

1 STATE OF MISSOURI  
2 PUBLIC SERVICE COMMISSION

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5 TRANSCRIPT OF PROCEEDINGS  
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7 Public Hearing  
8 September 25, 2008  
9 St. Louis Community College at Meramec  
10 Business Administration Building  
11 St. Louis, Missouri  
12 Volume 8  
13

14 In The Matter of Missouri-American )  
15 Water Company's Request for ) Case No. WR-2008-0311  
16 Authority To Implement A General )  
17 Rate Increase For Water And Sewer )  
18 Service Provided In Missouri )  
19 Service Areas )  
20

21 COMMISSIONERS PRESENT:  
22 Colleen M. Dale, Chief  
23 Regulatory Law Judge Presiding  
24 Commissioner Connie Murray  
25

## 1     REPORTED BY:

2             Patsy A. Hertweck, CCR No. 1276(T)

3             MIDWEST LITIGATION SERVICES

4             711 North Eleventh Street

5             St. Louis, Missouri 63101

6             (314) 644-2191

## 7     COUNSEL FOR MISSOURI-AMERICAN WATER:

8             Mr. John J. Reichert

9             727 Craig Road

10            St. Louis, Missouri 63141

## 11    COUNSEL FOR OFFICE OF PUBLIC COUNSEL:

12            Ms. Christina Baker

13            P. O. Box 2230

14            Jefferson City, Missouri 65102

## 15    COUNSEL FOR MISSOURI PUBLIC SERVICE COMMISSION:

16            Ms. Shelley Brueggemann

17            P. O. Box 360

18            Jefferson City, Missouri 65102

## 19    PUBLIC SERVICE COMMISSION STAFF:

20            Mr. Kevin Kelly, Public Information Administrator.

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

2 JUDGE DALE: Good evening. We are here  
3 this evening, September 25, 2008, In the Matter of  
4 Missouri-American Water Company's Request For Authority to  
5 Implement a General Rate Increase for Water and Sewer  
6 Service Provided in Missouri Service Areas, Case No.  
7 WR-2008-0311.

8 My name is Colleen Dale, and I'll be presiding  
9 over this hearing this evening. We appreciate very much  
10 your tolerance for our technology and allowing us to do this  
11 over a distance. We find that we are able to have many more  
12 hearings in many more locations if we do it this way.

13 I have one Commissioner with me this evening,  
14 Commissioner Murray. The other Commissioners will have an  
15 opportunity to review this -- the video or they can read the  
16 transcript that are taken by the court reporter.

17 With that, do we have entries of appearance  
18 starting here in Jefferson City with staff.

19 MS. BRUEGGEMANN: Actually staff is out  
20 here in Kirkwood, your Honor.

21 JUDGE DALE: Okay.

22 MS. BRUEGGEMANN: I'm Shelley  
23 Brueggemann representing the staff of the Missouri Public  
24 Service Commission.

25 JUDGE DALE: Anyone else in Kirkwood

1 MS. BAKER: Christina Baker, P. O. Box  
2 2230, Jefferson City, Missouri 65102 appearing on behalf of  
3 the Office of the Public Counsel and the rate payers.

4 JUDGE DALE: Thank you. Anyone else in  
5 Kirkwood?

6 MR. REICHERT: Yes, thank you, Judge.  
7 Appearing on behalf of Missouri-American Water Company, John  
8 J. Reichert. My address is 727 Craig Road, St. Louis,  
9 Missouri 63141.

10 JUDGE DALE: Thank you. Last call for  
11 Kirkwood.

12 MR. KELLY: That's it, Judge.

13 JUDGE DALE: Okay. Thank you. How  
14 many witnesses do we have signed up?

15 MR. KELLY: Eight.

16 JUDGE DALE: Okay. Unless there are  
17 questions that I need to address before we begin, we'll go  
18 ahead and take the first witness.

19 MR. KELLY: Judge, the first witness is  
20 Sharon Sanders. The next one will be Virgil Tow.

21 JUDGE DALE: Ms. Sanders, will you  
22 please raise your right hand.

23 (Thereupon, Witness Sanders was sworn on  
24 her oath by Judge Dale, and testified as follows:)

25 Thank you. Go ahead and give us remarks.

1 MS. SANDERS: Thank you. My name is  
2 Sharon Sanders, and I live in West St. Louis County, and  
3 I've been a St. Louis County resident for just about all my  
4 life.

5 The reason I'm here this evening is because I  
6 have been quite concerned with what has been going on with  
7 our utilities. I had an opportunity to testify a week and a  
8 half ago or so about the AmerenUE increase.

9 Unfortunately, or fortunately, for utilities,  
10 I am now a semi-retired financial planner, and I have a  
11 little more time on my hands to do the things that I've  
12 always promised myself I would do. And one of those is to  
13 represent myself and my neighbors at hearings such as this,  
14 your Honor.

15 I want to thank you and thank the Public  
16 Service Commission and everyone involved for giving us this  
17 opportunity to speak. It's a wonderful opportunity for  
18 people to be able to contact those who represent us and have  
19 an opportunity to let them know what our experiences are and  
20 our feelings are. So thank you very much, everyone  
21 involved.

22 The first thing I'd like to address is an area  
23 that the question and answer period did not address too much  
24 because I think most of us have been waiting to do that, and  
25 that is service. You know we've been paying higher and

1 higher bills for the water that we use, and my feeling is  
2 that we've not been getting the kind of service that we  
3 deserve or that we have been paying for.

4 Recently in the past seven months, I had a  
5 situation where I came home on a winter evening in January,  
6 and found water running down the street out of my water  
7 meter in the front of my yard, and I quickly called  
8 Missouri-American Water and requested somebody to come out  
9 and repair this, or take care of it.

10 I did not receive any return call as to when  
11 someone would arrive or if someone would arrive, but someone  
12 in fact did arrive about six -- five hours later or so. And  
13 that, you know, took us to sometime in the a.m., early a.m.  
14 And all I could tell was that there was someone in a truck  
15 out in the front of my house with a flashlight, and really  
16 couldn't tell anything else. And no one stopped afterwards  
17 to say, ma'am, you know, we're here to fix your leak or,  
18 ma'am, we fixed your leak or whatever.

19 Which isn't a terrible thing in itself, but I  
20 just kind of had to stay up the whole time to make sure it  
21 really was the water man and he really was working on it.  
22 And finally, he left. And when it was daylight, I went out  
23 to see that there was no longer a leak, but the leak had  
24 been going on, had come up out of the ground, and was going  
25 down the street. And there's a rather large area there that

1 had to fill before, and has dirt all around it, so it  
2 absorbed the water.

3                   So the leak had probably been going on for  
4 quite sometime. Naturally, my next water bill reflected the  
5 leak. It was approximately four times more volume than any  
6 previous water bill for that period had been in the ten  
7 years I've been in my home.

8                   So I called the water company and I requested  
9 that they review the bill in view of the fact that I'd had  
10 this leak and that this seemed extraordinarily high. And I  
11 expected them to make an adjustment on my bill, and if they  
12 wanted to even take the average of the previous nine years  
13 of use, that would be fine with me.

14                   Well, the young person I spoke to on the  
15 phone, you know, in the service area, came back to the phone  
16 and said, "Well, ma'am, why don't you just pay half of the  
17 bill now, and then we'll review this, and we'll make an  
18 adjustment," because the bill was pretty high.

19                   And I said, "That's fine. I'll do that," you  
20 know, "and I'll expect to hear from you."

21                   So I waited and waited and waited, and I  
22 didn't hear anything. So finally after about three weeks or  
23 a month, I called, and I said, you know, "I haven't heard  
24 anything further about this. What's the disposition of my  
25 case?"

1                   And the person did a little research, and  
2   said, "Well, we decided that there was no problem with your  
3   water bill, and that you owe the whole bill."

4                   And I said, "That's impossible." You know,  
5   "That can't be so. Let me speak to a supervisor."

6                   Here's what I was told. There are no  
7   supervisors. There is no one else for you to speak to but  
8   me, the telephone answerer here at the end of this line.

9                   I said, "You can't be serious. There has to  
10   be someone I can speak with."

11                   "No, but we can take your case and send it to  
12   our review board, and we'll send it to the review board, and  
13   you can wait and we'll" -- you know.

14                   So I said, "All right. Send it to the review  
15   board." I didn't get a chance to state my case or  
16   illustrate. Nobody asked me for copies of previous bills  
17   and that.

18                   Okay. So it went to the review board, and I  
19   get a letter back, and the review board's decision was that  
20   my bill was correct and I owed this horrendous amount of  
21   money to the water company. So I picked up the phone and I  
22   called again.

23                   And I said, "Well, is there any way to appeal  
24   this decision?"

25                   "Well, yes, ma'am, we can send it to the next



1 review board, and you can appeal it."

2 I said, "Fine, let's do that." I said, "Is  
3 there any opportunity that I could talk to someone and  
4 explain the situation what occurred in my front yard, how  
5 much water," you know, blah, blah, blah.

6 "No, ma'am, there is no one you can speak to.  
7 We'll just send it to this appeals board."

8 So two more weeks, and I get another return  
9 from the appeals board, and no, you know, Ms. Sanders, your  
10 water bill is your water bill and you owe that water bill.

11 Well, you know, that was not sufficient. So I  
12 got back on the phone, and finally I was talking to an  
13 operator, and I said, "Operator, where are you located?"

14 She said, "I'm in Florida."

15 I said, "Oh, that's -- you're in Florida?" I  
16 said, "That's interesting. You're in Florida and I'm  
17 talking about my Missouri water problem." I said, "Well, do  
18 you have a" -- "is there a supervisor anywhere in your  
19 system with whom I could speak to talk about this?"

20 "No, ma'am, there is no one."

21 Well, I said, "You know, I hope you're on a  
22 recorded line because the first thing I'm going to do is I'm  
23 going to see if I can find someone to talk to."

24 Now, at the time, I wasn't aware that the  
25 Public Service Commission was involved because I understood

1     that the company was a German company, and I didn't -- you  
2     know, I didn't know where to go. So I said:

3                     "I think I'll start with the  
4                     EPA, and I'll work my way down. So  
5                     I wish you would let everyone know  
6                     that that's exactly what I'm going  
7                     to do, and inform your superiors  
8                     that this is the kind of thing that  
9                     I have to get done."

10                    You know what? In two weeks I got an adjusted  
11     water bill, and it was the one I should have had all along.  
12     And you know, I don't think that's service. I think that is  
13     intimidation and ignoring the problem, and finally when I  
14     wouldn't go away and I made, you know, the only kind of --  
15     of threat that a citizen can make of going to an authority  
16     that has authority over this group, I finally got some  
17     action.

18                    I don't know what other people's experiences  
19     have been, but I don't think this is anyway to run a  
20     railroad. My feeling is that when a customer calls and if  
21     the telephone answering person cannot give them a sufficient  
22     answer or cannot deal with them, there should be supervisory  
23     staff there who have the ability to respond in a reasonable  
24     manner to a reasonable request. I was never asked to give  
25     any, you know, testimony about anything. It was just

1     whatever they thought. That was it.

2                     So that's my comment on service. My second  
3     comment agrees with the -- the comments that were made by a  
4     number of people here in the Q & A, and I'm sure they're  
5     going to be speaking here this evening.

6                     I hope you'll forgive me for raising my voice,  
7     but since my back is to the audience, I don't want them not  
8     to hear what I'm saying.

9                     You know, the rates that Missouri-American  
10    Water is asking of us are incredibly, incredibly high. The  
11    increase is, without a doubt, the highest increase I have  
12    ever heard of of any utility requesting at any time in my  
13    young life. I don't appreciate the fact that I got a letter  
14    from Missouri-American Water with a notice that the average  
15    customer's bill would go up 26.4 percent, and then I come to  
16    this meeting and find out that my bill is going up 30  
17    percent.

18                    These are the kinds of things that we don't  
19    need our utilities to do with us. We need square shooting  
20    and we need straight from the shoulder. And the issue of  
21    having anyone say that all of a sudden in 2008 you need a 30  
22    percent rate increase says to me that somebody isn't paying  
23    attention to their bills.

24                    You know, everybody in this room has to pay  
25    increased cost of gasoline and increased cost of everything,

1 and what do we do when we have those problems. Well, as a  
2 financial planner, I have to sit with my clients and say to  
3 them well, here's what we have to do. We have to readjust  
4 your budget. You have to spend a little bit less on this,  
5 you have to tighten your belt on that, because there isn't  
6 any more money out there for you to get. It's simply a  
7 question of how are you going to spread your resources to  
8 take care of your problems.

9                   Now, requesting a 30 percent increase, to me,  
10 indicates that someone hasn't been paying attention to their  
11 resources. And that they are not allocating their resources  
12 appropriately, especially when we got a request for a rate  
13 increase of 13.5 percent a year ago, followed by a 30  
14 percent increase.

15                   This neither seems reasonable, nor does it  
16 seem in any way something for the average person out here in  
17 the real world can afford. I was in Denver a month ago, and  
18 I happened to read an article in the Denver paper. Now, St.  
19 Louis isn't Denver, I understand that, but just as a matter  
20 of comparison, the Denver water company is proposing an  
21 average 7.5 percent residential increase for 2009.

22                   Now, you know, I'm sure the Denver water  
23 company could use a little more money, but they, like us,  
24 understand that everyone has a budget to deal with. And if  
25 you have a problem, you don't gorge yourself with money all

1 at one time to fix the problem. You have to budget your own  
2 company, and come back later and get some money, but to come  
3 back to all of us for 100 percent of what you think you're  
4 going to need so that your shareholders may experience more  
5 than a 5.5 percent return, doesn't seem to me to be paying  
6 attention to the public service that this company is  
7 supposed to be giving.

8 As a financial planner, I am astounded at the  
9 ROEs that the Public Service Commission has been allowing.  
10 You know, my clients would be delighted, would jump over  
11 barrels if they could look at their portfolios and as a  
12 return on investment like a utility, look at a 10.1 percent,  
13 or even an 8.6 percent return. They would be delighted.

14 Most of us out in this world, as the gentleman  
15 pointed out before, and even as my clients are experiencing,  
16 I hesitate to say we're not getting these kinds of returns  
17 on our good investments. Large companies are not returning  
18 11.25 or 10.1, and many of them aren't even returning 5.5.

19 You know, it seems to me that in a time like  
20 this, everybody has to pay attention to their budgets, and  
21 that means the water company. They have to pay attention to  
22 their budget, and they have to pay a little more attention  
23 to how they're spending that money, and make a few plans.

24 And if it has been the practice of the Public  
25 Service Commission, you know, to allow a utility to spend

1 millions and then come to you later to be restored for that  
2 spending, I'm hoping that the Public Service Commission is  
3 reviewing these expenditures, because it seems to me that,  
4 you know, if you see how much that company is spending,  
5 you're going to be able to see that they're going to want to  
6 ask for a 30 percent rate increase. And quite frankly, that  
7 isn't reasonable.

8                   There's really nothing reasonable about a 30  
9 percent rate increase or a 24 percent rate increase or an 18  
10 percent rate increase. I like Denver's 7.5. Maybe we can  
11 get somewhere in that area, and the water company can adjust  
12 its budget, and they can come back in -- it looks like they  
13 came back in one year. So maybe they can use their  
14 budgetary acumen to help them and help us get over our  
15 bills.

16                   I want to thank you all very much for this  
17 opportunity to speak, and I do appreciate the fact that we  
18 have a system where we can make testimony in this regard.  
19 Thank you.

20                   JUDGE DALE: Thank you. Commissioner  
21 Murray, do you have questions?

22                   COMMISSIONER MURRAY: Ms. Sanders,  
23 thank you very much. I heard you at the Ameren hearing  
24 recently.

25                   MS. SANDERS: I thought I recognized

1     you.

2                     COMMISSIONER MURRAY:  I appreciate your  
3     testimony, and I wish you were in Washington right now.  I  
4     think they could use your expertise.  Thank you very much.

5                     MS. SANDERS:  Thank you.  Thank you.

6                     MR. KELLY:  Virgil Tow, and then the  
7     next person is Carol Stefos.  Go ahead and sit down.

8                     (Thereupon, Witness Tow was sworn on his  
9     oath by Judge Dale, and testified as follows:)

10                    JUDGE DALE:  Thank you.  Could you give  
11    us your name, please.

12                    MR. TOW:  Virgil Tow.

13                    JUDGE DALE:  Thank you.

14                    MS. REPORTER:  Could you spell your  
15    name for me, please.

16                    MR. TOW:  T-O-W.  Is that all you need?

17                    JUDGE DALE:  Yes, go ahead and give  
18    your remarks.

19                    MR. TOW:  Okay.  My -- my case is a  
20    little bit different, and I want to speak on behalf of  
21    everybody in Cedar Hill that's in the same shape I'm in.

22                    I own four pieces of property in Cedar Hill,  
23    and I've been on the sewer system for about two and a half  
24    years.  This is the second raise I've had in that time, and  
25    another thing is that the hook-up fee was 6.75, and since

1 Missouri Water -- American Water Company has had this  
2 system, the hook-up fee in November of last year to 21.75  
3 for a hook up.

4                   Now, my gripe is that Missouri Water --  
5 American Water came into Cedar Hill, and they bought this  
6 system. This system has the main trunk line in the center.  
7 Now, you talk about hills, okay. So everybody up above gets  
8 gravity feed. Everybody down below gets grinder pressure  
9 pump, and put in your own system.

10                   Now, I'm 500 feet from the sewer, and that  
11 system cost me over \$60,000, and it -- and everybody -- I am  
12 -- the fortunate thing it's a two-inch line we put in so  
13 some more people can hook onto that line and share whatever  
14 it is. This is money -- nobody making a profit of it. It's  
15 a treat for everybody to just share in the cost, the  
16 resident cost.

17                   But you're talking about a grinder pressure  
18 pump, which runs -- could run as high as three or four  
19 thousand or more. You're talking about footing the cost of  
20 taking it from your property over to the trunk line, which  
21 in my case is \$1400 just to lay the line and to hook up to  
22 my grinder pump, which was -- retail value at that time was  
23 about 26, 27 hundred, and so what we have now is not only do  
24 we have to pay 21.75 to hook on, we got to share in a  
25 \$16,000 line, 16 plus thousand dollar line, which only goes



1 -- which is a trunk line. It has nothing to do with coming  
2 out to their -- where it's running to the property. You got  
3 to pay for that part yourself, plus you have to have a  
4 grinder pump and the pressure grinder pump.

5                   So we're -- why should we have to share in all  
6 of these raises for sewer when American -- Missouri-American  
7 Water is not paying one cent. In fact, there was -- Mrs.  
8 Shaw across from the -- he's -- he works for American --  
9 Missouri-American. He was there before with the original  
10 owners, so he's been very helpful. But we have never ever  
11 seen anybody come from American -- Missouri-American and say  
12 hey, we'll help you share that line or we'll put maintenance  
13 after you get it done if it needs to be. We have nothing.

14                   We have -- and we're not talking about a  
15 handful of people. I own four pieces of property there, and  
16 I got sewer on one of them so far. I need sewer on the next  
17 one. It's servicing already on somebody else's territory.

18                   So I don't have any prob- -- any trouble with  
19 the company as far as their services are concerned. I just  
20 think that people can -- well, I'll bring this up too. One  
21 time I tried to get on, and I couldn't because the  
22 government wouldn't let me get on. Not the  
23 Missouri-American, but the government said their capacity  
24 was loaded. The equipment they had was very old. So we  
25 couldn't get on, but since it was a church building, they

1 let me get on.

2 But other than that, we've tried for years to  
3 get on that sewer. We couldn't do it, but they turn around  
4 and they give subdivisions 180 sewer lines -- sewer things  
5 as a promise, and these people -- that's been three or four  
6 years ago, I'm sure, and there's only been about ten houses  
7 built on that.

8 So all of these people -- all of -- this  
9 contractor has all of this, you know, options of getting on,  
10 when people in the old part of town can't even get on and  
11 they're -- and they're -- right now, they're telling me if  
12 your line services and you don't -- see, these are old  
13 facilities. They didn't have drains. They just put a tank  
14 in and put rock around it, and that was it.

15 When it's serviced, you're in trouble. So  
16 they can condemn your house. If you sell, the bank doesn't  
17 have to give anybody a loan because of the septic problems.  
18 So we're in a little bit of a problem down there, but we  
19 shouldn't have to pay all of these high prices if -- if  
20 American -- Missouri-American is not even spending a cent.

21 I had to go, like I say, 500 feet. And from  
22 the edge of my property was 500 feet to the sewer that's run  
23 in the alley, and way over \$16,000, plus that didn't include  
24 the 1400 I paid to get to there or the price of the pump.

25 And the people down there, you know, it was

1 pretty cool if you could get on for, you know, 6.75, but why  
2 should we pay, you know, if you're in a subdivision, that's  
3 already put in the house. But you got a guy out here that's  
4 got his mom and dad's house he's inherited, this and that,  
5 low income. A lot of them are cabins on the river. They  
6 don't have money for that, and Missouri-American does not --  
7 I mean, they're taking. They're not giving.

8                   So that's the story. I'm not bragging about  
9 the raise. I looked on a paper, it's -- I don't like the  
10 raise, but it's the original cost of getting on. It's like  
11 how much do I have to kiss up to someone to use their sewer?  
12 What is it going to cost me in dollars, you know?

13                   They won't come in and put a sewer in. They  
14 just use the old worn out facilities that they have, and it  
15 wasn't too long ago they tried to come in and update the  
16 sewer system and make everybody -- make all the users pay  
17 for it. You know, I'd like to buy stock in a company like  
18 that if I could -- you know, I don't have to pay for any  
19 improvements and let the people pay for the improvements.

20                   So I guess that's about all I have to say. I  
21 just -- I'm just speaking for a lot of people. We want to  
22 get on the sewer. We're tired of messing with, you know,  
23 anybody. If we hadn't been in an unincorporated area with  
24 really big problems because we've had more laws that go by,  
25 engineering fees and all of this stuff. We lucked out on

1 that deal because we're un- -- you know, we're not  
2 incorporated.

3 But we're talking about, I don't know --  
4 there's 27 signed up right now to get on the services. So  
5 -- and that's just a handful of them. But we -- we don't --  
6 you know, we -- I mean, if we're building brand new houses  
7 out in the county someplace, you don't mind to pay a few  
8 extra bucks to get on the -- go on the sewer system. But  
9 why should you pay 21.75 to hook on when you're hooking on  
10 your own line. The only thing they're doing is -- is  
11 processing the sewer.

12 Let us help process the sewer. Let them help  
13 us. Why don't they pay the rent on the line or the repair  
14 of it at least. If one of those pumps breaks -- I mean pipe  
15 breaks and shoots sewage about 15, 20 feet in somebody's  
16 yard, who's -- and this lady is talking about who -- who do  
17 you get in contact with. Under those conditions, what are  
18 we going to do, just let it fly?

19 Are we going to -- is someone going to  
20 volunteer to go repair it at whose expense, you know? What  
21 have we got? We don't have much of a sewer system at Cedar  
22 Hill. I mean, we have a sewer company, but we don't have  
23 much of a sewer system.

24 So I guess that's it. Thank you.

25 JUDGE DALE: Thank you. Commissioner

1 Murray, do you have any questions for Mr. Tow?

2 COMMISSIONER MURRAY: No. Mr. Tow, I  
3 don't have any questions for you, but thank you. I  
4 appreciate your testimony this evening.

5 JUDGE DALE: Thank you very much.

6 MR. KELLY: Then next will be Dorothy  
7 Kelly.

8 JUDGE DALE: Will you please raise your  
9 right hand.

10 (Thereupon, Witness Stefos was sworn on  
11 her oath by Judge Dale, and testified as follows:)

12 Thank you. Go ahead.

13 MS. STEFOS: I'm Carol Stefos. I live  
14 in St. Louis County. My zip code is 63125. This past  
15 summer I went out on a Tuesday morning and noticed a small  
16 trickle of water out in the street across the street from my  
17 home.

18 I went into the house and called the water  
19 company and to report this leak. They said somebody would  
20 contact me. No one contacted me. Later that evening the  
21 lady from the home called me and asked me if I had noticed  
22 the water in the street. I said yeah, I'd already contacted  
23 the water company.

24 So she says, "Well, I'll contact them too."

25 So she got off the phone with me. Later on that evening,

1 she said, "Well, I called them. They said somebody would  
2 contact me." Neither of us heard anything.

3 Wednesday, didn't hear anything. Thursday, I  
4 called and said, "Hey, this leak is getting worse."

5 "Somebody will contact you." By this time,  
6 it's my understanding more neighbors had called. The water  
7 got worse. By Saturday, it was running. Sunday it was  
8 several of us calling. It was flooding the neighbor's yard  
9 down the street.

10 One of my concerns was the lady across the  
11 street coming out of her gate and falling because, of  
12 course, the hole had gotten a little bigger and a little  
13 deeper.

14 Well, the water company had evidently been out  
15 the day prior and put markings on the street. That Sunday I  
16 was out in the yard, 90 degree weather plus, doing yard  
17 work, hot, tired, come in and the neighbor said, "They're  
18 turning off the water any minute now."

19 I said, "What do you mean, they're turning off  
20 the water any minute now?" So I proceeded to fill up my  
21 bathtub with water so that at least I could have my toilets  
22 filled.

23 They turned off the water about three o'clock.  
24 One o'clock in the morning, I could hear them wrapping  
25 things up. I still had no water after they left. So I

1 thought well, maybe there's just something wrong. Went  
2 ahead and went to bed. Got up about three o'clock. I still  
3 had no water. So I contacted the water company. They said,  
4 "No, you have service."

5 "No, I don't have service. I'm turning on my  
6 faucets. I have no water whatsoever."

7 "Well, it's probably just a pressure problem.  
8 Maybe they forgot to turn your water on."

9 Okay. So I waited. "Somebody will contact  
10 you." Nobody contacted me. So I called them again, and  
11 they sent someone out. I believe it was around 10:30. I  
12 don't have my records here, so I can't give you a specific  
13 time.

14 And the man came out and, "Oh, well, sometimes  
15 when they fix these mains, there is a little bit of debris,  
16 and you just have to flush the water."

17 Well, he was there until about 12:30. During  
18 that time, he tried flushing the pipes and things. It ends  
19 up he has to replace the water meter. It's all clogged.  
20 Okay, fine. Well, he replaced that. Had a little bit of a  
21 trickle of water. He got my kitchen sink kind of running a  
22 little bit. All of a sudden there's no water again. He  
23 goes back down in my basement and said, "Well, I'm going to  
24 have to change that meter I just put in. It's not working  
25 right. It's just clogged."

1                   Oh, okay. So he replaced it. At that time,  
2 we were able to get my kitchen working, my bathroom sink and  
3 my toilet. And the tank as of today still, has not drained  
4 it. There is all kinds of debris in it. But I had no  
5 bathtub water.

6                   So I ended up calling the water company, and  
7 they said, "Well, there's nothing we can do. You've got to  
8 call a plumber."

9                   So I called a plumber. He come in and he  
10 said, "Well, maybe it just needs to be flushed out." He  
11 tried. He couldn't get any water out of the tub. So he  
12 ended up taking the faucet handles off, and he said, "Well,  
13 debris has damaged these valves. They have to be replaced."

14                  Well, of course, we can't find these valves  
15 anywhere. They have to be ordered. So I -- he went ahead  
16 and put the bad valves back in so at least I still had my  
17 sink and my toilet. So then the next day he was able to  
18 come back, and \$495 later I finally had a tub, but several  
19 contacts to Missouri Water, they said they're not  
20 responsible because I have to maintain my pipes.

21                  Well, everything was working fine before they  
22 did the work on the line, and by the way the plumber talked  
23 and the way I look at it and all this junk that came out of  
24 my faucets. It was completely out of my control if the  
25 water company not taking the proper steps to keep excessive



1 debris out of my pipes.

2                   And when the final letter I wrote to the water  
3 company requesting not only now my plumbing bill but my time  
4 lost from work that I had to be there for the water company  
5 to come back into my home and the plumber to come back, and  
6 you know, they -- the aggravation, I was told no.

7                   So then they sent me rules and regulations  
8 from 1984. So as I read this, it says they're not  
9 responsible for water pressure. Well, in my case, it has  
10 nothing to do with water pressure. My water pressure was  
11 fine once they replaced my meters twice and we got the junk  
12 out of my line and got new valves. The issue never was  
13 water pressure. It was debris in my lines.

14                   And now they want to turn around and not only  
15 give me this bad service, not even be able to repair  
16 something that I feel damaged my property, now they're  
17 saying well, we're not responsible because the Commission  
18 says we're not.

19                   So the way I look at it and other people look  
20 at it, they want these increases to make these improvements.  
21 They should not get these increases until they can provide  
22 the service that we are paying for.

23                   Since they have a monopoly, this water, we  
24 can't go anywhere else. We can't say we're tired of your  
25 service. We don't like the way you treated me. I'm going

1 to go elsewhere like we can with our telephones, with our  
2 cable, with many things. If we don't like the service and  
3 we don't like the price, we can go elsewhere.

4 And with Missouri Water, we do not have that  
5 choice. We are stuck with the service, we are stuck with  
6 their decisions, and we're stuck with their price. And as  
7 others have said, it's too much. I don't know about any  
8 other people, but my income has dropped in the last two  
9 years. It hasn't gone up, but my utilities are increasing  
10 and increasing.

11 I had a savings account, and it's dwindling.  
12 And it's impossible to keep up with this, but if I don't pay  
13 my bill, they're going to turn my water off. You know, if  
14 they don't give me my service, I can't do anything. I'm  
15 stuck with them. Thank you.

16 JUDGE DALE: Have you spoken with a  
17 customer service representative?

18 MS. STEFOS: Yeah, I did. I sent  
19 several certified letters because I wanted to make sure that  
20 they got them, and like I said, the final thing was we're  
21 not responsible because of this rule and regulation from  
22 1984.

23 JUDGE DALE: That's what the Public  
24 Service Commission said?

25 MS. STEFOS: No, I didn't talk to the

1 Public Service Commission. That's the water company, this  
2 is what they sent me.

3 JUDGE DALE: If you could give your  
4 contact information to Mr. Kelly so that someone from our  
5 customer service department could contact you, --

6 MS. STEFOS: Okay.

7 JUDGE DALE: -- that would be helpful.

8 MS. STEFOS: Thank you.

9 JUDGE DALE: Commissioner Murray?

10 COMMISSIONER MURRAY: No, I have  
11 nothing else, but thank you very much.

12 MS. STEFOS: Thank you.

13 MR. KELLY: Judge, I would add that  
14 Beverly Faulkner is here from our Consumer Services  
15 Department, and will be getting in touch with the person who  
16 just testified.

17 JUDGE DALE: Thank you very much.

18 MR. KELLY: Okay. Dorothy Kelly, and  
19 then Bettie Mathews.

20 JUDGE DALE: Are you Ms. Kelly?

21 MS. KELLY: I am.

22 JUDGE DALE: Okay.

23 (Thereupon, Witness Kelly was sworn on  
24 her oath by Judge Dale, and testified as follows:)

25 Thank you. Please go ahead.

1 MS. KELLY: This is not a personal  
2 situation. I'm talking for all seniors who, like myself,  
3 and I'm 74, live on a limited income. And for any monopoly,  
4 which our water company is, I can put on sweats if I wanted  
5 to keep my thermostat down in the winter, I can sweat a lot  
6 in the summer, but I sure can't do anything about my water  
7 use.

8 And if somebody has some solution other than  
9 keeping my faucets from dripping, I would like that  
10 information, because they do have a monopoly. And this  
11 increase that I have received that they said is an average  
12 at 26.4 percent a month, would mean \$81.96 average. They're  
13 not all average. Most average people do not get an increase  
14 in this country today. I certainly don't get an increase,  
15 and I am not alone.

16 There are people who work very hard. We're  
17 the most productive workers in the world, but we are not  
18 getting compensated for it. We cannot afford this, none of  
19 us, and I want the Commission to stand by us.

20 That is my request to you, and I thank you for  
21 your time.

22 JUDGE DALE: Thank you very much.  
23 Commissioner Murray?

24 COMMISSIONER MURRAY: No. Thank you,  
25 Ms. Kelly. I appreciate your testimony.

1 MS. KELLY: You're welcome.

2 MR. KELLY: Next, Judge, is Bettie  
3 Mathews. Then Karen Caston.

4 (Thereupon, Witness Mathews was sworn on  
5 her oath by Judge Dale, and testified as follows:)

6 JUDGE DALE: Thank you. Go ahead.

7 MS. MATHEWS: Okay. I've lived in St.  
8 Louis County for over 50 years, and I don't remember when  
9 all the water company transferred or resale or whatever --  
10 whatever transaction they did do, but I can remember making  
11 my check out to St. Louis County Water Company. And not  
12 having -- not having --

13 MS. BRUEGGEMANN: Excuse me. Ma'am,  
14 can you speak a little bit louder.

15 MS. MATHEWS: Oh, louder?

16 MS. BRUEGGEMANN: Yes, please.

17 MS. MATHEWS: But I find this increase  
18 that they have listed on my notice that I received  
19 absolutely unconscionable. Twenty-six percent going into  
20 it, and it seems to me if the company is not functioning  
21 well enough to do their service and not to have to come to  
22 every customer -- I don't know what -- what the number of  
23 households that they cover in the St. Louis County area,  
24 but 26 percent from all of those. If they got that, they  
25 would be on -- should be on easy street.

1                   But in any case, I have not been a victim of  
2 poor service, for which I'm very happy, but obviously a lot  
3 of people have been. And if the -- if the company needs to  
4 restructure to get to where they are operating for the  
5 public for whom they are there to serve, well, I just wanted  
6 to mention one incident that didn't impact me personally.

7                   But I have a water hydrant directly across the  
8 street from my house, and there's a little water hydrant  
9 frequently -- and I know they have to release water to clear  
10 the pipes out. Well, probably about eight months ago this  
11 water hydrant started spewing water out at unbelievable  
12 force. The street was covered with water.

13                  So I called and reported it, and well, they  
14 had to -- they had to do that. They had to -- had to clear  
15 the lines or whatever. So I think it was about ten hours  
16 later, this was going on all the time. I don't know what --  
17 what kind of system it would be that would require -- and I  
18 hope they were recycling this water, but I didn't ask anyone  
19 because they used up gallons beyond belief.

20                  But -- and maybe this is one reason why they  
21 need this 26 percent -- they think they need this 26 percent  
22 increase, but I certainly hope the Commissioners take into  
23 consideration this is isolated few examples of possibly  
24 other problems. I'm sure if I had a problem as severe as a  
25 couple of the witnesses have had, I wouldn't -- I would have

1    been at somebody's door knocking on something, but I do  
2    appreciate it.

3                   I really didn't think of my water company as a  
4    monopoly. I knew it was the only one outside of digging a  
5    well for myself in my backyard. That would be the only  
6    other choice I would have, and I'm not real sure I could do  
7    it. Maybe my -- my community would not allow it, but in any  
8    case, it's -- it's disarming to know that we have to operate  
9    with a monopoly for -- for service that we're paying for.  
10   Not looking for free, but we're paying for it.

11                   So thank you very much for listening to me.

12                   JUDGE DALE: Thank you.

13                   MS. MATHEWS: Okay.

14                   JUDGE DALE: Commissioner Murray?

15                   COMMISSIONER MURRAY: Thank you, Ms.  
16   Mathews. I appreciate it.

17                   MS. MATHEWS: Okay.

18                   MR. KELLY: Karen Caston is the next  
19   witness. Then David Schilling.

20                   JUDGE DALE: Please raise your right  
21   hand.

22                   (Thereupon, Witness Caston was sworn on  
23   her oath by Judge Dale, and testified as follows:)

24                   And please go ahead and give us your remarks.

25                   MS. CASTON: My name is Karen Caston.

1 I live at 2851 West Pasture, West Overland, Missouri 63114.  
2 I'm here to not only speak on my behalf, but on the behalf  
3 of people who are afraid to come in, whether they are  
4 seniors, people that think they don't have a voice and  
5 nothing makes a matter. I do. I come and speak my mind.  
6 At least someone knows where I stand.

7 I'm also here to speak for the seniors who's  
8 on fixed incomes, which one of the young ladies did already,  
9 for people who are -- don't have the funds. You got your  
10 people, like I said, on fixed income, you got your people  
11 who barely making it, and I say you rob Peter to pay Paul.  
12 Which means you sit there with your paycheck when you get  
13 your paycheck, you got to pay the house note, the car note  
14 or car insurance. Then you got to pay \$50 to UE, 50 to  
15 Laclede Gas, let me see if I can get the water and the sewer  
16 squeezed in, and not saying this gas you put in your car is  
17 high.

18 So you're really trying to determine who  
19 you're going to take from or how you're going to get around.  
20 My problem is with the water company is like everything else  
21 is going up but your paycheck. Now, you all's paycheck is  
22 not going up, but someone needs to look at hey, these people  
23 are already struggling.

24 I did have a problem with the water company  
25 one time. I called on the way to work and said, "Hey, I get



1 paid today. Can I come in," we got a sector as I call it,  
2 "and pay you while I'm on the clock?"

3 She said, "No, you need to pay me now."

4 And I'm saying, "Well, I promise to pay you.  
5 I'm going to give you the money, just let me get my  
6 paycheck."

7 She said, "No."

8 So I had to pay as I'm driving down the road  
9 through my checkbook, and pray that it didn't bounce by the  
10 time nine o'clock came for the people to come in and give me  
11 my check so I could run out of the sector and put my check  
12 in the bank and come back around.

13 To me it's too much. A person can't say -- be  
14 running an \$80 water bill and you not at home, which I found  
15 out the water company was with the sewer company, and they  
16 say -- well, the sewer company said we're going by your  
17 water bills from last year. I've been at my whole house by  
18 myself a whole year. All the kids are gone. Where's the  
19 water coming from? It's cut out. I'm not there. I'm too  
20 busy working two to three jobs trying to make ends meet, so  
21 I'm not at home.

22 Even though I'm still not where I should be,  
23 but like they said you're struggling trying to pay your  
24 bills. So if you guys are going to allow them to go up on  
25 our water bills, that's going to affect a lot of people. We

1 are already struggling. We don't need that. That -- that's  
2 a lot of money, money we don't have.

3                   It's not your fault, but somebody got to say  
4 hey, look at the American people in St. Louis, what they're  
5 going through. We can't keep doing this to them. Somebody  
6 got to make a stand. If not, we're all going to be  
7 homeless, or we're all going to be living under a tree  
8 living together. And we're all going to be little pails --  
9 like she said, getting little pails of water, going and  
10 hoping that we don't get poisoned because we're trying to do  
11 what we need to do.

12                   We don't need that. I thought we was from the  
13 caveman days. Looks like we're going to end up going back.  
14 That's how I feel, and I'm sorry if I get emotional about  
15 stuff, but I do.

16                   JUDGE DALE: Well, that's what we're  
17 here for, to listen to you, emotional or otherwise.

18                   MS. CASTON: Thank you. And thank you  
19 for listening to us.

20                   JUDGE DALE: You are very welcome.  
21 Commissioner Murray, did you have any questions?

22                   COMMISSIONER MURRAY: Ms. Caston, what  
23 is your average water bill?

24                   MS. CASTON: Okay. The last time I  
25 actually paid full price was like 80 bucks.

1                   COMMISSIONER MURRAY: Was that for --  
2 what period of time was that for?

3                   MS. CASTON: They said it was three  
4 months, but like I said, I haven't really paid any attention  
5 to it because we been trying to pay a little on this bill, a  
6 little on that bill. It might have got away.

7                   COMMISSIONER MURRAY: Thank you.

8                   MS. CASTON: You're welcome. Anyone  
9 else have questions? Thank you.

10                  MR. KELLY: David Schilling, and then  
11 it's Jacque Tebbe.

12                  (Thereupon, Witness Schilling was sworn  
13 on his oath by Judge Dale, and testified as  
14 follows:)

15                  JUDGE DALE: Thank you.

16                  MR. SCHILLING: My name is David  
17 Schilling. I live at 1665 Calais. Zip code 63122. I'm  
18 definitely a customer of Missouri-American Water. I would  
19 like to speak on what I will call two deja vus.

20                  I was here last June 13, 2007, and you held a  
21 hearing two buildings over. I testified at that time. So  
22 it's already been pointed out in the question and answer  
23 period that those hearings ended. You awarded -- the Public  
24 Service Commission awarded American Water an increase of  
25 somewhere between 11 to 14 percent, depending on where it

1 seems you live, and that went into effect somewhere between  
2 September and October of last year, roughly one year ago.

3               So again, here we are once again. Although we  
4 all recognize that inflation is everywhere, if not on the  
5 President's lips last night, so one can take one's water  
6 bills, which I don't think are that easy to read anyway  
7 since there is but one column divided up into at least ten  
8 different entries. I can immediately see that my user  
9 charge that was a year and a half ago 1.52530 has now gone  
10 up or went up back in January to 1.73190.

11              The interesting thing is, when you do the  
12 arithmetic on that, that's about a 15 percent increase, and  
13 that's only on the user charge. As has been pointed out, in  
14 another one of these columns is a customer charge, which is  
15 now at 10.23, and it was less than that back then.

16              Besides that, I haven't heard anybody speak  
17 about IS RAS. IS RAS seems to go up and down, and that was  
18 a clever charge that was added on I don't know how many  
19 years ago in order to solve infrastructure problems. And it  
20 vacillates, but as a customer, one does have to pay the  
21 bill. One might want to understand the bill, but you know,  
22 does it take a rocket scientist to understand your water  
23 bill? I'm beginning to think it takes someone with a couple  
24 of years of college anyway.

25              Also on here is fire hydrant service, and

1 they'll quick say oh, that isn't us. Probably not, but  
2 that's going up. And then there's gross receipt tax. I  
3 trust you don't get the gross receipt tax, but that's a  
4 percentage. When the bill goes up, that percent goes up.

5                   So first deja vu it's been said, you're aware  
6 of it, and we've had quite -- a couple of speakers kindly  
7 refer to it, fixed income people. Once again, we or they  
8 cannot pay our bills with your sympathy. One would expect a  
9 little more than just understanding as things get tighter  
10 and tighter and all costs go up.

11                   I truly believe in the free enterprise system  
12 and open market and something called competition.  
13 Competition just goes out of the door here. I have heard  
14 the word monopoly used. That's what utilities are. We have  
15 a wonderful analogy here in St. Louis. Two weeks ago one of  
16 the larger grocery stores suddenly over the weekend reduced  
17 their price of milk and eggs. It dropped down by 25  
18 percent.

19                   It seems that places like Wal-Mart, Aldee's  
20 and other smaller stores were selling their milk and eggs  
21 for \$3, when other grocery stores were asking 4. But right  
22 now throughout St. Louis, you can buy 2 percent milk for  
23 \$3.19 everywhere, and that's why I believe in the open  
24 market.

25                   So when you don't have competition, as you are

1 well aware, that's what you're here for. You're a  
2 regulatory group, you're the Public Service Commission  
3 charged with providing something, not exactly competition,  
4 but oversight. And that's what we, the taxpayers, are  
5 asking for, successful oversight.

6                   Hard times are here. It seems to me that any  
7 company hoping to get an increase on their percentage rate  
8 of rate of earnings wants a pass on the recession. Nobody  
9 is getting a pass, I hope, but having listened to the  
10 President last night, it seems like a whole lot of CEOs and  
11 other people are getting a pass anyway. And we know who's  
12 picking up the tab.

13                   There is no lack of regulation here. You are  
14 the regulators. I believe we expect you not to grant a  
15 pass. We expect some understanding, and I don't know how  
16 you really get to look at the books. I don't think you get  
17 to put caps on the salaries of their CEOs. I don't think  
18 you get to put caps on their bonuses. I don't even believe  
19 you really get to say what kind of parameters on their  
20 overall profits. You just get to fiddle somehow, and  
21 there's this hope we won't be fleeced.

22                   We are being fleeced. I think we're just  
23 being squeezed more and more. The election is coming.  
24 Things are hitting the fan.

25                   I have one other deja vu, as I said. This is

1 a specific. When I testified in June a year and a half ago,  
2 my testimony was that this American Water Company, when they  
3 do an estimate, they have in their computer all our past  
4 bills. They have no trouble in seeing what an average  
5 three-month bill ought to be, but they do an estimate, and I  
6 would get a bill that was three times what it ought to be.

7                   And that's what I brought before this  
8 Commission back in June, and I was referred at the end to  
9 one of your people, who I did contact in Jefferson City a  
10 month later. I don't know that any resolution came. As a  
11 matter of fact, I can promise you no resolution came because  
12 as of March the 20th, eight, seven months ago, my water bill  
13 was again estimated, and I was charged \$87 for that usage.

14                   I called up their friendly people who answer  
15 the phone, of which there's not many because they've gotten  
16 rid of so many employees. I told her we're not a  
17 restaurant. This is three times our usage. So she said,  
18 "Yes, Mr. Schilling, we'll send a meter reader by."

19                   There was a time when meter readers came to  
20 all the houses, but I think they've gone the way of many of  
21 your people answering the phones, part of down-sizing as  
22 we're all aware of, fewer employees. And one would think  
23 well, then they wouldn't have to charge more and ask for  
24 rate increases. Obviously, fewer employees, and you still  
25 get the rate increases.

1                   Welcome to the 21st century. So on my \$87  
2 bill that was totally out of line, I would eventually  
3 receive a letter from them, "Dear Customer: In a few days,  
4 you will receive an adjusted bill for your water service."

5                   When that adjusted bill came, it was for \$44,  
6 half of what they were charging here. What do they want, me  
7 to bankroll their operation with my money?

8                   So to promise you it hasn't stopped, here's my  
9 bill I got two weeks ago that had to be paid by the 23rd, or  
10 I would get interest charged by them on my non-payment.  
11 This was an estimate, and this one was for \$65.76. Well,  
12 that's funny. Most of my other bills are running \$35, \$44.

13                  So my last comment, and I hope it doesn't seem  
14 unkind. I consider it truthful. I believe there would be a  
15 lot more people coming closer to looking at our government  
16 than there are now. In June a year ago, there were only  
17 three of us. Thank you for coming out. The only reason  
18 they don't come is we don't have much faith. Our public  
19 servants tell us, "Mr. Schilling, we'll take care of it."

20                  And these gentlemen, they're not greedy,  
21 they're not driving away in their Lexuses and Cadillacs.  
22 They say, "We're trying to make ends meet." But we all know  
23 there's a large problem. In this case, we have oversight  
24 and regulation. This taxpayer is waiting for it to begin  
25 working.



1 Thank you.

2 JUDGE DALE: Thank you, Mr. Schilling.  
3 Commissioner Murray?

4 COMMISSIONER MURRAY: I don't have any  
5 questions, but I do appreciate your coming, Mr. Schilling.

6 MR. KELLY: Next witness, Judge, is  
7 Jacque Tebbe.

8 (Thereupon, Witness Tebbe was sworn on  
9 her oath by Judge Dale, and testified as follows:)

10 MS. TEBBE: I am here just like  
11 everyone else, this percentage rate increase of 26.4 percent  
12 on average. Looking at your own information sheets from  
13 Missouri-American Water Company, places like St. Louis  
14 County, where I live, would have a 30.5 percent increase.

15 As I looked at the entire information sheet,  
16 Jefferson City's goes to only 22 percent, St. Joseph is only  
17 6 percent, Lauren County is a minus 13.5 percent. Several  
18 of the others fall into the 20 something percent. Mexico,  
19 Missouri is 19 percent.

20 I don't understand. I do understand that  
21 they're going to come up with an average, but why should St.  
22 Louis County have such a high average. In the meantime, I  
23 think the amount of increase is absurd, totally absurd.

24 There's also the proposed residential rate,  
25 fixed rate. Fixed rate -- \$10.23 is the current fixed rate

1 for everyone that uses water in St. Louis County. Now they  
2 want to propose that increase to be 16.52, meaning \$16.52.  
3 That's not a 26 percent increase. That's a 60 percent  
4 increase. That's just on the fixed rate you have to pay  
5 that.

6                   The water usage itself, the charge is going to  
7 go up from 2.3 -- excuse me -- \$2.30 roughly to \$2.79.  
8 That's a 21 percent increase. It would be different if  
9 there was something to show for this, and if it was  
10 considered to be a real necessary evil. We have people, as  
11 has already been discussed, on fixed incomes, many people on  
12 fixed incomes, job losses. The economy being what it is,  
13 the cost of living, even if people are getting raises with  
14 the cost of living raise, that cost of living raise is 3  
15 percent.

16                   Cost of living raises, most people do not  
17 realize, do not include your utility costs. They do not  
18 include your housing costs, which is quite interesting that  
19 our government even does that, because everyone needs  
20 housing and utilities. Those things aren't even figured. I  
21 don't know how they come up with these.

22                   So a 3 percent increase, but they want a 26  
23 percent increase. And for what? From what I'm  
24 understanding, I think they need to prove that they have  
25 made prudent use of the 13.5 percent increase that they were

1 given a year ago before they can ask for another increase at  
2 all.

3                   They -- if they haven't used that well enough,  
4 why do they deserve any kind of increase? I believe that I  
5 don't have a problem with any company making a profit.  
6 That's what this is all about, but in the meantime, let's  
7 make a reasonable profit, not this type of profit.

8                   And it is being unconscionable to ask this  
9 amount. That word has already been used before. I think  
10 it's very important that we realize that this isn't -- this  
11 is as much about morality as it is about money. This is a  
12 right and wrong issue, and this is just wrong.

13                   Perhaps the American -- Missouri-American  
14 Water Company needs to rewrite their code of ethics to  
15 include a financial ethics segment.

16                   Thank you.

17                   JUDGE DALE: Thank you. Commissioner  
18 Murray?

19                   COMMISSIONER MURRAY: Thank you, Ms.  
20 Tebbe. I appreciate what you said tonight.

21                   JUDGE DALE: Thank you.

22                   MR. KELLY: Judge, that is all that I  
23 have on the list. At this time, I'll ask if there's anyone  
24 else who wishes to testify this evening.

25                   I'm not seeing anyone else, Judge.

1 JUDGE DALE: Is there anything else  
2 that I need to address before we go off the record? Is  
3 there anything else?

4 COMMISSIONER MURRAY: Judge, let me  
5 point out to the people who are in the attendance tonight  
6 that all of the Commissioners will have an opportunity to  
7 read the transcript of this. And although we are not all  
8 able to be present tonight, everyone will be aware of what  
9 you told us here, and we do appreciate your presence and the  
10 fact that you have taken the effort to come out and tell us  
11 what you think.

12 So thank you very much.

13 JUDGE DALE: Was there someone else?

14 MR. KELLY: Judge, we do have a  
15 question here. Let me -- let me ask if it's a question that  
16 we can address after the hearing or --

17 AUDIENCE MEMBER: Will we hear the  
18 ultimate decision --

19 MR. KELLY: Yes.

20 AUDIENCE MEMBER: -- before we get  
21 another bill -- I mean, before we get a bill?

22 MR. KELLY: Yes.

23 AUDIENCE MEMBER: Thank you.

24 MR. KELLY: That's all I have.

25 JUDGE DALE: Then hearing nothing else,

1 we will go off the record and be adjourned. Thank you all  
2 very much for coming out this evening.

3 (WHEREIN, the hearing was concluded at  
4 7:47 p.m.)

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