

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS

1
2
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14
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In the Matter of:
Kansas City Power & Light
Company's request for
authority to implement File Number ER-2018-0145
a general rate increase
for electric service.

In the Matter of:
KCP&L Greater Missouri
Operations Company's
request for authority to File Number ER-2018-0146
implement a general rate
increase for electric
service.

Local Public Hearing
July 31, 2018
Lee's Summit, Missouri
Volume 7
6:20 P.M.

J. Bryan Jordan, CCR-MO

1 APPEARANCES:

2
3 THE HON. JOHN CLARK,
4 Regulatory Law Judge, presiding
5 COMMISSIONER WILLIAM P. KENNEY
6 Missouri Public Service Commission

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8 and KCP&L Greater Missouri Operations Co.:

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

TRANSCRIPT INDEX

APPEARANCES	2
INDEX OF EXHIBITS	N/A
SWORN TESTIMONY OF WITNESSES:	
BEVERLY COONCE	8
REPORTER'S CERTIFICATE	13

EXHIBIT CUSTODY

(No exhibits were marked or referenced)

P R O C E E D I N G S

(The Local Public Hearing commenced at 6:20 P.M., as follows:)

JUDGE CLARK: Okay, we'll go on record now.

Good evening. This is July 31st, 2018, and the current time is 6:20 P.M.

The Missouri Service Commission has set aside this time for a local public hearing, File Numbers ER-2018-0145 and ER-2018-0146, which are respectively captioned as In the Matter of Kansas City Power & Light Company's request for authority to implement a general rate increase for electric service, and In the Matter of KCP&L Greater Missouri Operations Company's request for authority to implement a general rate increase for electric service.

My name is John Clark. I'm the Regulatory Law Judge presiding over this hearing tonight. With me today is Commissioner Bill Kenney.

Commissioner, do you have any opening remarks you'd like to make?

COMMISSIONER KENNEY: Yes, I would like to welcome the public. Good to see you ladies.

I'm a Lee Summit resident. I've been a Lee's Summit resident since 1981, so going back to

1 MoPUB, and Aquilla, and KCP&L. I've been a resident
2 and under the same orders that I give, I have to live
3 through them.

4 So anyway, this is a long process. We have
5 a hearing coming up in the future, and I'm one of five
6 commissioners, and the other four will hear your--be
7 able to read your testimony, so I appreciate your
8 coming out. Again, I just want to welcome you and
9 thank you for showing up.

10 JUDGE CLARK: Thank you, Commissioner.

11 I want to begin by asking counsel to enter
12 their appearances for the record, starting with Kansas
13 City Power & Light Company.

14 MR. STEINER: Good evening. My name is
15 Roger Steiner. I represent Kansas City Power & Light
16 Company and KCPL Greater Missouri Operations Company.
17 My contact information is with the court reporter.

18 JUDGE CLARK: Thank you, and for the
19 Commission staff?

20 MS. PAYNE: Whitney Payne, legal staff
21 member, Missouri Public Service Commission. The court
22 reporter also has my information.

23 JUDGE CLARK: Thank you. For the Office of
24 Public Counsel?

25 MR. CLIZER: John Clizer, with the Office of

1 Public Counsel, with Lera Shemwell. Our information
2 is with the court reporter.

3 JUDGE CLARK: Thank you. Is there anybody
4 else I need an appearance?

5 (No response)

6 JUDGE CLARK: I see no hands.

7 The Commission has already scheduled an
8 evidentiary hearing for September, I believe it's the
9 17th through the 28th, to take evidence regarding
10 KCP&L and KCP&L Greater Missouri Operations'
11 applications for a rate increase. It's also scheduled
12 local public hearings in some of the counties
13 affected, to give the members of the public a chance
14 to comment about the company's applications, and
15 that's the purpose of today's hearing.

16 For those who'd like to provide testimony
17 today, and I see we have one person signed up at this
18 time, I'm going to call the name listed on the sign-up
19 sheet, and when I call your name, please come down to
20 the front to the podium. I'll place you under oath
21 and I'll ask you to state and spell your name, and
22 then you can offer your comments to the Commission.
23 There is no time limit, since we seem to only have
24 you, so however long you take is fine with me.

25 If the other person who is here, after

1 hearing that, if you decide you'd like to testify, you
2 are certainly welcome to do so, and I'll be happy to
3 swear you in and take your testimony, as well, but
4 that's entirely up to you.

5 After you testify, please remain at the
6 podium for a minute. I may have a question for you,
7 the Commissioner may have a question for you, and the
8 attorneys may have a question for you, and if you have
9 a question for the person testifying, just let me
10 know. Okay?

11 The Commission won't be able to answer any
12 of your questioning. We had a question-and-answer
13 session before this, and there's a reason for that,
14 and that's because the commissioners have to remain
15 impartial until after the evidentiary hearing when the
16 evidence is presented.

17 If you have questions, I'm going to invite
18 you to stick around and talk to representatives of the
19 company, the Commission staff, or the Office of Public
20 Counsel.

21 With all that in mind, Beverly Coonce, are
22 you ready to testify?

23 MS. COONCE: Yes.

24 JUDGE CLARK: Would you raise your right
25 hand and be sworn? Do you solemnly swear or affirm

1 that the testimony you are about to give is the truth,
2 the whole truth, and nothing but the truth?

3 MS. COONCE: I do.

4 JUDGE CLARK: Would you state and spell your
5 last name?

6 MS. COONCE: Beverly Coonce, C-o-o-n-c-e.

7 JUDGE CLARK: And what would you like to
8 tell the Commission tonight?

9 MS. COONCE: I have been a customer of KC
10 Power & Light for many, many years, and I wasn't aware
11 until recently that--when I got a huge bill when
12 normally in the summer, my bill is the lowest of
13 everybody's because I like it hot in my house. I like
14 it to be 75 or 80 degrees in my house. I like it
15 warm, and mine is high in the winter, so when I got
16 this bill, which I normally my bill is like \$150,
17 \$200, it was \$600, I went "Whoa," and they said I used
18 4,000 kilowatt hours when I normally use, you know, a
19 thousand or 1,500, at the most, during this time of
20 year, and I know it's been hot the past few months,
21 but anyway, I called Kansas City Power & Light and
22 complained, and they said, "I'll get back to you," and
23 they never ever got back to me, and they sent me
24 another bill, and added on part of the amount that I
25 hadn't paid because I paid the amount that I normally

1 pay for 4,000 kilowatt hours, which is sometimes what
2 I use in the winter, and they charged me a late fee,
3 but I just feel and also realized that in the sixth
4 month, and the seventh month, and the eighth month--I
5 went through my records--they charge a flat fee. The
6 rest of the year, they charge three levels, \$600 at
7 the highest rate and then 400 kilowatt hours at
8 another rate, and then a third level for the rest of
9 the kilowatt hours, but in the sixth month, seventh
10 month, and eighth month, they charge a flat fee for
11 whole thing of 12.05 percent, and to me, I don't know
12 what--they say, you know, they need, they use more
13 energy then, but the thing is, they're also charging
14 the people a huge amount more money, so to me, I feel
15 like that's price gouging, and I don't think that's
16 fair. They should change--they should charge the same
17 fee through the whole year, and they haven't increased
18 their flat rate that much over the four years, but
19 they have, you know, in all these years, charged a
20 flat rate in the sixth month, seventh month, and
21 eighth month, and I just feel like it's price gouging
22 when most people's bill is very, very high, and here
23 it's time for vacation and whatever, they're paying
24 all this money for an electric bill, and I just--I
25 just don't think it's right.

1 COMMISSIONER KENNEY: Ms. Coonce, did the
2 staff, or Public Counsel, or the company, were they
3 able to answer some of your questions as to why the
4 tariffs might allow that?

5 MS. COONCE: No. I mean, I'm going to try
6 to talk to someone.

7 COMMISSIONER KENNEY: I would suggest, I'm
8 sure that I know the Public Counsel and the staff at
9 the company will be available to explain how that--
10 it's called a tariff--what they use, and how it works,
11 and how it's broken down into different months, but
12 perhaps they can give you better information, and if
13 not, I'm sure they'll give you information as to what
14 you can do going forward.

15 THE WITNESS: Thank you.

16 COMMISSIONER KENNEY: Thank you, Ms. Coonce.

17 JUDGE CLARK: You had indicated that you had
18 contacted the company about your large bill and that
19 they hadn't gotten back to you.

20 MS. COONCE: That is correct.

21 JUDGE CLARK: And how long ago was that?

22 MS. COONCE: The bill was for--from 5/13 to
23 6/13.

24 JUDGE CLARK: Okay, so just a few months
25 back. Did you ever try and contact them about it

1 again?

2 MS. COONCE: Yes. They said that, you know,
3 they hadn't gotten out to read the meter yet, and then
4 just the past week, they called and said that they
5 couldn't read the meter, but I went out there and I
6 could read the meter, so that was a big fat lie. It
7 was some excuse for somebody making a mistake.

8 JUDGE CLARK: Now, you had also said that
9 there was this kind of tiered system?

10 MS. COONCE: Mm-hmm.

11 JUDGE CLARK: So I guess what I'm asking is,
12 is the bill you have right now, is that--do you know
13 if that's based on an estimated reading or not?

14 MS. COONCE: It didn't say "estimate," it
15 said how many kilowatt hours on there, and it didn't
16 say "estimate."

17 JUDGE CLARK: Okay, that's something you may
18 want to talk to the Office of Public Counsel about.
19 Did you have anything else you want to talk about?

20 MS. COONCE: No.

21 JUDGE CLARK: Well, thank you, very much,
22 for your testimony.

23 COMMISSIONER KENNEY: Thank you.

24 JUDGE CLARK: Is there anybody else who
25 would like to testify before the Commission or offer

1 comments at this time?

2 (No response)

3 JUDGE CLARK: I don't see anybody.

4 I'd like to thank you all for participating
5 tonight. If you decide additionally, later, that you
6 have comments you'd like to make to the Commission or
7 you have friends that you talk to and they would like
8 to make comments to the Commission regarding this
9 case, you can contact the Office of Public Counsel.
10 You can also go to the Public Service Commission's
11 webpage, and there's a place you can click that will
12 allow you to enter a written comment.

13 Do you have any closing remarks?

14 COMMISSIONER KENNEY: No.

15 JUDGE CLARK: Okay, thank you all for being
16 here tonight.

17 This hearing is adjourned, and we are off
18 the record.

19 (Thereupon, at 6:28 P.M., the
20 hearing was concluded.)

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1 State of Missouri.)
2) SS.
3 City of St. Louis)

4 I, J. Bryan Jordan, a Certified Court
5 Reporter in and for the State of Missouri, duly
6 commissioned, qualified and authorized to administer
7 oaths and to certify to depositions, do hereby certify
8 that pursuant to Notice in the aforesaid applications
9 now pending and undetermined before the Missouri
10 Public Service Commission, I attended a public hearing
11 held at the Lecture Hall at Lee's Summit High School,
12 400 Southeast Blue Parkway in the City of Lee's
13 Summit, State of Missouri, before the Hon. John Clark,
14 Regulatory Law Judge, and William P. Kenney, member of
15 the Missouri Public Service Commission, on the 31st
16 day of July, 2018, said proceedings being by me
17 reported in shorthand and caused to be transcribed
18 into typewriting, and that the foregoing pages
19 correctly set forth the testimony of the
20 aforementioned witness and is in all respects a full,
21 true, correct and complete transcript of the
22 proceedings.

23 I further certify that I am not of
24 counsel or attorney for any of the parties to said
25 applications, not related to nor interested in any of

1 the parties or their attorneys.

2 Witness my hand and official seal at
3 St. Louis, Missouri, this 10th day of August, 2018.

4

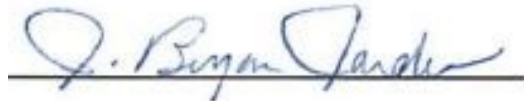
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A handwritten signature in blue ink, reading "J. Bryan Jordan", is written over a horizontal line.

10

J. Bryan Jordan

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Certified Court Reporter

12

State of Missouri No. 532

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&	600 8:17 9:6	applications 6:11	called 8:21 10:10
& 1:6 2:6 4:11	64105-2122 2:9	6:14 13:8,25	11:4
5:13,15 8:10,21	650 2:13	appreciate 5:7	captioned 4:10
1	65102 2:15	aquilla 5:1	case 12:9
1,500 8:19	65102-0360 2:22	aside 4:8	caused 13:17
10th 14:3	6:20 1:20 4:3,6	asking 5:11 11:11	ccr 1:25
12.05 9:11	6:28 12:19	assistant 2:20	certainly 7:2
1200 2:8	7	associate 2:13	certificate 3:5
13 3:5	7 1:19	attended 13:10	certified 13:4
150 8:16	75 8:14	attorney 13:24	14:11
16517 14:9	751-5324 2:16	attorneys 7:8 14:1	certify 13:7,7,23
17th 6:9	751-5565 2:15	august 14:3	chance 6:13
1981 4:25	751-8706 2:22	authority 1:7,11	change 9:16
2	8	4:11,14	charge 9:5,6,10,16
2 3:2	8 3:4	authorized 13:6	charged 9:2,19
200 2:14,21 8:17	80 8:14	available 10:9	charging 9:13
2018 1:17 4:5	800 2:20	aware 8:10	city 1:6 2:6,9,15
13:16 14:3	816 2:9	b	2:22 4:10 5:13,15
2018-0145 1:7 4:9	a	back 4:25 8:22,23	8:21 13:3,12
2018-0146 1:11	able 5:7 7:11 10:3	10:19,25	clark 2:2 4:4,17
4:9	added 8:24	based 11:13	5:10,18,23 6:3,6
2230 2:14	additionally 12:5	behalf 2:6,11,18	7:24 8:4,7 10:17
28th 6:9	adjourned 12:17	believe 6:8	10:21,24 11:8,11
3	administer 13:6	better 10:12	11:17,21,24 12:3
31 1:17	affirm 7:25	beverly 3:4 7:21	12:15 13:13
31st 4:5 13:15	afforementioned	8:6	click 12:11
360 2:21	13:20	big 11:6	clizer 2:13,16 5:25
4	aforsaid 13:8	bill 4:19 8:11,12	5:25
4,000 8:18 9:1	ago 10:21	8:16,16,24 9:22,24	closing 12:13
400 9:7 13:12	allow 10:4 12:12	10:18,22 11:12	come 6:19
5	amount 8:24,25	blue 13:12	coming 5:5,8
5/13 10:22	9:14	box 2:14,21	commenced 4:2
532 14:12	answer 7:11,12	broken 10:11	comment 6:14
556-2314 2:9	10:3	bryan 1:25 13:4	12:12
573 2:15,16,22	anybody 6:3 11:24	14:10	comments 6:22
6	12:3	building 2:13,20	12:1,6,8
6/13 10:23	anyway 5:4 8:21	c	commission 1:2
	appearance 6:4	c 4:1 8:6,6	2:4,19 4:7 5:19,21
	appearances 2:1	call 6:18,19	6:7,22 7:11,19 8:8
	3:2 5:12		11:25 12:6,8
			13:10,15

<p>commission's 12:10 commissioned 13:6 commissioner 2:4 4:19,20,22 5:10 7:7 10:1,7,16 11:23 12:14 commissioners 5:6 7:14 company 5:13,16 5:16 7:19 10:2,9 10:18 company's 1:7,10 4:11,14 6:14 complained 8:22 complete 13:21 concluded 12:20 contact 5:17 10:25 12:9 contacted 10:18 coonce 3:4 7:21,23 8:3,6,6,9 10:1,5,16 10:20,22 11:2,10 11:14,20 corporate 2:8 correct 10:20 13:21 correctly 13:19 counsel 2:8,12,12 2:13,20 5:11,24 6:1 7:20 10:2,8 11:18 12:9 13:24 counties 6:12 court 5:17,21 6:2 13:4 14:11 current 4:6 custody 3:6 customer 8:9</p>	<p>d</p>	<p>feel 9:3,14,21 file 1:7,11 4:8 fine 6:24 five 5:5 flat 9:5,10,18,20 follows 4:3 foregoing 13:18 forth 13:19 forward 10:14 four 5:6 9:18 friends 12:7 front 6:20 full 13:20 further 13:23 future 5:5</p>	<p>13:10 hearings 6:12 held 13:11 high 8:15 9:22 13:11 highest 9:7 hmm 11:10 hon 2:2 13:13 hot 8:13,20 hours 8:18 9:1,7,9 11:15 house 8:13,14 huge 8:11 9:14</p>	
	<p>d 4:1 day 13:16 14:3 decide 7:1 12:5 ded.mo.gov 2:16 2:17 degrees 8:14 department 2:11 2:18 depositions 13:7 development 2:12 2:19 different 10:11 duly 13:5</p>	<p>e</p>	<p>g</p>	<p>i</p>
	<p>e 4:1,1 8:6 economic 2:12,19 eighth 9:4,10,21 electric 1:8,12 4:12,15 9:24 energy 9:13 enter 5:11 12:12 entirely 7:4 er 1:7,11 4:9,9 estimate 11:14,16 estimated 11:13 evening 4:5 5:14 everybody's 8:13 evidence 6:9 7:16 evidentiary 6:8 7:15 excuse 11:7 exhibit 3:6 exhibits 3:3,7 explain 10:9</p>	<p>f</p>	<p>h</p>	<p>implement 7:15 implement 1:7,11 4:12,15 increase 1:8,12 4:12,15 6:11 increased 9:17 index 3:1,3 indicated 10:17 information 5:17 5:22 6:1 10:12,13 interested 13:25 invite 7:17</p>
	<p>fair 9:16 fat 11:6 fee 9:2,5,10,17</p>	<p>g</p>	<p>j</p>	<p>j 1:25 13:4 14:10 jefferson 2:15,22 john 2:2,13 4:17 5:25 13:13 john.clizer 2:17 jordan 1:25 13:4 14:10 judge 2:3 4:4,18 5:10,18,23 6:3,6 7:24 8:4,7 10:17 10:21,24 11:8,11 11:17,21,24 12:3 12:15 13:14</p>
	<p>hall 13:11 hand 7:25 14:2 hands 6:6 happy 7:2 hear 5:6 hearing 1:16 4:2,8 4:18 5:5 6:8,15 7:1,15 12:17,20</p>	<p>h</p>	<p>j</p>	<p>j</p>

july 1:17 4:5 13:16	local 1:16 4:2,8 6:12	need 6:4 9:12	people's 9:22
k	long 5:4 6:24 10:21	never 8:23	percent 9:11
kansas 1:6 2:6,9 4:10 5:12,15 8:21	louis 13:3 14:3	normally 8:12,16 8:18,25	person 6:17,25 7:9
kc 8:9	lowest 8:12	notice 13:8	place 6:20 12:11
kcp&l 1:10 2:6,7 4:13 5:1 6:10,10	m	number 1:7,11	please 6:19 7:5
kcpl 5:16	madison 2:14,21	numbers 4:9	podium 6:20 7:6
kcpl.com 2:10	main 2:8	o	power 1:6 2:6 4:11 5:13,15 8:10,21
kenney 2:4 4:19 4:22 10:1,7,16 11:23 12:14 13:14	making 11:7	o 4:1 8:6,6	presented 7:16
kilowatt 8:18 9:1 9:7,9 11:15	marked 3:7	oath 6:20	presiding 2:3 4:18
kind 11:9	matter 1:6,9 4:10 4:13	oaths 13:7	price 9:15,21
know 7:10 8:18,20 9:11,12,19 10:8 11:2,12	mean 10:5	offer 6:22 11:25	proceedings 1:3 13:16,22
l	member 5:21 13:14	office 2:12,13,20 5:23,25 7:19 11:18 12:9	process 5:4
ladies 4:23	members 6:13	official 14:2	provide 6:16
large 10:18	meter 11:3,5,6	okay 4:4 7:10 10:24 11:17 12:15	psc.mo.gov 2:23
late 9:2	mind 7:21	opening 4:20	public 1:2,16 2:4 2:12,12,19 4:2,8 4:23 5:21,24 6:1 6:12,13 7:19 10:2 10:8 11:18 12:9 12:10 13:10,10,15
law 2:3 4:18 13:14	mine 8:15	operations 1:10 2:6 4:14 5:16 6:10	purpose 6:15
lecture 13:11	minute 7:6	orders 5:2	pursuant 13:8
lee 4:24	missouri 1:1,10,18 2:4,6,11,18 4:7,13 5:16,21 6:10 13:1 13:5,9,13,15 14:3 14:12	p	q
lee's 1:18 4:25 13:11,12	mistake 11:7	p 2:4 4:1 13:14	qualified 13:6
legal 5:20	mm 11:10	p.m. 1:20 4:3,6 12:19	question 7:6,7,8,9 7:12
lera 2:12 6:1	mo 1:25 2:9,15,22	p.o. 2:14,21	questioning 7:12
lera.shemwell 2:16	money 9:14,24	pages 13:18	questions 7:17 10:3
level 9:8	month 9:4,4,4,9,10 9:10,20,20,21	paid 8:25,25	r
levels 9:6	months 8:20 10:11 10:24	parkway 13:12	r 4:1
lie 11:6	mopub 5:1	part 8:24	raise 7:24
light 1:6 2:6 4:11 5:13,15 8:10,21	n	participating 12:4	rate 1:8,11 4:12,15 6:11 9:7,8,18,20
limit 6:23	n 3:3 4:1 8:6	parties 13:24 14:1	read 5:7 11:3,5,6
listed 6:18	name 4:17 5:14 6:18,19,21 8:5	pay 9:1	reading 11:13
live 5:2		paying 9:23	ready 7:22
		payne 2:19 5:20 5:20	
		pending 13:9	
		people 9:14	

<p>realized 9:3 reason 7:13 record 4:4 5:12 12:18 records 9:5 referenced 3:7 regarding 6:9 12:8 regulatory 2:3 4:17 13:14 related 13:25 remain 7:5,14 remarks 4:21 12:13 reported 13:17 reporter 5:17,22 6:2 13:5 14:11 reporter's 3:5 represent 5:15 representatives 7:18 request 1:7,11 4:11,14 resident 4:24,25 5:1 respectively 4:10 respects 13:20 response 6:5 12:2 rest 9:6,8 right 7:24 9:25 11:12 roger 2:7 5:15 roger.steiner 2:10</p>	<p>sent 8:23 september 6:8 service 1:2,8,12 2:4,19 4:7,13,16 5:21 12:10 13:10 13:15 session 7:13 set 4:7 13:19 seventh 9:4,9,20 sheet 6:19 shemwell 2:12,15 6:1 shorthand 13:17 showing 5:9 sign 6:18 signature 14:9 signed 6:17 sixth 9:3,9,20 solemnly 7:25 somebody 11:7 southeast 13:12 spell 6:21 8:4 ss 13:2 st 13:3 14:3 staff 2:20 5:19,20 7:19 10:2,8 starting 5:12 state 1:1 2:11,18 6:21 8:4 13:1,5,13 14:12 steiner 2:7 5:14,15 stick 7:18 street 2:8,14,21 suggest 10:7 suite 2:13,20 summer 8:12 summit 1:18 4:24 4:25 13:11,13 sure 10:8,13 swear 7:3,25</p>	<p>sworn 3:4 7:25 system 11:9</p> <p style="text-align: center;">t</p> <p>take 6:9,24 7:3 talk 7:18 10:6 11:18,19 12:7 tariff 10:10 tariffs 10:4 tell 8:8 testify 7:1,5,22 11:25 testifying 7:9 testimony 3:4 5:7 6:16 7:3 8:1 11:22 13:19 thank 5:9,10,18,23 6:3 10:15,16 11:21,23 12:4,15 thing 9:11,13 think 9:15,25 third 9:8 thousand 8:19 three 9:6 tiered 11:9 time 4:6,8 6:18,23 8:19 9:23 12:1 today 4:19 6:17 today's 6:15 tonight 4:18 8:8 12:5,16 transcribed 13:17 transcript 1:3 3:1 13:21 true 13:21 truth 8:1,2,2 try 10:5,25 typewriting 13:18</p> <p style="text-align: center;">u</p> <p>undetermined 13:9</p>	<p>use 8:18 9:2,12 10:10</p> <p style="text-align: center;">v</p> <p>vacation 9:23 volume 1:19</p> <p style="text-align: center;">w</p> <p>w 2:7 want 5:8,11 11:18 11:19 warm 8:15 webpage 12:11 week 11:4 welcome 4:23 5:8 7:2 went 8:17 9:5 11:5 whitney 2:19 5:20 whitney.payne 2:23 whoa 8:17 william 2:4 13:14 winter 8:15 9:2 witness 10:15 13:20 14:2 witnesses 3:4 works 10:10 written 12:12</p> <p style="text-align: center;">y</p> <p>year 8:20 9:6,17 years 8:10 9:18,19</p>
s			
<p>s 4:1 scheduled 6:7,11 school 13:11 seal 14:2 see 4:23 6:6,17 12:3 senior 2:12</p>			