

1 STATE OF MISSOURI
2 PUBLIC SERVICE COMMISSION
3
4 Transcript of Proceedings
5 Public Hearing
6 September 16, 2008
7 Joplin, Missouri
8 At 6:42 o'clock p.m.
9 Missouri Southern State University
10 3950 East Newman Road, Webster Hall
11 Volume 4
12
13 In The Matter of Missouri-American)
14 Water Company's Request For)
15 Authority To Implement A General) Case No. WR-2008-0311
16 Rate Increase For Water And Sewer)
17 Service Provided In Missouri)
18 Service Areas)
19
20 KENNARD JONES, Presiding,
21 SENIOR REGULATORY LAW JUDGE
22 CONNIE MURRAY,
23 COMMISSIONER
24
25 REPORTED BY: PAULA C. VOYLES, CCR, RPR, CRR

1 APPEARANCES:
2 For Missouri-American Water Company:
3 Trip England
4 Hanrahan Trapp, PC
5 1602 Independence Dr
6 Jefferson City MO 65109
7
8 For Office of the Public Counsel:
9 CHRISTINA BAKER
10 christina.baker@ded.mo.gov
11 STATE OF MISSOURI
12
13 Department of Economic Development
14 Office of the Public Counsel
15 200 Madison Street, Suite 650
16 P.O. Box 2230
17 Jefferson City, MO 65102
18
19 For Public Service Commission Staff:
20 Shelley Brueggemann
21 Public Service Commission
22 State of Missouri
23 200 Madison Street, Suite 800
24
25 P.O. Box 360
Jefferson City MO 65102-0360
14
15 Also Present:
16 KEVIN KELLY, Public Service Commission
17 Public Information Office
18
19 Reported by:
20 PAULA C. VOYLES, RPR, CRR, CCR No. 750
21 MIDWEST LITIGATION SERVICES
22 1911 South National Avenue, Suite 402
23 Springfield, MO 65804
24 (417) 877-9700
25 Fax (417) 877-9704

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

2

3 JUDGE JONES: This is the local public
4 hearing for Missouri-American Water Company's request
5 for a rate increase.

6 My name is Kennard Jones. I'm the presiding
7 judge over this matter, and I wish to welcome all of
8 you this evening.

9 At this time, we will have appearances for
10 the parties in the case, beginning with
11 Missouri-American Water.

12 MR. ENGLAND: Thank you, Judge. Let the
13 record reflect the appearance of Trip England, an
14 attorney for Missouri-American Water Company.

15 JUDGE JONES: And for the Office of the
16 Public Counsel?

17 MS. BAKER: Thank you, your Honor. Christina
18 Baker, PO Box 2230, Jefferson City, Missouri 65102,
19 appearing on behalf of the Office of the Public Counsel
20 and the ratepayers.

21 JUDGE JONES: Thank you, Ms. Baker.

22 And for the Staff and the Commission?

23 SHELLEY BRUEGGEMAN: Your Honor, Shelley
24 Brueggeman, representing the Staff of the Commission.
25 Our address is 200 Madison Street, Jefferson City,

1 Missouri 65102.

2 JUDGE JONES: Are there any other parties
3 present who wish to enter their appearance?

4 (No audible response.)

5 Okay. Hearing none, we'll move on.

6 As you ratepayers are probably aware, this is
7 an opportunity for you to voice your opinions about
8 Missouri-American and the probable request for a rate
9 increase.

10 Those of you who have signed up to testify
11 will be called in the order that you have signed up
12 there at the podium. You will be sworn in, and then
13 you will be directed to give your testimony.

14 Thereafter, commissioners or perhaps a party
15 may have questions for you, and I ask that you remain
16 at the podium until you are excused by myself.

17 Mr. Kelly?

18 MR. KELLY: Yes, sir.

19 JUDGE JONES: Did you have a list of persons
20 who have signed up?

21 MR. KELLY: Yes, I do. The first person --

22 JUDGE JONES: Please call the first person.

23 MR. KELLY: David Sizemore.

24 JUDGE JONES: Mr. Sizemore, will you please
25 raise your right hand, sir?

1 Do you solemnly affirm that the testimony you
2 are about to give is the truth?

3 MR. SIZEMORE: Yes, I do.

4 JUDGE JONES: I didn't hear you, sir.

5 MR. SIZEMORE: Yes, I do.

6 JUDGE JONES: Okay. And could you please
7 spell your last name for the court reporter?

8 MR. SIZEMORE: S-I-Z-E-M-O-R-E.

9 JUDGE JONES: Thank you, Mr. Sizemore. You
10 may go ahead with your testimony.

11 MR. SIZEMORE: Your Honor, I'm City
12 Councilman for the City of Galena, Kansas, and I was
13 asked to represent the Council and the community.

14 And last year we received a 60 percent
15 increase. This year we're looking at another
16 26.4 percent. That's a little less than 90 percent.
17 Last year the City of Galena actually absorbed half of
18 the 60 percent.

19 We are a low income community. We have a lot
20 of elderly on social security. The people just can't
21 absorb that kind of a rate increase all at one time.
22 Right now we're having some budget problems because we
23 did absorb that.

24 Anyway, let me -- dollar amount, if I go by
25 what some of the questions that was answered there on

1 dollar amount, 26.4 relates to about nine -- between
2 nine and \$10 a month. That 60 percent was related to
3 about 18. So you're looking at \$27 a month.

4 Social security gave people a three percent
5 increase, approximately, and we have a lot of people on
6 social security. So it is really causing a hardship on
7 us.

8 That's all.

9 JUDGE JONES: Thank you, Mr. Sizemore.

10 Commissioner Murray, do you have any
11 questions?

12 COMMISSIONER MURRAY: No, I don't.

13 Thank you, Mr. Sizemore, for your testimony.

14 JUDGE JONES: Any questions from any other
15 parties?

16 (No audible response.)

17 Seeing none, thank you, Mr. Sizemore. You
18 may be excused. We appreciate you coming.

19 MR. SIZEMORE: Thank you very much.

20 MR. KELLY: Jane Daniels.

21 JUDGE JONES: Ms. Daniels, will you please
22 approach the podium, and will you please raise your
23 right hand?

24 Do you solemnly affirm that the testimony you
25 are about to give is the truth?

1 MS. DANIELS: I do.

2 JUDGE JONES: And is your name spelled as it
3 sounds?

4 THE WITNESS: I'm sorry. I didn't understand
5 you.

6 JUDGE JONES: Is your last named spelled
7 D-A-N-I-E-L-S?

8 THE WITNESS: Yes, sir, it is.

9 JUDGE JONES: Okay. Thank you.
10 You may proceed with your testimony.

11 MS. DANIELS: I am vehemently opposed to this
12 increase, your Honor. We have suffered through one.
13 And now we're talking about a 28 percent increase for
14 the average citizen and 42 percent increase for the
15 commute -- or I'm sorry, commercial. And we all know
16 that that's going to be passed on to us, because
17 they're going to -- the businesses we use are going to
18 pass that on to the consumer too.

19 And we have a large -- like Galena, we have a
20 large retirement community here. It only goes so far.
21 So I hope in one time historically that this whole rate
22 increase is denied. Thank you.

23 JUDGE JONES: Thank you, Ms. Daniels.

24 Any questions, Commissioner Murray?

25 MS. DANIELS: No questions from me.

1 JUDGE JONES: Any questions from any other
2 parties?

3 (No audible response.)

4 Thank you, Ms. Daniels. You may be seated.

5 MS. DANIELS: Thank you.

6 MR. KELLY: Russ Leinmiller.

7 JUDGE JONES: If you would, sir, would you
8 please raise your right hand?

9 Do you solemnly affirm that the testimony
10 that you are about to give is the truth?

11 MR. LEINMILLER: Yes, sir.

12 JUDGE JONES: Okay. Maybe move a little
13 closer to the mike for your testimony.

14 Will you please spell -- you can put your
15 hand down now.

16 Will you please spell your last name for the
17 court reporter?

18 MR. LEINMILLER: It is L-E-I-N-M-I-L-L-E-R.
19 Leinmiller.

20 JUDGE JONES: Thank you, sir. You may
21 proceed with your testimony.

22 MR. LEINMILLER: I oppose the rate increase
23 myself. I'm 48 years old. I got hurt on the job, so
24 I'm on disability right now, and I can't make it
25 myself.

1 So I just, you know, oppose it myself too,
2 you know. I mean, they had a rate increase, you know,
3 like the people said, a year ago, you know. We got a
4 2.3 percent cost of living raise. The government last
5 year or last August said, you know, it was five percent
6 for the cost of living. So it exceeded their
7 expectations of, you know, cost of living. So it hurts
8 me, you know.

9 And that's it. Thank you.

10 JUDGE JONES: Thank you, sir.

11 Commissioner Murray, do you have any
12 questions?

13 COMMISSIONER MURRAY: No questions. Thank
14 you.

15 JUDGE JONES: Any questions from any other
16 parties?

17 (No audible response.)

18 Seeing none, thank you, Mr. Leinmiller. You
19 may seated.

20 MR. LEINMILLER: Thank you.

21 JUDGE JONES: I appreciate your testimony.

22 MR. KELLY: Maurice Filson.

23 JUDGE JONES: Good evening, sir. Will you
24 please raise your right hand?

25 Do you solemnly affirm that the testimony you

1 are about to give is the truth?

2 MR. FILSON: Sure do.

3 JUDGE JONES: Thank you. Will you please
4 spell your last name for the court reporter?

5 MR. FILSON: F-I-L-S-O-N.

6 JUDGE JONES: Thank you, Mr. Filson. You may
7 proceed.

8 MR. FILSON: Well, we have heard a lot of
9 profit and loss tonight, which I will take it for
10 granted that they're giving us the straight dope.

11 And after hearing all of this about finances,
12 I'm going to present you with a problem that is in my
13 neighborhood, if it's -- if it ain't oil, it must be
14 water. And it belongs to somebody, and somebody's
15 paying for it. It's in the alley between New Hampshire
16 and Vermont on 8th Street in Joplin. Now, if there's a
17 leak there -- I'm just an old simple country boy --
18 there's leaks other places. Let's fix 'em.

19 I have told the Missouri Water trucks about
20 this on three occasions and it is still running, and
21 somebody is paying for that or losing for it.

22 I even sent a note in with one of my bills.
23 Guess what? Nothing.

24 Somebody needs to straighten up a profit and
25 loss sheet somehow.

1 That's all I have.

2 JUDGE JONES: Thank you, Mr. Filson.

3 Commissioner Murray, do you have questions?

4 COMMISSIONER MURRAY: Just briefly. How long
5 have you been aware of that leak?

6 MR. FILSON: Ever since we lived here in
7 Joplin. Since '04. It's eating away at the asphalt.

8 COMMISSIONER MURRAY: Have you talked to the
9 staff of the Commission about that?

10 MR. FILSON: I've talked to just about
11 everybody I know how to get ahold of. I talked with a
12 woman tonight that drives an American Water truck
13 personally.

14 They were down doing repair work on
15 8th Street within a half a block of this a little over
16 a year ago, and I told them. And again, it -- you
17 could go out there and get you a drink of water,
18 because it's running.

19 Everybody knows about it. They should,
20 because I've told 'em.

21 COMMISSIONER MURRAY: Thank you. I'm sure
22 that our staff will be following up with you on that.

23 MR. FILSON: I hope so. I'm not deaf and
24 dumb.

25 JUDGE JONES: Any questions from either of

1 the parties?

2 (No audible response.)

3 Hearing none, thank you, Mr. Filson. You may
4 be seated.

5 MR. FILSON: Thank you.

6 MR. KELLY: Alan Scherle is next.

7 Darby Marcum will be after Mr. Scherle.

8 JUDGE JONES: Mr. Scherle, will you please
9 raise your right hand?

10 Do you solemnly affirm that the testimony you
11 are about to give is the truth?

12 MR. SCHERLE: It is.

13 JUDGE JONES: Thank you, sir.

14 Will you please spell your last name for the
15 court reporter.

16 MR. SCHERLE: It's S-C-H-E-R-L-E.

17 JUDGE JONES: Thank you. You may proceed
18 with your testimony, Mr. Scherle.

19 MR. SCHERLE: Okay. I've got several
20 questions related with water problems. Two years ago
21 they trespassed across my property for 165 feet of
22 pipeline. They tore my driveway up. I got estimates
23 of \$500. It's been two years. They have not fixed the
24 thing. Hear a lot about profit, but a thousand dollars
25 to fix their stuff.

1 My wife's got hurt and her medical bills have
2 not been paid for two years. Her truck's been damaged,
3 \$1,500. They have not paid none of that.

4 I've had an attorney work on it for a year
5 and a half. He's about ready to file a lawsuit until
6 two months ago, he passed away. I went to a new
7 attorney to take over my case.

8 Missouri-American is not a very good water
9 company.

10 JUDGE JONES: Okay. Commissioner Murray, do
11 you have any questions?

12 COMMISSIONER MURRAY: Yes.

13 Have you spoken with anyone from the Public
14 Service Commission?

15 MR. SCHERLE: I brought this to their
16 attention last year, to the Public Service. I mailed
17 them the cost. I never heard nothing back about it.
18 I'll send it certified this time, pictures of them
19 tearing it up.

20 COMMISSIONER MURRAY: All right. And you've
21 never filed a complaint?

22 MR. SCHERLE: Yeah. I complained last year
23 about it. And the water company never come out and
24 fixed nothing. They haven't paid no bills.

25 I've talked to three attorneys, and they said

1 that the water company is liable for all the damage out
2 there.

3 COMMISSIONER MURRAY: All right. Thank you.

4 JUDGE JONES: Are there any questions from
5 any of the parties?

6 (No audible response.)

7 Hearing none, thank you, Mr. Scherle. You
8 may be seated.

9 We will hear from Darby Marcum.

10 MR. KELLY: Right. Next after Ms. Marcum
11 will be Lynette Higginbotham.

12 MS. MARCUM: Yes.

13 JUDGE JONES: Ms. Marcum, will you please
14 raise your right hand?

15 Do you solemnly affirm that the testimony you
16 are about to give is true?

17 MS. MARCUM: Yes.

18 JUDGE JONES: And you may need to speak up
19 just a little bit, ma'am. We can barely hear you.

20 MS. MARCUM: Yes.

21 JUDGE JONES: Will you please spell your last
22 name for the court reporter?

23 MS. MARCUM: M-A-R-C-U-M.

24 JUDGE JONES: Thank you, Ms. Marcum. You may
25 proceed with your testimony.

1 MS. MARCUM: You know, I've heard so many
2 percentages of increases bantered around here this
3 evening, I'm a little confused. So I'm going to go
4 with the percentages that were quoted to me by the
5 Public Service Commission when I talked to them late
6 last week.

7 And it is my hope that Joplin city leaders
8 and our local state of representatives are represented
9 here tonight as consumers and to hear the people.

10 I understand from the Public Service
11 Commission, the last increase of 68 percent for
12 Missouri-American Water was for replacement and repair
13 of infrastructure.

14 The proposed increase of 38 percent plus is
15 for the operation of that new infrastructure. I agree
16 with the gentleman who has since left, repair and
17 replacement sales are a budgetary item; something that
18 should have been addressed through the years as needed.

19 I just want to know what happened. What
20 inspecting entity failed to notice the infrastructure?
21 When Missouri-American Water purchased the water
22 operation from the last company, I am sure they
23 inspected the infrastructure.

24 The purchase of an interest is largely based
25 on projections of future profits, which often means a

1 long-term investment, or at least it did before the
2 21st century.

3 My question is, "Is Missouri-American Water
4 willing to make a long-term commitment to the people,
5 the consumer?"

6 We have seen the results of hasty and
7 short-term investments. Just this week we saw Lehman
8 Brothers and Merrill Lynch hit the wall. Prior to
9 that, Barons, FannieMae, and FreddyMac.

10 There will come a day when the infrastructure
11 will be paid for and that 68 percent increase will
12 linger as revenue and profit.

13 I begrudge no man an honest profit. It is a
14 good thing. What troubles me is profiteering and the
15 burden other people, who once were valued consumers,
16 and now it appears that we have become cash cows to
17 companies, corporations, the government to -- and
18 actually, used to perpetuate cash flow.

19 Enron defines for us the harm corporations
20 can do to the people. In their arrogance, chief
21 executives of Enron recorded their own conversations in
22 house. One in particular caught my attention, and I
23 quote, as they laughingly spoke, "Those people keep
24 begging us not to raise rates but never ask to reduce
25 them ." The assumption being, raise the price the

1 people will acclimate. There comes a point in which
2 the people cannot adjust, the point at which cost
3 exceeds the ability to pay.

4 If this last proposed increase is approved by
5 the Public Service Commission, the consumer will
6 realize over 115 percent increase in less than
7 two years.

8 The people are faced with many increases.
9 Gas for cars. Electricity. Gas to heat our homes.
10 Food to feed us. Clothes to cover us. And on and on
11 and on. Homeownership is being threatened every day by
12 people's ability to survive from month to month. The
13 stock market is suffering the pains of correction.

14 I am asking Missouri-American Water to do the
15 same. I am asking the Public Service Commission not to
16 allow the increase and, further, to decrease the latest
17 68 percent increase.

18 And in addition to that, encourage the PSC to
19 consider Empire District, Missouri Gas Energy, that
20 they receive the same consideration for their last
21 increases.

22 It is also my understanding that there --
23 first I was told it was a matter of passing an act of
24 legislation where a fee is given each month by each
25 resident in order to cover any problem, maintenance

1 wise or unexpected cost. A city official told me it
2 would take an act of legislation.

3 A Public Service Commission representative
4 told me that all it would have to do to be is to avoid
5 the radical increase in pricing for what is a natural
6 resource to this community.

7 Thank you. (Applause.)

8 JUDGE JONES: Commissioner Murray, do you
9 have any questions?

10 COMMISSIONER MURRAY: No questions.

11 JUDGE JONES: Thank you. You can go ahead
12 and be seated. There aren't any questions for you.
13 Thank you.

14 MS. MARCUM: Thank you.

15 JUDGE JONES: Now for Lynette Higginbotham.

16 MR. KELLY: Next will be Tammy Walker.

17 JUDGE JONES: Will you please raise your
18 right hand?

19 Do you solemnly affirm that the testimony you
20 are about to give is the truth?

21 MS. HIGGINBOTHAM: I do.

22 JUDGE JONES: Thank you. Will you please
23 spell your last name for the court reporter?

24 MS. HIGGINBOTHAM: Yes.

25 H-I-G-G-I-N-B-O-T-H-A-M.

1 JUDGE JONES: Thank you, ma'am.

2 You may proceed with your testimony.

3 MS. HIGGINBOTHAM: Thank you. I am a
4 controller with Cliffstar Corporation here in Joplin,
5 Missouri. We are a private label fruit manufacturer
6 and we feel many of the pains as everyone else in this
7 room does.

8 Basically, last year we did incur an increase
9 of 64 percent. That to us was over \$55,000. And this
10 year I thought it was going to be a 32 percent
11 increase, and again that's over \$45,000 for us in a
12 year's time.

13 This evening I found out instead of a
14 32 percent increase for businesses, its going to be
15 40 percent.

16 So basically, I would just like them to look
17 at this and to realize that we are a large volume user,
18 but we're really not a large, large business. So to
19 increase our costs over 100,000 in one year's time
20 makes it difficult for the manufacturing companies in
21 the local area. Because unlike some of the big
22 corporations who do just pass their costs on to
23 consumers, we don't actually have that luxury. We do
24 our best not to do that.

25 And of course, we're selling not directly to

1 the consumer but, you know, to different other
2 companies who, you know, purchase the juice and sell it
3 on into the consumer.

4 So I would just like to state that a lot of
5 times, you know, on the brochures, it seems to be still
6 a significant amount, but when you're looking at
7 businesses, it's a much larger amount.

8 That's all.

9 JUDGE JONES: Thank you, Mrs. Higginbotham.
10 Commissioner Murray, do you have questions?

11 COMMISSIONER MURRAY: No questions. Thank
12 you.

13 JUDGE JONES: Any questions from any of the
14 parties?

15 (No audible response.)

16 Seeing none, Ms. Higginbotham, you may step
17 down. Thank you.

18 MR. KELLY: Next is Tammy Walker, and then
19 Edward Giles, please.

20 JUDGE JONES: Ms. Walker, will you please
21 raise your right hand?

22 Do you solemnly affirm that the testimony you
23 are about to give is the truth?

24 MS. WALKER: Yes.

25 JUDGE JONES: Thank you. You may proceed

1 with your testimony.

2 MS. WALKER: My name is Tammy Walker, and I'm
3 the Director for Community Development at Economic
4 Security Corporation, and I'm here representing them.

5 We are a community action agency that serves
6 Barton, Newton, Jasper, and McDonald counties. We have
7 programs that serve low income people and people who
8 are homeless.

9 We are aware that Missouri-American Water has
10 a program called H2O Help, which assists low income
11 people with their water bill. We have made referrals
12 to this program, and it has been very successful.

13 It is understandable that periodic
14 improvements must be made to infrastructure, but the
15 proposed increase is not affordable for the people with
16 low incomes. With the price of everything going up --
17 and everybody's stated that tonight -- the families and
18 individuals that our agency serves cannot afford this
19 increase.

20 That's all I have.

21 JUDGE JONES: Thank you, Ms. Walker.

22 Commissioner Murray, do you have any
23 questions?

24 COMMISSIONER MURRAY: No questions. Thank
25 you.

1 JUDGE JONES: Any questions from any other
2 parties?

3 (No audible response.)

4 Seeing none, you may step down. Thank you
5 for your testimony.

6 Next we'll hear from Edward Giles.

7 MR. KELLY: After Mr. Giles will be Novella
8 Webster, please.

9 JUDGE JONES: Mr. Giles, will you please
10 raise your right hand?

11 Do you solemnly affirm that the testimony you
12 are about to give is the truth?

13 MR. GILES: I do.

14 JUDGE JONES: Thank you, sir. Will you
15 please spell your last name for the court reporter?

16 MR. GILES: G-I-L-E-S.

17 JUDGE JONES: Thank you. You may proceed
18 with your testimony.

19 MR. GILES: I'm a resident of Joplin, and I'm
20 a senior citizen on fixed income. The two requirements
21 you have to testify for is service and about the rate
22 increase.

23 The service I have received has been
24 excellent. The only complaint I have is that they have
25 trouble reading my meter every year. But I understand

1 that's to be corrected because they put electronic
2 reader on it.

3 The second thing I have would be the rate
4 increase. We have received rate increases, as you have
5 heard, from several different areas. And I don't know
6 how far the spiral will go, but it's certainly going
7 up. And we can only stand so much.

8 I thank you.

9 JUDGE JONES: Thank you, Mr. Giles.

10 Commissioner Murray, do you have any
11 questions?

12 COMMISSIONER MURRAY: No.

13 Thank you, Mr. Giles.

14 JUDGE JONES: Questions from any other
15 parties?

16 (No audible response.)

17 Seeing none, Mr. Kelly, will you call the
18 next person?

19 MR. KELLY: Novella Webster. And then the
20 next person on the list will be John T. McDonald.

21 JUDGE JONES: Ms. Webster, will you please
22 raise your right hand?

23 Do you solemnly affirm that the testimony you
24 are about to give is the truth?

25 MS. WEBSTER: I do.

1 JUDGE JONES: Thank you, ma'am. And you may
2 proceed with your testimony.

3 MS. WEBSTER: I'm rather perplexed about this
4 average that's given for Joplin residents, \$26 and 20
5 cents a month.

6 My -- I'm a single person. I seldom use my
7 dishwasher. I take short showers. I don't even water
8 my lawn. I have a rain barrel. And yet my -- my -- on
9 average, my income -- or my payment is \$45.93 a month.

10 Now, even if you take out eight dollars for
11 wastewater, that's still \$37.93. I'm assuming that
12 this 26.20 is based on a family of four. So I'm rather
13 perplexed by that.

14 Second, I know that other people are -- that
15 are single are tending to get about this same rate. So
16 I just wonder how that's being decided on.

17 Second, I have a friend of the family that
18 went to India a year ago -- about a year ago in
19 February, and they noted to me that when they were
20 gone, it showed that they were using the same amount of
21 water as when they were there, even though they were in
22 India. So again I wonder, you know, how is this being
23 decided as to how much water is actually being used?

24 I've recently move. The neighborhood that I
25 was living in before, I regularly took walks with my

1 dogs, and I have to say I regularly saw water leaks.

2 I -- like Ms. Webster was talking about, I
3 did call them in when I saw them, and I have to say
4 that generally they did seem to come out, you know, to
5 do something about it, but there were several that
6 seemed to happen over and over again, same area.

7 I'm being told by a friend that lives near
8 where I do now that there is one of those recurrent
9 ones at 25th and Indiana. I can't speak to that
10 directly myself because I haven't seen it, but she says
11 that she's been seeing it for years and it's never been
12 addressed.

13 I think that it's unfair that we would have
14 almost 100 percent increase in a year's time, and now
15 we're being told in the question and answer period that
16 we can actually expect another increase next year
17 because they still have lots of work to do, and we have
18 nothing to say about how much that's going to be.

19 They haven't done the work yet, you know, so
20 it seems to me that we should be able to in some way
21 negotiate with them to say, "Well, do this much work so
22 that we can have this much increase," as opposed to
23 them being able to do as much as they want.

24 I am reminded of the accounting practices of
25 Halliburton, that they were given the opportunity to

1 charge as much as they wanted, you know, whatever they
2 spent, then they got a certain percentage beyond that,
3 which encouraged them to go ahead and spend as much as
4 they wanted because then they would get more money.

5 I have no idea whether that's the type of
6 accounting practices that are going on here, but
7 certainly we know that corporations are not beyond that
8 kind of accounting practices and that it can be said
9 over only, you know, getting five percent profit, when
10 actually, you know, they are -- you know, they're not
11 included this or that or this other thing, so that the
12 CEO can indeed be getting a hundred thousand plus or a
13 million plus a year.

14 So it seems to me that if we know that there
15 are expenses are going to be coming down the line, then
16 that needs to be budgeted. Like the gentleman in the
17 question and answer session was talking about, you
18 know, everybody else gets to budget.

19 Certainly with industry, that if the woman
20 with the fruit company knows that it's going to be a
21 32 percent or a 40 percent increase, they can budget
22 for that, as opposed to suddenly they have another
23 eight percent that hasn't been budgeted for.

24 So that's my comments.

25 JUDGE JONES: Thank you, Ms. Webster.

1 Commissioner Murray, do you have any
2 questions?

3 COMMISSIONER MURRAY: I have no questions.

4 JUDGE JONES: Questions from any other
5 parties?

6 (No audible response.)

7 Thank you, Ms. Webster. You may be excused.

8 (Applause.)

9 JUDGE JONES: Now we'll hear from John
10 McDonald.

11 MR. KELLY: Bryan Stevenson would be next,
12 please.

13 JUDGE JONES: Raise your right hand.

14 MR. McDONALD: Somebody is trying to run me
15 out of here.

16 JUDGE JONES: Do you solemnly affirm to tell
17 the truth?

18 MR. McDONALD: Can you hear me?

19 JUDGE JONES: Yeah. I can now. Thank you.

20 MR. McDONALD: Okay. Yes, I do swear.

21 JUDGE JONES: Will you please spell your last
22 name for the court reporter?

23 MR. McDONALD: M-c-D-O-N-A-L-D.

24 JUDGE JONES: You may proceed with your
25 testimony.

1 MR. McDONALD: Actually, I have questions as
2 well as the testimony. Are questions allowed?

3 JUDGE JONES: No.

4 MR. McDONALD: Then I'll make comments.

5 I don't know what you have paid for your
6 technical service here tonight, so I'm going to ask you
7 if you paid in advance.

8 You don't have to answer. It's rhetorical.
9 Because if you paid in advance, you got stiffed.

10 Whoever is running the technical outfit on
11 this needs to go back to school -- and I don't mean
12 MSSU -- because they're just piercing our ears
13 throughout this whole thing. It is almost as if
14 they're in the pay of the company to drive people away.
15 Do you read me? Now, that's a question, and it's
16 rhetorical too.

17 Anyway, the point is, yeah, I live alone, and
18 my bills have gone too high because, unlike the
19 previous person, I don't have a dishwasher. I use
20 paper plates. I use disposable forks that I buy in the
21 store. So I don't even have to wash much.

22 I haven't had to use any water to water the
23 lawn the last year because of the rains we've had. I
24 don't have a rain barrel, but I'm thinking about
25 getting one because maybe I could get more water there

1 that I can use cheaper, because my bills have gone from
2 37, 38, \$39 total.

3 Now, this is including the trash pickup and
4 whatever the city is charging. But my total bill has
5 gone up to 41, 42, \$43, along in through there. I live
6 alone. And I'm not using that much water. I know I'm
7 not because I've lived in Joplin most of my life.

8 The company, by the way, is not Missouri.
9 It's not American. It's a German company. Right?
10 Right. Where's our money going? Right.

11 I'm almost through.

12 I think -- oh, I've got to say one more
13 thing. I wrote in and complained a couple of years
14 ago. And I got a letter back, and they said that they
15 had checked and I didn't have any leaks. No leaks were
16 found on our property.

17 So my question is, "Why is my bill so high?"
18 I'm one person living alone. Why is my bill total,
19 I'll admit, including all charges, 38, 39, 40, 41, \$42?
20 And they want to tack on another 20, 30, \$40? Come on.
21 Come on, people. Where's the money going? Where's the
22 money going?

23 Something was said in a movie once, "show me
24 the money." That's a good point, isn't it? Show me
25 the money. Where is it going?

1 I don't believe what they tell me. I can't,
2 because they have not addressed my problem. Okay?
3 That's it.
4 JUDGE JONES: Thank you.
5 Commissioner Murray, do you have any
6 questions?
7 COMMISSIONER MURRAY: No questions.
8 JUDGE JONES: Any questions from any other
9 parties?
10 (No audible response.)
11 Mr. McDonald, you may be excused. Thank you
12 for your testimony.
13 Bryan Stevenson?
14 MR. KELLY: Sky Carr is next, please.
15 JUDGE JONES: Mr. Stevenson, will you please
16 raise your right hand?
17 Do you solemnly affirm that the testimony you
18 are about to give is the truth?
19 MR. STEVENSON: I do.
20 JUDGE JONES: Thank you, sir. Will you
21 please spell last name for the court reporter.
22 MR. STEVENSON: S-T-E-V-E-N-S-O-N.
23 JUDGE JONES: Thank you. Go ahead,
24 Mr. Stevenson.
25 MR. STEVENSON: Thank you.

1 My name is Bryan Stevenson. I am a local
2 attorney. My wife and I own a large number of rental
3 properties. I'm also elected state representative of
4 128th legislative district. I have had my phone
5 ringing off the wall from concerns by my constituents
6 who are very, very concerned about the increases.

7 I have had a large number of my constituents
8 tell me that they will not be flushing the toilet after
9 each time they use it, that they will instead use the
10 toilet four, five, six, and seven times before they
11 flush it. I am very concerned about the health hazards
12 that this will ensue in our legislative district.

13 Now, in spite of the triple average rainfall
14 that we have received this year, in the next few years
15 southwest Missouri is going to be facing a major water
16 shortage as our population continues to grow.

17 Now, I am well aware that the German company
18 operated as Missouri-American Water provides a valuable
19 need to the people of the state of Missouri. However,
20 there must be some balance to what they provide.

21 Now, I myself have received -- have had
22 extreme difficulty getting response from
23 Missouri-American Water for service issues -- for
24 tenant water related service issues. I am very blessed
25 because I happen to know the regional manager by being

1 a member of Rotary Club. So I knew how to get ahold of
2 her.

3 However, I am well aware that there are many,
4 many of my constituents, as you have heard testimony
5 here tonight, who have a very, very serious problem
6 having their service issues addressed.

7 It is imperative as the population of
8 southwest Missouri continues to grow that someone
9 mandate that Missouri-American Water have a customer
10 service center in every town that has a population of
11 over 40,000 people. (Applause.)

12 If you have utility issues with Empire
13 District Electric Company, you can walk into their
14 office. If you have issues with Missouri Gas Energy,
15 you can walk into their office. If you have issues
16 with service with Missouri-American Water, your only
17 recourse is to call a 1-800 number. It is a problem.
18 It is a very severe problem, and it needs to be
19 addressed.

20 In addition to that, the very large increase
21 that we have seen over the last year is sufficient at
22 this time to address the needs, and I strongly urge the
23 commission not to support the proposed increase.
24 (Applause.)

25 JUDGE JONES: Commissioner Murray, any

1 questions?

2 COMMISSIONER MURRAY: I have no questions,
3 but thank you, Representative Stevenson. I'm sure your
4 constituents appreciate you being here this morning.

5 JUDGE JONES: Any other parties?

6 (No audible response.)

7 Hearing none, Mr. Stevenson, you may be
8 seated. Thank you.

9 MR. STEVENSON: Thank you.

10 JUDGE JONES: I will hear from Sky Carr.

11 MR. KELLY: And next will be Kathy Wilson.

12 JUDGE JONES: Mr. Carr, will you please raise
13 your right hand?

14 Do you solemnly affirm that the testimony you
15 are about to give is the truth?

16 MR. CARR: Yes.

17 JUDGE JONES: And will you please spell your
18 last name for the court reporter? And then you may
19 proceed.

20 MR. CARR: C-A-R-R.

21 My concern is kind of a trend I've been
22 seeing. It's been going on for probably since 2000.
23 We've had what I call like an operating cost or an
24 infrastructure cost in this country, rates going up.
25 Basically, the cost of doing business, like cost of

1 utilities. I heard on the news one day that the cost
2 of building a road went up two, 300 percent. I was
3 like, "what?" And I couldn't believe that.

4 And these higher prices that are basically
5 building costs, working costs to run a day-to-day
6 business that have gone way up are going to cause a lot
7 of trouble to this country.

8 And I was going to come in here tonight and
9 say something about -- you know, about how you raise a
10 water price and that's going to affect a business.
11 Somewhere in town, somebody uses water to wash
12 something or whatever, and you just had somebody show
13 up tonight, that fruit business, comes in that uses a
14 lot of water.

15 And these rates are going to cripple what
16 this country is really supposed to be all about. It's
17 supposed to be all about creativity. It's supposed to
18 be all about us working together. It's supposed to be
19 about a vibrant economy. We should have the best
20 economy in the world.

21 And I was kind of watching the news, you
22 know, and every year they come back with this inflation
23 rate that, you know, still stays the same. It's about
24 five or six percent. Whatever our inflation rate is
25 every year. And it stays about the same even though

1 our price of utilities has gone way through the roof,
2 and even though the price of a lot of other things has
3 gone way up.

4 And I think I finally figured out this has a
5 lot to do with these imports we're getting from China
6 now. Wal-Mart had -- ever since about 2000 has been
7 lowering all the prices because of this influx of stuff
8 from China. And, you know, they have those smiley face
9 on the commercial, the slashing prices, getting
10 everything down, and it should have been a frowny face
11 because what is really happening is it's allowed all
12 these predators in this country to go nuts.

13 They've taken the fudge factor. Really, if
14 we have the biggest company in the world, Wal-Mart,
15 lowering all their prices, our inflation rate should
16 either stagnate or go down. And what that did is
17 allowed everybody who wants to play one of these
18 shenanigans going on in the corporate world, they got
19 away with it because it never did show up in the
20 inflation rate.

21 And I'm starting to finally see that show up.
22 And this rate right here and any other rate increase is
23 going to finally start to show up in these yearly
24 inflation rates. It's already started to finally see
25 that go up, because we've got everything in here we can

1 possibly get from China.

2 You go through -- I don't care if it's Target
3 now. I don't care if it's Wal-Mart. You can pull
4 anything off the shelf and just about everything is
5 coming in from China. And so we've maxed it out.
6 There's no more bottom end we can find. There's no
7 more gap through these companies that have run amuck to
8 play with anymore.

9 And, you know, I wanted to do stuff
10 artistically, creatively, or whatever, and you know,
11 every year I tell myself this is going to be the year
12 that I get ahead. This is going to be the year that I
13 get a little extra that I can start doing something
14 that I want to do. And what I'd like to notice is you
15 guys are happy that this stifled my creativity, that
16 this put me down?

17 And I'll tell you what this is I get in the
18 mail. This is a life sentence. Is that what this is
19 going to boil down to? That a mere existence, that
20 what we do to go to work is just that we can pay bills,
21 pay these silly utility bills?

22 A question about the people who were sitting
23 up here earlier. Are you from the water company?

24 MS. BAKER: No.

25 MR. CARR: Okay. Next time leave them

1 sitting up here when the people come up here and talk.
2 It's like what do they do? They get to leave after the
3 question and answer session. Why aren't they staying?
4 Why aren't they sitting up here to listen to what we
5 got to say? Why am I even talking if they're not
6 sitting right there? I don't understand that.

7 You know, did they leave the building
8 already? Are they still here? (One hand raised in
9 hearing room.) Well, next time -- next time stay in
10 the seat so we can talk at you about this kind of
11 ridiculous nonsense.

12 And the deal about bringing all this stuff
13 into us and having all of us read all this stuff and
14 hear about all this stuff going on with the
15 Missouri-American Water, what's it got to do with us?
16 What's it got to do with me? What's that got to do
17 with anybody that pays the bills? It's your business.
18 You figure out how to run it.

19 I run a small business, and if I want to
20 change something in my business, if I want to grow the
21 business, that's my responsibility. If you don't got
22 enough money, go borrow some. Use your good credit.
23 Don't come down here to us. I don't buy it.

24 If you got -- if you're going to increase
25 your capacity by adding infrastructure, then you're

1 going to make more money. Use the added money that you
2 get. Or if you're more efficient than you used to be,
3 if you have better service than you used to have, then
4 you take that money, you pay your loan off.

5 This is ridiculous. It's not our job to run
6 your business. We're all tapped out.

7 What do we got? What do you want us to do?
8 You want me to start working a third job?

9 I'll give you an example. How would you like
10 it if you went in McDonald's tomorrow and you get your
11 mac and cheese, and the lady behind the counter said,
12 "Hey, you know, welcome to McDonald's. We're going to
13 open a new plant over here in Glenville, a place that
14 you don't live and you'll never go there, and for the
15 privilege of it, we're going to start charging a dollar
16 extra per hamburger. How would you like that? And
17 guess what? We're going to do it for life."

18 You know, I don't get it. This is a rate
19 increase that pays for what? It's a life sentence.
20 Does it ever go back down? It doesn't go back down.
21 That's not what this is for.

22 You got to take your private business matters
23 and handle it. Don't come to us with it.

24 I do agree that these prices is kind of like,
25 you know, this is why all this predation isn't going to

1 work. Because now the water company has got to pay a
2 higher electricity price. Now it costs more for the
3 gas company to use water. Now it costs more money for
4 the electricity company to use gas.

5 As everybody raises prices, it's like a
6 domino effect. And what I would say to you is stop
7 looking downer nose at us. What did we do? These
8 people did no wrong. All they've ever done is pay
9 their bills religiously.

10 If you want to find a fix, look up. Look up
11 the food chain. Look up the ladder. That's where
12 you're going to find the shenanigans, sidewinder deals
13 and everything else going on.

14 You want to conspire? There's all this
15 conspiracy going on in these snake tanks and closed
16 door meetings and all this stuff, so they can come out
17 with this manipulated -- this manipulating machine that
18 we've had to put up. And just turn on TV and watch it.
19 That's what you people ought to do is you ought to
20 conspire to do good instead of conspire to do bad.

21 You know, why don't you -- if you want to
22 stop this -- this country is going to be in trouble if
23 we keep raising these prices. How is anybody going to
24 start a business? How are we going to fix a road, fix
25 a bridge? How is that lady that runs the fruit

1 business, how is she going to stay in business?

2 So why don't you people all get together?

3 Why don't the gas company and the electric company and
4 water company, why don't all these businesses that have
5 fed each other get together and conspire and agree
6 they're not going to raise prices on each other so they
7 can stop this slide down hill?

8 I don't really know what this is. I don't
9 buy this that you got moneys you need for
10 infrastructure. Because the way you handle something
11 like this, "Okay. Well, the water is something the
12 city would grab ahold of. Okay. We got to build" --
13 like Glenville here, "We're going to upgrade Glenville
14 so that they pass a tax, a temporary tax for like a
15 year. We're going to raise taxes two percent so we can
16 pay for this." The citizens vote on it. They either
17 agree to it or they don't.

18 Let's say you pay for something like this.
19 This is a one-time cost. It's an up front cost. Once
20 you're done with it, it's over with. It's not supposed
21 to be a life sentence. When does the fee come back
22 down now that you got it all built and you're making
23 more money? That's what's ridiculous.

24 That's about all I got to say.

25 JUDGE JONES: Commissioner Murray, do you

1 have any questions?

2 COMMISSIONER MURRAY: No questions. Thank
3 you.

4 JUDGE JONES: Any questions from either of
5 the parties?

6 MR. ENGLAND: Nothing.

7 JUDGE JONES: Mr. Carr, thank you for your
8 comments. You may be seated.

9 MR. CARR: Okay.

10 JUDGE JONES: Katherine Wilson, will you
11 please approach the microphone?

12 Will you please raise your right hand?

13 Do you solemnly affirm that the testimony you
14 are about to give is the truth?

15 MS. WILSON: I do.

16 JUDGE JONES: Thank you, ma'am. You may
17 proceed.

18 MS. WILSON: Okay. I am the executor and
19 founder of Hope House. It's a ministry. Men and women
20 coming out of prison home plan. They don't have a
21 home, home planned to Hope House.

22 We are not for profit, which means we don't
23 make a profit, but yet the power company has us billed
24 as a business. So way pay a higher price than most
25 residents.

1 Now, the thing is, the men and women that
2 come into this program, their rent is based on our
3 expenses, and as our expenses go up, we can't afford to
4 charge them any more rent because they already have
5 expenses when they come in. Most of the men have had
6 child support payments that they have to pay, plus the
7 probation fee or parole fee. So there's only so much
8 we can charge them.

9 And the bottom line is, if the water company
10 continues to get these rate increases and the utility
11 companies continue to get their rate increases, we're
12 going to be forced out. And when we're forced out,
13 you've got these men and women that are going to be
14 going out on the streets. They're going to be homeless
15 which, by the way, our homeless population is really
16 increasing dramatically.

17 The saying "you're not there yet", that means
18 "you're eligible too." And the way we're going,
19 there's going to be a lot more of this.

20 And that's all I have to say. I violently
21 oppose this rate increase. It's way too much.

22 The other thing that was pointed out tonight,
23 the water company said they're not making a profit.
24 And my question was, "If they're not making a profit,
25 then why are they paying their CEO \$1,150,000?" That's

1 an awful lot of money for a company that's not making a
2 profit. That's all I have.

3 (Applause.)

4 MS. WILSON: I'm sorry. I didn't hear you.

5 JUDGE JONES: Thank you, Mrs. Wilson. You
6 may be seated.

7 MS. WILSON: Okay.

8 MR. KELLY: Judge, that is all that we have
9 in terms of people who have signed up at this time.
10 I'll open it up and see if there's anyone else who
11 wishes to testify for this evening.

12 Just a second. We have another person.

13 MS. CAMERON: Hi. My name is Susan Cameron.

14 JUDGE JONES: Okay. Susan?

15 MS. CAMERON: C-A-M-E-R-O-N.

16 JUDGE JONES: Did you say Cameron?

17 MS. CAMERON: Yeah.

18 JUDGE JONES: Will you please raise your
19 right hand?

20 Do you solemnly affirm that the testimony you
21 are about to give is the truth?

22 MS. CAMERON: Yes, I do.

23 JUDGE JONES: Thank you. You may proceed.

24 MS. CAMERON: Two years ago I moved into a
25 smaller house because I wanted to prepare to retire,

1 and my ut -- or my water bill, I noticed that -- I
2 didn't say anything, but in January when the ice storm
3 hit, and they didn't come and read my meter for the
4 month of January, and then February was three times as
5 high as my August bill. I called and asked them what
6 did they do, and they said they estimated.

7 And I said, "Well, how could you estimate it
8 when it was three times higher than my August bill?"
9 And she didn't have an answer.

10 And then I said, "Why is my output of my
11 water higher than my intake?" And she says, "Well,
12 they're going by the person that lived in that home
13 before." And then I said, "Well, why don't you just
14 figure it on what I'm using?" And they said, "They
15 don't do it." To me, that's a scam.

16 And also I found out at that time in
17 December, January and February, they take your in and
18 average those three months to decide how much they're
19 going to charge you for outflow, and that's what you
20 pay for the full year. Well, since in February they
21 charged me three times as high that they normally
22 should, then I'm charged for the rest of the year for
23 out.

24 Now, I found out that that goes back to the
25 city. So that makes, in my viewpoint, the City of

1 Joplin, they're frauding -- you know, we're being
2 frauded by our own city.

3 And I don't understand that. I think that's
4 unfair, and I think it's not right. And I feel and I
5 believe with these actions, this Missouri-American
6 Water Company, if they lied to me and do this to me,
7 then they'll run a lie to the Commission and they're
8 going to lie to the City of Joplin. And my solution to
9 retirement is I'm moving out of Joplin.

10 JUDGE JONES: Is there anyone else who would
11 like to testify? Please approach the mike.

12 MR. KELLY: Yes, your Honor. Ralph Beasley.

13 JUDGE JONES: Mr. Beasley, will you please
14 raise your right hand?

15 Do you solemnly affirm that the testimony you
16 are about to give is the truth?

17 MR. BEASLEY: Yes.

18 JUDGE JONES: Now, would you please -- I
19 didn't hear you.

20 MR. BEASLEY: Yes.

21 JUDGE JONES: And will you please spell your
22 last name for the court reporter?

23 MR. BEASLEY: B-E-A-S-L-E-Y.

24 JUDGE JONES: Thank you, sir. You may
25 proceed.

1 MR. BEASLEY: I'd just like to reiterate
2 Mr. Stevenson's comment about an office here in this
3 area. It's really frustrating to have questions. And
4 customer service? They ought to really think of
5 another name, because there's really not much service
6 left to it. You have to wait -- if you're busy, you
7 have to wait for many, many minutes. And if you happen
8 to punch the wrong button, then you're routed out. And
9 we know how that works.

10 But our rate, as this lady was saying here,
11 it was estimated in -- I think it was January. I can't
12 remember. But it might have been December. And it was
13 real high, way over. And what this customer service
14 representative said was it was on an average. And I
15 said, "Well, it's about two times higher than the
16 highest average that we've had that they charged us."

17 And I said, "Why was it estimated?" And they
18 couldn't give you an answer. And so finally they said,
19 "Well, it must have been maybe it was bad weather."
20 And, you know, all these guesses.

21 But you get put on hold, and they never find
22 an answer and tell you as to why exactly was your bill
23 estimated.

24 I said, "That sounds kind of strange to me."
25 And this lady, whoever it was, said, "Well, it is a

1 little strange, but that's the only thing I can give
2 you."So then, you know, there you go. That's all you
3 got.

4 And if you happen to get through to somebody
5 that will give you a solid answer about, you know, some
6 areas like this, you're really lucky. But if you go
7 into an office and you go to the clerk and stand there
8 until they get you an answer, in my view, it's just
9 going to be a lot more efficient.

10 So if they're wanting this kind of a rate
11 increase, a little over 100 percent in the last year or
12 however long it's been, it just makes absolutely no
13 sense to not have an office here where customers can go
14 in and get some things straightened out.

15 I, too, have seen leaks. I reported two or
16 three leaks, if I remember right, over the three or
17 four years probably, and I've noticed over time these
18 leaks were never -- they're still leaks. They're still
19 there in the streets. And it just makes you wonder.

20 But I am -- in my view, I know I'm not the
21 only one, but this company is not very well managed
22 from the top down. And I spoke -- you happen to get
23 a -- one of these men that work on the lines, they will
24 tell you that there are problems within this company.
25 And some of them have worked there before this

1 Missouri-American Water Company, owned by a German
2 company, took over, it was a lot different. Things
3 began to change. But that's another issue.

4 But it's really frustrating to not be able to
5 get ahold of anybody and have them give you a real
6 answer about what's happening. Why are your rates
7 estimated when there was no reason?

8 Well, maybe your water -- maybe the manhole
9 cover was covered over with debris. And I said, "Well,
10 we've always kept our yard clean and there's never been
11 any debris on it. And if it's snow, well, no, snow
12 wouldn't stop it." And that was the only thing I could
13 think of why would they estimate the bill? She said,
14 "I don't know."

15 Anyway, I guess that's about all I have to
16 say. Just kind of a ditto of some of the things that
17 I've heard here. But we really need an office here in
18 a metropolitan area like this area. We need an office
19 here at least half a day where you can go in and find
20 out some answers. And you can't go to -- at the
21 maintenance place, you can't get in there. So there's
22 no way to communicate with this company. Maybe write a
23 letter.

24 But I guess that's all I have to say.

25 JUDGE JONES: Thank you, Mr. Beasley.

1 Commissioner Murray, do you have questions?

2 COMMISSIONER MURRAY: No, sir. Thank you.

3 JUDGE JONES: Any questions from any of the
4 other parties?

5 (No audible response.)

6 Thank you, Mr. Beasley. You may be seated.

7 MR. KELLY: Judge, that's all that we have on
8 the list. I'll ask once again, is there anyone else
9 that wishes to testify here this evening?

10 (No audible response.)

11 MR. KELLY: Judge, I'm not seeing anyone
12 else.

13 JUDGE JONES: Okay. Thank you all for coming
14 out to participate in the public hearing. With that,
15 we'll go off the record.

16

17 (The proceeding concluded at 7:47 p.m.)

18

19

20

21

22

23

24

25

I N D E X

2	WITNESS	Page
3	David Sizemore	5
4	Jane Daniels	7
5	Russ Leinmiller	8
6	Maurice Filson	10
7	Alan Scherle	12
8	Darby Marcum	15
9	Lynette Higginbotham	19
10	Tammy Walker	21
11	Edward Giles	22
12	Novella Webster	24
13	John McDonald	28
14	Bryan Stevenson	30
15	Sky Carr	33
16	Katherine Wilson	41
17	Susan Cameron	43
18	Ralph Beasley	46
19		
20		
21		
22		
23		
24		
25		