

In the Matter of:
CHARLES HARTER
v.
MISSOURI-AMERICAN WATER COMPANY

WC-2018-0124 VOL. 1

January 16, 2018



www.tigercr.com 573.999.2662

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Prehearing Conference

January 16, 2018

Jefferson City, Missouri

Volume 1

Charles Harter,)
Complainant,)
vs.) File No. WC-2018-0124
Missouri-American Water Company,))
Respondent.)

JOHN T. CLARK, Presiding,
REGULATORY LAW JUDGE.

REPORTED BY:

Chevon D. McFadden, CVR, CCR NO. 1399
TIGER COURT REPORTING, LLC

APPEARANCES:

FOR MISSOURI-AMERICAN WATER COMPANY:

MS. DIANA CARTER

Brydon, Swearngen & England

312 East Capitol Avenue

P.O. Box 456

Jefferson City, Missouri 65102

573.635.7166

dcarter@brydonlaw.com

FOR STAFF OF MISSOURI PUBLIC SERVICE COMMISSION:

MS. ALEXANDRA KLAUS

Missouri Public Service Commission

Staff Counsel's Office

200 Madison Street, Suite 800

Jefferson City, Missouri 65102

573.751.1854

lexi.klaus@psc.mo.gov

FOR THE COMPLAINANT:

MR. CHARLES A. HARTER (Appearing via telephone)

827 South Sappington

St. Louis, Missouri 63126

314.821.1334

harleycharter@sbcglobal.net

P R O C E E D I N G S

JUDGE CLARK: We're going to go on the record now and we're going to address this more formally on the record. So I'm going to say, Today's January the 16th, 2018. The current time is 10:04 a.m. We're in room 305 of the Governor's Office Building.

The Commission has set aside this time for a Procedural Conference in the case captioned as: Charles Harter, Complainant vs. Missouri-American Water Company, Respondent in File No. WC-2018-0124.

My name is John Clark. I'm the Regulatory Law Judge in this matter. I'm going to begin by asking the attorneys to enter their appearance starting with Staff.

MS. KLAUS: Good morning, Judge. My name is Alexandra Klaus. I'm here for the Staff of the Missouri Public Service Commission and my information has been provided to the court reporter.

JUDGE CLARK: Missouri-American.

MS. CARTER: Diana Carter with Brydon, Swearngen & England, PC. for Missouri-American Water Company, and the court reporter has my contact information.

JUDGE CLARK: And, Mr. Harter, you're an attorney, you indicated, and you're representing

1 yourself; is that correct?

2 MR. HARTER: That's correct. Charles Harter.
3 I'm on the phone; I'm not in the room. And my Bar No.
4 is 28059, and I am the Complainant and I am an
5 attorney.

6 JUDGE CLARK: Okay. Is there anybody else
7 here from the Office of Public Counsel or any other
8 party that wishes to enter onto the record?

9 Not having heard anyone, I'm going to ask if
10 there are any preliminary matters or pending motions?

11 And by way of a preliminary matter, I'll
12 indicate that off the record prior to the hearing, Mr.
13 Harter, you indicated that you were un-- while you did
14 receive Staff's report, you did not receive the
15 confidential portion of that; is that correct?

16 MR. HARTER: I didn't receive it. I just
17 went to the site. I went to the --

18 JUDGE CLARK: You were unable to access it;
19 is that correct?

20 MR. HARTER: Right. I'm -- I am at present
21 on -- on the site. I did receive a notice that it had
22 been filed, but I cannot raise the confidential part of
23 it, that is true.

24 JUDGE CLARK: Okay. And I assume,
25 Mr. Harter, that you are going to be -- at this point,

1 you would be unable to answer any questions I have with
2 regard to when you'll be ready for a hearing without
3 having reviewed that document; is that correct?

4 MR. HARTER: That is true. Although --

5 JUDGE CLARK: Let me explain it another --

6 MR. HARTER: -- if I had an idea of what was
7 in it, then I -- I -- I would like to move it along. I
8 have some thoughts. I'd be glad to respond to it with
9 those, if you'd like.

10 JUDGE CLARK: I don't know how you can
11 respond to a document you haven't read.

12 MR. HARTER: No. I respond to your
13 question -- whether I'm ready to proceed to trial or
14 not.

15 JUDGE CLARK: Well, this is a -- this is a --
16 a small complaint --

17 MR. HARTER: Right.

18 JUDGE CLARK: -- and under the small
19 complaint, there's roughly 100 days to get this done --

20 MR. HARTER: Okay.

21 JUDGE CLARK: -- from the time that you
22 initial file, which I believe we are pretty much
23 running out of time on.

24 MR. HARTER: Well, I -- I'd be happy if
25 you -- to respond to you as to whether I'm ready for

1 trial. As I see it, and not having seen the report but
2 have seen the conclusion of the report and -- and
3 understanding that I'm -- I'm not speaking with any
4 knowledge of what's in the report.

5 But as I see it, there are two aspects of the
6 complaint. One concerns the payment plan and the other
7 concerns robotic calls, which don't allow the consumer
8 to respond and I consider harassment.

9 As to the first issue, the passage of time is
10 muted if there may be a penalty still at issue that
11 would result from a nonpayment that I would dispute. I
12 don't know if that's worth a trial at the PSC. But I
13 think I've caught up and as long as they promise not to
14 disconnect me, I think when I make my 113 tomorrow,
15 I'm even or close.

16 The second issue I would like litigate and I
17 would be ready for trial if I could receive from the
18 PSC and from the responding utility answers to three
19 questions. Depending on how you want to limit it,
20 either August 16th or the month of August or
21 something -- how many robotic calls went out, how many
22 each day, and how many service personnel or customer
23 service personnel were available to answer those calls.

24 JUDGE CLARK: Okay. Well, these sound like
25 factual issues for an evidentiary hearing. And, so, I

1 guess, what we need to do at some point is schedule an
2 evidentiary hearing.

3 MR. HARTER: But those are my only questions,
4 and if they would provide that, we don't -- I -- I
5 would waive the hearing and submit it on those
6 stipulated facts. Those are my only questions. I
7 think that my position as stated in the complaint, if I
8 could submit it on that without further testimony --

9 JUDGE CLARK: Well, it --

10 MR. HARTER: -- before the -- before the
11 Commission. That's -- that's my position on it, not
12 knowing what the report says. But --

13 JUDGE CLARK: Well, I'd think I'd --

14 MR. HARTER: -- that's my thoughts.

15 JUDGE CLARK: I think I would like you to
16 know what the report says before we move on in regards
17 to this. I think what I'm going to do at this time
18 is -- it sounds like there is going to need to be some
19 additional time allotted to allow you time to look at
20 that confidential report and make any response that you
21 want to make, okay, Mr. Harter?

22 MR. HARTER: Okay.

23 JUDGE CLARK: -- because that's going to take
24 additional time. And because we are bumping up against
25 the 100 days as prescribed by the Rule, I'm going to

1 ask, Does anybody have an objection to me running a
2 hearing past that 100-day time period?

3 MR. HARTER: May I waive that?

4 JUDGE CLARK: Hold on. Staff?

5 MS. KLAUS: No, Judge.

6 JUDGE CLARK: Missouri-American?

7 MS. CARTER: No objection.

8 JUDGE CLARK: And, Mr. Harter, do you have
9 any objection to me extending that 100-day time
10 period --

11 MR. HARTER: No.

12 JUDGE CLARK: -- or waiving it entirely for
13 the purpose of holding a hearing further down the road
14 and giving you an opportunity to look at the
15 confidential report?

16 MR. HARTER: No, I would waive for the
17 purposes of looking at that.

18 JUDGE CLARK: In that case, I will find good
19 cause on the record to extend the time limitation
20 beyond the 100 days, so we are no longer behind that
21 time crunch.

22 In regard to that -- in regard to that,
23 Mr. Harter, how much time do you think you would need
24 to look at the confidential report in order to respond?

25 MR. HARTER: I don't know if they're going to

1 mail it to me or email it to me. There's -- I -- I
2 could respond with -- certainly within a week of
3 receiving it.

4 JUDGE CLARK: Well, let me ask you this,
5 Mr. Harter: Would you have any objection to going
6 ahead and setting a hearing date out in the future for
7 an evidentiary hearing date for this provided that
8 all -- all outstanding issues are not resolved?

9 MR. HARTER: Not if you think that, based on
10 what I said earlier, a hearing is needed.

11 JUDGE CLARK: Well, I will take up written
12 responses as I receive them. If I receive a -- if you
13 receive the -- the Staff report and have a chance to
14 look it over and you decide that you wish to submit
15 your case in writing, I will certainly take a look at
16 that and decide at that time whether there needs to be
17 an evidentiary hearing. I will tell you, my preference
18 tends to be for an evidentiary hearing. Because this
19 is a small complaint, that would not mean that you
20 would need to come to Jefferson City for the hearing.
21 The hearing would be held at our St. Louis office close
22 to you.

23 MR. HARTER: Are interrogatories allowed in a
24 small hearing?

25 JUDGE CLARK: I don't know that answer right

1 off. Does Staff or --

2 MS. KLAUS: I think so.

3 MS. CARTER: Yes.

4 JUDGE CLARK: Yes. Apparently,
5 interrogatories are allowed.

6 MR. HARTER: Okay. Well, I will put what I
7 said into two interrogatories and submit them. And I
8 don't know that -- I guess the -- the response time is
9 the same as in circuit court. Then that would be the
10 time in which the hearing could proceed.

11 MS. CARTER: And, Mr. Harter --

12 MR. HARTER: Yes.

13 MS. CARTER: -- this is Diana Carter. We
14 have a option of moving things a little quicker in
15 terms of response time at the Commission. You can do
16 what's called a Data Request.

17 MR. HARTER: Okay.

18 MS. CARTER: If you look in the Commissions
19 Rules, Chapter 2, I believe, will have the general
20 process on Data Request. It's just a little more -- a
21 little less formal than discovery in circuit court --

22 MR. HARTER: Uh-huh.

23 MS. CARTER: -- and it has a 20-day response
24 time.

25 MR. HARTER: Okay. What did you say, Rule 2?

1 MS. CARTER: I believe it's Chapter 2. But
2 they're called Data Requests.

3 MR. HARTER: Okay.

4 MS. CARTER: And it's a Commission-specific
5 procedure, which will just move it a little faster than
6 traditional discovery.

7 MR. HARTER: Does that work, like, as
8 discovery or does it need to go formally through
9 Commission?

10 MS. CARTER: It works just like discovery.
11 You can just send me an email with those two questions.
12 And I've written those questions down, but if I get
13 them from you formally, that way we have a set response
14 time and there's no misunderstanding over what your
15 questions are.

16 MR. HARTER: Okay. And I'd be happy, as I
17 said, to -- I can ask the question and the Commission
18 can limit it in time as it sees fit.

19 JUDGE CLARK: Okay. I'm going to ask -- I'm
20 going to ask a few quick questions --

21 MR. HARTER: Yes.

22 JUDGE CLARK: -- and then -- Ms. Klaus?

23 MS. KLAUS: Yes, Judge.

24 JUDGE CLARK: How long is it going to take to
25 get Mr. Harter a copy of the confidential portion of

1 the Staff report?

2 MS. KLAUS: Based on his indication that he
3 is willing to receive it by email, we can email it
4 today. I would ask that he confirm his email address.

5 JUDGE CLARK: Go ahead.

6 MR. HARTER: Harleycharter@sbcglobal.net.

7 MS. KLAUS: Harleycharter@s--

8 MR. HARTER: Yes. Sbc.

9 MS. KLAUS: P, as in Peter?

10 MR. HARTER: No.

11 JUDGE CLARK: B, as in Boy?

12 MR. HARTER: Yeah.

13 MS. KLAUS: Sbcglobal.net. Mr. Harter, we
14 will email --

15 MR. HARTER: Yeah. Sb -- Southwestern Bell
16 Company, sbc.

17 MS. KLAUS: Thank you. We will email that to
18 you today. We will also send it by mail with your
19 permission?

20 MR. HARTER: Sure, that would be great.

21 MS. KLAUS: We will do both ways, then, sir.

22 MR. HARTER: Okay.

23 JUDGE CLARK: Okay. Mr. Harter, I'm going to
24 give you until Monday, January 29th to file any
25 response you wanted to file in regard to that.

1 MR. HARTER: Okay.

2 JUDGE CLARK: And I'm going to say at this
3 time, obviously, there's been a complaint. The Company
4 has made an answer. Staff has filed a report, though
5 Mr. Harter has not had an opportunity to examine all of
6 that yet. Unless there is anything else of a
7 procedural matter to take up, what I'm going to ask the
8 parties to do is to come up with a proposed procedural
9 schedule. I'm going to ask Staff to file that
10 schedule.

11 MS. KLAUS: Yes, Judge.

12 JUDGE CLARK: I'm going to ask that that
13 schedule contain all the usual case events. It should
14 also include any stipulation of non-disputed material
15 facts -- I've printed off a calendar for the Staff and
16 Company -- and to discuss with Mr. Harter -- to look at
17 from -- with dates from the adjudication calendar from
18 now through, I believe, the middle of May, and that
19 should give you plenty of time to pick dates in there
20 for the procedural schedule.

21 As I said before, I want everybody to bear in
22 mind that any evidentiary hearing will be held at the
23 Commission St. Louis office.

24 And I'd like to take up at this time prefiled
25 testimony. And because this is a Small Complaint case,

1 it's my discretion as to whether to dispense with
2 prefiled testimony or not. Do the parties have any
3 preference?

4 MS. KLAUS: No strong preference here, Judge.

5 JUDGE CLARK: Ms. Carter?

6 MS. CARTER: No. I think there's a
7 possibility we can have a stipulation of facts on all
8 material facts and then refeed, perhaps, and not have a
9 hearing once Mr. Harter has an opportunity to review
10 the Staff report and see answers to his questions, sir.

11 JUDGE CLARK: Okay. And that may be the
12 case. And like I said, I'll take any -- I'll take any
13 written motions as they come in or any requests to
14 submit on the briefs as they come in. And if that's
15 the case, I'll -- I'll hold for right now in regard to
16 any prefiled testimony.

17 I'd like you to go ahead and put a prefiled
18 testimony deadline somewhere. You can put it a little
19 further down because this is a Small Complaint, and I
20 can't anticipate a large number of witnesses.

21 MR. HARTER: If the Data Request is
22 successful, I could see that it could be resolved with
23 stipulations and prefiled testimony.

24 JUDGE CLARK: Okay. Mr. Harter, do you have
25 any -- any preference in regard to whether you want to

1 do prefiled testimony or whether you just want to
2 testify at the hearing itself?

3 MR. HARTER: I think the prefiled sounds very
4 attractive, depending on what -- what's in the
5 report --

6 JUDGE CLARK: Okay.

7 MR. HARTER: -- and whether or not the Data
8 Request works.

9 JUDGE CLARK: Well, given that the
10 Complainant is reluctant to want to dispense with any
11 prefiled testimony, put in a prefiled testimony date
12 and we'll just count on doing prefiled testimony.

13 Okay. As I indicated before, Mr. Harter,
14 you'll have until January 29th at the end of the day to
15 respond to -- to Staff's investigation and report
16 provided that you receive that today, which I assume
17 you will.

18 Are there any other issues or matters that
19 need to be addressed by the Commission at this time?
20 Staff?

21 MR. HARTER: Is there any --

22 JUDGE CLARK: Staff?

23 MS. KLAUS: No, Judge.

24 JUDGE CLARK: Missouri-America?

25 MS. CARTER: No, thank you.

1 JUDGE CLARK: Mr. Harter?

2 MR. HARTER: Is there any way I could have my
3 status corrected on the EFIS site so that I could view
4 the report or is that just not going to ever work?

5 JUDGE CLARK: I don't know. But what I will
6 do is I will talk to the electronic filing center and
7 see if they can do that and possibly have them contact
8 you in regard to that. Okay?

9 MR. HARTER: Yeah. My -- my suspicion is
10 that I'm just marked as a public.

11 JUDGE CLARK: Now, I'm going to ask -- yes.
12 And I understand that and so we'll see if we can get
13 that cleared up so that you can see the confidential
14 stuff that you need to see in order to properly prepare
15 your case. Okay, Mr. Harter?

16 MR. HARTER: Yes, thank you.

17 JUDGE CLARK: If there's nothing else, I'm
18 going to ask, Is there any reason that the parties and
19 Mr. Harter wanted to discuss at this time among
20 themselves while I have the phone bridge open and after
21 the hearing or after the prehearing conference is
22 concluded?

23 MS. CARTER: I don't think there's anything
24 else. Mr. Harter, you check your email regularly; is
25 that correct?

1 MR. HARTER: Yes.

2 MS. CARTER: I think Staff Counsel will put
3 together maybe a proposed procedural schedule for you
4 and me to look at, and that usually can go a lot faster
5 if we email with each other about dates.

6 MR. HARTER: Okay.

7 JUDGE CLARK: Any other questions,
8 Mr. Harter?

9 MR. HARTER: The trial date -- you're going
10 to send something or I have to -- I'm -- I'm unclear on
11 that.

12 JUDGE CLARK: Okay.

13 MR. HARTER: I'm going to get something to
14 respond to?

15 JUDGE CLARK: It sounds like that Staff is
16 going to talk to -- the Commission Staff is going to
17 talk to Missouri-American Water Company and they're
18 going to talk to you --

19 MR. HARTER: Okay.

20 JUDGE CLARK: -- and they're going to see if
21 they can come up with dates for the various parts of
22 the procedural schedule that work for both you and the
23 Company and for the Staff of the Commission.

24 MR. HARTER: That's what I thought. So do
25 nothing until they talk to me. I can do that.

1 JUDGE CLARK: Well, not do nothing. Because
2 remember, I've given you a deadline of the 29th to
3 respond to the -- to respond to the Staff report --

4 MR. HARTER: Yeah.

5 JUDGE CLARK: -- and investigation. Okay?

6 MR. HARTER: In terms of selecting a trial
7 date, yes. I'll wait.

8 JUDGE CLARK: Okay. If you have a response
9 that you want to file to the Staff report and
10 investigation, you -- you have to have it filed by the
11 29th. If you don't have a response filed at that time,
12 I'll assume you don't have one or that you're holding
13 any response you would have until trial --

14 MR. HARTER: Thank you.

15 JUDGE CLARK: -- or hearing. Okay?

16 MR. HARTER: Thank you.

17 JUDGE CLARK: Is there anything else from
18 any -- from any party? Staff?

19 MS. KLAUS: No, Judge. Thank you.

20 JUDGE CLARK: Missouri-American?

21 MS. CARTER: Judge, did you give us a date
22 for submitting the proposed procedural schedule?

23 JUDGE CLARK: I did not, Ms. Carter. Thank
24 you very much. Would Staff be requesting any
25 particular amount of time? How long do you think it's

1 going to take to get this done?

2 MS. KLAUS: Not sure, Judge. I would request
3 after the 29th, so that Mr. Harter has time to review
4 the complaint and gets some calibration of interest
5 going.

6 JUDGE CLARK: Well, since we're not under
7 the 100 days anymore, why don't we go an even month,
8 and I will make the procedural schedule due on February
9 the 16th.

10 And in regards to both the January 29th
11 responses from Mr. Harter and the due date for the
12 procedural schedule, I will try and get something -- I
13 will try and get an order issued today in regard to
14 both of those.

15 Okay. Mr. Harter, is there anything else?
16 Any other questions you have?

17 MR. HARTER: Where would I find Chapter 2 on
18 the EFIS site?

19 JUDGE CLARK: You would find Chapter 2 in the
20 Code of State Regulations --

21 MR. HARTER: Oh, I'm sorry.

22 JUDGE CLARK: I believe what they are
23 referring to is Title 4, Division 240, Public Service
24 Commission Chapter 2, Practice and Procedure.

25 MR. HARTER: Okay. I gotcha. Didn't see it.

1 Sorry.

2 JUDGE CLARK: Yes, correct.

3 MR. HARTER: I thought it was something else.

4 Thank you.

5 JUDGE CLARK: Okay. If there's nothing else,
6 which it sounds like there's nothing at this time, at
7 this time we will conclude this hearing and we will go
8 off the record.

9 (Record was closed at 10:23 a.m.)

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

CERTIFICATE

I, Chevon D. McFadden, a Certified Verbatim Reporter, Certified Court Reporter, CCR No. 1399, do hereby certify that the foregoing proceeding had in the above-entitled cause 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 proceeding 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.

Chevon D McFadden

Chevon D. McFadden, CVR, CCR No. 1399

<div>1</div> <div>100 5:19 7:25 8:20</div> <div>100-day 8:2,9</div> <div>10:04 3:5</div> <div>113 6:14</div> <div>16th 3:5 6:20</div> <div>2</div> <div>2 10:19,25 11:1</div> <div>20-day 10:23</div> <div>2018 3:5</div> <div>28059 4:4</div> <div>29th 12:24 15:14</div> <div>3</div> <div>305 3:6</div> <div>A</div> <div>a.m. 3:5</div> <div>access 4:18</div> <div>additional 7:19,24</div> <div>address 3:3 12:4</div> <div>addressed 15:19</div> <div>adjudication 13:17</div> <div>ahead 9:6 12:5 14:17</div> <div>Alexandra 3:16</div> <div>allotted 7:19</div> <div>allowed 9:23 10:5</div> <div>answers 6:18 14:10</div> <div>anticipate 14:20</div> <div>Apparently 10:4</div> <div>appearance 3:13</div> <div>aspects 6:5</div>	<div>assume 4:24 15:16</div> <div>attorney 3:25 4:5</div> <div>attorneys 3:13</div> <div>attractive 15:4</div> <div>August 6:20</div> <div>B</div> <div>Bar 4:3</div> <div>based 9:9 12:2</div> <div>bear 13:21</div> <div>begin 3:12</div> <div>Bell 12:15</div> <div>Boy 12:11</div> <div>bridge 16:20</div> <div>briefs 14:14</div> <div>Brydon 3:20</div> <div>Building 3:6</div> <div>bumping 7:24</div> <div>C</div> <div>calendar 13:15,17</div> <div>called 10:16 11:2</div> <div>calls 6:7,21,23</div> <div>captioned 3:8</div> <div>Carter 3:20 8:7 10:3, 11,13,18,23 11:1,4,10 14:5,6 15:25 16:23</div> <div>case 3:8 8:18 9:15 13:13,25 14:12,15 16:15</div> <div>caught 6:13</div> <div>center 16:6</div> <div>chance 9:13</div> <div>Chapter 10:19 11:1</div> <div>Charles 3:8 4:2</div>	<div>check 16:24</div> <div>circuit 10:9,21</div> <div>City 9:20</div> <div>Clark 3:2,11,19,24 4:6,18,24 5:5,10,15, 18,21 6:24 7:9,13,15, 23 8:4,6,8,12,18 9:4, 11,25 10:4 11:19,22, 24 12:5,11,23 13:2,12 14:5,11,24 15:6,9,22, 24 16:1,5,11,17</div> <div>cleared 16:13</div> <div>close 6:15 9:21</div> <div>Commission 3:7,17 7:11 10:15 11:9,17 13:23 15:19</div> <div>Commission-specific 11:4</div> <div>Commissions 10:18</div> <div>Company 3:10,22 12:16 13:3,16</div> <div>Complainant 3:9 4:4 15:10</div> <div>complaint 5:16,19 6:6 7:7 9:19 13:3,25 14:19</div> <div>concerns 6:6,7</div> <div>concluded 16:22</div> <div>conclusion 6:2</div> <div>conference 3:8 16:21</div> <div>confidential 4:15,22 7:20 8:15,24 11:25 16:13</div> <div>confirm 12:4</div> <div>consumer 6:7</div> <div>contact 3:22 16:7</div> <div>copy 11:25</div> <div>correct 4:1,2,15,19 5:3 16:25</div> <div>corrected 16:3</div>	<div>Counsel 4:7</div> <div>count 15:12</div> <div>court 3:18,22 10:9,21</div> <div>crunch 8:21</div> <div>current 3:5</div> <div>customer 6:22</div> <div>D</div> <div>Data 10:16,20 11:2 14:21 15:7</div> <div>date 9:6,7 15:11</div> <div>dates 13:17,19</div> <div>day 6:22 15:14</div> <div>days 5:19 7:25 8:20</div> <div>deadline 14:18</div> <div>decide 9:14,16</div> <div>depending 6:19 15:4</div> <div>Diana 3:20 10:13</div> <div>disconnect 6:14</div> <div>discovery 10:21 11:6,8,10</div> <div>discretion 14:1</div> <div>discuss 13:16 16:19</div> <div>dispense 14:1 15:10</div> <div>dispute 6:11</div> <div>document 5:3,11</div> <div>E</div> <div>earlier 9:10</div> <div>EFIS 16:3</div> <div>electronic 16:6</div> <div>email 9:1 11:11 12:3, 4,14,17 16:24</div> <div>end 15:14</div> <div>England 3:21</div>
--	--	---	--

<p>enter 3:13 4:8</p> <p>events 13:13</p> <p>evidentiary 6:25 7:2 9:7,17,18 13:22</p> <p>examine 13:5</p> <p>explain 5:5</p> <p>extend 8:19</p> <p>extending 8:9</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>facts 7:6 13:15 14:7,8</p> <p>factual 6:25</p> <p>faster 11:5</p> <p>file 3:10 5:22 12:24,25 13:9</p> <p>filed 4:22 13:4</p> <p>filing 16:6</p> <p>find 8:18</p> <p>fit 11:18</p> <p>formal 10:21</p> <p>formally 3:3 11:8,13</p> <p>future 9:6</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>general 10:19</p> <p>give 12:24 13:19</p> <p>giving 8:14</p> <p>glad 5:8</p> <p>good 3:15 8:18</p> <p>Governor's 3:6</p> <p>great 12:20</p> <p>guess 7:1 10:8</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>happy 5:24 11:16</p>	<p>harassment 6:8</p> <p>Harleycharter@s-- 12:7</p> <p>Harleycharter@sbcbglobal.net. 12:6</p> <p>Harter 3:9,24 4:2,13, 16,20,25 5:4,6,12,17, 20,24 7:3,10,14,21,22 8:3,8,11,16,23,25 9:5, 9,23 10:6,11,12,17,22, 25 11:3,7,16,21,25 12:6,8,10,12,13,15,20, 22,23 13:1,5,16 14:9, 21,24 15:3,7,13,21 16:1,2,9,15,16,19,24</p> <p>heard 4:9</p> <p>hearing 4:12 5:2 6:25 7:2,5 8:2,13 9:6,7,10, 17,18,20,21,24 10:10 13:22 14:9 15:2 16:21</p> <p>held 9:21 13:22</p> <p>hold 8:4 14:15</p> <p>holding 8:13</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>idea 5:6</p> <p>include 13:14</p> <p>indication 12:2</p> <p>information 3:17,23</p> <p>initial 5:22</p> <p>interrogatories 9:23 10:5,7</p> <p>investigation 15:15</p> <p>issue 6:9,10,16</p> <p>issues 6:25 9:8 15:18</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>January 3:4 12:24 15:14</p>	<p>Jefferson 9:20</p> <p>John 3:11</p> <p>Judge 3:2,12,15,19, 24 4:6,18,24 5:5,10, 15,18,21 6:24 7:9,13, 15,23 8:4,5,6,8,12,18 9:4,11,25 10:4 11:19, 22,23,24 12:5,11,23 13:2,11,12 14:4,5,11, 24 15:6,9,22,23,24 16:1,5,11,17</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>Klaus 3:15,16 8:5 10:2 11:22,23 12:2,7, 9,13,17,21 13:11 14:4 15:23</p> <p>knowing 7:12</p> <p>knowledge 6:4</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>large 14:20</p> <p>Law 3:12</p> <p>limit 6:19 11:18</p> <p>limitation 8:19</p> <p>litigate 6:16</p> <p>long 6:13 11:24</p> <p>longer 8:20</p> <p>Louis 9:21 13:23</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>made 13:4</p> <p>mail 9:1 12:18</p> <p>make 6:14 7:20,21</p> <p>marked 16:10</p> <p>material 13:14 14:8</p> <p>matter 3:12 4:11 13:7</p> <p>matters 4:10 15:18</p>	<p>middle 13:18</p> <p>mind 13:22</p> <p>Missouri 3:17</p> <p>Missouri-america 15:24</p> <p>Missouri-american 3:9,19,21 8:6</p> <p>misunderstanding 11:14</p> <p>Monday 12:24</p> <p>month 6:20</p> <p>morning 3:15</p> <p>motions 4:10 14:13</p> <p>move 5:7 7:16 11:5</p> <p>moving 10:14</p> <p>muted 6:10</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>needed 9:10</p> <p>non-disputed 13:14</p> <p>nonpayment 6:11</p> <p>notice 4:21</p> <p>number 14:20</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>objection 8:1,7,9 9:5</p> <p>office 3:6 4:7 9:21 13:23</p> <p>open 16:20</p> <p>opportunity 8:14 13:5 14:9</p> <p>option 10:14</p> <p>order 8:24 16:14</p> <p>outstanding 9:8</p>
---	--	--	--

P			S
part 4:22	printed 13:15	receiving 9:3	Sb 12:15
parties 13:8 14:2 16:18	prior 4:12	record 3:2,4 4:8,12 8:19	sbc 12:8,16
party 4:8	procedural 3:8 13:7, 8,20	refeed 14:8	Sbcglobal.net. 12:13
passage 6:9	procedure 11:5	regard 5:2 8:22 12:25 14:15,25 16:8	schedule 7:1 13:9,10, 13,20
past 8:2	proceed 5:13 10:10	regularly 16:24	sees 11:18
payment 6:6	process 10:20	Regulatory 3:11	send 11:11 12:18
PC 3:21	promise 6:13	reluctant 15:10	service 3:17 6:22,23
penalty 6:10	properly 16:14	report 4:14 6:1,2,4 7:12,16,20 8:15,24 9:13 12:1 13:4 14:10 15:5,15 16:4	set 3:7 11:13
pending 4:10	proposed 13:8	reporter 3:18,22	setting 9:6
period 8:2,10	provide 7:4	representing 3:25	sir 12:21 14:10
permission 12:19	provided 3:18 9:7 15:16	Request 10:16,20 14:21 15:8	site 4:17,21 16:3
personnel 6:22,23	PSC 6:12,18	requests 11:2 14:13	small 5:16,18 9:19,24 13:25 14:19
Peter 12:9	public 3:17 4:7 16:10	resolved 9:8 14:22	sound 6:24
phone 4:3 16:20	purpose 8:13	respond 5:8,11,12,25 6:8 8:24 9:2 15:15	sounds 7:18 15:3
pick 13:19	purposes 8:17	Respondent 3:10	Southwestern 12:15
plan 6:6	put 10:6 14:17,18 15:11	responding 6:18	speaking 6:3
plenty 13:19	Q	response 7:20 10:8, 15,23 11:13 12:25	St 9:21 13:23
point 4:25 7:1	question 5:13 11:17	responses 9:12	Staff 3:14,16 8:4 9:13 10:1 12:1 13:4,9,15 14:10 15:20,22
portion 4:15 11:25	questions 5:1 6:19 7:3,6 11:11,12,15,20 14:10	result 6:11	Staff's 4:14 15:15
position 7:7,11	quick 11:20	review 14:9	starting 3:13
possibility 14:7	quicker 10:14	reviewed 5:3	stated 7:7
possibly 16:7	R	road 8:13	status 16:3
preference 9:17 14:3,4,25	raise 4:22	robotic 6:7,21	stipulated 7:6
prefiled 13:24 14:2, 16,17,23 15:1,3,11,12	read 5:11	room 3:6 4:3	stipulation 13:14 14:7
prehearing 16:21	ready 5:2,13,25 6:17	roughly 5:19	stipulations 14:23
preliminary 4:10,11	reason 16:18	Rule 7:25 10:25	strong 14:4
prepare 16:14	receive 4:14,16,21 6:17 9:12,13 12:3 15:16	Rules 10:19	stuff 16:14
prescribed 7:25		running 5:23 8:1	submit 7:5,8 9:14 10:7 14:14
present 4:20			
pretty 5:22			

successful 14:22		
suspicion 16:9		
Swearengen 3:21		
T	W	
talk 16:6	waive 7:5 8:3,16	
terms 10:15	waiving 8:12	
testify 15:2	wanted 12:25 16:19	
testimony 7:8 13:25 14:2,16,18,23 15:1,11, 12	Water 3:9,21	
things 10:14	ways 12:21	
thoughts 5:8 7:14	WC-2018-0124 3:10	
time 3:5,7 5:21,23 6:9 7:17,19,24 8:2,9,19, 21,23 9:16 10:8,10,15, 24 11:14,18 13:3,19, 24 15:19 16:19	week 9:2	
today 12:4,18 15:16	wishes 4:8	
Today's 3:4	witnesses 14:20	
tomorrow 6:14	work 11:7 16:4	
traditional 11:6	works 11:10 15:8	
trial 5:13 6:1,12,17	worth 6:12	
true 4:23 5:4	writing 9:15	
	written 9:11 11:12 14:13	
U		
Uh-huh 10:22		
un-- 4:13		
unable 4:18 5:1		
understand 16:12		
understanding 6:3		
usual 13:13		
utility 6:18		
V		
view 16:3		