

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

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
February 1, 2018

Branson City Hall
City Council Chambers
110 West Maddux Street
Branson, Missouri 65616

Volume 13

In the Matter of) File No.
Missouri-American Water) WR-2017-0285,
Company's Request for Authority) et al.
to Implement General Rate)
Increase for Water and Sewer)
Service Provided in Missouri)
Service Areas.)

KIM S. BURTON, Presiding,
REGULATORY LAW JUDGE

WILLIAM KENNEY,
COMMISSIONER.

(Starting time of the proceedings: 12:40 p.m.)

REPORTED BY: KAREN VEST, Registered Professional
Reporter, Certified Realtime Reporter, and Certified
Court Reporter within and for the State of Missouri

1 A P P E A R A N C E S
2 For the Public Service Commission Staff Counsel:
 MS. MARCIE FORCK
3 MISSOURI PUBLIC SERVICE COMMISSION
 200 Madison Street
4 P.O. Box 360
 Jefferson City, Missouri 65102
5 573.751.4140
 marcella.mueth@psc.mo.gov
6
7 For the Office of the Public Counsel:
 MR. HAMPTON WILLIAMS
 OFFICE OF THE PUBLIC COUNSEL
8 200 Madison Street, Suite 650
 Jefferson City, Missouri 65102
9 573.751.4857
 hampton.williams@ded.mo.gov
10
11 For the Company, Missouri-American Water Company:
 MR. TIMOTHY LUFT
 MISSOURI-AMERICAN WATER
12 727 Craig Road
 St. Louis, Missouri 63141
13 314.996.2279
 timothy.luft@amwater.com
14
15 Court Reporter:
 MS. KAREN VEST, RPR, CCR No. 846
 ALARIS LITIGATION SERVICES
16 2422 East Madrid Road
 Springfield, Missouri 65804
17 417.877.9700
18
19
20
21
22
23
24
25

1 * * * * *

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

3 IT IS HEREBY STIPULATED AND AGREED that
4 these proceedings may be taken in shorthand by Karen
5 Vest, RPR, CRR, a Registered Professional Reporter,
6 Certified Court Reporter, and Certified Realtime
7 Reporter in the state of Missouri, and afterwards
8 transcribed into typewriting.

9 (Whereupon, proceedings began at
10 12:40 p.m. on Thursday,
11 February 1, 2018, with appearances
12 as noted.)

13 JUDGE BURTON: Good afternoon,
14 everyone. Let's go ahead and go on the record in
15 file number WR-2017-0285. Today is Thursday,
16 February 1st, 2018, and the time is approximately
17 12:40 p.m.

18 My name is Kim Burton. I'm a
19 regulatory law judge with the Missouri Public
20 Service Commission, and on my left is Commissioner
21 Bill Kenney.

22 COMMISSIONER KENNEY: Good afternoon.
23 It's a nice robust turnout today. I appreciate your
24 attendance today.

25 I am one of five public service

1 commissioners. We have a court reporter over here,
2 and this court reporter is going to take down
3 anything any of you say today, and the other
4 commissioners will have the opportunity to review
5 it.

6 This is just one stage of a long
7 process. It's a -- we take about 10 to 11 months to
8 decide a rate case. We begin on February 26 with
9 two weeks of a hearing, and then sometime in April
10 or late March or early April we'll come to -- we'll
11 render a decision.

12 But again, we appreciate you coming out
13 today and we look forward to hearing what you might
14 have to say.

15 JUDGE BURTON: Thank you, Commissioner
16 Kenney. At this time we'll take entries of
17 appearance from the parties, and we'll begin with
18 Missouri-American Water Company.

19 MR. LUFT: Thank you, Judge Burton.
20 Tim Luft for Missouri-American Water, and the court
21 reporter has my information.

22 JUDGE BURTON: Thank you, Mr. Luft. On
23 behalf of the staff of the Missouri Public Service
24 Commission?

25 MEMBER OF PUBLIC: You got to get

1 louder.

2 MS. FORCK: Good afternoon. My name is
3 Marcie Forck for the staff of the Missouri Public
4 Service Commission. And the court reporter also has
5 my information.

6 JUDGE BURTON: Thank you. Can you guys
7 hear me better now?

8 MEMBER OF PUBLIC: No.

9 JUDGE BURTON: No or yes?

10 MEMBER OF PUBLIC: No.

11 JUDGE BURTON: Well, I'll try to speak
12 a little louder for you then.

13 MEMBER OF PUBLIC: Yeah.

14 JUDGE BURTON: Okay. I'm taking
15 entries of appearance for the record from the
16 attorneys representing some of the parties that are
17 here. Next we'll hear from the Office of Public
18 Counsel.

19 MR. WILLIAMS: Thank you, judge. My
20 name is Hampton Williams. I'm with the Office of
21 the Public Counsel, and the court reporter has my
22 contact information.

23 JUDGE BURTON: Okay. Thank you, Mr.
24 Williams. Are there any other parties present?
25 Okay.

1 Now the way this will work is I have a
2 list of individuals who have already signed up to
3 state that they would like to offer their testimony
4 for the record.

5 I will call your name and call you
6 forward and ask that you please come over here and
7 step up to the podium. I think the microphone
8 should be on, so I think everyone should be able to
9 hear you, and especially so Mr. Kenney and I and the
10 court reporter can hear you.

11 I will ask you to raise your hand. I
12 will swear you in and ask you to state and spell
13 your name for the record, and then you can offer
14 your statements for the Commission's consideration.

15 Since we have a lot of people here
16 today, we're going to have a timer. And I'll try to
17 move it, and hopefully you can see it when you step
18 up here for five minutes to allow everyone an
19 opportunity to speak.

20 After we go through this list, I will
21 open up the floor if anyone else wants to make
22 statements.

23 Now if you signed up and you signed up
24 before the question-and-answer session and you just
25 had some questions that were answered and you don't

1 want to offer testimony, you can just tell me when I
2 call your name.

3 Now if you have questions for us
4 concerning your specific address or location, I'm
5 going to ask you not to state your specific address
6 on the record.

7 And the reason is because this is a
8 public record and this is a public file, and I don't
9 want anyone to have access or try to do anything
10 mischievous with your identity.

11 But if there are concerns, please stick
12 around after the hearing because I would imagine
13 that Mr. Luft and Mr. Williams and Ms. Forck will
14 have questions for you.

15 And just to be clear, even though
16 Commissioner Kenney and I might ask you some
17 questions here, we're not going to be able to answer
18 any questions you might have about the rate case
19 proceeding or about service issues.

20 But again, representatives from the
21 parties that are here will be available after we go
22 off the record to answer any questions you might
23 have.

24 So that being said, I'm going to go
25 ahead and begin taking testimony, and we will start

1 with Mr. William Hunt.

2 MEMBER OF PUBLIC: I already got my two
3 cents in, so I'll pass on the testimony.

4 JUDGE BURTON: All right. Thank you,
5 sir.

6 MEMBER OF PUBLIC: Had to do it.

7 MEMBER OF PUBLIC: It isn't on the
8 record.

9 JUDGE BURTON: Sir, this isn't on the
10 record.

11 MEMBER OF PUBLIC: Pardon me?

12 JUDGE BURTON: This isn't on the
13 record. If you don't want to offer testimony or
14 make any statements, I -- I want to thank you. But
15 if you want the Commission to know anything, I can
16 swear you in.

17 MEMBER OF PUBLIC: I've already made
18 myself clear.

19 JUDGE BURTON: Okay. Thank you.
20 Ms. Deborah High?

21 MEMBER OF PUBLIC: I have already
22 submitted written testimony, so I will defer to the
23 next person in line.

24 JUDGE BURTON: Okay. Thank you. Roger
25 Neameyer.

1 MEMBER OF PUBLIC: I have no statement.

2 JUDGE BURTON: Okay. Ed Gifford.

3 Please raise your right hand.

4 (A witness is called to the stand
5 and is placed under oath by Judge
6 Burton.)

7 JUDGE BURTON: Will you state and spell
8 your name for the record.

9 THE WITNESS: Edward Gifford,
10 E-D-W-A-R-D, G-I-F-F-O-R-D.

11 JUDGE BURTON: And sir, I'm going to
12 ask if you can see the timer from where you're at?

13 THE WITNESS: I can.

14 JUDGE BURTON: Okay.

15 * * * * *

16 EDWARD GIFFORD,
17 of lawful age, having been called as a witness and
18 being first duly sworn, was examined and testified
19 as follows:

20 THE WITNESS: My concerns are that the
21 testimony is that in 2015 they raised the -- after
22 they purchased the water company from taking
23 possession, our rate was 12.93 for 1400 gallons.

24 After a year of having it, they
25 increased our rates, snuck it through, and our rate

1 went from 12.93 up to 21.03, which was a 64 percent
2 increase. What they're asking is 60 percent now
3 increase. We're looking at well over 100 percent
4 increase in the last two years.

5 I live in a community where a lot of
6 people have irrigation. We water our lawns and
7 it's -- this is going to turn our community brown
8 because people will not be able to afford it.
9 That's all I got to say.

10 JUDGE BURTON: Okay. Thank you,
11 Mr. Gifford.

12 COMMISSIONER KENNEY: Thank you, sir.

13 (End of witness testimony.)

14 JUDGE BURTON: The commissioner will
15 next hear from Daphne Marshall.

16 MEMBER OF PUBLIC: I'm okay.

17 JUDGE BURTON: Thank you, Ms. Marshall.
18 Glenn Mensom?

19 MEMBER OF PUBLIC: Newsom.

20 JUDGE BURTON: Newsom.

21 (A witness is called to the stand
22 and is placed under oath by Judge
23 Burton.)

24 JUDGE BURTON: Will you state and spell
25 your name for the record, please?

1 THE WITNESS: Glenn, G-L-E-N-N, Newsom,
2 N-E-W-S-O-M.

3 JUDGE BURTON: Thank you, sir.

4 * * * * *

5 GLENN NEWSOM,
6 of lawful age, having been called as a witness and
7 being first duly sworn, was examined and testified
8 as follows:

9 THE WITNESS: I'm just here to
10 represent the people who may be disabled and can't
11 afford the pay increase.

12 I got disabled a couple of years ago
13 and I'm on a fixed income now and -- and a paid
14 increase, a rate increase would hamper me. I would
15 have to make other adjustments. My income doesn't
16 go up with your raises. My income only goes up
17 very -- very small a year.

18 So I'm just here to represent the
19 disabled people for the rate increase. And I don't
20 want to -- I don't want a rate increase if I can
21 help it. Okay.

22 JUDGE BURTON: Thank you, sir.

23 COMMISSIONER KENNEY: Yes, thank you,
24 sir.

25 (End of witness testimony.)

1 JUDGE BURTON: The Commission will now
2 hear from Jerry Swinehart. I think some people know
3 you.

4 (A witness is called to the stand
5 and is placed under oath by Judge
6 Burton.)

7 JUDGE BURTON: Will you state and spell
8 your name for the record, please.

9 THE WITNESS: Jerry -- Gerald
10 Swinehart, S-W-I-N-E-H-A-R-T.

11 JUDGE BURTON: Thank you.

12 * * * * *

13 JERRY SWINEHART,
14 of lawful age, having been called as a witness and
15 being first duly sworn, was examined and testified
16 as follows:

17 THE WITNESS: Unfortunately I only have
18 five minutes.

19 For the last decade I've been hearing
20 rumors that water is the next oil. I'm now seeing
21 it firsthand. Prior to 2015 my water rate was \$2.37
22 per thousand gallons. In 2016 I got a rate increase
23 to \$3.74 per thousand gallons. Now the proposed
24 rate is \$6.29 per thousand gallons.

25 Remember I started it prior to 2015.

1 That's a 265 percent increase in three years. God,
2 I'm glad Missouri-American Water doesn't handle my
3 food prices.

4 I live in Stonebridge Village. We're a
5 private rural community with our own water and sewer
6 system serving approximately 400 residents.

7 Currently our systems are a hundred percent complete
8 and should only require maintenance.

9 The Public Service Commission has
10 grouped us into Missouri's southwest district, which
11 includes two large communities, Warrensburg of
12 22,000 residents and Joplin with 52,000 residents.
13 Their water systems are complex.

14 In 2016 Missouri-American Water put \$10
15 million of improvements in Joplin's water system.
16 Our complete water system is maybe a third of that
17 cost.

18 I'm here to oppose the 68 percent
19 increase proposed by Missouri-American Water from
20 \$3.74 per thousand gallons to \$6.29 per thousand
21 gallons.

22 They would like us to believe that the
23 percent change is the increase. They list the
24 percent change on their bulletins as being somewhere
25 between 8 and 30 percent, depending on usage.

1 A family of four is going to be closer
2 to 30 percent. Stonebridge residents by rule must
3 irrigate their lawns, and therefore the percent
4 change is going to be more likely 60 percent.

5 Missouri-American Water is aware of our
6 water requirements and make us their cash cow. The
7 Public Service Commission is also aware of our water
8 requirements and should intervene and deny this huge
9 increase by Missouri-American Water.

10 Don't get me wrong. I expect rate
11 increases and will support them when justified. In
12 the past three years, however, my social security
13 benefits have done nothing. The standard of living
14 has only gone up 1 to 1 and a half percent and so
15 has social security, but Missouri-American continues
16 their huge increases.

17 Most companies in the United States,
18 they show a moderate increase of 1 and a half to 3
19 percent according to the standard of living. I have
20 no idea how you can justify a 68 percent in our
21 water rates.

22 There's two sources you're required to
23 live. One is water and one is the air you breathe.
24 So far, politicians have not figured out how
25 they're going to tax the air we breathe, but they're

1 doing a really good job on our water. You have to
2 have water to live. You have to make water
3 affordable.

4 Missouri-American Water Company is a
5 public service company or public utility.
6 Missouri-American Water Company pays dividends to
7 their stockholders.

8 Private utilities do not pay dividends
9 to their stockholders. They're owned by the public.
10 Meaning we're paying inflated prices for our water.

11 If you look at Nixa, Missouri, and
12 Ozark, Missouri, who are communities about 40 miles
13 to the south of us, Nixa pays \$11.25, which includes
14 the first 3,000 gallons. Ozark, they pay \$12.50,
15 which includes 1,000 gallons. And the reason I
16 picked those two communities, because they are also
17 like ours, they're on well systems.

18 The service charge -- I'm going to run
19 out of time. I said I need more.

20 COMMISSIONER KENNEY: Sir, you can
21 continue.

22 JUDGE BURTON: Yeah.

23 THE WITNESS: Service charge.
24 Missouri-American Water Company is proposing to
25 reduce the service charge. That's their fixed

1 income, which blows my mind why they're doing that.
2 But they're going to reduce it by \$5, from \$15 to
3 \$10, which is basically giving us 1,000 gallons when
4 you look at our \$3.74 per gallon.

5 You got to be cautious here. The huge
6 rate increase is very difficult to get through. The
7 service charge is an easy charge to get through.

8 So if you approve that huge rate
9 increase today, maybe in the next year or two years
10 the service charge could go up or down.

11 And to prove that, if you look at the
12 service charge at 2015, it was \$22. The service
13 charge in 2016 was \$15. The service charge in 2018
14 is \$10.

15 Maybe in 2019 or '20, it may go back up
16 to that 20 or 25 dollars. We don't know, because
17 they'll already have their huge rate increase.

18 Large communities having over 10,000
19 residents, like Joplin and Warrensburg, they need to
20 follow AWWA Manual M1. Smaller communities less
21 than 10,000, like ours at 500 people, 400 people,
22 you need to design these systems using AWW --
23 American Water Works Association, I'm sorry, using
24 their Manual M54.

25 You just can't combine large

1 communities into the smaller communities and be
2 justified. These large communities, the way I look
3 at it, they're like anchor stores. We're just the
4 small kiosk out there in the mall.

5 But we get charged the same taxes and
6 the same rate and nobody looks at the square footage
7 or the population or the people coming through the
8 store.

9 We already went through that notice
10 that we didn't get. They're already six to eight
11 months ahead of us. Their rate increase came out in
12 June of 2017, and I wasn't notified that there was
13 going to be a rate increase until January of 2018.

14 I lost a lot of time here. You've got
15 a whole division of people against me. You give me
16 time, I can fight you. I promise. I've done this
17 for 42 years.

18 Conclusion is if our rate increase is
19 approved, Missouri is going to have three small
20 rural communities with no treatment plants on wells
21 only and we're going to have some of the highest
22 rates in the continental United States. Our rates
23 are going to be higher than Atlanta, Georgia, and
24 that's ridiculous.

25 JUDGE BURTON: Thank you.

1 COMMISSIONER KENNEY: Thank you, sir.

2 (End of witness testimony.)

3 JUDGE BURTON: The Commission will next
4 hear from Barbara Orle.

5 MEMBER OF PUBLIC: I've already given a
6 written statement.

7 JUDGE BURTON: Okay.

8 MEMBER OF PUBLIC: So I would like to
9 yield to anybody else from Stonebridge.

10 JUDGE BURTON: Thank you. Jerry
11 Gerhart.

12 MEMBER OF PUBLIC: I don't have
13 anything to add.

14 JUDGE BURTON: Ken Krabbe.

15 MEMBER OF PUBLIC: Jerry said exactly
16 what I was going to say.

17 JUDGE BURTON: I'm sure you would have
18 said it more eloquently though. Misty Brinell.

19 (A witness is called to the stand
20 and is placed under oath by Judge
21 Burton.)

22 JUDGE BURTON: Will you state and spell
23 your name for the record, please.

24 THE WITNESS: Misty Brinell, M-I-S-T-Y,
25 B-R-I-N-E-L-L.

1 JUDGE BURTON: Thank you.

2 * * * * *

3 MISTY BRINELL,

4 of lawful age, having been called as a witness and
5 being first duly sworn, was examined and testified
6 as follows:

7 THE WITNESS: My name is Misty Brinell,
8 and I'm the general manager at Pointe Royale and I
9 represent the board and over 900 property owners.

10 And we are not in favor of the rate
11 increase considering that we got a substantial
12 increase which has already been discussed less than
13 two years ago. Those are my comments.

14 COMMISSIONER KENNEY: Thank you very
15 much.

16 JUDGE BURTON: John Alexander.

17 (A witness is called to the stand
18 and is placed under oath by Judge
19 Burton.)

20 JUDGE BURTON: Will you state and spell
21 your name for the record.

22 THE WITNESS: John Alexander, J-O-H-N,
23 A-L-E-X-A-N-D-E-R.

24 JUDGE BURTON: Thank you, sir.

25 * * * * *

1 JOHN ALEXANDER,
2 of lawful age, having been called as a witness and
3 being first duly sworn, was examined and testified
4 as follows:

5 THE WITNESS: I would like to take a
6 little different approach. I agree with those who
7 have spoken already.

8 I moved here from California, which is
9 the highest-priced state in the world, only to find
10 out that my water bills are practically double what
11 they were in California, so.

12 Missouri-American Water, to the best of
13 my knowledge, is a subsidiary of American Water.
14 And I see the nods here yes, that's the case. So we
15 cannot see the financial reports of
16 Missouri-American Water because they're buried
17 within the financial reports of the American Water
18 Company.

19 American Water put out a statement on
20 their third quarter review saying, "American Water
21 and our employees delivered a solid third quarter
22 earnings that reflect the commitment to provide
23 excellent service to our customers," said Susan
24 Story, president and CEO of American Water.

25 "Year to date we have made more than

1 one billion dollars in infrastructure improvements,
2 welcomed 26,400 new customers through closed
3 acquisitions and organic growth. We also look
4 forward to welcoming an additional 45,000 customers
5 through pending acquisitions."

6 I'm not sure that those 45,000
7 customers are going to be welcoming the change as
8 well. That last part is my statement, not the
9 written statement.

10 The consolidated results, however, say
11 the company's three and nine months ended results
12 are included in the tables below, and they show
13 significant earnings. There's no question about
14 it.

15 This company is a public company. I --
16 it's regulated. Thank goodness for that case
17 because if it wasn't regulated, I think we would see
18 our prices even go higher.

19 But coming out of the corporate world,
20 I see corporations, if we had 9.5 percent after tax
21 earnings or something of that category, we would all
22 get bonuses as big as our house.

23 I think the other thing that's
24 significant in this whole approach, and again having
25 not much time to review this, trying to find things

1 on the web and information on the finances that the
2 tax laws that have changed since this request was
3 put forth.

4 I don't think anybody knows the exact
5 effect on it. I tried to do a rough calculation on
6 American Water that came out a little over 60
7 million dollars. I have no idea if that's a good
8 figure or not, but I just took a percentage times --
9 times their earnings.

10 It seems to me like as a minimum, one I
11 state I disagree with the rate increase because I
12 live in Emerald Point and I've seen significant rate
13 increases in the years that I've lived there.

14 But I think as a minimum the Commission
15 ought to delay this request until one, we understand
16 the full financial situations of American Water at
17 the end of the 2018 year and have a full
18 understanding of all the implications of the tax
19 effects on the -- I'm sorry, on the 2017 year and
20 have an understanding of all of the effects on the
21 2018 fiscal year, because I think we're jumping the
22 gun here.

23 There's going to be enough money left
24 in that major corporation to cover these -- these
25 amounts of cost. There may be a fault -- a few

1 small adjustments, but they should not be to the
2 extent that we're seeing here, some of them in the
3 60 percentile range.

4 Mine happens to be 23 percent, and I'm
5 already for the first time looking at water bills
6 that are perhaps higher than my electric bills.

7 And that's all I have to say at this
8 time.

9 COMMISSIONER KENNEY: Sir, I just want
10 to briefly discuss the Tax Cut and Jobs Act that was
11 passed by Congress and how we deal with that.

12 When the new rates come into effect on
13 May 1st, whatever they are, and -- the way the
14 process works, the company has proposed new tariffs.
15 And our staff has been analyzing their books for
16 several months now.

17 And the staff will come up with a
18 position. The Office of Public Counsel will come up
19 with a position. The consumer's council will have a
20 position. The industrials, the hospital
21 association, school boards.

22 These are all intervenors that come
23 into the hearing when we begin on February 26. And
24 all of you are welcome to watch it on the web. You
25 can also get online and look at their position

1 statements as they've already sent out their --
2 their briefs and their testimony.

3 And everybody, public counsel, consumer
4 counsel, staff, the company will all have their
5 expert witnesses. And based on all that
6 information, we make a decision.

7 But within that decision we will -- the
8 difference between the current 35 percent and 21
9 percent tax issue, federal tax issue will come out
10 of base rates. So that will come out of your rates
11 at some point in the near future.

12 So that -- that we do take into account
13 all those issues, just so everybody knows that the
14 company could see a windfall. Some of our
15 utilities -- because this is a rate case, we'll deal
16 with that in a rate case. Some of our utilities
17 that don't have a rate case. We'll deal with that
18 in a different way.

19 THE WITNESS: It seems likely to me
20 that that type of information should be available
21 before we had this hearing today so that we all
22 understand what the financial situation is not only
23 of American Water but of Missouri-American Water in
24 particular as a subsidiary, which those records are
25 closed to the public.

1 COMMISSIONER KENNEY: You can get
2 online and look at the case number and find out all
3 the information that's -- that's in the record right
4 now.

5 Some information is -- is -- it's
6 confidential that no one in the public is allowed to
7 see. And that's just the way -- that's the way our
8 court system works. But thank you very much for
9 your testimony.

10 (End of witness testimony.)

11 JUDGE BURTON: We will next hear from
12 Kenn Tilus.

13 (A witness is called to the stand
14 and is placed under oath by Judge
15 Burton.)

16 JUDGE BURTON: Will you state and spell
17 your name for the record.

18 THE WITNESS: Kenn Tilus, K-E-N-N,
19 Tilus, T-I-L-U-S.

20 * * * * *

21 KENN TILUS,
22 of lawful age, having been called as a witness and
23 being first duly sworn, was examined and testified
24 as follows:

25 THE WITNESS: In the Q and A that

1 preceded this session we talked about the impact of
2 the water usage in Missouri, and specifically where
3 I live in District 3 and in particular with
4 reference to watering lawns.

5 My understanding is that the rate
6 increase requested is -- should have -- will have an
7 overall impact of 25 percent increase.

8 I would be quick to point out that for
9 simply a family of two, and the average household
10 size in our area actually across the street would be
11 2.4, 2 and a half, something like that, so it's
12 going to be larger than that.

13 So a typical household will see a rate
14 increase in that 25 percent range in District 3.
15 That is simply based on about -- that will be at
16 about 6,000 gallons per month usage, which is
17 basically in flushing toilets, running sinks,
18 drinking water, that kind of thing.

19 Any use beyond that for maintaining
20 lawns, for -- for irrigation would be heavily
21 penalized under this proposed rate structure.

22 And if that -- and the conversation we
23 had earlier suggested that was not the intent of
24 Missouri-American Water. That will obviously be the
25 impact of it.

1 And if I can just give you a sense of
2 what that would be like in my city's situation, my
3 community in Saddlebrooke, I am on a lot that is
4 less than an acre in size. I don't keep my grass
5 green. My neighbors keep it just away from not
6 being fully dead, so I'm not putting a lot on
7 there.

8 My -- my summer bills with the water
9 would be over \$200. That would be roughly -- I
10 looked at looks like 22, 23 thousand gallons per
11 month.

12 Now I've done the calculations on the
13 changes based on this rate structure that's being
14 proposed, and it suggests with the new rate
15 structure at a simple 20,000 gallons, I would see a
16 50.8 percent increase in my total bill in the water
17 side of it.

18 I just don't see how you justify that.
19 I operate a small business. I work with a
20 nonprofit. I would love to have a way to put
21 capital cost into my rates and a rate increase that
22 would suggest the more people use my services, the
23 higher that went.

24 And I could -- I could reach that upper
25 end, which I misstated earlier at 68.2 percent.

1 Actually there is a 68.2 percent increase in the
2 volumetric rate structure when you look at that --
3 that change between the 6.295 as being recommended
4 versus 3.743.

5 And I'm sorry if you're not hearing me.
6 I am a long distance from this mic.

7 That -- that rate increase to me is
8 just unconscionable. It will have a tremendous
9 effect. And I can't imagine Missouri-American Water
10 not considering the impact of that.

11 It seems to me that it clearly is an
12 intention, and that's something that I think we need
13 to come to terms with as a state, as a community.
14 I'm hearing other comments that perhaps the rates in
15 Missouri are twice what they are in California.
16 Unthinkable. I don't understand how this is.

17 So those are my real concerns, but I
18 cannot imagine how they would do that. In my little
19 community, Missouri-American took over the system,
20 took it over from our village a few years ago.

21 And I was just speaking with some
22 village leadership, and my understanding is there
23 have been very little in the way of capital
24 improvements that have been done.

25 Now when they consider replacing pipe

1 that is leaking as the capital improvement, I get
2 it, that happens and there's been a little bit of
3 that.

4 I can tell you how Missouri-American
5 has responded to water leaks in our area. As a
6 resident, I like to get out and walk around and
7 occasionally I hear this water running.

8 And I'm just curious enough, I walk off
9 and we have some undeveloped areas we're continuing
10 to grow, and we'll have more homeowners coming on
11 and more people paying the bills here.

12 And there's a leak maybe at a -- at
13 a -- at one of the manhole junctions where you
14 access the water where your meters are.

15 I contact someone from
16 Missouri-American Water and it may be -- it's
17 probably not days, weeks, months before I get a
18 response.

19 I call again. "Hello, is anyone coming
20 out to check on that?" Missouri-American is
21 probably the biggest user of water in our -- in our
22 community simply because they don't even track where
23 they're losing the water.

24 So some real concerns about how the
25 company is being managed. I looked in the notes

1 that you have from -- from the Public Service
2 Commission and the issues that are at play.

3 It really concerns me if one of those
4 issues is looking at projected future potential
5 capital improvements versus what you -- what you
6 have historical basis in.

7 Wouldn't we all love to be able to say,
8 "Wow, what I could do if I could just get 25 percent
9 or 50 percent average rate increase?"

10 And that's what I'm going to see every
11 summer and the people in my community are going to
12 see 50 percent or more rate increase when we have to
13 water our lawns.

14 That impact is just unthinkable, and I
15 don't think there's any justification for it. And I
16 would encourage the Public Service Commission to --
17 to consider that and to reject that kind of an
18 increase. Thank you.

19 COMMISSIONER KENNEY: Thank you.

20 JUDGE BURTON: Thank you, sir.

21 (End of witness testimony.)

22 JUDGE BURTON: Tom Rice. Mr. Rice?

23 Okay. Ron Williams.

24 (A witness is called to the stand
25 and is placed under oath by Judge

1 COMMISSIONER KENNEY: Thank you, Mr.
2 Williams.

3 JUDGE BURTON: Thank you, sir.
4 (End of witness testimony.)

5 JUDGE BURTON: Jim Cooke.

6 MEMBER OF PUBLIC: I'm good.

7 JUDGE BURTON: Okay. Bill Hasler.

8 (A witness is called to the stand
9 and is placed under oath by Judge
10 Burton.)

11 JUDGE BURTON: Please state and spell
12 your name for the record.

13 THE WITNESS: Bill Hasler, B-I-L-L,
14 H-A-S-L-E-R.

15 * * * * *

16 BILL HASLER,
17 of lawful age, having been called as a witness and
18 being first duly sworn, was examined and testified
19 as follows:

20 THE WITNESS: So I represent
21 Stonebridge Village. I'm the property association
22 manager there. And we get -- I've gotten a lot of
23 requests to come and plead our case today for the
24 owners that couldn't be here.

25 And I say the owners that couldn't be

1 here because I have requested the owners that have
2 called wanting me to speak on their behalf to come
3 themselves, because I can't really adequately convey
4 the passion that's behind this proposal or the
5 expertise like Mr. Swinehart showed that he had in,
6 you know, the history and the numbers.

7 One thing that I've done is I got on
8 the case site and I pulled up the financial
9 information to try to make sense of it.

10 And I don't know if that's the
11 information that the -- that the Public Service
12 Commission gets or if yours is more detailed, but
13 it's pretty detailed, hundreds of pages. And
14 supplemental documents in support, you know, the
15 balance sheet and everything.

16 And I have -- I have -- I had an easy
17 time kind of finding Stonebridge and Saddlebrooke
18 in some of the supplementals and a hard time in
19 others.

20 And I seen that there was some
21 inconsistency there that hopefully, if it's the same
22 document when the Public Service Commission reviews
23 it, you guys can weave through and find out what's
24 what.

25 Because I think it's pretty clear that

1 the rates are not reasonable for the Stonebridge
2 Village owner, for the citizen that lives in
3 Stonebridge Village. I don't think that they're --
4 that they're fair and reasonable.

5 I don't know about Pointe Royale,
6 Emerald Point, or anywhere else because that's not
7 what I was looking for.

8 But I think when you guys are
9 looking -- or I hope when you guys are looking to
10 see if they're reasonable and fair that you take
11 into consideration the retirement community that we
12 have in Stonebridge and the fact that they are
13 required to water -- irrigate their lawns, keep them
14 80 percent green and neat and -- throughout the
15 year.

16 The -- the effect on Stonebridge that
17 we're going to see is kind of consistent with what
18 you're hearing today where they don't have any
19 other option. They don't have any other option for
20 water.

21 We don't allow them to dig wells. You
22 know, per our covenants wells aren't allowed and,
23 you know, personal septic is not allowed. And they
24 are required to irrigate -- every new home is
25 required to put in a sprinkler system.

1 But you know, as the community talks
2 and as they go through from the last rate increase
3 to this proposal, at some point they're going to
4 demand that they not be forced to water.

5 And then we have to look at
6 restructuring a village that's set up, you know, to
7 be part of the natural beauty of the Ozarks and to
8 be kind of held at a certain level for sale, resale,
9 to where now it's going to have to be rethought and
10 redone.

11 And I think that's going to be
12 difficult for the Stonebridge Village property
13 owner. And what's going to be impossible in my
14 opinion is to -- if we start to allow or have to
15 start to allow as a -- as another means of water
16 people to dig wells and put in their own septic,
17 then we're going to have to regulate that as if we
18 own the water rights ourselves.

19 And that's going to be -- I don't think
20 that's going to be possible, you know. I don't
21 know -- you guys know about the topography of the
22 land, but you know, if somebody is going to try to
23 install a lateral line in Stone County, it is
24 probably not going to work.

25 It's not going to -- you have to go in

1 and redo it or you're going to have to live with the
2 smell and the -- and what you -- what you're
3 stepping in.

4 The service is another issue, not
5 service from the guys that are here today, Matt and
6 Matt, you know, but it's -- the call center is
7 tough, it's you rough.

8 And it puts -- it puts focus back on
9 our office to where we're not doing anything about
10 their service. And you know, if the property owner
11 association is required to do something about their
12 service, then you know, we may as well have the
13 water rights.

14 JUDGE BURTON: Sir, what type of
15 complaints did you have about the call center?

16 THE WITNESS: That they -- well, they
17 don't know they have septic a lot of times. They
18 don't think that they're in charge of septic.

19 And I know that we may be unique to
20 other places in that -- grinder pumps and things
21 like that.

22 But it's not that they're rude, you
23 know, like the gentleman earlier said. They're nice
24 people. They just don't have the answers. And you
25 know, we've had the discussion.

1 When we get calls we -- from the office
2 side, we have them call Matt Andrews or Matt
3 Barnhart and we're giving them the number for the
4 Matts. And -- but the number on the bill, that
5 comes on everybody's bill is the call center. And
6 the call center is just -- they don't have it for
7 Stonebridge.

8 COMMISSIONER KENNEY: How old is that
9 community?

10 THE WITNESS: What's that?

11 COMMISSIONER KENNEY: How old is the
12 community?

13 THE WITNESS: '93. 25 years. Yeah, I
14 don't know if the -- I would assume the water -- I
15 don't know with respect to Forest Lake, how old that
16 part of the system is, maybe 2005, '6.

17 But the -- I don't know which side it
18 is, A or B would be '93, '94.

19 COMMISSIONER KENNEY: Thank you, sir.

20 THE WITNESS: Thanks.

21 JUDGE BURTON: Thank you, sir.

22 THE WITNESS: Thank you.

23 (End of witness testimony.)

24 JUDGE BURTON: We've gone through the
25 list. Are there other individuals here who would

1 like to offer testimony? I'll start with --

2 MEMBER OF PUBLIC: I would like to give
3 a -- some information on the website. Do I need
4 to --

5 JUDGE BURTON: Yes, you do.

6 MEMBER OF PUBLIC: -- swear in? Okay.
7 It's very --

8 JUDGE BURTON: Sir, I would just ask
9 you not to talk -- you're making it very difficult
10 for the court reporter -- until you get up here to
11 the microphone and we have had a chance to swear you
12 in.

13 (A witness is called to the stand
14 and is placed under oath by Judge
15 Burton.)

16 JUDGE BURTON: Will you state and spell
17 your name for the record, please.

18 THE WITNESS: Ken, K-E-N, last name is
19 Krabbe, K-R-A-B-B-E.

20 JUDGE BURTON: Thank you.

21 * * * * *

22 KEN KRABBE,
23 of lawful age, having been called as a witness and
24 being first duly sworn, was examined and testified
25 as follows:

1 THE WITNESS: When all of this started
2 coming over the Internet we're going to get these
3 rate increases, I went to a site. It's called
4 American Water Works Company, Incorporated, dash,
5 Source Watch.

6 And I want to tell you something, this
7 is a watchdog company that tells you the pros, the
8 cons, the good, the bad, and the ugly of American
9 Water Works.

10 And you really need to sit down, all of
11 you, and read it. It's a lot of good reading.
12 Tells you about the company. How much money the CEO
13 is making. How much money the previous CEO made.
14 What we are looking at.

15 And one gentleman stated -- stated in
16 this report that the profit that is going to be made
17 from water companies will make the oil companies
18 look like Ned in the first reader.

19 It's incredible. I'm from the old
20 school. I moved to a town, I go to city hall, walk
21 down the hallway that says the water company, and
22 get everything done and have my water turned on.

23 I cannot believe -- I guess I'm stupid,
24 but I had never even heard of American Water Company
25 and the amount of money that they are making.

1 And I'm like some of the people that
2 have talked with President Trump's tax reform, I
3 can't see that you need any rate increase. And I'm
4 75 years old. I'll be 76 April the 28th.

5 And if you put this increase in, what
6 you're going to do, I don't know how I'm going to
7 pay my water bill. And as Bill talked about, we
8 have to keep our place up.

9 And that's one reason I moved to
10 Stonebridge. I love Stonebridge. I love Branson.
11 And I want to keep my place up. But my water bill
12 last summer about -- at least two months, maybe
13 three, was \$135.

14 That exceeds what my electric -- my
15 balance billing for electricity is 134 to 139. And
16 I just never even dreamed that a company could make
17 the kind of money that American Water makes.

18 And I just oppose this. I -- I live on
19 a very budgeted life. Due to some circumstances
20 beyond my control, I've lost 80 percent of one of my
21 revenue incomes.

22 So we have to cut and cut and cut. And
23 I just -- I just can't even believe that you would
24 allow a company like American Water to make the kind
25 of money they do for our water.

1 Like Jerry Swinehart said, we've got to
2 have water. Bill said he wants our lawn to look
3 like something. So if you do this, I'm not going to
4 be able to keep up with my covenants in the
5 Stonebridge Village.

6 So I urge you, I urge everybody to
7 protest this and not raise our water rate. Thank
8 you.

9 COMMISSIONER KENNEY: Thank you, sir.

10 JUDGE BURTON: Thank you.

11 (End of witness testimony.)

12 JUDGE BURTON: And there's a gentleman
13 back there. I think it's you.

14 (A witness is called to the stand
15 and is placed under oath by Judge
16 Burton.)

17 JUDGE BURTON: Will you state and spell
18 your name for the record.

19 THE WITNESS: Gail, G-A-I-L, Hinshaw,
20 H-I-N-S-H-A-W.

21 * * * * *

22 GAIL HINSHAW,
23 of lawful age, having been called as a witness and
24 being first duly sworn, was examined and testified
25 as follows:

1 THE WITNESS: I'm a resident of
2 Saddlebrooke. I came today and I found a sheet of
3 paper out there on that table. I found it quite
4 interesting.

5 It says on this sheet of paper that
6 Missouri-American Water Company is requesting
7 approximately a 75 million dollars per year rate
8 increase.

9 On the same piece of paper it talks
10 about the position of staff. This I assume is the
11 staff of the Public Service Commission. Probably
12 professionals and know what they're doing, have
13 handled lots of cases, and I notice that they are
14 making a recommendation of 18,724,000.

15 A big difference. But even that close
16 to 19 million, we've also heard today that with the
17 new tax bill, Missouri-American or American could
18 save 20, 21 million.

19 Well, if you take that 21 million -- I
20 did get an A in third grade math. And the way I've
21 got it figured, they shouldn't even be asking for an
22 increase. If that does come true, you do nothing,
23 and the profits will still go up.

24 So I would request that the Commission
25 seriously look at their staff and their

1 recommendations.

2 What they're saying they need, look at
3 the tax implications of the new tax bill and
4 hopefully you'll see that if you do nothing at all,
5 deny this whole thing, Missouri-American will still
6 increase their revenues. Thank you.

7 JUDGE BURTON: Thank you.

8 (End of witness testimony.)

9 JUDGE BURTON: Is there anyone else?
10 Sir?

11 (A witness is called to the stand
12 and is placed under oath by Judge
13 Burton.)

14 JUDGE BURTON: Will you please state
15 and spell your name.

16 THE WITNESS: Forrest Bolles,
17 F-O-R-R-E-S-T, B-O-L-L-E-S.

18 JUDGE BURTON: Thank you.

19 * * * * *

20 FORREST BOLLES,
21 of lawful age, having been called as a witness and
22 being first duly sworn, was examined and testified
23 as follows:

24 THE WITNESS: First of all, I
25 appreciate that you're required to water and I can

1 understand that. I choose to water. As a Missouri
2 Master Gardener, I want to keep my yard green.

3 Also I want to be able to keep my
4 butterfly garden going. And I know that sounds
5 simple, but the City of Branson has an initiative to
6 have butterfly gardens so we have a place for the
7 butterflies as they travel from Mexico to Canada and
8 on their way back.

9 If this goes through, how many of those
10 gardens are we going to lose? Equally important is
11 some of the service that we have or have not
12 received from Missouri-American Water.

13 Three years ago we had a problem with a
14 fire where they could not -- the fire department
15 could not find the fire hydrant and requested to the
16 fire hydrants painted.

17 The request was denied. We wound up
18 having to paint them ourselves.

19 Additionally, a year and a half ago we
20 had a home that burned because the fire hydrant that
21 serviced that home was not working and we had to go
22 to another street to hook to another fire hydrant.
23 And by that time it was a little too late.

24 We've asked to have the fire hydrants
25 tested. To this date they have not been tested. We

1 really need to have those fire hydrants tested on an
2 annual basis. The community I lived in before did
3 it every six months.

4 Fire hydrants are important,
5 particularly when you consider the response time
6 that we have. We've got to be able to get water
7 quickly.

8 And the city did address this year with
9 the safety tax some expansion of the fire department
10 and police department, and I commend Branson on
11 doing that. I think it's a great thing to do. But
12 in the meantime we really need the use of our fire
13 hydrants.

14 Finally a thing that I experienced
15 personally this year was I was noticing water
16 pooling in a low area to the back area of my
17 property, and it was coming down the hill and it was
18 something that was relatively new.

19 And this was in August. And I asked to
20 have it tested and I was told, well, it's probably
21 just residual runoff.

22 And if you recall this last summer, I
23 don't know what we had residual runoff from in
24 August. I was looking for it to water my yard with,
25 but I couldn't. Because we were in a drought

1 situation.

2 It since has been tested, but there's
3 been no action taken. They believe it could be a
4 leak from their system because they did find
5 chlorine in the water, and therefore it was not
6 residual runoff from rain that we still haven't
7 gotten. But they would need some time to think
8 about how they would approach it.

9 Possibly if they dealt with these
10 issues when they're brought to their attention
11 rather than let them go on for what has now been
12 another five months, they wouldn't need some of this
13 additional money that they seem to be asking for
14 that I'm not convinced that they need. Thank you.

15 COMMISSIONER KENNEY: Thank you, sir.

16 JUDGE BURTON: Thank you.

17 (End of witness testimony.)

18 JUDGE BURTON: Would anyone else like
19 to offer their testimony?

20 (A witness is called to the stand
21 and is placed under oath by Judge
22 Burton.)

23 JUDGE BURTON: Would you state and
24 spell your name, please.

25 THE WITNESS: Lanora Kay, L-A-N-O-R-A,

1 K-A-Y.

2 JUDGE BURTON: Thank you.

3 * * * * *

4 LANORA KAY,

5 of lawful age, having been called as a witness and
6 being first duly sworn, was examined and testified
7 as follows:

8 THE WITNESS: I'm here just to make a
9 statement. I do live in the area, but I'm here as a
10 Realtor also.

11 I've been in the Branson area since
12 1986. I know the communities -- everyone that's
13 sitting in this room, I know the communities they
14 live in.

15 I'm here today because I'm very
16 concerned because of the rate increase for
17 utilities. I think it's very important whenever you
18 live in a community that is based on relocation,
19 retirement, and workers that work in all of our
20 industry here that we keep the cost of living
21 affordable.

22 It's always been a challenge because of
23 the low pay scale that we have for the workers to be
24 able to live in our community, but we continue to
25 strive to do that.

1 As you see, in this room we do have a
2 lot of retirees that have moved here. They've
3 chosen to move to the Branson community because of
4 the cost of living, the affordability of homes.

5 But whenever you have utility costs
6 that are continuing to rise and they're on a fixed
7 income, that's really going to hurt them.

8 We want to continue to offer a quality
9 of life in the Branson community here, and we can do
10 that if we continue to monitor these costs.

11 I think whenever a company like an
12 American Water starts wanting the current
13 employee -- or current customers to pay for capital
14 improvements, typically in a business you would have
15 capital improvements.

16 With the anticipation of new customers,
17 you would be expanding your services, you would be
18 expanding your pipelines, you would be expanding
19 that.

20 But it sounds to me like they're not
21 looking at expansion or new customers, they're just
22 looking at the current customer base.

23 So even at Stonebridge where we are
24 talking about 400 residents, we do have more than
25 that because we've got a lot of vacation condos and

1 we have timeshare units and we have other rentals.

2 You know, we have probably over 1,000
3 parcels yet to be developed in Stonebridge that will
4 be serviced by American Water. I think if they're
5 looking at being reimbursed for their capital
6 expenditures, they need to be looking at future
7 customers also.

8 I do feel also for the builder that was
9 talking about the hookup fees, because that's really
10 hurting the building process here in the Branson
11 area. Anywhere that the Missouri-American Water is,
12 those hookup fees will range between four to six
13 thousand dollars.

14 So I mean we need to be conscious of
15 all of this to continue to be a viable community for
16 relocation, retirement, and to be able to have our
17 service workers be able to afford to live here.
18 Thank you.

19 COMMISSIONER KENNEY: Thank you.

20 JUDGE BURTON: Thank you, Ms. Kay.

21 (End of witness testimony.)

22 JUDGE BURTON: Would anyone else like
23 to offer their testimony for the record? Okay.

24 (A witness is called to the stand
25 and is placed under oath by Judge

1 rate that would be \$112.49. That is almost a 40
2 percent increase over the highest rated area in the
3 country, making us by far the most expensive water
4 in the nation.

5 It has also been stated that we are
6 primarily an area of retirees with fixed incomes. I
7 am one of those. To have to look at the potential
8 of relocating out of this area because of these
9 outrageous increases is unconscionable.

10 A couple of years ago we went round and
11 round with American Water in Stonebridge Village
12 because of mis- or inaccurate information, poor
13 service, poor responses to American Water.

14 And I'm -- I'm questioning at this
15 point, given the history of American Water,
16 Missouri-American Water and Stonebridge Village in
17 particular, whether their -- their targeting of
18 increases in our area might not be a punitive
19 measure.

20 Given the responses that they got from
21 earlier reactions and problems that they have
22 created within the Stonebridge area, not the least
23 of which as it was recently stated the lack of
24 service to fire hydrants that caused the lack -- the
25 loss of a house within our neighborhood.

1 I think to -- to allow a company to
2 give this kind of punitive increases, unwarranted
3 based on their history of profit over the last
4 several years, given the probability of increased
5 profit with the changes in the tax law that have
6 just come into being, there is no way in the world
7 that I could justify that kind of an increase.
8 Thank you.

9 COMMISSIONER KENNEY: Thank you, sir.

10 JUDGE BURTON: Thank you.

11 (End of witness testimony.)

12 JUDGE BURTON: Is there anyone else who
13 would like to offer their testimony for the record?
14 Sir?

15 (A witness is called to the stand
16 and is placed under oath by Judge
17 Burton.)

18 JUDGE BURTON: State and spell your
19 name for the record, please.

20 THE WITNESS: My name is Herbert,
21 H-E-R-B-E-R-T, Sisco, S-I-S-C-O.

22 * * * * *

23 HERBERT SISCO,
24 of lawful age, having been called as a witness and
25 being first duly sworn, was examined and testified

1 as follows:

2 THE WITNESS: I'm a resident of
3 Riverside Estates in Taney County.

4 I just have two or three little
5 statements, and one of them is that I certainly
6 appreciate the testimonies that have been given and
7 their factual knowledge.

8 And I want to thank all the
9 representatives not only of the Commission here but
10 also for American Water.

11 I moved here in November of 1987. My
12 sewer rate and my water rate was \$10 a month
13 regardless of whether I used any or not.

14 There are a few businesses that have
15 the opportunity to have a free material in order to
16 be able to do business. Most companies have to buy
17 materials, change them into a manufactured product,
18 and deliver the product for sale.

19 The water in Riverside Estates as far
20 as I know is free, no cost. The only cost that we
21 have is maintenance. In the 30 years that I've been
22 there, I believe, I'm not sure, that there was one
23 replacement of the pump, but I'm not sure about
24 that.

25 I would think probably it was replaced.

1 When I moved there, there was only three houses on
2 my side of the street and three on the other.

3 I live about three blocks from Lake
4 Taneycomo. There was only two or three houses down
5 there north of me. On the next road there was
6 probably 10 or 15 houses. Today you can't find a
7 vacant lot there.

8 My point is that all of the lines
9 were -- as far as I know, were in place when
10 American Water purchased that from Mr. Cantwell or
11 whoever it was that first purchased it, so they had
12 no expense in laying lines.

13 And if I am correct, all of the new
14 houses that have been built -- and there's
15 approximately 200 houses in Riverside Estates now --
16 there have been no lines that have to be laid in
17 order to give a new resident water.

18 You can imagine that the profit that
19 has been made over the years from the new houses and
20 very little capital outlay.

21 So I would just like for you to take a
22 look at the maintenance in the area, the cost of
23 improvements in water care or water production or
24 water availability for Riverside Estates and then
25 compare it with probably some of the larger areas.

1 My concern when Mr. Cantwell sold out
2 was the fact that we would be pooled into larger
3 communities where there would have to be more lines
4 laid for water, more cost for the company, and that
5 we would pay part of the burden for the development
6 of other communities.

7 So with that in mind, I'll close.
8 Thank you very much.

9 COMMISSIONER KENNEY: Thank you, sir.

10 JUDGE BURTON: Thank you.

11 (End of witness testimony.)

12 JUDGE BURTON: Would anyone else like
13 to offer statements? Sir?

14 (A witness is called to the stand
15 and is placed under oath by Judge
16 Burton.)

17 JUDGE BURTON: Please state and spell
18 your name for the record.

19 THE WITNESS: My name is Paul Dountas,
20 P-A-U-L, D-O-U-N-T-A-S.

21 * * * * *

22 PAUL DOUNTAS,
23 of lawful age, having been called as a witness and
24 being first duly sworn, was examined and testified
25 as follows:

1 THE WITNESS: I'm a resident of
2 Saddlebrooke. I came here today and I've learned
3 quite a bit.

4 The representatives of American Water
5 said that they are not targeting lawns or
6 landscaping with this new rate.

7 However, what I'm really seeing is a
8 cost transfer for their capital equipment from large
9 population centers with a lot of apartment buildings
10 and dwellings, so they're going to lower the
11 standard rate.

12 But they're going to up the usage rate,
13 which is going to affect anybody with landscaping,
14 livestock, or anything like that.

15 Unless I'm mistaken, the capital
16 equipment cost to deliver the water to the customer
17 is going to be pretty much the same whether it goes
18 to somebody with a large yard or to somebody in a
19 small townhouse.

20 And if we're going to increase funds
21 for capital equipment, it should be on the base
22 charge, not the usage charge. The usage charge
23 should pay for what you use and maintenance of the
24 lines.

25 So I think that this entire scheme is

1 just a transfer of cost to the smaller towns and to
2 the residents of suburban communities.

3 That's all I have to say. Thank you.

4 COMMISSIONER KENNEY: Thank you.

5 JUDGE BURTON: Thank you.

6 (End of witness testimony.)

7 JUDGE BURTON: Would anyone else like
8 to offer their statements for the record?

9 Okay. We'll go ahead and conclude the
10 testimony portion of the hearing.

11 I just want to reiterate what
12 Commissioner Kenney has already said. The
13 evidentiary hearing is scheduled to last about two
14 weeks, and that will be up in Jefferson City at the
15 Public Service Commission office at the Governors
16 Office Building.

17 If you would like to watch that
18 hearing, you can go to the Public Service
19 Commission's website at www.psc.mo.gov and it will
20 be videocast from there.

21 I want to thank everyone for coming out
22 today, and I know the Commission appreciates your
23 attendance. And that being said, we will now go off
24 the record.

25 (Whereupon, the proceedings were

1 concluded at 1:49 p.m. on
2 Thursday, February 1, 2018.)
3 (No exhibits were marked during
4 the course of these proceedings.)
5 * * * * *

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

1	I N D E X	
2		PAGE
3	APPEARANCES	2
4		
5	PROCEEDINGS	3
6		
7	Testimony By Edward Gifford	9
8	Testimony By Glenn Newsom	11
9	Testimony By Jerry Swinehart	12
10	Testimony By Misty Brinell	19
11	Testimony By John Alexander	20
12	Testimony By Kenn Tilus	25
13	Testimony By Ron Williams	31
14	Testimony By Bill Hasler	32
15	Testimony By Ken Krabbe	38
16	Testimony By Gail Hinshaw	41
17	Testimony By Forrest Bolles	43
18	Testimony By Lanora Kay	47
19	Testimony By Bruce Landis	50
20	Testimony By Herbert Sisco	53
21	Testimony By Paul Dountas	55
22		
23	CERTIFICATE OF REPORTER	60
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

CERTIFICATE OF REPORTER

I, Karen Vest, Registered Professional Reporter, Certified Realtime Reporter, and Certified Court Reporter within and for the State of Missouri, do hereby certify that I was personally present at the taking of the proceedings as set forth in the caption sheet hereof; that I then and there took down in stenotype the proceedings had at said time; and that the foregoing is a full, true, and accurate transcription of such stenotype notes so made at such time and place, all to the best of my skill and ability.



Karen Vest, RPR, CRR,
Missouri CCR No. 846

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

A	ago 11:12 19:13 28:20 44:13 44:19 51:10	4:12 31:23 43:25 53:6	AWW 16:22 AWWA 16:20	59:14
A-L-E-X-A-N-... 19:23	agree 20:6	appreciates 57:22	B	billing 40:15
ability 60:13	AGREED 3:3	approach 20:6 21:24 46:8	B 37:18	billion 21:1
able 6:8 7:17 10:8 30:7 41:4 44:3 45:6 47:24 49:16,17 53:16	ahead 3:14 7:25 17:11 57:9	approve 16:8	B-I-L-L 32:13	bills 20:10 23:5 23:6 27:8 29:11
access 7:9 29:14	air 14:23,25	approved 17:19	B-O-L-L-E-S 43:17	bit 29:2 56:3
account 24:12	al 1:13	approved 17:19 3:16 13:6 42:7 54:15	B-R-I-N-E-L-L 18:25	blocks 54:3
accurate 60:10	ALARIS 2:15	April 4:9,10 40:4	B-R-U-C-E 50:5	blows 16:1
acquisitions 21:3,5	Alexander 19:16 19:22 20:1 59:11	area 26:10 29:5 45:16,16 47:9 47:11 49:11 50:17,21,24 51:2,6,8,18,22 54:22	back 16:15 31:18 36:8 41:13 44:8 45:16	board 19:9 31:13 31:23
acre 27:4	allow 6:18 34:21 35:14,15 40:24 52:1	areas 1:15 29:9 54:25	bad 39:8	boards 23:21
Act 23:10	allowed 25:6 34:22,23	asked 44:24 45:19	balance 33:15 40:15	Bolles 43:16,20 59:17
action 46:3	American 16:23 20:13,17,19,20 20:24 22:6,16 24:23 39:4,8 39:24 40:17 40:24 42:17 48:12 49:4 50:23 51:11,13 51:15 53:10 54:10 56:4	asking 10:2 42:21 46:13	Barbara 18:4	bonuses 21:22
add 18:13	amount 39:25	association 16:23 23:21 31:14 32:21 36:11	Barnhart 37:3	books 23:15
additional 21:4 46:13	amounts 22:25	Atlanta 17:23 50:21	base 24:10 48:22 56:21	Box 2:4
Additionally 44:19	analyzing 23:15	attendance 3:24 57:23	based 24:5 26:15 27:13 47:18 52:3	Branson 1:8,10 40:10 44:5 45:10 47:11 48:3,9 49:10
address 7:4,5 45:8	anchor 17:3	attention 46:10	basically 16:3 26:17	breathe 14:23 14:25
adequately 33:3	Andrews 37:2	attorneys 5:16	basis 30:6 45:2	briefly 23:10
adjustments 11:15 23:1	annual 45:2	August 45:19 45:24	beauty 35:7	briefs 24:2
affect 56:13	answer 7:17,22	Authority 1:13	began 3:9	Brinell 18:18,24 19:3,7 59:10
afford 10:8 11:11 49:17	answered 6:25	availability 54:24	behalf 4:23 33:2	brought 46:10
affordability 48:4	answers 36:24	available 7:21 24:20	believe 13:22 39:23 40:23 46:3 53:22	brown 10:7
affordable 15:3 47:21	anticipation 48:16	average 26:9 30:9	benefits 14:13	Bruce 50:4,8 59:19
afternoon 3:13 3:22 5:2	anybody 18:9 22:4 56:13	aware 14:5,7	best 20:12 60:12	budgeted 40:19
age 9:17 11:6 12:14 19:4 20:2 25:22 31:9 32:17 38:23 41:23 43:21 47:5 50:9 52:24 55:23	apartment 56:9		better 5:7 40:20	builder 49:8
	appearance 4:17 5:15		beyond 26:19 40:20	building 49:10 57:16
	appearances 3:11 59:3		big 21:22 42:15	buildings 56:9
	appreciate 3:23		biggest 29:21	built 54:14
			bill 3:21 27:16 32:7,13,16 37:4,5 40:7,7 40:11 41:2 42:17 43:3	bulletins 13:24
				burden 55:5
				buried 20:16
				burned 44:20
				Burton 1:18 3:13 3:18 4:15,19 4:22 5:6,9,11 5:14,23 8:4,9 8:12,19,24 9:2 9:6,7,11,14

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

10:10,14,17,20 10:23,24 11:3 11:22 12:1,6,7 12:11 15:22 17:25 18:3,7 18:10,14,17,21 18:22 19:1,16 19:19,20,24 25:11,15,16 30:20,22 31:1 31:2,6 32:3,5 32:7,10,11 36:14 37:21,24 38:5,8,15,16 38:20 41:10,12 41:16,17 43:7,9 43:13,14,18 46:16,18,22 46:23 47:2 49:20,22 50:1 50:2,6 52:10 52:12,17,18 55:10,12,16,17 57:5,7 business 27:19 48:14 53:16 businesses 53:14 butterflies 44:7 butterfly 44:4,6 buy 53:16	25:13,22 30:24 31:9 32:8,17 33:2 38:13,23 39:3 41:14,23 43:11 43:21 46:20 47:5 49:24 50:9 52:15,24 55:14,23 calls 37:1 Canada 44:7 Cantwell 54:10 55:1 capital 27:21 28:23 29:1 30:5 48:13,15 49:5 54:20 56:8,15,21 caption 60:8 care 54:23 case 4:8 7:18 20:14 21:16 24:15,16,17 25:2 32:23 33:8 cases 42:13 cash 14:6 category 21:21 caused 51:24 cautious 16:5 CCR 2:15 60:17 center 36:6,15 37:5,6 centers 56:9 cents 8:3 CEO 20:24 39:12,13 certain 35:8 certainly 53:5 CERTIFICATE 59:23 60:1 Certified 1:24 1:24 3:6,6 60:4,4 certify 60:6 challenge 47:22	Chambers 1:9 chance 38:11 change 13:23 13:24 14:4 21:7 28:3 53:17 changed 22:2 changes 27:13 52:5 charge 15:18,23 15:25 16:7,7 16:10,12,13,13 36:18 56:22 56:22,22 charged 17:5 check 29:20 chlorine 46:5 choose 44:1 chosen 48:3 circumstances 40:19 citizen 34:2 city 1:8,9 2:4,8 39:20 44:5 45:8 57:14 city's 27:2 clear 7:15 8:18 33:25 clearly 28:11 close 42:15 55:7 closed 21:2 24:25 closer 14:1 combine 16:25 come 4:10 6:6 23:12,17,18,22 24:9,10 32:23 33:2 42:22 52:6 comes 28:13 37:5 coming 4:12 17:7 21:19 29:10,19 31:20 39:2 45:17 57:21	commend 45:10 comments 19:13 28:14 Commission 1:2 2:2,3 3:20 4:24 5:4 8:15 12:1 13:9 14:7 18:3 22:14 30:2,16 33:12 33:22 42:11 42:24 53:9 57:15,22 Commission's 6:14 57:19 commissioner 1:20 3:20,22 4:15 7:16 10:12 10:14 11:23 15:20 18:1 19:14 23:9 25:1 30:19 32:1 37:8,11,19 41:9 46:15 49:19 52:9 55:9 57:4,12 commissioners 4:1,4 commitment 20:22 communities 13:11 15:12,16 16:18,20 17:1,1 17:2,20 47:12 47:13 55:3,6 57:2 community 10:5 10:7 13:5 27:3 28:13,19 29:22 30:11 34:11 35:1 37:9 37:12 45:2 47:18,24 48:3 48:9 49:15 companies 14:17 39:17,17 53:16	company 2:10 2:10 4:18 9:22 15:4,5,6,24 20:18 21:15,15 23:14 24:4,14 29:25 39:4,7 39:12,21,24 40:16,24 42:6 48:11 52:1 55:4 company's 1:13 21:11 compare 54:25 complaints 36:15 complete 13:7 13:16 complex 13:13 concern 55:1 concerned 47:16 concerning 7:4 concerns 7:11 9:20 28:17 29:24 30:3 conclude 57:9 concluded 58:1 Conclusion 17:18 condos 48:25 confidential 25:6 Congress 23:11 cons 39:8 conscious 49:14 consider 28:25 30:17 45:5 considerate 31:24 consideration 6:14 34:11 considering 19:11 28:10 consistent 34:17 consolidated 21:10
<hr/> C <hr/> C 2:1 3:2 calculation 22:5 calculations 27:12 California 20:8 20:11 28:15 call 6:5,5 7:2 29:19 36:6,15 37:2,5,6 called 9:4,17 10:21 11:6 12:4 12:14 18:19 19:4,17 20:2				

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

consumer 24:3	25:8 38:10	deny 14:8 43:5	Due 40:19	encourage
consumer's	60:5	department	duly 9:18 11:7	30:16
23:19	covenants	44:14 45:9,10	12:15 19:5	ended 21:11
contact 5:22	34:22 41:4	depending	20:3 25:23	entire 56:25
29:15	cover 22:24	13:25	31:10 32:18	entirely 31:22
continental	cow 14:6	design 16:22	38:24 41:24	entries 4:16
17:22	Craig 2:12	detailed 33:12	43:22 47:6	5:15
continue 15:21	created 51:22	33:13	50:10 52:25	Equally 44:10
47:24 48:8,10	CRR 3:5 60:16	developed 49:3	55:24	equipment
49:15	curious 29:8	development	dwelling 56:10	56:8,16,21
continues 14:15	current 24:8	55:5		especially 6:9
continuing 29:9	48:12,13,22	difference 24:8	<u>E</u>	Estates 53:3,19
48:6	Currently 13:7	42:15	E 2:1,1 3:2,2	54:15,24
control 40:20	customer 48:22	different 20:6	59:1	et 1:13
conversation	56:16	24:18	E-D-W-A-R-D	everybody 24:3
26:22	customers	difficult 16:6	9:10	24:13 41:6
convey 33:3	20:23 21:2,4,7	35:12 38:9	earlier 26:23	everybody's
convinced	48:13,16,21	dig 34:21 35:16	27:25 36:23	37:5
46:14	49:7	disabled 11:10	50:13 51:21	evidentiary
Cooke 32:5	cut 23:10 40:22	11:12,19	early 4:10	57:13
corporate 21:19	40:22,22	disagree 22:11	earnings 20:22	exact 22:4
corporation		discuss 23:10	21:13,21 22:9	exactly 18:15
22:24	<u>D</u>	discussed 19:12	East 2:16	examined 9:18
corporations	D 3:2 59:1	discussion	easy 16:7 33:16	11:7 12:15 19:5
21:20	D-O-U-N-T-A-S	36:25	Ed 9:2	20:3 25:23
correct 54:13	55:20	distance 28:6	Edward 9:9,16	31:10 32:18
cost 13:17 22:25	Daphne 10:15	district 13:10	59:7	38:24 41:24
27:21 47:20	dash 39:4	26:3,14	effect 22:5	43:22 47:6
48:4 53:20	date 20:25	dividends 15:6	23:12 28:9	50:10 52:25
53:20 54:22	44:25	15:8	34:16	55:24
55:4 56:8,16	days 29:17	division 17:15	effective 50:16	exceeds 40:14
57:1	dead 27:6	document	50:25	excellent 20:23
costs 48:5,10	deal 23:11 24:15	33:22	effects 22:19	exhibits 58:3
council 1:9	24:17	documents	22:20	expanding
23:19	dealt 46:9	33:14	eight 17:10	48:17,18,18
counsel 2:2,6,7	Deborah 8:20	doing 15:1 16:1	electric 23:6	expansion 45:9
5:18,21 23:18	decade 12:19	31:24 36:9	40:14	48:21
24:3,4	decide 4:8	42:12 45:11	electricity 40:15	expect 14:10
country 51:3	decision 4:11	dollars 16:16	eloquently	expenditures
County 35:23	24:6,7	21:1 22:7 42:7	18:18	49:6
53:3	defer 8:22	49:13	Emerald 22:12	expense 54:12
couple 11:12	delay 22:15	double 20:10	34:6	expensive 51:3
51:10	deliver 53:18	Dountas 55:19	emphasized	experienced
course 58:4	56:16	55:22 59:21	50:20	45:14
court 1:25 2:14	delivered 20:21	dreamed 40:16	employee 48:13	expert 24:5
3:6 4:1,2,20	demand 35:4	drinking 26:18	employees	expertise 33:5
5:4,21 6:10	denied 44:17	drought 45:25	20:21	extent 23:2

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

F	54:11 55:24	G-L-E-N-N 11:1	15:18 16:2	hamper 11:14
F-O-R-R-E-S-T	firsthand 12:21	Gail 41:19,22	17:13,19,21,23	Hampton 2:7
43:17	fiscal 22:21	59:16	18:16 21:7	5:20
fact 34:12	five 3:25 6:18	gallon 16:4	22:23 26:12	hampton.willi...
50:20 55:2	12:18 46:12	gallons 9:23	30:10,11 34:17	2:9
factual 53:7	fixed 11:13 15:25	12:22,23,24	35:3,9,11,13,17	hand 6:11 9:3
fair 34:4,10	48:6 51:6	13:20,21 15:14	35:19,20,22	handle 13:2
family 14:1 26:9	floor 6:21	15:15 16:3	35:24,25 36:1	handled 42:13
far 14:24 51:3	flushing 26:17	26:16 27:10,15	39:2,16 40:6	happens 23:4
53:19 54:9	focus 36:8	garden 44:4	40:6 41:3 44:4	29:2
fault 22:25	folks 50:15	Gardener 44:2	44:10 48:7	hard 33:18
favor 19:10	follow 16:20	gardens 44:6	56:10,12,13,17	Hasler 32:7,13
February 1:6	follows 9:19 11:8	44:10	56:20	32:16 59:14
3:11,16 4:8	12:16 19:6	general 1:14	good 3:13,22	hear 5:7,17 6:9
23:23 58:2	20:4 25:24	19:8	5:2 15:1 22:7	6:10 10:15 12:2
federal 24:9	31:11 32:19	gentleman	32:6 39:8,11	18:4 25:11
feel 49:8	38:25 41:25	36:23 39:15	goodness 21:16	29:7
fees 49:9,12	43:23 47:7	41:12 50:14	gotten 32:22	heard 39:24
fight 17:16	50:11 53:1	Georgia 17:23	46:7	42:16
figure 22:8	55:25	50:22	Governors	hearing 1:6 4:9
figured 14:24	food 13:3	Gerald 12:9	57:15	4:13 7:12 12:19
42:21	footage 17:6	Gerhart 18:11	grade 42:20	23:23 24:21
file 1:12 3:15 7:8	forced 35:4	Gifford 9:2,9,16	grass 27:4	28:5,14 34:18
Finally 45:14	Forck 2:2 5:2,3	10:11 59:7	great 45:11	57:10,13,18
finances 22:1	7:13	give 17:15 27:1	green 27:5	heavily 26:20
financial 20:15	foregoing 60:10	38:2 52:2	34:14 44:2	held 35:8
20:17 22:16	Forest 37:15	54:17	grinder 36:20	Hello 29:19
24:22 33:8	Forrest 43:16	given 18:5 51:15	grouped 13:10	help 11:21
find 20:9 21:25	43:20 59:17	51:20 52:4	grow 29:10	Herbert 52:20
25:2 33:23	forth 22:3 60:7	53:6	growth 21:3	52:23 59:20
44:15 46:4	forward 4:13	giving 16:3 37:3	guess 39:23	hereof 60:8
54:6	6:6 21:4	glad 13:2	gun 22:22	high 8:20 31:22
finding 33:17	found 42:2,3	Glenn 10:18 11:1	guys 5:6 33:23	higher 17:23
fire 44:14,14,15	four 14:1 49:12	11:5 59:8	34:8,9 35:21	21:18 23:6
44:16,20,22	free 53:15,20	go 3:14,14 6:20	36:5	27:23
44:24 45:1,4,9	full 22:16,17	7:21,24 11:16	H	highest 17:21
45:12 51:24	60:10	16:10,15 21:18	H-A-S-L-E-R	50:21 51:2
first 9:18 11:7	fully 27:6	35:2,25	32:14	highest-priced
12:15 15:14	funds 56:20	39:20 42:23	H-E-R-B-E-R-T	20:9
19:5 20:3	future 24:11	44:21 46:11	52:21	highly 50:20
23:5 25:23	30:4 49:6	57:9,18,23	H-I-N-S-H-A-W	hill 45:17
31:10 32:18	G	God 13:1	41:20	Hinshaw 41:19
38:24 39:18	G 3:2	goes 11:16 44:9	half 14:14,18	41:22 59:16
41:24 43:22	G-A-I-L 41:19	56:17	26:11 44:19	historical 30:6
43:24 47:6	G-I-F-F-O-R-D	going 4:2 6:16	hall 1:8 39:20	history 33:6
50:4,10 52:25	9:10	7:5,17,24 9:11	hallway 39:21	51:15 52:3
		10:7 14:1,4,25		home 34:24

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

lack 51:23,24	37:25	lots 42:13	math 42:20	14:15 15:4,6
laid 54:16 55:4	LITIGATION	louder 5:1,12	Matt 36:5,6	15:24 20:12,16
Lake 37:15 54:3	2:15	Louis 2:12	37:2,2	24:23 26:24
land 35:22	little 5:12 20:6	love 27:20 30:7	Matter 1:12	28:9,19 29:4
Landis 50:5,8	22:6 28:18,23	40:10,10	Matts 37:4	29:16,20 42:6
59:19	29:2 44:23	low 45:16 47:23	mean 49:14	42:17 43:5
landscaping	53:4 54:20	lower 56:10	Meaning 15:10	44:12 49:11
56:6,13	live 10:5 13:4	Luft 2:11 4:19,20	means 35:15	51:16
Lanora 46:25	14:23 15:2	4:22 7:13	measure 51:19	misstated
47:4 59:18	22:12 26:3		member 4:25	27:25
large 13:11 16:18	36:1 40:18	M	5:8,10,13 8:2	mistaken 56:15
16:25 17:2	47:9,14,18,24	M-I-S-T-Y 18:24	8:6,7,11,17,21	Misty 18:18,24
56:8,18	49:17 54:3	M1 16:20	9:1 10:16,19	19:3,7 59:10
larger 26:12	lived 22:13 45:2	M54 16:24	18:5,8,12,15	moderate 14:18
54:25 55:2	lives 34:2	Maddux 1:9	31:13 32:6	money 22:23
late 4:10 44:23	livestock 56:14	Madison 2:3,8	38:2,6	39:12,13,25
lateral 35:23	living 14:13,19	Madrid 2:16	Mensom 10:18	40:17,25
law 1:18 3:19	47:20 48:4	maintaining	meters 29:14	46:13
52:5	Local 1:6	26:19	Mexico 44:7	monitor 48:10
lawful 9:17 11:6	location 7:4	maintenance	mic 28:6	month 26:16
12:14 19:4	long 4:6 28:6	13:8 53:21	microphone 6:7	27:11 50:22
20:2 25:22	look 4:13 15:11	54:22 56:23	38:11	53:12
31:9 32:17	16:4,11 17:2	major 22:24	miles 15:12	months 4:7 17:11
38:23 41:23	21:3 23:25	making 38:9	million 13:15	21:11 23:16
43:21 47:5	25:2 28:2	39:13,25	22:7 42:7,16	29:17 31:18
50:9 52:24	35:5 39:18	42:14 51:3	42:18,19	40:12 45:3
55:23	41:2 42:25	mall 17:4	mind 16:1 55:7	46:12
lawn 41:2	43:2 51:7	man 31:14	Mine 23:4	move 6:17 48:3
lawns 10:6 14:3	54:22	managed	minimum 22:10	moved 20:8
26:4,20 30:13	looked 27:10	29:25	22:14 50:25	39:20 40:9
34:13 56:5	29:25	manager 19:8	minutes 6:18	48:2 53:11
laws 22:2	looking 10:3	32:22	12:18	54:1
laying 54:12	23:5 30:4	manhole 29:13	mis- 51:12	
leadership	34:7,9,9 39:14	Manual 16:20	mischievous	N
28:22	45:24 48:21	16:24	7:10	N 2:1 3:2 59:1
leak 29:12 46:4	48:22 49:5,6	manufactured	Missouri 1:1,10	N-E-W-S-O-M
leaking 29:1	looks 17:6 27:10	53:17	1:15,25 2:3,4,8	11:2
leaks 29:5	lose 44:10	marcella.mue...	2:12,16 3:7,19	name 3:18 5:2
learned 56:2	losing 29:23	2:5	4:23 5:3 15:11	5:20 6:5,13
left 3:20 22:23	loss 51:25	March 4:10	15:12 17:19	7:2 9:8 10:25
Let's 3:14	lost 17:14 40:20	Marcie 2:2 5:3	26:2 28:15	12:8 18:23
level 35:8	lot 6:15 10:5	marked 58:3	44:1 60:5,17	19:7,21 25:17
life 40:19 48:9	17:14 27:3,6	Marshall 10:15	Missouri's 13:10	31:3 32:12
line 8:23 35:23	32:22 36:17	10:17	Missouri-Ame...	38:17,18 41:18
lines 54:8,12,16	39:11 48:2,25	Master 44:2	1:13 2:10,11	43:15 46:24
55:3 56:24	50:15 54:7	material 53:15	4:18,20 13:2	50:3,4,5
list 6:2,20 13:23	56:9	materials 53:17	13:14,19 14:5,9	52:19,20

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

<p>55:18,19 nation 51:4 nationally 50:21 natural 35:7 Neameyer 8:25 near 24:11 neat 34:14 Ned 39:18 need 15:19 16:19 16:22 28:12 38:3 39:10 40:3 43:2 45:1 45:12 46:7,12 46:14 49:6,14 needs 50:19 neighborhood 51:25 neighbors 27:5 never 39:24 40:16 new 21:2 23:12 23:14 27:14 31:20 34:24 42:17 43:3 45:18 48:16,21 54:13,17,19 56:6 Newsom 10:19 10:20 11:1,5 59:8 nice 3:23 36:23 nine 21:11 Nixa 15:11,13 nodes 20:14 nonprofit 27:20 north 54:5 noted 3:12 notes 29:25 60:11 notice 17:9 42:13 noticing 45:15 notified 17:12 November 53:11 number 3:15 25:2 37:3,4 numbers 31:20</p>	<p>33:6 <hr/> O O 3:2 oath 9:5 10:22 12:5 18:20 19:18 25:14 30:25 32:9 38:14 41:15 43:12 46:21 49:25 52:16 55:15 obviously 26:24 occasionally 29:7 offer 6:3,13 7:1 8:13 38:1 46:19 48:8 49:23 52:13 55:13 57:8 office 2:6,7 5:17 5:20 23:18 36:9 37:1 57:15,16 oil 12:20 39:17 okay 5:14,23,25 8:19,24 9:2,14 10:10,16 11:21 18:7 30:23 32:7 38:6 49:23 57:9 old 37:8,11,15 39:19 40:4 online 23:25 25:2 open 6:21 operate 27:19 opinion 35:14 opportunity 4:4 6:19 53:15 oppose 13:18 40:18 option 34:19,19 order 53:15 54:17 organic 21:3</p>	<p>Orle 18:4 ought 22:15 outlay 54:20 outrageous 31:16 51:9 overall 26:7 owned 15:9 owner 34:2 35:13 36:10 owners 19:9 31:13 32:24 32:25 33:1 Ozark 15:12,14 Ozarks 35:7 <hr/> P P 2:1,1 3:2 P-A-U-L 55:20 p.m 1:22 3:10,17 58:1 P.O 2:4 PAGE 59:2 pages 33:13 paid 11:13 paint 44:18 painted 44:16 paper 42:3,5,9 parcels 49:3 Pardon 8:11 part 21:8 35:7 37:16 55:5 particular 24:24 26:3 51:17 particularly 45:5 50:24 parties 4:17 5:16 5:24 7:21 pass 8:3 passed 23:11 passion 33:4 Paul 55:19,22 59:21 pay 11:11 15:8,14 40:7 47:23 48:13 55:5 56:23 paying 15:10</p>	<p>29:11 pays 15:6,13 penalized 26:21 pending 21:5 people 6:15 10:6,8 11:10,19 12:2 16:21,21 17:7,15 27:22 29:11 30:11 35:16 36:24 40:1 percent 10:1,2,3 13:1,7,18,23,24 13:25 14:2,3,4 14:14,19,20 21:20 23:4 24:8,9 26:7,14 27:16,25 28:1 30:8,9,12 31:21 34:14 40:20 51:2 percentage 22:8 percentile 23:3 person 8:23 personal 31:17 34:23 personally 45:15 60:6 picked 15:16 piece 42:9 pipe 28:25 pipelines 48:18 place 40:8,11 44:6 54:9 60:12 placed 9:5 10:22 12:5 18:20 19:18 25:14 30:25 32:9 38:14 41:15 43:12 46:21 49:25 52:16 55:15 places 36:20 plants 17:20 play 30:2</p>	<p>plead 32:23 please 6:6 7:11 9:3 10:25 12:8 18:23 32:11 38:17 43:14 46:24 50:2 52:19 55:17 podium 6:7 point 22:12 24:11 26:8 34:6 35:3 50:13,19 51:15 54:8 Pointe 19:8 34:5 police 45:10 politicians 14:24 pooled 55:2 pooling 45:16 poor 51:12,13 population 17:7 56:9 portion 57:10 position 23:18 23:19,20,25 42:10 possession 9:23 possible 35:20 Possibly 46:9 potential 30:4 51:7 practically 20:10 preceded 26:1 present 5:24 60:6 president 20:24 40:2 Presiding 1:18 pretty 33:13,25 56:17 previous 39:13 prices 13:3 15:10 21:18 primarily 51:6 prior 12:21,25</p>
---	--	---	--	---

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

16:19 48:24 57:2 residual 45:21 45:23 46:6 respect 37:15 responded 29:5 response 29:18 45:5 responses 51:13 51:20 restated 50:20 restructuring 35:6 results 21:10,11 rethought 35:9 retirees 48:2 51:6 retirement 34:11 47:19 49:16 revenue 40:21 revenues 43:6 review 4:4 20:20 21:25 reviews 33:22 Rice 30:22,22 ridiculous 17:24 right 8:4 9:3 25:3 rights 35:18 36:13 rise 48:6 Riverside 53:3 53:19 54:15 54:24 road 2:12,16 54:5 robust 3:23 Roger 8:24 Ron 30:23 31:4 31:8 59:13 room 47:13 48:1 rough 22:5 36:7 roughly 27:9 round 51:10,11 Royale 19:8	34:5 RPR 2:15 3:5 60:16 rude 36:22 rule 14:2 rumors 12:20 run 15:18 running 26:17 29:7 runoff 45:21,23 46:6 rural 13:5 17:20 <hr/> S <hr/> S 1:18 2:1 3:2 S-I-S-C-O 52:21 S-W-I-N-E-H-... 12:10 Saddlebrooke 27:3 33:17 42:2 56:2 safety 45:9 sale 35:8 53:18 save 42:18 saying 20:20 43:2 says 39:21 42:5 scale 47:23 scheduled 57:13 scheme 56:25 school 23:21 39:20 security 14:12,15 see 6:17 9:12 20:14,15 21:17 21:20 24:14 25:7 26:13 27:15,18 30:10 30:12 34:10,17 40:3 43:4 48:1 seeing 12:20 23:2 56:7 seen 22:12 33:20 sense 27:1 33:9 sent 24:1	septic 34:23 35:16 36:17,18 seriously 42:25 service 1:2,15,15 2:2,3 3:20,25 4:23 5:4 7:19 13:9 14:7 15:5 15:18,23,25 16:7,10,12,12 16:13 20:23 30:1,16 33:11 33:22 36:4,5 36:10,12 42:11 44:11 49:17 51:13,24 57:15 57:18 serviced 44:21 49:4 services 2:15 27:22 48:17 serving 13:6 session 6:24 26:1 set 35:6 60:7 sewer 1:14 13:5 53:12 sheet 33:15 42:2,5 60:8 shorthand 3:4 show 14:18 21:12 showed 33:5 side 27:17 37:2 37:17 54:2 signed 6:2,23 6:23 significant 21:13 21:24 22:12 simple 27:15 44:5 simply 26:9,15 29:22 31:17 sinks 26:17 sir 8:5,9 9:11 10:12 11:3,22 11:24 15:20 18:1 19:24	23:9 30:20 32:3 36:14 37:19,21 38:8 41:9 43:10 46:15 52:9,14 55:9,13 Sisco 52:21,23 59:20 sit 39:10 site 33:8 39:3 sitting 47:13 situation 24:22 27:2 46:1 situations 22:16 six 17:10 45:3 49:12 size 26:10 27:4 skill 60:12 slipped 50:15 small 11:17 17:4 17:19 23:1 27:19 56:19 smaller 16:20 17:1 57:1 smell 36:2 snuck 9:25 social 14:12,15 sold 55:1 solid 20:21 somebody 35:22 56:18 56:18 sorry 16:23 22:19 28:5 sounds 44:4 48:20 Source 39:5 sources 14:22 south 15:13 southwest 13:10 speak 5:11 6:19 33:2 speaking 28:21 specific 7:4,5 specifically 26:2 spell 6:12 9:7	10:24 12:7 18:22 19:20 25:16 31:2 32:11 38:16 41:17 43:15 46:24 50:2 52:18 55:17 spoken 20:7 Springfield 2:16 sprinkler 34:25 square 17:6 St 2:12 staff 2:2 4:23 5:3 23:15,17 24:4 42:10,11 42:25 stage 4:6 stand 9:4 10:21 12:4 18:19 19:17 25:13 30:24 32:8 38:13 41:14 43:11 46:20 49:24 52:15 55:14 standard 14:13 14:19 56:11 standpoint 31:17 start 7:25 35:14 35:15 38:1 started 12:25 39:1 Starting 1:22 starts 48:12 state 1:1,25 3:7 6:3,12 7:5 9:7 10:24 12:7 18:22 19:20 20:9 22:11 25:16 28:13 31:2 32:11 38:16 41:17 43:14 46:23 50:2 52:18 55:17 60:5 stated 39:15,15 51:5,23
---	---	--	--	--

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

<p>statement 9:1 18:6 20:19 21:8,9 47:9</p> <p>statements 6:14 6:22 8:14 24:1 53:5 55:13 57:8</p> <p>States 14:17 17:22</p> <p>stenotype 60:9 60:11</p> <p>step 6:7,17</p> <p>stepping 36:3</p> <p>stick 7:11</p> <p>STIPULATED 3:3</p> <p>stockholders 15:7,9</p> <p>Stone 35:23</p> <p>Stonebridge 13:4 14:2 18:9 31:14 32:21 33:17 34:1,3,12 34:16 35:12 37:7 40:10,10 41:5 48:23 49:3 50:18,24 51:11,16,22</p> <p>store 17:8</p> <p>stores 17:3</p> <p>Story 20:24</p> <p>street 1:9 2:3,8 26:10 44:22 54:2</p> <p>strive 47:25</p> <p>structure 26:21 27:13,15 28:2</p> <p>stupid 39:23</p> <p>submitted 8:22</p> <p>subsidiary 20:13 24:24</p> <p>substantial 19:11</p> <p>suburban 57:2</p> <p>suggest 27:22</p> <p>suggested 26:23</p> <p>suggests 27:14</p>	<p>Suite 2:8</p> <p>summer 27:8 30:11 40:12 45:22</p> <p>supplemental 33:14</p> <p>supplementals 33:18</p> <p>support 14:11 33:14</p> <p>sure 18:17 21:6 53:22,23</p> <p>Susan 20:23</p> <p>swear 6:12 8:16 38:6,11</p> <p>Swinehart 12:2 12:10,13 33:5 41:1 59:9</p> <p>sworn 9:18 11:7 12:15 19:5 20:3 25:23 31:10 32:18 38:24 41:24 43:22 47:6 50:10 52:25 55:24</p> <p>system 13:6,15 13:16 25:8 28:19 34:25 37:16 46:4</p> <p>systems 13:7,13 15:17 16:22</p> <hr/> <p>T</p> <p>T-I-L-U-S 25:19</p> <p>table 42:3</p> <p>tables 21:12</p> <p>take 4:2,7,16 20:5 24:12 34:10 42:19 54:21</p> <p>taken 3:4 46:3</p> <p>talk 38:9</p> <p>talked 26:1 40:2,7</p> <p>talking 48:24 49:9 50:15</p>	<p>talks 35:1 42:9</p> <p>Taney 53:3</p> <p>Taneycomo 54:4</p> <p>targeting 51:17 56:5</p> <p>tariffs 23:14</p> <p>tax 14:25 21:20 22:2,18 23:10 24:9,9 40:2 42:17 43:3,3 45:9 52:5</p> <p>taxes 17:5</p> <p>tell 7:1 29:4 39:6</p> <p>tells 39:7,12</p> <p>terms 28:13</p> <p>tested 44:25 44:25 45:1,20 46:2</p> <p>testified 9:18 11:7 12:15 19:5 20:3 25:23 31:10 32:18 38:24 41:24 43:22 47:6 50:10 52:25 55:24</p> <p>testimonies 53:6</p> <p>testimony 6:3 7:1,25 8:3,13 8:22 9:21 10:13 11:25 18:2 24:2 25:9,10 30:21 32:4 37:23 38:1 41:11 43:8 46:17,19 49:21 49:23 52:11,13 55:11 57:6,10 59:7,8,9,10,11 59:12,13,14,15 59:16,17,18,19 59:20,21</p> <p>thank 4:15,19 4:22 5:6,19</p>	<p>5:23 8:4,14,19 8:24 10:10,12 10:17 11:3,22 11:23 12:11 17:25 18:1,10 19:1,14,24 21:16 25:8 30:18,19,20 31:6,12,24 32:1,3 37:19,21 37:22 38:20 41:7,9,10 43:6 43:7,18 46:14 46:15,16 47:2 49:18,19,20 50:6 52:8,9 52:10 53:8 55:8,9,10 57:3 57:4,5,21</p> <p>Thanks 37:20</p> <p>thing 21:23 26:18 33:7 43:5 45:11,14</p> <p>things 21:25 36:20</p> <p>think 6:7,8 12:2 21:17,23 22:4 22:14,21 28:12 30:15 33:25 34:3,8 35:11 35:19 36:18 41:13 45:11 46:7 47:17 48:11 49:4 50:14,19 52:1 53:25 56:25</p> <p>third 13:16 20:20,21 42:20</p> <p>thousand 12:22 12:23,24 13:20,20 27:10 49:13</p> <p>three 13:1 14:12 17:19 21:11 40:13 44:13 53:4 54:1,2,3</p>	<p>54:4</p> <p>Thursday 3:10 3:15 58:2</p> <p>Tilus 25:12,18,19 25:21 59:12</p> <p>Tim 4:20</p> <p>time 1:22 3:16 4:16 15:19 17:14,16 21:25 23:5,8 31:12 33:17,18 44:23 45:5 46:7 60:9,12</p> <p>timer 6:16 9:12</p> <p>times 22:8,9 36:17</p> <p>timeshare 49:1</p> <p>TIMOTHY 2:11</p> <p>timothy.luft@... 2:13</p> <p>today 3:15,23 3:24 4:3,13 6:16 16:9 24:21 31:13 32:23 34:18 36:5 42:2,16 47:15 54:6 56:2 57:22</p> <p>toilets 26:17</p> <p>told 45:20</p> <p>Tom 30:22</p> <p>topography 35:21</p> <p>total 27:16</p> <p>tough 36:7</p> <p>town 39:20</p> <p>townhouse 56:19</p> <p>towns 57:1</p> <p>track 29:22</p> <p>transcribed 3:8</p> <p>TRANSCRIPT 1:4</p> <p>transcription 60:11</p> <p>transfer 56:8 57:1</p>
---	---	---	---	--

LOCAL PUBLIC HEARING - Vol. 13 2/1/2018

yard 44:2 45:24 56:18	139 40:15	3.74 12:23	22:6 23:3
Yeah 5:13 15:22 37:13	1400 9:23	13:20 16:4	59:23
year 9:24 11:17 16:9 20:25	15 16:2,13 54:6	3.743 28:4	63141 2:12
22:17,19,21	18,724,000	30 13:25 14:2	64 10:1
31:20 34:15	42:14	53:21	650 2:8
42:7 44:19	19 42:16 59:10	31 59:13	65102 2:4,8
45:8,15	1986 47:12	314.996.2279	65616 1:10
years 10:4 11:12	1987 53:11	2:13	65804 2:16
13:1 14:12 16:9	1st 3:16 23:13	32 59:14	68 13:18 14:20
17:17 19:13	<hr/> 2 <hr/>	35 24:8	68.2 27:25 28:1
22:13 28:20	2 26:11 59:3	360 2:4	<hr/> 7 <hr/>
37:13 40:4	2.37 12:21	38 59:15	727 2:12
44:13 51:10	2.4 26:11	<hr/> 4 <hr/>	73 50:22
52:4 53:21	20 16:15,16	40 15:12 51:1	75 40:4 42:7
54:19	42:18 59:11	400 13:6 16:21	76 40:4
yield 18:9	20,000 27:15	48:24	<hr/> 8 <hr/>
<hr/> Z <hr/>	200 2:3,8 27:9	41 59:16	8 13:25
<hr/> 0 <hr/>	54:15	417.877.9700	80 34:14 40:20
<hr/> 1 <hr/>	2005 37:16	2:17	846 2:15 60:17
11:6 3:11 14:14,14	2015 9:21 12:21	42 17:17	<hr/> 9 <hr/>
14:18 58:2	12:25 16:12	43 59:17	9 59:7
1,000 15:15 16:3	2016 12:22	45,000 21:4,6	9.5 21:20
49:2	13:14 16:13	47 59:18	900 19:9
1:49 58:1	2017 17:12 22:19	47.5 31:21	93 37:13,18
10 4:7 13:14 16:3	2018 1:6 3:11,16	<hr/> 5 <hr/>	94 37:18
16:14 53:12	16:13 17:13	5 16:2	
54:6	22:17,21 58:2	50 30:9,12	
10,000 16:18,21	2019 16:15	59:19	
100 10:3	21 24:8 42:18,19	50.8 27:16	
11 4:7 59:8	21.03 10:1	500 16:21	
11.25 15:13	22 16:12 27:10	52,000 13:12	
110 1:9	22,000 13:12	53 59:20	
112.49 51:1	23 23:4 27:10	55 59:21	
12 31:18 59:9	2422 2:16	573.751.4140	
12.50 15:14	25 16:16 26:7,14	2:5	
12.93 9:23 10:1	30:8 37:13	573.751.4857	
12:40 1:22 3:10	59:12	2:9	
3:17	26 4:8 23:23	<hr/> 6 <hr/>	
13 1:11	26,400 21:2	6 37:16	
134 40:15	265 13:1	6,000 26:16	
135 40:13	28th 40:4	6.29 12:24	
	<hr/> 3 <hr/>	13:20	
	3 14:18 26:3,14	6.295 28:3	
	59:5	60 10:2 14:4	
	3,000 15:14		