

1 STATE OF MISSOURI  
2 PUBLIC SERVICE COMMISSION  
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5 TRANSCRIPT OF PROCEEDINGS  
6 Public Hearing  
7 June 12, 2007  
8 St. Charles, Missouri  
9 Volume 7  
10 In the Matter of ) Case No. WR-2007-0216, et al.  
Missouri-American )  
11 Water Company's )  
Request for Authority )  
12 to Implement a General )  
Rate Increase for )  
13 Water Service Provided )  
in Missouri Service )  
14 Areas. )  
15  
16 COLLEEN M. DALE, Presiding,  
DEPUTY CHIEF REGULATORY LAW JUDGE  
17 CONNIE MURRAY,  
ROBERT M. CLAYTON III,  
18 COMMISSIONERS  
19  
20  
21 REPORTED BY: Sheila Field, CCR NO. 1226  
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1 APPEARANCES:

2 Missouri-American Water Counsel:

3 Mr. John J. Reichert

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5 Office of the Public Counsel:

6 Mr. Michael Dandino

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8 Public Service Commission Staff:

9 Mr. Gregg Ochoa

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1 PROCEEDINGS

2 JUDGE DALE: We are here this evening, June  
3 12, 2007 in the matter of WR-2007-0216 and 217 in the  
4 matter of Missouri-American Water Company's request for  
5 authority to implement a general rate increase for  
6 water and sewer service provided in Missouri. I have  
7 with me Commissioners Clayton and Murray. My name is  
8 Colleen Dale and I will be the presiding officer this  
9 evening. At this time we'll take entries of appearance  
10 for counsel who wish to do so.

11 MR. DANDINO: Thank you, your Honor. Michael  
12 Dandino, Office of the Public Counsel, Post Office Box  
13 2230, Jefferson City, Missouri 65102. Representing the  
14 Office of Public Counsel and the public.

15 MR. REICHART: Thank you, Judge. Appearing  
16 on behalf of Missouri-American Water, John J. Reichart.  
17 My address is 727 Craig Road, St. Louis, Missouri  
18 63141.

19 JUDGE DALE: Seeing no others, we will begin  
20 to take testimony. When you come up to give your  
21 testimony, you'll be sworn. I'd like to remind  
22 everyone that the question and answer session is over.  
23 The commissioners may have questions from the bench,  
24 but this is for you to give information to the  
25 commissioners and not for them to answer questions. So

1 if you do have questions, we have staff people, raise  
2 your hands, who can answer them to the best of their  
3 ability. There are also several people from the  
4 company here, if you have specific service-related  
5 questions, we encourage you to talk to them.

6 With that then, our first witness is Mr.  
7 Barsls.

8 PETE BARSLS,  
9 after being first duly sworn to tell the truth  
10 testifies as follows:

11 JUDGE DALE: Could you please say and spell  
12 your name and give your address for the court reporter?

13 MR. BARSLS: Pete Barsls, B-A-R-S-L-S. And I  
14 reside at 100 Park Charles Boulevard South, St. Peters,  
15 Missouri 63376.

16 JUDGE DALE: And my only other question for  
17 you is are you a customer of Missouri-American Water.

18 MR. BARSLS: Yes, ma'am.

19 JUDGE DALE: Thank you. Please proceed.

20 MR. BARSLS: I guess I speak, I assume for  
21 people in the same category that I am in. I know  
22 there's a lot of people -- I'm retired and I'm on a  
23 fixed income. And there are a lot of people that I see  
24 every day that are retired and on a fixed income, at  
25 least in my area and, you know, St. Charles area.

1                   And when I look at something like a 25  
2   percent increase, when and if you've got Social  
3   Security, which maybe might not be there all the way, I  
4   mean, you know. But even what you have now, you only  
5   get a real minor increase, if you're lucky to get that.  
6   And then that gets taken away by your -- any kind of  
7   health or whatever that you might -- as you go down the  
8   line.

9                   So I just feel that 25 percent, any large  
10  sum, it's just too much for somebody to bear in one  
11  period of time, a short period of time. And just as I  
12  know people that have jobs and they haven't got raises  
13  for several years or they're on, you know, special  
14  circumstances. So I just feel like we're just getting  
15  hit with too much for what we're getting as far as  
16  increases.

17                  I guess I used too many words. That's all.

18                  JUDGE DALE: That's fine. Commissioners, do  
19  you have questions.

20                  COMMISSIONER MURRAY: I don't have any.  
21  Thank you.

22                  COMMISSIONER CLAYTON: Mr. Barsls.

23                  MR. BARSLS: Uh-huh.

24                  COMMISSIONER CLAYTON: I'm not going to let  
25  you get away that quickly.

1 MR. BARSLS: Okay.

2 COMMISSIONER CLAYTON: You may have wanted to  
3 get away, but I do have some questions and I  
4 appreciate, first of all, you coming out tonight and  
5 sharing with us your opinions on this issue. My name  
6 is Robert Clayton. I'm a member of -- one of the  
7 members of the Public Service Commission. I have a few  
8 questions about quality of service. You said that you  
9 are a customer of Missouri-American Water Company.

10 MR. BARSLS: Correct.

11 COMMISSIONER CLAYTON: Okay. Are you happy  
12 with the quality of service that you receive? Does the  
13 water look and taste the right way and I mean, does it  
14 always work?

15 MR. BARSLS: I think it always works. I've  
16 noticed -- actually, I may not be correct in this, but  
17 I've noticed I must be getting harder water or  
18 something, because I never had some of the residue I  
19 have. I have noticed, I don't know if they're calcium  
20 deposits or what, but I've noticed like there's more  
21 residue that I've ever noticed before and that's been  
22 just maybe the last maybe year.

23 COMMISSIONER CLAYTON: Okay. Have you ever  
24 notified or contacted the company to explain your  
25 concern or do you even consider it a concern?

1           MR. BARSLS: To this point, it hadn't been  
2   that super alarming, you know, I just figured maybe I  
3   didn't notice it before, but now I am -- I figure that  
4   I have noticed it.

5           COMMISSIONER CLAYTON: Okay. Have you ever  
6   contacted Missouri-American Water?

7           MR. BARSLS: I have. I had a break on my  
8   service, but I took their insurance and they took care  
9   of it. I don't really have any --

10          COMMISSIONER CLAYTON: Were you satisfied  
11   with the way the problem was resolved?

12          MR. BARSLS: I thought they handled it pretty  
13   well, the siding style wasn't really great, but you  
14   know...

15          COMMISSIONER CLAYTON: Well, we all have our  
16   preferences.

17          MR. BARSLS: Yeah.

18          COMMISSIONER CLAYTON: But you were satisfied  
19   overall with your experience?

20          MR. BARSLS: Yeah.

21          COMMISSIONER CLAYTON: Okay. How about  
22   billing? Were you satisfied with the billing that you  
23   received on your service on a regular basis?

24          MR. BARSLS: I guess -- I'm kind of. You get  
25   a bill for the amount of money and you assume they're

1 taking the correct readings, as far as the readings.

2 So I'm just assuming that we're paying for what we're  
3 getting.

4 COMMISSIONER CLAYTON: Okay. But it's  
5 easy --

6 MR. BARSLS: I'm giving them the benefit of  
7 the doubt.

8 COMMISSIONER CLAYTON: It's easy enough to  
9 read and understand it when it comes. You've never  
10 seen any billing errors that you've had to report to  
11 the company.

12 MR. BARSLS: Not that I've noticed.

13 COMMISSIONER CLAYTON: Okay. Who provides  
14 your sewer service?

15 MR. BARSLS: Duckett Creek.

16 COMMISSIONER CLAYTON: And have you -- have  
17 you ever lost service or it's been turned off for say  
18 longer than an eight hour period?

19 MR. BARSLS: No. I think the only problem I  
20 might have had is at times and everybody's had that,  
21 was during the real hot summer weather where they said,  
22 you know, really cut back on anything that you do on  
23 the water consumption.

24 COMMISSIONER CLAYTON: Okay.

25 MR. BARSLS: And that's a reasonable request.



1                   COMMISSIONER CLAYTON: Thank you very much  
2 for your testimony.

3                   MR. BARSLS: Okay. You're welcome.

4                   JUDGE DALE: I'm sorry, I can't read this  
5 next one. Milt Andre?

6                   MILTON ANDRE,  
7 after being first duly sworn to tell the truth  
8 testifies as follows:

9                   JUDGE DALE: Could you please spell and say  
10 your name for the court reporter and give your address.

11                  MR. ANDRE: My first name is Milton,  
12 actually, M-I-L-T-O-N, last name is Andre, A-N-D-R-E.

13                  JUDGE DALE: And your address.

14                  MR. ANDRE: Excuse me?

15                  JUDGE DALE: Your address?

16                  MR. ANDRE: My address is 2 Weatherby Drive,  
17 St. Peters, Missouri.

18                  JUDGE DALE: And are you a customer of  
19 Missouri-American.

20                  MR. ANDRE: I am a customer of --

21                  JUDGE DALE: Thank you. Please proceed.

22                  MR. ANDRE: Yeah. First of all, I'd like to  
23 say, I'm a single parent. I have two kids. I work for  
24 HP and haven't had a salary increase in the last six  
25 years. Everything else is going up. So now my water's

1 going up.

2 In the first place, it's hard to get my kids  
3 to take a shower or bath in the first place, so... And  
4 now, you're going to up my bill on this. I would agree  
5 to an increase of maybe 5 to 9 percent, but 24 to 25  
6 percent is a little bit ridiculous for me in one shot.  
7 Who would say that they wouldn't come back after they  
8 get this increase, in the fall, that they would come up  
9 with another 24, 25 percent increase on water, because  
10 they have to make improvements?

11 I haven't had my meter replaced, my lines  
12 replaced ever since I've been in my house. So I don't  
13 really see the improvements that they say on the sheet  
14 here, with the meters being replaced or this being  
15 replaced or anything else.

16 That's basically, what I've got to say. So I  
17 disagree with the increase.

18 JUDGE DALE: Okay. Commissioner, questions?

19 COMMISSIONER MURRAY: I just have one. Are  
20 you satisfied with the quality of the service that you  
21 receive?

22 MR. ANDRE: Well, I've noticed that my water  
23 pressure's gone down. I really don't know if it's my  
24 part of the problem or if it's their part of the  
25 problem. I haven't contacted them on that to

1 investigate that. Now I know that I can contact them  
2 on it. I just took it for granted that maybe it was  
3 something inside my house on that one.

4 But the quality of service is -- I really  
5 don't know what service I have, other than the billing  
6 of it. A guy comes out and reads my meter and then  
7 he's gone.

8 COMMISSIONER MURRAY: But when you turn on  
9 your faucet, you get clean, drinkable water; is that  
10 correct?

11 MR. ANDRE: Yeah, yeah.

12 COMMISSIONER MURRAY: Thank you.

13 COMMISSIONER CLAYTON: Mr. Andre, I just want  
14 to follow up on a couple of things. To the best of  
15 your knowledge, you've never had any problems with  
16 water quality?

17 MR. ANDRE: To the best of my knowledge, I  
18 have not.

19 COMMISSIONER CLAYTON: Okay. And on the  
20 billing, I know you have to rely on the meter readers  
21 who are reading your meter and send the bill, but do  
22 you have any problems with the way the bill is designed  
23 or the information that is on it or perhaps information  
24 that is not on the bill that you think should be on it?

25 MR. ANDRE: No, because I really don't check

1 my meter. So maybe I ought to do that, but as far as I  
2 can see, the billing, I don't have any problems with  
3 that.

4 COMMISSIONER CLAYTON: Okay. Never seen  
5 any -- not aware of any errors or anything like that?

6 MR. ANDRE: I really haven't checked.

7 COMMISSIONER CLAYTON: Okay. Have you ever  
8 had contact with Missouri-American staff or their  
9 customer service agencies? Are you satisfied? If you  
10 have had contact, are you satisfied with that service?

11 MR. ANDRE: Yes.

12 COMMISSIONER CLAYTON: You are? And what  
13 sewer service do -- who provides your sewer service?

14 MR. ANDRE: Duckett Creek.

15 COMMISSIONER CLAYTON: Duckett Creek also.  
16 Okay. And what is the longest -- have you ever had an  
17 outage for say greater than eight hours with no water?

18 MR. ANDRE: I can't really say because every  
19 time I come home, it's on. So I work 10 to 12 hours a  
20 day, so a lot of time --

21 COMMISSIONER CLAYTON: Nothing jumps out at  
22 you?

23 MR. ANDRE: Right.

24 COMMISSIONER CLAYTON: Okay. Thank you very  
25 much.

1                   MR. DANDINO: Your Honor, may I ask a  
2 question?

3                   JUDGE DALE: Yes.

4                   MR. DANDINO: Mr. Andre, just one question if  
5 you don't mind, approximately how much is your water  
6 bill?

7                   MR. ANDRE: Approximately my water bill?

8                   MR. DANDINO: Yes.

9                   MR. ANDRE: I guess about -- right now, it's  
10 about 20, 25 dollars.

11                  MR. DANDINO: That's a month?

12                  MR. ANDRE: Yes.

13                  MR. DANDINO: That's all I have. Thank you  
14 so much. Thanks for coming out.

15                  JUDGE DALE: Mr. Barsls, did you want to --

16                  MR. BARSLS: I just have one question about  
17 the billing. I mean, that came on my mind.

18                  JUDGE DALE: You want an answer about the  
19 billing?

20                  MR. BARSLS: No. I don't -- not an answer.  
21 Just a comment --

22                  JUDGE DALE: Okay.

23                  MR. BARSLS: -- that I didn't make before  
24 when he asked about the billing.

25                  JUDGE DALE: Okay.

1           MR. BARSLS: The only thing I have with their  
2     billing is they send me the statement, you get the  
3     statement, and you almost have to run right from the  
4     mailbox from when you get the statement to pay the  
5     bill, because it's almost automatically due the next  
6     week or less. And I just feel like they could give you  
7     a little bit more time where it doesn't feel like  
8     you're underneath the gun to make your payment.

9           COMMISSIONER CLAYTON: Can I follow up and  
10    ask you a question, Mr. Barsls?

11           MR. BARSLS: Uh-huh.

12           COMMISSIONER CLAYTON: Okay. How much time  
13    do they give you to pay that bill?

14           MR. BARSLS: My wife pays the bills, but I  
15    know as soon as we get it -- I'm just -- I'd say it's  
16    almost due the next week.

17           COMMISSIONER CLAYTON: Like seven days, ten  
18    days, something like that?

19           MR. BARSLS: Yeah.

20           COMMISSIONER CLAYTON: So it's too close.

21           MR. BARSLS: Yeah. And then if you have any  
22    kind of a glitch with your mail service, you could lose  
23    days there that would eat up into that shorter period  
24    of time.

25           COMMISSIONER CLAYTON: Are you aware of ever

1     being charged late fees for not making the due date?

2                   MR. BARSLS:  She does it.  She could  
3     probably -- my wife -- but the thing is we're always  
4     underneath the gun.  We pay our bills when they're due  
5     and it just seems like you're really underneath the --  
6     running the gauntlet to try to make that timeline that  
7     they give you.

8                   COMMISSIONER CLAYTON:  Okay.  That's all I've  
9     got.

10                  COMMISSIONER MURRAY:  I just have one more  
11     question.  Are you aware that you can set that up on an  
12     automatic payment schedule?

13                  MR. BARSLS:  I don't like automatic payment  
14     schedules or computers or anything like that over the  
15     Internet because I like to keep -- there's just too  
16     much identity theft and all this other stuff that goes  
17     around.  There's too many glitches.  I know I was out  
18     at work years ago and there was a fellow that sat in  
19     the next cubicle and he was having automatic payroll  
20     deposit to his bank and somehow it got messed up.  And  
21     he was -- he had all kinds of problems because checks  
22     he wrote, this and that, just getting all kinds of  
23     charges and he went through a whole lot of hassle with  
24     it.  So I -- if I can avoid all that, I try to avoid  
25     all that.

1                   COMMISSIONER MURRAY: Okay. I just wondered  
2 if you were aware. Thank you.

3                   MR. BARSLS: Yeah. I'm aware of that.

4                   JUDGE DALE: Mr. Andre, did you want to add  
5 something to your comments?

6                   MR. ANDRE: Yeah. To my knowledge, I believe  
7 it's about six days that you have to pay your bills.

8                   COMMISSIONER CLAYTON: Six days?

9                   MR. ANDRE: Yeah. If you go on vacation for  
10 two weeks, you're messed up.

11                  JUDGE DALE: The next witness is  
12 Gerald Smith.

13                   GERALD SMITH,  
14 after being first duly sworn to tell the truth  
15 testifies as follows:

16                  JUDGE DALE: If you could please give your  
17 name and your address to the court reporter.

18                  MR. SMITH: Gerald C. Smith, 19 Edward Drive,  
19 St. Peters, Missouri 63376.

20                  JUDGE DALE: Thank you. Are you a customer  
21 of Missouri-American Water?

22                  MR. SMITH: Yes, ma'am.

23                  JUDGE DALE: Thank you. Please proceed.

24                  MR. SMITH: Sounds like a broken record here,  
25 over and over. But I'm on a fixed income, just



1 recently had one of my pensions cut because the  
2 government was watching over me. And this -- this is  
3 happening with several of the neighbors, that their  
4 salaries are going down, rather than up. I mean  
5 there's several of them that went to work for service  
6 companies and things.

7 I'm hoping that this 25 percent or  
8 24.6 percent is being considered in a day and age that  
9 we live with our incomes going down and the prices  
10 going up. I'm sure that I'm not the only one  
11 experiencing it. The fuel expense has more than  
12 doubled or different things. The waste material is  
13 going up. Everything is going up.

14 So I understand an increase, if it is  
15 justifiable by the service company. And also, I have a  
16 problem with the speed of the bill. That is the only  
17 problem I have. The water quality has been good. The  
18 service has been good. I have had low pressure because  
19 of outages.

20 I noticed that one of the indications here of  
21 how to save water, that a dripping tap will be so much.  
22 We have a leak that has been in our area, running,  
23 well, since last November. And they're very much aware  
24 of it, that it's running water out down the street. I  
25 think things like that, I'm sure that they're behind

1 with some of their service work, but this is the type  
2 of thing. That large of a leak could be taken care of.

3 Again, like the six day billing, is real  
4 tight for us. Other than that, that's my main gripe.

5 JUDGE DALE: Thank you. Any commissioner  
6 questions?

7 COMMISSIONER MURRAY: Yes. Mr. Smith, have  
8 you talked to anyone at the company regarding the leak  
9 that you spoke about?

10 MR. SMITH: I have not talked to them, but  
11 there was a main break within a hundred yards of the  
12 leak and they were there up there surveying it in  
13 March. I know that they know about it since March.

14 COMMISSIONER MURRAY: There are people from  
15 the company here this evening and you might check with  
16 them regarding the status of that. And it would be  
17 good if our staff would take a look at that issue also.  
18 We have some staff people here to speak to also.

19 MR. SMITH: Okay.

20 COMMISSIONER MURRAY: Thank you.

21 COMMISSIONER CLAYTON: Mr. Smith, just very  
22 quickly, are you served by Duckett Creek Sewer also?

23 MR. SMITH: Yes.

24 COMMISSIONER CLAYTON: Okay. Other than the  
25 due date, are you satisfied with the billing that you

1 receive?

2 MR. SMITH: Yes. And I have been charged  
3 late fee. The company lost it and forgave it. But  
4 there was some circumstances being on vacation and  
5 things that they do charge a late fee if you're late.

6 COMMISSIONER CLAYTON: Okay. I don't think I  
7 have anything else. Thank you, Mr. Smith.

8 JUDGE DALE: Thank you. And our last witness  
9 is Chet Boeke.

10 CHET BOEKE,  
11 after being first duly sworn to tell the truth  
12 testifies as follows:

13 JUDGE DALE: Could you please give your name  
14 and address to the court order.

15 MR. BOEKE: My name is Chet, C-H-E-T, Boeke,  
16 B-O-E-K-E 3114 Arrowrock, St. Charles, 63303.

17 JUDGE DALE: And are you a customer of  
18 Missouri-American Water.

19 MR. BOEKE: Yes, ma'am.

20 JUDGE DALE: Please proceed.

21 MR. BOEKE: Okay. I have a few comments  
22 anyway. One would be, I think we're overlooking  
23 something here, because apparently, American Water is  
24 tied in with the sewer company. I have Duckett Creek  
25 Sewer service also.

1 JUDGE DALE: Let me clarify. That doesn't  
2 mean that they're your sewer -- they provide the  
3 service under their own name in various parts of the  
4 state so --

5 MR. BOEKE: Well, according to this notice  
6 that I received, it says, they're requesting a 24.8  
7 percent for water and a 25.7 for sewers, which no one  
8 has really addressed that particular issue. So that's  
9 a 50 percent increase, roughly, between the two.

10 JUDGE DALE: Let me clarify. Does  
11 Missouri-American have anything to do his sewer service  
12 if he's with Duckett Creek?

13 MR. REICHART: No.

14 JUDGE DALE: So they're not talking about  
15 increasing your sewer service. They're just talking  
16 about increasing sewer service where they provide sewer  
17 service.

18 MR. BOEKE: Okay. Well, obviously, we don't  
19 have any knowledge of whether they, you know, I was  
20 aware sometime back that AmerenUE owned the gas  
21 companies also.

22 But anyway, getting back to the water  
23 increase. Number one, I'm here to represent the senior  
24 citizens in St. Charles, a group. And you know, some  
25 of the questions I have -- and I know you said you

1 can't answer questions, but these are questions that  
2 should be answered by the panel at some given point.

3 Obviously, they wanted more increase of this  
4 24.8 than what, obviously, came down to us. It think  
5 this is totally unjustified, number one. And the rate  
6 of inflation nowadays is probably about 3 or 4 percent.

7 Yes, I think everyone's entitled to an  
8 increase. This is a very unreasonable increase,  
9 probably about 5 times more, in my opinion, because  
10 they haven't justified to me, as a customer, or  
11 hopefully to you-all as the overseers, of why they need  
12 that particular amount of millions of dollars, is what  
13 it aggregates up to.

14 So you know, we didn't start with the  
15 rudimentary part of it. Is it really necessary and how  
16 have they arrived at the 24.8 percent when I think they  
17 wanted a 40-something percent increase. I personally  
18 think probably about a 5.2 increase might be much more  
19 reasonable.

20 There are a high number of individuals and  
21 myself now have become one, there's the senior citizen,  
22 I'm the baby boomer and I'm turning 62, so you know, I  
23 understand what's it's going to be when you get on a  
24 fixed income, but obviously, the books are not open to  
25 us, as customers, to make a judgment whether what would

1 be a fair increase.

2 My understanding is American-Water is a  
3 German owned company. And I don't know if profits go  
4 back to Germany or if they all stay here or whatever,  
5 but you know, there's a lot of profits go back over to  
6 whoever owns the company, so you know, I don't know  
7 if -- you know, not being able to look at the books, I  
8 don't know what the profits really are.

9 So that concerns me when someone asks for an  
10 increase. I used to be a union representative. And of  
11 course, we'd go in asking for 20, 30 percent, hope to  
12 God we got 7 percent. So I don't know what we're going  
13 to wind up with -- you know, ultimately.

14 I assume you-all make this decision, because  
15 this is not a packed room. That wasn't so five years  
16 ago. They were asking, American water, 300 percent  
17 increase. 300 percent increase. And my understanding  
18 was at that time they wanted to take that money and I  
19 believe it was St. Joseph, Missouri, they wanted to fix  
20 their infrastructure up there.

21 So I want to keep eggs to eggs and apples to  
22 apples and oranges to oranges because I -- you know,  
23 what is needed for them to run their company is fine.  
24 You know, I'll submit to you they need an increase. We  
25 can all make determinations of what the gentlemen said,

1   between 5 and 9 percent. I think 5.2 or 3 percent  
2   probably seems what I'd put my pin to, a more  
3   reasonable increase.

4               We have a lot of retired people here and we  
5   definitely have to worry about bills, pills, and  
6   constant increase from our, you know, you only have so  
7   much money. So obviously, when you got a house, own a  
8   house, you've got -- the first thing is your tax  
9   assessment, they're going up drastically. It's no part  
10  of their problem, but they're going up drastically.  
11  Everybody keeps asking 25, 50, 100, 300 percent  
12  increases. I wish I could do that, but I can't.

13              So basically, all I want to do is say, you  
14  know, the inflation rate of America -- people's basic  
15  rate is adjudicated to their pay increase. They don't  
16  get 325 percent increase. They get 3 to 5 percent  
17  increase and that's per year.

18              You know, I want them to justify to you-all  
19  and I mean truly justify with the books open properly  
20  what they really do quote need. Because otherwise, I  
21  think this is a bold and outrageous move on American  
22  Water Company and an audacious request. It's  
23  unprecedented, other than the 300 percent increase.

24              And all I'm asking in the final closing is  
25  that you-all, apparently, it's a three panel or four

1 panel member, would do the right thing. I hope you  
2 make a right decision for all of us because there's a  
3 lot of stories out here. Some people can afford higher  
4 increases, some of us can't. Thank you.

5 JUDGE DALE: Thank you. And let me just  
6 clarify. The commission is made up of five members.  
7 I'm an employee of the commission. There are three  
8 other commissioners besides Commissioner Murray and  
9 Commissioner Clayton.

10 MR. BOEKE: So you have several people that  
11 didn't show up? I see four chairs and one in the back.

12 JUDGE DALE: Well, there are three -- three  
13 commissioners that -- one of the other commissioners  
14 was here this morning. There are two more hearings.  
15 There is business back in Jeff City. They all have  
16 reasonable reasons not to be here.

17 MR. BOEKE: Okay.

18 JUDGE DALE: Thank you. Questions?

19 COMMISSIONER MURRAY: Mr. Boeke, we also have  
20 the transcripts. That's the reason we hold these  
21 hearings is that all of the commissioners read the  
22 transcripts of the hearings, but --

23 MR. BOEKE: I hope they do.

24 COMMISSIONER MURRAY: We don't have a five  
25 panel presence at each public hearing. It's just not



1 possible to do.

2 MR. BOEKE: Okay. Well, I wasn't sure what  
3 the reason was. But you know, just so everybody does  
4 take time to at least scan through and see what these  
5 comments were, because we took our time to come up  
6 here.

7 COMMISSIONER MURRAY: Sure. And we  
8 appreciate that and we consider that important. I  
9 wanted to ask you, you indicated that you represent a  
10 senior citizens group or senior citizens of the area.  
11 And in what capacity are you representing --

12 MR. BOEKE: Well, I'm the spokesmen. It's a  
13 newly formed organization where senior citizens are  
14 finally needing a spokesperson and I'm volunteering to  
15 be their spokesperson. I was talking to a lady today  
16 that's about in her 80s and, you know, they're  
17 disabled, a lot of them. They can't get up and around.  
18 They're on a lot of medications and stuff.

19 So you know, I'm volunteering my time to go  
20 out and fight for their rights anywhere from the  
21 capitol on down, because I think it's time that they  
22 have a true voice and a voice strong enough that will  
23 be heard throughout the state.

24 COMMISSIONER MURRAY: Is this a -- an  
25 organization or a --

1                   MR. BOEKE: Well, it's a loosely knit  
2 organization at this point, but I'm sure within a  
3 matter of a few months it's going to be quite a  
4 different situation as far as for elections and things  
5 like that.

6                   COMMISSIONER MURRAY: So it's a group of  
7 senior citizens?

8                   MR. BOEKE: Yes.

9                   COMMISSIONER MURRAY: All right. Thank you.

10                  COMMISSIONER CLAYTON: Representative Boeke,  
11 you mentioned about the increase amount. Could you  
12 talk to me about the quality of service? Are seniors  
13 satisfied with the quality of service?

14                  MR. BOEKE: Well, to my knowledge, obviously  
15 you have what you might call a hard water service. And  
16 it's not like where limbs can fall on your wires like  
17 the electric business. You know, to my knowledge, the  
18 quality of service per se, I mean you got 24-hour water  
19 in the pipes unless it breaks and you don't have water.  
20 At this point, I don't have any problems with the quote  
21 service.

22                  I think the billing process, I concur with  
23 these individuals, it's a little too short. Obviously,  
24 the quicker you get your money in the cash flow, the  
25 quicker you can make interest and blah, blah, blah. So

1 I think it is something that we need to address, you  
2 know, a little bit more reasonable time.

3 COMMISSIONER CLAYTON: I was going to say, if  
4 we had trees falling on water mains, we've got real  
5 problems.

6 MR. BOEKE: Right. No, we've have had two or  
7 three breaks and I understand the infrastructure's  
8 getting older, much older in St. Louis County, but you  
9 know, our street has got water in it before and just  
10 kept running and they weren't real quick getting out  
11 there. I don't mean that as a matter of opinion. I  
12 mean sometimes it took them three or four weeks, five,  
13 six weeks sometimes to get out there, when the road  
14 starts to deteriorate in the subdivision, because there  
15 was a continuous water leak. And they're responsible  
16 to the water main. We've had several breaks but, you  
17 know, it's not their fault. It's just, you know --

18 COMMISSIONER CLAYTON: Yeah. The nature of  
19 my question -- the purpose of my question is we've had  
20 some problems with utilities going out of service for  
21 significant amounts of time.

22 MR. BOEKE: Correct.

23 COMMISSIONER CLAYTON: I just want to know,  
24 you know, is the water shut off for eight hours at a  
25 time or has there ever been -- like gone a weekend

1 without water, unless there's a hydrant or a main break  
2 that's burst or something out in the street? Then you  
3 know what it is. That's what I want to know.

4 MR. BOEKE: There's no problem with that.  
5 They get the billing out. I'd say they're consistent  
6 on time.

7 COMMISSIONER CLAYTON: Okay. And have you  
8 ever had any problems with Missouri-American staff,  
9 employees, customer service?

10 MR. BOEKE: No, sir.

11 COMMISSIONER CLAYTON: No. Okay. So no  
12 gripes there?

13 MR. BOEKE: No.

14 COMMISSIONER CLAYTON: Okay. Thank you for  
15 coming tonight.

16 MR. BOEKE: You're welcome.

17 JUDGE DALE: That was the last person who was  
18 signed up to testify. Is there anyone else who would  
19 like to testify? Seeing no one else, is there anything  
20 else that we need to address while we're still on the  
21 record? Seeing nothing, then I will thank you all for  
22 coming. We appreciate your input and your time. And  
23 with that we will be adjourned and off the record.

24

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