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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

April 23, 2015

Kansas City, Missouri

Volume 3

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
ROBERT S. KENNEY, Chairman
COMMISSIONERS

Reported by:
Janet H. Wimer, CCR

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24 Sarah E. Giboney

25 Ameren, Intervenor

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

2 (Starting time of the Hearing: 7:04
3 p.m.)

4 JUDGE BUSHMANN: Good evening. Today is
5 April 23rd, 2015. Missouri Public Service
6 Commission has set this time for a Local Public
7 Hearing, entitled ER-2014-0370, which is captioned
8 as in the matter of Kansas City Power & Light
9 Company's request for authority to implement a
10 general rate increase for electric service.

11 My name is Michael Bushmann, I'm a
12 Regulatory Law Judge, and will be presiding over
13 the hearing this evening. With me today is
14 Chairman Robert Kenney and Commissioner Bill
15 Kenney. Commissioner, would you like any opening
16 comments?

17 COMMISSIONER KENNEY: Just briefly. Good
18 evening everybody, thank you for being here. This
19 is the first of five Local Public Hearings that we
20 will have in this case, and we appreciate the fact
21 that you've taken time out on your Thursday evening
22 to participate in this first Local Public Hearing.

23 This is supporting the Local Public
24 Hearing that I'm sure was described to you, where
25 you will have an opportunity to speak to the

1 Commission and provide us your feedback with
2 respect to KCP&L's request for a rate increase.
3 There are five Commissioners on the Commission.
4 Two of us are here tonight. You shouldn't read
5 anything into the fact that the other three aren't
6 able to be here. The Court Reporter will
7 transcribe your testimony, and that transcript will
8 be made available to the other three Commissioners
9 who will have the opportunity to analyze and read
10 your testimony when we get to the point in the case
11 where we deliberate.

12 So again, thank you for being here and
13 we look forward to hearing your testimony.

14 JUDGE BUSHMANN: Let's have counsel make
15 your entries of appearance. For Kansas City Power
16 & Light Company?

17 MR. STEINER: My name is Roger W.
18 Steiner. My address is 1200 Main Street, Kansas
19 City, Missouri. Appearing for the Kansas City
20 Power & Light Company.

21 JUDGE BUSHMANN: Commission Staff?

22 MS. MAYFIELD: Cydney Mayfield for Staff.
23 My address is 200 Madison Street, Jefferson City,
24 Missouri, 65102.

25 JUDGE BUSHMANN: Office of Public

1 Counsel?

2 MR. OPITZ: Judge, appearing on behalf of
3 the Office of Public Counsel, I'm Tim Opitz. My
4 address is P.O. Box 2230, Jefferson City, Missouri,
5 65102.

6 JUDGE BUSHMANN: Thank you.

7 MS. GIBONEY: And for Intervenor Ameren
8 Missouri, I'm Sarah Giboney. My address is 111
9 South 9th Street, Columbia, Missouri, 65201.

10 JUDGE BUSHMANN: I know there are other
11 intervenors. Are there any counsel appearing for
12 those parties tonight? Okay.

13 Well, the process this evening is that
14 I'm going to call the names of those persons who
15 signed up to testify on the sign-up sheet. So when
16 I call your name, please come down to the front to
17 the podium, and I'm going to put you under oath and
18 ask you where you live, and then you will have an
19 opportunity to provide your comments to the
20 Commission. We don't have any specific time
21 limits, but I would appreciate it if you could try
22 to keep your remarks under five minutes.

23 The first name on the list is Ann
24 McGregor.

25 ANN MCGREGOR, duly affirmed by Judge

1 Bushmann, testified as follows:

2 JUDGE BUSHMANN: Could you state your
3 name for the record and spell your last name?

4 MS. MCGREGOR: Ann McGregor, M-C-G-R-E-G-
5 O-R.

6 JUDGE BUSHMANN: And where do you reside?

7 MS. MCGREGOR: 400 East 43rd Street,
8 Kansas City, Missouri, 64110.

9 JUDGE BUSHMANN: You may proceed.

10 MS. MCGREGOR: Thank you. In light of
11 the overwhelming evidence of the impact of burning
12 coal has on the environment and on health, it seems
13 imprudent to invest in coal fired power plants when
14 the company could be investing in renewable energy.
15 Renewable energy doesn't have any negative impacts
16 on the environment or on health, and you will never
17 have to spend any money to improve the
18 environmental impacts of something that doesn't
19 have a negative environmental impact.

20 So it just doesn't make sense that the
21 company should invest any money in a coal fired
22 power plant, when there are many better
23 alternatives that we should use.

24 JUDGE BUSHMANN: Are there any questions
25 from the attorneys?

1 COMMISSIONER KENNEY: Thank you, Ms.
2 McGregor, for being here tonight.

3 JUDGE BUSHMANN: Sara Campbell?

4 SARA CAMPBELL, duly affirmed by Judge
5 Bushmann, testified as follows:

6 JUDGE BUSHMANN: Would you state your
7 name and spell your last name?

8 MS. CAMPBELL: Sara Campbell, S-A-R-A,
9 and Campbell is C-A-M-P-B-E-L-L.

10 JUDGE BUSHMANN: And where do you live?

11 MS. CAMPBELL: I live at 909 Walnut
12 Street, Kansas City, Missouri.

13 JUDGE BUSHMANN: Please go ahead.

14 MS. CAMPBELL: Utility rate increases
15 have a terrible impact for people on fixed incomes.
16 Living on a fixed income often means having to make
17 harder choices, and unfortunately those often
18 include cutting back on things most people would
19 feel are essential. Things like their car, their
20 cable TV or their telephone. Commonly, people on
21 fixed incomes must also rely on the meager amount
22 of food that they can get from local food pantries.

23 After there is nowhere left to trim
24 their expenses, they have to scramble when they get
25 rate hikes like the one KCP&L is proposing. Often

1 adding electricity to the list of items that those
2 people on fixed incomes have to shut off. The
3 customer charge in this proposal also puts an
4 unduly large percentage of this burden on the lower
5 usage customers. Thank you.

6 JUDGE BUSHMANN: Questions from
7 attorneys?

8 COMMISSIONER KENNEY: Thank you, Ms.
9 Campbell.

10 CHAIRMAN KENNEY: Thank you.

11 JUDGE BUSHMANN: Rita Norton?

12 RITA NORTON, duly affirmed by Judge
13 Bushmann, testified as follows:

14 JUDGE BUSHMANN: Will you state your name
15 and spell your last name?

16 MS. NORTON: Rita Norton, R-I-T-A, N-O-R-
17 T-O-N.

18 JUDGE BUSHMANN: And where do you reside?

19 MS. NORTON: It's 224 East 66th Terrace,
20 Kansas City, Missouri, 64118.

21 JUDGE BUSHMANN: Please go ahead.

22 MS. NORTON: The purpose of government is
23 to manage services its citizens need. Although
24 they may hire out some services, like hiring
25 maintenance and energy services, do business with a

1 good plan and organizational needs and plan work,
2 just so you know. Because the functions are
3 discerned, government established regulations to
4 ensure that all the citizens in need of a service
5 are able to have such. Providing energy services
6 to the citizens of the region covered by Kansas
7 City Power & Light is one such function of the
8 government, business collaboration arrangement.

9 KCP&L has determined that a rate
10 increase is needed, and the Public Service
11 Commission has arranged this and other hearings to
12 get public input about a possible rate increase in
13 order to keep the government business collaboration
14 arrangement on the straight and narrow, if you
15 will.

16 Several years ago, the perceived need
17 for a rate increase is followed by KCP&L providing
18 incentives for citizens to conserve the energy
19 they're already buying and to encourage citizens to
20 contribute to KCP&L's supply of energy to sell to
21 other citizens by means of gleaning solar power
22 installations.

23 Many of us were motivated by those
24 incentives to conserve, and to conserve well. I'm
25 sure there are people in this room, with some of

1 the impressive figures that I've heard about that
2 implicate Missouri's success at lowering energy
3 use. Lowering energy use is an important role on
4 many levels, not least of all in slowing down the
5 rate of carbon destruction to our earth.

6 Since 2007, I've had solar power for
7 most of my electrical use in a 1,400 square foot
8 built house. In order to encourage KCP&L's
9 participation in my efforts to reduce fossil fuel
10 usage, I opted for the net metering, but it was
11 just being initiated in Missouri. Also to make
12 this system happen, I've done boatloads of reading
13 and research.

14 Until this century, my academic
15 background was focused mostly on what was called
16 the social studies, history, science, education.
17 Before I could justify so drastic of a step of
18 adding solar panels and energy storing batteries to
19 my house, I needed to learn a lot about science and
20 technology.

21 Finally, I stopped reading and dove in,
22 hawking every single duct seam that I can find in
23 the house. Then, I chose what I believed to be the
24 best and safest installation material and hired
25 good people to sub it in densely into every wall

1 and crevice of the place, and then we went to work
2 on the more glamorous things mostly.

3 The technology for the house had become
4 nearly independent of fossil fuel energy. There's
5 a gizmo on my dining room wall where I still stand
6 and watch the numbers, abbreviate labels for
7 worldwide. This, you may not want to transcribe
8 it. They tell me they charge 99 percent in 3AB59KW
9 2.48HL 28A 1.720KWAC.40 and 39.0 is in decibels -
10 1.1 kilowatt which means I'm selling at that moment
11 more than 1 kilowatt of solar power to Kansas City
12 Power & Light. The numbers are constantly changing
13 through daylight hours including, by the way, on
14 the rainy and cloudy days.

15 I want to understand, I want to know how
16 much I had used, as a result of turning off the
17 oven five minutes before the cooking time is up or
18 by hanging my laundry outdoors. To tell you the
19 truth, besides being constantly aware of a really
20 comfortable and quiet house, what registered loud
21 as could be was the monthly bill. I've become
22 somewhat comfortable with what's meant by the
23 kilowatt measurement of energy usage. But I still
24 make my first judgement by the numbers of dollars I
25 owe to KCP&L.

1 All this is to say, please don't raise
2 rates. Raising the rates will mean a higher bill
3 from the first thing I see about my energy usage,
4 regardless of how much I conserve or how much
5 energy my solar panels generate. Instead, please
6 enhance your incentivising of conservation and
7 individual for those meant a small scale clean
8 energy generation of lead kilowatts.

9 Since its already incentivised to
10 increase in energy usage, could see that higher
11 bill as an excuse to give up conservation. We need
12 to see the lower cost as the reward of our lower
13 usage. And lower use of electricity eliminates the
14 rationale for the usage rate. Thank you.

15 COMMISSIONER KENNEY: Ms. Norton, thank
16 you for your testimony. I just wanted to ask you a
17 couple of questions about your solar system and
18 your Energy Smart. You said you have a battery
19 enhancement?

20 MS. NORTON: Yes. I have a good old
21 fashioned lighthouse of batteries in my basement so
22 it would be a lot of levels every month.

23 COMMISSIONER KENNEY: And how long has
24 your system been in place?

25 MS. NORTON: 2007.

1 COMMISSIONER KENNEY: So that was - so
2 you were able to take advantage of that metering
3 statute?

4 MS. NORTON: Just barely. When I started
5 the plan, it wasn't available. It was available by
6 the end of the year. It was probably the first
7 unit in Kansas City.

8 COMMISSIONER KENNEY: But you weren't
9 able to take advantage of the Renewable Energy
10 Standard rebates?

11 MS. NORTON: No.

12 COMMISSIONER KENNEY: Were there any
13 other of KCP&L's energy efficiency programs that
14 you've been able to take advantage of?

15 MS. NORTON: No, because I am more
16 conservative, more energy efficient than KCP&L
17 seems to want me to be.

18 COMMISSIONER KENNEY: Thanks for your
19 testimony.

20 JUDGE BUSHMANN: Winston Apple?

21 WINSTON APPLE, duly affirmed by Judge
22 Bushmann, testified as follows:

23 JUDGE BUSHMANN: State your name, please?

24 MR. APPLE: Winston Apple. 15517 East
25 40th Street, Kansas City, Missouri. The last name

1 is A-P-P-L-E.

2 JUDGE BUSHMANN: You may proceed.

3 MR. APPLE: It's been over 50 years,
4 since the late 1950's, when scientists first
5 starting warning us about dangers of burning coal.
6 It's been over 25 years since they began warning
7 about the specific consequences and making
8 predictions about the costs of burning coal.

9 First of all, those costs have never
10 factored in external, the harmful externalities are
11 not factored in when you compare the cost of
12 alternate renewable energy sources. But we do have
13 tremendous vice for that. And technology is now -
14 wind is by far the cheapest source of energy, solar
15 is now dropping below, just the base cost involved,
16 and yet we see energy companies, utility companies,
17 not only continuing to invest in coal, but to work
18 hard with the State Legislature to put up road
19 blocks and obstacles to those of us that are trying
20 to respond to this rut.

21 It was just over a year ago that I read
22 for the first time that the ultimate consequence of
23 global warming, if we continue on our front path,
24 will be the extinction of the human race. The
25 planet will literally become uninhabitable, and

1 nobody in this room tonight will be alive when the
2 human race goes extinct. Our grandchildren may not
3 even be alive, it's 2 to 300 years away based on
4 the scientific estimates. But the line from here
5 to there looks more and more like the Mad Max
6 movie, and that's not the future I want for my
7 grandchildren or anybody else's.

8 And, so you've asked to reimburse or
9 provide for prudently incurred costs. I don't
10 think improving LaCygne was prudent at all. If
11 they were asking for more money for transmission
12 lines to bring wind in, I think that would be very
13 prudent.

14 I know that we need cleaner air. We
15 live in a non-containment zone, part of our Kansas
16 City area here is an area where it's dangerous to
17 breathe the air right now already. And, so I also
18 think that this case is easier for you than any
19 case that's going to come two years or four years
20 or ten years from now. As more and more people put
21 solar panels on their roof or turn to community
22 solar micro grids.

23 Other alternatives, that \$25 a month
24 will need to go up and up and up for Kansas City
25 Power & Light to stay in business, as they lose

1 more and more customers. They've had opportunities
2 at the BP site at Sugar Creek and other places
3 where they could have built solar the last few
4 years.

5 There's been a proposal on the table in
6 Sugar Creek for over two years that would have put
7 a 10 to 17 megawatt solar farm there, and the main
8 obstacle is Kansas City Power & Light, because
9 they've done the minimum that they're required to
10 do for clean energy, and they don't want to do any
11 more than the minimum. They need to do a lot more
12 than the minimum. Thank you.

13 COMMISSIONER KENNEY: Mr. Apple, thank
14 you. You referenced a proposal for a 10 to
15 megawatt solar in Sugar Creek. Whose proposal is
16 that?

17 MR. APPLE: They're not allowed to say.
18 It's confidential.

19 COMMISSIONER KENNEY: Who's not allowed
20 to say?

21 MR. APPLE: The government of Sugar
22 Creek.

23 COMMISSIONER KENNEY: And what were the-

24 MR. APPLE: The former BP site is a toxic
25 waste site. It once was an Amoco refinery, and

1 there has been a proposal on the table for over two
2 years.

3 COMMISSIONER KENNEY: What are the
4 obstacles that KCP&L supposedly-

5 MR. APPLE: Refusal of private energy.

6 COMMISSIONER KENNEY: Thank you for your
7 time.

8 JUDGE BUSHMANN: B.J. Atkinson?

9 BETTY JEAN ATKINSON, duly affirmed by
10 Judge Bushmann, testified as follows:

11 JUDGE BUSHMANN: Please state your name
12 and spell your last name.

13 MS. ATKINSON: B.J., Betty Jean Atkinson,
14 A-T-K-I-N-S-O-N.

15 JUDGE BUSHMANN: And where do you live?

16 MS. ATKINSON: 5710 Michigan, Kansas
17 City, Missouri, 64110.

18 JUDGE BUSHMANN: Please go ahead.

19 MS. ATKINSON: I am a homeowner and a
20 bill payer from the Blue Hills neighborhood. I am
21 also a Parishioner at St. Therese Little Flower
22 Church located in the Blue Hills community, and I
23 work in the church as an Emergency Assistance
24 Director.

25 Working with the families in this

1 community, I see many people struggling to pay
2 their utility bills. I see people like Ms. Evan;
3 she is disabled and receives \$887 from Social
4 Security Disability. She pays \$300 in rent and she
5 pays \$75 a month in gas, \$100 a month in lights,
6 water bill of \$100, and she already has an
7 outstanding gas bill of \$500. She pays co-pay for
8 her medicines. She pays the telephone bill. She
9 has to pay for food and other personal items.

10 I told her about the rate increase
11 proposal and the approximate cost it will entail
12 and she nearly cried. This is just one family. I
13 have three files drawers and more of stories
14 similar to Ms. Evan's.

15 An approximate rate hike may seem like a
16 molehill to some, but it's a mountain to others.
17 People who are struggling do have options to go for
18 assistance. KCP&L has a program that these people
19 can - and other people contribute to, and these
20 people can access. But fixed incomes are fixed,
21 and those person's income increased \$14 per month
22 to already strained bills, let alone the water
23 increases, the grocery bill increases, the rent
24 increases, et cetera, et cetera.

25 We now have - excuse me, I'm sorry. We

1 now have those asking for minimum wage increases
2 and that in itself, will not come close to covering
3 the increase in billing. Please consider these
4 people as you make your decisions. Thank you very
5 much.

6 MS. MAYFIELD: Ms. Atkinson, do any of
7 the individuals that you work with utilize the KCPL
8 pilot assistance program?

9 MR. ATKINSON: I don't think so. I did
10 not know before this night of this program. They
11 do use the Dollar Aid credits program.

12 MS. MAYFIELD: Alright, thank you.

13 COMMISSIONER KENNEY: Ms. Atkinson, thank
14 you for being here tonight, thanks for coming.
15 Does the church provide utility bill assistance?

16 MS. ATKINSON: Yes, we do.

17 COMMISSIONER KENNEY: Are you able to
18 maybe get an estimate of the number of families or
19 people that you're able to provide assistance to?

20 MS. ATKINSON: In what span of time are
21 you talking?

22 COMMISSIONER KENNEY: In a calendar year,
23 let's say.

24 MS. ATKINSON: Probably 300 families.

25 COMMISSIONER KENNEY: And what's the

1 actual need, in that same calendar year?

2 MS. ATKINSON: You mean financially?

3 COMMISSIONER KENNEY: The number of
4 families, the families that you're not able to
5 help.

6 MS. ATKINSON: Goodness, yes. I have one
7 agency, church agency in the mix, United Services,
8 Metro Lutheran, Bishop Sullivan Center, and today,
9 I helped a lady, asked if she had visited these
10 other places and she said United Services won't be
11 helping until the 1st of May, and Metro Lutheran is
12 already out of funds.

13 COMMISSIONER KENNEY: Well, thank you for
14 being here tonight.

15 JUDGE BUSHMANN: Jill Lawlor.

16 JILL LAWLOR, duly affirmed by Judge
17 Bushmann, testified as follows:

18 JUDGE BUSHMANN: Please state your name
19 and spell your last name.

20 MS. LAWLOR: Jill Lawlor, last name L-A-
21 W-L-O-R.

22 JUDGE BUSHMANN: Where do you live?

23 MS. LAWLOR: 23 West 74th Street, Kansas
24 City, Missouri.

25 JUDGE BUSHMANN: Please go ahead.

1 MS. LAWLOR: I also work in the Blue
2 Hills neighborhood, Blue Hills Community Services.
3 We provide a lot of housing opportunities for the
4 fixed income residents and I understand it needs to
5 be profitable organization that benefits all of us.

6 I believe that a fixed rate is probably
7 not the best rate way to go. It really impacts our
8 fixed income residents and I encourage you at
9 Kansas City Power & Light to look for other
10 alternatives. Thanks.

11 JUDGE BUSHMANN: Sara Carter.

12 SARA CARTER, duly affirmed by Judge
13 Bushmann, testified as follows:

14 JUDGE BUSHMANN: Could you state your
15 name, please, and spell your last name?

16 MS. CARTER: Sara Ann, C-A-R-T-E-R.

17 JUDGE BUSHMANN: Where do you live?

18 MS. CARTER: 824 Wabash, Kansas City,
19 Missouri, 64132.

20 JUDGE BUSHMANN: Please go ahead.

21 MS. CARTER: My husband passed away in
22 May 31st of 2014 and I called to see if I could get
23 the light bill in my name. They tell me that to
24 get it in my name, I would lose the level payment,
25 I'd have to wait a year before I could get it back

1 on the level.

2 JUDGE BUSHMANN: Was there anything
3 further you wanted to add?

4 MS. CARTER: Why can't I get it back on
5 the level plan? That's what I'd like to know.
6 Because I'm just taking it out of his name and
7 putting it in my name.

8 COMMISSIONER KENNEY: Ms. Carter, this is
9 the part where we're not allowed to answer
10 questions of the witnesses, but one of the benefits
11 of these Local Public Hearings is that you have
12 representatives from the Office of Public Counsel,
13 as well as representatives of the utility that will
14 serve you, that somebody from the utility will be
15 happy to try to assist you and clarify the
16 situation for you.

17 So I would encourage you to after, Mr.
18 Opitz is from the Office of Public Counsel, and Mr.
19 Ives from KCP&L will be happy to get you squared
20 away.

21 JUDGE BUSHMANN: Thank you. Teresa
22 Perry.

23 TERESA PERRY, duly affirmed by Judge
24 Bushmann, testified as follows:

25 JUDGE BUSHMANN: Please state your name

1 and spell your last name.

2 MS. PERRY: Teresa Perry, Perry is P-E-R-
3 R-Y.

4 JUDGE BUSHMANN: Where do you live?

5 MS. PERRY: 3430 Woodland.

6 JUDGE BUSHMANN: Please go ahead.

7 MS. PERRY: Okay. I'd like to say, I
8 provide resources for homeless people, people in
9 various situations, and I just believe that this
10 rate increase, since we're already trying to assist
11 them by, we try to get donated furniture and
12 clothes, shoes, you know, food, et cetera,
13 especially families.

14 This will really - this is already
15 hurting them. Just the fact that, we're getting
16 over here and trying to get up but now, this is
17 coming down, we've got the light coming down, from
18 the water bill, you know, the gas bills, now
19 they're talking about increasing that. So just
20 trying to build families up and get them back on
21 their feet, it's affecting them. I have some that
22 have committed suicide.

23 I mean, when these bills go up, they
24 raise, the rate increases, it really has a big
25 impact on them. Don't get me wrong, I know, you

1 know, some people that don't in other areas. Some
2 of the people have had great jobs and just, you
3 know, fell on hard times. So just taking it as a
4 civil rights, it's not a single person; it's kids,
5 it's families, it's seniors. So I'd just like to
6 ask you, if you'd please take into consideration
7 when you make a decision. Thank you.

8 JUDGE BUSHMANN: Any questions? Thank
9 you, ma'am. Joseph Jackson.

10 JOSEPH JACKSON, duly affirmed by Judge
11 Bushmann, testified as follows:

12 JUDGE BUSHMANN: Please spell your last
13 name.

14 MR. JACKSON: J-O-S-E-P-H, J-A-C-K-S-O-N.
15 I reside at 2931 East (inaudible) Street. Since
16 last year, it's been a long 20 years of battling
17 utilities and I've come here to recover from that
18 loss of my sister's husband.

19 I've looked at her bills, I've been
20 working with her, and when we called the phone
21 company, we were able to get the account changed
22 over. When we called the gas company, we were able
23 to get the account changed over and she stayed on
24 the level payment. When we called the light
25 company and when we tried to get the account

1 changed over, we were told that if she wanted the
2 account taken out of his name and put into her
3 name, that she would have to come off the average
4 level payment plan, wait twelve months, and then
5 she would be able to get back on this level. Any
6 customer here in this room, currently, KCPL policy
7 is that if you have a change of life situation, you
8 lose your spouse and that bill is in that spouse's
9 name and you want it out of your name, then you
10 lose the level payment plan.

11 So why is that so important? Well, when
12 you lose that, you're trying to then get
13 organization any other improvements that you can to
14 your house. (Inaudible.) So in addition to that,
15 she lost all (inaudible). "Thank you for
16 submitting the application for the Level Payment
17 Program. To complete the application, the
18 following documentation will be needed." The only
19 thing we needed was a current copy of current
20 utility bills, gas, electric and water, and they
21 have to be in your name.

22 So all the other programs covers people
23 to get back on (inaudible) loss of her spouse. She
24 cannot (inaudible). So how is it that any other
25 customer who may be in the same situation and

1 they've lived in that house for 20 plus years, and
2 just because that light bill is in one person's
3 name - it's not a change of service. It's just
4 moving that spouse's name from the bill and adding
5 the other spouse there. In this case, KCP&L
6 received a check for every month that had both
7 names on it. The gas company had no problem, it's
8 only KCP&L that has a problem.

9 So right now, we're in a situation where
10 we've got furniture - we have furnace breakdowns
11 that have already been repaired. The furnace in
12 the house is 20 plus years old. But, now the
13 furnace went back out right as the weather turned
14 warm. We can't get the furnace replaced because
15 she doesn't right now have a lot of funds because
16 she's taken a 25 percent reduction in hours.

17 But if this covered by the preservation
18 program, if the bill's in her name, the bill would
19 be coming off the level pay plan at the time she
20 needs it the most, instead of just having one
21 income, but KCPL says no. You cannot - if you come
22 out of the program, but you'll have to wait twelve
23 months, and we have put in energy efficient, but we
24 did a lot of things around the house and have
25 things to show where she's at, and I can tell you,

1 she's not near - she's in the good category.

2 She's not getting what the average
3 customer citizen - the average - the efficient for
4 her neighborhood is 568 kilowatt per month, so
5 you've got 721 for the last month. We have did all
6 our things around the house, but we still cannot do
7 the major things that we need to because of KCP&L's
8 customer service.

9 JUDGE BUSHMANN: Questions?

10 MR. OPITZ: Thank you, Mr. Jackson. What
11 is the present status of the account? Is it in her
12 name or is it-

13 MR. JACKSON: The account is current,
14 it's in her name. I mean, the account is current,
15 but it's still in her husband's name because she
16 cannot afford at this time to come off of the level
17 pay plan. And I can't understand why you all would
18 say to come off the level pay plan when the gas
19 company did it, and I have copies of the bill right
20 here, that they should have - they even referred
21 her the last check that was in my uncle's name was
22 sent back and she had to come up - just basically
23 switch it over to the next month, but with you all,
24 it's all or nothing.

25 Either stay on it with the deceased

1 spouse's name, every month see that reminder, or
2 come off the plan, wait twelve months and then get
3 back on the plan. So the time when you need it the
4 most, you're going to get it the least.

5 MR. OPITZ: In followup, have you, in
6 that time frame, contacted the Office of Public
7 Counsel or the - that you had?

8 MR. JACKSON: I talked to Mr. Poston last
9 month and he explained that this was current KCPL
10 policy.

11 MR. OPITZ: Thank you.

12 COMMISSIONER KENNEY: Mr. Jackson, thank
13 you for being here. So who supplies gas and water
14 for your aunt?

15 MR. JACKSON: Laclede, which is the
16 takeover from the Missouri Gas Energy.

17 COMMISSIONER KENNEY: And water?

18 MR. JACKSON: Water is done by the City.

19 COMMISSIONER KENNEY: By the City. And
20 each of those utilities were able to accommodate
21 your aunt for this?

22 MR. JACKSON: Water bill, her name; gas
23 bill, her name; KCP&L is the only one that's not.

24 COMMISSIONER KENNEY: Did KCP&L offer you
25 any explanation or rationale for its policy?

1 MR. JACKSON: They said that that was
2 company policy.

3 COMMISSIONER KENNEY: Did they point to
4 you a document or the area where that company
5 policy is set forth?

6 MR. JACKSON: No.

7 MR. OPITZ: So like I said here, I would
8 encourage you to get with the folks from KCPL and
9 hopefully, they can bring some clarification to
10 your situation.

11 COMMISSIONER KENNEY: And Mr. Opitz is
12 with the Office of Public Counsel. Thank you for
13 being here tonight.

14 MR. JACKSON: Thank you.

15 JUDGE BUSHMANN: Beverly Freeman. The
16 next name on the list, it just has the letter J. I
17 don't know if someone's - if that's your name or
18 whether someone just changed their mind.

19 UNKNOWN FEMALE: I changed my mind.

20 JUDGE BUSHMANN: Allen Norman.

21 ALLEN NORMAN, duly affirmed by Judge
22 Bushmann, testified as follows:

23 JUDGE BUSHMANN: Please state your name
24 and spell your last name.

25 MR. NORMAN: Allen Norman, N-O-R-M-A-N.

1 I live at 2542 Charlotte Street.

2 JUDGE BUSHMANN: Please go ahead, sir.

3 MR. NORMAN: First of all, I'd like to
4 say that KCP&L, in my opinion, is a good corporate
5 neighbor for the City. Of course, they do it on
6 our money, but they are a good customer. They also
7 pay their utilities well. And I understand why
8 they make six figure incomes.

9 Right now in Missouri, we are trying to
10 get a livable wage for everybody, and I think
11 that's what we're really talking about here
12 tonight, because a lot of people just cannot afford
13 to live because of the corporate power, and I'm not
14 beating up on any utility company. I'm just saying
15 that when people are not making as much money net
16 as they were ten years ago, and the utility
17 companies are making considerable more money than
18 they were. That's not fair in a democratic
19 society.

20 And I think that 10.3 percent guaranteed
21 return, and I've been taking it past for saying
22 guaranteed return. But when you said agreed which
23 allows them to pay their stockholders 10.3 percent
24 return on equity, that is a guaranteed return to
25 the investors. At a time, economic time that is

1 still wish-washy, a lot of you look at 8 percent
2 return or 6 percent return even on that money, and
3 have it guaranteed by a customer base like Power &
4 Light Company is.

5 Some other things that we talked about
6 here is the average household had about a \$14 a
7 month increase. What about the large bills that
8 are paid to the safety net providers, like Truman
9 Med Center and places like that in the City that is
10 absorbed by the taxpayers, which filters back and
11 will give this increase to those properties, and it
12 doesn't make any difference whether they rent the
13 property or they own the property, it will
14 eventually filter down the cost of who's living
15 there.

16 The landlords cannot absorb this
17 increase. They raise the rental rates. We're
18 being told that Kansas City now has one of the
19 highest rent structures in the nation, and it's
20 partly because of things like utility costs. So
21 I'm just challenging you all to look at that. 10.3
22 percent right now is too much to guarantee
23 returned.

24 The City of Kansas City, the
25 governmental agencies in the Kansas City area are

1 probably one of your biggest customers. They're
2 going to get hit pretty hard with an increase,
3 whatever it is, and they pass it out to the
4 taxpayers, who own the property, the same people
5 who are supposedly only make an average of \$14 a
6 month, then it's \$13 a month and plus and plus and
7 plus and plus.

8 And I guess what I'm really asking you
9 here is, what we need to do is get livable wages in
10 Missouri so the people can afford to pay these
11 rates, or I guess you're going to go out of
12 business, because we will find another way to do
13 it. People will have to live with or without, you
14 know, so I guess I'm just putting my heart out here
15 for the people who can't get electricity for
16 themselves. I can pay the \$14 a month, but some of
17 my tenants can't, they're already stretched. They
18 stretched last time, and now we change the rules
19 over the top on people and it just - this isn't
20 fair.

21 Yeah, if you're making 75, \$80,000 a
22 year or more, \$14 a month doesn't mean anything.
23 It means absolutely nothing - you may have a few
24 less medicines this month. But if you are somebody
25 who is on a fixed income, and we have a lot of them

1 in Missouri and we have a lot of them in Kansas
2 City, and when you say the light bill's going to be
3 another 14 or 30 or \$40 a month, it hurts them.
4 Where does the money come from?

5 And this conversation we had about whose
6 name the bill is in, my God, ask your lawyers whose
7 name they'd rather have on the bill, a dead man or
8 his wife? You know, let's get real about all this.
9 Thank you very much.

10 JUDGE BUSHMANN: That's all the names
11 that I have on the list. Is there anybody else who
12 would like to provide testimony this evening? Yes,
13 ma'am?

14 KARILYNN MYERS, duly affirmed by Judge
15 Bushmann, testified as follows:

16 JUDGE BUSHMANN: Now, state your name and
17 spell your last name.

18 MS. MYERS: My first name is Karilynn, K-
19 A-R-I-L-Y-N-N, last name Myers, M-Y-E-R-S.

20 JUDGE BUSHMANN: And where do you live?

21 MS. MYERS: 1548 Emmanuel Cleaver
22 Boulevard, Kansas City, Missouri, 64110.

23 JUDGE BUSHMANN: Please go ahead.

24 MS. MYERS: I understand you all are
25 talking about a rate increase. If you're on a

1 fixed income, it's going to hurt. If you're on a
2 very limited income, it's going to hurt. If you
3 live in some of the older apartments that are
4 located in the City, it's going to doubly hurt
5 because the rates are going to go up and you're not
6 going to be able to take advantage of any other
7 protections to the rate hike.

8 You say you have 1,000 people that can
9 get the \$50 help, but you have how many thousands
10 of customers? It sounds like you might have about
11 percent of your customers that get assistance.
12 And how many of those are the ones in the inner
13 city, where we are?

14 We don't drive electric cars. Why
15 should we pay for the stations, the charging
16 stations? Let the people that can go out and buy
17 the new cars pay for their charging stations. Yes,
18 I know it would help the air, but we don't have
19 that option where we live. So that does not help
20 us.

21 And to raise the customer service
22 charge, that's a joke. How many prompts do you
23 have to go through to talk to a person in customer
24 service? There's no such thing as customer
25 service, and you go through the prompts, you speak

1 to someone in customer service and their response
2 is, "Well, you can handle that through the prompt
3 line. I'll put you back in." And you're in a loop
4 because they don't want to talk to you. They don't
5 want to talk to you because they don't get paid
6 enough to put up with the grief.

7 So I am totally against this rate hike.
8 If you want to raise the rate, let's go back to the
9 beginning and work on the infrastructure that has
10 setting up this coal combustion to begin with.
11 Yes, we need lights, but we need lights
12 economically that we can afford. That's it.

13 MS. MAYFIELD: Ms. Myers, I'm sorry, do
14 you currently utilize the \$50 a month credit that
15 KCP&L offers?

16 MS. MYERS: No, I don't qualify.

17 MS. MAYFIELD: Have you tried to apply
18 for this?

19 MS. MYERS: Yes.

20 MS. MAYFIELD: Thank you.

21 MARY J. LEE, duly affirmed by Judge
22 Bushmann, testified as follows:

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

25 MS. LEE: It's Mary J. Lee, L-E-E.

1 JUDGE BUSHMANN: Where do you live?

2 MS. LEE: I live at 4006 Wabash.

3 JUDGE BUSHMANN: Go ahead.

4 MS. LEE: Okay. I am here because I find
5 that the utility companies keep raising our rates,
6 and I'm a senior citizen, and it breaks down to the
7 point where either you can't afford your medicine
8 that you need to take to stay alive.

9 And in regards to paying your utility
10 bill, I think there's some rude, people are very
11 rude and I always try to make some type of
12 arrangement. I think that people need to deal with
13 us senior citizens sometimes with consideration
14 because we are on a fixed income. And with the
15 baby boomers, they selling year after year, this is
16 going to be a bad situation and you're going to
17 keep raising your rates and it's just unnecessary,
18 it really is.

19 You mentioned that you were going to
20 install new meters and enhance the power plant and
21 enhance the tree operations. Is all that
22 necessary? Because some of those meters still may
23 be good, so if you're going to replace everybody's
24 meter at their home or where they live, what's the
25 reason for all of that when everything is just

1 about out of control as it is? That's just going
2 to make matters worse. So that's why I'm here,
3 because senior citizens need a way out. We need
4 some kind of help somewhere, somehow, so that we
5 can sustain our livelihood and remain, keep our
6 independence. So that's what I'm up here for, to
7 protest this rate increase, because it's already
8 out of control.

9 COMMISSIONER KENNEY: Not so much I have
10 a question, but a comment. Thank you for passing
11 on the fact particularly about the customer
12 service. Did you want to add anything to that, or
13 provide an example of, you said people were rude
14 when you called in.

15 MS. LEE: I have called the electric
16 company and I have asked for - you know, they tell
17 you to go get assistance or General Services or
18 or whatever, and you know, and they do ask - "Well,
19 I've got X amount of dollars and I'm not making a
20 lot of money, you know, Social Security-wise or
21 whatever," and they'll tell you, "Well, we can't
22 take less than a certain amount," and that extra
23 amount that you have to produce is just hard.

24 It sends people to payday loans, it
25 sends people to the pawn shop. It's doing a lot of

1 damage to people when they have to come in with
2 that money or have their utilities shut down and
3 cut off. So we don't need a rate increase. That's
4 just the bottom line. Because I think Kansas City
5 Power & Light has enough money to sustain
6 themselves. They could cut people's salary if they
7 wanted to help really in the community, rather than
8 to tax us for everything. That's all I've got to
9 say.

10 COMMISSIONER KENNEY: Thank you, Ms. Lee.

11 JUDGE BUSHMANN: Up in the aisle, why
12 don't you come forward?

13 LATANYA DUMAS, duly affirmed by Judge
14 Bushmann, testified as follows:

15 JUDGE BUSHMANN: Could you state your
16 name and spell your last name?

17 MS. DUMAS: My name is Latanya Dumas, D-
18 U-M-A-S.

19 JUDGE BUSHMANN: Where do you live?

20 MS. DUMAS: I live at 7943 Chama(ph)
21 Street, Kansas City, Missouri, 64131.

22 JUDGE BUSHMANN: Go ahead.

23 MS. DUMAS: So I just want to say that I
24 have been a KCPL customer for 20 years. I do
25 appreciate having lights, you know, the technology

1 that's rising, the computers and all those things.
2 I became a homeowner probably around three years
3 ago. I am getting ready to send a son off to
4 college. And I understand about this \$25 customer
5 charge that we are going to be charged if this
6 passes, and I would just like to say that we can be
7 customers for appreciation and not allow that
8 proposal to pass.

9 We do appreciate all the work that KCP&L
10 does. I have not had any problems with customer
11 service. But I just want to say, to consider us
12 and appreciate us for being customers, for paying
13 the salaries, for paying the Public Services, for
14 paying for a lot of things that our money and our
15 taxpayers' money go to on a daily basis, on a
16 weekly basis, on a yearly basis, all the money that
17 we invest into your company, and they're coming
18 back into us besides increase. Increasing our
19 bills, increasing our money that we have to pay on.

20 Please consider how there's a lot of
21 stories, a lot of people came in here talking about
22 the tragedy and the stuff that they had in the
23 family. We understand that there's a lot of things
24 going on where people are fighting to have their
25 wages increased. So there's a lot of things going

1 on, and we do understand, that we are also in a
2 place in time where things are changing.

3 50 years ago, there was things changing,
4 we didn't have the faith that we have now in KCP&L.
5 But again, I just want to say, please consider us
6 and pay us \$25 a month instead of making us pay you
7 guys \$25 a month, and that's all that I have to
8 say.

9 JUDGE BUSHMANN: Thank you for coming.

10 LOUISE MARINA, duly affirmed by Judge
11 Bushmann, testified as follows:

12 JUDGE BUSHMANN: State your name and
13 spell your last name.

14 MS. MARINA: Louise Marina, M-A-R-I-N-A.

15 JUDGE BUSHMANN: Where do you live?

16 MS. MARINA: I live 5749 Wilson(ph)
17 Avenue, Kansas City, Missouri.

18 JUDGE BUSHMANN: Please go ahead.

19 MS. MARINA: And my sickness I have is
20 please don't raise the utilities. You know, you
21 raise them because of, you know how many people
22 just right in our community that are struggling to
23 pay the light bill and struggle to get food, and
24 you talk about go through these services and go to
25 411 or whatever, then they're saying how much that

1 you make, and I think it's \$1,300 or something like
2 that. That's no money if people have kids. And I
3 have a feeling for kids and as of what I just said,
4 please consider in regard to - you know, you say
5 you all have a wage increase, standard increase or
6 whatever. No, don't do that to people because I
7 know you said - okay, we have - but everybody don't
8 make a high salary.

9 These people that work at these food
10 companies, they are fighting to get \$9 or \$10 an
11 hour. They cannot pay the electric bill if you
12 raise the - I'm sorry, I'm breaking up because my
13 heart is broken and I'm about to cry. I'm trying
14 to keep it - just thinking about these hungry kids.
15 Let's keep it straight and help us pay the
16 utilities. Thank you.

17 JUDGE BUSHMANN: The lady there in the
18 back.

19 BEVERLY FREEMAN, duly affirmed by Judge
20 Bushmann, testified as follows:

21 MS. FREEMAN: I am Beverly Freeman, F-R-
22 E-E-M-A-N. And I wanted to come up and speak
23 because - first, I live at 11808 East 76th Terrace,
24 Raytown, Missouri. I'll tell you first that I
25 moved to Raytown, Missouri to get away from KCPL,

1 only to have them overtake Aquila. So I'm back
2 with KCP&L.

3 I lived in a roughly 1,000 square foot
4 house at 2905 East 51st Street originally for over
5 fourteen years. One bedroom, a living room and a
6 kitchen. My Kansas City Power & Light Company
7 light bill ran me in excess of 4 to \$500 a month.
8 Ridiculous, it was ridiculous. I redid my furnace,
9 I put in new belts, it didn't make a bit of
10 difference.

11 My biggest motivation to move, to try to
12 get away from KCP&L was when we had the ice storm
13 and I was without lights for three weeks, and they
14 did nothing. They were in my neighborhood every
15 day, four, five, six, seven trucks around every
16 corner and they were out there every day without
17 restoring me power.

18 Since I've moved to Raytown, Missouri
19 Aquila, my lights are always on. My utility bills,
20 I live in a roughly 1,100 square foot home now,
21 three bedrooms, two baths, a basement, a two car
22 garage, and my utility bills run anywhere from 2 to
23 \$300 a month. I've seen a slight increase since
24 KCP&L took over, but it's still less than it was
25 when I lived in Kansas City, and I don't understand

1 what the difference is in the inner city of Kansas
2 City, why utilities are higher, because I cannot
3 believe I had, at the time I lived in Kansas City,
4 it was just me. I now have one daughter who's Type
5 diabetic who is living with me. I'm a single
6 parent.

7 I make pretty good money on my job, I
8 do, and I don't mind paying for service, but I do
9 mind making a donation of \$25 to KCP&L just because
10 they're KCP&L. I will pay for what I use, the
11 utility I use, so many kilowatts, I'm good with
12 that. I will pay for what I use, but I don't think
13 we should have to give them a flat fee every month
14 just because. You know, what for?

15 It's just ridiculous to me, and that's
16 all I want to tell. I don't have any hardship
17 stories. God has been very good to me. I've
18 always made pretty good money, I've always been
19 able to pay my bills, and I'm thankful for that,
20 but I also don't want to just give money to people
21 - to a corporation that's huge.

22 When they bring me numbers that they
23 have 330,000 customers, and 1,000 of them get to
24 get on a program, there's something just very
25 disproportional about those numbers. And I don't

1 know what that is - if they think that's help, I
2 beg to differ with them. Thank you.

3 JUDGE BUSHMANN: Is there anyone else?

4 Yes.

5 PHYLLIS LEACH, duly affirmed by Judge
6 Bushmann, testified as follows:

7 JUDGE BUSHMANN: State your name and
8 spell your last name.

9 MS. LEACH: Phyllis Leach, L-E-A-C-H. I
10 live at 642 West 67th Street, Kansas City. I came
11 here tonight not knowing that I was going to speak
12 obviously, I wasn't on the list, and I've just
13 never seen one of these before and, so I was
14 interested.

15 I think I can probably add very little
16 to the eloquence of everyone who's spoke before me,
17 but I just wanted to get on the record that, you
18 know, when I read the notice in my bill about this
19 meeting and about the rate increase, my heart
20 stopped at 15.8 percent. That's an extraordinarily
21 high percentage. And hearing the people here from
22 KCP&L tonight, I suspect it's higher than it needs
23 to be because they know they're going to negotiate
24 it down as they have apparently in every other rate
25 increase that has been proposed.

1 Nevertheless, I was also shocked when I
2 saw that this sheet that was passed out, there has
3 not been a decrease in rates since 1999, and I
4 would say in the past eight years, we've had the
5 majority of rate increases, I believe, at 10.5
6 percent, 6.5 percent, 16.2 percent, 5.3 percent,
7 9.6 percent. All of these rate increases and now
8 you want 15.8 percent?

9 We are relying on the Public Service
10 Commission to put a stop to this, to protect us
11 from - you know, we have a letter servant here that
12 the government had oversight of because they were
13 essentially a monopoly. And one of the things that
14 they are tasked to do when they decide to get into
15 this business and get the monopoly is to have just
16 and reasonable rates to the citizens, and I will
17 submit that this is not a just and reasonable rate.

18 And when you combine it with the
19 question that I asked in the formal Q and A about
20 the fuel adjustment clause, that I understand the
21 Staff and the Commission opposes, I want to get on
22 the record that I oppose it too, as a citizen. I'm
23 just a normal citizen, and I will say that that
24 just seems like a complete overage, and also when
25 you put something on a line item on a bill, it
never goes away, and they want to adjust it, a fuel
adjustment clause. I can tell you right now that
fuel is going to go up. You can tell from the rate
increases that the rates go up, so the fuel is
going to go up and then we're going to pay more for
that, as well.

So it's not just \$14; it's 14 plus, and
then all the other pluses that were eloquently
talked about already. So I just want to put on the
record that as a normal citizen, I oppose this and
I certainly hope that the Public Service Commission
and the Public Counsel take the citizen's points of
view into account.

20 JUDGE BUSHMANN: Is there anyone else?

21 COMMISSIONER KENNEY: Just very briefly.
22 Thank you everybody for being here tonight. This
23 is just the first of five, and then there will be
24 an evidentiary hearing at the end of June,
25 beginning of July, and all of the information about
the case can be found online at our website.

 The transcripts of these Local Public
Hearings, if you're inclined to watch the hearing
in June, that will also be available online. So we
welcome and appreciate your participation in this

1 UNKNOWN FEMALE: What's the website?

COMMISSIONER KENNEY: www.psc.mo.gov.

2 CHAIRMAN KENNEY: I would just like to
enter the comments of Chairman Robert Kenney. I've
3 been a resident and a KCPL user, and Aquila user
for the last 30 some years, so I just appreciate
4 your involvement. And I will be at all these
public hearings, and it's important for us to hear
5 your comments.

We have a long ways to go. The
6 suggestions from KCP&L are that and fortunately,
you have the Office of Public Counsel and Staff and
7 all these other Intervenors. It will be a long
process. We take everything into consideration,
8 but again, I appreciate you attending this meeting
tonight. Thank you.

9 JUDGE BUSHMANN: Thank you all for
coming. The hearing is adjourned.

10 (WHEREIN, the Hearing is concluded at
p.m.)

8:05

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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

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