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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
August 21, 2012
Dexter, Missouri
Volume 12

In the Matter of Union Electric)
Company d/b/a Ameren Missouri's)
Tariffs to Increase its Revenues) File No. ER-2012-0166
For Electric Service)

MORRIS L. WOODRUFF, Presiding,
CHIEF REGULATORY LAW JUDGE.

STEPHEN M. STOLL
COMMISSIONER.

PUBLIC HEARING 8/21/2012

1 APPEARANCES:

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4 FOR: Union Electric Company

d/b/a Ameren Missouri

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9 and the Public.

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PUBLIC HEARING 8/21/2012

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

2 (WHEREUPON, the public hearing began at 7:15
3 p.m.)

4 JUDGE WOODRUFF: Good evening everyone. My
5 name is Morris Woodruff, and we're going to get started
6 here. I'm the Chief Regulatory Law Judge for the Public
7 Service Commission. I am not a commissioner myself, but I
8 do have a commissioner with me. I want to introduce him
9 now. This is Mr. Stephen Stoll.

10 COMMISSIONER STOLL: Good evening, everyone.
11 It's nice to be in Dexter this evening. It's not too warm
12 in here fortunately. Before we get started, I just wanted
13 to tell you a couple things. There are currently four
14 commissioners on the Missouri Public Service Commission.
15 There's one vacancy at this time. I told the Commission
16 that I would be their representative here tonight. And a
17 written transcript of this meeting will be given to and
18 read by each of my fellow commissioners. And the young
19 lady over here, court reporter, is transcribing all this;
20 and they will get a written transcript.

21 I also wanted to mention that we feel it is
22 important to come to these meetings and to hear your
23 comments and hear your concerns. You were probably told at
24 the beginning during the question and answer period that we
25 really can't answer any questions regarding the case,

1 because we sit in judgment; and we can't prejudge the case.
2 But, if you have questions regarding any of the procedures
3 or if you have a question about your service, we can refer
4 you to some of the folks out in the lobby who could help
5 you.

6 And I guess, last, I will mention that just in
7 case, if you can't stay or you just don't want to get up
8 and give testimony, we have the public comment forms that
9 you, you got at the table from the Public Service
10 Commission folks out there. And you can fill this out.
11 You can leave it here, or you can mail it in. And all
12 these public comments will also be part of our record. So,
13 with that, I will turn it over to the judge; and we will
14 begin the public hearing.

15 JUDGE WOODRUFF: Thank you, Commissioner. As
16 you were coming in, some of you signed up to give testimony
17 here. And what I will do is call you down based on the
18 list, and you can come up to the podium here; and I'll
19 swear you in. And you can tell us what you need to tell
20 us. Before we do that, I want to make a record of the
21 attorneys who are here to represent the various parties.
22 So I'm going to ask them to enter their appearance now.
23 For Ameren.

24 MR. BYRNE: Thank you, Your Honor. I'm Tom
25 Byrne. I'm an attorney for Ameren Missouri. And my

PUBLIC HEARING 8/21/2012

1 address is 1901 Chouteau Avenue, St. Louis, Missouri,
2 63103.

3 JUDGE WOODRUFF: And for the staff.

4 MS. McCLOWRY: My name is Meghan McClowry I'm
5 an attorney for the staff of the Missouri Public Service
6 Commission. My business address is P. O. Box 360,
7 Jefferson City, Missouri, 65102.

8 JUDGE WOODRUFF: And for the public counsel.

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

13 JUDGE WOODRUFF: Thank you. I guess that's
14 all the parties who have attorneys here tonight. I'll go
15 ahead and call the first person down. I'm not going to set
16 any formal time limits, but keep in mind it's a fairly long
17 line. There are other people who want to testify as well;
18 so, if you could, try to keep it to about five minutes in
19 your testimony. So the first name on the list is Frances
20 Faris.

21 MS. FARIS: I just had my say a little bit
22 ago, sir.

23 JUDGE WOODRUFF: That's fine. We won't make
24 you come up here if you don't want to. Next name is Bruce
25 McClintock. Good evening, sir. Can you please raise your

1 right hand. I'll swear you in.

2 MR. McCLINTOCK: Good evening.

3 JUDGE WOODRUFF: Would you please raise your
4 right hand.

5 (Witness sworn.)

6 MR. McCLINTOCK: I'll try be brief, factual
7 straightforward. I've appeared before the Commission two
8 other times and stated my information. Those were at the
9 National Guard Armory down in the east part of Dexter. I'm
10 here this evening also to state my opinion and my position.

11 I read in the paper, I heard the comments
12 about AmerenUE about the rate increase. They talked about
13 \$8. They talked about \$12. AmerenUE publishes a \$14 a
14 month average increase. They need to get the facts
15 together. The public counsel needs to get his own homework
16 before he comes to the meeting. The \$14 is \$168 a year,
17 the scheduled amount.

18 My wife and I, we live out at the edge of
19 Dexter, couple three miles. We're both retired. I'm 80
20 years old. She taught school 30 years. I worked 32 years
21 for the State of Missouri. I'm retired. I draw social
22 security. I draw state benefit. I draw a small veteran's
23 benefit. I'm a disabled Korean veteran. I wonder
24 sometimes why they fought for this country. I guess so
25 maybe they, AmerenUE and the huge corporations an

1 opportunity to make more money to raise rates. I don't
2 know. My wife receives her teacher's retirement. We're
3 fixed income. We have been since 1995 when we retired.

4 My appearance before the Commission for the
5 past few years -- every year you've increased the rate.
6 Five years out of six years asking you've increased it five
7 years, the rate. You've increased it 36 percent. An
8 amount \$810 million off the backs of the public, the users
9 of electricity. I'd like to be able to cool my house at a
10 hundred degree temperature and cool it when the weather
11 goes below zero. I don't know if I'll be able to do that.

12 The CEO, Tom Voss, he got a 20 percent
13 increase. His salary benefits -- salary and benefits --
14 are \$5.7 million. That's a lot of money. Lot of money.
15 And that money has come from people like me and from people
16 sitting in this audience.

17 During the past year, \$2 billion have been
18 paid by the shareholders -- to the shareholder. \$2.2
19 billion to the shareholders. That money has come from
20 these people out in the audience. When is it ever going to
21 stop? When are you people going to look at things
22 realistically and know that we cannot continue to exist out
23 here under these circumstances?

24 Now I understand I can't ask the Commission
25 questions. You made that clear. I read it in the handout.

1 Okay? But I can ask these people something. They have
2 heard AmerenUE's pony and dance and the propaganda. How
3 many of you, by show of hands, want a rate increase? How
4 many of you want a rate increase? Look. That should be on
5 the record too. Maybe the reporter can put that. Now if
6 you people don't want a rate increase, you all have
7 telephones. Call your division, call your Representatives
8 and call your Senators. Call them every three days. They
9 will eventually get the message. Thank you for your
10 patience, gentlemen. Good night.

11 JUDGE WOODRUFF: Thank you, sir. Do you have
12 any questions?

13 COMMISSIONER STOLL: No. I do thank you for
14 your testimony, though, sir.

15 JUDGE WOODRUFF: Next name on the list is
16 Kitty Kandalaft. Good evening.

17 MS. KANDALAFT: Hello. Good evening to you.

18 JUDGE WOODRUFF: Raise your right hand and swear
19 you in.

20 (Witness sworn.)

21 JUDGE WOODRUFF: Tell us your name, please.

22 MS. KANDALAFT: Kitty Kandalaft. Kathleen,
23 that's on my bill. That's Kitty Kandalaft. Kathleen is
24 my--

25 JUDGE WOODRUFF: What would you like to tell us?

1 MS. KANDALRAFT: Okay. I had a difficult time
2 finding out about this meeting tonight. I had a telephone
3 call last night, and they said come to a meeting on Tuesday
4 night. And then in the background somebody was saying
5 Monday night -- tonight. And so I checked with a friend of
6 mine; and she said no, it was Wednesday night. And I said
7 good, because I'm so tired today. And then later I heard
8 it was Tuesday night, and I had guests scheduled -- two
9 guests who were scheduled to come this evening. And I
10 called them and asked them if they wanted to come another
11 night. And they said no, it won't do any good to go
12 anyway. And they didn't, they didn't want to come. They
13 went ahead with my husband to visit with him.

14 We both live on fixed incomes. I'm a retired
15 schoolteacher. He is a retired serviceman. He was with
16 the Air Force until he retired. And our combined
17 retirement doesn't really take care of our expenses. And
18 things keep coming up like dental bills and doctors bills.
19 And recently we had to have a brand new furnace and air
20 conditioning installed. And I found myself to the point
21 where I had to go borrow money to install the air
22 conditioner, which you reap the results, I guess.

23 Anyway, we're, I guess I can sympathize with
24 the people who take to the streets to voice their opinions
25 about banks and big corporations that don't seem to listen,

1 don't have an ear for the common citizen in your district.
2 Same way with politicians.

3 During the storm in '09 we were without -- I
4 don't need to go into details. All of us are familiar with
5 that storm. And where I live I have, I was called by one
6 of the people from AmerenUE to ask if they could cut down a
7 tree that was leaning over the wires. And they were in my
8 backyard at that time. And I gave them permission, because
9 I was thinking about everybody else who might have to be
10 delayed in their getting it fixed.

11 Anyway, when I came home after two or three
12 days, I, I found that AmerenUE had cut down 12 trees from
13 my backyard. Six of them were shade that was set in. And
14 six more were down through to the next, to the next lot or
15 to the next person that lived behind me.

16 And so I called whoever I could to ask about
17 it; and someone came out and said, well, we have to do
18 what's best for all of our customers, not just one. So
19 they neglected the rules that they were supposed to follow
20 and just cut down whatever they wanted to cut. So, in that
21 sense, I'm not satisfied with the quality that AmerenUE
22 provides. I'm not happy with the rates. I'm not happy
23 with the quality. I'm not happy with the way meetings are
24 set up. I feel like these people who are walking the
25 streets because they don't feel like they have a voice

PUBLIC HEARING 8/21/2012

1 anymore. Thank you.

2 JUDGE WOODRUFF: Thank you, Ms. Kandalaft.

3 Since you were concerned about the, your tree trimming,
4 would it be all right if I tell Ameren your address that
5 you've written down here?

6 MS. KANDALAFT: Oh, sure. The 16289 State
7 Highway AF. That's a capital A, capital F. 63841.

8 JUDGE WOODRUFF: Thank you. And anytime
9 you're not satisfied with the service you're getting from
10 Ameren you need to contact the Public Service Commission as
11 well. You have people who should be able to help you out.

12 MS. KANDALAFT: I can't remember if I
13 contacted the Public Service Commission, but I did contact
14 someone in Bloomfield; and he came out. And then I
15 contacted one other person I don't remember. But I was
16 just -- they didn't even go down and -- well, one boy went
17 down in the woods to look at the trees. And one man just
18 came to the front door and said there's nothing they can
19 do; they have to take care of their other customers in an
20 emergency, getting everybody satisfied.

21 JUDGE WOODRUFF: Thank you for your testimony.

22 COMMISSIONER STOLL: Thank you for your testimony,
23 ma'am. I will mention one thing; that the date of this
24 local public hearing was set some time ago. The location
25 was changed from the old armory to this facility because we

1 wanted to make sure we could accommodate as many people as
2 possible. And at a couple of hearings like at St. Charles
3 County and St. Louis County we had kind of an overflow
4 crowd. We had people standing. So the date and time has
5 remained the same. But we did change the location.

6 JUDGE WOODRUFF: The next name on my list --
7 the last name is McMunn. And I'm not sure of the first
8 name. Would you please raise your right hand.

9 (Witness sworn.)

10 JUDGE WOODRUFF: Tell us your name.

11 MS. McMUNN: Sue McMunn. What I'm worried
12 about is me and my husband's on a fixed income. I have a
13 disabled son that's on a fixed income. If they raise our
14 rate \$12 or \$14 more a month, they raise my son \$14 more a
15 month -- he doesn't get enough to live on to start with.
16 And, when he doesn't have means, me and my husband have to
17 take it out of our means to help him. Well, our means is
18 on their limits; because my medical bills, my insurance for
19 my medicine is \$300 a month. I draw 675. So I have very
20 little to go on. My son draws \$600 a month, and he's
21 trying to live on his own. With his utility bill over \$200
22 a month, his house payment's \$200 a month, he cannot even
23 eat unless we buy groceries for him and buy gas for his
24 car.

25 Where is people going to go in the United

1 States that cannot live? My husband has retirement and
2 social security. But, with all the needs and my medical
3 bills and my son's disability, we cannot survive with more
4 raising on our utility bill. And I am very concerned about
5 that. There's more people out here that needs to speak up,
6 because there's more out here that is in the same fix that
7 I'm in.

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

10 COMMISSIONER STOLL: Thank you for your
11 testimony.

12 JUDGE WOODRUFF: Next name is Amy -- begins
13 with an S. Anybody? Kent Armstrong. Good evening, sir.
14 Raise your right hand.

15 (Witness sworn.)

16 JUDGE WOODRUFF: Tell us your name, please.

17 MR. ARMSTRONG: Kent Armstrong. I didn't have
18 a lot of time to prepare for this because I found out about
19 it last night. But my statement rather mirrors a lot of
20 the statements in that I have not got a satisfactory answer
21 to my questions about these rate increases. And it sounded
22 like a dog and pony show just to let somebody know
23 somebody's going do something, and nothing's getting done.

24 14 percent increase and that user charge.
25 We're told at one point that the less you use the more

1 you're going to pay. And then we're told no, no, no;
2 that's not the way it is. The CEO of the company can haul
3 in \$5.7 million a year. And I'm told that, well, not all
4 that money is counted. Why isn't it? It's money that come
5 from somebody that come from somewhere. Where did it come
6 from? It came from these people's pockets. That's where
7 it came from. So it needs to be counted.

8 And incentives and all that, I don't get
9 incentives for buying my electricity. I don't get
10 incentives for not buying my electricity other than a lower
11 bill and a harder way of life. I'm disabled. My wife is
12 disabled. I have two disabled inlaws. All of us are
13 expected to just absorb these yearly increases while we
14 don't get any increases ourselves. There's a problem that
15 needs to be addressed positively. There's a problem that
16 needs to be fixed. You've got executives all over your
17 company making millions of dollars out of our pockets. And
18 who's going to pay the bill? Sounds to me like the elderly
19 and the disabled are going to pay the bulk of it. You've
20 got a problem that needs to be addressed. Needs to be
21 fixed. Thank you.

22 JUDGE WOODRUFF: Thank you, Mr. Armstrong.

23 COMMISSIONER STOLL: Thank you for your testimony.

24 JUDGE WOODRUFF: Next name on the list is Nick
25 Roe. Good evening. Please raise your right hand.

1 (Witness sworn.)

2 JUDGE WOODRUFF: And your name is?

3 MR. ROE: Nathan Roe. I'm only 25 years old.

4 I graduated from college last May 2011, and I bought a
5 business here in Dexter called Fitness Connection. It's a
6 local gym. But anyway, I said that because, I mean, I'm
7 not older. I haven't had life experience; yada, yada,
8 yada. But I mean I can open my eyes and notice that things
9 aren't -- they just don't add up a hundred percent to me.

10 First off, the graph that the man up here had
11 earlier had eggs, comparing eggs to the electric bill
12 instead of the man's social security that doesn't keep up
13 with it is kind of an insult in my opinion.

14 And also -- just a second. Oh, Ameren, they
15 say that the customers, that the customers want reliable
16 and greener electricity and energy. But they're also, the
17 same guy told me that, just earlier, that they get these
18 numbers and they get these statistics from people in duress
19 right after an ice storm. Of course people are going to be
20 mad about it. Yeah, I want more reliable electricity.
21 Well, ask them when it's 70 degrees outside when you can
22 open your windows and turn your air off if they want an
23 increase then. And not only about the increase but the
24 more reliable and the greener energy, but not only the more
25 reliable and greener energy; but were they told at that

1 time of duress that there was a 14 percent increase with
2 that reliable energy? With that greener energy. Although
3 some of the people would have said no, they don't want the
4 increase or the better energy and the more reliable energy
5 if there was an increase in pay. That's all I have to say.

6 JUDGE WOODRUFF: Thank you.

7 COMMISSIONER STOLL: One thing I would mention, and
8 everybody might find this helpful. At the, if you do have
9 a question like that gentleman did, you might stop at the
10 Public Service Commission desk outside. Also they have a
11 guide to the local public hearings, which you probably got
12 when you came in. Another document called, "When a Rate
13 Case is Filed"; and it takes you through the entire
14 process, through the decision. And then there's a sheet
15 from the staff of the Missouri Public Service Commission
16 that discusses Ameren's rate case that's before us. Those
17 documents you probably haven't had time to read yet, but
18 when you get home take a look at that. It does help
19 explain some of the process. So I just wanted to point
20 that out before we left.

21 JUDGE WOODRUFF: Next name on my list is
22 Blanche Dinsmore. Good evening.

23 (Witness sworn.)

24 MS. DINSMORE: I just wanted to share another
25 senior adult experience, I guess; and hopefully it will

1 help a little bit. I have been a widow for 19 years. And
2 I'm 75 years old, and I am working almost a full-time job
3 in order to pay my bills. I don't know if I can work till
4 I'm a hundred or not, but I may have to if everything keeps
5 going up -- and not just electricity, but food and medicine
6 and then supplemental insurance. It increased from \$115
7 month from January 2011 to January of 2012 to \$215. That's
8 a big increase.

9 So I just wish there was some way that it
10 could be taken into consideration people who are on fixed
11 incomes. I get just a little over a thousand dollars a
12 month from my husband's social security. Therefore, that
13 will not make it. So I do have to work.

14 JUDGE WOODRUFF: Thank you, ma'am.

15 COMMISSIONER STOLL: Thank you for your
16 testimony. Thanks for coming.

17 JUDGE WOODRUFF: Next names on my list are
18 Robert and Deloris -- are they still here? Okay. Myron
19 Walker?

20 (Witness sworn.)

21 JUDGE WOODRUFF: And you are Myron Walker?

22 MR. WALKER: I am Myron Walker. I want to
23 approach this from a little different angle, because I'm in
24 business, have been in business a long time. We have an
25 old saying in the auto industry. A hog never learned to

1 eat itself. You know why? Because you have to keep
2 looking for better methods out there. You can't just raise
3 the cost and have people pay for it. People have to have
4 automobiles. We have to keep costs down. That means that
5 everything that goes up must have a program that says no,
6 it's not; it's going to go down. It doesn't mean that we
7 don't need to do research and development because the
8 government will take care of it. It means that of the
9 365 million that was requested not one dime was for
10 research and development.

11 Now how can you say we're going to save money
12 by importing our coal from Wyoming when we've got coal in
13 Illinois, but we can't use it? Well, is that a problem?
14 I'd say so. Because there may be some way that you could
15 use that coal in Illinois that may actually be cheaper than
16 those transportation costs from Wyoming. But, if we never
17 do try, if we don't have enough ambition about ourselves to
18 eat ourselves we're never going to solve that problem.

19 Now I'm just like these folks. I'm 65. I'm
20 64.9 months. And nine months over. I am about ready to
21 retire. So I'm in the same situation. But I've been in
22 industry a long time. And I've never seen an industry like
23 the utility industry. Listen, most industry is after --
24 they're after the cost. This industry is not after those
25 costs. And I don't see why we should pay for an industry

1 that's not trying to reduce its costs. And I don't mean
2 lay off 370 people so that we can put them on the public
3 rolls. That's not what reducing cost is. That's just
4 putting it back on us. The cost involved is real lives.
5 360, 370 people had to realign their lives. They didn't
6 have a job the next day. Is that how it was? They were
7 early outed? I've been early outed. I know what that's
8 about.

9 It's about the future. Not having a job. Not
10 having that security of a job. Those people lost that. It
11 wasn't oh, we paid you off. No. All of a sudden you've
12 got a different aspect of life. You're going to have to
13 learn how to spend your time, not at a job trying to
14 improve things. So yeah, I understand cost raising.
15 Because if you do not work on that, if you continue to do
16 things the same way every day, the next day, the next day,
17 the next day, you will indeed never lower your costs.

18 I believe that the price equation is price
19 equals cost plus profit. I believe that's it. So if you
20 never decrease costs, literally decrease costs, that means
21 burning less fuel, using less transportation, learning new
22 methods. I'm not sure -- AmerenUE is a distribution
23 company, not only a generation company; it's a distribution
24 company. Why are the plants to say okay, in summertime
25 we've got a few of these gas-fired plants to take on

1 instead of buying their power from Entergy. What is that
2 plan? Should we pay for no plan? That is the problem.
3 What is the plan to lower costs? I'm going to pay
4 365 million, me and the folks. So what is the plan not to
5 do it in another year? I want to see that plan. Thank
6 you.

7 JUDGE WOODRUFF: Thank you, sir.

8 COMMISSIONER STOLL: Thank you for your testimony.

9 JUDGE WOODRUFF: Mr. Walker was the last name
10 on my list. Was there anybody that wanted to testify that
11 didn't sign up? I'll give you the opportunity now. I
12 don't see anybody coming forward. So once again, thank you
13 for coming tonight. And, with that, we are adjourned. We
14 do have one more person that wants to testify. I guess
15 we're not adjourned. Good evening, ma'am. Please raise
16 your right hand.

17 (Witness sworn.)

18 JUDGE WOODRUFF: Tell us your name, please.

19 MS. RUSSELL: Sarah Russell. I don't have
20 much to say except if any of you people would live in
21 Pinella, Missouri, where there's about 300 people live,
22 where every one of us together makes less than you do in
23 income you'd know what a struggle it is to make our bills.
24 I'm 81, and I'm still working full time to pay my bills.
25 And that's all I'm going to say.

PUBLIC HEARING 8/21/2012

1 JUDGE WOODRUFF: Thank you.

2 COMMISSIONER STOLL: Thank you, ma'am.

3 (Witness sworn.)

4 JUDGE WOODRUFF: Tell us your name, please.

5 MR. AVERY: Henry Avery.

6 JUDGE WOODRUFF: Avery?

7 MR. AVERY: Yes, sir. A-V-E-R-Y.

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

10 MR. AVERY: Okay. The question -- or I have a
11 couple, actually. Does the city or any other businesses
12 get breaks on their utilities?

13 JUDGE WOODRUFF: I can't answer your questions
14 tonight. If you have a specific question, talk to
15 Mr. Mills here is the public counsel. And then our staff
16 people back there can answer specific questions for you.
17 If you just want to have a rhetorical question, you can ask
18 the question; but I can't answer.

19 COMMISSIONER STOLL: The staff or Mr. Mills from the
20 office of public counsel would be able to talk to you about
21 that. It's just the way the process has to work.

22 MR. AVERY: Well, I'd rather, you know, if
23 whoever can answer it could answer it in front of, with the
24 people; because this is a public meeting.

25 JUDGE WOODRUFF: Well, you can go ahead and

PUBLIC HEARING 8/21/2012

1 ask your questions, but we can't provide the answers at
2 this point. And I don't know if we can answer any
3 questions here. You can certainly ask the questions.

4 MR. AVERY: To the attorney, you mean?

5 JUDGE WOODRUFF: Pardon me?

6 MR. AVERY: To the attorney?

7 JUDGE WOODRUFF: Yes. Meghan McCowry or
8 Lewis Mills, the public counsel and Mr. Byrne, the attorney
9 for Ameren.

10 MR. AVERY: What I have to say after the
11 meeting or what?

12 JUDGE WOODRUFF: Yeah. I'm talking about
13 after the meeting. If you want to say something to us, you
14 can say it right now; and then you can talk with them after
15 the meeting. All right? Anyone else wish to testify at
16 this point? All right. I don't see anybody else coming
17 forward. So with that, we are adjourned. Thank you.

18 (WHEREUPON, the public hearing concluded at
19 7:52 p.m.)

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1 C E R T I F I C A T E

2 STATE OF MISSOURI)

) ss.

3 COUNTY OF CAPE GIRARDEAU)

4 I, Buffy D. Topper, Certified Court Reporter with the
5 firm of Midwest Litigation Services, do hereby certify that
6 I was personally present at the proceedings had in the
7 above-entitled cause at the time and place set forth in the
8 caption sheet thereof; that I then and there took down in
9 Stenotype the proceedings had; and that the foregoing is a
10 full, true and correct transcript of such Stenotype notes
11 so made at such time and place. Given at my office in the
12 City of Cape Girardeau, County of Cape Girardeau, State of
13 Missouri.

14

15 _____
BUFFY D. TOPPER, RPR, CRR, CCR #1325

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1	I N D E X	
2		PAGE
3	WITNESSES	
4	Bruce McClintock:	6
5	Kitty Kandalaft:	8
6	Sue McMunn:	12
7	Kent Armstrong:	13
8	Nick Roe:	15
9	Blanche Dinsmore:	16
10	Myron Walker:	17
11	Sarah Russell:	20
12	Henry Avery:	21
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

A	22:16	backs 7:8	buy 12:23,23	combined 9:16
able 7:9,11	anymore 11:1	backyard 10:8	buying 14:9,10	come 3:22 4:18
11:11 21:20	anytime 11:8	10:13	20:1	5:24 7:15,19
above-entitled	anyway 9:12	banks 9:25	Byrne 2:2 4:24	9:3,9,10,12
23:7	9:23 10:11	based 4:17	4:25 22:8	14:4,5,5
absorb 14:13	15:6	began 3:2	C	comes 6:16
accommodate	appearance	beginning 3:24	C 3:1 23:1,1	coming 4:16
12:1	4:22 7:4	begins 13:12	call 4:17 5:15	9:18 17:16
add 15:9	APPEARAN...	behalf 5:10	8:7,7,8,8 9:3	20:12,13
address 5:1,6	2:1	believe 19:18	called 9:10	22:16
5:11 11:4	appeared 6:7	19:19	10:5,16 15:5	comment 4:8
addressed	Appearing 5:9	benefit 6:22,23	16:12	comments 3:23
14:15,20	approach	benefits 7:13	Cape 23:3,12	4:12 6:11
adjourned	17:23	7:13	23:12	Commission
20:13,15	armory 6:9	best 10:18	capital 11:7,7	1:1 2:11 3:7
22:17	11:25	better 16:4	caption 23:8	3:14,15 4:10
adult 16:25	Armstrong	18:2	car 12:24	5:6 6:7 7:4,24
AF 11:7	13:13,17,17	big 9:25 17:8	care 9:17 11:19	11:10,13
ago 5:22 11:24	14:22 24:7	bill 8:23 12:21	18:8	16:10,15
ahead 5:15	asked 9:10	13:4 14:11,18	case 3:25 4:1,7	commissioner
9:13 21:9,25	asking 7:6	15:11	16:13,16	1:18 3:7,8,10
air 9:16,19,21	aspect 19:12	billion 7:17,19	cause 23:7	4:15 8:13
15:22	attorney 2:2	bills 9:18,18	CCR 23:15	11:22 13:10
ambition 18:17	4:25 5:5 22:4	12:18 13:3	CEO 7:12 14:2	14:23 16:7
Ameren 1:12	22:6,8	17:3 20:23,24	certainly 22:3	17:15 20:8
2:4 4:23,25	attorneys 4:21	bit 5:21 17:1	Certified 23:4	21:2,19
11:4,10 15:14	5:14	Blanche 16:22	certify 23:5	commissioners
22:9	audience 7:16	24:9	change 12:5	3:14,18
AmerenUE	7:20	Bloomfield	changed 11:25	common 10:1
6:12,13,25	August 1:7	11:14	charge 13:24	company 1:12
10:6,12,21	auto 17:25	borrow 9:21	Charles 12:2	2:4 14:2,17
19:22	automobiles	bought 15:4	cheaper 18:15	19:23,23,24
AmerenUE's	18:4	Box 2:7,10 5:6	checked 9:5	comparing
8:2	Avenue 2:3 5:1	5:11	Chief 1:16 3:6	15:11
Ameren's	average 6:14	boy 11:16	Chouteau 2:3	concerned 11:3
16:16	Avery 21:5,5,6	brand 9:19	5:1	13:4
amount 6:17	21:7,10,22	breaks 21:12	circumstances	concerns 3:23
7:8	22:4,6,10	brief 6:6	7:23	concluded
Amy 13:12	24:12	Bruce 5:24	citizen 10:1	22:18
angle 17:23	A-V-E-R-Y	24:4	city 2:8,11 5:7	conditioner
answer 3:24,25	21:7	Buffy 23:4,15	5:12 21:11	9:22
13:20 21:13	B	bulk 14:19	23:12	conditioning
21:16,18,23	back 19:4	burning 19:21	clear 7:25	9:20
21:23 22:2	21:16	business 5:6	coal 18:12,12	Connection
answers 22:1	background	15:5 17:24,24	18:15	15:5
anybody 13:13	9:4	businesses	college 15:4	consideration
20:10,12		21:11		17:10

contact 11:10 11:13 contacted 11:13,15 continue 7:22 19:15 cool 7:9,10 corporations 6:25 9:25 correct 23:10 cost 18:3,24 19:3,4,14,19 costs 18:4,16 18:25 19:1,17 19:20,20 20:3 counsel 2:6,6,8 5:8,10 6:15 21:15,20 22:8 counted 14:4,7 country 6:24 County 12:3,3 23:3,12 couple 3:13 6:19 12:2 21:11 course 15:19 court 3:19 23:4 crowd 12:4 CRR 23:15 currently 3:13 customers 10:18 11:19 15:15,15 cut 10:6,12,20 10:20	degree 7:10 degrees 15:21 delayed 10:10 Deloris 17:18 dental 9:18 desk 16:10 details 10:4 development 18:7,10 Dexter 1:8 3:11 6:9,19 15:5 different 17:23 19:12 difficult 9:1 dime 18:9 Dinsmore 16:22,24 24:9 disability 13:3 disabled 6:23 12:13 14:11 14:12,12,19 discusses 16:16 distribution 19:22,23 district 10:1 division 8:7 doctors 9:18 document 16:12 documents 16:17 dog 13:22 dollars 14:17 17:11 door 11:18 draw 6:21,22 6:22 12:19 draws 12:20 duress 15:18 16:1 d/b/a 1:12 2:4	15:17 early 19:7,7 east 6:9 eat 12:23 18:1 18:18 edge 6:18 eggs 15:11,11 elderly 14:18 electric 1:12,13 2:4 15:11 electricity 7:9 14:9,10 15:16 15:20 17:5 emergency 11:20 energy 15:16 15:24,25 16:2 16:2,4,4 enter 4:22 Entergy 20:1 entire 16:13 equals 19:19 equation 19:18 ER-2012-0166 1:13 evening 3:4,10 3:11 5:25 6:2 6:10 8:16,17 9:9 13:13 14:25 16:22 20:15 eventually 8:9 everybody 10:9 11:20 16:8 executives 14:16 exist 7:22 expected 14:13 expenses 9:17 experience 15:7 16:25 explain 16:19 eyes 15:8	facts 6:14 factual 6:6 fairly 5:16 familiar 10:4 Faris 5:20,21 feel 3:21 10:24 10:25 fellow 3:18 File 1:13 Filed 16:13 fill 4:10 find 16:8 finding 9:2 fine 5:23 firm 23:5 first 5:15,19 12:7 15:10 Fitness 15:5 five 5:18 7:6,6 fix 13:6 fixed 7:3 9:14 10:10 12:12 12:13 14:16 14:21 17:10 folks 4:4,10 18:19 20:4 follow 10:19 food 17:5 Force 9:16 foregoing 23:9 formal 5:16 forms 4:8 forth 23:7 fortunately 3:12 forward 20:12 22:17 fought 6:24 found 9:20 10:12 13:18 four 3:13 Frances 5:19 friend 9:5 front 11:18 21:23 fuel 19:21 full 20:24 23:10	full-time 17:2 furnace 9:19 future 19:9
<hr/>				
G				
<hr/>				
G 3:1 gas 12:23 gas-fired 19:25 generation 19:23 gentleman 16:9 gentlemen 8:10 getting 10:10 11:9,20 13:23 Girardeau 23:3 23:12,12 give 4:8,16 20:11 given 3:17 23:11 go 5:14 9:11,21 10:4 11:16 12:20,25 18:6 21:9,25 goes 7:11 18:5 going 3:5 4:22 5:15 7:20,21 12:25 13:23 14:1,18,19 15:19 17:5 18:6,11,18 19:12 20:3,25 good 3:4,10 5:25 6:2 8:10 8:16,17 9:7 9:11 13:13 14:25 16:22 20:15 government 18:8 graduated 15:4 graph 15:10 greener 15:16 15:24,25 16:2 groceries 12:23 Guard 6:9 guess 4:6 5:13				

6:24 9:22,23 16:25 20:14 guests 9:8,9 guide 16:11 guy 15:17 gym 15:6	husband's 12:12 17:12	JR 2:6 judge 1:16 3:4 3:6 4:13,15 5:3,8,9,13,23 6:3 8:11,15 8:18,21,25 11:2,8,21 12:6,10 13:8 13:12,16 14:22,24 15:2 16:6,21 17:14 17:17,21 20:7 20:9,18 21:1 21:4,6,8,13 21:25 22:5,7 22:12	leaning 10:7 learn 19:13 learned 17:25 learning 19:21 leave 4:11 left 16:20 Lewis 2:6 5:11 22:8 life 14:11 15:7 19:12 limits 5:16 12:18 line 5:17 list 4:18 5:19 8:15 12:6 14:24 16:21 17:17 20:10 listen 9:25 18:23 literally 19:20 Litigation 23:5 little 5:21 12:20 17:1,11,23 live 6:18 9:14 10:5 12:15,21 13:1 20:20,21 lived 10:15 lives 19:4,5 lobby 4:4 local 1:6 11:24 15:6 16:11 location 11:24 12:5 long 5:16 17:24 18:22 look 7:21 8:4 11:17 16:18 looking 18:2 lost 19:10 lot 7:14,14 10:14 13:18 13:19 Louis 2:3 5:1 12:3 lower 14:10 19:17 20:3	M M 1:18 mad 15:20 Madison 2:7 mail 4:11 making 14:17 man 11:17 15:10 man's 15:12 Matter 1:12 ma'am 11:23 13:8 17:14 20:15 21:2 McClintock 5:25 6:2,6 24:4 McCLOWRY 2:10 5:4,4 22:7 McMunn 12:7 12:11,11 24:6 mean 15:6,8 18:6 19:1 22:4 means 12:16,17 12:17 18:4,8 19:20 medical 12:18 13:2 medicine 12:19 17:5 meeting 3:17 6:16 9:2,3 21:24 22:11 22:13,15 meetings 3:22 10:23 Meghan 2:10 5:4 22:7 mention 3:21 4:6 11:23 16:7 message 8:9 methods 18:2 19:22 Midwest 23:5 miles 6:19
H hand 6:1,4 8:18 12:8 13:14 14:25 20:16 handout 7:25 hands 8:3 happy 10:22,22 10:23 harder 14:11 haul 14:2 hear 3:22,23 heard 6:11 8:2 9:7 hearing 1:6 3:2 4:14 11:24 22:18 hearings 12:2 16:11 Hello 8:17 help 4:4 11:11 12:17 16:18 17:1 helpful 16:8 Henry 21:5 24:12 Highway 11:7 hog 17:25 home 10:11 16:18 homework 6:15 Honor 4:24 hopefully 16:25 house 7:9 12:22 huge 6:25 hundred 7:10 15:9 17:4 husband 9:13 12:16 13:1	I ice 15:19 Illinois 18:13 18:15 important 3:22 importing 18:12 improve 19:14 incentives 14:8 14:9,10 income 7:3 12:12,13 20:23 incomes 9:14 17:11 increase 1:13 6:12,14 7:13 8:3,4,6 13:24 15:23,23 16:1 16:4,5 17:8 increased 7:5,6 7:7 17:6 increases 13:21 14:13,14 industry 17:25 18:22,22,23 18:23,24,25 information 6:8 inlaws 14:12 install 9:21 installed 9:20 insult 15:13 insurance 12:18 17:6 introduce 3:8 involved 19:4	J January 17:7,7 Jefferson 2:8 2:11 5:7,12 job 17:2 19:6,9 19:10,13	K Kandalraft 8:16 8:17,22,22,23 9:1 11:2,6,12 24:5 Kathleen 8:22 8:23 keep 5:16,18 9:18 15:12 18:1,4 keeps 17:4 Kent 13:13,17 24:7 kind 12:3 15:13 Kitty 8:16,22 8:23 24:5 know 7:2,11,22 13:22 17:3 18:1 19:7 20:23 21:22 22:2 Korean 6:23	L L 1:16 lady 3:19 Law 1:16 2:2 3:6 lay 19:2

million 7:8,14 14:3 18:9 20:4 millions 14:17 Mills 2:6 5:9,11 21:15,19 22:8 mind 5:16 mine 9:6 minutes 5:18 mirrors 13:19 Missouri 1:1,8 2:3,4,11,11 3:14 4:25 5:1 5:5,7,12 6:21 16:15 20:21 23:2,13 Missouri's 1:12 MO 2:8 Monday 9:5 money 7:1,14 7:14,15,19 9:21 14:4,4 18:11 month 6:14 12:14,15,19 12:20,22,22 17:7,12 months 18:20 18:20 Morris 1:16 3:5 Myron 17:18 17:21,22 24:10	National 6:9 need 4:19 6:14 10:4 11:10 18:7 needs 6:15 13:2 13:5 14:7,15 14:16,20,20 neglected 10:19 never 17:25 18:16,18,22 19:17,20 new 9:19 19:21 nice 3:11 Nick 14:24 24:8 night 8:10 9:3 9:4,5,6,8,11 13:19 nine 18:20 notes 23:10 nothing's 13:23 notice 15:8 numbers 15:18	16:10 overflow 12:3 <hr/> P P 3:1 5:6 PAGE 24:2 paid 7:18 19:11 paper 6:11 Pardon 22:5 part 4:12 6:9 parties 4:21 5:14 patience 8:10 pay 14:1,18,19 16:5 17:3 18:3,25 20:2 20:3,24 payment's 12:22 people 5:17 7:15,15,20,21 8:1,6 9:24 10:6,24 11:11 12:1,4,25 13:5 15:18,19 16:3 17:10 18:3,3 19:2,5 19:10 20:20 20:21 21:16 21:24 people's 14:6 percent 7:7,12 13:24 15:9 16:1 period 3:24 permission 10:8 person 5:15 10:15 11:15 20:14 personally 23:6 Pinella 20:21 place 23:7,11 plan 20:2,2,3,4 20:5 plants 19:24,25 please 5:25 6:3	8:21 12:8 13:16 14:25 20:15,18 21:4 plus 19:19 pockets 14:6,17 podium 4:18 point 9:20 13:25 16:19 22:2,16 politicians 10:2 pony 8:2 13:22 position 6:10 positively 14:15 possible 12:2 Post 2:10 5:11 power 20:1 prejudge 4:1 prepare 13:18 present 23:6 Presiding 1:16 price 19:18,18 probably 3:23 16:11,17 problem 14:14 14:15,20 18:13,18 20:2 procedures 4:2 proceedings 1:5 23:6,9 process 16:14 16:19 21:21 profit 19:19 program 18:5 propaganda 8:2 provide 22:1 provides 10:22 public 1:1,6 2:6 2:6,8,9,11 3:2 3:6,14 4:8,9 4:12,14 5:5,8 5:10,10 6:15 7:8 11:10,13 11:24 16:10 16:11,15 19:2 21:15,20,24	22:8,18 publishes 6:13 put 8:5 19:2 putting 19:4 p.m 3:3 22:19 P.O 2:7 <hr/> Q quality 10:21 10:23 question 3:24 4:3 16:9 21:10,14,17 21:18 questions 3:25 4:2 7:25 8:12 13:9,21 21:13 21:16 22:1,3 22:3 <hr/> R R 2:6 3:1 23:1 raise 5:25 6:3 7:1 8:18 12:8 12:13,14 13:14 14:25 18:2 20:15 raising 13:4 19:14 rate 6:12 7:5,7 8:3,4,6 12:14 13:21 16:12 16:16 rates 7:1 10:22 read 3:18 6:11 7:25 16:17 ready 18:20 real 19:4 realign 19:5 realistically 7:22 really 3:25 9:17 reap 9:22 receives 7:2 record 4:12,20 8:5 reduce 19:1
<hr/> N N 3:1 24:1 name 3:5 5:4 5:10,19,24 8:15,21 12:6 12:7,8,10 13:12,16 14:24 15:2 16:21 20:9,18 21:4 names 17:17 Nathan 15:3	oh 11:6 15:14 19:11 okay 8:1 9:1 17:18 19:24 21:10 old 6:20 11:25 15:3 17:2,25 older 15:7 once 20:12 open 15:8,22 opinion 6:10 15:13 opinions 9:24 opportunity 7:1 20:11 order 17:3 outed 19:7,7 outside 15:21	period 3:24 permission 10:8 person 5:15 10:15 11:15 20:14 personally 23:6 Pinella 20:21 place 23:7,11 plan 20:2,2,3,4 20:5 plants 19:24,25 please 5:25 6:3	public 1:1,6 2:6 2:6,8,9,11 3:2 3:6,14 4:8,9 4:12,14 5:5,8 5:10,10 6:15 7:8 11:10,13 11:24 16:10 16:11,15 19:2 21:15,20,24	

reducing 19:3	S 3:1 13:13	sign 20:11	Stephen 1:18	talk 21:14,20
refer 4:3	salary 7:13,13	signed 4:16	3:9	22:14
regarding 3:25	Sarah 20:19	sir 5:22,25 8:11	Stoll 1:18 3:9	talked 6:12,13
4:2	24:11	8:14 13:13	3:10 8:13	talking 22:12
Regulatory	satisfactory	20:7 21:7	11:22 13:10	Tariffs 1:13
1:16 3:6	13:20	sit 4:1	14:23 16:7	taught 6:20
reliable 15:15	satisfied 10:21	sitting 7:16	17:15 20:8	teacher's 7:2
15:20,24,25	11:9,20	situation 18:21	21:2,19	telephone 9:2
16:2,4	save 18:11	six 7:6 10:13,14	stop 7:21 16:9	telephones 8:7
remained 12:5	saying 9:4	small 6:22	storm 10:3,5	tell 3:13 4:19
remember	17:25	social 6:21 13:2	15:19	4:19 8:21,25
11:12,15	says 18:5	15:12 17:12	straightforw...	11:4 12:10
reporter 3:19	scheduled 6:17	solve 18:18	6:7	13:16 20:18
8:5 23:4	9:8,9	somebody 9:4	Street 2:7	21:4,8
represent 4:21	school 6:20	13:22 14:5	streets 9:24	temperature
representative	schoolteacher	somebody's	10:25	7:10
3:16	9:15	13:23	struggle 20:23	testify 5:17
Representati...	second 15:14	son 12:13,14,20	sudden 19:11	20:10,14
8:7	security 6:22	son's 13:3	Sue 12:11 24:6	22:15
requested 18:9	13:2 15:12	sounded 13:21	Suite 2:7	testimony 4:8
research 18:7	17:12 19:10	Sounds 14:18	summertime	4:16 5:19
18:10	see 18:25 20:5	speak 13:5	19:24	8:14 11:21,22
results 9:22	20:12 22:16	specific 21:14	supplemental	13:11 14:23
retire 18:21	seen 18:22	21:16	17:6	17:16 20:8
retired 6:19,21	Senators 8:8	spend 19:13	supposed 10:19	thank 4:15,24
7:3 9:14,15	senior 16:25	ss 23:2	sure 11:6 12:1	5:9,13 8:9,11
9:16	sense 10:21	St 2:3 5:1 12:2	12:7 19:22	8:13 11:1,2,8
retirement 7:2	service 1:1,13	12:3	survive 13:3	11:21,22 13:8
9:17 13:1	2:11 3:7,14	staff 5:3,5	swear 4:19 6:1	13:10 14:21
Revenues 1:13	4:3,9 5:5 11:9	16:15 21:15	8:18	14:22,23 16:6
rhetorical	11:10,13	21:19	sworn 6:5 8:20	17:14,15 20:5
21:17	16:10,15	standing 12:4	12:9 13:15	20:7,8,12
right 6:1,4 8:18	serviceman	start 12:15	15:1 16:23	21:1,2 22:17
11:4 12:8	9:15	started 3:5,12	17:20 20:17	Thanks 17:16
13:14 14:25	Services 23:5	state 1:1 6:10	21:3	thereof 23:8
15:19 20:16	set 5:15 10:13	6:21,22 11:6	sympathize	thing 11:23
22:14,15,16	10:24 11:24	23:2,12	9:23	16:7
Robert 17:18	23:7	stated 6:8		things 3:13
Roe 14:25 15:3	shade 10:13	statement	T	7:21 9:18
15:3 24:8	share 16:24	13:19	T 23:1,1	15:8 19:14,16
rolls 19:3	shareholder	statements	table 4:9	thinking 10:9
RPR 23:15	7:18	13:20	take 9:17,24	thousand 17:11
rules 10:19	shareholders	States 13:1	11:19 12:17	three 6:19 8:8
Russell 20:19	7:18,19	statistics 15:18	16:18 18:8	10:11
20:19 24:11	sheet 16:14	stay 4:7	19:25	till 17:3
	23:8	Stenotype 23:9	taken 17:10	time 3:15 5:16
S	show 8:3 13:22	23:10	takes 16:13	9:1 10:8

11:24 12:4 13:18 16:1,17 17:24 18:22 19:13 20:24 23:7,11 times 6:8 tired 9:7 today 9:7 told 3:15,23 13:25 14:1,3 15:17,25 Tom 2:2 4:24 7:12 tonight 3:16 5:14 9:2,5 20:13 21:14 Topper 23:4,15 transcribing 3:19 transcript 1:5 3:17,20 23:10 transportation 18:16 19:21 tree 10:7 11:3 trees 10:12 11:17 trimming 11:3 true 23:10 try 5:18 6:6 18:17 trying 12:21 19:1,13 Tuesday 9:3,8 turn 4:13 15:22 two 6:7 9:8 10:11 14:12 U understand 7:24 19:14 Union 1:12 2:4 United 12:25 use 13:25 18:13 18:15 user 13:24 users 7:8 utilities 21:12	utility 12:21 13:4 18:23 V vacancy 3:15 various 4:21 veteran 6:23 veteran's 6:22 visit 9:13 voice 9:24 10:25 Volume 1:9 Voss 7:12 W Walker 17:19 17:21,22,22 20:9 24:10 walking 10:24 want 3:8 4:7,20 5:17,24 8:3,4 8:6 9:12 15:15,20,22 16:3 17:22 20:5 21:17 22:13 wanted 3:12,21 9:10 10:20 12:1 16:19,24 20:10 wants 20:14 warm 3:11 wasn't 19:11 way 10:2,23 14:2,11 17:9 18:14 19:16 21:21 weather 7:10 Wednesday 9:6 went 9:13 11:16 we're 3:5 6:19 7:2 9:23 13:25 14:1 18:11,18 20:15 we've 18:12	19:25 widow 17:1 wife 6:18 7:2 14:11 windows 15:22 wires 10:7 wish 17:9 22:15 Witness 6:5 8:20 12:9 13:15 15:1 16:23 17:20 20:17 21:3 WITNESSES 24:3 wonder 6:23 Woodruff 1:16 3:4,5 4:15 5:3 5:8,13,23 6:3 8:11,15,18,21 8:25 11:2,8 11:21 12:6,10 13:8,12,16 14:22,24 15:2 16:6,21 17:14 17:17,21 20:7 20:9,18 21:1 21:4,6,8,13 21:25 22:5,7 22:12 woods 11:17 work 17:3,13 19:15 21:21 worked 6:20 working 17:2 20:24 worried 12:11 written 3:17,20 11:5 Wyoming 18:12,16 X X 24:1 Y yada 15:7,7,8 yeah 15:20	19:14 22:12 year 6:16 7:5 7:17 14:3 20:5 yearly 14:13 years 6:20,20 6:20 7:5,6,6,7 15:3 17:1,2 young 3:18 Z zero 7:11 \$ \$115 17:6 \$12 6:13 12:14 \$14 6:13,16 12:14,14 \$168 6:16 \$2 7:17 \$2.2 7:18 \$200 12:21,22 \$215 17:7 \$300 12:19 \$5.7 7:14 14:3 \$600 12:20 \$8 6:13 \$810 7:8 # #1325 23:15 0 09 10:3 1 12 1:9 10:12 24:6 13 24:7 14 13:24 16:1 15 24:8 16 24:9 16289 11:6 17 24:10 19 17:1 1901 2:3 5:1 1995 7:3	2 20 7:12 24:11 200 2:7 2011 15:4 17:7 2012 1:7 17:7 21 1:7 24:12 2230 2:7 5:11 25 15:3 3 30 6:20 300 20:21 32 6:20 36 7:7 360 2:10 5:6 19:5 365 18:9 20:4 370 19:2,5 6 6 24:4 63103 2:3 5:2 63841 11:7 64.9 18:20 65 18:19 650 2:7 65102 2:8,11 5:7,12 675 12:19 7 7:15 3:2 7:52 22:19 70 15:21 75 17:2 8 8 24:5 80 6:19 81 20:24
---	---	---	---	---