

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
January 4, 2013
Reeds Spring, Missouri
Volume 7

In The Matter of the Empire District)
Electric Company of Joplin, Missouri)
for Authority to File Tariffs)
Increasing Rates for Electric Service) File No. ER-2012-0345
Provided to Customers in the Missouri)
Service Area of the Company)

MICHAEL BUSHMANN, Presiding
REGULATORY LAW JUDGE

STEPHEN M. STOLL
COMMISSIONER

REPORTED BY:
DAWN A. CHAPMAN, RPR, CSR NO. 645
Midwest Litigation Services

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

I N D E X

WITNESS:

TODD STEINMANN
DENNIS ROBBINS

Page
5
8

E X H I B I T S

(Exhibit attached to transcript.)

Exhibit	Description	Rec'd
No. 1	January 4, 2013 Statement from Todd Steinmann	6

1 (Proceedings commenced at 12:13 p.m.)

2 PROCEEDINGS

3 JUDGE BUSHMANN: Hello, we're on the record.

4 Today's Friday, January 4th, 2013. The Missouri Public
5 Service Commission has set this time for a local public
6 hearing in File No. ER-2013-0345 (Sic) which is captioned
7 as in the matter of the application of the Empire District
8 Electric Company of Joplin, Missouri Tariffs Increasing
9 Rates for Electric Service Provided to Customers in the
10 Missouri Service Area of the Company. My name is Michael
11 Bushmann, I'm the Regulatory Law Judge that will be
12 presiding over today's hearing, and with me this afternoon
13 is Commissioner Stephen Stoll. Mr. Stoll, did you want to
14 make any opening comments?

15 COMMISSIONER STOLL: Just wanted to welcome
16 everyone, the citizens who are here, and the folks from
17 the -- the company and the various entities that are here
18 representing their -- their folks. And this is an
19 important part of the process, it's where the Public
20 Service Commission takes comments from citizens. And there
21 are four commissioners on the Missouri Public Service
22 Commission, we have -- we try to -- well, we almost always
23 have at least one commissioner at every meeting and, so, I
24 am here representing the Commission. And we also are
25 filming this, and we have a court reporter that's

1 transcribing the proceedings, and I can guarantee you that
2 the other commissioners will look at the record. And this
3 is a quite lengthy process, this is -- we're kind of at the
4 beginning of it right now, and the judge will talk a little
5 bit more about that at the end of the session today. But
6 we are anxious to hear what you have to say, and we do take
7 it very seriously. And, again, welcome and thanks for
8 coming today.

9 JUDGE BUSHMANN: Let's begin by Counsel making
10 their entries of appearance. For the Empire District
11 Electric Company?

12 MS. CARTER: Diana Carter of Brydon,
13 Swearngen & England representing the Empire District
14 Electric Company.

15 JUDGE BUSHMANN: Office of the Public Counsel?

16 MR. MILLS: Lewis Mills, my address is
17 P.O. Box 2230, Jefferson City, Missouri 65102.

18 JUDGE BUSHMANN: Staff for the Missouri Public
19 Service Commission?

20 MR. KEEVEL: Representing the PSC Staff, Jeff
21 Keevel, P.O. Box 360, Jefferson City, Missouri 65102.

22 JUDGE BUSHMANN: Is there anyone here today
23 representing any of the Intervenors? Okay. Before we get
24 started, the first thing that's going to happen is I have a
25 list of names that have signed up to testify. And when I

1 call your name I'd ask you to -- since it's a small room
2 you can just stand up where you are, and I'll ask you to
3 state your name for the record, and I'll put you under oath
4 and then you can make your comments to the Commission. The
5 first name that I have is Todd Steinmann. Mr. Steinmann,
6 can you just state your name and spell your last name?

7 WITNESS STEINMANN: Todd Steinmann,
8 S-T-E-I-N-M-A-N-N.

9 JUDGE BUSHMANN: Would you raise your right
10 hand?

11 TODD STEINMANN,
12 of lawful age, having been produced and sworn, testified as
13 follows:

14 JUDGE BUSHMANN: You may proceed.

15 WITNESS STEINMANN: And then I'll present this
16 when I'm through speaking; is that correct?

17 JUDGE BUSHMANN: Okay, you have an exhibit you
18 want to introduce?

19 WITNESS STEINMANN: Yes.

20 JUDGE BUSHMANN: Okay, we'll do that after you
21 speak.

22 WITNESS STEINMANN: Okay. As one of the
23 sub-grantees who administers the Empire Electric Low Income
24 Weatherization Program, the Ozarks Area Community Action
25 Corporation, OACAC, Weatherization Program is requesting

1 that Empire Electric change their current allowable maximum
2 amount of dollar spent per home to be the same as the
3 Department of Natural Resources/Division of Energy. OACAC
4 Weatherization Program is also requesting that all rules
5 and regulations in the performance of the Empire Electric
6 Weatherization Program also be the same as DNR rules and
7 regulations, excluding work on gas appliances. And that's
8 my whole statement.

9 JUDGE BUSHMANN: And is that a -- that's a
10 copy of your statement, you wanted to have that
11 introduced --

12 WITNESS STEINMANN: Yes, yes.

13 JUDGE BUSHMANN: -- into the record? Could
14 you give it to the court reporter --

15 WITNESS STEINMANN: I can.

16 JUDGE BUSHMANN: -- for marking? Why don't we
17 mark that as Exhibit No. 1. Are there any objections to
18 Exhibit No. 1 being added into the record? Hearing none,
19 Exhibit No. 1 will be received into the record.

20 WITNESS STEINMANN: Thank you.

21 JUDGE BUSHMANN: Thank you, sir. Were there
22 any questions from Counsel for Mr. Steinmann?

23 MR. KEEVEL: Just real quick. Do you work
24 for --

25 WITNESS STEINMANN: I do, I'm the

1 Weatherization Director for OACAC Weatherization, we're one
2 of the sub-grantees that administer this program.

3 MR. KEEVEL: Okay. That's all.

4 JUDGE BUSHMANN: Mr. Stoll, did you have any
5 questions?

6 COMMISSIONER STOLL: Would it be appropriate
7 for me for ask him to elaborate a little bit on the
8 difference between --

9 WITNESS STEINMANN: Yes.

10 COMMISSIONER STOLL: -- Empire and --

11 WITNESS STEINMANN: Currently -- No. 1, we're
12 very grateful for everything that Empire does for -- for
13 low income Missourians who receive weatherization services.
14 The Difference is Empire puts a cap on how much you can
15 spend per home --

16 COMMISSIONER STOLL: Okay.

17 WITNESS STEINMANN: -- which in the past has
18 not been a problem because we have plenty of DNR money,
19 which is really DOE money.

20 COMMISSIONER STOLL: Okay.

21 WITNESS STEINMANN: DOE money has been cut
22 drastically, so there's very little DOE money left. So if
23 we don't have DOE money to put with the Empire money we
24 cannot do the full package of weatherization to the home,
25 so we're asking them to raise their average to what DNR's

1 average is so we can use it as a sole funding source to
2 weatherize these low income peoples' homes.

3 COMMISSIONER STOLL: Okay. And then that way
4 be able to do what you --

5 WITNESS STEINMANN: Correct.

6 COMMISSIONER STOLL: -- determine to be the --

7 WITNESS STEINMANN: Right, right.

8 COMMISSIONER STOLL: -- adequate amount --

9 WITNESS STEINMANN: Right.

10 COMMISSIONER STOLL: -- and so on?

11 WITNESS STEINMANN: And what we do with the
12 energy out at the home, we only do the things that are cost
13 effective to the home which means there has to be a payback
14 for the measures we put on.

15 COMMISSIONER STOLL: Okay, thank you. Thank
16 you for testifying.

17 WITNESS STEINMANN: You're welcome.

18 JUDGE BUSHMANN: Next name I have is Dennis
19 Robbins. Could you state your name and spell your last
20 name, sir?

21 WITNESS ROBBINS: Dennis M. Robbins,
22 R-O-B-B-I-N-S.

23 DENNIS ROBBINS,
24 of lawful age, being produced and sworn, testified as
25 follows:

1 JUDGE BUSHMANN: You may go ahead.

2 WITNESS ROBBINS: My name is Dennis Robbins,
3 I'm from Joplin, Missouri. I wasn't able to make it to the
4 meeting there last night, worked too late, so I drive up
5 here for this one. I realize this is a -- I'll keep it
6 short this time, I spoke at one about 18 months ago when
7 they had a rate hike here and I spoke for about 45 minutes
8 to an hour, so I'll keep it brief today because I realize
9 this is also an exercise in futility for me to be here but
10 I have to be here anyway, I couldn't sleep if I don't. I
11 own a small mobile home park south of Joplin, been down
12 this road before. Total electric, on Empire, and I've got
13 tenants out there whose incomes range from making --
14 bringing home 800 a month to maybe 1600 a month lives in
15 this park, all good people, all either working people,
16 people on disability, barely struggling to get by. And
17 after the rate hike here -- here in 18 months ago, I had to
18 go out there and in order to make sure these people have a
19 roof over their head and a place to live, I lowered their
20 rents again, instead of raising rents like Empire raises
21 their rates, every time they raise a rate I lower mine,
22 then I offset it by going out and working more to help them
23 pay their electric bills so I -- here, again, I talked to
24 you guys a year and a half ago, I'm 50 years old then I'm
25 52 now, and I cut back to working 70 hours a week so that

1 the average person can survive in this economy, it's crazy
2 to me, guys, I just don't get it. I mean, you guys are
3 talking about a rate hike hearing requesting raising it
4 from 1,000 kilowatt hours, approximately \$6.60 I believe,
5 but the average person who lives in a total electric home
6 does not only use 1,000 kilowatt hours per month, the
7 average tenant out there in my mobile home park, their
8 bills range anywhere from 175, 225, 250 a month, and I have
9 to go hand them \$100 bills out of my pocket so that they
10 can stay there. So last year I lowered the rents \$6,000
11 for these people who were struggling, and they're all
12 working people, they all work, it's just they don't --
13 there's no jobs out there to get more work, and then I pay
14 \$4800 out of my pocket in electric to Empire to make sure
15 they keep these places, guys, I mean, this is a small park,
16 I'm not a rich man, I'm a house painter. And I'm not
17 speaking just for me and these families, but my point is,
18 everybody out there on this electric service is a real
19 person, a real family who has real needs and -- and, guys,
20 there's just not enough money left at the end of the month
21 to go around, I'm telling you. You know, to Empire they're
22 saying it's a small amount, but some of these families that
23 have to come up with that extra 18, 20, \$25 a month, that's
24 a big burden, it really is. And what I've done since the
25 last hearing, I've worked with -- I'm not sure if it's the

1 same group there in Joplin, but it was Rates and Plan, I've
2 paid money to -- well, the owner has to pay to have them
3 come in and offset the costs to weatherize two families who
4 qualify. A lot of these families don't qualify for
5 anything because the electric's in my name and, so, in a
6 loophole because I'm the landlord and the electric's in my
7 name, even if they're low income people they can't get the
8 help, Dennis gets stuck paying the bill. And I'm not
9 complaining for myself, I'm complaining because if I ever
10 give up, or if I ever get where I can't work then it
11 affects these people, not just me. And I do have a
12 question, who -- who's here representing Empire that's a
13 person to speak to for Empire, is there anybody here?

14 COMMISSIONER STOLL: There are some
15 representatives from Empire that you can speak to.

16 WITNESS ROBBINS: Well, I have a question --
17 well, I have a question directly involved about the hearing
18 because I want to make sure that Empire wasn't
19 misrepresented in the Joplin Globe. Because what I gather
20 in laymen's terms in one of the comments in the Joplin
21 Globe was part of the reason you want this amount of a rate
22 hike is because when the tornado hit Joplin in May, 2011,
23 you lost a lot of residential and business customers so you
24 weren't able to collect money from these people because
25 they weren't using any electricity so you lost customers.

1 So my question is, if that's the case, if I've got 12
2 mobile homes in my park, three tenants move out on January
3 1st of this year for whatever given reason and they're not
4 paying rent, do I go to the other nine and say you guys all
5 kick in 35 extra a month to pay for the three that aren't
6 there that I'm not getting service to; I'm confused by that
7 analogy in the Joplin Globe of why they want some of this
8 money because they lost customers who weren't able to pay
9 them for something they didn't receive, and then they're
10 wanting us to pick up the tab. I'm very confused by all
11 this. I guess I'll keep it shorter today because I can go
12 on, guys, for hours about this, I'll be honest with you, I
13 drove an hour and a half and I can go on for hours but I'll
14 stop here. Thank you.

15 JUDGE BUSHMANN: Any questions for
16 Mr. Robbins?

17 COMMISSIONER STOLL: I do want to thank you
18 for taking your time, and we do take everyone's statements
19 like this seriously, and if you care to follow the process
20 it --

21 WITNESS ROBBINS: I follow it every time all
22 the way through.

23 COMMISSIONER STOLL: Do you; okay, good.

24 WITNESS ROBBINS: Can I make one more comment
25 I forgot, it's important before I got off on that. I did

1 look into it after that hearing 18 months ago, guys, I've
2 looked into every -- every conceivable way to cut the bills
3 down for everybody out there, and even looked into -- all
4 those mobiles are total electric with central heat and air,
5 all units that I purchased in the -- since 2005. And at
6 the time they were the best you could get. Most energy
7 efficient, best heat pump, best electric systems I could
8 get. So I did go after the last hearing and had a heat and
9 air man come out, got estimates to replace the heating and
10 air units with more efficient, and it's going to be
11 \$92,000. And this is a park that brings in 20,000 a year,
12 so I -- there's just no way I can go borrow \$100,000 to
13 upgrade to more efficient heat and air unit for these
14 people either. Anyway, that's all I have to say about it.
15 Thank you.

16 JUDGE BUSHMANN: Thank you, Mr. Robbins.

17 COMMISSIONER STOLL: Thank you.

18 JUDGE BUSHMANN: Is there anyone else who
19 would like to testify? Hearing none, Commissioner Stoll,
20 did you want to make any closing remarks?

21 COMMISSIONER STOLL: Just, again, to thank you
22 for coming out today, and we appreciate your input.

23 JUDGE BUSHMANN: The evidentiary hearing is
24 scheduled to begin February 19th. And if you have internet
25 access you can actually watch that hearing on your computer

1 since it will be webcast on the Commission's home page.
2 The final decision won't come out until sometime during
3 May. That concludes today's hearing, we're off the record.
4 Thank you all for coming.

5 (Proceedings concluded at 12:27 p.m.)

6 (Exhibit No. 1 was marked for identification
7 at the conclusion of the hearing.)

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

STATE OF MISSOURI)

) ss

COUNTY OF GREENE)

I, Dawn A. Chapman, a Registered Professional Reporter, Certified Court Reporter, do hereby certify that the record of proceedings 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 record 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.

Dawn A. Chapman, RPR

CCR-MO No. 645 / CCR-KS NO. 1414

MLS-128427

A	B			
ability 15:7	B 2:8	central 13:4	complaining	6:3
able 8:4 9:3	back 9:25	CERTIFICA...	11:9,9	Description
11:24 12:8	barely 9:16	15:1	computer	2:11
access 13:25	beginning 4:4	Certified 15:5	13:25	determine 8:6
action 5:24	believe 10:4	certify 15:5	conceivable	Diana 2:2 4:12
15:9,13	best 13:6,7,7	change 6:1	13:2	difference 7:8
added 6:18	15:6	Chapman 1:22	concluded 14:5	7:14
address 4:16	big 10:24	2:19 15:4,17	concludes 14:3	direction 15:8
adequate 8:8	bill 11:8	citizens 3:16,20	conclusion	directly 11:17
administer 7:2	bills 9:23 10:8	City 2:4,8,14	14:7	Director 7:1
administers	10:9 13:2	4:17,21	confused 12:6	disability 9:16
5:23	bit 4:5 7:7	closing 13:20	12:10	District 1:12
afternoon 3:12	borrow 13:12	collect 11:24	copy 6:10	2:1 3:7 4:10
age 5:12 8:24	Box 2:3,7,13	come 10:23	Corporation	4:13
ago 9:6,17,24	4:17,21	11:3 13:9	5:25	DNR 6:6 7:18
13:1	brief 9:8	14:2	correct 5:16	DNR's 7:25
ahead 9:1	bringing 9:14	coming 4:8	8:5	DOE 7:19,21
air 13:4,9,10,13	brings 13:11	13:22 14:4	cost 8:12	7:22,23
allowable 6:1	Brydon 2:2	commenced	costs 11:3	dollar 6:2
amount 6:2 8:8	4:12	3:1	counsel 2:5,6	drastically 7:22
10:22 11:21	burden 10:24	comment 12:24	4:9,15 6:22	drive 9:4
analogy 12:7	Bushmann	comments 3:14	15:8,11	drove 12:13
anxious 4:6	1:16 3:3,11	3:20 5:4	COUNTY 15:2	
anybody 11:13	4:9,15,18,22	11:20	court 3:25 6:14	E
anyway 9:10	5:9,14,17,20	Commission	15:5	E 2:1,8 2:1,1,3
13:14	6:9,13,16,21	1:2 2:11 3:5	crazy 10:1	East 2:22
appearance	7:4 8:18 9:1	3:20,22,24	CSR 1:22	economy 10:1
4:10	12:15 13:16	4:19 5:4	current 6:1	effective 8:13
appliances 6:7	13:18,23	commissioner	Currently 7:11	efficient 13:7
application 3:7	business 11:23	1:18 3:13,15	customers 1:14	13:10,13
appreciate		3:23 7:6,10	3:9 11:23,25	either 9:15
13:22	C	7:16,20 8:3,6	12:8	13:14
appropriate	C 2:1,2	8:8,10,15	cut 7:21 9:25	elaborate 7:7
7:6	call 5:1	11:14 12:17	13:2	electric 1:12,13
approximately	cap 7:14	12:23 13:17		2:1 3:8,9 4:11
10:4	Capitol 2:3	13:19,21	D	4:14 5:23 6:1
Area 1:14 3:10	captioned 3:6	commissioners	D 2:1	6:5 9:12,23
5:24	care 12:19	3:21 4:2	Dawn 1:22	10:5,14,18
asking 7:25	Carter 2:2 4:12	Commission's	2:19 15:4,17	13:4,7
attached 2:9	4:12	14:1	dcarter@bry...	electricity
attorney 15:11	case 12:1	Community	2:5	11:25
Authority 1:13	CCR-KS 2:20	5:24	decision 14:2	electric's 11:5
Avenue 2:3	15:18	company 1:12	Dennis 2:4 8:18	11:6
average 7:25	CCR-MO 2:20	1:14 2:1 3:8	8:21,23 9:2	Empire 1:12
8:1 10:1,5,7	15:18	3:10,17 4:11	11:8	2:1 3:7 4:10
		4:14	Department	4:13 5:23 6:1

6:5 7:10,12 7:14,23 9:12 9:20 10:14,21 11:12,13,15 11:18 employed 15:9 15:11 employee 15:11 energy 6:3 8:12 13:6 England 2:2 4:13 entities 3:17 entries 4:10 ER-2012-0345 1:13 ER-2013-0345 3:6 estimates 13:9 everybody 10:18 13:3 everyone's 12:18 evidentiary 13:23 excluding 6:7 exercise 9:9 exhibit 2:9,11 5:17 6:17,18 6:19 14:6 extra 10:23 12:5	folks 3:16,18 follow 12:19,21 follows 5:13 8:25 forgot 12:25 four 3:21 Friday 3:4 full 7:24 funding 8:1 further 15:10 futility 9:9	13:1,8,19,23 13:25 14:3,7 heat 13:4,7,8 13:13 heating 13:9 Hello 3:3 help 9:22 11:8 hike 9:7,17 10:3 11:22 hit 11:22 home 6:2 7:15 7:24 8:12,13 9:11,14 10:5 10:7 14:1 homes 8:2 12:2 honest 12:12 hour 9:8 12:13 hours 9:25 10:4 10:6 12:12,13 house 10:16	Jefferson 2:4,8 2:14 4:17,21 jobs 10:13 Joplin 1:12 3:8 9:3,11 11:1 11:19,20,22 12:7 JR 2:6 judge 1:16 3:3 3:11 4:4,9,15 4:18,22 5:9 5:14,17,20 6:9,13,16,21 7:4 8:18 9:1 12:15 13:16 13:18,23	lives 9:14 10:5 local 1:7 3:5 look 4:2 13:1 looked 13:2,3 loophole 11:6 lost 11:23,25 12:8 lot 11:4,23 low 5:23 7:13 8:2 11:7 lower 9:21 lowered 9:19 10:10
<hr/> F <hr/> families 10:17 10:22 11:3,4 family 10:19 Fax 2:4,9,24 February 13:24 File 1:13,13 3:6 filming 3:25 final 14:2 financially 15:12 first 4:24 5:5	<hr/> G <hr/> gas 6:7 gather 11:19 getting 12:6 give 6:14 11:10 given 12:3 Globe 11:19,21 12:7 go 9:1,18 10:9 10:21 12:4,11 12:13 13:8,12 going 4:24 9:22 13:10 good 9:15 12:23 grateful 7:12 GREENE 15:2 group 11:1 guarantee 4:1 guess 12:11 guys 9:24 10:2 10:2,15,19 12:4,12 13:1	<hr/> I <hr/> identification 14:6 important 3:19 12:25 income 5:23 7:13 8:2 11:7 incomes 9:13 Increasing 1:13 3:8 input 13:22 interested 15:12 internet 13:24 Intervenors 4:23 introduce 5:18 introduced 6:11 involved 11:17	<hr/> K <hr/> keep 9:5,8 10:15 12:11 Keevel 2:12 4:20,21 6:23 7:3 kick 12:5 kilowatt 10:4,6 kind 4:3 know 10:21	<hr/> M <hr/> M 1:18 8:21 MADISON 2:7 Madrid 2:22 making 4:9 9:13 man 10:16 13:9 mark 6:17 marked 14:6 marking 6:16 matter 1:12 3:7 maximum 6:1 mean 10:2,15 means 8:13 measures 8:14 meeting 3:23 9:4 Michael 1:16 3:10 Midwest 1:23 2:21 Mills 2:6 4:16 4:16 mine 9:21 minutes 9:7 misrepresent... 11:19 Missouri 1:1,9 1:12,14 2:14 3:4,8,10,21 4:17,18,21 9:3 15:1
	<hr/> H <hr/> H 2:8 half 9:24 12:13 hand 5:10 10:9 happen 4:24 head 9:19 hear 4:6 hearing 1:7 3:6 3:12 6:18 10:3,25 11:17	<hr/> J <hr/> January 1:8 2:12 3:4 12:2 Jeff 2:12 4:20	<hr/> L <hr/> landlord 11:6 late 9:4 Law 1:16 3:11 lawful 5:12 8:24 laymen's 11:20 left 7:22 10:20 lengthy 4:3 Let's 4:9 Lewis 2:6 4:16 lewis.mills@... 2:10 list 4:25 Litigation 1:23 2:21 little 4:4 7:7,22 live 9:19	

<p>Missourians 7:13 MLS-128427 15:23 MO 2:4,8,23 mobile 9:11 10:7 12:2 mobiles 13:4 money 7:18,19 7:21,22,23,23 10:20 11:2,24 12:8 month 9:14,14 10:6,8,20,23 12:5 months 9:6,17 13:1 move 12:2</p> <hr/> <p style="text-align: center;">N</p> <p>N 2:1 2:1 name 3:10 5:1 5:3,5,6,6 8:18 8:19,20 9:2 11:5,7 names 4:25 Natural 6:3 needs 10:19 neither 15:8 night 9:4 nine 12:4</p> <hr/> <p style="text-align: center;">O</p> <p>OACAC 5:25 6:3 7:1 oath 5:3 objections 6:17 Office 2:5 4:15 offset 9:22 11:3 okay 4:23 5:17 5:20,22 7:3 7:16,20 8:3 8:15 12:23 old 9:24 opening 3:14 order 9:18</p>	<p>outcome 15:13 owner 11:2 Ozarks 5:24</p> <hr/> <p style="text-align: center;">P</p> <p>P 2:1,1 package 7:24 page 2:2 14:1 paid 11:2 painter 10:16 park 9:11,15 10:7,15 12:2 13:11 part 3:19 11:21 parties 15:9,11 pay 9:23 10:13 11:2 12:5,8 payback 8:13 paying 11:8 12:4 people 9:15,15 9:16,18 10:11 10:12 11:7,11 11:24 13:14 peoples 8:2 performance 6:5 person 10:1,5 10:19 11:13 pick 12:10 place 9:19 places 10:15 Plan 11:1 plenty 7:18 pocket 10:9,14 point 10:17 present 5:15 presiding 1:16 3:12 problem 7:18 proceed 5:14 proceedings 1:4 3:1,2 4:1 14:5 15:6 process 3:19 4:3 12:19</p>	<p>produced 5:12 8:24 Professional 15:4 program 5:24 5:25 6:4,6 7:2 Provided 1:14 3:9 PSC 4:20 public 1:2,7 2:5 2:6,11 3:4,5 3:19,21 4:15 4:18 pump 13:7 purchased 13:5 put 5:3 7:23 8:14 puts 7:14 p.m 3:1 14:5 P.O 2:3,7,13 4:17,21</p> <hr/> <p style="text-align: center;">Q</p> <p>qualify 11:4,4 question 11:12 11:16,17 12:1 questions 6:22 7:5 12:15 quick 6:23 quite 4:3</p> <hr/> <p style="text-align: center;">R</p> <p>R 2:1,6 raise 5:9 7:25 9:21 raises 9:20 raising 9:20 10:3 range 9:13 10:8 rate 9:7,17,21 10:3 11:21 rates 1:13 3:9 9:21 11:1 real 6:23 10:18 10:19,19 realize 9:5,8</p>	<p>really 7:19 10:24 reason 11:21 12:3 receive 7:13 12:9 received 6:19 record 3:3 4:2 5:3 6:13,18 6:19 14:3 15:6,10 Rec'd 2:11 reduced 15:7 Reeds 1:9 Registered 15:4 regulations 6:5 6:7 Regulatory 1:16 3:11 related 15:8 relative 15:10 remarks 13:20 rent 12:4 rents 9:20,20 10:10 replace 13:9 Reported 1:22 2:17 reporter 3:25 6:14 15:1,5,5 representativ... 11:15 representing 3:18,24 4:13 4:20,23 11:12 requesting 5:25 6:4 10:3 residential 11:23 Resources/Di... 6:3 rich 10:16 right 4:4 5:9 8:7,7,9 road 9:12</p>	<p>Robbins 2:4 8:19,21,21,23 9:2,2 11:16 12:16,21,24 13:16 roof 9:19 room 5:1 RPR 1:22 2:19 15:17 rules 6:4,6 R-O-B-B-I-N... 8:22</p> <hr/> <p style="text-align: center;">S</p> <p>S 2:8 2:1 saying 10:22 scheduled 13:24 seriously 4:7 12:19 service 1:2,13 1:14 2:11 3:5 3:9,10,20,21 4:19 10:18 12:6 services 1:23 2:21 7:13 session 4:5 set 3:5 short 9:6 shorter 12:11 Sic 3:6 signed 4:25 sir 6:21 8:20 sleep 9:10 small 5:1 9:11 10:15,22 sole 8:1 source 8:1 south 9:11 speak 5:21 11:13,15 speaking 5:16 10:17 spell 5:6 8:19 spend 7:15</p>
--	---	--	--	---

spent 6:2	sworn 5:12	tornado 11:22	we're 3:3 4:3	1600 9:14
spoke 9:6,7	8:24	total 9:12 10:5	7:1,11,25	175 10:8
Spring 1:9	systems 13:7	13:4	14:3	18 9:6,17 10:23
Springfield	S-T-E-I-N-M...	transcribing	WITNESS 2:2	13:1
2:23	5:8	4:1	5:7,15,19,22	19th 13:24
ss 15:2		transcript 1:4	6:12,15,20,25	
Staff 2:11 4:18	T	2:9	7:9,11,17,21	2
4:20	T 2:8	try 3:22	8:5,7,9,11,17	20 10:23
stand 5:2	tab 12:10	two 11:3	8:21 9:2	20,000 13:11
started 4:24	take 4:6 12:18	typewriting	11:16 12:21	200 2:7
state 1:1 5:3,6	taken 15:6,10	15:7	12:24	2005 13:5
8:19 15:1	takes 3:20		work 6:7,23	2011 11:22
statement 2:12	talk 4:4	U	10:12,13	2013 1:8 2:12
6:8,10	talked 9:23	unit 13:13	11:10	3:4
statements	talking 10:3	units 13:5,10	worked 9:4	2230 2:7 4:17
12:18	Tariffs 1:13 3:8	upgrade 13:13	10:25	225 10:8
stay 10:10	Tel 2:4,9,15,24	use 8:1 10:6	working 9:15	2422 2:22
Steinmann 2:3	telling 10:21		9:22,25 10:12	250 10:8
2:13 5:5,5,7,7	tenant 10:7	V		
5:11,15,19,22	tenants 9:13	various 3:17	X	3
6:12,15,20,22	12:2	Volume 1:10	X 2:1,8	312 2:3
6:25 7:9,11	terms 11:20			35 12:5
7:17,21 8:5,7	testified 5:12	W	Y	360 2:13 4:21
8:9,11,17	8:24	want 3:13 5:18	year 9:24 10:10	
Stephen 1:18	testify 4:25	11:18,21 12:7	12:3 13:11	4
3:13	13:19	12:17 13:20	years 9:24	4 1:8 2:12
Stoll 1:18 3:13	testifying 8:16	wanted 3:15		4th 3:4
3:13,15 7:4,6	8:24	6:10	\$	417.877.9700
7:10,16,20	thank 6:20,21	wanting 12:10	\$100 10:9	2:24
8:3,6,8,10,15	8:15,15 12:14	wasn't 9:3	\$100,000 13:12	417.877.9704
11:14 12:17	12:17 13:15	11:18	\$25 10:23	2:24
12:23 13:17	13:16,17,21	watch 13:25	\$4800 10:14	45 9:7
13:19,21	14:4	way 8:3 12:22	\$6,000 10:10	456 2:3
stop 12:14	thanks 4:7	13:2,12	\$6.60 10:4	
Street 2:7,22	thereto 15:12	weatherization	\$92,000 13:11	5
struggling 9:16	thing 4:24	5:24,25 6:4,6		5 2:3
10:11	things 8:12	7:1,1,13,24	1	50 9:24
stuck 11:8	three 12:2,5	weatherize 8:2	1 2:12 6:17,18	52 9:25
sub-grantees	time 3:5 9:6,21	11:3	6:19 7:11	573-751-6726
5:23 7:2	12:18,21 13:6	webcast 14:1	14:6	2:15
SUITE 2:7	today 4:5,8,22	week 9:25	1st 12:3	573.634.7431
sure 9:18 10:14	9:8 12:11	welcome 3:15	1,000 10:4,6	2:4
10:25 11:18	13:22	4:7 8:17	12 12:1	573.635.7166
survive 10:1	today's 3:4,12	weren't 11:24	12:13 3:1	2:4
Swearngen	14:3	11:25 12:8	12:27 14:5	573.751.1304
2:2 4:13	Todd 2:3,13	we'll 5:20	1414 2:20	2:9
	5:5,7,11		15:18	573.751.5562

2:9				
<hr/> 6 <hr/>				
6 2:12				
645 1:22 2:20				
15:18				
650 2:7				
65102 2:8,14				
4:17,21				
65102-0456 2:4				
65804 2:23				
<hr/> 7 <hr/>				
7 1:10				
70 9:25				
<hr/> 8 <hr/>				
8 2:4				
800 9:14				