Page 1 1 STATE OF MISSOURI PUBLIC SERVICE COMMISSION 2 3 4 5 6 TRANSCRIPT OF PROCEEDINGS Local Public Hearing 7 September 6, 2012 Sedalia, MO 8 Volume 8 9 10 11 In The Matter of Kansas City Power) & Light Company Request For) Authority To Implement A General) File No. ER-2012-0174 12 Rate Increase For Electric Service) 13 14 15 In The Matter of KCP&L Greater) Operations Company's Request For) 16 Authority To Implement A General) File No. ER-2012-0175 Rate Increase For Electric Service) 17 18 DANIEL JORDAN, Presiding, SENIOR REGULATORY LAW JUDGE 19 20 Terry Jarrett, Commissioner 21 22 23 24 25

Page 2 A P P E A R A N C E S 1 2 For the Staff of Missouri Public Counsel and Public: 3 MR. LEWIS MILLS, JR. MISSOURI PUBLIC COUNSEL 200 Madison Street 4 PO Box 2230 Jefferson City, MO 65102 5 573-751-1304 6 lewis.mills@ded.mo.gov 7 For the Staff of the Public Service Commission: 8 Meghan E. Mcclowry PUBLIC SERVICE COMMISSION, STATE OF MISSOURI 9 PO Box 360 JEFFERSON CITY, MO 65102 10 573-751-6651 11 For Kansas City Power and Light, KCP&L Greater Missouri Operations Company: 12 James Fischer FISCHER & DORITY 13 101 Madison, Suite 400 14 Jefferson City, MO 65101 573-636-6758 15 jfischerpc@aol.com 16 The Court Reporter: 17 Jenna Petree, CCR #1347(T) 18 Midwest Litigation Services 401 Locust Street 19 Columbia, MO 65201 573-449-0561 20 21 22 23 24 2.5

Page 3 1 PROCEEDINGS 2 JUDGE JORDAN: The Commission is calling the 3 actions in Files Nos ER-2012-0174 and ER-2012-0175. Those are the applications for rate increase filed by Kansas City 4 5 Power and Light Company and KCP&L Greater Missouri Operations Company. 6 7 This proceeding is a legal public hearing to 8 take testimony from witnesses as to the proposed rate 9 increases. My name and Daniel Jordan, I am a Regulatory Law Judge employed by the Commission by the Commissioner, 10 but my job is to run an orderly proceedings of this nature 11 12 and certain others. To my left is Commissioner Terry 13 Jarrett, he's the Governor's appointee from the Public Service Commission. He has come to us from Jefferson City. 14 15 Any opening remarks Commissioner? MR. JARRETT: Thank you, Judge. Just a few 16 17 brief comments. Thank you all for coming out tonight. These open floor hearings are very important to 18 commissioners. I am one of four commissioners that 19 20 currently sit on the commission. We have on vacancy. We 21 normally have five, but we have a vacancy right now. These 22 hearings are being held throughout KCP&L's territory. So not all the commissioners can make all of the local public 23 hearings. So at times there is one or two of us that are 24 not here. That doesn't mean we don't consider these 25

	Page 4
1	important, that's why we have a court reporter here to take
2	down the testimony so that the commissioners who aren't
3	here can read it. So on behalf of the commissioners that
4	aren't here, I want to stress the importance that they hold
5	these these local public hearings and you can be sure they
6	will read the transcripts of this testimony tonight.
7	Thank you for being here tonight. If you have
8	any questions, I hope you got all your questions answered
9	in the question and answer section, but our staff and there
10	is still some company representative here I'm sure and
11	public counsel is here as well. I'm sure that if you have
12	any additional questions that you think of before we leave
13	tonight, I'm sure they'll be happy to talk to you and
14	answer your questions. Again, welcome and thanks.
15	JUDGE JORDAN: And also wanted to note that we
16	are not only transcribing it, we are also recording this by
17	video. It's a public document and we'll be taking sworn
18	testimony that will be part of the record in this action.
19	What I will do is I'll take entries from appearance on the
20	record and then give a few suggestions for presentation of
21	testifying.
22	We'll begin with entries of appearance frist
23	from the applicants, please.
24	MR. FISCHER: Thank you, Judge. On behalf of
25	the company in this action, my name is Jim Fischer, I'm an

Page 5 attorney out of Jefferson City, Missouri. My address is 1 2 101 Madison Street, Suite 400, Jefferson City, Missouri, 3 65101, appearing on behalf this case KCP&L and Greater Missouri Operations Company. 4 5 JUDGE JORDAN: Thank you. And from staff. 6 MS. MCCLOWRY: Thank you, Judge. I'm Ms. 7 Megan Mcclowry, attorney for the staff of the Public Service Commission. My address is P.O Box 360, Jefferson 8 9 City, Missouri, 65102. 10 JUDGE JORDAN: Thank you. For the Office of the Public Counsel. 11 12 MR. MILLS: On behalf of the Office of Public Counsel and the Pubic, my name is Lewis Mills. My address 13 is Post Office Box 2230, Jefferson City, Missouri, 65102. 14 15 JUDGE JORDAN: And do we have any representatives in this case present? I'm not seeing any 16 17 representatives, all right then. 18 Well, I'm ready to take testimony then on this. I have only one person signed up. So I will ask 19 20 Delmar L. Fisher to the podium. 21 MS. DIETRICH: He's calling you up and he'll 22 swear you in. 23 JUDGE JORDAN: Will it help -- this is about 24 as loud as it gets. I don't know whether microphone or no 25 microphone. Can you hear better with or without the

Page 6 microphone? 1 2 MR. FISHER: I can hear you now. 3 JUDGE JORDAN: Okay, good. All right. Will you please raise your right hand. 4 5 DELMAR FISHER, having been duly sworn to tell the truth, testified as 6 7 follows: 8 JUDGE JORDAN: Please state your name for the 9 court reporter and spell it for her? 10 MR. FISHER: My name and what? 11 JUDGE JORDAN: Spell it, please, so that she 12 gets the spelling correct. 13 MR. FISHER: Delmar L. Fisher. D-e-l-m-a-r, 14 F-i-s-h-e-r. 15 JUDGE JORDAN: Thank you. Are you a customer of this utility? 16 17 MR. FISHER: Kansas City Power and Light, yes. 18 JUDGE JORDAN: And what would you like the Commission to know? 19 20 MR. FISHER: Well, I'm not really happy with 21 the service that I have got because -- well I gave the instances awhile ago. They had a programmable thermostat 22 they wanted to put in my house where they could program it. 23 And I let them do that and then it malfunctioned and I had 24 the highest electric bill that I ever experienced before. 25

Page 7 And I finally called them after the fan run 1 2 three days in a row and had them to send a man out to take 3 it out. And when he did, he hooked up a wire that he shouldn't have. The heating and air conditioning people 4 that I bought my system from always put in an extra in case 5 they needed it. And this man hooked it up not knowing 6 7 where the other end was and two days later it shorted out, 8 vibrated over and shorted out and shut the whole thing 9 down. And then the service man charged me, I believe, it was \$83.00. I can't swear that it's exactly that, but it 10 11 was a little less than a hundred. And I asked Kansas City 12 Power and Light to pay it, and at first they wouldn't even 13 hear it. They wouldn't listen to me at all. But finally they did agree to pay it, but they said they had no 14 15 liability or anything like that they were just doing out of the goodness of their heart. That's fine, I got it paid. 16 17 And then the other thing that I distinctly don't like, I built a new house across from me 23 years ago 18 up closer to the road and I wanted them to put the service 19 20 from both houses on the one meter but they wouldn't do 21 that. So for about -- now this approximate, I don't remember the exact date -- but I think it's been about 23 22 23 years I've had to pay for this meter sitting on the pole down there. And if I remember right, one month I paid 24 between \$9.00 and \$10.00 for meter being there and I think 25

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Page 8 I used .16 or. 18 cents worth of electricity. That to me 1 2 isn't common sense. It's just not right. And then I have 3 had two or three issues with them about all this. Then now my thinking is, I don't have a lot of 4 5 money but what little money I get I'm not making one and half or two percent, maybe three percent if I find somebody 6 7 that needs it. And here this gentleman says that they 8 think they ought to make seven and half percent on their 9 money. Well, if they are going to make that kind of money 10 on there, why should I have to pay? You understand where I'm getting? 11 12 I don't understand. I'm 79 years old and 13 there has got to be a stop somewhere. I just can't see it going up and up and up. And the local co-op electric they 14 15 tell me is cheaper. And just a few short years ago, I was out of service for the most of a week from Kansas City 16 17 Power and Light and my neighbor a quarter of a mile across the road never lost his power at all. So I think they're 18 lacking some coordination somewhere. I think they've got 19 20 to much stretched out to take care of properly. And now I 21 think there wanting us to pay for all the extras and everything like that. I just don't believe it's right. 22 JUDGE JORDAN: I have some clarification. I'd 23 like to clarify a few things if I may. If you got, for 24 25 just a second here. First, I'd like to ask --

Page 9 MR. FISHER: I can't hear what he's saying. 1 2 MS. DIETRICH: You want me to repeat it to 3 him? JUDGE JORDAN: That's probably better. First 4 5 as to the thermostat, programmable thermostat. Is that now working to his satisfaction? 6 7 MS. DIETRICH: The programmable thermostat, is 8 that now working to your satisfaction? 9 MR. FISHER: No, I had them take it out. They put the original back in and it's working fine. 10 11 JUDGE JORDAN: Okay. The \$83.00 bill, did 12 that come from the company's people or another electrician? MS. DIETRICH: Did the \$83.00 bill come from 13 the company or from another electrician? 14 15 MR. FISHER: From Kansas City Power and Light. JUDGE JORDAN: How long, you mentioned a 16 17 service outage a few weeks ago. How long did that last? 18 MS. DIETRICH: The service outage that you mentioned, how long did that last? 19 20 MR. FISHER: It wasn't quite a week, but I 21 don't remember exactly how many days; four or five days I think. I can't swear to that, but it was quite a length of 22 23 time. 24 JUDGE JORDAN: Thank you. There may be some 25 questions from the other parties.

TRANCRIPT OF PROCEEDINGS 9/6/2012

Page 10 MR. JARRETT: Was there a storm associated 1 2 with that? What was the cause of the outage? 3 MR. FISHER: Ice storm. MR. JARRETT: So that would have been in the 4 5 winter time? 6 MR. FISHER: I think so, yes. It was an ice 7 storm anyhow. 8 MR. JARRETT: Thank you, sir. 9 JUDGE JORDAN: Any questions from the utility? 10 MR. FISCHER: No questions. 11 JUDGE JORDAN: Any questions from staff? 12 MS. MCCLOWRY: No questions. 13 JUDGE JORDAN: Any questions from the Office 14 of Public Counsel? 15 MR. MILLS: No questions. 16 JUDGE JORDAN: I have no more questions for 17 you. Thank you. 18 MS. DIETRICH: No more questions for you. 19 JUDGE JORDAN: Would anyone else like to testify while we're here? I'm not seeing anyone so I will 20 21 go ahead and close the testimony. Thank you every one for being here. Do you have anything more? 22 MR. JARRETT: No. Just thank you all. We 23 appreciate you being here. 24 25 JUDGE JORDAN: And with that we will adjourn

		Page 11
1	and go off the record.	
2	(Hearing concluded at 6:48 p.m.)	
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TRANCRIPT OF PROCEEDINGS 9/6/2012

	Page 12
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2	STATE OF MISSOURI)
) SS.
3	COUNTY OF PETTIS)
4	I, Jenna Petree, Certified Court Reporter,
5	with the firm of Midwest Litigation Services, do hereby
6	certify that I was personally present at the proceedings
7	had in the above-entitle cause at the time and place set
8	forth in the caption sheet thereof; that I then and there
9	took down in Stenotype the proceedings had; and that the
10	foregoing is a full, true and correct transcript of such
11	Stenotype notes so made at such time and place.
12	
13	Certified Court Reporter
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		4 40 95 5 4		
A	C	4:10,25 5:4	employed 3:10	getting 8:11
above-entitle	C 2:1	9:14	entries 4:19,22	give 4:20
12:7	called 7:1	company's	ER-2012-0174	go 10:21 11:1
action 4:18,25	calling 3:2 5:21	1:15 9:12	1:12 3:3	going 8:9,14
actions 3:3	caption 12:8	concluded 11:2	ER-2012-0175	good 6:3
additional 4:12	care 8:20	conditioning	1:16 3:3	goodness 7:16
address 5:1,8	case 5:3,16 7:5	7:4	exact 7:22	Governor's
5:13	cause 10:2 12:7	consider 3:25	exactly 7:10	3:13
adjourn 10:25	CCR 2:17	coordination	9:21	Greater 1:15
ago 6:22 7:18	cents 8:1	8:19	experienced	2:11 3:5 5:3
8:15 9:17	certain 3:12	correct 6:12	6:25	н
agree 7:14	CERTIFICA	12:10	extra 7:5	
ahead 10:21	12:1	counsel 2:2,3	extras 8:21	half 8:6,8
air 7:4	Certified 12:4	4:11 5:11,13		hand 6:4
answer 4:9,14	12:13	10:14	$\frac{\mathbf{F}}{\mathbf{c} - 7}$	happy 4:13
answered 4:8	certify 12:6	COUNTY 12:3	fan 7:1	6:20
appearance	charged 7:9	court 2:16 4:1	File 1:12,16	hear 5:25 6:2
4:19,22	cheaper 8:15	6:9 12:4,13	filed 3:4	7:13 9:1
appearing 5:3	City 1:11 2:5,9	со-ор 8:14	Files 3:3	hearing 1:6 3:7
applicants 4:23	2:11,14 3:4	currently 3:20	finally 7:1,13	11:2
applications	3:14 5:1,2,9	customer 6:15	find 8:6	hearings 3:18
3:4	5:14 6:17		fine 7:16 9:10	3:22,24 4:5
appointee 3:13	7:11 8:16	$\frac{\mathbf{D}}{\mathbf{D}}$	firm 12:5	heart 7:16
appreciate	9:15	Daniel 1:18 3:9	first 7:12 8:25	heating 7:4
10:24	clarification	date 7:22	9:4	held 3:22
approximate	8:23	days 7:2,7 9:21	Fischer 2:12,13	help 5:23
7:21	clarify 8:24	9:21	4:24,25 10:10	he'll 5:21
asked 7:11	close 10:21	Delmar 5:20	Fisher 5:20 6:2	highest 6:25
associated 10:1	closer 7:19	6:5,13	6:5,10,13,13	hold 4:4
attorney 5:1,7	Columbia 2:19	DIETRICH	6:17,20 9:1,9	hooked 7:3,6
Authority 1:12	come 3:14 9:12	5:21 9:2,7,13	9:15,20 10:3	hope 4:8
1:16	9:13	9:18 10:18	10:6	house 6:23 7:18
awhile 6:22	coming 3:17	distinctly 7:17	five 3:21 9:21	houses 7:20
	comments 3:17	document 4:17	floor 3:18	hundred 7:11
B	commission 1:1	doing 7:15	follows 6:7	
back 9:10	2:7,8 3:2,10	DORITY 2:13	foregoing	$\frac{\mathbf{I}}{\mathbf{I}}$
behalf 4:3,24	3:14,20 5:8	duly 6:6	12:10	ice 10:3,6
5:3,12	6:19	D-e-l-m-a-r	forth 12:8	Implement
believe 7:9 8:22	Commissioner	6:13	four 3:19 9:21	1:12,16
better 5:25 9:4	1:20 3:10,12		frist 4:22	importance 4:4
bill 6:25 9:11	3:15	$\frac{\mathbf{E}}{\mathbf{E}_{2,1,1,0}}$	full 12:10	important 3:18
9:13	commissioners	E 2:1,1,8	F-i-s-h-e-r 6:14	4:1
bought 7:5	3:19,19,23	electric 1:12,16	<u> </u>	increase 1:12
Box 2:4,9 5:8	4:2,3	6:25 8:14	$\frac{\mathbf{G}}{\mathbf{G}}$	1:16 3:4
5:14	common 8:2	electrician 9:12	General 1:12	increases 3:9
brief 3:17	company 1:11	9:14	1:16	instances 6:22
built 7:18	2:11 3:5,6	electricity 8:1	gentleman 8:7	issues 8:3
	,	l	I	I

J	lacking 8:19	Mills 2:3 5:12	parties 9:25	Q
James 2:12	Law 1:18 3:10	5:13 10:15	pay 7:12,14,23	quarter 8:17
Jarrett 1:20	leave 4:12	Missouri 1:1	8:10,21	question 4:9
3:13,16 10:1	left 3:12	2:2,3,8,11 3:5	people 7:4 9:12	questions 4:8,8
10:4,8,23	legal 3:7	5:1,2,4,9,14	percent 8:6,6,8	4:12,14 9:25
Jefferson 2:5,9	length 9:22	12:2	person 5:19	10:9,10,11,12
2:14 3:14 5:1	Lewis 2:3 5:13	MO 1:7 2:5,9	personally 12:6	10:13,15,16
5:2,8,14	lewis.mills@	2:14,19	Petree 2:17	10:18
Jenna 2:17	2:6	money 8:5,5,9	12:4	quite 9:20,22
12:4	liability 7:15	8:9	PETTIS 12:3	
jfischerpc@a	Light 1:11 2:11	month 7:24	place 12:7,11	R
2:15	3:5 6:17 7:12	N	please 4:23 6:4	R 2:1
Jim 4:25	8:17 9:15	N 2:1	6:8,11	raise 6:4
job 3:11	listen 7:13	name 3:9 4:25	PO 2:4,9	rate 1:12,16 3:4
Jordan 1:18	Litigation 2:18		podium 5:20	3:8
3:2,9 4:15 5:5	12:5	5:13 6:8,10 nature 3:11	pole 7:23	read 4:3,6
5:10,15,23	little 7:11 8:5	needed 7:6	Post 5:14	ready 5:18
6:3,8,11,15	local 1:6 3:23	needs 8:7	power 1:11	really 6:20
6:18 8:23 9:4	4:5 8:14	neighbor 8:17	2:11 3:5 6:17	record 4:18,20
9:11,16,24	Locust 2:18	never 8:18	7:12 8:17,18	11:1
10:9,11,13,16	long 9:16,17,19	new 7:18	9:15	recording 4:16
10:19,25	lost 8:18	normally 3:21	present 5:16	Regulatory
JR 2:3	lot 8:4	Nos 3:3	12:6	1:18 3:9
Judge 1:18 3:2	loud 5:24	note 4:15	presentation 4:20	remarks 3:15
3:10,16 4:15	M	notes 12:11	4.20 Presiding 1:18	remember 7:22 7:24 9:21
4:24 5:5,6,10	Madison 2:4,13		probably 9:4	repeat 9:21
5:15,23 6:3,8	5:2	0	proceeding 3:7	reporter 2:16
6:11,15,18	making 8:5	Office 5:10,12	proceedings	4:1 6:9 12:1,4
8:23 9:4,11	malfunctioned	5:14 10:13	1:6 3:1,11	12:13
9:16,24 10:9	6:24	Okay 6:3 9:11	12:6,9	representative
10:11,13,16	man 7:2,6,9	old 8:12	program 6:23	4:10
10:19,25	Matter 1:11,15	open 3:18	programmable	representativ
K	Mcclowry 2:8	opening 3:15	6:22 9:5,7	5:16,17
Kansas 1:11	5:6,7 10:12	Operations	properly 8:20	Request 1:11
2:11 3:4 6:17	mean 3:25	1:15 2:11 3:6	proposed 3:8	1:15
7:11 8:16	Megan 5:7	5:4	Pubic 5:13	right 3:21 5:17
9:15	Meghan 2:8	orderly 3:11	public 1:1,6 2:2	6:3,4 7:24 8:2
KCP&L 1:15	mentioned 9:16	original 9:10	2:2,3,7,8 3:7	8:22
2:11 3:5 5:3	9:19	ought 8:8	3:13,23 4:5	road 7:19 8:18
KCP&L's 3:22	meter 7:20,23	outage 9:17,18	4:11,17 5:7	row 7:2
kind 8:9	7:25	10:2	5:11,12 10:14	run 3:11 7:1
know 5:24 6:19	microphone	Р	put 6:23 7:5,19	
knowing 7:6	5:24,25 6:1	P 2:1,1	9:10	S
T	Midwest 2:18	paid 7:16,24	p.m 11:2	S 2:1
$\frac{L}{L_{5,20,6,12}}$	12:5	part 4:18	P.O 5:8	satisfaction 9:6
L 5:20 6:13	mile 8:17	F		9:8
			I	

1			0.11.12
saying 9:1	Suite 2:13 5:2	transcript 1:6	9:11,13
says 8:7	sure 4:5,10,11	12:10	\$9.00 7:25
second 8:25	4:13	transcripts 4:6	#
section 4:9	swear 5:22	true 12:10	$\frac{\pi}{\#1347(T) 2:17}$
Sedalia 1:7	7:10 9:22	truth 6:6	#1347(1)2:17
see 8:13	sworn 4:17 6:6	two 3:24 7:7	1
seeing 5:16	system 7:5	8:3,6	101 2:13 5:2
10:20	T	U	161 2:15 5:2 16 8:1
send 7:2			18 8:1
SENIOR 1:18	take 3:8 4:1,19	understand	10 0.1
sense 8:2	5:18 7:2 8:20	8:10,12	2
September 1:7	9:9	utility 6:16 10:9	200 2:4
service 1:1,12	talk 4:13	10:9	2012 1:7
1:16 2:7,8	tell 6:6 8:15		2230 2:4 5:14
3:14 5:8 6:21	territory 3:22	vacancy 3:20	23 7:18,22
7:9,19 8:16	Terry 1:20	3:21	
9:17,18	3:12	vibrated 7:8	3
Services 2:18	testified 6:6	video 4:17	360 2:9 5:8
12:5	testify 10:20	Volume 1:8	
set 12:7	testifying 4:21		4
seven 8:8	testimony 3:8	W	400 2:13 5:2
sheet 12:8	4:2,6,18 5:18	want 4:4 9:2	401 2:18
short 8:15	10:21	wanted 4:15	<u> </u>
shorted 7:7,8	thank 3:16,17	6:23 7:19	5
shut 7:8	4:7,24 5:5,6	wanting 8:21	573-449-0561
signed 5:19	5:10 6:15	wasn't 9:20	2:19
sir 10:8	9:24 10:8,17	week 8:16 9:20	573-636-6758
sit 3:20	10:21,23	weeks 9:17	2:14
sitting 7:23	thanks 4:14	welcome 4:14	573-751-1304
somebody 8:6	thereof 12:8	we'll 4:17,22	2:5
spell 6:9,11	thermostat	we're 10:20	573-751-6651
spelling 6:12	6:22 9:5,5,7	winter 10:5	2:10
ss 12:2	thing 7:8,17	wire 7:3	6
staff 2:2,7 4:9	things 8:24	witnesses 3:8	6 1:7
5:5,7 10:11	think 4:12 7:22	working 9:6,8	6:48 11:2
state 1:1 2:8	7:25 8:8,18	9:10	65101 2:14 5:3
6:8 12:2	8:19,21 9:22	worth 8:1	65101 2:14 5:3 65102 2:5,9 5:9
Stenotype 12:9	10:6	wouldn't 7:12	5:14
12:11	thinking 8:4	7:13,20	65201 2:19
stop 8:13	three 7:2 8:3,6	·	03201 2.19
storm 10:1,3,7	time 9:23 10:5	Y	7
Street 2:4,18	12:7,11	years 7:18,23	79 8:12
5:2	times 3:24	8:12,15	
stress 4:4	tonight 3:17		8
stretched 8:20	4:6,7,13	\$	8 1:8
suggestions	transcribing	\$10.00 7:25	
4:20	4:16	\$83.00 7:10	
	1	1	