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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

May 6, 2015

Gladstone, Missouri

Volume 8

In the Matter of Kansas City Power & Light) File No.
Company's Request for Authority to) ER-2014-0370
Implement a General Rate Increase for)
Electric Service)

MICHAEL BUSHMANN, Presiding
SENIOR REGULATORY LAW JUDGE
WILLIAM P. KENNEY
STEPHEN STOLL
SCOTT RUPP
COMMISSIONERS

Reported by:
Janet H. Wimer, CCR

1 APPEARANCES:

2

3 Mr. Timothy Opitz

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21 Robert J. Hack

22 Kansas City Power & Light

23

24 Bethany R. Findley

25 Ameren America, Intervenor

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

2 (Starting time of the Hearing: 7:00
3 p.m.)

4 JUDGE BUSHMANN: Good evening. Today is
5 May 6th, 2015. The Missouri Public Service
6 Commission has set this time for a Local Public
7 Hearing in file number ER-2014-0370, which is
8 captioned as, in the matter of Kansas City Power &
9 Light Company's request for authority to implement
10 a general rate increase for electric service.

11 My name is Michael Bushmann, I'm a
12 Regulatory Law Judge, and I'll be presiding over
13 this evening's hearing. With me this evening are
14 Commissioners Stephen Stoll, Bill Kenney and Scott
15 Rupp. Commissioner Stoll, would you want to make
16 any opening comments?

17 COMMISSIONER STOLL: Yes, okay. Thank
18 you, Judge. I just wanted to welcome everyone to
19 the Local Public Hearing. This is the last of five
20 Local Public Hearings we've had in Kansas City
21 Power & Light's service territory, and we're glad
22 there's a good turnout here tonight.

23 The process is really just beginning.
24 When Kansas City Power & Light filed - I won't get
25 into details, but filed in this case, we start with

1 evidentiary hearings - I mean we start with Local
2 Public Hearings and then later in June, we will
3 have what are called evidentiary hearings in
4 Jefferson City, and this process will go on for
5 sometime. You can even watch the evidentiary
6 hearings on the internet.

7 We are here tonight really to listen to
8 you. We want to hear what your thoughts are about
9 this case, about customer service, or any other
10 aspect pertaining to Kansas City Power & Light.

11 Again, we have a court reporter here.
12 There are five members of the Missouri Public
13 Service Commission, two of the Commissioners
14 couldn't be here tonight, but there will be a
15 transcript and they will be able to read that
16 transcript to see what folks who came out tonight
17 said. So with that, again, I thank you for coming
18 out and look forward to hearing your testimony.

19 JUDGE BUSHMANN: Let's have counsel make
20 their entries of appearance. For Kansas City Power
21 & Light Company?

22 MR. HACK: On behalf of KCP&L, Robert
23 Hack.

24 JUDGE BUSHMANN: For Commission Staff?

25 MS. PAYNE: Whitney Payne on behalf of

1 Staff.

2 JUDGE BUSHMANN: And Office of Public
3 Counsel?

4 MR. OPITZ: Thank you, Judge. Appearing
5 on behalf of the Office of Public Counsel, my name
6 is Tim Opitz, and my address is P.O. Box 2230,
7 Jefferson City, Missouri 65102.

8 JUDGE BUSHMANN: And there are a number
9 of Intervenors in the case. Are there counsel
10 present?

11 MS. FINDLEY: For Intervenor Ameren
12 Missouri, I'm Beth Findley, Lewis Smith, LLP, at
13 South 9th Street, Columbia, Missouri 65205.

14 JUDGE BUSHMANN: Thank you. Any other
15 Intervenor counsel present? Okay.

16 The process this evening is that I will
17 call the names that are listed on the sign-up
18 sheet, and when I call your name, please come down
19 here to the podium, I'll put you under oath and ask
20 you where you live, and then you can provide your
21 comments to the Commission.

22 So the first name on the list is Greg
23 Libbe.

24 GREG LIBBE, duly affirmed by Judge
25 Bushmann, testified as follows:

1 JUDGE BUSHMANN: Could you state your
2 name and spell your last name?

3 MR. LIBBE: Greg, L-I-B-B-E.

4 JUDGE BUSHMANN: And where do you live?

5 MR. LIBBE: 5901 Northeast Albany Avenue,
6 Kansas City, Missouri 64119.

7 JUDGE BUSHMANN: Please go ahead.

8 MR. LIBBE: I have some service issues
9 with Kansas City Power & Light. It has to do with
10 my neighborhood and it's about tree trimming. They
11 have come through my - I've lived there almost
12 eleven years, and I've had lights in this
13 neighborhood literally go out for the past eight
14 years over 30 times in a year.

15 They've had tree trimming companies come
16 in there, some of them with no name on them, no
17 phone number, looked like Joe Blow off the street,
18 and I had to call the architect for Kansas City
19 Power & Light, who rode with his truck around there
20 and I said, "Does that look like that was trimmed
21 down from the power lines?" and he says, "No."

22 This is the biggest waste of money, one
23 of them, that they do regularly. So when they come
24 up here and ask for rate increases, the company is
25 just not, to me, a soluble thing, that they can

1 produce the things that they say because they waste
2 it. They have nobody to oversee the tree trimming.
3 I talked to the guy that runs it and they just let
4 these companies come in and just do - this needs
5 trimming, this needs trimmed, but they never come
6 out to oversee it.

7 As far as me working, I do painting and
8 restoration. There's always supervisors, whether
9 it's commercial or not, that are checking to make
10 sure you're getting the job done, that you read the
11 contract. These guys don't.

12 I talked to the CEO/President about it a
13 little over two years ago here, and they're helping
14 people with the lights, and we talked at length and
15 I told her about it. She told me they had fired
16 all their CEO's, the head CEO's. This was 2013,
17 and that was because their company was not being
18 managed right. Today, you're seeing the results of
19 their increases which they've had, I think, five or
20 six of them, and there were five, eight, ten, and
21 they just keep going up.

22 They've got to turn around and start
23 managing their company better. They cannot keep
24 coming to the public and saying, "Look, our costs
25 are over running what we're doing and we need

1 help." To me, and I've got my own business.
2 You've got to run your costs so that you can run
3 your business, and I don't have anybody to go to
4 and say, "Look," or run up to the homeowner and
5 say, "Hey, I've got these costs, you know. I know
6 I've got a contract, here's my bit, but this is
7 what I'm paying," but, you know, I run into this
8 problem. You can't do that all the time.

9 With my fluctuations with paint and
10 latex and oil, it's up and down with the oil
11 company, you know, and I can't just always flush
12 away my bill just on somebody because - and I feel
13 like that's what they're doing right now. It's
14 because a whole bunch of mismanagement for many
15 years that they've just let go, and now you're
16 seeing all these increases, it's just like going
17 higher and higher and higher and keeps coming and
18 coming.

19 And I'm here today to say no, you can go
20 back and do the math and I think you can ask for a
21 lower rate increase. I'm not saying they don't
22 need one, but I think that 15.8 is way out of
23 budget, way out of budget.

24 And as far as the plant out there, for
25 the EPA rules, I knew about the EPA rules because I

1 do painting. I used chemicals that they no longer
2 have, but I knew back in '95 and '94 what they were
3 going to do. This President, this is forced on
4 them, so now they have to come under compliance now
5 with everything. My costs are what I deal with,
6 only without 10 percent.

7 So they're asking for a lot more than
8 what - I can see it all. And it's, you know, the
9 meter changes, all this other stuff, you've got to
10 convince me more about failures because I get my
11 bill every month and I don't see anything with the
12 system, or they can't read my meter, something's
13 happened. This is what the lady said, if it
14 doesn't even fix - you don't fix it - if it's
15 broke, yes, I agree with it, and that's just life.

16 But when I, you know, I talked to the
17 CEO and I told her, you know, when I see the tree
18 mismanagement and then I hear her talk about - you
19 know, I said, "You need to downsize your company.
20 You need to cut costs." If that means maybe
21 getting rid of full time employees who just sit
22 around until something happens and they have to do
23 something - she actually listened to me, and how
24 they contract out labor through PAR Electric,
25 replacing all the power poles here, because you've

1 got all the benefits and stuff that you're paying
2 people, you'd save thousands of dollars. I'm not
3 here to cut people's jobs, but you know the
4 economy. I mean, I know it. Since this President
5 took office, it's been in the hole, and many
6 businesses have downsized. That's why we saw the
7 turn and all the job losses.

8 But they haven't done that. They keep
9 wanting to stay the same and keep asking people for
10 rate increases, and to me, you've got to start with
11 the company. Then come back to the people and say,
12 "Look, we've done what we can. We've tightened our
13 belt. This is the rate increase we'll ask," and
14 then maybe the public would be more in agreement to
15 it.

16 But I haven't seen nothing from them and
17 I've experienced it myself with the tree trimming
18 side and that doesn't show - that's just one thing
19 there. And I'm sure if I looked into it, there
20 would be other phases. I mean, it's just, it's
21 like anything. If I can find mismanagement here,
22 you're going to find it all through this stuff. So
23 I'm done with what I had to say today.

24 JUDGE BUSHMANN: Questions?

25 COMMISSIONER KENNEY: I'm sorry, is it

1 Libbe or-

2 MR. LIBBE: Libbe.

3 COMMISSIONER KENNEY: Okay. Mr. Libbe,
4 you talked to an architect and a higher up person
5 in-

6 MR. LIBBE: Yeah, the driver of the
7 truck.

8 COMMISSIONER KENNEY: Did you give that
9 then - how long has the tree trimming issue been a
10 problem?

11 MR. LIBBE: It's still a problem.

12 COMMISSIONER KENNEY: Has it been since
13 the full eleven years, you've noticed it?

14 MR. LIBBE: Yes. I've actually
15 complained about it every time they've come through
16 there.

17 COMMISSIONER KENNEY: And after they've
18 done it, you've met with some-

19 MR. LIBBE: I met with the architect like
20 three years ago.

21 COMMISSIONER KENNEY: Did they come back
22 and try to fix the problem?

23 MR. LIBBE: They came back and they
24 actually, to tell you the truth, because they have
25 nobody supervising that stuff, they mark trees.

1 They put the red X on them. They didn't do any of
2 my trees in the yard. I had to go down and get the
3 people that were trimming the trees and go, "Look,
4 you missed this tree three times," and I've got all
5 them in my yard marked. I wanted them cut, because
6 the City couldn't cut, so the tree, to trim them
7 for me because they were touching the power lines.
8 And this is a whole complaint in the neighborhood.

9 You know, he looked it up on his
10 computer, and I wasn't lying. I said, "Our lights
11 go out even if the wind blows hard, let alone a
12 thunderstorm comes through with some wind." This
13 was right after.

14 COMMISSIONER KENNEY: Okay, thank you.

15 MR. LIBBE: It was a lot.

16 COMMISSIONER RUPP: Sir, what is the
17 subdivision or the area that you live in?

18 MR. LIBBE: It's a subdivision.

19 COMMISSIONER RUPP: Is there a name of
20 it, or?

21 MR. LIBBE: It's Maple Park.

22 COMMISSIONER RUPP: Maple Park.

23 MR. LIBBE: It's over between Claycomo
24 and say Gladstone.

25 COMMISSIONER RUPP: And you're saying

1 that you have outages-

2 MR. LIBBE: It's that area, I'm not
3 kidding you.

4 COMMISSIONER RUPP: Consistent outages in
5 that area for how many years?

6 MR. LIBBE: Yes. For over eleven years.

7 COMMISSIONER RUPP: And when you say
8 consistent, how are you thinking - I don't
9 understand. I mean once a month, three times a
10 year?

11 MR. LIBBE: At least.

12 COMMISSIONER RUPP: At least once a
13 month?

14 MR. LIBBE: Yes.

15 COMMISSIONER RUPP: For-

16 MR. LIBBE: Some are more than that.
17 Like I said, it depends on what they measure. If
18 you just get a clear day, if the wind blows hard,
19 the limbs are all so close to the power lines, they
20 hit them and it pops the pole, the deal on one of
21 the poles and you hear it. You hear it go bam and
22 it's out, and it does it more times-

23 COMMISSIONER RUPP: When was your last
24 outage of recent?

25 MR. LIBBE: Maybe three months ago.

1 COMMISSIONER RUPP: Okay. Alright, thank
2 you.

3 MR. LIBBE: And I'm just, I'm kind of
4 tired of it because I see them come and trim the
5 trees and their thing is to trim them eight foot
6 back from the power lines. But basically, my
7 complaint is on that, is that it's like trimming
8 bushes in your yard. All you're doing is letting
9 the vegetated growth bush out and grow more.

10 I told him to take that limb straight
11 back to the tree and you're done with it. It's
12 like - they do it every year. It's like if you
13 just cut it back there, you wouldn't have to have
14 the company come back and cut it year after year
15 after year. I mean, that's where the wasted money
16 I see is, you know, and they're not doing it right,
17 and the only thing, it's not the Power & Light
18 Company that's not doing it right, it's the people
19 they're hiring. But then they tell me they're
20 supposed to have these supervisors, and I know they
21 don't supervise it because they've told me.

22 I rode around with the architect that
23 runs the gridded power line here and I talked to
24 him about it. Then he got on his computer, he's
25 like, "Oh, my God. Your lights go out more than

1 anywhere in Kansas City." You got that.

2 COMMISSIONER RUPP: What was the
3 architect's name?

4 MR. LIBBE: I can't remember his name.

5 COMMISSIONER RUPP: And what year was
6 this? Do you remember?

7 MR. LIBBE: About three years ago.

8 COMMISSIONER RUPP: About three years
9 ago, so about 2012?

10 MR. LIBBE: Yep, yes.

11 COMMISSIONER RUPP: Thank you.

12 JUDGE BUSHMANN: Any other questions?

13 MR. HACK: Yes. Mr. Libbe, my name is
14 Rob Hack. Can I talk to you after the meeting?

15 MR. LIBBE: Yes.

16 MR. HACK: Get some information from you?

17 MR. LIBBE: Yes.

18 MR. HACK: Thank you.

19 COMMISSIONER KENNEY: Thank you for your
20 testimony.

21 MR. LIBBE: You're welcome.

22 JUDGE BUSHMANN: Next witness will be
23 Andrew Inzerillo.

24 ANDREW INZERILLO, duly affirmed by Judge
25 Bushmann, testified as follows:

1 MR. INZERILLO: My name is Andrew
2 Inzerillo.

3 JUDGE BUSHMANN: State your name and
4 spell your last name?

5 MR. INZERILLO: My name is Andrew
6 Inzerillo, I-N-Z-E-R-I-L-L-O.

7 JUDGE BUSHMANN: Where do you live, sir?

8 MR. INZERILLO: 4641 Northeast Gladstone,
9 Kansas City, Missouri 64117.

10 JUDGE BUSHMANN: Please go ahead.

11 MR. INZERILLO: First of all, I'm going
12 to congratulate Kansas City Power & Light for being
13 so benevolent, they want to increase their pilot
14 program from \$50 a month to \$65 a month. I think
15 that's very benevolent of them. However, I don't
16 feel that the rate payer should be part of that.
17 If you want to be benevolent, be benevolent out of
18 your own pocket.

19 And some of these people, I sometimes
20 wonder, do they realize that when they turn the
21 lights on, that the meter will follow. A lot of
22 people use this - my light bill on the level
23 payment plan, sir, is \$69 a month. So I don't have
24 any compassion for this \$65 a month increase. If
25 you want the \$65 a month, out of your pocket.

1 Leave it out of my pocket.

2 Then, I want to talk about this electric
3 vehicle parking station. I got livid at that. I
4 go by Antioch Shopping Center and Walgreen's has
5 got an electric charging station there, and in all
6 the years, I've been heading up there at least
7 three or four years, never has anybody parked and
8 been there, never once, and then they want to
9 charge the retail customers for these charging
10 stations.

11 Tell you a little story about a drunken
12 sailor went into a beer joint and he says, "When I
13 drink, everybody drinks." The day he says, "When I
14 pay, everybody pays." So the whole thing is, if
15 you use it, you pay for it; if we don't use it, why
16 should we pay for it?

17 Then, I have another problem with the
18 profit, 9.5 percent. How many businesses do you
19 know that made 9.5 percent? They all depend on
20 volume. Kansas City Power & Light's got a lot of
21 volume. They don't need a 9.5 percent profit, and
22 it's about time somebody stands up to the Obama
23 Administration because they've been hell bent on
24 eliminating coal fired plants, you all know that.
25 They've put onerous requirements on them, and these

1 people fall for it. I don't know why you don't
2 fight the EPA. As they were talking about high
3 priced cars, you're going to be saying this until
4 the time Obama leaves office, and he's going to
5 peeing on himself when his administrative - owners
6 mandates.

7 You've got to fight the EPA. They have
8 no right to tell us how to run our businesses, and
9 it's about time somebody would get up there and
10 tell them something to do. So that's all I have to
11 say, gentlemen. Thank you for listening. God
12 bless you.

13 JUDGE BUSHMANN: Any questions?

14 COMMISSIONER KENNEY: Thank you for your
15 testimony.

16 COMMISSIONER RUPP: Thank you, sir.

17 JUDGE BUSHMANN: Phyllis Schumacher(ph).
18 Ms. Schumacher? Mia Williams? Netta Barne(ph)?
19 No Ms. Barne here? How about Hester Duisik?

20 HESTER DUISIK, duly affirmed by Judge
21 Bushmann, testified as follows:

22 JUDGE BUSHMANN: State your name and
23 spell your last name.

24 MS. DUISIK: Sure. Hester, H-E-S-T-E-R,
25 Duisik, D-U-I-S-I-K, 3205 Northeast Shady Lane

1 Drive, Gladstone 64119.

2 JUDGE BUSHMANN: Please go ahead.

3 MS. DUISIK: Thank you. What mostly
4 brought me to this meeting was the little note,
5 from that postcard that told me, "Trade in your
6 appliance," anything 2002 or older. And less than
7 a year ago, I replaced a dishwasher that met that
8 criteria, got online and it said, "Not for you,"
9 not my zip code. 64119 was not eligible for it.

10 So I called the phone number and tried
11 to find out why did my sister get it, you know,
12 less than five miles away, but I didn't get it, and
13 that's what brought me here. I'm going, why are
14 they not allowed here if it really is available for
15 all? Two men who have been here probably, is the
16 installer, who took my dishwasher away, and he
17 probably got the credit, or something along those
18 lines.

19 But that's what got me here, but that's
20 not what got me to stay. And when he started
21 talking about the fuel adjustment, all of this
22 stuff, it brought back to mind when I visited with
23 Representative Burnett from the northeast area
24 several years ago, who admitted that when they made
25 the arrangement to allow the utilities to buy the

1 fuel products, that they were in such haste, that
2 they never did put a regulator on it saying, "You
3 must buy from the lowest bidder, the lowest
4 provider," and he said, "You could buy from my
5 brother-in-law who charges twice as much as the
6 last guy," but there was nothing to enforce that.
7 I don't know if that's changed, I doubt it, I
8 haven't heard that it has, but I would like to see
9 something to pressure them if when they buy it,
10 that they get the lowest prices available.

11 I'm familiar with energy futures. One
12 of the things that my husband's business has is a
13 trade in for futures. So I know the ups and downs,
14 and I know that some of the businesses that use
15 that and had to buy early. That's one of the
16 things.

17 The other thing I was concerned about, I
18 agree, I think there aren't many stocks that are
19 paying 9.7 percent. The gentleman did say on their
20 worst days, they get 6 and a half percent. Well, I
21 need to be in those stocks, I really do. My dad
22 used to have a few, but I was not aware that that
23 was the rate, because it's a business. And I am
24 very frustrated, I know it's legally allowed, but
25 then to pass on all the costs of the normal

1 business on to the consumers, so that they have so
2 much more that they're returning to the company and
3 to the stockholders, and it's very frustrating.

4 And when they're asking for 15.8 percent
5 annual increase, I just about lost my breath. I've
6 been involved with a lot of union contracts,
7 average on a good contract is to get 3, maybe 3 and
8 a half percent a year for your people.

9 For this company to put in the request
10 for 15.8 percent annual increase in their rates,
11 which is worse, if their rates are this high now,
12 then it's going to be even higher for next year,
13 whatever the amount is. I just, I can't even
14 believe that it could even be considered, because
15 it would take a regular worker five years of
16 working before they could get that 15.8 percent.
17 This, I just don't understand where they get the
18 moxie to even ask for it.

19 Everybody knows that when you come
20 before here, they're asking for more than they
21 really expect to get, but I think they need to
22 understand that there are those of us out there who
23 are watching and we do know what is correct and
24 what's not, and what's acceptable now, and this
25 isn't.

1 So I hope that you'll keep that in mind
2 when you're making your decisions as to what is
3 going to be allowed or not, and I will be working
4 legislatively to push it, if it hasn't been taken
5 care of, to put a governor on that level of how
6 much they are allowed to pay extra from whomever
7 they're getting it from because maybe the
8 legislator was ashamed when they finally had to
9 admit that they did not - they just hurried and
10 they ran it through and they didn't think forward.
11 So I thank you.

12 JUDGE BUSHMANN: Questions?

13 COMMISSIONER STOLL: Did you happen to
14 talk to anyone, either at the Missouri Public
15 Service Commission table or with Kansas City Power
16 & Light about the dishwasher issue?

17 MS. DUISIK: I did. I mean, I called
18 Kansas City Power & Light and all the guy did was
19 ran my zip code.

20 COMMISSIONER STOLL: How about tonight?

21 MS. DUISIK: Tonight, I did, but it's a
22 little late, since the man's already taken my
23 dishwasher away.

24 COMMISSIONER STOLL: And you do-

25 MS. DUISIK: There's my \$75 walked out of

1 the door.

2 COMMISSIONER STOLL: You did live in
3 Kansas City Power & Light's service area?

4 MS. DUISIK: I do. And that's something
5 else that makes me mad. I do not want another
6 adult report card telling me how much I am using
7 compared to my neighbor. And it's like, "I don't
8 know why you're doing this to me." My husband and
9 I do not appreciate it. If I use electricity, I
10 pay for it, so do not bother me with how much I'm
11 using.

12 COMMISSIONER STOLL: Okay, thank you.

13 MS. DUISIK: You're welcome.

14 JUDGE BUSHMANN: That's all the names
15 that I have on the list. Is there anybody else
16 present that has not testified that would like to?
17 Yes, sir? You testified last night. Would you
18 like to add something to your comments from last
19 night?

20 MR. VARTANOV: Yes.

21 SERGEY VARTANOV, duly affirmed by Judge
22 Bushmann, testified as follows:

23 JUDGE BUSHMANN: And could you state your
24 name and spell your last name?

25 MR. VARTANOV: My name is Sergey

1 Vartanov, S-E-R-G-E-Y first name, last name V-A-R-
2 T-A-N-O-V. Yes, I testified yesterday. I decided
3 to come up today and testify again.

4 The first, I would like to say about
5 this DSIM charge, the second line on the electric
6 bill, which is appliance, (inaudible), and the way
7 this woman testified, she mentioned about that. I
8 personally think this is a real waste of money to
9 have the program. It is best for us to not pay for
10 it, because why should I have to pay this? Isn't
11 it KCPL's responsibility to call in old appliances
12 or its owner's responsibility?

13 I think I will answer one of my
14 questions. It's the owner's responsibility. We
15 shouldn't pay like a fool to support this program.
16 To me, it's a real nuisance, we don't need that.
17 (Inaudible), it means it have to have somebody from
18 the truck come over there and pick it up. So it
19 means time, the truck has to be paid, whatever the
20 salary or hourly rate is. So it's difficult,
21 maintenance, insurance. Then if anything happens
22 with say sometimes they have issues, 60 or of that
23 nature, that might be the right book issue or maybe
24 damage to property, whatever, unnecessarily because
25 why? The owners would be responsible. I think we

1 have power to now, to hold the owner responsible
2 for ourself to take care of our own appliances and
3 anything else which we have now, appliances, and if
4 you have to buy it, you can always ask somebody to
5 get the help, from a friend, neighbor or a
6 specialist, given advice which appliance or air
7 conditioner, whether to buy efficient or not. So
8 that's a waste of money here.

9 Another thing I want to bring up, about
10 the meters. Earlier when we had first answers, I
11 asked the Commission about if this meters that KCPL
12 installed is mandated by the Federal, say the
13 government, the answer was, "No." So I'm
14 suspicious if it's individual but it's the mandate,
15 and the answer was, "No."

16 I also asked another question here,
17 anyway if it's seems a mandate, if the owner of the
18 property can alter his house from this later on
19 rate, which is basically replacing all the old
20 mechanical meter into the AMI, which is sometimes
21 said advanced meter infrastructure, and the answer
22 was, "No." It's because they decided to upgrade
23 their equipment and we have to convert it, and I
24 mentioned my meter is not reached to half of the
25 work life. So there's nothing wrong with that.

1 There haven't been issues with the meter, it's
2 worked accurate.

3 I pay my bill, I go to (inaudible.) So
4 I don't understand why me or other people who
5 haven't had issues should really change their
6 meters.

7 So I did some research and also did some
8 tests about the meter. My neighbor has this meter
9 and it's on his house installed and what I did
10 today, I went the AMI meter, (inaudible) any
11 frequency meter. The model number is HM34C,
12 (inaudible), frequency is 20 megahertz
13 megahertz, made by Gigahertz Solution Company, made
14 in Germany. And I took that meter and I took that
15 table, which evaluates from the page I received
16 from my neighbor who received that from KCPL.

17 The supervisor from the Customer Care
18 Center tells me winters sent there to my name, so
19 that (inaudible.) So I had to think of this
20 simple, and it says that the air conditioner was a
21 small (inaudible) utilized measurement, I think
22 it's .1. .1 mainly is, my watt is per centimeter,
23 so we use the metric system here, is accepted in
24 this country for their system to measure that
25 electromagnetic frequency.

1 So the meter I have, that has two
2 scales. The first scale, it is 1,195 megahertz -
3 I'm sorry, 1,199 pounds. My (inaudible) meter that
4 is 199.9, (inaudible) meter, so of course it is
5 different because it's for a meter, and it's for a
6 centimeter, so we're talking about 100 times
7 difference, so we need to really (inaudible) to be
8 on the same page.

9 So when I made my measurements at the
10 ten gage(sic), what I've got, the readings were
11 (inaudible,) it's because the nature of the meter
12 is, reads below and gives the worst signal. It's
13 saddling efficiency. So the nature of this test
14 was anything (inaudible) 200 plus and maximum
15 plus, so if I calculate into this with centimeters,
16 the power is 3.-something and 7.-something. I'm
17 going back to the signal incentives, it's
18 (inaudible) from .1, micro wide to square
19 centimeters.

20 So my readings tells me it's exceed
21 Federal mandate standards. The meter itself are
22 approved by FCC, but for wrong some reason, this
23 meter, we found much greater signal, so, and I have
24 concern about that. Obviously, we have standards
25 for everything, almost everything alive, that's a

1 reference point to go. (Inaudible.) Why KCPL
2 didn't put more into that before they started to
3 implement that widely? So maybe they did, I don't
4 know how they did it, but the real test shows the
5 different result.

6 Also earlier, it was several months ago,
7 I used the same meter and measured frequency on an
8 apartment building, this multi-user apartment
9 building. I measured in this - in what level, the
10 same meter where ATM meters were installed on the
11 wall. So the meter on the reading, on the maximum
12 scale so, because the range of power including the
13 reading just (inaudible.)

14 So when we have, the feature as it is,
15 when it's more than one meter and more likely they
16 don't broken, don't work in that, so that kind of
17 system, it's a warning transmission for this
18 frequencies which can be harmful to healths.

19 So I have a the meter name also here.
20 The company name is Landis & Gyr, model number
21 FASY-0796, Series III. And of course, I still
22 don't have this, my inverse meter, and I wrote down
23 houses they have the same.

24 My concern is about KCP&L should really
25 look through and test, if they couldn't test every

1 single one, but at least the sample test before
2 they release them here. I know for sure this, four
3 meters being tested and calibrated by the
4 manufacturer, but when they leave the door of the
5 company, we don't know. Since it's not a
6 mechanical meter, it's a electronics meter, it has
7 LCD display, and LCD sensor and, which transmits
8 power, which is crucial. So, and it circuit to go
9 by which analyze the power coming from any wall to
10 the house and it reflects on the LCD display.

11 Also, I've seen on the meters, these
12 meters 24/7/365, basically nonstop, consume the
13 power. It was very bad, I can't believe this
14 because according to this meter, the way it says 3W
15 says or 3 watt, consumption power is 3 watt. It's
16 false, (inaudible,) but we don't keep up
17 installation thousands of dollars of these meters;
18 right? So it means KCPL has to, January, take some
19 power to supply to those meters without there being
20 any interruption. While analog, with the
21 mechanical, doesn't require it.

22 So going back to what I said earlier,
23 why can't I keep my old analog meter, which doesn't
24 cause any problems? If it had a problem, then it's
25 a different issue. Why it has to be upgraded to

1 change, but the point for me and everybody else is
2 really for this meter to work. So from
3 (inaudible,) somebody has to pay for it. It's not
4 just the meter. The meter is almost the cost
5 measuring device is all in that lump sum. But what
6 about the other equipment, they doing the upgrades.
7 They all consume power too, I'm thinking about
8 electrical or components, which is part of the
9 entire grid.

10 So they consume that extra power, it
11 means somebody has to pay for it. That's why they
12 keep asking about increasing .8 percent. Somebody
13 has to cover that cost. Why aren't they willing to
14 pay \$75 to pick up all the (inaudible)? It doesn't
15 make any sense. They waste money somewhere where
16 they shouldn't.

17 I think we have a problem and I
18 mentioned of it yesterday. I won't go into such
19 again. I think we have a problem here, is the
20 management. Let them have a thousand dollars back,
21 that's all. That's common issue here with big
22 companies. Other companies have similar issue and
23 KCPL one. I'm asking you, please consider my
24 testimony and all testimonies from all people who
25 have work to do here, consider them just as you

1 can. That's all I have, thank you.

2 JUDGE BUSHMANN: Thank you.

3 COMMISSIONER KENNEY: Thank you for your
4 testimony.

5 JUDGE BUSHMANN: Is there anybody else
6 who'd like to testify?

7 MR. HACK: May I ask a question, please,
8 Judge?

9 JUDGE BUSHMANN: Yes, go ahead.

10 MR. HACK: I apologize. Mr. Vartanov?

11 MR. VARTANOV: Yes.

12 MR. HACK: Would you be willing to meet
13 with me afterwards to perhaps to make arrangements
14 so we can take a look at that again?

15 MR. VARTANOV: Yes.

16 MR. HACK: Thank you.

17 JUDGE BUSHMANN: Would anybody like to
18 testify? Please step forward.

19 ALICE HARFST, duly affirmed by Judge
20 Bushmann, testified as follows:

21 JUDGE BUSHMANN: Could you state your
22 name and spell your last name, please?

23 MS. HARFST: Alice Harfst, last name
24 spelled H-A-R-F-S-T.

25 JUDGE BUSHMANN: Where do you live?

1 MS. HARFST: 3000 Swift Avenue, North
2 Kansas City, Missouri.

3 JUDGE BUSHMANN: Go ahead.

4 MS. HARFST: As an elderly - I shouldn't
5 say elderly, an older 55 apartment complex, so most
6 of us are on a fixed income. And a fixed income
7 does not raise, cost of living doesn't go up, as
8 you know, very much. So I understand KCP&L needs
9 an increase, and definitely their average of \$14 a
10 month is a little steep, as far as I'm concerned.

11 But I'm also concerned about this
12 minimum monthly customer service charge. You know,
13 you get your mail, you have what your wattage is
14 and if my TV stays on all night, I don't know, I'm
15 going to pay for that. But this monthly, the
16 minimum customer service charges down at the bottom
17 of your bill, right now, is \$9 a month, and they
18 want to raise that to \$25 a month? That's another
19 \$16 increase, on top of that 14; that's \$30.

20 That's a little steep. Postage is not
21 going up that much. I don't know what this
22 increase in customer service charge is, haven't
23 heard anything as to what that's for. And that's
24 all I have to say, thank you.

25 COMMISSIONER KENNEY: Thank you for your

1 testimony, ma'am.

2 COMMISSIONER STOLL: Thank you, ma'am.

3 JUDGE BUSHMANN: Is there anybody else
4 that would like to testify? Yes, sir.

5 PRESTON CONNER, duly affirmed by Judge
6 Bushmann, testified as follows:

7 JUDGE BUSHMANN: Please state your name
8 and spell your last name.

9 MR. CONNER: My name is Preston, P-R-E-S-
10 T-O-N, Conner, C-O-N-N-E-R. My home address is 425
11 North Topping, that is in Kansas City, Missouri
12 64123.

13 JUDGE BUSHMANN: Please go ahead.

14 MR. CONNER: I just wanted to follow up,
15 I originally, I wrote about the same subject myself
16 and I wanted to address that. A lady that lives
17 here in Gladstone, just a few blocks away from this
18 facility, mentioned last month that she got a
19 Social Security increase of \$17. Well, you say the
20 average proposed rate for Kansas City Power & Light
21 is \$14, that's going to leave her \$3 a month, and
22 that's not going to go very far, \$3 a month.

23 And what concerns me is that a lot of
24 seniors, even though they got an average of an
25 increase, they have to make some very serious

1 decisions in terms of whether they can even afford
2 air conditioning. Then we add the possibility,
3 okay, we know we'll have some hot weather, of heat
4 strokes and death, as a result. Is that one of the
5 things that concerns me as we keep increasing the
6 rates, that people are going to make hard
7 decisions, they're going to just need not to run
8 the air conditioning, not keeping themselves
9 properly cooled and we may have some adverse
10 consequence as a result, which is going to hurt a
11 lot of people and a lot of families.

12 Alright. And we know what happens to
13 people who do make those decisions when the
14 utilities go up, and there's going to be concerns I
15 have about when these seniors get rates - get their
16 bills in for the coming months and the forthcoming
17 years and they are higher than they already are.

18 And I do think that the proposed bills,
19 when you get your statements coming in the mail, I
20 do think the rate of equity - the rate of return on
21 the equity is very generous and I think a lot of
22 investors would be maybe jealous.

23 And I'm going to take a moment since I'm
24 here just to let you know, on another unrelated
25 matter, another utility contractor, MGE, did some

1 wonderful work and dug up my curbs last year, and
2 all of you are invited to drop by my house later
3 and take a look at the damage that was done. I
4 have photographs that I brought with me, but they
5 really don't do it service. Obviously I don't have
6 copies of all those photos taken, but I took them,
7 but I have those kind of pictures, but I just
8 wanted to get that. (Inaudible,) I'm telling you
9 right now.

10 It's generally from another couple of
11 issues. One of them is (inaudible) has been
12 satisfactory.

13 JUDGE BUSHMANN: Any questions?

14 COMMISSIONER STOLL: Yes. Did you say

15 MGE-

16 MR. CONNER: Yes.

17 COMMISSIONER STOLL: -is responsible for
18 the issue? Have you spoken to our consumer folks
19 that are here at the table outside?

20 MR. CONNER: No, I have not.

21 COMMISSIONER STOLL: Maybe do that.

22 MR. CONNER: There's one of the guys,
23 they're right at my house next door - well, my next
24 door neighbors, last week, and they were doing some
25 work at her house and was there on - they were

1 simply - I forgot what she told me, Intersource
2 came in and tore the curb up, and they did a
3 wonderful job, and then is when (inaudible), they
4 said they get paid more. They said, "Don't worry
5 about it. It the tear-out guys." That was
6 Intersource. And I know that part of the curb up
7 on the street needs some extra, alright, because it
8 keeps spilling onto my driveway. And there's other
9 chopped parts right here which is deteriorating and
10 is virtually just a drop-off, as a result.

11 COMMISSIONER STOLL: Well, you might talk
12 to someone regarding that, somebody out at the PSC
13 table and they can follow up to see what the status
14 of that is.

15 MR. CONNER: Well, I know that it's been
16 directed to KCP&L-

17 COMMISSIONER STOLL: Just-

18 JUDGE BUSHMANN: Do you have any
19 questions or comments for-

20 COMMISSIONER KENNEY: Thank you for your
21 testimony.

22 JUDGE BUSHMANN: Anybody else?

23 MYRA STURM, duly affirmed by Judge
24 Bushmann, testified as follows:

25 JUDGE BUSHMANN: Please state your name

1 and spell your last name.

2 MS. STURM: Myra Sturm, S-T-U-R-M. I
3 live at 3000 Swift Avenue, North Kansas City,
4 Missouri 64116.

5 JUDGE BUSHMANN: Please go ahead.

6 MS. STURM: My thing is, like Alice, I'm
7 on a limited income and they're saying they're
8 going to add from \$9 to \$25. Where do I get that
9 from, my groceries or without buying some medicine?

10 I don't originally come from here, so I
11 do need air conditioning. I believe that the cost
12 of - I can't believe them, and I do not tolerate
13 heat at home. My electricity, in the wintertime, I
14 keep my apartment set about 62 to 65. In the
15 summertime, I lock on it to 74 and I've had it set
16 on it all the time and I'm still highly
17 uncomfortable.

18 But I do think you should consider that
19 fee added onto an electric bill besides taxes, plus
20 Kansas City, it would be a benefit for many people
21 if you would take that into great consideration of
22 denying them quite such a high increase. I don't
23 mind paying my fair share, but let some people who
24 are still working cover the money to pay some more.
25 I can't afford it. I don't get an increase. Thank

1 you.

2 COMMISSIONER KENNEY: Thank you for your
3 testimony, ma'am.

4 MS. STURM: You're welcome. Thank you.

5 JUDGE BUSHMANN: Any others?

6 RODNEY HEELAN, duly affirmed by Judge
7 Bushmann, testified as follows:

8 JUDGE BUSHMANN: State your name, please.

9 MR. HEELAN: Rodney Heelan, R-O-D-N-E-Y,
10 H-E-E-L-A-N, 3206 Northeast 66th Terrace,
11 Gladstone, Missouri.

12 JUDGE BUSHMANN: Okay, proceed.

13 MR. HEELAN: Alright. A question about
14 subcontractors. Is it a bid procedure? When PAR
15 Electric goes out and changes power poles, is it
16 bid by the hour or is it bid by the job, or is it
17 just, "You will do it and we'll pay it"? \$168 a
18 year, how many customers does Kansas City Power &
19 Light have? 300,000?

20 JUDGE BUSHMANN: Sir, if you want to make
21 comments-

22 MR. HEELAN: I'd just like to know, how
23 many customers do they have?

24 MR. HACK: It's approximately
25 customers in Kansas City-

1 MR. HEELAN: Okay. 300,000 customers at
2 \$168 a year is how much money, \$50,000,000,
3 \$5,000,000?

4 JUDGE BUSHMANN: Sir, this isn't a place
5 to have the - you can provide comments if you want
6 to tell the Commissioners.

7 MR. HEELAN: It's just that, like
8 everybody else has said, every time you need
9 something, you come to your rate payer to get it.
10 Do you, as one lady suggested, when you pull out
11 and license, do you take hits for it?

12 A trainload of coal doesn't always come
13 from the same mine, continuously. Do you buy it by
14 the year or do you buy it by the five year
15 contract? Does the price of it ever go down?

16 It's getting to the point at my house
17 with my circumstances, I'm going to be losing a
18 pension of \$1,500 a month in the next two or three
19 years because somebody did not watch over the
20 people that were investing the money. I think this
21 company has some of the same problems. They need
22 external people that has a biased opinion to go in
23 and audit their everyday operations.

24 It's a sign that every time they need
25 something, that they come to the rate payers to get

1 it, then it's not run very well. Thank you.

2 COMMISSIONER KENNEY: Thank you for your
testimony.

3 JUDGE BUSHMANN: Any other witnesses?

4 MS. DUISIK: I wanted to make one more
comment, and that was what there was some
5 discussion about, agencies that will help people
when they're in need.

6 And I was involved with the United Way
campaign over six counties for about five or six
7 years, and had many opportunities to see what those
agencies did, and a household that made \$12,000 or
8 more, they were out of the box for help. And when
I asked them again in the end, I said, "These rates
9 haven't changed for 20 years," and they said,
"Well, we do not have enough money to assist those
10 people that even fit within those guidelines, so we
can't have the people who are over those
guidelines."

11 And, so there is only one agency that
does and that's if you've been working for six
12 months, within the last six months, or an employee
that's working down his rent and they negotiate and
they have some leverage.

13 But when these rates go up, there will
be many people who will fall in that area where
14 there is no assistance at all and who will then
essentially have to cut back, and very likely, that
15 is exactly what's going to happen.

16 And like I said, I just do not - let me
give you an example. AT&T is still operating now
and they struggled to keep it back, is returned
17 percent, and it used to be at 9 and a half percent
is over the top. So I think that there is a lot of
18 profit and I think they need to pass on - to not
pass on their business expenses, everyday from
19 property tax to whatever else they've got. I think
they need to be accountable as a business person to
20 realize that maybe they can't always get the same
return for their shareholders. But bottom line was
21 there really isn't that much help for people.

22 JUDGE BUSHMANN: Would you identify
yourself again for the record?

23 MS. DUISIK: I'm sorry, yes. Hester
Duisik.

24 JUDGE BUSHMANN: Thank you.

MS. DUISIK: You're welcome.

25 JUDGE BUSHMANN: Comments? I didn't see
any other hands raised a moment ago when I asked.

1 COMMISSIONER STOLL: Okay. I think we've
2 heard from the final witness. Again, I wanted to
3 thank you for coming out. We appreciate you
4 staying and listening and are participating in this
Local Public Hearing, and with that, we'll wish you
5 a good evening.

 JUDGE BUSHMANN: The Hearing is
6 adjourned.

 (WHEREIN, the Hearing is concluded at
7 7:57 p.m.)

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CERTIFICATE OF REPORTER

STATE OF MISSOURI) ss
COUNTY OF CLAY)

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

Notary Public in and for
the State of Missouri

My Commission Expires: 9/29/15

1	INDEX	
2	WITNESS:	PAGE NO.
3	Greg Libbe	5
4	Andrew Inzerillo	15
5	Hester Duisik	18
6	Sergey Vartanov	23
7	Alice Harfst	31
8	Preston Conner	33
9	Myra Sturm	36
10	Rodney Heelan	38
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

<p style="text-align: center;">A</p> <p>ability 42:8 able 4:15 acceptable 21:24 accepted 26:23 accountable 40:19 accurate 26:2 action 42:11,15 add 23:18 34:2 37:8 added 37:19 address 5:6 33:10,16 adjourned 41:6 adjustment 19:21 Administration 17:23 administrative 18:5 admit 22:9 admitted 19:24 adult 23:6 advanced 25:21 adverse 34:9 advice 25:6 affirmed 5:24 15:24 18:20 23:21 31:19 33:5 36:23 38:6 afford 34:1 37:25 agencies 40:4,6 agency 40:10 ago 7:13 11:20 13:25 15:7,9 19:7,24 28:6 40:25 agree 9:15 20:18 agreement 10:14 ahead 6:7 16:10 19:2 31:9 32:3 33:13 37:5 air 25:6 26:20 34:2,8 37:11 Albany 6:5</p>	<p>Alice 31:19,23 37:6 43:7 alive 27:25 allow 19:25 allowed 19:14 20:24 22:3,6 alright 14:1 34:12 36:7 38:13 alter 25:18 Ameren 2:25 5:11 America 2:25 AMI 25:20 26:10 amount 21:13 analog 29:20,23 analyze 29:9 Andrew 15:23,24 16:1,5 43:4 annual 21:5,10 answer 24:13 25:13,15,21 answers 25:10 Antioch 17:4 anybody 8:3 17:7 23:15 31:5,17 33:3 36:22 anyway 25:17 apartment 28:8,8 32:5 37:14 apologize 31:10 appearance 4:20 APPEARANC... 2:1 Appearing 5:4 appliance 19:6 24:6 25:6 appliances 24:11 25:2,3 appreciate 23:9 41:3 approved 27:22 approximately 38:24 architect 6:18 11:4,19 14:22</p>	<p>architect's 15:3 area 12:17 13:2,5 19:23 23:3 40:13 arrangement 19:25 arrangements 31:13 ashamed 22:8 asked 25:11,16 40:7,25 asking 9:7 10:9 21:4,20 30:12 30:23 aspect 4:10 assist 40:8 assistance 40:14 Assistant 2:4 AT&T 40:16 ATM 28:10 attorney 42:13 audit 39:23 authority 1:9 3:9 available 19:14 20:10 Avenue 6:5 32:1 37:3 average 21:7 32:9 33:20,24 aware 20:22</p> <hr/> <p style="text-align: center;">B</p> <p>back 8:20 9:2 10:11 11:21,23 14:6,11,13,14 19:22 27:17 29:22 30:20 40:14,16 bad 29:13 bam 13:21 Barne 18:19 Barne(ph) 18:18 basically 14:6 25:19 29:12 beer 17:12 beginning 3:23</p>	<p>behalf 4:22,25 5:5 believe 21:14 29:13 37:11,12 belt 10:13 benefit 37:20 benefits 10:1 benevolent 16:13 16:15,17,17 bent 17:23 best 24:9 42:8 Beth 5:12 Bethany 2:24 better 7:23 biased 39:22 bid 38:14,16,16 bidder 20:3 big 30:21 biggest 6:22 bill 3:14 8:12 9:11 16:22 24:6 26:3 32:17 37:19 bills 34:16,18 bit 8:6 bless 18:12 blocks 33:17 Blow 6:17 blows 12:11 13:18 book 24:23 bother 23:10 bottom 32:16 40:20 box 2:9,17 5:6 40:7 breath 21:5 bring 25:9 broke 9:15 broken 28:16 brother-in-law 20:5 brought 19:4,13 19:22 35:4 budget 8:23,23 building 2:7,15</p>	<p>28:8,9 bunch 8:14 Burnett 19:23 bush 14:9 bushes 14:8 Bushmann 1:13 3:4,11 4:19,24 5:2,8,14,25 6:1 6:4,7 10:24 15:12,22,25 16:3,7,10 18:13 18:17,21,22 19:2 22:12 23:14,22,23 31:2,5,9,17,20 31:21,25 32:3 33:3,6,7,13 35:13 36:18,22 36:24,25 37:5 38:5,7,8,12,20 39:4 40:2,21,23 40:24 41:5 business 8:1,3 20:12,23 21:1 40:18,19 businesses 10:6 17:18 18:8 20:14 buy 19:25 20:3,4 20:9,15 25:4,7 39:13,14 buying 37:9</p> <hr/> <p style="text-align: center;">C</p> <p>C 3:1 C-O-N-N-E-R 33:10 calculate 27:15 calibrated 29:3 call 5:17,18 6:18 24:11 called 4:3 19:10 22:17 campaign 40:5 captioned 3:8 card 23:6</p>
--	--	--	---	--

<p>care 22:5 25:2 26:17 cars 18:3 case 3:25 4:9 5:9 cause 29:24 CCR 1:24 Center 17:4 26:18 centimeter 26:22 27:6 centimeters 27:15,19 CEO 9:17 CEO's 7:16,16 CEO/President 7:12 CERTIFICATE 42:1 Certified 42:4 certify 42:6 change 26:5 30:1 changed 20:7 40:8 changes 9:9 38:15 charge 17:9 24:5 32:12,22 charges 20:5 32:16 charging 17:5,9 checking 7:9 chemicals 9:1 chopped 36:9 circuit 29:8 circumstances 39:17 City 1:9 2:10,18 2:22 3:8,20,24 4:4,10,20 5:7 6:6,9,18 12:6 15:1 16:9,12 17:20 22:15,18 23:3 32:2 33:11 33:20 37:3,20 38:18 City- 38:25</p>	<p>CLAY 42:3 Claycomo 12:23 clear 13:18 close 13:19 coal 17:24 39:12 code 19:9 22:19 Columbia 5:13 come 5:18 6:11 6:15,23 7:4,5 9:4 10:11 11:15 11:21 14:4,14 21:19 24:3,18 37:10 39:9,12 39:25 comes 12:12 coming 4:17 7:24 8:17,18 29:9 34:16,19 41:3 comment 40:3 comments 3:16 5:21 23:18 36:19 39:5 40:24 comments- 38:21 commercial 7:9 Commission 1:2 2:14 3:6 4:13 4:24 5:21 22:15 25:11 42:21 Commissioner 3:15,17 10:25 11:3,8,12,17,21 12:14,16,19,22 12:25 13:4,7,12 13:15,23 14:1 15:2,5,8,11,19 18:14,16 22:13 22:20,24 23:2 23:12 31:3 32:25 33:2 35:14,17,21 36:11,17,20 38:2 40:1 41:1 Commissioners 1:18 3:14 4:13 39:6</p>	<p>common 30:21 companies 6:15 7:4 30:22,22 company 4:21 6:24 7:17,23 8:11 9:19 10:11 14:14,18 21:2,9 26:13 28:20 29:5 39:21 Company's 1:9 3:9 compared 23:7 compassion 16:24 complained 11:15 complaint 12:8 14:7 complex 32:5 compliance 9:4 components 30:8 computer 12:10 14:24 concern 27:24 28:24 concerned 20:17 32:10,11 concerns 33:23 34:5,14 concluded 41:6 conditioner 25:7 26:20 conditioning 34:2,8 37:11 congratulate 16:12 Conner 33:5,9,10 33:14 35:16,20 35:22 36:15 43:8 consequence 34:10 consider 30:23 30:25 37:18 consideration 37:21</p>	<p>considered 21:14 consistent 13:4,8 consume 29:12 30:7,10 consumer 35:18 consumers 21:1 consumption 29:15 continuously 39:13 contract 7:11 8:6 9:24 21:7 39:15 contractor 34:25 contracts 21:6 convert 25:23 convince 9:10 cooled 34:9 copies 35:6 correct 21:23 cost 30:4,13 32:7 37:11 costs 7:24 8:2,5 9:5,20 20:25 counsel 2:4,6 4:19 5:3,5,9,15 42:10,13 counties 40:5 country 26:24 COUNTY 42:3 couple 35:10 course 27:4 28:21 court 4:11 42:4 cover 30:13 37:24 credit 19:17 criteria 19:8 crucial 29:8 curb 36:2,6 curbs 35:1 customer 4:9 26:17 32:12,16 32:22 customers 17:9 38:18,23,25 39:1</p>	<p>cut 9:20 10:3 12:5,6 14:13,14 40:14</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>D 3:1 D-U-I-S-I-K 18:25 dad 20:21 damage 24:24 35:3 day 13:18 17:13 days 20:20 deal 9:5 13:20 death 34:4 decided 24:2 25:22 decisions 22:2 34:1,7,13 definitely 32:9 denying 37:22 Department 2:5 depend 17:19 depends 13:17 details 3:25 deteriorating 36:9 Development 2:5 device 30:5 difference 27:7 different 27:5 28:5 29:25 difficult 24:20 directed 36:16 direction 42:9 discussion 40:4 dishwasher 19:7 19:16 22:16,23 display 29:7,10 do- 22:24 doing 7:25 8:13 14:8,16,18 23:8 30:6 35:24 dollars 10:2 29:17 30:20 door 23:1 29:4</p>
---	---	--	---	--

<p>35:23,24 doubt 20:7 downs 20:13 downsize 9:19 downsized 10:6 drink 17:13 drinks 17:13 Drive 19:1 driver 11:6 driveway 36:8 drop 35:2 drop-off 36:10 drunken 17:11 DSIM 24:5 dug 35:1 Duisik 18:19,20 18:24,25 19:3 22:17,21,25 23:4,13 40:3,22 40:23,24 43:5 duly 5:24 15:24 18:20 23:21 31:19 33:5 36:23 38:6</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>E 3:1,1 earlier 25:10 28:6 29:22 early 20:15 Economic 2:5 economy 10:4 efficiency 27:13 efficient 25:7 eight 6:13 7:20 14:5 either 22:14 elderly 32:4,5 electric 1:10 3:10 9:24 17:2,5 24:5 37:19 38:15 electrical 30:8 electricity 23:9 37:13 electromagnetic</p>	<p>26:25 electronics 29:6 eleven 6:12 11:13 13:6 eligible 19:9 eliminating 17:24 employed 42:10 42:13 employee 40:11 42:13 employees 9:21 energy 20:11 enforce 20:6 entire 30:9 entries 4:20 EPA 8:25,25 18:2,7 equipment 25:23 30:6 equity 34:20,21 ER-2014-0370 1:9 3:7 essentially 40:14 evaluates 26:15 evening 3:4,13 5:16 41:5 evening's 3:13 everybody 17:13 17:14 21:19 30:1 39:8 everyday 39:23 40:18 evidentiary 4:1,3 4:5 exactly 40:15 example 40:16 exceed 27:20 expect 21:21 expenses 40:18 experienced 10:17 Expires 42:21 external 39:22 extra 22:6 30:10 36:7</p>	<p style="text-align: center;">F</p> <hr/> <p>facility 33:18 failures 9:10 fair 37:23 fall 18:1 40:13 false 29:16 familiar 20:11 families 34:11 far 7:7 8:24 32:10 33:22 FASY-0796 28:21 FCC 27:22 feature 28:14 Federal 25:12 27:21 fee 37:19 feel 8:12 16:16 fight 18:2,7 file 1:9 3:7 filed 3:24,25 final 41:2 finally 22:8 financially 42:14 find 10:21,22 19:11 Findley 2:24 5:11 5:12 fired 7:15 17:24 first 5:22 16:11 24:1,4 25:10 27:2 fit 40:9 five 3:19 4:12 7:19,20 19:12 21:15 39:14 40:5 fix 9:14,14 11:22 fixed 32:6,6 fluctuations 8:9 flush 8:11 folks 4:16 35:18 follow 16:21 33:14 36:13 follows 5:25 15:25 18:21</p>	<p>23:22 31:20 33:6 36:24 38:7 fool 24:15 foot 14:5 for- 13:15 36:19 forced 9:3 foregoing 42:5 forgot 36:1 forthcoming 34:16 forward 4:18 22:10 31:18 found 27:23 four 17:7 29:2 frequencies 28:18 frequency 26:11 26:12,25 28:7 friend 25:5 frustrated 20:24 frustrating 21:3 fuel 19:21 20:1 full 9:21 11:13 further 42:12 futures 20:11,13</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>G 3:1 gage(sic) 27:10 general 1:10 3:10 generally 35:10 generous 34:21 gentleman 20:19 gentlemen 18:11 Germany 26:14 getting 7:10 9:21 22:7 39:16 Gigahertz 26:13 give 11:8 40:16 given 25:6 gives 27:12 glad 3:21 Gladstone 1:6 12:24 16:8 19:1 33:17 38:11 go 4:4 6:7,13 8:3</p>	<p>8:15,19 12:2,3 12:11 13:21 14:25 16:10 17:4 19:2 26:3 28:1 29:8 30:18 31:9 32:3,7 33:13,22 34:14 37:5 39:15,22 40:13 God 14:25 18:11 goes 38:15 going 7:21 8:16 9:3 10:22 16:11 18:3,4 19:13 21:12 22:3 27:17 29:22 32:15,21 33:21 33:22 34:6,7,10 34:14,23 37:8 39:17 40:15 good 3:4,22 21:7 41:5 government 25:13 governor 2:7,15 22:5 great 37:21 greater 27:23 Greg 5:22,24 6:3 43:3 grid 30:9 gridded 14:23 groceries 37:9 grow 14:9 growth 14:9 guidelines 40:9 40:10 guy 7:3 20:6 22:18 guys 7:11 35:22 36:5 Gyr 28:20</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>H 1:24 42:4 H-A-R-F-S-T</p>
---	--	--	--	---

<p>31:24 H-E-E-L-A-N 38:10 H-E-S-T-E-R 18:24 Hack 2:21 4:22 4:23 15:13,14 15:16,18 31:7 31:10,12,16 38:24 half 20:20 21:8 25:24 40:17 hands 40:25 happen 22:13 40:15 happened 9:13 happens 9:22 24:21 34:12 hard 12:11 13:18 34:6 Harfst 31:19,23 31:23 32:1,4 43:7 harmful 28:18 haste 20:1 head 7:16 heading 17:6 healths 28:18 hear 4:8 9:18 13:21,21 heard 20:8 32:23 41:2 hearing 1:4 3:2,7 3:13,19 4:18 41:4,5,6 42:6,7 42:11 hearings 3:20 4:1 4:2,3,6 heat 34:3 37:13 Heelan 38:6,9,9 38:13,22 39:1,7 43:10 hell 17:23 help 8:1 25:5 40:4,7,21 helping 7:13</p>	<p>Hester 18:19,20 18:24 40:22 43:5 Hey 8:5 high 18:2 21:11 37:22 higher 8:17,17 8:17 11:4 21:12 34:17 highly 37:16 hiring 14:19 hit 13:20 hits 39:11 HM34C 26:11 hold 25:1 hole 10:5 home 33:10 37:13 homeowner 8:4 hope 22:1 hot 34:3 hour 38:16 hourly 24:20 house 25:18 26:9 29:10 35:2,23 35:25 39:16 household 40:6 houses 28:23 hurried 22:9 hurt 34:10 husband 23:8 husband's 20:12</p> <hr/> <p style="text-align: center;">I</p> <p>I-N-Z-E-R-I-L... 16:6 identify 40:21 III 28:21 implement 1:10 3:9 28:3 in- 11:5 inaudible 24:6 24:17 26:3,10 26:12,19,21 27:3,4,7,11,14 27:18 28:1,13</p>	<p>29:16 30:3,14 35:8,11 36:3 incentives 27:17 including 28:12 income 32:6,6 37:7 increase 1:10 3:10 8:21 10:13 16:13,24 21:5 21:10 32:9,19 32:22 33:19,25 37:22,25 increases 6:24 7:19 8:16 10:10 increasing 30:12 34:5 INDEX 43:1 individual 25:14 information 15:16 infrastructure 25:21 installation 29:17 installed 25:12 26:9 28:10 installer 19:16 insurance 24:21 interested 42:15 internet 4:6 interruption 29:20 Intersource 36:1 36:6 Intervenor 2:25 5:11,15 Intervenors 5:9 inverse 28:22 investing 39:20 investors 34:22 invited 35:2 involved 21:6 40:5 Inzerillo 15:23 15:24 16:1,2,5 16:6,8,11 43:4</p>	<p>issue 11:9 22:16 24:23 29:25 30:21,22 35:18 issues 6:8 24:22 26:1,5 35:11</p> <hr/> <p style="text-align: center;">J</p> <p>J 2:21 Janet 1:24 42:4 January 29:18 jealous 34:22 Jefferson 2:10,18 4:4 5:7 job 7:10 10:7 36:3 38:16 jobs 10:3 Joe 6:17 joint 17:12 Judge 1:14 3:4 3:12,18 4:19,24 5:2,4,8,14,24 6:1,4,7 10:24 15:12,22,24 16:3,7,10 18:13 18:17,20,22 19:2 22:12 23:14,21,23 31:2,5,8,9,17 31:19,21,25 32:3 33:3,5,7 33:13 35:13 36:18,22,23,25 37:5 38:5,6,8 38:12,20 39:4 40:2,21,23,24 41:5 June 4:2 Just- 36:17</p> <hr/> <p style="text-align: center;">K</p> <p>Kansas 1:9 2:22 3:8,20,24 4:10 4:20 6:6,9,18 15:1 16:9,12 17:20 22:15,18 23:3 32:2 33:11</p>	<p>33:20 37:3,20 38:18,25 KCP&L 4:22 28:24 32:8 KCP&L- 36:16 KCPL 25:11 26:16 28:1 29:18 30:23 KCPL's 24:11 keep 7:21,23 10:8,9 22:1 29:16,23 30:12 34:5 37:14 40:16 keeping 34:8 keeps 8:17 36:8 Kenney 1:15 3:14 10:25 11:3 11:8,12,17,21 12:14 15:19 18:14 31:3 32:25 36:20 38:2 40:1 kidding 13:3 kind 14:3 28:16 35:7 knew 8:25 9:2 know 8:5,5,7,11 9:8,16,17,19 10:3,4 12:9 14:16,20 17:19 17:24 18:1 19:11 20:7,13 20:14,24 21:23 23:8 28:4 29:2 29:5 32:8,12,14 32:21 34:3,12 34:24 36:6,15 38:22 knows 21:19</p> <hr/> <p style="text-align: center;">L</p> <p>L-I-B-B-E 6:3 labor 9:24 lady 9:13 33:16 39:10</p>
--	--	---	---	---

<p>Lane 18:25 late 22:22 latex 8:10 Law 1:14 3:12 LCD 29:7,7,10 leave 17:1 29:4 33:21 leaves 18:4 legally 20:24 legislatively 22:4 legislator 22:8 length 7:14 Let's 4:19 letting 14:8 level 16:22 22:5 28:9 leverage 40:12 Lewis 5:12 Libbe 5:23,24 6:3,5,8 11:1,2,2 11:3,6,11,14,19 11:23 12:15,18 12:21,23 13:2,6 13:11,14,16,25 14:3 15:4,7,10 15:13,15,17,21 43:3 license 39:11 life 9:15 25:25 light 1:9 2:22 3:9 3:24 4:10,21 6:9,19 14:17 16:12,22 22:16 22:18 33:20 38:19 Light's 3:21 17:20 23:3 lights 6:12 7:14 12:10 14:25 16:21 limb 14:10 limbs 13:19 limited 37:7 line 14:23 24:5 40:20 lines 6:21 12:7</p>	<p>13:19 14:6 19:18 list 5:22 23:15 listed 5:17 listen 4:7 listened 9:23 listening 18:11 41:4 literally 6:13 little 7:13 17:11 19:4 22:22 32:10,20 live 5:20 6:4 12:17 16:7 23:2 31:25 37:3 lived 6:11 lives 33:16 livid 17:3 living 32:7 LLP 5:12 Local 1:4 3:6,19 3:20 4:1 41:4 lock 37:15 long 11:9 longer 9:1 look 4:18 6:20 7:24 8:4 10:12 12:3 28:25 31:14 35:3 looked 6:17 10:19 12:9 losing 39:17 losses 10:7 lost 21:5 lot 9:7 12:15 16:21 17:20 21:6 33:23 34:11,11,21 40:17 lower 8:21 lowest 20:3,3,10 lump 30:5 lying 12:10</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>ma'am 33:1,2</p>	<p>38:3 mad 23:5 Madison 2:8,16 mail 32:13 34:19 maintenance 24:21 making 22:2 man's 22:22 managed 7:18 management 30:20 managing 7:23 mandate 25:14 25:17 27:21 mandated 25:12 mandates 18:6 manufacturer 29:4 Maple 12:21,22 mark 11:25 marked 12:5 math 8:20 matter 1:9 3:8 34:25 maximum 27:14 28:11 mean 4:1 10:4,20 13:9 14:15 22:17 means 9:20 24:17 24:19 29:18 30:11 measure 13:17 26:24 measured 28:7,9 measurement 26:21 measurements 27:9 measuring 30:5 mechanical 25:20 29:6,21 medicine 37:9 meet 31:12 meeting 15:14 19:4</p>	<p>megahertz 26:12 26:13 27:2 members 4:12 men 19:15 mentioned 24:7 25:24 30:18 33:18 met 11:18,19 19:7 meter 9:9,12 16:21 25:20,21 25:24 26:1,8,8 26:10,11,14 27:1,3,4,5,11 27:21,23 28:7 28:10,11,15,19 28:22 29:6,6,14 29:23 30:2,4,4 meters 25:10,11 26:6 28:10 29:3 29:11,12,17,19 metric 26:23 MGE 34:25 MGE- 35:15 Mia 18:18 Michael 1:13 3:11 micro 27:18 miles 19:12 mind 19:22 22:1 37:23 mine 39:13 minimum 32:12 32:16 mismanagement 8:14 9:18 10:21 missed 12:4 Missouri 1:1,6 2:5,14 3:5 4:12 5:7,12,13 6:6 16:9 22:14 32:2 33:11 37:4 38:11 42:2,19 MO 2:10,18 model 26:11 28:20</p>	<p>moment 34:23 40:25 money 6:22 14:15 24:8 25:8 30:15 37:24 39:2,20 40:8 month 9:11 13:9 13:13 16:14,14 16:23,24,25 32:10,17,18 33:18,21,22 39:18 monthly 32:12 32:15 months 13:25 28:6 34:16 40:11,11 moxie 21:18 multi-user 28:8 Myra 36:23 37:2 43:9</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>N 3:1 name 3:11 5:5,18 5:22 6:2,2,16 12:19 15:3,4,13 16:1,3,4,5 18:22,23 23:24 23:24,25 24:1,1 26:18 28:19,20 31:22,22,23 33:7,8,9 36:25 37:1 38:8 names 5:17 23:14 nature 24:23 27:11,13 need 7:25 8:22 9:19,20 17:21 20:21 21:21 24:16 27:7 34:7 37:11 39:8,21 39:24 40:4,18 40:19 needs 7:4,5 32:8 36:7</p>
--	---	---	--	--

<p>negotiate 40:12 neighbor 23:7 25:5 26:8,16 neighborhood 6:10,13 12:8 neighbors 35:24 neither 42:9 Netta 18:18 never 7:5 17:7,8 20:2 night 23:17,19 32:14 nonstop 29:12 normal 20:25 North 32:1 33:11 37:3 northeast 6:5 16:8 18:25 19:23 38:10 Notary 42:18 note 19:4 noticed 11:13 nuisance 24:16 number 3:7 5:8 6:17 19:10 26:11 28:20</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>O 3:1 oath 5:19 Obama 17:22 18:4 Obviously 27:24 35:5 office 2:6,7,15 5:2,5 10:5 18:4 officer 42:5 Oh 14:25 oil 8:10,10 okay 3:17 5:15 11:3 12:14 14:1 23:12 34:3 38:12 39:1 41:1 old 24:11 25:19 29:23 older 19:6 32:5</p>	<p>once 13:9,12 17:8 onerous 17:25 online 19:8 opening 3:16 operating 40:16 operations 39:23 opinion 39:22 Opitz 2:3 5:4,6 opportunities 40:6 or- 11:1 originally 33:15 37:10 ourself 25:2 outage 13:24 outages 13:4 outages- 13:1 outcome 42:15 outside 35:19 oversee 7:2,6 owner 25:1,17 owner's 24:12,14 owners 18:5 24:25</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>P 1:15 3:1 P-R-E-S- 33:9 p.m 3:3 41:7 P.O 2:9,17 5:6 page 26:15 27:8 43:2 paid 24:19 36:4 paint 8:9 painting 7:7 9:1 PAR 9:24 38:14 Park 12:21,22 parked 17:7 parking 17:3 part 16:16 30:8 36:6 participating 41:4 parties 42:11,14 parts 36:9 pass 20:25 40:18</p>	<p>40:18 pay 17:14,15,16 22:6 23:10 24:9 24:10,15 26:3 30:3,11,14 32:15 37:24 38:17 payer 16:16 39:9 payers 39:25 paying 8:7 10:1 20:19 37:23 payment 16:23 Payne 2:13 4:25 4:25 pays 17:14 peeing 18:5 pension 39:18 people 7:14 10:2 10:9,11 12:3 14:18 16:19,22 18:1 21:8 26:4 30:24 34:6,11 34:13 37:20,23 39:20,22 40:4,9 40:9,13,21 people's 10:3 percent 9:6 17:18 17:19,21 20:19 20:20 21:4,8,10 21:16 30:12 40:17,17 person 11:4 40:19 personally 24:8 pertaining 4:10 phases 10:20 phone 6:17 19:10 photographs 35:4 photos 35:6 Phyllis 18:17 pick 24:18 30:14 pictures 35:7 pilot 16:13 place 39:4 plan 16:23</p>	<p>plant 8:24 plants 17:24 please 5:18 6:7 16:10 19:2 30:23 31:7,18 31:22 33:7,13 36:25 37:5 38:8 plus 27:14,15 37:19 pocket 16:18,25 17:1 podium 5:19 point 28:1 30:1 39:16 pole 13:20 poles 9:25 13:21 38:15 pops 13:20 possibility 34:2 Postage 32:20 postcard 19:5 pounds 27:3 power 1:9 2:22 3:8,21,24 4:10 4:20 6:9,19,21 9:25 12:7 13:19 14:6,17,23 16:12 17:20 22:15,18 23:3 25:1 27:16 28:12 29:8,9,13 29:15,19 30:7 30:10 33:20 38:15,18 present 5:10,15 23:16 President 9:3 10:4 presiding 1:13 3:12 pressure 20:9 Preston 33:5,9 43:8 price 39:15 priced 18:3 prices 20:10</p>	<p>probably 19:15 19:17 problem 8:8 11:10,11,22 17:17 29:24 30:17,19 problems 29:24 39:21 procedure 38:14 proceed 38:12 PROCEEDIN... 1:3 process 3:23 4:4 5:16 produce 7:1 products 20:1 profit 17:18,21 40:18 program 16:14 24:9,15 properly 34:9 property 24:24 25:18 40:19 proposed 33:20 34:18 provide 5:20 39:5 provider 20:4 PSC 36:12 public 1:2,4 2:6 2:14 3:5,6,19 3:20 4:2,12 5:2 5:5 7:24 10:14 22:14 41:4 42:18 pull 39:10 push 22:4 put 5:19 12:1 17:25 20:2 21:9 22:5 28:2</p> <hr/> <p style="text-align: center;">Q</p> <hr/> <p>question 25:16 31:7 38:13 questions 10:24 15:12 18:13</p>
--	--	---	--	--

<p>22:12 24:14 35:13 36:19 quite 37:22</p> <hr/> <p style="text-align: center;">R</p> <hr/> <p>R 2:24 3:1 R-O-D-N-E-Y 38:9 raise 32:7,18 raised 40:25 ran 22:10,19 range 28:12 rate 1:10 3:10 6:24 8:21 10:10 10:13 16:16 20:23 24:20 25:19 33:20 34:20,20 39:9 39:25 rates 21:10,11 34:6,15 40:7,13 reached 25:24 read 4:15 7:10 9:12 reading 28:11,13 readings 27:10 27:20 reads 27:12 real 24:8,16 28:4 realize 16:20 40:20 really 3:23 4:7 19:14 20:21 21:21 26:5 27:7 28:24 30:2 35:5 40:21 reason 27:22 received 26:15 26:16 record 40:22 red 12:1 reduced 42:8 reference 28:1 reflects 29:10 regarding 36:12 regular 21:15</p>	<p>regularly 6:23 regulator 20:2 Regulatory 1:14 3:12 related 42:10 relative 42:12 release 29:2 remember 15:4,6 rent 40:12 replaced 19:7 replacing 9:25 25:19 report 23:6 Reported 1:23 reporter 4:11 42:1,5 Representative 19:23 request 1:9 3:9 21:9 require 29:21 requirements 17:25 research 26:7 responsibility 24:11,12,14 responsible 24:25 25:1 35:17 restoration 7:8 result 28:5 34:4 34:10 36:10 results 7:18 retail 17:9 return 34:20 40:20 returned 40:16 returning 21:2 rid 9:21 right 7:18 8:13 12:13 14:16,18 18:8 24:23 29:18 32:17 35:9,23 36:9 Rob 15:14 Robert 2:21 4:22</p>	<p>rode 6:19 14:22 Rodney 38:6,9 43:10 rules 8:25,25 run 8:2,2,4,7 18:8 34:7 40:1 running 7:25 runs 7:3 14:23 Rupp 1:17 3:15 12:16,19,22,25 13:4,7,12,15,23 14:1 15:2,5,8 15:11 18:16</p> <hr/> <p style="text-align: center;">S</p> <hr/> <p>S 3:1 S-E-R-G-E-Y 24:1 S-T-U-R-M 37:2 saddling 27:13 sailor 17:12 salary 24:20 sample 29:1 satisfactory 35:12 save 10:2 saw 10:6 saying 7:24 8:21 12:25 18:3 20:2 37:7 says 6:21 17:12 17:13 26:20 29:14,15 scale 27:2 28:12 scales 27:2 Schumacher 18:18 Schumacher(ph) 18:17 Scott 1:17 3:14 second 24:5 Security 33:19 see 4:16 9:8,11 9:17 14:4,16 20:8 36:13 40:6 40:24</p>	<p>seeing 7:18 8:16 seen 10:16 29:11 SENIOR 1:14 seniors 33:24 34:15 sense 30:15 sensor 29:7 sent 26:18 Sergey 23:21,25 43:6 Series 28:21 serious 33:25 service 1:2,10 2:14 3:5,10,21 4:9,13 6:8 22:15 23:3 32:12,16,22 35:5 set 3:6 37:14,15 Shady 18:25 share 37:23 shareholders 40:20 sheet 5:18 Shopping 17:4 show 10:18 shows 28:4 side 10:18 sign 39:24 sign-up 5:17 signal 27:12,17 27:23 similar 30:22 simple 26:20 simply 36:1 single 29:1 sir 12:16 16:7,23 18:16 23:17 33:4 38:20 39:4 sister 19:11 sit 9:21 six 7:20 40:5,5,11 40:11 small 26:21 Smith 5:12 Social 33:19</p>	<p>soluble 6:25 Solution 26:13 some- 11:18 somebody 8:12 17:22 18:9 24:17 25:4 30:3 30:11,12 36:12 39:19 something's 9:12 sorry 10:25 27:3 40:22 South 5:13 specialist 25:6 spell 6:2 16:4 18:23 23:24 31:22 33:8 37:1 spelled 31:24 spilling 36:8 spoken 35:18 square 27:18 ss 42:2 Staff 4:24 5:1 standards 27:21 27:24 stands 17:22 start 3:25 4:1 7:22 10:10 started 19:20 28:2 Starting 3:2 state 1:1 6:1 16:3 18:22 23:23 31:21 33:7 36:25 38:8 42:2 42:19 statements 34:19 station 17:3,5 stations 17:10 status 36:13 stay 10:9 19:20 staying 41:4 stays 32:14 steep 32:10,20 step 31:18 Stephen 1:16 3:14</p>
--	--	--	--	--

<p>stockholders 21:3 stocks 20:18,21 Stoll 1:16 3:14,15 3:17 22:13,20 22:24 23:2,12 33:2 35:14,17 35:21 36:11,17 41:1 story 17:11 straight 14:10 street 2:8,16 5:13 6:17 36:7 strokes 34:4 struggled 40:16 stuff 9:9 10:1,22 11:25 19:22 Sturm 36:23 37:2 37:2,6 38:4 43:9 subcontractors 38:14 subdivision 12:17,18 subject 33:15 suggested 39:10 Suite 2:7,15 sum 30:5 summertime 37:15 supervise 14:21 supervising 11:25 supervisor 26:17 supervisors 7:8 14:20 supply 29:19 support 24:15 supposed 14:20 sure 7:10 10:19 18:24 29:2 suspicious 25:14 Swift 32:1 37:3 system 9:12 26:23,24 28:17</p>	<p style="text-align: center;">T</p> <hr/> <p>T-A-N-O-V 24:2 T-O-N 33:10 table 22:15 26:15 35:19 36:13 take 14:10 21:15 25:2 29:18 31:14 34:23 35:3 37:21 39:11 taken 22:4,22 35:6 42:6,7,12 talk 9:18 15:14 17:2 22:14 36:11 talked 7:3,12,14 9:16 11:4 14:23 talking 18:2 19:21 27:6 tax 40:19 taxes 37:19 tear-out 36:5 tell 11:24 14:19 17:11 18:8,10 39:6 telling 23:6 35:8 tells 26:18 27:20 ten 7:20 27:10 terms 34:1 Terrace 38:10 territory 3:21 test 27:13 28:4 28:25,25 29:1 tested 29:3 testified 5:25 15:25 18:21 23:16,17,22 24:2,7 31:20 33:6 36:24 38:7 testify 24:3 31:6 31:18 33:4 testimonies 30:24 testimony 4:18 15:20 18:15 30:24 31:4 33:1</p>	<p>36:21 38:3 40:2 42:7 tests 26:8 thank 3:17 4:17 5:4,14 12:14 14:1 15:11,18 15:19 18:11,14 18:16 19:3 22:11 23:12 31:1,2,3,16 32:24,25 33:2 36:20 37:25 38:2,4 40:1,1 40:23 41:3 thereto 42:14 thing 6:25 10:18 14:5,17 17:14 20:17 25:9 37:6 things 7:1 20:12 20:16 34:5 think 7:19 8:20 8:22 16:14 20:18 21:21 22:10 24:8,13 24:25 26:19,21 30:17,19 34:18 34:20,21 37:18 39:20 40:17,18 40:19 41:1 thinking 13:8 30:7 thoughts 4:8 thousand 30:20 thousands 10:2 29:17 three 11:20 12:4 13:9,25 15:7,8 17:7 39:18 thunderstorm 12:12 tightened 10:12 Tim 5:6 time 3:2,6 8:8 9:21 11:15 17:22 18:4,9 24:19 37:16</p>	<p>39:8,24 times 6:14 12:4 13:9 27:6 times- 13:22 Timothy 2:3 tired 14:4 today 3:4 7:18 8:19 10:23 24:3 26:10 told 7:15,15 9:17 14:10,21 19:5 36:1 tolerate 37:12 tonight 3:22 4:7 4:14,16 22:20 22:21 top 32:19 40:17 Topping 33:11 tore 36:2 touching 12:7 trade 19:5 20:13 trainload 39:12 transcript 1:3 4:15,16 transmission 28:17 transmits 29:7 tree 6:10,15 7:2 9:17 10:17 11:9 12:4,6 14:11 trees 11:25 12:2 12:3 14:5 tried 19:10 trim 12:6 14:4,5 trimmed 6:20 7:5 trimming 6:10 6:15 7:2,5 10:17 11:9 12:3 14:7 truck 6:19 11:7 24:18,19 truth 11:24 try 11:22 turn 7:22 10:7 16:20 turnout 3:22</p>	<p>TV 32:14 twice 20:5 two 4:13 7:13 19:15 27:1 39:18 typewriting 42:9</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>uncomfortable 37:17 understand 13:9 21:17,22 26:4 32:8 union 21:6 United 40:5 unnecessarily 24:24 unrelated 34:24 upgrade 25:22 upgraded 29:25 upgrades 30:6 ups 20:13 use 16:22 17:15 17:15 20:14 23:9 26:23 utilities 19:25 34:14 utility 34:25 utilized 26:21</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>V-A-R- 24:1 Vartanov 23:20 23:21,25 24:1 31:10,11,15 43:6 vegetated 14:9 vehicle 17:3 virtually 36:10 visited 19:22 volume 1:7 17:20 17:21</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>Walgreen's 17:4 walked 22:25</p>
---	--	---	--	---

<p>wall 28:11 29:9 want 3:15 4:8 16:13,17,25 17:2,8 23:5 25:9 32:18 38:20 39:5 wanted 3:18 12:5 33:14,16 35:8 40:3 41:2 wanting 10:9 warning 28:17 wasn't 12:10 waste 6:22 7:1 24:8 25:8 30:15 wasted 14:15 watch 4:5 39:19 watching 21:23 watt 26:22 29:15 29:15 wattage 32:13 way 8:22,23 24:6 29:14 40:5 we'll 10:13 34:3 38:17 41:4 we're 3:21 7:25 27:6 we've 3:20 10:12 10:12 41:1 weather 34:3 week 35:24 welcome 3:18 15:21 23:13 38:4 40:24 went 17:12 26:10 Whitney 2:13 4:25 wide 27:18 widely 28:3 WILLIAM 1:15 Williams 18:18 willing 30:13 31:12 Wimer 1:24 42:4 wind 12:11,12 13:18 winters 26:18</p>	<p>wintertime 37:13 wish 41:4 witness 15:22 41:2 43:2 witnesses 40:2 woman 24:7 wonder 16:20 wonderful 35:1 36:3 work 25:25 28:16 30:2,25 35:1,25 worked 26:2 worker 21:15 working 7:7 21:16 22:3 37:24 40:11,12 worry 36:4 worse 21:11 worst 20:20 27:12 wouldn't 14:13 wrong 25:25 27:22 wrote 28:22 33:15</p> <hr/> <p style="text-align: center;">X</p> <p>X 12:1</p> <hr/> <p style="text-align: center;">Y</p> <p>yard 12:2,5 14:8 Yeah 11:6 year 6:14 13:10 14:12,14,14,15 15:5 19:7 21:8 21:12 35:1 38:18 39:2,14 39:14 years 6:12,14 7:13 8:15 11:13 11:20 13:5,6 15:7,8 17:6,7 19:24 21:15 34:17 39:19 40:6,8</p>	<p>Yep 15:10 yesterday 24:2 30:18</p> <hr/> <p style="text-align: center;">Z</p> <p>zip 19:9 22:19</p> <hr/> <p style="text-align: center;">0</p> <hr/> <p style="text-align: center;">1</p> <p>1 26:22,22 27:18 1,195 27:2 1,199 27:3 1,500 39:18 10 9:6 100 27:6 12,000 40:6 14 32:9,19 33:21 15 43:4 15.8 8:22 21:4,10 21:16 16 32:19 168 38:17 39:2 17 33:19 18 43:5 199.9 27:4</p> <hr/> <p style="text-align: center;">2</p> <p>20 26:12 40:8 200 2:8,16 27:14 2002 19:6 2012 15:9 2013 7:16 2015 1:5 3:5 2230 2:9 5:6 23 43:6 24/7/365 29:12 25 32:18 37:8</p> <hr/> <p style="text-align: center;">3</p> <p>3 21:7,7 29:15,15 33:21,22 3.-something 27:16 30 6:14 32:19 300,000 38:19 39:1</p>	<p>3000 32:1 37:3 31 43:7 3205 18:25 3206 38:10 33 43:8 36 43:9 360 2:17 38 43:10 3W 29:14</p> <hr/> <p style="text-align: center;">4</p> <p>425 33:10 4641 16:8</p> <hr/> <p style="text-align: center;">5</p> <p>5 43:3 5,000,000 39:3 50 16:14 50,000,000 39:2 55 32:5 573)751-4255 2:19 573)751-5324 2:11 5901 6:5</p> <hr/> <p style="text-align: center;">6</p> <p>6 1:5 20:20 60 24:22 62 37:14 64116 37:4 64117 16:9 64119 6:6 19:1,9 64123 33:12 65 16:14,24,25 37:14 650 2:7 65102 2:10 5:7 65109 2:18 65205 5:13 66th 38:10 69 16:23 6th 3:5</p> <hr/> <p style="text-align: center;">7</p> <p>7.-something 27:16</p>	<p>7:00 3:2 7:57 41:7 74 37:15 75 22:25 30:14</p> <hr/> <p style="text-align: center;">8</p> <p>8 1:7 30:12</p> <hr/> <p style="text-align: center;">9</p> <p>9 32:17 37:8 40:17 9.5 17:18,19,21 9.7 20:19 9/29/15 42:21 900 2:15 94 9:2 95 9:2 9th 5:13</p>
--	--	---	---	--