

1 STATE OF MISSOURI  
2 PUBLIC SERVICE COMMISSION  
3  
4  
5 TRANSCRIPT OF PROCEEDINGS  
6 LOCAL PUBLIC HEARING  
7 May 29, 2013  
8 Rolla, Missouri  
Volume 1

9  
10 In the Matter of a Request )  
For Increases in Annual )  
11 Sewer and Water System ) File No. SR-2013-0258  
Operating Revenues )

12  
In the Matter of a Request )  
13 For Increases in Annual )  
Sewer and Water System ) File No. WR-2013-0259  
14 Operating Revenues )

15  
16  
17 KENNARD L. JONES, Presiding,  
SENIOR REGULATORY LAW JUDGE.

18  
STEPHEN M. STOLL,  
19 COMMISSIONER.

20  
21 REPORTED BY:  
22 KELLENE K. FEDDERSEN, CSR, RPR, CCR NO. 838  
MIDWEST LITIGATION SERVICES

23  
24  
25

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

APPEARANCES:

CHRISTINA BAKER, Assistant Public Counsel  
Office of the Public Counsel  
P.O. Box 2230  
200 Madison Street, Suite 650  
Jefferson City, MO 65102-2230  
(573) 751-4857

FOR: Office of the Public Counsel  
and the Public.

TANYA ALM, Staff Counsel  
Missouri Public Service Commission  
P.O. Box 360  
200 Madison Street  
Jefferson City, MO 65102  
(573) 751-3234  
tanya.alm@psc.mo.gov

FOR: Staff of the Missouri Public  
Service Commission.

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

2 (WHEREUPON, the public hearing began  
3 at 6:22 p.m.)

4 JUDGE JONES: This is the local  
5 public hearing for Case No. SR-2013-0258 and  
6 WR-2013-0259, in the matter of Gladlo Water & Sewer  
7 Company's request for a rate increase.

8 My name is Kennard Jones. I'm the  
9 Regulatory Law Judge assigned to this matter. To  
10 my left is Commissioner Stoll. Commissioner, do  
11 you have anything you'd like to say?

12 COMMISSIONER STOLL: I'd just thank  
13 everybody for coming out this evening, and I'm here  
14 to represent the Public Service Commission. There  
15 are three other commissioners, and those who are  
16 not here will read the transcript and have  
17 definitely read about the case and will be ready to  
18 hear evidence in this eventually. So thanks for  
19 coming out.

20 JUDGE JONES: Okay. I hope you all  
21 have got any questions answered that you have. At  
22 this point we will take testimony from at least one  
23 person. If you during the course of this process  
24 have questions, keep those questions for the people  
25 to whom you've addressed your earlier questions

1 because we can't answer any questions while we're  
2 here in our capacity as judge and commissioner.

3 I'll call the first person up, and  
4 step to, I believe, this microphone. I'll swear  
5 you in. Give testimony and remain there for  
6 perhaps questions from myself or Commissioner Stoll  
7 and then have a seat, after which I'll see if  
8 there's anyone else who has anything they'd like to  
9 say while we're on the record.

10 The only person that signed up is  
11 Tanner Baggett. Did I pronounce your name  
12 correctly?

13 MR. BAGGETT: Yes, sir.

14 JUDGE JONES: Okay. Could you raise  
15 your right hand and be sworn.

16 (Witness sworn.)

17 JUDGE JONES: Thank you. And could  
18 you spell your name for the court reporter?

19 MR. BAGGETT: Tanner Baggett,  
20 T-a-n-n-e-r, B-a-g-g-e-t-t.

21 JUDGE JONES: Thank you, Mr. Baggett.  
22 You may proceed. You can go ahead and have a seat.

23 MR. BAGGETT: I'm a customer of  
24 Gladlo Water & Sewer. I get my water service  
25 through them. My sewer is actually a septic

1 system, so I don't get that from them.

2 We've been -- my wife and I have been  
3 unhappy with the service we've got from the  
4 company. Last year several times the water would  
5 stop working. We would still get water through the  
6 pipes, but there would be no pressure. So as far  
7 as using the toilet, if you left it a couple hours,  
8 the tank would refill and you could flush, but it  
9 was insufficient to shower or do other things with  
10 it.

11 One of these times the water was out  
12 for more than two days. My wife was pregnant at  
13 the time, morning sickness, and it was not very  
14 sanitary. It was a very undesirable situation.

15 The company blamed the power utility  
16 for the three-phase power going out. I didn't like  
17 that because I felt that, being a water utility,  
18 they should have had safeguards in place, such as  
19 protection on the system to protect the pump in  
20 case the power did mess up.

21 Before I got out of the Marines I was  
22 an aviation radar repairman trained in basic  
23 electronics. So I've worked with electrical  
24 systems, and I know that there are safety shutoffs  
25 you can have in place so that you lose a phase of

1 power on a system, it will turn off the pump and  
2 you won't damage it. Whereas, the way the system  
3 was set up this time, the power went out on one of  
4 the phases, so I was told, and it burned up two  
5 pumps, which I hear are very expensive and that's  
6 what took so long to get it replaced.

7 This happened two separate times,  
8 very expensive repairs, and I believe that it  
9 wasn't -- it should have been preventable. Stuff  
10 should have been done to prevent that.

11 So I don't know how it applies to the  
12 rates, whether it justifies an increase or not, but  
13 I don't believe that the system's been administered  
14 in such a way as to be the most efficient and  
15 provide the best service for the customers.

16 JUDGE JONES: Thank you, Mr. Baggett.  
17 We have some questions.

18 COMMISSIONER STOLL: The situation  
19 that you described with the water pressure problem  
20 and all that, was that since Heartland Utilities  
21 has been the receiver or was that when it was under  
22 previous ownership and operation, if I'm  
23 understanding this right, Gladlo?

24 MR. BAGGETT: I'm not sure about when  
25 the ownership transferred. It's always said Gladlo

1 Water & Sewer on my bill, even to this day. It was  
2 last year, I want to say June or July. I've had  
3 correspondence with Senator Brown's office, who's  
4 talked to the Public Service Commission, so there  
5 should be a record about this specific incident.

6 COMMISSIONER STOLL: Yeah. It  
7 appears that, from what I have, on November 2nd of  
8 2012, Heartland Utilities, LLC -- I don't know if  
9 that's when they took over, though, so I'll just  
10 leave it.

11 Has the situation improved since in  
12 the last year to six months?

13 MR. BAGGETT: In the last year to six  
14 months, I believe the water's only been out once,  
15 and I think that was a scheduled maintenance time  
16 that we were notified about.

17 COMMISSIONER STOLL: And the water  
18 pressure has been adequate or --

19 MR. BAGGETT: Yes, except for the  
20 times when -- when it's been out and there's still  
21 some water flow but not adequate pressure to do  
22 anything. But the time in the last six months that  
23 I remember this happening, it was a scheduled  
24 thing. We got something in the mail saying the  
25 water will be off for an hour while we do

1 maintenance.

2 COMMISSIONER STOLL: Do you have a  
3 way that you could talk to the company? Did you  
4 express your concerns, your, I'll just call it a  
5 complaint to the company about the difficulties  
6 or --

7 MR. BAGGETT: They had a -- there was  
8 an 800 number and we called it, and I don't -- I  
9 don't recall anybody actually answering it. I know  
10 I left messages. I was very unhappy about it. I  
11 ended up doing a complaint with the Better Business  
12 Bureau. I'm not sure if I provided the Commission  
13 with a copy of that or not.

14 But basically what the company  
15 said -- and I don't know if this was Heartland  
16 Utilities or Gladlo. I'm not sure. But they  
17 basically pawned the problem off on the electric  
18 company.

19 COMMISSIONER STOLL: Okay. I  
20 appreciate you coming out. I appreciate you  
21 answering, responding to those questions. Thank  
22 you, Judge.

23 JUDGE JONES: You're welcome. I just  
24 have a couple of questions. Were you aware of the  
25 Commission's complaint process at the time that you



1 complained to the Better Business Bureau?

2 MR. BAGGETT: No, sir, I was not.

3 JUDGE JONES: And during the question  
4 and answer session, I'm certain that you've  
5 expressed similar things that you did here on the  
6 record. I'm guessing you did. Did you?

7 MR. BAGGETT: Just now, sir?

8 JUDGE JONES: The pressure and the  
9 water being out back in 2012, did you talk to  
10 people here about those service issues?

11 MR. BAGGETT: Not today, sir.

12 JUDGE JONES: Not today?

13 MR. BAGGETT: There was  
14 correspondence with -- like I said, I sent  
15 something to Senator Brown's office, and they  
16 corresponded with the Commission. I got a response  
17 about that, and that satisfied my -- I'm not going  
18 to say satisfy. It let me know what was going on  
19 so I understood, but I still didn't think the  
20 situation should have occurred in the first place.

21 JUDGE JONES: Do you think that if  
22 there is a rate increase, that that rate increase  
23 could go towards preventing these types of things  
24 from happening in the future?

25 MR. BAGGETT: It depends on how they

1 choose to use the money. If they use the money to  
2 just pay off loans for these pumps and things that  
3 are burning up needlessly, it's a money funnel.  
4 They're just wasting money. If they actually  
5 invest it in preventive maintenance and putting  
6 safeguards in place to prevent things like this  
7 from happening, it could be a good use of the  
8 money. But I'm not sure how exactly they would use  
9 it.

10 JUDGE JONES: I don't have any other  
11 questions. Do you have anything else you'd like to  
12 add?

13 COMMISSIONER STOLL: I have nothing.

14 JUDGE JONES: Mr. Baggett?

15 MR. BAGGETT: No, sir.

16 JUDGE JONES: Thank you. You may be  
17 seated.

18 Well, Mr. Baggett is the only one  
19 that signed up to testify. Is there anyone else  
20 here who would like to step forward and put  
21 something on the record?

22 (No response.)

23 JUDGE JONES: I'm not one to tarry,  
24 so with that, we'll go ahead and go off the record.  
25 This portion of our hearing is closed. Thank you

1 all for coming out.

2 (WHEREUPON, the public hearing

3 concluded at 6:32 p.m.)

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

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

2

3 STATE OF MISSOURI )

4 ) ss.

5 COUNTY OF COLE )

6

7 I, Kellene K. Feddersen, Certified

8 Shorthand Reporter with the firm of Midwest

9 Litigation Services, do hereby certify that I was

10 personally present at the proceedings had in the

11 above-entitled cause at the time and place set

12 forth in the caption sheet thereof; that I then and

13 there took down in Stenotype the proceedings had;

14 and that the foregoing is a full, true and correct

15 transcript of such Stenotype notes so made at such

16 time and place.

17 Given at my office in the City of

18 Jefferson, County of Cole, State of Missouri.

19

20

21

22

23 Kellene K. Feddersen, RPR, CSR, CCR

24

25

LOCAL PUBLIC HEARING 5/29/2012

<b>A</b>	<b>bill</b> 7:1 <b>blamed</b> 5:15 <b>Box</b> 2:4,10 <b>Brown's</b> 7:3 9:15 <b>Bureau</b> 8:12 9:1 <b>burned</b> 6:4 <b>burning</b> 10:3 <b>Business</b> 8:11 9:1 <b>B-a-g-g-e-t-t</b> 4:20	3:15 <b>Commission's</b> 8:25 <b>company</b> 5:4 5:15 8:3,5,14 8:18 <b>Company's</b> 3:7 <b>complained</b> 9:1 <b>complaint</b> 8:5 8:11,25 <b>concerns</b> 8:4 <b>concluded</b> 11:3 <b>copy</b> 8:13 <b>correct</b> 12:14 <b>correctly</b> 4:12 <b>corresponded</b> 9:16 <b>corresponde...</b> 7:3 9:14 <b>Counsel</b> 2:3,3,6 2:9 <b>County</b> 12:5,18 <b>couple</b> 5:7 8:24 <b>course</b> 3:23 <b>court</b> 4:18 <b>CSR</b> 1:22 12:23 <b>customer</b> 4:23 <b>customers</b> 6:15	<b>electronics</b> 5:23 <b>ended</b> 8:11 <b>evening</b> 3:13 <b>eventually</b> 3:18 <b>everybody</b> 3:13 <b>evidence</b> 3:18 <b>exactly</b> 10:8 <b>expensive</b> 6:5,8 <b>express</b> 8:4 <b>expressed</b> 9:5	<b>happening</b> 7:23 9:24 10:7 <b>hear</b> 3:18 6:5 <b>hearing</b> 1:6 3:2 3:5 10:25 11:2 <b>Heartland</b> 6:20 7:8 8:15 <b>hope</b> 3:20 <b>hour</b> 7:25 <b>hours</b> 5:7
<b>above-entitled</b> 12:11 <b>add</b> 10:12 <b>addressed</b> 3:25 <b>adequate</b> 7:18 7:21 <b>administered</b> 6:13 <b>ahead</b> 4:22 10:24 <b>ALM</b> 2:9 <b>Annual</b> 1:10,13 <b>answer</b> 4:1 9:4 <b>answered</b> 3:21 <b>answering</b> 8:9 8:21 <b>anybody</b> 8:9 <b>APPEARAN...</b> 2:1 <b>appears</b> 7:7 <b>applies</b> 6:11 <b>appreciate</b> 8:20 8:20 <b>assigned</b> 3:9 <b>Assistant</b> 2:3 <b>aviation</b> 5:22 <b>aware</b> 8:24	<b>C</b> <b>C</b> 3:1 12:1,1 <b>call</b> 4:3 8:4 <b>called</b> 8:8 <b>capacity</b> 4:2 <b>caption</b> 12:12 <b>case</b> 3:5,17 5:20 <b>cause</b> 12:11 <b>CCR</b> 1:22 12:23 <b>certain</b> 9:4 <b>Certified</b> 12:7 <b>certify</b> 12:9 <b>choose</b> 10:1 <b>CHRISTINA</b> 2:3 <b>City</b> 2:5,11 12:17 <b>closed</b> 10:25 <b>Cole</b> 12:5,18 <b>coming</b> 3:13,19 8:20 11:1 <b>Commission</b> 1:2 2:9,13 3:14 7:4 8:12 9:16 <b>commissioner</b> 1:19 3:10,10 3:12 4:2,6 6:18 7:6,17 8:2,19 10:13 <b>commissioners</b>	<b>D</b> <b>D</b> 3:1 <b>damage</b> 6:2 <b>day</b> 7:1 <b>days</b> 5:12 <b>definitely</b> 3:17 <b>depends</b> 9:25 <b>described</b> 6:19 <b>difficulties</b> 8:5 <b>doing</b> 8:11	<b>F</b> <b>F</b> 12:1 <b>far</b> 5:6 <b>Feddersen</b> 1:22 12:7,23 <b>felt</b> 5:17 <b>File</b> 1:11,13 <b>firm</b> 12:8 <b>first</b> 4:3 9:20 <b>flow</b> 7:21 <b>flush</b> 5:8 <b>foregoing</b> 12:14 <b>forth</b> 12:12 <b>forward</b> 10:20 <b>full</b> 12:14 <b>funnel</b> 10:3 <b>future</b> 9:24	<b>I</b> <b>improved</b> 7:11 <b>incident</b> 7:5 <b>increase</b> 3:7 6:12 9:22,22 <b>Increases</b> 1:10 1:13 <b>insufficient</b> 5:9 <b>invest</b> 10:5 <b>issues</b> 9:10
<b>B</b> <b>back</b> 9:9 <b>Baggett</b> 4:11 4:13,19,19,21 4:23 6:16,24 7:13,19 8:7 9:2,7,11,13 9:25 10:14,15 10:18 <b>BAKER</b> 2:3 <b>basic</b> 5:22 <b>basically</b> 8:14 8:17 <b>began</b> 3:2 <b>believe</b> 4:4 6:8 6:13 7:14 <b>best</b> 6:15 <b>Better</b> 8:11 9:1	<b>CHRISTINA</b> 2:3 <b>City</b> 2:5,11 12:17 <b>closed</b> 10:25 <b>Cole</b> 12:5,18 <b>coming</b> 3:13,19 8:20 11:1 <b>Commission</b> 1:2 2:9,13 3:14 7:4 8:12 9:16 <b>commissioner</b> 1:19 3:10,10 3:12 4:2,6 6:18 7:6,17 8:2,19 10:13 <b>commissioners</b>	<b>E</b> <b>E</b> 3:1,1 12:1,1 <b>earlier</b> 3:25 <b>efficient</b> 6:14 <b>electric</b> 8:17 <b>electrical</b> 5:23	<b>G</b> <b>G</b> 3:1 <b>Give</b> 4:5 <b>Given</b> 12:17 <b>Gladlo</b> 3:6 4:24 6:23,25 8:16 <b>go</b> 4:22 9:23 10:24,24 <b>going</b> 5:16 9:17 9:18 <b>good</b> 10:7 <b>guessing</b> 9:6	<b>J</b> <b>Jefferson</b> 2:5 2:11 12:18 <b>Jones</b> 1:17 3:4 3:8,20 4:14 4:17,21 6:16 8:23 9:3,8,12 9:21 10:10,14 10:16,23 <b>judge</b> 1:17 3:4 3:9,20 4:2,14 4:17,21 6:16 8:22,23 9:3,8 9:12,21 10:10 10:14,16,23 <b>July</b> 7:2 <b>June</b> 7:2 <b>justifies</b> 6:12
			<b>H</b> <b>hand</b> 4:15 <b>happened</b> 6:7	<b>K</b> <b>K</b> 1:22 12:7,23 <b>keep</b> 3:24 <b>Kellene</b> 1:22

12:7,23 <b>Kennard</b> 1:17 3:8 <b>know</b> 5:24 6:11 7:8 8:9,15 9:18	<b>N</b> 3:1 <b>name</b> 3:8 4:11 4:18 <b>needlessly</b> 10:3 <b>notes</b> 12:15 <b>notified</b> 7:16 <b>November</b> 7:7 <b>number</b> 8:8	6:19 7:18,21 9:8 <b>prevent</b> 6:10 10:6 <b>preventable</b> 6:9 <b>preventing</b> 9:23 <b>preventive</b> 10:5 <b>previous</b> 6:22 <b>problem</b> 6:19 8:17 <b>proceed</b> 4:22 <b>proceedings</b> 1:5 12:10,13 <b>process</b> 3:23 8:25 <b>pronounce</b> 4:11 <b>protect</b> 5:19 <b>protection</b> 5:19 <b>provide</b> 6:15 <b>provided</b> 8:12 <b>public</b> 1:2,6 2:3 2:3,6,7,9,13 3:2,5,14 7:4 11:2 <b>pump</b> 5:19 6:1 <b>pumps</b> 6:5 10:2 <b>put</b> 10:20 <b>putting</b> 10:5 <b>p.m</b> 3:3 11:3 <b>P.O</b> 2:4,10	<b>read</b> 3:16,17 <b>ready</b> 3:17 <b>recall</b> 8:9 <b>receiver</b> 6:21 <b>record</b> 4:9 7:5 9:6 10:21,24 <b>refill</b> 5:8 <b>Regulatory</b> 1:17 3:9 <b>remain</b> 4:5 <b>remember</b> 7:23 <b>repairman</b> 5:22 <b>repairs</b> 6:8 <b>replaced</b> 6:6 <b>REPORTED</b> 1:21 <b>reporter</b> 4:18 12:8 <b>represent</b> 3:14 <b>request</b> 1:10,12 3:7 <b>responding</b> 8:21 <b>response</b> 9:16 10:22 <b>Revenues</b> 1:11 1:14 <b>right</b> 4:15 6:23 <b>Rolla</b> 1:8 <b>RPR</b> 1:22 12:23	<b>Senator</b> 7:3 9:15 <b>SENIOR</b> 1:17 <b>sent</b> 9:14 <b>separate</b> 6:7 <b>septic</b> 4:25 <b>service</b> 1:2 2:9 2:13 3:14 4:24 5:3 6:15 7:4 9:10 <b>Services</b> 1:22 12:9 <b>session</b> 9:4 <b>set</b> 6:3 12:11 <b>sewer</b> 1:11,13 3:6 4:24,25 7:1 <b>sheet</b> 12:12 <b>Shorthand</b> 12:8 <b>shower</b> 5:9 <b>shutoffs</b> 5:24 <b>sickness</b> 5:13 <b>signed</b> 4:10 10:19 <b>similar</b> 9:5 <b>sir</b> 4:13 9:2,7 9:11 10:15 <b>situation</b> 5:14 6:18 7:11 9:20 <b>six</b> 7:12,13,22 <b>specific</b> 7:5 <b>spell</b> 4:18 <b>SR-2013-0258</b> 1:11 3:5 <b>ss</b> 12:4 <b>Staff</b> 2:9,13 <b>State</b> 1:1 12:3 12:18 <b>Stenotype</b> 12:13,15 <b>step</b> 4:4 10:20 <b>STEPHEN</b> 1:18 <b>Stoll</b> 1:18 3:10 3:12 4:6 6:18
<b>L</b> <b>L</b> 1:17 <b>Law</b> 1:17 3:9 <b>leave</b> 7:10 <b>left</b> 3:10 5:7 8:10 <b>Litigation</b> 1:22 12:9 <b>LLC</b> 7:8 <b>loans</b> 10:2 <b>local</b> 1:6 3:4 <b>long</b> 6:6 <b>lose</b> 5:25	<b>O</b> <b>O</b> 3:1 <b>occurred</b> 9:20 <b>office</b> 2:3,6 7:3 9:15 12:17 <b>Okay</b> 3:20 4:14 8:19 <b>once</b> 7:14 <b>Operating</b> 1:11 1:14 <b>operation</b> 6:22 <b>ownership</b> 6:22 6:25	<b>Q</b> <b>question</b> 9:3 <b>questions</b> 3:21 3:24,24,25 4:1,6 6:17 8:21,24 10:11	<b>S</b> <b>S</b> 3:1 <b>safeguards</b> 5:18 10:6 <b>safety</b> 5:24 <b>sanitary</b> 5:14 <b>satisfied</b> 9:17 <b>satisfy</b> 9:18 <b>saying</b> 7:24 <b>scheduled</b> 7:15 7:23 <b>seat</b> 4:7,22 <b>seated</b> 10:17 <b>see</b> 4:7	
<b>M</b> <b>M</b> 1:18 <b>Madison</b> 2:4,10 <b>mail</b> 7:24 <b>maintenance</b> 7:15 8:1 10:5 <b>Marines</b> 5:21 <b>matter</b> 1:10,12 3:6,9 <b>mess</b> 5:20 <b>messages</b> 8:10 <b>microphone</b> 4:4 <b>Midwest</b> 1:22 12:8 <b>Missouri</b> 1:1,8 2:9,13 12:3 12:18 <b>MO</b> 2:5,11 <b>money</b> 10:1,1,3 10:4,8 <b>months</b> 7:12,14 7:22 <b>morning</b> 5:13	<b>P</b> <b>P</b> 3:1 <b>pawned</b> 8:17 <b>pay</b> 10:2 <b>people</b> 3:24 9:10 <b>person</b> 3:23 4:3 4:10 <b>personally</b> 12:10 <b>phase</b> 5:25 <b>phases</b> 6:4 <b>pipes</b> 5:6 <b>place</b> 5:18,25 9:20 10:6 12:11,16 <b>point</b> 3:22 <b>portion</b> 10:25 <b>power</b> 5:15,16 5:20 6:1,3 <b>pregnant</b> 5:12 <b>present</b> 12:10 <b>Presiding</b> 1:17 <b>pressure</b> 5:6	<b>R</b> <b>R</b> 3:1 12:1 <b>radar</b> 5:22 <b>raise</b> 4:14 <b>rate</b> 3:7 9:22,22 <b>rates</b> 6:12		
<b>N</b>				

<p>7:6,17 8:2,19 10:13 <b>stop</b> 5:5 <b>Street</b> 2:4,10 <b>Stuff</b> 6:9 <b>Suite</b> 2:4 <b>sure</b> 6:24 8:12 8:16 10:8 <b>swear</b> 4:4 <b>sworn</b> 4:15,16 <b>system</b> 1:11,13 5:1,19 6:1,2 <b>systems</b> 5:24 <b>system's</b> 6:13</p> <hr/> <p><b>T</b></p> <p><b>T</b> 12:1,1 <b>take</b> 3:22 <b>talk</b> 8:3 9:9 <b>talked</b> 7:4 <b>tank</b> 5:8 <b>Tanner</b> 4:11,19 <b>TANYA</b> 2:9 <b>tanya.alm@...</b> 2:12 <b>tarry</b> 10:23 <b>testify</b> 10:19 <b>testimony</b> 3:22 4:5 <b>thank</b> 3:12 4:17,21 6:16 8:21 10:16,25 <b>thanks</b> 3:18 <b>thereof</b> 12:12 <b>they'd</b> 4:8 <b>thing</b> 7:24 <b>things</b> 5:9 9:5 9:23 10:2,6 <b>think</b> 7:15 9:19 9:21 <b>three</b> 3:15 <b>three-phase</b> 5:16 <b>time</b> 5:13 6:3 7:15,22 8:25 12:11,16 <b>times</b> 5:4,11</p>	<p>6:7 7:20 <b>today</b> 9:11,12 <b>toilet</b> 5:7 <b>told</b> 6:4 <b>trained</b> 5:22 <b>transcript</b> 1:5 3:16 12:15 <b>transferred</b> 6:25 <b>true</b> 12:14 <b>turn</b> 6:1 <b>two</b> 5:12 6:4,7 <b>types</b> 9:23 <b>T-a-n-n-e-r</b> 4:20</p> <hr/> <p><b>U</b></p> <p><b>understanding</b> 6:23 <b>understood</b> 9:19 <b>undesirable</b> 5:14 <b>unhappy</b> 5:3 8:10 <b>use</b> 10:1,1,7,8 <b>Utilities</b> 6:20 7:8 8:16 <b>utility</b> 5:15,17</p> <hr/> <p><b>V</b></p> <p><b>Volume</b> 1:8</p> <hr/> <p><b>W</b></p> <p><b>want</b> 7:2 <b>wasn't</b> 6:9 <b>wasting</b> 10:4 <b>water</b> 1:11,13 3:6 4:24,24 5:4,5,11,17 6:19 7:1,17 7:21,25 9:9 <b>water's</b> 7:14 <b>way</b> 6:2,14 8:3 <b>welcome</b> 8:23 <b>went</b> 6:3 <b>we'll</b> 10:24</p>	<p><b>we're</b> 4:1,9 <b>we've</b> 5:2,3 <b>wife</b> 5:2,12 <b>Witness</b> 4:16 <b>worked</b> 5:23 <b>working</b> 5:5 <b>WR-2013-0259</b> 1:13 3:6</p> <hr/> <p><b>Y</b></p> <p><b>Yeah</b> 7:6 <b>year</b> 5:4 7:2,12 7:13</p> <hr/> <p><b>1</b></p> <p><b>1</b> 1:8</p> <hr/> <p><b>2</b></p> <p><b>2nd</b> 7:7 <b>200</b> 2:4,10 <b>2012</b> 7:8 9:9 <b>2013</b> 1:7 <b>2230</b> 2:4 <b>29</b> 1:7</p> <hr/> <p><b>3</b></p> <p><b>360</b> 2:10</p> <hr/> <p><b>5</b></p> <p><b>573)751-3234</b> 2:11 <b>573)751-4857</b> 2:5</p> <hr/> <p><b>6</b></p> <p><b>6:22</b> 3:3 <b>6:32</b> 11:3 <b>650</b> 2:4 <b>65102</b> 2:11 <b>65102-2230</b> 2:5</p> <hr/> <p><b>8</b></p> <p><b>800</b> 8:8 <b>838</b> 1:22</p>		
--	---	---	--	--