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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS  
Local Public Hearing  
March 12, 2009

Kansas City, Missouri, 12:00 p.m.

Volume 8

In The Matter Of The Application of	)	
Kansas City Power and Light Company	)	
For Approval To Make Certain Changes	)	Case No. ER-2009-0089
In Its Charges For Electric Service To	)	
Continue The Implementation Of Its	)	
Regulatory Plan	)	
-----	)	
In The Matter Of The Application of	)	
Aquila, Inc. d/b/a KCP&L Greater	)	
Missouri Operations Company,	)	
For Approval To Make Certain Changes	)	Case No. ER-2009-0090
In Its Charges For Electric Service	)	
-----	)	
In The Matter Of The Application of	)	
Aquila, Inc. d/b/a KCP&L Greater	)	
Missouri Operations Company,	)	
For Approval To Make Certain Changes	)	Case No. HR-2009-0092
In Its Charges For Steam Heating	)	
Service	)	

HAROLD STEARLEY, PRESIDING

REGULATORY LAW JUDGE

KEVIN GUNN

COMMISSIONER

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A P P E A R A N C E S

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

2                   (Starting time of the Hearing: 12:00  
3 p.m.)

4                   JUDGE STEARLEY: Today is Thursday, March  
5 12th, 2009. The Missouri Public Service Commission  
6 has set this time for a local public hearing in  
7 case number ER-2009-0089 in which Kansas City Power  
8 & Light Company seeks to implement a general rate  
9 increase for the electric service it provides in  
10 Missouri.

11                  Additionally, the Commission has opened  
12 up this meeting to any public comments in two  
13 related cases involving KCP&L Greater Missouri  
14 Operations Company, a sister subsidiary, which is  
15 also seeking a general rate increase for both its  
16 electric service and its steam service.

17                  My name is Harold Stearley. I'm the  
18 Regulatory Law Judge who will be presiding over  
19 this hearing. With me today is Commissioner Gunn  
20 and while the other Commissioners were unable to  
21 appear in person, they will be reviewing the  
22 transcript of this proceeding, taking into  
23 consideration all your comments in this case.

24                  This is an official hearing of the  
25 Public Service Commission and as such, the

1 testimony we will take from the witnesses today  
2 will be taken under oath and it will be part of the  
3 official record of this case.

4 I have been presented with a witness  
5 list and what I'll be doing is calling your names  
6 in the order that you signed up. You are welcome  
7 to come forward and take a seat around the forward  
8 tables. If you're more comfortable sitting where  
9 you're at, you may sit there and I will then swear  
10 you in and we will hear your comments.

11 Are there any questions about the way  
12 we're going to proceed today? So hearing no  
13 questions, I'm going to begin by taking entries of  
14 appearance from any attorneys who are present or  
15 representing parties and I'll begin with Kansas  
16 City Power & Light.

17 MR. ZOBRIST: Karl Zobrist, 4520 Main  
18 Street, Kansas City, Missouri, 64111, representing  
19 the Applicant.

20 JUDGE STEARLEY: Thank you, Mr. Zobrist.  
21 Staff of the Missouri Public Service Commission?

22 MR. RITCHIE: Sam Ritchie, staff, P.O.  
23 Box 360, Jefferson City, Missouri, 65109.

24 JUDGE STEARLEY: Thank you, Mr. Ritchie.  
25 The Office of Public Counsel?

1           MR. MILLS: On behalf of the Office of  
2 the Public Counsel and the public, my name is Lewis  
3 Mills. My address is Post Office Box 2230,  
4 Jefferson City, Missouri, 65102.

5           JUDGE STEARLEY: Thank you, Mr. Mills.  
6 Are there any of the counsel for any of the  
7 interveners in the case? Seeing none, Commissioner  
8 Gunn, I will ask if you would like to make any  
9 opening statements?

10           COMMISSIONER GUNN: Thank you. First, I  
11 want to thank everybody for coming today, to take  
12 time out of your busy day to come talk to us. We  
13 really appreciate it.

14           Secondly, I want to echo what the Judge  
15 said and assure you that although I'm the only  
16 Commissioner here in person, the other four  
17 Commissioners take your comments extremely  
18 seriously and will be reading the transcript. So  
19 please feel free to speak your mind.

20           I may have questions for you. I would  
21 ask that you don't read anything into the  
22 questions, other than I'm searching for information  
23 and just might need a little bit of clarification,  
24 but most of all, thank you for coming. Your  
25 comments are important and will have an impact on

1 the case, so thanks very much.

2 JUDGE STEARLEY: With that, we will call  
3 our first witness, which is George Madden.

4 MR. MADDEN: I think I'll pass, at this  
5 time, if it's okay.

6 JUDGE STEARLEY: It's alright, Mr.  
7 Madden. When we get to the end of the list, I'm  
8 going to ask if there's anyone else that would like  
9 to speak. If you've changed your mind and would  
10 like to give us some testimony, at that time,  
11 you're certainly welcome.

12 MR. MADDEN: That's fine.

13 JUDGE STEARLEY: Carl Heston?

14 MR. HESTON: I'll pass, at this time,  
15 also.

16 JUDGE STEARLEY: Alright. Jeffrey Allen,  
17 Mr. Allen?

18 MR. ALLEN: Yes.

19 JUDGE STEARLEY: Would you like to give  
20 us some comments?

21 MR. ALLEN: Yes. I will.

22 JUDGE STEARLEY: Alright. If you would  
23 please raise your right hand.

24 JEFFREY ALLEN, being sworn-in by Judge  
25 Stearley, testified as follows,

1           JUDGE STEARLEY: Thank you, Mr.  
2 Heston(sic), and let me ask you quickly, are you a  
3 customer of KCP&L?

4           MR. ALLEN: I'm here representing the  
5 Metropolitan Community Colleges, which is a  
6 customer of Kansas City Power & Light.

7           JUDGE STEARLEY: Excuse me, I just want  
8 to make some notes. Is the Metropolitan Community  
9 College then a customer of KCP&L?

10          MR. ALLEN: Yes.

11          JUDGE STEARLEY: Alright. You can  
12 proceed with your comments.

13          MR. ALLEN: Basically, I would just like  
14 to say that it's fine to talk about these \$14 a  
15 month increases, but the impact to our facilities,  
16 if this rate increase was granted in full, would be  
17 approximately \$275,000 a year.

18          We operate 1.9 million square feet, out  
19 of which 1.7 million square feet are served by  
20 KCP&L and we've had a great relationship with KCP&L  
21 over the years and I appreciate that, but we're  
22 going into our fiscal 10 budget.

23          Due to local - basically, our funding  
24 comes from three sources, student fees, local  
25 property taxes and state aid. Local property taxes

1 will be down this coming year fairly dramatically.  
2 State aid will either be down or level, depending  
3 on what happens with the Governor's proposal to not  
4 withhold the state aid if the universities  
5 statewide agree not to raise tuition.

6 So basically we're looking at a \$275,000  
7 utility rate increase in a year where we would  
8 already be underfunded without that rate increase.

9 JUDGE STEARLEY: Do you have anything  
10 else you would like to add?

11 MR. ALLEN: No. That's pretty much it.  
12 I would mention that we have been very progressive,  
13 over the last ten years, in energy management. We  
14 have done the lighting upgrades. We have state of  
15 the art controls on our heating and cooling  
16 equipment and despite that, this would amount to a  
17 \$275,000 hit to our budget for utility service.

18 JUDGE STEARLEY: Okay. Let me ask then,  
19 Mr. Zobrist, do you have any questions?

20 MR. ZOBRIST: Nothing, nothing, Judge.

21 JUDGE STEARLEY: Mr. Ritchie?

22 MR. RITCHIE: I have no questions.

23 JUDGE STEARLEY: Mr. Mills?

24 MR. MILLS: No questions. Thank you.

25 JUDGE STEARLEY: Commissioner Gunn?



1           COMMISSIONER GUNN: Yeah, just a couple.  
2 Can people hear me with that? Okay. Reliability  
3 issues, you said you've had a great relationship  
4 with KCP&L. Any outages, reliability issues that  
5 you've had recently or over the last year or so?

6           MR. ALLEN: No. You're always going to  
7 have a very occasional outage due to a storm or  
8 some of the occasional pole work, something, but  
9 their response times have always been very good. I  
10 have no complaints with reliability.

11           COMMISSIONER GUNN: That was going to be  
12 my second question. So when you have had issues,  
13 the company has responded. You feel like the  
14 customer service has been satisfactory?

15           MR. ALLEN: Yes.

16           COMMISSIONER GUNN: You talked about  
17 being progressive with your energy management.  
18 Have those been on the community colleges'  
19 initiative or have you worked with the company on  
20 energy efficiency measures and conservation  
21 measures and things like that?

22           MR. ALLEN: Both. We have done a lot of  
23 things that did not involve them, but we also have  
24 participated in some of their energy conservation  
25 programs.

1           COMMISSIONER GUNN: You've been happen  
2 with the assistance that they've given in those  
3 areas?

4           MR. ALLEN: I'm happy with the programs,  
5 yes. Philosophically, I have a little problem with  
6 sometimes you're paying people not to generate  
7 electricity is kind of like paying the dairy farmer  
8 not to milk the cows, but it's like that and we do  
9 participate in their programs and have had that  
10 benefit.

11          COMMISSIONER GUNN: Is there anything you  
12 would like to see them be doing more in the areas  
13 of energy efficiency or conservation?

14          MR. ALLEN: No. I think I would rather  
15 see them - when they do those things, like all the  
16 rest of their expenses, it gets passed right back  
17 to the rate payer and I think just holding the line  
18 on rates is what needs to happen.

19          COMMISSIONER GUNN: Thank you. I don't  
20 have any further questions. Thank you for your  
21 testimony.

22          JUDGE STEARLEY: Do the attorneys have  
23 any follow-up questions? Seeing none. Thank you,  
24 Mr. Allen. We will proceed now on the witness  
25 list, Sandy Stiner is the next person I have.

1 MS. STINER: That's me. I pass, at this  
2 time.

3 JUDGE STEARLEY: Linda Vogel?

4 MS. VOGEL: Here. My name is Linda  
5 Vogel. I'm a citizen. I'm also a customer. I  
6 live at 6350 West Meyer Boulevard--

7 JUDGE STEARLEY: I don't mean to  
8 interrupt you, but before you start, I want to  
9 swear you in, if you wouldn't mind raising your  
10 right hand please.

11 LINDA VOGEL, being sworn-in by Judge  
12 Stearley, testified as follows,

13 JUDGE STEARLEY: You may proceed.

14 MS. VOGEL: I think it's important to  
15 have a citizen customer perspective here today too.  
16 Unlike say the television or - I'm not sure this  
17 microphone is fully working. Our electricity isn't  
18 something that we can just take or leave it. Cable  
19 television, you can have it or not, but in this  
20 modern age, you can't do without it.

21 We have no other source except KCP&L to  
22 get our electricity here in Kansas City, Missouri.  
23 This isn't like making a decision on whether I will  
24 or won't buy something at Costco or Halls. I can  
25 stay out of the stores.

1           So this - in effect, electricity is a  
2 public good or commodity and we are, to a degree,  
3 at the mercy of the companies that provide these  
4 services or this commodity and one of the things we  
5 are all concerned about is not just the immediate  
6 price of that commodity and whether that particular  
7 commodity goes up in price, but the effect that  
8 it's going to have on everything else.

9           I can see why you would have all these  
10 interveners back here, all the hospitals. Their  
11 costs are going to go up big time and those costs  
12 are going to be passed on to us. We're already  
13 struggling with the high cost of medical care.  
14 It's going to be more costly.

15           We are struggling with a whole range of  
16 things and for people who are on fixed incomes, who  
17 have lost their jobs, it's not going to be just a  
18 \$7 or \$14 increase in their electricity bill. It's  
19 going to be an increase in a lot of other things  
20 and this is a time when I think there is going to  
21 have to be more belt tightening and frankly,  
22 without more information, and I am a little  
23 dismayed that we don't have any information here  
24 from KCP&L about what has gone into these costs and  
25 the need for this 17.5 percent increase, it's kind

1 of a black hole.

2           So as a customer for this public  
3 commodity, I would like to know more and I think  
4 these hearings, you should have more information  
5 along those lines so that we can be educated  
6 because this is something that I think your  
7 customers are going to fight, to the extent that  
8 they can, and we're grateful for the Missouri  
9 Public Service Commission for its role in helping  
10 assure that there is this balance, that the Public  
11 Service Commission really must take into account  
12 the impact that this increase is going to have on  
13 increasing costs across the board.

14           JUDGE STEARLEY: Please hang onto the  
15 microphone, Ms. Vogel, because the attorneys and  
16 Commissioner Gunn may have some questions for you.  
17 I'll start with the attorneys. Mr. Zobrist?

18           MR. ZOBRIST: Judge, I don't have any  
19 questions, but she makes a good point about needing  
20 more information. There are some people here - be  
21 sure to see Mr. Hazley(ph) afterwards because we  
22 can get you some of this information here today.

23           MS. VOGEL: Thank you.

24           MR. ZOBRIST: No questions, Judge.

25           JUDGE STEARLEY: Alright. Thank you, Mr.

1 Zobrist. Mr. Ritchie?

2 MR. RITCHIE: I have no questions.

3 JUDGE STEARLEY: Mr. Mills?

4 MR. MILLS: No questions.

5 JUDGE STEARLEY: Commissioner Gunn?

6 COMMISSIONER GUNN: I'll just ask you  
7 some of the same questions that I asked. You might  
8 hear me repeat this over and over again because  
9 it's something we're very concerned about. You  
10 talked mostly about the economic impact and I  
11 completely - I think your comments are very well  
12 taken.

13 My question is about reliability of  
14 service. Have you had any issues regarding  
15 reliability? Has the electricity been delivered to  
16 your house consistently and without problem  
17 recently?

18 MS. VOGEL: Yes. It has.

19 COMMISSIONER GUNN: Have you ever used  
20 their customer service lines or ever had occasion  
21 to call through on their customer service lines?

22 MS. VOGEL: Well, I've only lived in  
23 Kansas City for six years and during that time, we  
24 don't recall needing to call, other than to, you  
25 know, "Could I dig in my yard?"

1           COMMISSIONER GUNN: I'm glad you do that.

2           MS. VOGEL: Yeah.

3           COMMISSIONER GUNN: I don't have any  
4 other questions. Thank you very much for your  
5 questions.

6           JUDGE STEARLEY: Thank you, Ms. Vogel.  
7 Moving down our list, the next person is Connie  
8 Jones. Is Ms. Jones present?

9           MS. JONES: Right here.

10          JUDGE STEARLEY: Ms. Jones, if you would  
11 please raise your right hand, I would swear you in.

12          CONNIE JONES, being sworn-in by Judge  
13 Stearley, testified as follows,

14          JUDGE STEARLEY: You may proceed.

15          MS. JONES: I just want to address the  
16 small businesses, under twenty employees. Our bill  
17 will go up about \$315 on last month's bill; that's  
18 what 17 and a half percent equals. In the  
19 summertime, it's going to be higher because the air  
20 is on.

21                 We're having a hard time collecting from  
22 our customers and then we've got our employees,  
23 less than twenty employees. When the business  
24 slows down at this time of year right now, we can't  
25 collect money, we have to lay people off, so I'm

1 glad she pointed out on big business, I hadn't  
2 thought of that, medical care; I'm thinking of the  
3 small business end.

4 Also, earlier somebody said this is the  
5 first of the third. Is this going to happen two  
6 more times? Is this going to go up again like  
7 this?

8 JUDGE STEARLEY: I am not sure which  
9 information--

10 MS. JONES: Somebody in here said this is  
11 the first third of this program that you're putting  
12 forth.

13 COMMISSIONER GUNN: Unfortunately, the  
14 process doesn't allow me to answer your questions.

15 MS. JONES: Okay.

16 COMMISSIONER GUNN: But as a matter of  
17 fact, you do have representation here. You have  
18 members from the company here and the Office of  
19 Public Counsel is here, as well as members from our  
20 staff and the lawyer for the company are all here  
21 and you can ask them questions and they will--

22 MS. JONES: Okay. That's what I'll do  
23 then.

24 COMMISSIONER GUNN: I would love to, but  
25 the process doesn't really allow me to do so.



1 MS. JONES: Okay, and could I see a hand  
2 who I should ask about this third thing? Okay.  
3 Thank you very much.

4 JUDGE STEARLEY: Ms. Jones, did you have  
5 any other comments?

6 MS. JONES: No.

7 JUDGE STEARLEY: Please hang onto the  
8 microphone here. Mr. Zobrist, any questions?

9 MR. ZOBRIST: No questions, Judge.

10 JUDGE STEARLEY: Mr. Ritchie?

11 MR. RITCHIE: No questions.

12 JUDGE STEARLEY: Mr. Mills?

13 MR. MILLS: I don't have any questions,  
14 but just for the record, I believe what Ms. Jones  
15 is talking about is, KCP&L has filed three rate  
16 cases recently. This is the third of three and  
17 they're planning to file another one fairly quickly  
18 after this one is concluded.

19 So there have been three recently in the  
20 last several years and there's going to be one more  
21 after this and beyond that, we don't know. There's  
22 another one planned right after this one.

23 MS. JONES: Do you have any idea how much  
24 the rate will go up at all and how much it's going  
25 to go up again?

1           MR. MILLS: No. We have no way of  
2 knowing that just yet.

3           MS. JONES: Alright.

4           JUDGE STEARLEY: Commissioner, do you  
5 have any questions for Ms. Jones?

6           COMMISSIONER GUNN: Have you talked to  
7 the company about any energy efficiency or  
8 conservation or issues like that? Have you had any  
9 occasion to interact with the company?

10          MS. JONES: Well, we don't have any kind  
11 of air conditioning in our warehouse; it s a tire  
12 facility. I don't see where we're going to cut  
13 anything. We keep everything down as low as we can  
14 now.

15          COMMISSIONER GUNN: I don't have any  
16 further questions. Thank you.

17          MS. JONES: You're welcome.

18          JUDGE STEARLEY: Thank you, Ms. Jones,  
19 for your testimony and I'm sure, as everyone has  
20 pointed out, you've asked some additional questions  
21 you will have to direct to staff members or for the  
22 company representatives when the hearing is  
23 complete, but you can stay.

24          MS. JONES: Thank you.

25          JUDGE STEARLEY: Moving down the list,

1 Allen Norman? Mr. Norman, may we have you raise  
2 your right hand?

3 ALLEN NORMAN, being sworn-in by Judge  
4 Stearley, testified as follows,

5 JUDGE STEARLEY: Thank you and you may  
6 proceed.

7 MR. NORMAN: One of my questions has been  
8 answered. First of all, I would like to thank the  
9 Commission for coming to Kansas City to have this.  
10 I don't quite understand why the rest of the  
11 Commissioners couldn't be here; it's just not  
12 important enough for them. I will go on from  
13 there.

14 This is serious. You all realize that,  
15 that's why you're here. Kansas City Power & Light  
16 is a good citizen for Kansas City. They're good  
17 neighbors. We get good service from them. I've  
18 lived here for a number of years, had a number of  
19 properties and at least in my neighborhood, we've  
20 had very, very low service problems.

21 My concern is that the major  
22 stockholder, this Great Plains Energy Corporation,  
23 is going to be a major benefactor of this dividend  
24 which is being paid out, which they're projecting  
25 could be as high as 9.75 percent, I think, at a

1 time of extreme difficulty for the average people.

2 Yes. We have to plan for the future and  
3 I think Kansas City Power & Light is positive in  
4 moving on, trying to meet the future energy needs  
5 of Kansas City and the general area. I don't know  
6 about what's going to go out the backdoor to  
7 General(sic) Plains so that they can then  
8 redistribute it to their other subsidiaries. I'm  
9 concerned about that and I think it's something  
10 that the Commission should be concerned about.

11 We had a multiple phased corporation,  
12 which is a major stockholder of Kansas City Power &  
13 Light and since they came in the picture, now we,  
14 all of the sudden, need these rate increases  
15 because we, all of a sudden, have to expand.

16 Well, I'm just concerned about who we're  
17 expanding for and I've had some personal hands-on  
18 experience with some of their expansion to take  
19 care of the customer load in Kansas City and that's  
20 positive, we all - and we need that, but as many  
21 other people have said, we're concerned about are  
22 we going to be able to carry the load?

23 I have tenants, for example, that can't  
24 carry the load now. They're not able to carry the  
25 load now. I'm carrying the load for them and how

1 long can I do that. There's a lot of businesses  
2 that are doing that. A lot of businesses are  
3 carrying the load for their customers. Kansas City  
4 Power & Light Company is wanting to transfer that  
5 load to us.

6 We're all going to have to work together  
7 here to get through these difficult times. Maybe  
8 we're overexpanding the capability. I don't know  
9 those answers, but the Commission, I think, needs  
10 to look at those things because Kansas City Power &  
11 Light can be overinvesting at the moment.

12 Are we building too much load capacity  
13 for the present? We need to accept a pace that we  
14 can afford, is all I'm saying. Again, thanks for  
15 coming.

16 JUDGE STEARLEY: Please hang onto the  
17 microphone, Mr. Norman. Any questions from the  
18 attorneys for Mr. Norman?

19 MR. ZOLBRIST: No, Judge.

20 MR. RITCHIE: No questions.

21 JUDGE STEARLEY: Commissioner Gunn?

22 COMMISSIONER GUNN: I don't, but I'll  
23 just make a general comment. I appreciate you  
24 coming and I appreciate your comments. I would  
25 assume, if people don't bring up reliability issues

1 or anything like that, that you don't have any, but  
2 if you do, I would like you to bring them up to me,  
3 so I don't want to have to keep asking everybody  
4 the same question over and over again so we can get  
5 everybody out of here and let everybody speak, but  
6 I thank you very much. Your comments are very well  
7 taken, I appreciate it.

8 JUDGE STEARLEY: Mr. Norman, I've got a  
9 couple of quick questions. You mentioned tenants,  
10 so I'm assuming you're a landlord?

11 MR. NORMAN: Yes.

12 JUDGE STEARLEY: How many tenants do you  
13 have?

14 MR. NORMAN: I have seventeen units,  
15 approximately fifty people living in them.

16 JUDGE STEARLEY: About fifty people, and  
17 how many of those people are having trouble that  
18 you're carrying the load for?

19 MR. NORMAN: They're all having trouble.  
20 Most people, average working people are having  
21 difficulty today, especially if they are tenants  
22 living in average priced rental units, they're  
23 having difficulty.

24 JUDGE STEARLEY: So are you helping carry  
25 the load for all of those tenants?

1           MR. NORMAN: I pay for the tenants to  
2 1,000, 1,200 a month in electric bills. I'm just a  
3 small Mom and Pop operation, but it is a - I would  
4 have to raise their rents. I cannot absorb any  
5 more than this. They will have to pay this and  
6 that's my whole point here, is that this is going  
7 to hurt people who can least afford it.

8           The people on the bottom of the  
9 economics, this is the one thing we haven't talked  
10 about, the people who can least afford it are going  
11 to be hurt the worst by this increase. That's all  
12 I have to say.

13           JUDGE STEARLEY: Okay. Thank you. Any  
14 follow-up questions? Thank you very much, Mr.  
15 Norman. Moving down our list, we have Wendell, is  
16 it Renachy?

17           MR. RENACHY: Renachy.

18           JUDGE STEARLEY: Renachy?

19           MR. RENACHY: Yes, sir.

20           JUDGE STEARLEY: Mr. Renachy, please  
21 raise your right hand.

22           WENDELL RENACHY, being sworn-in by Judge  
23 Stearley, testified as follows,

24           JUDGE STEARLEY: Thank you. You may  
25 proceed.

1           MR. RENACHY: I would like to say one  
2 thing, this is the fourth Public Service meeting  
3 that I've went to for a hearing and I have hearing  
4 problems and I've not been able to hear any of you  
5 and at the other Public Service meetings, I've been  
6 able to. They had a better setup as far as  
7 hearing, so just a little criticism on that part  
8 there on it.

9           I've been a member with Kansas City  
10 Power & Light since 1968 and we now have two homes.  
11 We've been through their thick and thin and that,  
12 but I do not like what I see that Kansas City Power  
13 & Light is doing or whatever their parent companies  
14 are doing with it.

15           Missouri Public Service, Aquila, they  
16 come out and they buy it. It was a company that's  
17 doing the same thing that they're doing, that was  
18 in all the gas energies and all of this and they  
19 went belly-up, and now Kansas City Power & Light  
20 comes in and buys them, overnight they change the  
21 name, signs, they just rush it. It looks like it  
22 was rushed to try to get it in, to get it in for  
23 this rate increase in here that's coming up.

24           Missouri Public Service, as I go by, has  
25 a higher rate than what Kansas City Power & Light



1 does now and they cannot make it, but yet, Kansas  
2 City Power & Light comes out and buys them, comes  
3 in and, most generally, when you go into a bankrupt  
4 company, you try to get concessions, wage and stuff  
5 on that, but people out there tell me they raised  
6 their wages.

7           So poor management is not going to make  
8 it good. I think it's sink or swim in these things  
9 and I don't believe that John Q. Public needs to be  
10 bailing everybody out. I don't like the auto  
11 industry bailouts and I don't think that it's our  
12 responsibility to be here to do it. I think they  
13 should live within their means that they have; they  
14 have, in the past.

15           I know when they went from two months  
16 billing to one month billing on some years back, my  
17 rate never went down; it stayed the same. I had to  
18 pay the same rate for one month as I did for two  
19 months and I came to the Public Service Commission,  
20 I never did get an answer from the Public Service  
21 Commission or Kansas City Power & Light, not a bit.

22           We have surges in our electric power out  
23 there now and I just went to a 400 amp service. It  
24 took three, four crews to come out there to do it  
25 and I'm still waiting on the last crew to come out

1 and finish their job.

2           So it looks like there's some poor  
3 management in here someplace that's running the  
4 plant and I think that until they can get their act  
5 together, then I believe that it should be turned  
6 down, but I know it's up to you people and I  
7 appreciate you listening to me. Thank you.

8           JUDGE STEARLEY: Thank you. Are there  
9 any questions?

10           MR. ZOBRIST: Judge, I don't have any  
11 questions. Mr. Renachy, here's a customer service  
12 person that you ought to talk to. He can better--

13           MR. RENACHY: Okay.

14           MR. ZOBRIST: There's a customer service  
15 person here who you ought to talk to afterwards and  
16 she will talk about your issue; okay?

17           MR. RENACHY: Well, I've talked to them  
18 before--

19           MR. ZOBRIST: Well, they're here now, so  
20 they're going to talk to you.

21           MR. RENACHY: I appreciate that.

22           MR. ZOBRIST: Thank you, Judge.

23           JUDGE STEARLEY: Alright. Mr. Ritchie,  
24 Mr. Mills, any questions?

25           MR. RITCHIE: No questions.

1 MR. MILLS: No questions.

2 JUDGE STEARLEY: Commissioner Gunn?

3 COMMISSIONER GUNN: Sir, can you hear me

4 okay?

5 MR. RENACHY: Beg your pardon?

6 COMMISSIONER GUNN: Come on up and I'll

7 lead with my common questions. Can you hear me

8 okay right now?

9 MR. RENACHY: Beg your pardon?

10 COMMISSIONER GUNN: Can you hear me?

11 MR. RENACHY: Yeah.

12 COMMISSIONER GUNN: You said you've been

13 a customer for a long time. You're not currently

14 an employee of Kansas City Power & Light; correct?

15 MR. RENACHY: No. I'm not an employee.

16 I've been a customer since 1968.

17 COMMISSIONER GUNN: You said you've been

18 having surges in your electrical power. Has that

19 damaged things inside your home?

20 MR. RENACHY: It hasn't yet, but I had

21 five in one day and it would just be off for a

22 second or two seconds and just powering back and

23 forth, back and forth.

24 COMMISSIONER GUNN: So the power goes off

25 and then it will come back on very quickly?

1           MR. RENACHY: And I know it keeps going  
2 off during the day because you have to reset your  
3 clocks and so you can tell it's going off and on.  
4 It hasn't done that in the last month or so, but  
5 we've had a lot of problems with it.

6           COMMISSIONER GUNN: Now, when that  
7 happens, do you call the company and let them know  
8 that it happens?

9           MR. RENACHY: I've called them and yet,  
10 and they write me a letter back and say, "We're  
11 looking into the problem," and stuff and that would  
12 be it, and my other neighbors around me, we've all  
13 had that problem with it in our area.

14          COMMISSIONER GUNN: I would urge you to  
15 do things, I would agree with Mr. Zobrist, you  
16 should take advantage of the company  
17 representatives here. Sometimes things move a  
18 little faster when you talk to them at these Public  
19 Service Commission hearings than regular, but also,  
20 you said you asked our staff a question. We have  
21 staff members here and I would urge you to ask them  
22 your question again and I will make sure that you  
23 get an answer--

24          MR. RENACHY: On what now?

25          COMMISSIONER GUNN: You said you had

1 contacted our staff and asked them a question about  
2 something and then you didn't hear back from them.

3 MR. RENACHY: That was years ago. It was  
4 when they went from the two month billing to one  
5 month billing and they could not explain to me why  
6 I was - at that time, believe it or not, back when  
7 it was, I was paying about \$40 for two months, \$20  
8 a month.

9 When I got my one month billing, it was  
10 \$40 and so I called and I asked for a meter change  
11 because there was some problem on it. They would  
12 never change the meter and finally, after about ten  
13 years or so, they changed the meter and now, like I  
14 say, I went total electric now and my bill is about  
15 260, \$270 a month in the winter. I don't know what  
16 it's going to do in the summer, but I never did get  
17 an answer.

18 COMMISSIONER GUNN: How long ago was  
19 that?

20 MR. RENACHY: They can probably tell you  
21 better than that, when they went from two month  
22 billing to one month. I can't remember. It was  
23 probably in the 70's, I'm just guessing, somewhere  
24 around then.

25 COMMISSIONER GUNN: If you do have any

1 questions for our staff, they're here and  
2 currently--

3 MR. RENACHY: I appreciate that.

4 COMMISSIONER GUNN: Thank you very much  
5 for your testimony, sir, I appreciate it and this  
6 is the first time we've used this facility, so I  
7 appreciate your comments and we will try to do  
8 better next time.

9 MR. RENACHY: Okay. Thank you.

10 JUDGE STEARLEY: Moving down our list,  
11 William Farnen, Mr. Farnen, Mr. Farnen, would you  
12 like to testify?

13 MR. FARNEN: No.

14 JUDGE STEARLEY: Leonard Rogers? Mr.  
15 Rogers, would you please raise your right hand?

16 LEONARD ROGERS, being sworn-in by Judge  
17 Stearley, testified as follows,

18 JUDGE STEARLEY: Thank you. You may  
19 proceed.

20 MR. ROGERS: My name is Leonard Rogers.  
21 I'm Joe Q. Public. I'm the guy that's going to  
22 talk about being the low man on the totem pole,  
23 recently unemployed. I live in an energy efficient  
24 studio at 901 East Linwood Boulevard over here.  
25 I've had three to five month rent. Everything is

1 electric. I do appreciate the Power & Light  
2 service. They do a great service, when I moved in  
3 to the little place, they get me on and everything  
4 like that and I do use their energy guides, the  
5 little folded stuff like that, try to keep things  
6 down.

7           Now, my bill, it's \$73 if I don't make  
8 it by - well, it's still went now to the 74 or \$78  
9 now. I can't even pay it right now. Is the Power  
10 & Light going to work with us people that are  
11 struggling or not? I mean, you know, here it is.  
12 I'm the guy you all will look at, I would say.

13           Will the Power & Light offer some kind -  
14 I hate to go and ask for assistance for somebody  
15 when I'm able to work, but when you can't find  
16 work, what do we do? I would rather - I would love  
17 to pay the people the money I owe them, but if I  
18 can't pay them, then I'm going to be out power.

19           I have to pay my power and luckily, my  
20 landlord don't, like this man right here, he takes  
21 care of his tenants, that's a good thing, I  
22 appreciate that, but I'm kind of stuck here between  
23 a rock and a hard spot.

24           Is there going to be an assistance  
25 program for us type people? I know we can go and

1 ask for assistance from a couple of companies or a  
2 couple of organizations around the city, but  
3 getting to there and they're already, I think,  
4 pretty much getting overloaded because they can  
5 only handle so much. If the rates go up any more,  
6 I mean, you're going to keep adding to the problem.  
7 They're going up, but find a happy medium and run  
8 with it for a while, in my opinion. That's about  
9 all I have.

10 JUDGE STEARLEY: Thank you, Mr. Rogers.  
11 Mr. Zobrist, any questions?

12 MR. ZOBRIST: I don't have any questions,  
13 sir, but you ought to see one of these guys because  
14 I think there are some programs available.

15 MR. ROGERS: I appreciate that.

16 JUDGE STEARLEY: Mr. Ritchie?

17 MR. RITCHIE: I have no questions.

18 JUDGE STEARLEY: Mr. Mills?

19 MR. MILLS: No questions. Thank you.

20 JUDGE STEARLEY: Commissioner Gunn?

21 COMMISSIONER GUNN: I don't. I agree  
22 with Mr. Zobrist. I would talk to the customer  
23 service representatives, as well as our staff.  
24 They might have some ideas to help you out, but  
25 appreciate you coming out.



1 MR. ROGERS: I appreciate it.

2 JUDGE STEARLEY: Thank you, Mr. Rogers.

3 Our next witness is Margie Eucalyptus. Will you  
4 please raise your right hand for me?

5 MS. EUCALYPTUS: I will not raise my  
6 right hand. I'm a member of the Religious Society  
7 of Friends and I will affirm.

8 JUDGE STEARLEY: Okay. Well, I will ask  
9 you to affirm then.

10 MS. EUCALYPTUS: I affirm.

11 MARGIE EUCALYPTUS, being affirmed by  
12 Judge Stearley, testified as follows,

13 JUDGE STEARLEY: Alright, then you may  
14 proceed.

15 MS. EUCALYPTUS: Our whole national  
16 economy is in free fall into deep depression. The  
17 honest sustainable rate of return on investment,  
18 with farmers, the major base of our economy, is 3  
19 percent. Farmers have been paid half price since  
20 1952, so sustainable rate of investment return is  
21 one and a half percent.

22 The rate of return on investment should  
23 be lowered to that one and a half percent for  
24 sustainability. My credit union on my small C.D.  
25 pays one and a half percent and I can cope with

1 that. It's perfectly fine. It is an honest  
2 sustainable rate of return on an investment.

3           Until Kansas City Power & Light closes  
4 down its nuclear power plants, its coal fired  
5 plants and goes to solar and blue power, we should  
6 not be doing anything to encourage investment in  
7 unsustainable energy development. Thank you.

8           JUDGE STEARLEY: Alright. Thank you.  
9 Let me ask the attorneys if they have any questions  
10 for Ms. Eucalyptus.

11           MR. ZOBRIST: No questions. Thank you.

12           MS. EUCALYPTUS: I will say that I have  
13 purchased a generator that is gas based, gasoline  
14 based so that when electricity goes out, I will  
15 something to keep my meat and my vegetables in my  
16 two deep freezers usable.

17           JUDGE STEARLEY: Hold onto the microphone  
18 just a minute longer. Commissioner Gunn, do you  
19 have any questions?

20           COMMISSIONER GUNN: I have no questions.  
21 Thank you very much for testifying.

22           MS. EUCALYPTUS: Thank you.

23           JUDGE STEARLEY: Thank you for your  
24 testimony. Next, I have Susan Gardner. Ms.  
25 Gardner, do you want to testify?

1 MS. GARDNER: Yes.

2 JUDGE STEARLEY: If you would please  
3 raise your right hand for me.

4 SUSAN GARDNER, being sworn-in by Judge  
5 Stearley, testified as follows,

6 JUDGE STEARLEY: You may proceed.

7 MS. GARDNER: I just would like to  
8 comment, as others have, that we, who are disabled  
9 and on a fixed income, like this friend here, are  
10 low people on the totem pole. We can't even afford  
11 to pay our rent, utility bills, gas company did  
12 that already and now you guys are, excuse me,  
13 Kansas City Power & Light is not stupid. As much  
14 as I enjoy their service, I don't understand why  
15 someone who makes no more money than I do should  
16 have to pay another \$14 a month for power and  
17 light. You can't live without it.

18 We just got a little raise in our  
19 disability, cost of living raise. That takes half  
20 of that away. Now, then gas takes another part  
21 away. Groceries going up takes another part away.  
22 In other words, we didn't get any raise they way I  
23 look at it, and I believe that there should be some  
24 kind of help for those of us who can't afford this.  
25 I think that's all I need to say.

1           JUDGE STEARLEY: Alright. Thank you.

2           Mr. Zobrist?

3           MR. ZOBRIST: No questions, Judge.

4           JUDGE STEARLEY: Mr. Ritchie?

5           MR. RITCHIE: No questions.

6           COMMISSIONER GUNN: I don't have any  
7           questions. Thank you very much for testifying,  
8           ma'am, appreciate your input.

9           JUDGE STEARLEY: I will also, Ms.  
10          Gardner, refer you - Mr. Zobrist had mentioned  
11          there's people here that you can perhaps speak to  
12          about getting some assistance, so before you leave  
13          today, you may want to contact members located back  
14          here that could possibly help you with that.

15          MS. GARDNER: Do you know that one place  
16          that I know of that can help you wants a shutoff  
17          notice before they will help you? They also say we  
18          need to keep the bill paid up, which doesn't make  
19          any sense to me. If I can't pay it, I can't pay  
20          it.

21          JUDGE STEARLEY: Do you know what the  
22          name of that--

23          MS. GARDNER: USCAA.

24          JUDGE STEARLEY: USCAX?

25          MS. GARDNER: AA.

1 JUDGE STEARLEY: Okay.

2 MS. GARDNER: United Services Community  
3 Action Agency.

4 JUDGE STEARLEY: Alright. Thank you very  
5 much. The last person I have on our list is Al  
6 Zagorniak. Am I--

7 MR. ZAGORNIAK: Yeah, that's good. I  
8 don't think I'll need that mic.

9 AL ZAGORNIAK, being sworn-in by Judge  
10 Stearley, testified as follows,

11 JUDGE STEARLEY: You may proceed.

12 MR. ZAGORNIAK: I sent an email and I was  
13 encouraged to attend the meeting by Mr. Miles and  
14 Mr. Warren, and I just started, "Dear people, where  
15 does it end? The market has tanked, recession  
16 worldwide and our power company needs more money.  
17 Give us a break. We, like many retired, are on a  
18 very fixed income," underlined very, "and believe  
19 me, 14 bucks is that or half a sack of groceries.  
20 We cut back. We make sacrifices. We have a  
21 saying, When not in use, turn off the juice.' We  
22 reduce our power consumption and this is the  
23 payoff? We get to pay more money? Why must  
24 everything be put on the backs of the consumers?  
25 Are they willing to disclose their intended

1 salaries?" We talked about that earlier. "Boy,  
2 would I like to see those figures. I believe,  
3 especially during these times, they have a lot of  
4 brass to be asking for a price hike. I know I'm  
5 just a voice, but I would appreciate some help.  
6 Maybe if they looked hard, they could reduce their  
7 wastefulness and put a rate hike aside for better  
8 times."

9           Also too, I don't have the complete  
10 facts, but I would love to hear some explanation  
11 about moving their offices out of downtown and  
12 doing this and they've got an Aquila building  
13 downtown too that's for sale. I think there's  
14 opportunities within the organization to reduce the  
15 cost, at this particular time.

16           Also too, as far as the service is  
17 concerned, we do get power outages. You never get  
18 a human when you call. It's all automated and you  
19 never get any response on why it surged and the  
20 gentleman is right, it does, it surges and surges,  
21 you know, and then finally goes off. Do we get  
22 reimbursed for that time we did not collect power?  
23 That's all I have. Thank you.

24           JUDGE STEARLEY: Hold on just a moment.

25 Mr. Zobrist, any questions?

1 MR. ZOBRIST: No, no questions, Judge.

2 JUDGE STEARLEY: Mr. Ritchie?

3 MR. RITCHIE: No questions.

4 JUDGE STEARLEY: Mr. Mills?

5 MR. MILLS: No questions.

6 JUDGE STEARLEY: Commissioner Gunn?

7 COMMISSIONER GUNN: Talk to me a little  
8 bit about - you've called the automated system or  
9 the customer service line and have you ever  
10 completed a call? Have you ever made it all the  
11 way through?

12 MR. ZAGORNIAK: You get an automated  
13 voice. You enter your phone number and then they,  
14 from somehow there, that supposedly fixes the  
15 problem.

16 COMMISSIONER GUNN: Have you done it just  
17 to report power outages?

18 MR. ZAGORNIAK: Yes.

19 COMMISSIONER GUNN: Do you feel like the  
20 power was restored timely?

21 MR. ZAGORNIAK: Well, I don't know. It  
22 does - we do experience the surges that this other  
23 gentleman was talking about and I don't know what a  
24 timely problem is. I don't know whether it was  
25 just a little transformer somewhere or whether it

1 was a squirrel across two wires or whatever. I  
2 don't know--

3 COMMISSIONER GUNN: Let me ask it this  
4 way, how often do you have surges?

5 MR. ZAGORNIAK: It seems like it's been  
6 more frequently lately, February, February was a  
7 tough month for it.

8 COMMISSIONER GUNN: Is the power only off  
9 for a second or is it out for longer?

10 MR. ZAGORNIAK: It oscillates on and off  
11 and then it goes off completely.

12 COMMISSIONER GUNN: How long do those  
13 outages usually last?

14 MR. ZAGORNIAK: I'm going to guess  
15 because I didn't time it, but I'm going to say it's  
16 probably been four, maybe four or five hours.

17 COMMISSIONER GUNN: Those are the outages  
18 that you report?

19 MR. ZAGORNIAK: Yes. Well, when they go  
20 out and they don't come back on, then when we call  
21 the 1-800 number, give them our telephone number  
22 and then that supposedly puts us on the repair  
23 list.

24 COMMISSIONER GUNN: Okay.

25 MR. ZAGORNIAK: But I mean, it's



1 happening to my neighbors too because you see their  
2 lights go off or whatever.

3 COMMISSIONER GUNN: I don't have any  
4 questions. Thank you for testifying this morning.

5 JUDGE STEARLEY: Any follow-up from the  
6 attorneys?

7 MR. ZOBRIST: Sir, I would just say you  
8 ought to talk to one of the ladies in back because  
9 probably your neighborhood needs to be addressed.  
10 Thank you, Judge.

11 JUDGE STEARLEY: Thank you, Mr. Zobrist.  
12 We have several people, we're at the end of our  
13 list now, and we have several people who decided to  
14 pass. Have any of you reconsidered? Would you  
15 like to give testimony, at this time? Is there  
16 anyone else in the room who didn't sign our list  
17 who would like to offer some testimony?

18 Please come forward and we will get to  
19 you next. Will you please state and spell your  
20 name for our court reporter?

21 MS. KOERKENMEIER: Leave a lot of space,  
22 it's a long name, Lucy, L U C Y, Koerkenmeier,  
23 K O E R K E N M E I E R.

24 JUDGE STEARLEY: Ms. Koerkenmeier.

25 MS. KOERKENMEIER: Koerkenmeier.

1           JUDGE STEARLEY: Koerkenmeier, could you  
2 please raise your right hand?

3           LUCY KOERKENMEIER, being sworn-in by  
4 Judge Stearley, testified as follows,

5           JUDGE STEARLEY: Thank you. You may  
6 proceed.

7           MS. KOERKENMEIER: It's not really a  
8 testimony. What I'm trying to say though is we  
9 have to keep in - the unemployment numbers we see,  
10 it's probably a lot worse than that because they're  
11 not considering the people that have their own  
12 business and they're hurting, they're not  
13 considering the people that are not getting  
14 unemployment.

15           All I'm saying is, it's a lot worse than  
16 what it looks like, if they just look at  
17 unemployment numbers because that's only given by -  
18 when they're talking about unemployment, okay, but  
19 people that own their own business, they're  
20 hurting. People that don't get unemployment,  
21 they're really hurting; okay? So I just wanted to  
22 bring that up. It's not really testimony. It's  
23 just--

24           JUDGE STEARLEY: We consider it testimony  
25 and we appreciate your comments. Before you

1 proceed, any questions from the attorneys?

2 MR. ZOBRIST: No questions. Thank you.

3 JUDGE STEARLEY: Commissioner Gunn?

4 COMMISSIONER GUNN: No. I don't have any  
5 questions. Thank you.

6 MS. KOERKENMEIER: Thank you.

7 JUDGE STEARLEY: Thank you very much.

8 We've got another witness here. If you would  
9 please state your name and--

10 MS. ABBOTT: I'm Mary Abbott and I live  
11 at 4550 Warwick Boulevard, right here. I--

12 JUDGE STEARLEY: Ms. Abbott, please let  
13 me swear you in.

14 MARY ABBOTT, being sworn-in by Judge  
15 Stearley, testified as follows,

16 JUDGE STEARLEY: Please proceed.

17 MS. ABBOTT: I didn't sign up because I  
18 came, I thought there would be somebody here from  
19 the Sierra Club, maybe they're coming tonight, but  
20 I don't understand why we have to pay for the  
21 environmental things that they're doing.

22 People have known for many years about  
23 the whole global warming thing. Most of these  
24 electrical companies have been way behind in what  
25 they've done. I know that they've made

1 accommodation for the Sierra Club and all I know is  
2 what I read in the newspapers, that they aren't  
3 living up to what they said they were going to do  
4 about the wind power, that there are blades lying  
5 out in the fields in Kansas and I agree with the  
6 man over here who is concerned about where is this  
7 electrical power going that we here inside the  
8 city, I guess, and around here are going to pay  
9 for; that's my comment.

10 JUDGE STEARLEY: Please hang onto the  
11 microphone and let me check if any attorneys have  
12 any questions.

13 MR. ZOBRIST: No questions, Judge.

14 MR. MILLS: I don't have any questions.

15 COMMISSIONER GUNN: Thank you. I don't  
16 have any questions.

17 JUDGE STEARLEY: Thank you, Ms. Abbott.  
18 Ms. Vogel, I believe you have something else you  
19 would like to add?

20 MS. VOGEL: This is in reaction to what  
21 this gentleman over here mentioned, which is he  
22 referred to selling electricity to other entities  
23 as a source of income. We do not know the extent  
24 to which the infrastructure here is, in fact,  
25 generating electricity that is sold in other areas,

1 sold through the grid and is that - a question that  
2 is, I think, quite legitimate, is that causing us  
3 to take that investment for that that reduces that  
4 electricity that is sold elsewhere.

5           We know that one of the things and I  
6 think this is very, very important, that the new  
7 administration, Washington is pushing is, in fact,  
8 strengthening the national - this has a short in  
9 it, strengthening the national grid and these are  
10 certainly things that--

11           MR. LEWIS: If you will face north, it  
12 works better.

13           MS. VOGEL: Pardon?

14           MR. LEWIS: It works better when you face  
15 north.

16           MS. VOGEL: Okay. I'll give this a try,  
17 so that is a consideration that we would like to  
18 know about. Are we, in effect, subsidizing the  
19 sale of product that goes elsewhere? The other  
20 thing I want to comment on is I hope that this  
21 hearing this evening has better information than  
22 what is provided here. Excuse me, but this doesn't  
23 pass the laugh test.

24           It says, "KCP&L rate increase request,"  
25 and where it says, "Supporting points," these

1 really are not supporting points. This is a  
2 statement of what is being done as opposed to  
3 supporting the need. It states, "We have a good  
4 plan." It doesn't say anything about what that  
5 plan is and we're kind of supposed to swallow this,  
6 "We have a good plan," and believe it.

7 I would like to - and perhaps this has  
8 been in the newspaper and I haven't paid enough  
9 attention to it, but what is that plan? What has  
10 the investment been, particularly in sustainable  
11 energy? Where are we going? As I said earlier,  
12 the product that is produced by KCP&L and the  
13 parent company and other subsidiaries is, in fact,  
14 a public good. This is of concern to all of us.

15 What's happening in terms of sustainable  
16 resources? What is happening in terms of the  
17 larger grid in the region and nationally and how do  
18 we connect with it? How does the KCP&L connect  
19 with the investments that are going to be made  
20 under the major investment in the infrastructure  
21 we're going to be seeing through the - I can't find  
22 the right word for this; I think you know what I'm  
23 talking about.

24 We are in a different time than we were  
25 ten years ago and that has to be taken into account

1 and it's not the same old business as usual.

2 Thanks very much.

3 JUDGE STEARLEY: Mr. Zobrist, did you--

4 MR. ZOBRIST: No further questions.

5 JUDGE STEARLEY: Anything, Mr. Mills?

6 MR. MILLS: No questions.

7 JUDGE STEARLEY: Is there anyone else

8 who's here, who's not on our list, who would like

9 to offer any testimony or comments? If you would

10 please state your name for our court reporter.

11 MS. O'KELLEY: Genevieve O'Kelley.

12 JUDGE STEARLEY: Could you spell your

13 last name for us?

14 MS. O'KELLEY: O K E L L E Y.

15 JUDGE STEARLEY: Happy St. Patrick's and

16 if you could please raise your right hand.

17 GENEVIEVE O'KELLEY, being sworn-in by

18 Judge Stearley, testified as follows,

19 JUDGE STEARLEY: Thank you. You may

20 proceed.

21 MS. O'KELLEY: I am a widow on a fixed

22 income and my husband just died in January and I'm

23 looking for places to put some of his insurance

24 money and I wish I could get 9 percent return on my

25 money somewhere. I think that is excessive. I

1 think they need to tighten their belts and I don't  
2 know, it just doesn't seem real in this market, in  
3 this economy.

4 I've been a customer since the 60's. I  
5 have no complaints. They've always been - they've  
6 been good with their service, so I don't like it  
7 when we get an ice storm and I lose my power for  
8 five days, but that's not avoidable, but I just  
9 think the return on shareholders' investments is  
10 excessive.

11 JUDGE STEARLEY: Thank you. Any  
12 questions from the attorneys?

13 MR. ZOBRIST: No questions, Judge.

14 MR. MILLS: No questions.

15 JUDGE STEARLEY: Commissioner Gunn?

16 COMMISSIONER GUNN: I don't have any  
17 questions, ma'am. Thank you.

18 JUDGE STEARLEY: Alright. Thank you very  
19 much for your testimony. Is there anyone else who  
20 would like to offer some testimony? Alright.  
21 Well, seeing no other hands, I would like to remind  
22 everyone else that's here, the Commission is very  
23 interested in hearing from anyone who would like to  
24 register comments with the Commission and they can  
25 provide us with written comments by use of a web



1 page or the web page or by contacting the  
2 Commission staff or by contacting Mr. Mills here in  
3 the Office of Public Counsel.

4 I would also like to let you know that  
5 we have an entry hearing for this case that's  
6 currently scheduled for April 24 through May 1st  
7 that will be webcast and viewable on our web page.  
8 Not everyone can travel, but our hearing room is  
9 open to the public also in Jefferson City, if  
10 anyone would like to attend the hearing.  
11 Commissioner Gunn, do you have any closing remarks?

12 COMMISSIONER GUNN: I just have--

13 UNKNOWN MALE: I just have one question.  
14 Have you guys ever had rate decreases? Has KCP&L  
15 had rate decreases?

16 COMMISSIONER GUNN: Again, that's  
17 something that you should address to the lawyers.  
18 Let me close by saying a couple things. First of  
19 all, I want to take the time to thank everybody for  
20 coming out today. As I said, this is important to  
21 us and in slight defense of some of my other  
22 Commissioners, I think that the lawyers here on  
23 both sides of the aisle say that the Commissioners  
24 do take these very seriously and it is important.

25 There is a long schedule of these public

1 hearings around the state and we try to give  
2 everybody an opportunity to speak, but the comments  
3 are read and they are taken into account and it is  
4 important to the Commission.

5           The Office of Public Counsel, Lewis  
6 Mills is the public's lawyer and he represents the  
7 public in the adversarial proceeding. So I would  
8 urge you to, as the public, take your concerns to  
9 him and he certainly takes them into account. He  
10 certainly presents them in the evidentiary hearing.

11           I would encourage also you to talk to  
12 the company. They very much do make a good faith  
13 effort to resolve issues that people have in the  
14 interim, especially at these public hearings and  
15 they take your comments to heart and we make sure  
16 that they do and Mr. Mills and our staff also make  
17 sure that they take your comments to heart.

18           When it comes to more information, the  
19 adversarial hearing, which is very much like a  
20 trial, does give you a lot more information. Some  
21 of the questions may be answered through watching  
22 that and I believe, Greg, you can correct me, but  
23 those are recorded, as well, so that if you can't  
24 watch them live, you can go to the website at your  
25 convenience and look at them once they've been

1 recorded. Sometimes they've very helpful right  
2 before you go to sleep to watch them, because they  
3 will put you to sleep pretty quickly. So I would  
4 ask you to take advantage of that.

5 The other thing is, you guys are the  
6 best source of information we have and some of the  
7 best communications that we have. So if you have  
8 friends and neighbors that weren't here tonight,  
9 please encourage them to provide written comments.

10 There is another public hearing tonight  
11 at 6:00. The public information session starts at  
12 5:30. So if you weren't able to make it or if you  
13 have friends that wish to testify and couldn't make  
14 it today at noon, they're certainly welcome to be  
15 back here at 5:30 and 6:00.

16 Other than that, I don't have anything.  
17 The staff and the lawyers and the company can tell  
18 you, this is an eleven month process, from  
19 beginning to end, so we are kind of at the, shall  
20 we say, the end of the beginning phase of this.  
21 Once we get through the local public hearings, we  
22 will begin the evidentiary hearings in a couple  
23 weeks, those are scheduled for several weeks in  
24 late April and early May and then it will be awhile  
25 before the Commission makes a final decision.

1           So this isn't something that's going to  
2 happen tomorrow, but it will happen and we will  
3 have a decision after weighing all the evidence and  
4 taking it all into account at the end of the  
5 process.

6           So I again encourage you to talk to the  
7 people here, ask them questions, get more  
8 information from them and above all, thank you very  
9 much for participating in the process, as it's an  
10 important part. Thank you. That's all I have,  
11 Judge.

12           JUDGE STEARLEY: Alright. Very well. At  
13 this time, we will conclude our hearing. The local  
14 public hearing in case number ER-2009-0089 is  
15 hereby adjourned.

16           (WHEREIN, the Hearing is concluded at  
17 1:10 p.m.)

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## 1 CERTIFICATE OF REPORTER

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3 STATE OF MISSOURI ) ss

4 COUNTY OF CLAY )

5

6 I, JANET H. WIMER, Certified Court  
7 Reporter, the officer before whom the foregoing  
8 hearing was taken, do hereby certify that the  
9 testimony in said hearing was taken by me to the  
10 best of my ability and thereafter reduced to  
11 typewriting under my direction; that I am neither  
12 counsel for, related to, nor employed by any of the  
13 parties to the action in which this hearing was  
14 taken, and further, that I am not a relative or  
15 employee of any attorney or counsel employed by the  
16 parties thereto, nor financially or otherwise  
17 interested in the outcome of the action.

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Notary Public in and for

23

the State of Missouri

24

25 My Commission Expires: 9/29/11

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