

BEFORE THE PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Pre-Hearing Conference

April 19, 2016

St. Louis, Missouri

Volume 1

CALGENE LEOPOLD

Compl ai nant,

VS.

MISSOURI -AMERICAN WATER
COMPANY,

Respondent.

File Number WC-2016-0195

KENNARD L. JONES, Presiding
SENIOR REGULATORY LAW JUDGE

REPORTED BY:
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PROCEEDINGS

JUDGE JONES: We're on the record with Case Number WC-2016-0195, Calgene Leopold versus Missouri-American Water. My name is Kennard Jones, I'm the judge presiding over this matter.

At this time, let's take entries of appearances, beginning with Missouri-American.

MR. LUFT: Tim Luft with Missouri-American, in-house counsel, and court reporter has my information.

JUDGE JONES: And Staff at the Commission.

MR. WILLIAMS: Hampton Williams, assistant Staff counsel, PO Box 360, Jefferson City, Missouri 65102.

JUDGE JONES: Okay. I'll note for the record that Ms. Leopold is not present, and hearing was to begin at 10 a.m. It's now 10:25. Normally, I would issue an order show cause for why she's not here, but I don't know, given the nature of this complaint, I don't think that's going to be necessary. I'm not -- I wanted to have a discussion with her -- you know what, as a matter of fact, I think I will do that, just issue an order, telling her to state why she wasn't here, and go from there.

1 MR. LUFT: And when we go off the record,
2 we're going to talk to Hampton, but we credited her
3 everything we could possibly credit her.

4 JUDGE JONES: You're just trying to help
5 her out?

6 MR. LUFT: Yeah, just as a courtesy, and
7 we've already done it. I don't know if she realizes
8 it, but if she checks her bill, it's just a normal
9 bill, we've taken away \$3,000.

10 MS. DAWSON: Actually, we billed her \$956
11 and on February 1st, we gave her a credit for \$905.12.

12 JUDGE JONES: So that's why she's not
13 here.

14 MS. DAWSON: We removed all of the water
15 usage charges from the billing period that she was
16 disputing.

17 JUDGE JONES: Wow. Okay.

18 MR. LUFT: We can follow-up with her to
19 walk her through that so she understands.

20 JUDGE JONES: Yeah, because that's --
21 evidence of that is not in the record, what I call
22 evidence, for lack of a better word, but that's not in
23 the record, is it, that you credited the whole amount.

24 MR. LUFT: Correct, it's not.

25 JUDGE JONES: So she doesn't have a beef

1 now.

2 MR. LUFT: It's just on the record and we
3 just let the Staff know that yesterday, because we
4 weren't -- Chelsie finally got the file and went
5 through it and said we've done everything we can.

6 JUDGE JONES: Oh, okay.

7 MR. WILLIAMS: Judge, I just want to
8 state -- this is Hampton Williams speaking. Staff
9 filed a report which identified figures that were
10 represented to Staff during the formal complaint
11 process. The numbers we provided in that Staff report
12 were provided to us from Missouri-American Water.

13 MR. LUFT: Correct.

14 JUDGE JONES: You mean -- you mean the
15 \$1,800?

16 MS. DAWSON: Yes.

17 JUDGE JONES: Okay. And now that's gone?

18 MS. DAWSON: Yes.

19 MR. LUFT: Because the credit was -- when
20 was the last credit made, Chelsie?.

21 MS. DAWSON: The last credit was made on
22 March the 10th for \$25.51 and the credit for the \$900
23 was on February the 1st.

24 JUDGE JONES: Okay. Well, I'm going to
25 figure out how to dispose of this quickly, then,

1 because there's no more fight, really.

2 MR. LUFT: We don't think so.

3 JUDGE JONES: Okay. All right. Well,
4 I'll try to get some kind of response from her. This
5 is one case I would want to just dismiss it because
6 she's not responding.

7 MR. LUFT: Right.

8 JUDGE JONES: I would like for what
9 happened to be reflected in some way on the record.

10 MR. LUFT: We do, too.

11 JUDGE JONES: So I'll figure out how to
12 do that. Or I'll just do it. All right. Does anyone
13 have anything else?

14 MR. WILLIAMS: No, Judge.

15 MR. LUFT: No, Judge.

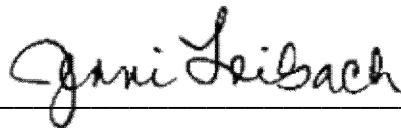
16 JUDGE JONES: All right. Let's go off
17 the record then.

18 (Proceedings concluded at 10:29 a.m.)
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CERTIFICATE OF REPORTER

STATE OF MISSOURI)
)
COUNTY OF WARREN) ss:

I, JENNIFER L. LEIBACH, Registered Professional Reporter, Certified Court Reporter, CCR Number 1108, and Certified Real time Reporter, the officer before whom the foregoing matter was taken, do hereby certify that the witness/es whose testimony appears in the foregoing matter was duly sworn by me; that the testimony of said witness/es 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 matter was taken, and further that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.



Court Reporter



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