kind of skated around it. They
11 we're looking at it, we're looking at it, we're looking at it.
12 They should have been looking at and knowing with the fuel
13 situation and dirty fuel such as coal, going to have to be
14 addressed and should have been done a long, long time ago. Not
15 the fact that we're looking at it now.

16 It appears that we're living in an age of greed is
17 good, and it has to stop somewhere. I asked the board at that
18 time four years ago to listen to the public, that our voice
19 needs to be heard. I think you've had an abundance of comments
20 made today to give you some indication of what the public is
21 feeling, and it is -- it boils to a point of frustration that
22 doesn't make for a very happy community.

23 It's time that things kind of change. Ameren's
24 literally killing the goose that laid the golden egg. A
25 business that operates and puts money inside in their profits to

1 take care of the infrastructure, building new updates to
2 maintaining it. Not these, as some of you have seen, these saws
3 that fly through the sky on a bottom of a helicopter, cutting
4 down limbs in rural areas. Well, it's pretty nice but there
5 still had to be people there, seems like a very dangerous
6 situation. I doubt if it will ever come to a point where
7 they'll actually use that as one of their methods to cut back on
8 trees.

9 But as I said, it is time that the commission listen
10 to the people. You're going to have a point where it's not
11 going to be a conversation. It will be an uproar, and we don't
12 want our society to get to that. And as I said, it appears that
13 we, in the area where greed is good, it's time to put an end to
14 it. Thank you.

15 JUDGE JONES: Next on the list is Linda Swartz. Miss
16 Swartz. Sally Stanley.

17 MS. STANLEY: I think they said pretty much everything
18 I was going to say.

19 JUDGE JONES: Does that mean you do or you don't want
20 to testify. Please raise your right hand.

21 (Witness sworn)

22 JUDGE JONES: Can you please spell your last name for
23 the court reporter.

24 MS. STANLEY: S-T-A-N-L-E-Y.

25 JUDGE JONES: You may proceed.

1 MS. STANLEY: Go ahead.

2 JUDGE JONES: Yes.

3 MS. STANLEY: I came here because my last month's
4 electric bill was \$346.85, and the month before that, it was for
5 June, I got it here somewhere, \$230.37.

6 I'm a widow. I'm on disability, so my check is a
7 Social Security check. I draw widow's disability, and so it's
8 the same, I look around this room and I see a lot of us seniors
9 out here, you know, and it isn't just that. I have children who
10 are raising families, they are getting killed by the cost of
11 electric, you know, this is not right. It just isn't right.
12 And whenever I read today, they gave me a pamphlet that said the
13 big businesses, like big corporation, they pay less than we do,
14 why is that? Does that make any sense to you? It said, that
15 large corporations pay 8.6 percent for their electric, and we
16 pay if I can see it, 27.7 percent. You know, where does it
17 stop? Where does it stop?

18 You know, I have a 1460 square foot home. Okay, I
19 have siding, soffit, fascia, new roof, thermal windows, new
20 furnace, new air conditioner. Okay, I even put them stupid
21 light bulbs in, you know, to try to cut the bill, which, by the
22 way, doesn't -- is not nearly as good as my old 60 watters. But
23 you know, we do all we can do to get our costs down, and y'all
24 just think about profit. Where's it stop? That's all. That's
25 my only question, where's it stop?

1 JUDGE JONES: Thank you for your time.

2 Tom Ochsner. Please raise your right hand.

3 (Witness sworn)

4 JUDGE JONES: Thank you. I see your first name is Tom,
5 can you spell your last name?

6 MR. OCHSNER: Yes. Tom and it's O-C-H-S-N-E-R.

7 JUDGE JONES: Thank you. You may proceed.

8 MR. OCHSNER: Thank you. I appreciate your time today
9 from the commission, and from Ameren, everybody else to be here.

10 I started a business almost seven years ago to do
11 energy audits on homes, and help people reduce their energy
12 usage. People call me all the time with comfort and efficiency
13 problems, and I go out and test the home and find many ways to
14 help them improve their efficiency. That helps them reduce
15 their bills.

16 I do applaud Ameren for improving the efficiency
17 program in this rate increase, as I feel it's very important to
18 help people to be more energy efficient. Middle income families
19 spend about five percent of their income for utilities, and low
20 income families spend about 20 percent of their income for
21 utilities. So a rate increase is a going to have a much bigger
22 effect on lower income people than it was for middle income,
23 upper income people. It is going to be more of a burden, a lot
24 of these people have difficulty making efficiency improvements,
25 they just don't have the money.

1 So the efficiency improvement program I think is going
2 to be a way for people to take advantage of rebates, to be able
3 to do the efficiency programs that they would not be able to
4 afford to do on their own.

5 Part of the rate increase here is for fuel costs, \$103
6 million dollars. A big part of that is the transportation of
7 the coal from Wyoming to here, and also diesel fuel has gone up
8 greatly. For us to continue to burn coal does not make sense.
9 For us to transport and burn this cost of transportation year
10 after year, just does not make sense. I applaud Ameren's
11 efforts in their desire to move to more renewable energy
12 improvements, and their infrastructure improvements. It is very
13 important to have reliable power.

14 So I feel that the infrastructure improvements to the
15 efficiency part of the rate increase is a good things. The fuel
16 costs, not such a good thing. For the people like the gentleman
17 earlier that had \$193 bills a small apartment, efficiency
18 improvements could save them \$50 a month. That's quite a lot to
19 people on limited incomes. I have an 1,100 square foot condo,
20 and my last bill was \$59, so there are way to do it.

21 So efficiency makes sense, common sense, but people do
22 need the rebate programs to help them become more energy
23 efficient. Thank you for your time.

24 COMMISSIONER KENNEY: Mr. Ochsner, thanks for coming,
25 thanks for sharing the information. I have one quick question

1 the statistic that you cited regarding middle income consumers
2 and low income consumers. Where did you get that statistic?

3 MR. OCHSNER: I cannot recall the direct source of
4 that, you know, I do research and spend a lot of time, you know,
5 furthering my education and my, you know, awareness of the whole
6 industry. I cannot tell you the direct source of that, but I
7 think it's kind of a common statistic.

8 COMMISSIONER KENNEY: Thank you for sharing with us.

9 JUDGE JONES: Next is Tom Brethroad. Tom Brethroad
10 present?

11 MR. BESSELMAN: How about Besselman? Don't want to take
12 anybody's turn.

13 JUDGE JONES: Hold on, slow down. Your name is not
14 next on the list. Doesn't say Tom Besselman.

15 MR. BESSELMAN: Just want to make sure.

16 JUDGE JONES: Is there a Tom Brethroad in the room
17 here? Is there a Representative Chet Boeke. Please raise your
18 right hand, sir.

19 (Witness sworn)

20 JUDGE JONES: And can you pronounce and spell your
21 pronounce last name for the court reporter?

22 MR. BOEKE: Chet B-O-E-K-E.

23 JUDGE JONES: Thank you, sir. You may proceed.

24 MR. BOEKE: Thank you, sir. I certainly enjoy the
25 opportunity to come and speak today, to listen to other people's

1 concerns and viewpoints. I'm a retired individual right now. I
2 made, fortunately my health held out. I've been retired two
3 years. I'm a former state representative. I recognize a few of
4 you who have been up there in Jeff City, I know it's a very
5 sought after job to get on this commission. My term limited out
6 senators and other people. So I hope that you don't have any
7 paybacks, you know, from anything connected with Ameren UE.

8 It doesn't matter what I make a month. There's people
9 that make a lot less and people that make a lot more, so my bill
10 is my bill, but you can't control when you get an 18 percent
11 increase. I did a little bit of research, because I've worked
12 on billion dollar budgets up in Jeff City, and I've grew
13 familiar with a couple things.

14 A couple of these executives, Mr. Baxter is in here,
15 he doesn't make near as much as his compadre Mr. Thomas Voss
16 chairman, president, chief executive. These are all facts, all
17 on the Internet, anybody can find out what they are, you know.
18 I think it all ties together because I'm a businessman also, and
19 when you make a certain income, you can say what you want to
20 say, well, this here's reserved, and this is this, and that is
21 that, but money is money and it comes from somewhere.

22 Approximately \$2 million was 2010 annual compensation
23 of Mr. Thomas Voss, CEO of Ameren, chief executive. \$2 million
24 right here. He also got in 2010, a salary and a bonus, I don't
25 know if this includes it or not, but \$784,207. Mr. Baxter, I

1 assume he's got the same title, chairman chief executive
2 officer. He's making less than this gentleman. But my point is,
3 they cut 3,000 jobs I heard, and the money always seems to move
4 forward. All these things, all these problems happen in
5 America, every time you turn on the news. You're amazed. So I
6 don't feel powerless and helpless. I'll do whatever I have to
7 do to foil this situation.

8 I can tell you something, you talked earlier about
9 nuclear plants for instance, we're on the greatest fault, New
10 Madrid, rang bells all the up to Pennsylvania, and we're
11 overdue. So I'm not too crazy about a nuclear plant, we got
12 scrubbers on coal. Some people took up time trying to talk
13 about that, but nuclear plant, yeah all the waste typically goes
14 Yucca Mountains out there, around the United States, to Nevada.
15 But if it falls apart kind of like Hiroshima or whatever they
16 call it in Japan, we got problems.

17 So I'm kind of going around a couple different issues,
18 one I touched on the money. I don't know how many executive you
19 all have at Ameren. I don't know how many other people or
20 whatever, but there's a sufficient amount of money, I can't
21 figure it out what they must make a week at \$2 million dollars a
22 year compensation. Let's start there. That comes out of every
23 few pennies we contribute. 18 percent is totally ridiculous to
24 even consider. Cost of living is what it should be connected to
25 and actual cost.

1 There's four commissioners, I understand that we need
2 one more, but the governor didn't appoint him yet, he or she.
3 If it's a 2/2 tie, what do we do if we have two for, two
4 against, how is that broken. With the fifth person, we would
5 have at least 3/2/2 or something.

6 You know, we have to look at the bigger picture,
7 there's a lot of parts to this bigger picture, I can assure you.
8 Ameren gives Voss a pay raise. Business Journal. These are all
9 just one after another. They constantly get their little rate
10 increases, pretty nice ones, and bonuses, you know, if I was
11 making even a couple hundred thousand a year, I would feel a
12 little creepy for taking a bonus for doing such a good job for
13 my company. Ultimately four of you people obviously are going
14 to make a decision, what is rate going to be, are we really
15 going to get it socked to us. And I can tell you something, you
16 better think wisely and long. I understand everything is a
17 chain, and a chain is this. You didn't just get up there on
18 your own, everybody seems to owe somebody something. One guy
19 gets up here and talks about, oh, how good everything is.
20 That's his opinion, he's entitled to that, but there's a
21 majority of people here didn't think things are so good, and I'm
22 one of them. I'll conclude on that, I could go on and on as you
23 probably can tell. Any questions.

24 JUDGE JONES: Next on the list is William Ulmer.

25 Mr. Ulner, can you raise your right hand please.

1 (Witness sworn)

2 JUDGE JONES: Can you spell your last name for the
3 court reporter.

4 MR. ULMER: Last name is spelled U-L-M-E-R.

5 JUDGE JONES: Thank you. You may proceed.

6 MR. ULMER: I'd like to thank the commission for
7 holding the hearing and allowing us to speak. Overall, Ameren
8 has provided excellent service to my portion of St. Charles
9 County, but this rate increase is out of line.

10 Over a year ago, I spoke up successfully about a rate
11 hike. Seems that Ameren is asking for an increase they know
12 they won't receive and settling for the commission's award, then
13 files for another increase. In this case, they haven't even
14 waited for the award and another request has already been filed.

15 If top executives make over \$2 million a year, that
16 roughly translates to \$1,000 an hour. It amazes me that the
17 commission continues to improve rate increase while upper levels
18 of Ameren management make gargantua amounts of monies. Reducing
19 the pay of senior management by 75 percent will still provide a
20 livable wage.

21 Ameren can also reduce expenditures by eliminating
22 advertising at sporting events, on television and in the
23 newspaper. They have a monopoly on our electricity, and there's
24 no need for them to spend money on a marketing program.

25 Another cost saving item due to money Ameren spends is

1 on lobbyists. If the commissioners and members of the Missouri
2 legislatures didn't have as many fancy dinners and tickets to
3 sporting events, the citizens would benefit.

4 On Sunday August 12, 2012, the Post Dispatch reported
5 that the commission was concerned about the rising cost of
6 utilities. One suggestion was to consider a program similar to
7 one in California. They offer a 20 percent discount for certain
8 low income families. Once the questions about expenses and
9 legality are determined, this may be a possible alternative to
10 Ameren's endless supply of rate increase requests.

11 Once of the programs concern was fraud. Face the
12 facts, it will be a government program, and there will be fraud,
13 the challenge will be to minimize it. I've been paying utility
14 bills since (inaudible) St. Charles on money saving bridge, and
15 I'm waiting for the commission to do something for the people.
16 If the commission is truly concerned about the people. Say no
17 to the greedy profit mongers at Ameren. My name is William
18 Ulmer, and I approve this message.

19 JUDGE JONES: Next to is Carol Craska.

20 Please raise your right hand.

21 (Witness sworn)

22 JUDGE JONES: Thank you. Can you please spell your
23 name for the court reporter.

24 MS. CRASKA: My name is Carol C-A-R-O-L-E Craska
25 C-R-A-S-K-A.

1 JUDGE JONES: Thank you. You may proceed.

2 MS. CRASKA: My husband and I built and moved into the
3 house that we have now back in 1992. I believe that kind of
4 fits in with one of the statistics that they were giving as to
5 20 years ago as to what rates were, and how it's gone up only 12
6 percent.

7 I have trouble reconciling that with what I have
8 observed. I went back, being a C PA myself, I keep records, I
9 keep budgets. So I went back and looked at what we paid for
10 Ameren and in the year '92, and granted, the total amount was
11 only for ten months because we moved in in March, we paid \$660
12 dollars for electricity in '92.

13 Last year, we paid \$2,306.44. It's the same house.
14 The only changes that we've made are improvements to decrease
15 the amount that we have to pay for electricity. Now that
16 doesn't seem to me like a 12 percent increase.

17 We have put extra insulation into the attic that we
18 paid to have put in. We have changed the siding that we had put
19 on to one that is supposed to be more energy efficient, the
20 fiber cement as opposed to having had a less efficient one. We
21 have thermal windows. We have storm triple pane glass in our
22 front door. We've gone around the house and we have put the
23 little caps over all of our electric outlets to cut down there.
24 And we've gone around doing the test to see if we have air leaks
25 around any of our windows, and currently, we don't.

1 But that's definitely more than a 12 percent increase
2 between what we pay in utilities in '92, and what we paid for
3 utilities in 2011. I did not consider what we paid so far this
4 year in 2012 to be pertinent, because I think that the weather
5 this year is totally out of alignment, and doesn't relate fairly
6 to what the costs are.

7 I also would mention that our house is not 100 percent
8 electric, and that every appliance in the house that we could
9 runs on gas, because we've been a proponent of using gas as
10 often as possible. So our hot water heater, our furnace, our
11 dryer, and what's the other one that I have, my counter top
12 stove are all gas. I do have a separate oven, and because gas
13 does not cook nicely when you're baking, it was electric. So I
14 don't think that we have a high number of electric utilities in
15 comparison to the whole house.

16 The big, big expense is of course the air conditioner.
17 So we've switched from running our air conditioning unit, and we
18 have zoned heating in our house. We keep the second floor
19 during the daytime at 80. We keep the first floor at 77. Back
20 in '92, we kept those at 72, so I think we've made a big change
21 there.

22 My next question also has to do with some statistics,
23 and they have an ad on TV, and they had it up here too, and they
24 said that in the last six years, Ameren had decreased outages by
25 27 percent. I have a big issue with that statistic.

1 Six years ago, I went to another meeting that was very
2 contentious and had to do with the outages. That was along the
3 time that we were complaining about five day outage in the
4 summer, and another seven day outage in the fall from an ice
5 storm and from a major storm. That wasn't my contention. I've
6 lived through hurricanes, we've moved 14 different times. We've
7 lived in different places, both overseas and here, so I'm aware
8 of paying bills at different places and different rates. I'm
9 aware of living in California and living through an earthquake
10 being without power. Living in Florida, and going through
11 hurricanes and being without power. I can excuse these. I
12 can't excuse how long they took. I can't excuse the fact that
13 much of the time that it took was because of the lack of tree
14 trimming that they had discontinued. In which they have not
15 started taking and would just take affect and given them a 27
16 percent decrease.

17 I complained about the number of outages that we
18 personally have, because that's the only thing I can compare it
19 to. I had asked for a printout for the outages for our home for
20 2006, or 2005. Honestly, I can't not remember which year it was
21 for. It was two pages long. Now, I shouldn't say two full
22 pages, it was one and three quarter pages long. Now, if we say
23 that 27 percent of those outages are no longer happening, that
24 means that it's only one and a fourth pages long. That still
25 seems like a lot of more outages than what is reasonable.

1 And I finally convinced my husband that we could
2 afford and we did put in a whole house generator, which Laclede
3 took care of doing for us, and they handled everything and let
4 us pay for it over twelve months on our Laclede bill. It does
5 come on, and we do have power outages, but I don't try to track
6 them anymore, because I don't have to worry about doing anything
7 but resetting clocks, for whenever the power has been out long
8 enough for that to come on. But I don't think that 27 percent
9 decrease is anything to brag about.

10 I'd like to say that I agree about the previous
11 testimony about saving money, and that I feel like I'm
12 trainable, and that if they would offer us different rates or
13 some incentive to use electricity during times when they have
14 what is called peak demand, and which I understand is more
15 expensive for them to produce, because they have to bring more
16 plants on and run them in order to get peak power. I can be
17 trained if I have an incentive to run my dishwasher at 10:00,
18 11:00 at night and to run a load of laundry then instead of when
19 it's convenient and when I'm doing dinner and closer to those
20 places, anyhow, but I really think if we had an incentive to do
21 that, I'd be one of those people that could be trainable.

22 I think that covered the four things that I have
23 issues with. The one that I didn't bring up, but did get
24 answered, I was wondering when they were comparing their rate of
25 returns that they wanted. If they were comparing to it east and

1 west coast, but on their chart they were showing that they were
2 comparing it, this is the chart that handing out, it was in the
3 folder to Midwest, so I will grant that one, that they are not
4 comparing it to east and west coast. Because my comment on that
5 was you don't expect to pay as much for a hotel room in
6 St. Louis, as you pay for in New York or you pay for in Los
7 Angeles or San Francisco, cost of living is higher in some parts
8 of the United States than it was here. Generally salaries are
9 higher to compensate for that.

10 One of the advantages of living in the Midwest is that
11 we still have most of the amenities that they have, without the
12 oceans, but we don't have the same costs, and I think that
13 should be the same way with our electricity, with our gas.

14 And I might comment, my gas bill was almost identical
15 to my electric bill in '92, so I used to budget in my head \$100
16 for the two of them. My gas budgets, my gas bill last year was
17 \$1,185, as opposed to the electric bill being \$2,366. So, I
18 understand that things go up in cost, but I think that the cost
19 that the electricity has gone up is out of line. Thank you.

20 MR. KENNEY: Thank you for taking the time to come
21 share your thoughts with us. You've obviously done some
22 additional research and study of the issues. I have a question
23 for you. You mentioned that you would be willing to try some
24 type of alternative pricing?

25 MS. CRASKA: Correct.

1 MR. KENNEY: Like run your dishwasher at night. The
2 catchall phrase for that, have you had experience with that in
3 maybe some other part are you lived? You said you lived other
4 places?

5 MS. CRASKA: No, I have not. I know that some of those
6 other parts are doing some of that, but we moved to St. Louis in
7 '93, well actually in '92, our house was finished and we moved
8 in in '92. So for the last 20 years what we experienced is
9 Ameren here, but I am aware there that they are doing it in some
10 places, some of my research was showing some of the different
11 utility companies that have put it in, and I didn't know whether
12 Ameren had considered putting it in for residential customers or
13 not.

14 MR. KENNEY: But that's something you would be willing
15 to experiment with.

16 MS. CRASKA: Absolutely.

17 MR. KENNEY: Again, I thank you for coming down and
18 sharing your thought with us.

19 JUDGE JONES: Thank you Miss Craska.

20 Next on the list is Sharon Parsons.

21 Please raise your right hand.

22 (Witness sworn)

23 JUDGE JONES: Can you spell your last name for the
24 court reporter.

25 MS. PARSONS: P-A-R-S-O-N-S.

1 JUDGE JONES: You may proceed. You may want to lower
2 the microphone.

3 MS. PARSONS: First of all, I think there's a
4 misconception that there are a few poor people that need help
5 with their electric bills and other things. That's not true. I
6 think it's starting to effect many of us, especially the
7 elderly. I've been married almost 50 years. I'm almost 70
8 years old. I've raised five children. I have eleven
9 grandchildren and three great-grandchildren. I'm here to speak
10 for them too.

11 I'm also here to speak for the families that weren't
12 able to be here today. The young ones that are trying to raise
13 their children, pay their medical bills, buy their clothing in
14 addition to pay their utility bills. I think the rate increase
15 is just ridiculous. I think about the policeman, fireman,
16 trying to protect our city, they don't get the 20 percent in
17 wages, neither do my children. They're all hard workers. We
18 were hard workers, we never took anything from the government.
19 We worked hard our whole life, now here we are in our supposedly
20 golden years, trying to figure out how to pay the increase in
21 food, utility bills, just about everything.

22 I'm just asking you please really consider this
23 increase. It's going to hurt people that aren't poor, but also
24 aren't middle class either. Last year, this summer, one thing
25 that really affected me were the people who were given air

1 conditioners by the city, by Ameren, and had them in their homes
2 and still died sitting next to them because they were concerned
3 about turning them on and the bills they would have to pay.
4 Thank you for listening to me.

5 JUDGE JONES: Harold Frank, Mr. Frank. Harold Frank.
6 Moving on, James Jones. Please raise your right hand.

7 (Witness sworn)

8 JUDGE JONES: You may proceed.

9 MR. JONES: James Jones. Last name J-O-N-E-S.

10 I just want to congratulate the commissioners,
11 basically, this is my second hearing on this particular matter.
12 I was at Harris Stowe a couple weeks ago, and during that time,
13 when we were at Harris Stowe, Ameren proposed another rate hike
14 before they even got this one. I thought that was kind of
15 ludicrous myself.

16 Now, Ameren talks about the poles, the lines, the
17 substations stuff like this. I believe that's all part of doing
18 business. They should have that built into doing business, so
19 we shouldn't have to pay for that.

20 When I was out at the last commission, I told a little
21 story about consider Ameren as being a taxi cab, and they offer
22 good service, and reliable service, but when it comes time for
23 an inspection, and Ameren needs four new tires on their taxi
24 cab, they should not come back to us to pay for the four new
25 tires. It's all cost of doing business.

1 Now, the commissioners that are here today, one of my
2 reasons for coming today is when I was down to Harris Stowe
3 there were two commissioners there, I wanted to see if there
4 were more than two commissioners here, but there's just two
5 commissioners here, and the commissioner should listen to the
6 pains of the people that are making testimonies, and hear them,
7 because it is pain for them to pay these higher bills.

8 Now, I got one more story to tell you. A long, long
9 time ago, there was a righteous king in a far off country. What
10 this king did, he appointed judges to take care of the affairs
11 of the people. Now, this king did not sit back in his castle,
12 but he traveled throughout the country to make sure that the
13 judges that he appointed were doing the right thing. This
14 righteous king would tell his judges take heed what you do, you
15 judge not for men, but you judge for the Lord who is in your
16 judgment. Basic reason I'm saying that is that who can or what
17 can you give the most righteous judge in gifts or compensation
18 because he owns the whole world.

19 So, with saying that, the commissioners listening to
20 the pains of the people, please make a just decision, not for
21 the people that you're working for, but for the righteous king
22 that we all serve. That's all I have to say.

23 COMMISSIONER KENNEY: Mr. Jones, thank you for coming,
24 I recall you from the Harris Stowe meetings. Thank you for
25 taking the time to come.

1 MR. JONES: You're welcome.

2 COMMISSIONER KENNEY: It's not so much just a question
3 I want to just point out. There are three of us here,
4 Commissioner Stoll, myself and Chairman Gunn. There are
5 typically five commissioners, we're short one because we have a
6 vacancy that hasn't been filled yet, but the other important
7 point that I want to reiterate for everybody in the room, we
8 have a court reporter taking everything down, it gets
9 transcribed, and it becomes part of the record to the extent
10 that one of us or more than us aren't able to physically be
11 here, we do take that transcript into account when we're making
12 our decision. Just wanted to point that out. Thank you again
13 for taking the time to participate in the process.

14 MR. JONES: I understand about the transcript, you
15 know, but to look into the eyes and hear the pains of the people
16 you know, that's what I'm talking about.

17 JUDGE JONES: Next on the list is Sharon Gill.
18 Can you raise your right hand please.

19 (Witness sworn)

20 JUDGE JONES: Thank you. You may proceed.

21 MS. GILL: Thank you for this forum. I just wanted to
22 say that the PSC has endorsed rate increases for Ameren four out
23 of the last five years. Since May of 2007, Ameren has been
24 awarded 28.4 percent increase, so if you added the one that
25 they're requesting, that would make it pretty close to 43

1 percent.

2 Then, as now, Ameren claims the rate increase is
3 necessary for infrastructure and customer service. Well, in the
4 last two years, their CEO has enjoyed a compensation increase of
5 20.5 percent. What bothers me, it seems that you never hold
6 them accountable to use the money in the manner in which they
7 claim it will be used. Now as before, it seems that so much of
8 it goes directly into the pockets of the highly paid executives.
9 Ameren has been charged with excessive sulfur dioxide emission.
10 Sulfur dioxide monitors would allow the state to evaluate the
11 impact on citizen's health. Ameren had not chosen to install
12 them.

13 People have died because they cannot afford to run air
14 conditioning. Mothers and fathers and seniors cut back on their
15 usage so that they can buy food, and pay for gas to get to work.
16 How can you ask the citizens of your state to bear the
17 constantly increasing financial load so that a few individuals
18 can be compensated unreasonably.

19 By the way, just for clarification, that 20.5 percent
20 increase for that CEO brought his total compensation for 5.7
21 million dollars. I would say to you the only thing not for sale
22 is character. I hope yours is strong enough to stay no to this
23 public utility. No to Ameren, thank you.

24 JUDGE JONES: Next we have George Williams. Linda
25 Covilly. Donna Delano. Can you raise your right hand please.

1 (Witness sworn)

2 MS. DELANO: My name is Donna Delano. That's
3 D-E-L-A-N-O, and I'm a trustee for a small subdivision in
4 St. Charles and when I checked our expenses for our electric,
5 all we pay for is lights, and our monthly expense in 2008 was
6 \$324.50. In 2012 it's \$428.90 a month, which means we've had an
7 increase of approximately 25 percent.

8 The only addition we've had in those four years are
9 two flood lights, on our monument, so as I see it, we've had an
10 increase of 25 percent, I can show you our statements, if
11 anybody wants to see them.

12 CHAIRMAN GUNN: We're happy to take them if you want,
13 into the record we can get copies.

14 MS. DELANO: All, that's all I got to say. I was
15 surprised of it 25 percent and increase of another 14 percent
16 that's going to be another \$60 more. That's well over 30
17 percent.

18 JUDGE JONES: Would you like those bills to be entered
19 into the record?

20 MS. DELANO: Sure.

21 JUDGE JONES: Do you have copies of them?

22 MS. DENALO: Yes, I do.

23 JUDGE JONES: I'll go ahead and take those now. Are
24 there any objections to the parties present? Are there any
25 objections to the parties that are present? No objection.

1 Exhibit 1 Delano entered into the record.

2 Next is Mary Vereone.

3 (Witness sworn)

4 JUDGE JONES: You may proceed. Please spell your last
5 name.

6 MS. VEREONE: V-E-R-E-O-N-E.

7 JUDGE JONES: Thank you. You may proceed.

8 MS. VEREONE: I kind of didn't have a big agenda like
9 some of the people have, but I just wanted to say that in 1978,
10 I divorced my husband because he was abusive, and at that time,
11 he was making \$15 an hour, and all his you know, amenities that
12 go with that. And so I started up making \$285 an hour, and I
13 was happy to do it, because I didn't want to be in an abusive
14 relationship anymore. But now I find myself that I'm on Social
15 Security, and it isn't because I want to, it's because I have
16 to, and so then I hear them saying they the 14 percent or
17 whatever it was is only going to be 46 cents a day. That comes
18 out to \$14.40. So you add that on to your present bill, and it
19 adds up to where you think, where am I going to get that money?
20 How am I going to pay it? Is there someone who's going to hire
21 me at the age of 77, and get a job to pay the electric bill?
22 It's just too much.

23 And another thing that bothered me was when they
24 changed their name from Ameren to Ameron. That has to cost
25 millions of dollars to change everything that they have to

1 change, and then I you know, when I get my bill it always says
2 on there, go paperless. Would they buy me a computer and pay
3 for the monthly fee that I have to have to have for a computer?
4 No. And not saying gas, electric, you know, anything else,
5 they're not going to pay it either, you know, water company. So
6 why -- how do they think I'm going to be able to afford a
7 computer and do what they want me to do? They don't want to
8 send out a bill. My insurance company, I want them to do it
9 monthly, so that I don't have to worry about six months later,
10 having it together, but they charge me \$3.00 a month extra just
11 because they're sending me a bill.

12 So you know, things have got to stop. We can't keep
13 at this rate, and expect people, especially those who are in low
14 income, you know, expect them to keep paying and paying and
15 paying, we can't do it, that's all I have to say.

16 JUDGE JONES: Thank you. Next on the list Owen Peters.

17 Jim Burrows. Jim, I believe it's Burrows,
18 B-U-R-R-O-W-S. And next we have Joan Newman. Tim Cronin. David
19 Wilson, Deborah Willis, Val Cummings.

20 Can you raise your right hand please.

21 (Witness sworn)

22 JUDGE JONES: You may proceed.

23 MS. CUMMINS: I recently read and I trust the source,
24 that Ameren sells electricity to other companies, and it's my
25 understanding that these other companies are bragging that they

1 have the lowest rates in the state. This being one company on
2 the west side of the state. I have a problem understanding how
3 you can sell your electricity at another company who can resell
4 it for less than we who pay you directly. So that's the problem
5 I have with that one.

6 And I don't -- I'm not in sympathy, I don't think it's
7 a fair comparison when you say you take your big salary people
8 incomes to compare them to other states and other areas, other
9 companies. That doesn't impress me at all to say well, I make
10 that much money because he makes that much money, and so, I have
11 to. In fact, I'm hearing more and more of all the people whose
12 salaries are going down, down, down, and they're really having
13 to struggle. I can't understand why the utility companies say
14 if you want to make some money, invest in utilities. If you had
15 done it a long time ago, you'd really be well off, and I have a
16 nephew who did that, and he brags about it, and that's okay.

17 But in light of all this economy that we have going
18 now, it's not okay. It's okay that he did that, but it's still
19 not okay that the reason he's able to brag about it now is
20 because the rates in his area, and this is in Michigan. This is
21 country wide where utilities are taking advantage of people.
22 And so, it isn't fair to say well Michigan's rates are higher,
23 so we have to have ours higher too. It's just not a fair thing
24 in my estimation.

25 And I believe in being compassionate to the lower

1 income people, but I don't think it's fair to take it from --
2 give the cost, compare the cost over to the people who are very
3 near or almost low income. If you're going to pass that on to
4 your other customers, that's not fair. In fact I think you have
5 a good source of that in this Tom Voss 20 percent, take that out
6 of his, and give that to the lower income people. I think that
7 would be a real good idea.

8 And I think maybe we're missing it, if the legislators
9 had the final vote in this is that right? They don't.

10 JUDGE JONES: Miss Cummins, if you have questions about
11 the process, if you didn't get those questions answered
12 earlier --

13 MS. CUMMINS: Okay. I will do that, because I was
14 wondering if that's where we needed to be putting the pressure.
15 That's all I have to say. Thank you.

16 CHAIRMAN GUNN: Your questions about who has the final
17 say and how the process works, that can be answered by the
18 person who represents the public, or we have staff table
19 outside.

20 MS. CUMMINS: I go do to the capital quite often with a
21 group that I belong to, and so we could easily put this on our
22 agenda, if it will be effective, but if it isn't, you know, I
23 need to learn that process. This is new for me, and I've never
24 done anything like this. I'm a bit nervous. I'd like to talk to
25 you about it.

1 CHAIRMAN GUNN: You did great. Thanks.

2 JUDGE JONES: Next on the list is Janet Cuenca.

3 JUDGE JONES: Good afternoon. Would you please raise
4 your right hand.

5 (Witness sworn)

6 JUDGE JONES: Thank you. And could you please spell
7 your last name for the court reporter.

8 MS. CUENCA: C-U-E-N-C-A.

9 JUDGE JONES: Thank you. You may proceed.

10 MS. CUENCA: All right. One of the things that's
11 concerning me is something that has been called corporate
12 welfare, you just stated that the legislature has no say in this
13 race, but according to an editorial in April in the St. Louis
14 Post Dispatch, they claim that Senate Bill 759 would allow
15 Ameren to charge rate payers somewhere between 40 million and
16 100 million dollars for expenses incurred in obtaining an early
17 permit for a second Callaway County Plant. So it does appear
18 that our legislatures do have some ability to influence some of
19 this, and we should indeed be working with our NO2, pressure,
20 our legislatures on these matters.

21 But the commission here also bears some
22 responsibility. I see that claiming that nuclear power is
23 viable, is a actually deflecting some of the cost onto society
24 as a whole, Ameren seems to want us to forget that this
25 radiation lasts forever. We don't have more than you know,

1 several generations ahead to think about.

2 We are deflecting a horrible, horrible legacy onto the
3 future, and there is no safe permanent way to store and to
4 contain all of this or to transport it from one place in the
5 country to another that will not do some harm some time in the
6 future, and that is going to be a terrible cost to somebody some
7 day, and I think it is a sin, not in the religious sense, but in
8 the social sense that no one is paying attention to this when
9 it's taking into consideration. I don't care how much it costs
10 or how much it's saving now, it's just not right to do this.

11 We're also getting into the question of natural gas,
12 and we are just now getting into the deflected cost society
13 speaking and ecologically speaking of the cost of this natural
14 gas which has gotten by means of fracking, that's the current
15 term for it, which can cause minor earthquakes, which is
16 affecting the water quality in many parts of the county, and
17 they want to do this, get permission to do this. This is
18 another cost of society that is not being taken into
19 consideration when you talk about natural gas, it's not all that
20 clean when parts of the country can turn on the water and it
21 turns -- it can ignite it with a match. This is not a good
22 thing.

23 We also need to consider that the lobbying expenses
24 still are paid by the general society, because of the, you say
25 it comes out of their profits, well their profits come from us,

1 you are just not in the consideration of increasing their
2 profits, because you want to increase our rates. So it's still
3 coming out of our pockets, and even if you allow people with
4 fixed incomes to have a lower rate, somebody is still paying for
5 it. There's no such thing as it doesn't come out, society pays
6 for it, and that's us.

7 The other thing of course is the whole issue of coal,
8 and the means of getting it, which involves mountain top
9 destruction, and filling in the waste in the springs and rivers
10 in the east and mountains, and also stealing water level from
11 the Navaho reservations, that's a deflected cost that is not
12 being taken into consideration. There's no such thing as clean
13 coal, either in terms of it's production, it's transportation,
14 and the cost to society in terms of people who's breathing, and
15 other health considerations are affected by this. This is
16 another transfer of expense which is borne by society as the
17 whole, and that's us.

18 I think that all of this coddling of all of our
19 companies when it comes to lobbying and trying to change the
20 impact of the EPA. The EPA standards never were at their best
21 adequate for all of the problems that they cause, and other
22 people have to pay for, and the fact remains that the utility
23 companies and other companies have been doing their best from
24 the very time the EPA began, to reduce the power of the EPA, and
25 to reduce the demands upon those companies, to clean up their

1 act.

2 The power companies have been resisting putting in
3 those scrubbers from the very beginning, and now if they still
4 have to put them in, they whine about the cost and they want
5 somebody to pay for that. They should have done it ages ago.

6 The whole issue of transferring the cost has got to be
7 considered, because it's not only is it too much for the
8 individual to have to pay. If they have circumstances, but the
9 whole society needs to have this taken care of. They should
10 have been moving in greater speed to having wind power, to
11 having solar power. Germany, the country of Germany has a
12 greater cloud cover than we have, and fewer days of sun than we
13 have, and yet they have made a great part of their expense for
14 power through solar power. They use flat roofs, they use every
15 piece of land they can to facilitate this, and it seems to me
16 that you should be forcing Ameren UE to move with speed, that's
17 even a joke, when they start complaining about needing to fix
18 the infrastructure. We need to move more toward free power,
19 instead of paying outrageous costs to the coal companies.

20 And I also want to comment that I believe that this is
21 a buddy deal. As long as everybody, these big companies --
22 Peabody Coal is the richest coal company in the world. They
23 don't pay taxes. Just ask the City of St. Louis, and about
24 every other year they fail to pay taxes to the state, and as
25 long as Peabody Coal can make money, and Ameren UE can make

1 money. I don't think Ameren has any push at all to reduce their
2 rates, there are too many buddies that make money on all of
3 this, and as long as they are allowed to you know, kind of
4 scratch each other's backs, they're not going to stop. They're
5 not going to have the motivation, we have to provide that.

6 And we already did when we voted for the clean power
7 that was supposed to be instituted, but you know, so far all we
8 hear about is the Callaway plant, and the cost of coal, and even
9 if they got the cleanest coal possible, it's still not good
10 enough, and even if they put the scrubbers on, that's still not
11 good enough. We need to get off anything that affects people's
12 ability to breathe, thank you.

13 JUDGE JONES: Next is Michelle Vaughan. Please raise
14 your right hand.

15 (Witness sworn)

16 JUDGE JONES: Please spell your last name for the court
17 reporter.

18 MS. VAUGHAN: V-A-U-G-H-A-N.

19 JUDGE JONES: You may proceed.

20 MS. VAUGHAN: Hi. I realize I'm probably the youngest
21 person here, but my husband and I bought our first home two
22 years ago in St. Charles. The heat wave this year, I'm sure
23 everybody realizes has been taking a pretty big toll, but since
24 we first married, we've always been really diligent in saving
25 money here and there, keeping costs down.

1 In our house during the summer, our thermostat says at
2 81 degrees. A lot of people look at me like that's outrageous,
3 how uncomfortable that must be, but I can assure you,
4 ridiculously high energy bills are far more uncomfortable. We
5 utilize many surge protectors to keep many things plugged into
6 things, such as our TV, VCR, DVD player, things like that.
7 Computer as well, and we keep those switches off when not in
8 use. We also unplug appliances that we don't use on an ever
9 contact basis, can openers, things like that, to keep things
10 lower.

11 We also put in new insulation in our attic when we
12 first bought this house to help with energy cost, but even in
13 taking these steps we still paid a bill that was three times
14 higher last month for electricity than it has been. This is just
15 unreasonable. But what I think is even more unreasonable is for
16 Ameren to ask us to pay more.

17 My husband has a digestive disease, which I'm sure a
18 lot of people know about now, it's getting more and more popular
19 called celiac, which causes us to have to eat a specific diet,
20 or else he can get very ill, very sick. It doesn't help that
21 the cost of food is going up so much to eat now days, especially
22 with a specified diet like we have to have. Then of course gas
23 prices, I don't know about you guys, a lot of people say gas is
24 going down, but to me, \$3.60 and up is not down but up in my
25 opinion.

1 It's uncomfortable just to get him to work and to get
2 me where I can go with my daughter to take her to school and
3 things like that. Spend so much money on things, gas, you know,
4 people aren't getting raises anymore because their employers
5 can't afford to give them raises. So -- and even when they do,
6 the increase is a such a small amount that money just goes to
7 taxes. As I've looked at my husband's paychecks, and wow do we
8 get a lot of taxes taken out.

9 We aren't getting raises, we are spending more amounts
10 on food and on gas, as well as medical bills, which I've had to
11 unfortunately go through recently. And now we are being told
12 that yet another necessity to our livelihood, because
13 electricity is very necessary in our culture nowadays, is going
14 to rise as well. So the cost of living is getting more and more
15 expensive, and even more fun is that the US dollar's value is
16 dropping more and more every day.

17 So actually since 1985, which was the year I was born,
18 the US dollar has inflated 113.3 percent. So something that in
19 '85 you would buy for \$20, is now about \$42. Which is insane.

20 So our money is worth less than half the value it was 26
21 years ago, and our money is being worth less means we have to
22 spend more of it to get the things that we need, but the more
23 money we need to put into our electric bill is the less money we
24 can put forth in our economy. Our economy cannot contribute, or
25 become better, if the US continues as we are, we can not

1 contribute.

2 Our electricity rates have gone up a total of 34
3 percent since I think it was 2006, if I'm correct in that
4 statement. With the cost of living rising so much, it's
5 becoming more and more impossible to make ends meet for
6 everyone. Ameren says much of the rate increase will go to
7 equipment, things like poles and what have you. They say much
8 of the rest of the increase will go to coal and to railroad to
9 haul the fuel, and to fund a more aggressive energy efficiency
10 program, which ultimately reduces bills, so why hasn't this more
11 aggressive energy plan program, why hasn't that been
12 implemented?

13 Rising utility costs are not a new thing nor is our
14 falling dollar. Now we are being told that our bill will rise
15 again by \$14 a month, is what my paper said, any way, to help
16 reduce the cost of our monthly bill in time. This is the exact
17 same logic that got us into this mess with our government trying
18 to spend us into prosperity. Either you're doing something to
19 cut costs or not. Raising our rates under the guides of
20 lowering them in the future is pure chicanery. The income tax
21 is also supposed to be a temporary tax, or temporary price
22 increase as well, and it only has gotten higher since it's
23 inception.

24 Public counsel Lewis Mills Jr. represents consumers in
25 utility rate cases and says that Ameren needs only extra \$150

1 million, rather than the \$210 million they're seeking. Warren
2 Wood an Ameren Missouri vice president said the utility has cut
3 back. Those cuts include reducing staff. In fact, an issue in
4 the rate case is whether consumers should pay the severance
5 costs for those people who have been let go.

6 Part of the rate increase, if I'm to understand it,
7 they are asking to go severance packages for terminated
8 employees. So this money they plan to get from us, will be
9 paying for fired employees severance checks. To me, this is
10 outrageous, and I think we as a community should not allow it
11 nor stand for it, because as my father-in-law says you cannot
12 get blood from a turnip. And we as the people cannot afford yet
13 another increase in our electricity. I think it's been 34
14 percent in last like five years.

15 We are stretched far too thin as it is. I realize I'm
16 young, but maybe that makes me look naive. But I own a home, I
17 have a child, I am married, I do the same things that a lot of
18 these people here do. Maybe for not as long, but I am still
19 affected by that. I still know how that works. I still know
20 what it feels like, you know to get such a high bill for
21 electricity, knowing that I'm sitting through 81 degrees every
22 day regardless of the 106 or 76 outside, just to make sure that
23 I can feed my husband who has a dietary issue and my daughter.
24 So I'm not naive in that. I've done a little research, I try to
25 keep up with things, before I came here.

1 I feel that it's my God given right, I feel that God
2 has spoken to me and told me that I need to be here and to do
3 this. To speak for just not myself, but for everybody, people I
4 live with every day. We are stretched too thin, like I said, I
5 need for me and for all these people sitting back here, all
6 those voices, that we need a voice in this. You need to hear,
7 have you hear rather our voices. And just hear our words
8 really, all I'm saying, no more increase, no more, we can't
9 increase in anything more, we can't afford it.

10 Another interesting thing that one of the gentleman
11 brought up, marketing, saving on marketing. I find it
12 interesting that someone else said there was no competition for
13 electricity, however, we're bombarded with ads. Buy our
14 product, come to Ameren. We have to come to Ameren I think that
15 the marketing the money spent on that is a little ridiculous in
16 that what's the plan, why would you need to convince us to go
17 the only place we can go to.

18 And I also find it interesting because all of this
19 also effects schools and local businesses, the higher the
20 electricity, the harder it is for local business to maintain, so
21 they're going to close down, then we have less jobs in Missouri,
22 less people able to work and all because they can't pay a light
23 bill. You know, I remember being a kid and my parents talking
24 about turn the lights off, you know the light bill. It was
25 always the light bill, the light bill, and we went three weeks

1 in the middle of summer without electricity, because of the
2 light bill, not being able to be paid, things like that. And
3 we're taking the steps that is necessary to you know, to make it
4 more efficient, I think we do a pretty good job. We buy new
5 windows, cover all the little outlet plugs and things. My
6 daughter is on me all the time, mom turn the light off. She's
7 on me all the time, turn the light off mommy, I know these
8 things, I'm aware and I do them, yet three times higher than
9 it's been in several months. I don't understand how that
10 happens.

11 So asking us to give you more, when we have no more,
12 makes very little sense to me, and I just ask you to, and plead
13 for you to hear the people. It's about the people. It's
14 supposed to be anyway. The government is supposed to be for the
15 people. I consider this a government situation only that it's
16 affecting never every body and they other suppose 0 to be for
17 everybody, that's pretty much all I need to say.

18 JUDGE JONES: Next on the list is Sara Garwood. Please
19 raise your right hand.

20 (Witness sworn)

21 JUDGE JONES: You may proceed. Spell your last name for
22 the court reporter.

23 MS. GARWOOD: S-A-R-A-H G-A-R-W-O-O-D.

24 JUDGE JONES: You may proceed. You may want to raise
25 the mic.

1 MS. GARWOOD: Thank you for this opportunity today.
2 I'm a pediatrician at St. Louis Children's Hospital and part of
3 my job is working with pediatric trainees to learn about social
4 issues that affect the health of children. So as I was standing
5 in the back of this crowded and hot room, I was thinking the
6 only thing that could make those proceeding more interesting is
7 if we had about 50 toddlers and preschoolers here. Since we
8 don't, I wanted to be the voice for those children that we see
9 every day at the hospital.

10 And I also have a colleague with me today, who is a a
11 resident, and we represent 90 residents at St. Louis Children's
12 Hospital. This past year, we've been working and partnering
13 with attorneys from Legal Services of Eastern Missouri helping
14 our patients that we see who have issues with energy security to
15 be able to serve them better. Part of this is involved a lot of
16 research on our part, learning medical literature, and learning
17 about how energy and security has an impact to the health of
18 children. That's what I wanted to talk for a couple of minutes
19 about today.

20 Low income kids are already at risk, coupled with
21 problems with securing utilities. The first is that the home
22 energy affordability gap, which I'm sure the commission is
23 familiar with, HEAG has been increasing significantly in the
24 past few years, that's gone up by about 280 percent. Well at
25 the time, support for the utilities has been shrinking. So in

1 2010, the budget allocation for LIHEAP funding was \$107 million
2 dollars, and in 2013 that allocation is proposed to drop to \$55
3 million dollars. So you can imagine what sort of situation
4 people find themselves in.

5 Because of these problems, some families are unable to
6 pay the high utility bill, and find them to be unaffordable, and
7 so this leads to budget tradeoff, and because of budget trade
8 off there's a high cost for children. We know that infants and
9 toddlers who live in energy insecure households are more likely
10 to be in poor health. They're also more likely to have their
11 families rely on risky alternatives to heat their homes, like
12 keeping the stove open or Kerosene heater. Inadequate
13 ventilation increases the risk of fire, and causes children with
14 burns and carbon monoxide poisoning.

15 These health risks are also issues because of having
16 to make these difficulty tradeoffs. In fact, 46 percent of low
17 income households admit to going without food at some point in
18 the last year in order to pay home utility bills. For children,
19 these risks include more often visits to the emergency
20 department, more likely to be admitted to hospital, more
21 frequent iron deficiency anemia, even higher rates of behavioral
22 or emotional problems, and being underweight as you would guess.

23 Families also forego medications. About half of low
24 income households have failed to take a prescribed medication
25 because of home energy costs. Also more likely to move to a

1 substandard housing living condition when their energy costs are
2 too high. And some, half of those substandard living conditions
3 will include things like increase in mold, rat infestation all
4 which harm children, and particularly in children who have a
5 risk for allergies are likely affected by substandard living
6 conditions.

7 So we would like to request that the public service
8 commission would require Ameren to maintain and enforce shut off
9 protection for low income families who have children who are
10 delinquent on home energy, to provide an increase need based
11 financial assistance for zero to low income families with
12 children with disabilities, to maintain and make public accurate
13 data collection on the number of Missouri households that have
14 low income energy bills, have received disconnections notices,
15 and have their utility services disconnected due to a failure to
16 pay. This data allows more accurate count of the need, and
17 therefore allows for better government, and last I just would
18 like to ask you commissioners to consider the health and
19 well-being of Missouri's children when you determine whether or
20 not this recent rate increase is reasonable.

21 I think it's excellent that you opened up the docket
22 to look at the effect on low income people and those with
23 disabilities, but specifically I think about including people
24 with young children, and especially, toddlers, and think about
25 how the affect of those rate increases will affect the health of

1 children.

2 I have a handout I'd like to include into evidence,
3 there's copy for each of you, and the third page is of
4 references of the data that I cited today.

5 Those are my comments. Thank you.

6 MR. KENNEY: Dr. Garwood, thanks for taking, for
7 taking the time to be here. Thank you for providing this
8 information, that was one of the questions I was going to ask if
9 you had a list of the references, thanks for that.

10 You're working with legal services and they testified
11 at a couple of our hearings, one of the attorneys for legal
12 services, you referenced our docket that we opened up. Do you
13 know if legal services or the program that you're working with
14 will be participating in those dockets, looking at alternatives
15 for low income rate?

16 MS. GARWOOD: I don't know if legal services has been
17 invited to that in that the medical-legal partnership at
18 Children's Hospital that I was working with, that funding has
19 actually ended. So my relationship with LaTasha Barnes, one of
20 the attorneys who testified, now we're working on an informal
21 basis partnership, that grant has actually completed.

22 MR. KENNEY: Well you're invited, they are invited if
23 anybody that has a stake in the issue is invited to participate.
24 Thanks for taking the time, Dr. Garwood, I appreciate you
25 comments.

1 JUDGE JONES: I'm going to give the parties an
2 opportunity to look at those exhibits before I ask them whether
3 or not there are any objections.

4 CHAIRMAN GUNN: First of all, I just have a quick. On
5 the forgoing medicine, is it a cost issue, or is there other
6 systemic problems with taking, for example, not having clocks on
7 or not being able to refrigerate anything. Is it involved just
8 deciding simply between paying for medicine or paying for
9 utility bills.

10 MS. GARWOOD: No, I think that number specifically
11 really looked more at the bills and the kind of like pieces of
12 the pie that go to different costs, however, I can tell you
13 anecdotally as the physician who sees these children, we know
14 that when you don't have your electricity running your nebulizer,
15 you don't use your nebulizer, and if you need electricity to
16 keep medications cold, for example, you can't provide that
17 service that affect medication also.

18 Part of the reason why we even started this project a
19 year ago is for a proposed rate increase, we try to find ways to
20 help our patients keep their power on, because we actually call
21 the project Keeping the Power On, because we were trying to find
22 ways to help out our patients so that they don't have
23 discontinued service so they that can get the treatment that
24 they need and have access to medication. That's my anecdotal
25 experience.

1 CHAIRMAN GUNN: I appreciate that. I think it does go
2 beyond, you may have access to proper medications, but there are
3 ways that this doesn't allow you to operate. The second, the
4 stuff you're talking about in terms of the disconnects, that
5 over and above both the hot weather rule cold weather rule, this
6 would be something that you would advocate for the year around,
7 and whether there's a specific need in the household.

8 MS. GARWOOD: Yes, I would. And I think that there are
9 examples of other states who have set things up like that for
10 children under five, for example. So, for being able to
11 continue services for a child, for example, who's being
12 discharged from the hospital and needs ongoing treatment, you
13 know, outside of the hot and cold weather rule, I think power
14 during those times is important. Especially for hospitalized
15 children, you know, you're looking at sort of the top of the
16 pyramid. If you think about the iceberg analogy, these are kids
17 who are really sick, who have made it into a hospital, and who
18 have significant issues. And I think for that population
19 especially, what we were trying to look at initially was how can
20 we help those kids that we're touching be able to continue and
21 keep their power on. The reason we worked with legal services
22 was creating a template letter for example, that can be sent to
23 utility companies to obtain power, and that sort of thing.
24 Because it's not simple at all, it's very complicated.

25 CHAIRMAN GUNN: We're actually in the process, we're

1 going to have a formal proceeding of providing some of our
2 rules. I may call on legal services or you to comment on that
3 process to make sure that it is simpler, while still it goes
4 through all of the verification processes, but simpler to have
5 those kind of contacts made. I want to thank you for being
6 here, and thank you for the work that you're doing with legal
7 services.

8 JUDGE JONES: Are there any objections to the entry of
9 Exhibit 2 into the record?

10 UNIDENTIFIED: None.

11 JUDGE JONES: Hearing no objection, Exhibit 2 Garwood
12 is admitted into the record. Thank you.

13 Next on the list is Pam Richardson. Raise your right
14 hand.

15 (Witness sworn)

16 JUDGE JONES: You may proceed.

17 MS. RICHARDSON: My name is Pamela Richardson
18 R-I-C-H-A-R-D-S-O-N. And I just want to remind everybody that
19 currently we are trying to crawl out of one of the worst
20 economic situations that any of us will ever experience in our
21 lifetime since the Great Depression, and I tell you, when I was
22 retired early, but, I hope I never have to go through a time
23 where I would worry about having to pay a bill or feeding myself
24 or my family because of insufficient funds.

25 Right now I'm doing fine, but there are those who

1 can't, and I feel that this impact to the middle class and lower
2 classes, economically speaking has got to be horrifying, and
3 terrifying. The trade off of food or heating the homes or
4 cooling the homes or buying shoes for the kids, whatever it is,
5 what a terrible trade off that must be.

6 Also I do give to Dollar Helps through Ameren UE and
7 Laclede Gas. I don't make a lot of money, I didn't make a lot
8 of money when I was in the corporate world. I made enough I
9 could give to those different funds. I was wondering how much
10 of that really was helping the local community. Maybe
11 Mr. Baxter, I don't know how much money is given to those funds,
12 but with rate increases like this, I don't want to be forced to
13 pull the funding I give for Dollar Helps, because I have to pay
14 my own bill. So I'm sure a lot of people do give to these
15 different funding, but like I said, I hate to have to pull that
16 because I got to pay my bill. That's really all I have to say.
17 Thank you.

18 JUDGE JONES: Next on the list is Phil Callas. Krystal
19 Jackson.

20 (Witness sworn)

21 JUDGE JONES: Thank you. You may proceed, and you may
22 want to spell your name for the court reporter.

23 MS. JACKSON: Thank you. My name is Krystal
24 K-R-Y-S-T-A-L and the last name is Jackson, the normal spelling.

25 I was under the impression when I signed up to give

1 testimony that I was supposed to talk about the impact of the
2 proposed rate hike on me, so I'm going to talk a little bit
3 about me.

4 Our bill, me and my husband we live in an apartment
5 that is 900 square feet. Our last electric bill was \$258. That
6 was quite a lot for us, and with the proposed rate hike, that
7 would put us at not the 50 cents that they averaged out in
8 addition per day, but that would put us at about \$46 extra
9 dollars a month.

10 I don't know where we would get that money. We are
11 stretched very thin. I was in a PHD program. I have my masters
12 and three years postmasters. I have one year left to get my
13 PHD. I had to stop because I had to move to a different
14 university out of state to finish out. We are unable to do that
15 because my husband who is a law enforcement officer, was unable
16 to get a transfer, or find a job in that location. I have
17 \$100,000 of student debt that I am trying to pay back, and I
18 have been unable to find a job.

19 I have also had some major health issues. I was
20 hospitalized and bedridden for two months with four blood clots
21 in my lungs. In addition, I have been unable to work for the
22 last year due to health problems, and have been -- we've been
23 struggling to pay a lot of medical bills to try to find out what
24 else has -- what other syndrome that I have, and try to figure
25 out what that was.

1 Excuse me, we moved out to St. Charles County because
2 it was a little bit cheaper. We lived in an apartment that was
3 slightly cheaper than your average apartment out here to lower
4 our bill. We keep the apartment between 82 and 85 degrees over
5 the summer. We keep it at about 65 degrees over the winter. We
6 have dark shades that cover the windows. We keep the blinds
7 drawn. We put plastic over all the windows and have since
8 learned that bubble wrap is a better insulator, and we are in
9 process of switching over to that.

10 We keep the lights out during the day. As my husband
11 says, I live like a bat. The TV is off, the lights are out, I
12 put a candle in the bathroom so I don't have to turn the
13 bathroom light on. All of this adds up.

14 I believe that our electric bill is so much because of
15 the irresponsibility of our landlord. We live in a 500 unit
16 apartment complex which represents approximately, probably at
17 minimum 1,000 people that live in St. Peters. There are a lot
18 of young folks like me. I'm 30-years-old. Many apartments have
19 children in them. We have kind of come together as a collective
20 and tried to push our management company to be a little more
21 responsible in helping us to lower these electric costs.
22 Several people that I know have had their electricity cut off,
23 not necessarily during the summer, but earlier in the spring.

24 Right now, apartments have really no incentive to
25 update to energy efficient units to provide new windows. Ours

1 are over 30 years old. As I speak, there are holes in what are
2 supposed to be around windows. I don't know if it's called
3 calking or whatever it is. We have had to use tape and plastic
4 to cover. There's no incentives for insulation, ventilation,
5 new thermostats, et cetera, because they don't pay the electric
6 bill, we do.

7 So we've done everything we can to think of to lower
8 the electric bills that we get, and I really don't know of any
9 other way. However, with Ameren, I'm talked to several of their
10 representatives on the phone, and we are not eligible for the
11 energy assistance that they give to low income families. We
12 don't have children, we're not considered one of those
13 households that is low income, although we're just slightly
14 above, what they consider low income.

15 I just wanted to point out that energy programs, the
16 energy efficient programs that Ameren try to help people with,
17 homeowners are a moot point for those living in apartments where
18 residents have no control over any of these types of issues.
19 For people my age, and those who are also students, I just want
20 to point out that unlike those who are older than us, we don't
21 have savings to fall back on, and if we do, it's a very small
22 amount. We don't have IRAs to cash out or 401ks to pull out, in
23 the hope in the future that we can pay those back. That's all I
24 have to say.

25 JUDGE JONES: Next is Chuck Brandis. Don Mitchell.

1 Cindy Calbaratto. M. John Bennett. George Goldson Jr. Tom

2 Besselman. Please raise your right hand.

3 (Witness sworn)

4 JUDGE JONES: You may proceed. Please spell your last
5 name for the court reporter.

6 MR. BESSELMAN: B-E-S-S-E-L-M-A-N.

7 JUDGE JONES: You may proceed.

8 MR. BESSELMAN: Thank you, sir. Let me tell you a
9 little bit about my business. I sold a piece of property to
10 Lindenwood where I was able to buy a piece of property down on
11 Huster Road by the substation. 50 percent of 12 acres is in UE
12 easements. I have transmission lines and 34K lines on my
13 property.

14 I started filling the property Union Electric, and
15 Union Electric and myself had conversations about how much fill
16 I could put in underneath the electric lines. They said they
17 were determined, they came back and said a foot. I put more on
18 it, because I got on the Internet and figured out that they were
19 storying to me.

20 We had another conversation that they got upset with
21 me because I put three foot underneath the lines. I asked them,
22 I said these lines were installed with federal guidelines, I'm
23 sure, because it was in the floodplain. In '93 when the flood
24 was there, there was over ten feet of water on that ground. The
25 man looked at me, he said you're going to make me go back and do

1 my job and look this up. I said yes. It went on to where he
2 came back and they stated that I could put 8 foot of fill on
3 this piece of property where they first said a foot. So I
4 continued to do that. They gave me an elevation of 438, which
5 I'm compliant to. That timeline took about two years.

6 Remember it's 50 percent of my front of house is
7 Huster Road property that I really could not develop and use
8 adequately for my needs. I had a trucking company. I needed
9 some place to park my trucks. The other half, I did, I parked
10 my trucks on it. As more fill came in, I raised the property
11 up. I moved within that two years. I was held to not being
12 able to utilize my property, the way I wanted to.

13 We got into, I had a survey done and my survey said
14 that they were 12 feet out of Union Electric's easement, their
15 24, C volt lines. They had an easement done stating they were
16 approximately 11 feet out. They had another survey done by the
17 same contractor and in the meantime, I got D and R involved and
18 asked them and supplied them with information where the section
19 markers would be. They determined that, and the second survey
20 determined that they were only out the length of the 3,800,
21 3,500 feet, they were anywhere out from a foot to four feet out
22 of an easement.

23 We talked about what we were going to do, and in these
24 talks, they came out and they saw that I was pretty close to the
25 ground, neutral buyer of the 400 K unit (phonetic) that was

1 supplying my property at the time for my business that I had
2 going on.

3 They were out there for two weeks, on and off,
4 talking, you know, seeing and what was going on, and I thought
5 this is going nowhere. So I called public service commission,
6 and had a talk with the fellow, just to see what I might be able
7 to do in all of that. Within an hour after I got off the phone
8 with him, Union Electric was out there, taped it all off, danger
9 electric lines on all this. They were upset with me.

10 It goes on to where I gave them the right to build as
11 is if they would raise the poles. It started off where they
12 wanted me to raise the poles to get my ground safe for an
13 operation of me. With me giving them the easement, the land,
14 and some other considerations and of course they had things to
15 do, but before that, before we got to that, they threatened, one
16 man threatened to take me to court to shut my operation down,
17 get a judgment for the complete 12 acres. I think at this time
18 of day, he could not have done that. I think they used some
19 strong words, just to get over me.

20 Some of the things they were supposed to do is to
21 replace the four poles with an 80 foot pole. They did that. To
22 replace down guidewires along Huster Road to avoid conflict with
23 future fence and to raise any anchors as needed. They came out
24 couple years later, now this is all the poles got replaced in
25 2004. A couple years from now, maybe 3, time goes fast, they

1 send a crew out to do some transmission poles. There's a three
2 structure wooden structure that has poles that I have filled
3 around. I excavated out around them. They were supposed to
4 raise them to 438 so I could fill back in them, around them, so
5 I could use the property. They came out, I told the crew this
6 is what UE is supposed to do, and I had to go, my trucking
7 company that day, I was gone.

8 One of my renters told me when I came back in, he said
9 I walked over to talk to the guys, they said this is all he's
10 going to get. We're not raising them, and if he doesn't like
11 it, tough. Well, I think that's a void in the contract, and that
12 will be continued later in life.

13 They were also supposed to wrap the transmission poles
14 on the property up above the elevation. I rented an excavator
15 because I filled in around them, I rented an excavator, dug out
16 a 30 foot area around them, and to this day, they have not been
17 wrapped, they were standing in water, and I think, just my
18 opinion, that they could be unstructurally sound, by this time.

19 They were not to hinder ingress and egress of
20 property, which they did not.

21 I have a road that I'm going to put up next to the
22 telephone poles, just like many cities have wires that hang over
23 their roads. They agreed not to put any guidewires in my area
24 of the road, they done that. That's something they did not need
25 to do, so they just didn't do it, and it complied.

1 The fourth pole that is way down at the end of the
2 property that I'm not filling around yet, they agreed to put two
3 guidewires down because it's 80 foot tall. It's windy down
4 there. At the time of installation, they were not going to do
5 that, and I said, you have to, and it took them a little time,
6 and they decided that they would do that.

7 The things I had to do to grant the 15 foot wide
8 easement as built, their job number on that was 25SC034247.
9 That's the job number of putting in the poles, the taller poles.
10 They granted an easement for 34 KB line and acreage which
11 parallels Huster Road. This is where they needed, they were out
12 of easement out by Huster Road, and I told them I said you can
13 have a wedge here. I was very -- I thought it out, you need
14 more, take it, you know, very helpful for them.

15 This is to remove the debris from around three poles
16 and back fill with dirt to create a 20 feet fill around the
17 holes, to fill to 438 elevation immediately after construction
18 is completed, that's their construction of the poles being
19 wrapped. I'm still waiting to be able to fill that, since 2004.

20 Customer to provide truck access to pole at all times,
21 which is just their maintenance, which is fine, which is normal.
22 To install a barrier west of road right of way with reflectors,
23 they had one too close to my entrance that I put in to get into
24 my property, and Huster Road it's 100 percent, 394 feet of Union
25 Electric easement that I have to cross somewhere, to get into my

1 property. I complied, I put the barrier there, and I marked it.

2 The other one was electric one. I have had nothing
3 but problems, but I don't let it worry me. I talked to a lot of
4 people, I know what's going on down there. You talked about
5 this movement that they have, you know, they go around and they
6 look at the trees, and they cut them. There's some electric
7 lines where they said you know, this is you know, got to be
8 buried and all that. Go down on Huster Road. I talked to
9 contractor that said when this place dries out, because I got to
10 put all these lines that run up Huster Road from the substation
11 all but two or three, underground, and they were down there
12 surveying all this and that, and then it got pulled. My concern
13 is how much time effort and money has been put into that program
14 and wasted.

15 There's some other things. I have a dusk to dawn
16 light down there, I've had it for security -- for my security
17 cameras to light up the entrance of my driveway. It used to be
18 \$6.00, \$6.50 a month. It's gotten up to I don't know what now,
19 \$9.00 or so in just six years or so. Maybe that's just the
20 regular increases that has been awarded to them over time, but
21 where's it going to stop.

22 I started my business, and if I needed something to
23 help push the dump site, then I didn't go to my customers and
24 say hey, I need this, so you got to pay for it. No. As the
25 loads came in, and I charged for it. Then I took that money,

1 and bettered my business, bettered myself.

2 That's about all, I appreciate your time.

3 CHAIRMAN GUNN: No questions, but if you're still
4 having trouble with the company, I suggest that you talk to your
5 staff. They might be able to help facilitate.

6 JUDGE JONES: Thank you for your testimony.

7 COMMISSIONER KENNEY: Mr. Besselman, you waited a
8 long, long time. Thanks for testifying.

9 MR. BESSELMAN: Years.

10 COMMISSIONER KENNEY: I just meant today. I have just a
11 couple questions. I want to understand you bought the property,
12 were there all these easements running with the land?

13 MR. BESSELMAN: Oh, yes.

14 COMMISSIONER KENNEY: This all began in 2004.

15 MR. BESSELMAN: I bought it in '99. I started
16 improving about 2003, and 2004.

17 COMMISSIONER KENNEY: Okay. And do you have an
18 attorney representing you?

19 MR. BESSELMAN: No, I'm not a rich man.

20 COMMISSIONER KENNEY: And you were reading from a
21 document or something?

22 MR. BESSELMAN: Yeah, these are things that we signed,
23 but I don't have -- my computer crashed over the years, but I --
24 you're welcome to have these, if you want. This is just notes
25 right off the computer, I printed today.

1 COMMISSIONER KENNEY: That's okay.

2 MR. BESSELMAN: I mean I can sign them, date them you
3 can enter them.

4 COMMISSIONER KENNEY: If you've got -- if you've got
5 the time, I would encourage you to maybe visit with our folks or
6 some of the Ameren folks.

7 MR. BESSELMAN: I would think Bob would grab me on the
8 way out.

9 COMMISSIONER KENNEY: Well, thanks for coming.

10 JUDGE JONES: I just for the record want to point out
11 that this could become a complaint case. I realize that no case
12 has been opened. The reason I was hinting to the commissioner
13 not to take them into evidence, is because if it becomes a
14 complaint case, that will be the appropriate docket. If we took
15 it for that information to be entered into from appears all the
16 parties are here that would be in a complaint case, so I don't
17 think we have any ex parte issues, okay.

18 MR. BESSELMAN: I'm not really complaining.

19 CHAIRMAN GUNN: You may. You may need to come back to
20 us for formal relief in some form or fashion, it's a
21 possibility. So we're just trying to make sure the proper
22 procedure is followed.

23 MR. BESSELMAN: Are you saying I may get a judgment
24 somehow?

25 JUDGE JONES: If you were to form a formal complaint

1 with the commission or probably start at the informal level, if
2 you didn't get whatever relief you wanted at that point, then
3 you would file a formal complaint. How to do that will be
4 explained to you. It's not difficult. You don't need an
5 attorney to do it, because it may come before this commission,
6 and possibly even me as the judge in the case. We need to keep
7 this docket, and that docket separate.

8 MR. BESSELMAN: I understand. I appreciate your time.

9 JUDGE JONES: Next on the list is Kobba James. Joyce
10 Rodney. Steve O'Rourke.

11 (Witness sworn)

12 JUDGE JONES: Thank you, sir. You may proceed. Please
13 spell your last name.

14 MR. O'ROURKE: O apostrophe capital R O-U-R-K-E.

15 I share a lot of the sentiments and concerns that have
16 been passed along. This is the first time I've ever been to a
17 hearing, and this has been very much of a learning experience
18 for me. I appreciate hearing all the views of other people, and
19 personally, I want to express my I appreciation for the
20 reliability of the service that I received from Ameren. And
21 particularly the fact that our power here is very affordable.
22 When you compare it to other parts of the country, we actually,
23 other than the Pacific northeast, we enjoy about the lowest
24 rates in the country. Because of that, it makes it very
25 difficult to cost justify energy efficiency improvements.

1 You know, I have been using budget billing since it's
2 been available, I have never -- therefore I've never had to
3 choke on a high bill. I can tell you -- you know, at one point,
4 I started tracking my energy back in the '90s, and at one point
5 I used 2,500 kilowatt hours in a month in July. Which is pretty
6 excessive, but again, I was kind of able to normalize that
7 throughout the year, so it didn't kill our budget.

8 I've also been a supporter of Ameren's pure power
9 program since it's inception. There are industry figures, and I
10 can't site a particular source widely used, that we waste a
11 great deal of energy that we use through inefficiency and lack
12 of conservation. The figure was higher than 50 percent. I can
13 attest that I have been keeping track again of my utilities.
14 And now that Ameren has been providing us with annual statements
15 about our utility usage, it's very clear to me, even though I
16 keep it in a spreadsheet, it's right there in front of me.

17 In 2008, I used 14,000 kilowatt hours a year. I have
18 about an 1,850 square foot home, and the average 2,000 square
19 foot home uses about 1,200 kilowatt hours a year. So I was
20 really overusing. And completely oblivious to that fact. If
21 you ask people what kind of usage, how many kilowatt hours they
22 you using, those people just go blank. All they know is what
23 they pay. They have no idea what their usage is.

24 I come from a business background, and background in
25 data analysis, and I know that what you measure will improve.

1 If people started looking at their usage, and looking at where
2 is this usage is coming from. I applaud some of the people who
3 have gone before me who have taken some measures to reduce their
4 energy usage, because I can tell you there's a lot of people
5 that don't.

6 So, I had my first energy audit done in 2007. Tom
7 Ochsner done it. I don't know if he's still in the room. That
8 was the gentleman that done the energy audit for me. And given
9 the recommendations from that audit, I implemented a number of
10 small things. I had already begun to use energy efficient
11 lighting, CFLs and thanks to Ameren's program, there was reduced
12 rates to purchase those. I did a number of things to seal up my
13 home, including some of the things that people mentioned,
14 weatherizing and the like.

15 I also began to be more aware of what kind of
16 appliances we were using, and Energy Star appliances and stuff
17 like that, so when we upgraded appliances, we used more
18 efficient appliances. And most importantly, I think we started
19 looking at what we're using. I bought a little kilowatt
20 Kill-A-Watt is the nickname of what it's called, and you can
21 plug any appliance into it so see what you're using. I was
22 astounded to see how much we're using. The refrigerator,
23 dehumidifier, that were inefficient, old that probably should
24 have been replaced. Old refrigerator that should have been
25 replaced, but until you measure it, you have not idea. Leaving

1 computers running 24/7, we had no idea how much. The Christmas
2 lights that we put in the wintertime, had no idea how much we
3 were using. So I started measuring and started reducing. So
4 I'm thrilled to say that by 2011, our utility bills had dropped,
5 and our annual usage went from 14,000 down to 8,600 kilowatt
6 hours for that year. That was just with small changes.

7 I was lucky in that I was able to take advance of the
8 Department of Natural Resources Program, Energize Missouri Homes
9 program in 2010 where I could get a 25 percent increase in my
10 energy efficiency and they would pay a rebate, and that was a
11 refund that were made available to the states.

12 I was able to take advantage of that and put in a high
13 efficiency air conditioner with a heat pump. I was also able to
14 put in an ark 49 insulation up in my attic. I was also able to
15 put in a high efficiency boiler that had the dual purpose boiler
16 and gas water heater. I can tell you that -- a tankless water
17 heater. I can tell you that my gas bills have been half of what
18 they were. We had a warmer winter normalized heating and
19 cooling degree days. It's only about 30 percent, but I can also
20 tell you that my cooling costs have been reduced by about 50
21 percent, combination of high efficiency heating and increased
22 insulation.

23 So it can be done, and what I'm hoping to do is to be
24 a real success story to show people that it can be done, if you
25 pay attention to what you're using. What I'm concerned about is

1 that as long as we continue to enjoy the very, very affordable
2 rates that we have, we don't have much of an incentive to be
3 more conservative in our use of power. When we're getting rates
4 here of 10 cents a kilowatt hour when you look at, I'm going to
5 say an annualized rate, burdened rate, when I'm looking at the
6 taxes and all the charges that go along with it, my rate over
7 the last year has been about 10.4 cents.

8 You know, in Texas on the east and west coast, we have
9 14, 16, 18 cents in Hawaii, it's the upper 20s. When you go
10 over into Europe, it's 30 and 40 cents and Japan is 50 cents.
11 And we're paying less than 10 cents, and I think that we're
12 paying far less than what the rest of the world, the rest of the
13 country, and the rest of the world is.

14 One of my concerns, I understand that Ameren is
15 wanting to fix or raise the monthly service charge. I disagree
16 with that, you know, it's only about \$9 dollars a month right
17 now, and I don't know what they're trying to raise it to. I
18 know that I have an issue with Laclede has a similar, where as
19 my \$30 gas bill, \$20 of it was customer service charge, and \$10
20 of it for gas. That doesn't seem right. Doesn't give me much
21 of a benefit in terms of reducing my gas usage, which I have
22 done dramatically.

23 What I'd really like for Ameren to explore is tiered
24 rates. Maybe they've done this in other states, where you -- the
25 more you use, the more you pay. Just typically in residential.

1 I understand that economies are saying that it's much more cost
2 effective to deliver a lot of power to the business, therefore
3 the business shouldn't have to pay as much. But I do believe
4 that our businesses again enjoy such low rates overall, and
5 maybe it's a good way to attract business to Missouri for high
6 energy users. But frankly, I think that having them pay
7 substantially less per kilowatt hours is perhaps not bearing the
8 entire burden that they should. But coming back to just in
9 terms of residential rates, I would like to see a tiered rate
10 structure, that would incent people to use less.

11 Ameren is in business to make money. I understand
12 that, I appreciate that, I agree with some of the sentiment that
13 maybe 10 percent in this economy may be pretty lucrative for
14 their shareholders, but I do expect they're able to make a
15 profit. I also expect that the public service commission as
16 regulating them, has the responsibility to be discerning about
17 what they should get, in difficult times for all of us.

18 I think what I really want to impress upon you is
19 again, I happen to work in the solar industry, and so I promote
20 renewable energy and energy efficiency, so I'm thankful for
21 Proposition C back in 2008. As a result of that, I have a job
22 in this industry that I'm very passionate about. I'm very
23 passionate about clean air and clean industry. I very strongly
24 support anything Ameren can do to clean up their coal plants. I
25 will say I've heard, I've never had a whole lot of experience

1 with other utility companies, but I've heard good things about
2 Ameren in terms of their overall, compared to others. It's all
3 relative. Compared to other utilities, so I appreciate the
4 fact, anything they're doing to clean things up.

5 The one thing that I did learn of the last energy
6 efficiency program that Ameren had in 2009 to 2011, it was like
7 a \$7 million dollar program. I can't remember if it was \$30
8 million that went towards administrative costs, or \$40 million,
9 it was one of them. But about half of the money went to the
10 administration of that program. And I'd really like for you all
11 to encourage Ameren to use more of the money that goes towards
12 the actual efficiency rebates and incentive money as opposed to
13 a lot of the marketing and administrative costs. You know, we
14 got these issues about how we're managing these costs. I'm
15 thrilled to see another program going forward from 2013 to 2015.
16 That's one of the main reasons why I would support this rate
17 increase.

18 I share the concerns about investing more in natural
19 gas. I believe that right now we've got sort of a rather
20 lucrative lease on fracking, and I have some concerns that
21 somebody else pointed out about some of the environmental
22 consequences of that practice. While I think we all appreciate
23 having less expensive energy, are we poisoning ourself in order
24 to get that more cost effective energy.

25 With regard again to the coal, there's a lot of people

1 that are very down on coal. There is no such thing as clean
2 coal, but I tell you we can't go without coal right now. So I
3 recognize that Ameren needs to bring in coal, if the coal
4 they're bringing in from Wyoming with a low sulfur content is
5 cleaner, then maybe that does make sense, I don't know. But
6 what I continue to urge Ameren to do is invest in clean
7 renewable energy, invest in energy efficiency. And I thank you
8 all the for hearing my comments.

9 COMMISSIONER KENNEY: Thank for your time and
10 testimony. You've apparently given some thought to some of
11 those issues. You've made mention to the fact that there's no
12 incentive really for consumers to really conserve, I'm kind of
13 paraphrasing what you said.

14 MR. O'ROURKE: I would say that it's difficult to cost
15 justify a lot of the energy efficiency improvements. It's
16 difficult to cost justify the cost of solar, because our
17 electric rates are much lower here. In order for solar, for
18 example to be cost effective, you need three things, two of
19 three things. You need to have high electric rates, you need to
20 have good solar, you need to have good incentives. We happen to
21 have good solar here. Somebody mentioned Germany, we've got 50
22 percent more solar just here in Missouri, and but we have low
23 rates. We have to have pretty good incentives, so the
24 combination of that makes it relatively affordable, but it could
25 be a lot more affordable if our rates weren't so low.

1 COMMISSIONER KENNEY: You were here earlier and heard
2 another consumer who responded to critical peak pricing. Is
3 that some type of dynamic pricing, is that something --

4 MR. O'ROURKE: Absolutely. Any incentive to get people
5 because peak demand costs Ameren a lot of money. Whatever we
6 can do to reduce that, that's one of the great things about
7 solar. Solar can reduce demand. You know, in terms of your
8 solar, solar typically produces it's highest, when demand is
9 highest, the middle of December, afternoon.

10 JUDGE JONES: Thank you for your time. Next we have
11 John Salinski. Phillip Dese.

12 (Witness sworn)

13 JUDGE JONES: Thank you. Spell your last name for the
14 court reporter, please.

15 MR. DESE: My last name is D-E-S-E.

16 JUDGE JONES: Thank you. You may proceed.

17 MR. DESE: Why I'm here is if this rate increase goes
18 through, which I believe is already been rubber stamped, okay.
19 It is devastating. The last rate increase Union Electric, I was
20 here. It was only going to be like two dollars for the average
21 customer. My bill went from on budget saver, went from \$92
22 dollars, to \$146. Now, with this, I'm looking at over \$200
23 bucks on budget saver. I have R60 in the attic, and I have low
24 E windows in the house. They were all replaced. I'm kind of at
25 a loss for words, seeing as how I was a boiler inspector,

1 national certified boiler inspector for Union Electric and saw
2 the lousy management tactics that they use.

3 The newest plant in their system is Callaway One.
4 It's already passed the design lifetime of the unit. And then
5 during the '93 floods, some genius decided that instead of using
6 45PSI hydrogen generator like it calls for, they ran it up to
7 60. They were putting out 1,400 kilowatts, instead of
8 megawatts, instead of the 1,100 megawatts it was designed for.
9 So I'm sure that shortened the turban life a little bit during
10 that.

11 Because some genius also decided during the '93 floods
12 that they would cut the 90 day coal supply at Labadie and all
13 the coal plants back to a 60 day supply, because they could save
14 more money that way. That's why they ran the generator at
15 Callaway One up so high, because they were running out of power.
16 They couldn't get coal training, they couldn't do anything, and
17 this 14 percent increase in my opinion, is nothing more than
18 getting us to pay for their next plant beforehand. So they
19 don't have to take any money out of their pocket.

20 Because Labadie, they've been filing life extension at
21 the Labadie plant ever since the mid-80s, instead of replacing a
22 unit, they just don't want to replace another one. Like
23 everything, there's a certain life. Once you exceed that, then
24 you start getting dangerous, and I have a feeling that a lot of
25 the coal plants are starting to reach a point of being

1 dangerous, because Labadie is up and running, okay, you've got
2 the four 650s running, they use a coal train every 36 hours.
3 Full coal train of coal. That's amazing. That's absolutely
4 amazing. There's no plans I see on the books to replace
5 anything. They're now talking about doing Unit 2 at Callaway.
6 They want to do Unit 2 at Callaway, because in the construction
7 process of Unit 1, they built the entire foundation for Unit 2
8 at the same time. They then decided that they were going
9 bankrupt, okay, because Unit 1 was built with 18 percent
10 borrowed money, because they couldn't get any rate increase to
11 pay for it while it was being built. So as soon as it went
12 commercial, they started raping in some money because they could
13 go to you guys and get the money back.

14 But we, me, as a consumer, also paid for the Unit
15 2 foundation, which is why they're pushing for Unit 2, because
16 everything at the plant cooling towers, the intake structures,
17 the discharge structures are all made for two units, to be
18 operating simultaneously. And the rate increase all I would
19 like to see is what is their long range plan for building new
20 plants, or is there any.

21 So far, I have reasonable electric power. It's
22 reliable, da da da, but it's not going to be very much longer
23 because we're all running toward the edge of the cliff. I don't
24 see anyone building any fences, i.e. power plants that's going
25 to fix that.

1 The way the electric grid is set up in the United
2 States, we're not going to be getting power for the east coast
3 or the west coast. They're out of power right now. The only
4 power, and I use the word loosely surplus, is here in the
5 Midwest, and you know, that's the thing I just don't understand.
6 They keep asking for increases. For what. What are they doing
7 with the money. I know they're not spending money for proper
8 maintenance, because I inspected their plants. They're not
9 doing a lot of things, so where's the money going? They ain't
10 had a program a while back in which they were doing almost no
11 maintenance or transformers. They were going to let them blow,
12 simply because under the definition of act of God, they could
13 charge them out, and I would have to pay for it.

14 I watched them burn up a multi-million dollar
15 transformer down at the Meramec plant. They had inadequate oil
16 coolers in it, so some genius decided he'd run down to K-Mart or
17 Wal-Mart, got a soaker hose you use in the garden, ran it in and
18 out of the cooling fence, and then hooked it up to the faucet.
19 Of course it didn't quite work. They had 14,000 gallons of
20 burning oil right outside the building. Which also someone was
21 killed in that, I don't know.

22 But all I'm asking you is just do your jobs, you know.
23 Why don't you ask them what they're doing, why don't you find
24 out what they're doing, because they're not doing a whole lot.
25 They're not testing the safety valves and all the other crap

1 that they're supposed to be testing. They're not doing proper
2 hydraulic checks, and all the other stuff. They're just not
3 doing it, never did, never will. They have people that can fall
4 back on, say hey, it's an act of God, the dumb consumer will pay
5 for it, and so far we have.

6 So where is this 14 percent going to be used? Is it
7 to stockpile money to build a new plant? I don't know. I'm
8 assuming one of you three will look into it. In case you want
9 to know what I bring to the table, I am a registered electrical
10 engineer out of Rolla. I do have a professional engineering
11 stamp for the State of Missouri, and I am a certified boiler
12 inspector. So I've been there, done that. I just wish someone
13 would wake up, okay. I mean when I'm buying a car, okay, I know
14 a car can only last ten years or twelve years or whatever.
15 After that, you start pouring a lot of money into it. Power
16 plants are no different. They have a designed lifetime. Until
17 you want to get into the big items, okay, you're going to be
18 pouring a lot of money into it, because you've reached
19 inefficiency. And they never have said what this next rate
20 increase is going to be, or why they need it, at least not to
21 me. So that's it.

22 JUDGE JONES: Next the Mike Wistler. Okay, we've
23 completed everyone who's going.

24 (Witness sworn)

25 JUDGE JONES: Thank you. And can you spell your name

1 for the court reporter.

2 MS. JAMES: Kobba K-O-B-B-A James J-A-M-E-S.

3 I just wanted to bring it up to the commissioners that
4 they are the stopgap and are supposed to look for out best
5 interest, I would say for the best interest of the citizens.
6 Ameren is a given, it's a monopoly. So they don't have to have
7 the competition. Therefore, you guys are the gatekeepers who
8 are able to say what they should be able to charge. 14 percent
9 increase is kind of crazy, even 9 percent I heard somebody say
10 was an offer, and that's kind of crazy. Or the fact that all
11 along, Ameren should have been putting money into things as far
12 as maintenance of their lines and such, and instead of that,
13 they were putting money into their pockets and shareholders's
14 pockets. And now money that they've been given, because economy
15 is going down, people are making a lot less, and yet, the
16 executives are not making less, they were making more.

17 And I looked on-line for the shareholder's reports,
18 and from last year, they have actually increased their profit
19 overall. I did not look from Ameren Missouri, but I saw that
20 they did have an increased profit, as far as their shareholder's
21 report, from 2010 to 2011 they had an increase, and if the
22 prices of electricity go up, we're not going to have as many
23 people being able to come in here for you know, it's not going
24 to be as attractive for businesses to come to Missouri, because
25 you know, their costs are going to be more. You guys are the

1 gatekeepers to say no, we're going to go ahead and make it more
2 profitable for people to come to Missouri and work and have
3 their business here.

4 My other thing I wanted to say is Cuivre River
5 Electric who is a co-op, has not increased their rates for the
6 last three years, and yet they've had the, you know, Ameren's
7 asking for the rate increase, and the members of the co-op have
8 gotten money back all three years, and why is it that the
9 management of Ameren can't you know, manage their money enough
10 to go ahead and do similar things, and keep their rates going
11 down, or keep their rates the same. And I know that Cuivre
12 River Electric being a rural company, they have the same issues
13 as far as getting trees cut and everything. I know that Ameren
14 has not been good about in the past. They weren't good about
15 keeping their lines cleared, they were putting the money into
16 their own pockets and into their bonuses, as opposed to doing
17 the maintenance. And that goes as to the last gentleman said,
18 they haven't been doing the things for maintenance. Why give
19 them an extra amount or give them a raise and put more money
20 into their bonuses, if they're not going to use the money for
21 what it should be intended for. They say that let's go ahead and
22 do these infrastructure things, they should have been doing that
23 all along, and they haven't. I don't think they're going to do
24 it again, thanks.

25 JUDGE JONES: Before you start, raise your right hand.

1 (Witness sworn)

2 JUDGE JONES: State and spell your name for the court
3 reporter.

4 MS. McPETERS: Teri T-E-R-I McPeters M-C-P-E-T-E-R-S.

5 My first reaction to learning that Ameren wanted to
6 increase their rates was that it was going to go for
7 administrative costs across the board, and I just wanted to be
8 on the record that that is a big fear of mine. I haven't looked
9 up anything on Ameren, I don't know anything about the grid. I
10 know that in general, all of Ameren, their other grids are in
11 trouble. I understand that. But my impression is that most of
12 these big companies, the administrative costs are just out of
13 control.

14 For my electric bill to go up 14 percent, I will pay
15 it. I will have my electricity, no matter what. But my
16 paycheck is not going to go up 14 percent, so that means that
17 that money has to come from something else. So it's hurting
18 everybody to expect society as a whole to take on an additional
19 14 percent increase in one bill, when it's going to take away
20 from disposable income in another, for something else. Is this
21 fair to society as a whole when all the utilities probably need
22 improvement? I don't know if the salaries are big, is that's
23 public information, I don't know. But 14 percent as the lady
24 said before, is just over the top for me. I can understand, I
25 could even do two percent every year for seven years, it's the

1 same, 14 percent, but I can slowly get into that and adjust my
2 lifestyle accordingly. To snatch 14 percent in one month from
3 my disposable income from that month, it's going to make a
4 difference in my income, because I'm on the low end. So to pay
5 14 percent more for my electric bill, will mean something is
6 going to be cut that very month.

7 So I would love to see Ameren run more efficiently. I
8 understand it's way bigger than I can understand, but I
9 understand a lot, and I do know that if a company is assessing
10 their financial system or their whole financial picture, they
11 see a need for a 14 percent increase across the board, that
12 tells me that somebody at the top has missed the ball a long
13 time ago, and if that is the case, is this person still in that
14 position.

15 You didn't need a 14 percent increase across the board
16 from all your customers in one year, unless something was missed
17 along the way, or something was not acknowledged, or not
18 being -- if information was being withheld from the customers.
19 That just tells me something's wrong. If that's the case, why
20 is this person still in their position? Is this information
21 given to the public? That's all I have to say.

22 JUDGE JONES: Is there anyone else who would like to
23 testify? Okay, thank you. With that, we will go off the record
24 and conclude this portion of our public hearings.

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CERTIFICATE OF REPORTER

I, ANGIE R. KELLY, an Illinois Certified Shorthand Reporter (IL CSR# 084-004498) and Missouri Certified Court Reporter (MO CCR# 1010) do hereby certify that the witness whose testimony appears in the foregoing deposition transcript was duly sworn by me; that the testimony of said witness was taken by me to the best of my ability, and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken; and further, that I am not a relative or employee of any attorney or counsel employed by the parties hereto; nor financially or otherwise interested in the outcome of this action.

Notary Public

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