

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

May 5, 2015

Kansas City, Missouri

Volume 7

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
ROBERT KENNEY, CHAIRMAN
WILLIAM P. KENNEY
STEPHEN STOLL
SCOTT RUPP
COMMISSIONERS

Reported by:
Janet H. Wimer, CCR

1 A P P E A R A N C E S:

2

3 Mr. Timothy Opitz

4 Assistant Counsel

5 Missouri Department of Economic Development

6 Office of the Public Counsel

7 Governor Office Building, Suite 650

8 200 Madison Street

9 P.O. Box 2230

10 Jefferson City, MO 65102

11 (573)751-5324

12

13 Mr. Hampton Williams

14 Missouri Public Service Commission

15 Governor Office Building, Suite 900

16 200 Madison Street

17 P.O. Box 360

18 Jefferson City, MO 65109

19 (573)751-4255

20

21 Roger W. Steiner

22 Kansas City Power & Light

23

24 Bethany R. Findley

25 Ameren America, Intervenor

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

2 (Starting time of the Hearing: 7:02
3 p.m.)

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

11 My name is Michael Bushmann, I'm a
12 Regulatory Law Judge, and I'll be presiding over
13 the hearing this evening. With me this evening is
14 Chairman Robert Kenney, Commissioner Stephen Stoll,
15 and Bill Kenney.

16 CHAIRMAN KENNEY: Good evening everybody.
17 I just wanted to take an opportunity to thank you
18 for being here tonight, and this is the fourth of
19 five Local Public Hearings that we'll have in this
20 matter.

21 This is your opportunity to share with
22 us any feedback that you have about the company and
23 express your opinion with regard to KCP&L's request
24 to increase the rates. This is a very important
25 part of the process and we take it very seriously.

1 We do appreciate you coming and taking the time.
2 The Court Reporter will transcribe the words that
3 you say into a written transcript of these
4 proceedings that we will be able to review and take
5 into account once we get them to read.

6 So again, thank you for taking the time
7 to appear tonight and we look forward to hearing
8 what you have to say. Thank you.

9 JUDGE BUSHMANN: Let's have the attorneys
10 state their entries of appearance. For Kansas City
11 Power & Light Company?

12 MR. STEINER: My name is Roger W. Steiner
13 and my address is 1200 Main Street, Kansas City,
14 Missouri 64105.

15 JUDGE BUSHMANN: Commission Staff?

16 MR. WILLIAMS: My name is Hampton
17 Williams with the Staff Counsel's Office, P.O. Box
18 , Jefferson City, Missouri 65102.

19 JUDGE BUSHMANN: Office of the Public
20 Counsel?

21 MR. OPITZ: Thank you, Judge. Appearing
22 on behalf of the Office of Public Counsel, my name
23 is Tim Opitz and my address is P.O. Box 2230,
24 Jefferson City, Missouri 65102.

25 JUDGE BUSHMANN: And is there counsel for

1 the Intervenors?

2 MS. FINDLEY: For Intervenor Ameren
3 Missouri, I'm Beth Findley with Smith Lewis, LLP,
4 at 111 South 9th Street, Columbia, Missouri 65201.

5 JUDGE BUSHMANN: Any other counsel
6 representing Intervenors? Okay.

7 The process this evening is you have
8 been told earlier, and I will call the names on the
9 sign-up sheet. When I call your name, please come
10 forward to the podium, I'll put you under oath and
11 ask you where you live, and you can give your
12 comments to the Commission. There's no time limit,
13 but please try to keep your remarks to under five
14 minutes so that everybody has a chance to testify.

15 The first name on the list is Andrew
16 Linhares.

17 ANDREW LINHARES, duly affirmed by Judge
18 Bushmann, testified as follows:

19 JUDGE BUSHMANN: Could you please state
20 your name and spell your last name?

21 MR. LINHARES: Andrew Linhares, L-I-N-H-
22 A-R-E-S.

23 JUDGE BUSHMANN: Where do you live?

24 MR. LINHARES: I live in Columbia,
25 Missouri.

1 JUDGE BUSHMANN: Please go ahead.

2 MR. LINHARES: Good evening. My name is
3 Andrew Linhares, as I said. I am the Staff
4 Attorney for Renew Missouri. I'm also happy
5 tonight to be representing Renew Missouri's roughly
6 supporters in Kansas City Power & Light's
7 service territory.

8 Renew Missouri is a non-profit clean
9 energy group and our mission is to transform
10 Missouri into being a state in energy efficiency
11 and renewable energy. I would like to make three
12 point tonight, and this is mainly about KCP&L's
13 proposal to raise the fixed customer charge from \$9
14 to \$25.

15 My two points are that raising the fixed
16 charge, you're slowing the customers. It serves as
17 energy conservation and renewable energy and it
18 takes away choices and control over repairs. So as
19 to the appearance of raising the fixed charge hurts
20 only the customer because they bear the largest
21 burden as the rates go up. Because their bill, the
22 electric bill takes up a higher portion of their
23 income than other repairs, it's just a portion of
24 the affected by these increases. And if their
25 utility is taking away from other portions of their

1 budget like their ability to pay their rent,
2 groceries, gas and whatever.

3 This is especially true of a fixed
4 charge. Like for a kilowatt hour rate hike, they
5 turn off the lights more, they can go without using
6 their air conditioning and find other ways to
7 reduce energy costs. With a fixed charge hike,
8 however, they can do nothing to avoid the added
9 extra cost.

10 A fixed charge hike also discourages
11 investing in renewable energy and energy use.
12 Adding the fixed charge while lowering the kilowatt
13 hours give customers less incentive to be wise
14 about managing consumption. Since energy
15 consumption makes up the lower percentage of your
16 electric bill, the customer has less incentive to
17 consume less energy or solar customer costs
18 (inaudible) increases.

19 Not only has this been allowing Kansas
20 City Power & Light to send the wrong signal to
21 customers, it will hurt businesses that work in the
22 energy efficiency and renewable sectors. We
23 recognize that Kansas City Power & Light is a
24 leader here in energy efficiency and renewable
25 energy and we feel that supporting more not to

1 waste goodwill and (inaudible) success in recent
2 years.

3 My final point here is that by
4 increasing the fixed charge portion of the electric
5 bill, it impairs the ability to take control of
6 their energy cost and customers should only be
7 charged for the amount that they use and it serves
8 as required to (inaudible) by having their meter
9 read and having the bill printed, the connection
10 from the pole to the meter. You - the utilities'
11 right to limit the customer's ability to lower
12 their bill. This move would only serve to alienate
13 customers by taking away their control over the
14 energy portion of their household budgets.

15 At this point, I feel it's important to
16 know that I've done some research on this topic
17 recently and this issue of wanting to go into the
18 fixed cost, what will be considered fixed cost, is
19 not a new issue and they've been discussing this a
20 long time and it's the truth. In fact, there's a
21 big difference of opinion in exactly what is fixed
22 costs.

23 One could consider simply the cost of
24 getting it from the street to the house, connecting
25 the house, simply those lines and then any costs of

1 sending the bills to the customer and the costs of
2 entering those. These are completely in the costs
3 that are fixed and in fact, and before that, and
4 that has changed.

5 So my point here is that this is a
6 question of policy, the Commission decides it's not
7 a question of equity and fairness for the utility's
8 question that's before the Commission to decide
9 which policy preference to take on when we're
10 talking about the fixed charge.

11 So in conclusion, we ask the Commission
12 to deny Kansas City Power & Light's request to
13 raise the fixed customer charge from \$9 to \$25
14 because it hurts low income customers, discourages
15 them to use conservation and takes away choice and
16 control. Thank you for the opportunity to give
17 comments tonight.

18 CHAIRMAN KENNEY: Thank you for being
19 here. Has Renew Missouri, either in this context
20 or in any other context, taken a position on
21 decoupling?

22 MR. LINHARES: I understand that the
23 Commission are going to consider decoupling. We
24 have not taken any formal position on decoupling,
25 but I think it would absolutely be (inaudible) to

1 decouple rates from (inaudible.) I think it's set
2 on (inaudible) and could really open up some new
3 doors.

4 CHAIRMAN KENNEY: Okay.

5 MR. STEINMAN: (Inaudible.) Are they
6 intervening in the Kansas City Power & Light rate
7 case?

8 MR. LINHARES: No, we are not in
9 intervenors.

10 MR. STEINMAN: Did you have an
11 opportunity to do so?

12 MR. LINHARES: We did have an opportunity
13 to do so, Renew Missouri intervenes in rate cases
14 from time to time, but we have specific issues of
15 to engage on, and in this case, it didn't seem that
16 it could add anything substantive to the case.

17 MR. STEINMAN: Thank you for your time.

18 MR. LINHARES: My comments tonight are in
19 support of our supporters. They are on behalf of
20 our supporters and we're not taking an intervening
21 case or a positive position on this for our power
22 source in opposition.

23 MR. STEINMAN: And you're not a KCP&L
24 customer; correct?

25 MR. LINHARES: No, I'm not.

1 MR. STEINMAN: Have any KCPL customers
2 contacted you about the case?

3 MR. LINHARES: Yes.

4 MR. STEINMAN: Can you give me names?

5 MR. LINHARES: No, I'm not at liberty to
6 do that.

7 MR. STEINMAN: You're not at liberty?

8 MR. LINHARES: I am not at liberty to.

9 MR. STEINMAN: Thank you.

10 JUDGE BUSHMANN: Michael Patterson?

11 MICHAEL PATTERSON, duly affirmed by
12 Judge Bushmann, testified as follows:

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

15 MR. PATTERSON: Michael Patterson, P-A-T-
16 T-E-R-S-O-N.

17 JUDGE BUSHMANN: Where do you live?

18 MR. PATTERSON: Kansas City, Missouri.

19 Basically, my comments are going to be pulled from
20 information found on the New York Stock Exchange
21 and from the annual reports of GHP Energy, who is
22 the parent company to KCP&L, that we're here for
23 this rate increase about.

24 First, I've got to tell you, I'm totally
25 against these rate increases. Mainly, we've had

1 way too many in the past eight years. I think
2 we've had five of them. The total amount of rate
3 increases for those five is fitting right in at
4 \$283,100,000 worth of increase in an eight year
5 period, and that's to the consumer. I understand
6 that the charges are for work that has to be done,
7 required by the Federal Government, but in the
8 process of this, this company has also managed to
9 pay dividends on shares.

10 Now, the dividend costs that I've been
11 able to locate for outstanding shares on four
12 separate types of shares the company has comes to
13 around \$16,500,000; alright? Now, granted, that's
14 not a lot, but those increased dividends have
15 increased every year, 2 percent, 6 percent,
16 whatever, every year for the last four years.
17 According to the company, they're on a schedule to
18 make the dividends increase annually with a payout
19 ratio of 55 to 70 percent of earnings for 2016, and
20 then 60 to 70 percent of earnings long term. So
21 there's obviously no indication that the dividends
22 is going to go down, okay, and this is drawn from
23 their own annual reports.

24 If the customers are required to foot
25 the bill, and I understand we are, including

1 investment costs, at some point, their investors
 2 need to foot part of these costs too. They buy the
 3 stock for broke, the company, the equipment is no
 4 longer usable or functional, the company is not
 5 going to - the company's not going to make money
 6 and the investor's stock values are going to drop
 7 like fire bombs, okay. So it would behoove the
 8 company's investors to throw in part of their
 9 dividends they have incurred with these costs to
 10 maintain equipment, upgrades that the EPA requires,
 11 all these things.

12 Concerning this \$25 charge instead of
 13 higher utility rates, that thing is not going work
 14 because the gas company already proved it won't
 15 work. Back years ago, the gas company asked for
 16 this same type of situation, raise the monthly fee
 17 from \$11 up to \$22, we'll get rid of the energy
 18 charge during the winter of 26 cents per CCF. Now,
 19 we're talking about the same thing with the
 20 electric company, only now it's kilowatts.

21 Wasn't it just about a year ago, after
 22 the gas company's monthly charges declined
 23 approximately \$27 or something a month, just for
 24 the privilege of doing business with them, whether
 25 you use that gas or not. They came back last year

1 or the year before, I believe it was and asked to
2 have a monthly charge - or a CCF charge put back
3 on. The monthly charge didn't go away.

4 Basically, it's not going to work.
5 You're killing the consumers to no point. And the
6 second part of this is, according to the company's
7 records, you have 737,400 - 737,400 residents under
8 the part of their pool of Great Plains Energy. You
9 have 98,400 commercial firms and 2,600 industrial,
10 municipal, municipalities and others. So the main
11 share of people that are being hurt by this are
12 their residential customers.

13 Like I've said, we've had way too many
14 rate increases, one right shortly after another.
15 At some point, we need to stop and let the consumer
16 catch their breath too. Quite truthfully, I'm on
17 disability. My pensions are small, I have Social
18 Security and that's all that pays. It goes up just
19 a given amount. I'm struggling to make my bills
20 now. The problem is I make enough that I don't
21 qualify for aid. I'm managing to make it, scraping
22 the inner bowl, but things like this, you might as
23 well break me at that point. It serves no purpose.
24 At that point, I need to start (inaudible,) which I
25 find very depressing for me to do.

1 That pretty much comes to the end of my
2 comments. Thank you.

3 JUDGE BUSHMANN: Sierra Stahi.

4 SIERRA STAHI, duly affirmed by Judge
5 Bushmann, testified as follows:

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

8 MS. STAHI: Sierra Stahi, S-T-A-H-I.

9 JUDGE BUSHMANN: Where do you reside?

10 MS. STAHI: Kansas City, Missouri.

11 JUDGE BUSHMANN: Please go ahead.

12 MS. STAHI: So I am - intend to be here.

13 For those of you here who don't know this, one of
14 the agents largest environmental grassroots
15 organizations. As much as I, especially to the
16 environment and sustainable energy.

17 So it's my understanding that the Public
18 Counsel wishes to ensure that all costs or requests
19 in raised rates will be reasonable and prudent. I
20 do not think that the electric rate increase made
21 by KCP&L is reasonable or prudent. According to
22 KCP&L, the increased cost paid by consumers will go
23 towards wet charters and new chimneys for LaCygne
24 currently. The environment, as was stated before,
25 (inaudible) for coal plants for many reasons and

1 that is because much of the country is moving
 2 toward renewable energy. So these are to then
 3 support continued use of the coal and fossil fuels,
 4 pushing Missouri farther away from renewables and
 5 energy efficiency. Therefore, I feel that this
 6 projects is not reasonable.

7 Low income families will especially feel
 8 the brunt of this rate increase and many are in
 9 (inaudible.) The economic relief pilot program
 10 that was mentioned by KCP&L wasn't - it wasn't
 11 clear whether or not we were actually going to
 12 people to cover families. It may help some, but it
 13 doesn't cover us all. Shouldn't we have motive to
 14 enhance energy by removing coal fired plants, and I
 15 know a whole lot about this because of spending
 16 time with officials of the City, talking to
 17 families near the one (inaudible.)

18 So these are families who are struggling
 19 to pay their bills, and then they're being asked to
 20 pay for something that will support the continued
 21 use of coal fired plants. This is not prudent.
 22 The turbo injected and the loss of the turbos and
 23 renewable energy and energy efficiency. If you are
 24 asked to pay a higher base rate, then you may be
 25 less willing to invest in energy efficiency or

1 creating your own renewable energy. (Inaudible)
2 energy needs to be sent on by energy efficiency.
3 LaCygne is going to take about 49 percent of the
4 environmental upgrade costs by KCP&L, is promoting
5 only a portion percent on the technician costs that
6 will come from the wind and solar plants.

7 Let's not try to create a quick fix by
8 using much of this rate increase to support non-
9 renewable energy. Especially when this non-
10 renewable energy, coal (inaudible.) So I ask the
11 Commission to deny KCP&L's request to proceed.

12 JUDGE BUSHMANN: Questions? Amrita
13 Burdick.

14 AMRITA BURDICK, duly affirmed by Judge
15 Bushmann, testified as follows:

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

18 MS. BURDICK: My name is Amrita Burdick.
19 My first name is spelled A-M-R-I-T-A, last name B-
20 U-R-D-I-C-K.

21 JUDGE BUSHMANN: Where do you live?

22 MS. BURDICK: Huh?

23 JUDGE BUSHMANN: Where do you live?

24 MS. BURDICK: I live in Kansas City,
25 Missouri.

1 I am here, I'm a retired librarian and I
 2 wanted to sort the information and see what it
 3 looks like. I'm also a person on a fixed income
 4 myself as a retired person and I have a stake in
 5 the case. And as I looked at this, probably most
 6 of you here got this mailer, charge here, charge
 7 there, charge everywhere. Well, originally that
 8 was about only electric cars, which is not a bad
 9 idea, but unfortunately I feel like it probably
 10 also applies to this rate increase.

11 The company, I have three concerns. The
 12 company seems to be doing pretty well. According
 13 to Great Plains officials and annual report did
 14 terrible. 2014 was in here, solid returns for its
 15 shareholders. It delivered a total shareholder
 16 return of 21 percent, and over the past two years,
 17 a return of 51 percent.

18 As of the funds, some earlier data, the
 19 earnings per share for 2014 was \$1.57, which is in
 20 line with 2013 earnings and upped the employee
 21 total earnings of \$1 per request. To me, it sounds
 22 like what they're telling the shareholders, of
 23 course, is that they have a really strong plan to
 24 pay. Despite this, they are asking for a rate
 25 increase of 8.8 percent to cover environmental

1 upgrades. And it's my understanding, as we've been
 2 talking here earlier this evening, it just looks
 3 like service charges.

4 I'm really concerned about these other
 5 service charges and just being (inaudible.) And
 6 again, it has no incentive to reduce electrical
 7 consumption. I'm concerned that the company has
 8 simply passed on any and all costs and this
 9 implicates KCPL has no incentive to make prudent
 10 business decisions.

11 Recent studies, and I note there are
 12 five of you sitting up there, I brought the data
 13 and the references to these like a librarian, but I
 14 didn't bring them, but I've seen at least two
 15 studies that go on a state by state basis, and when
 16 they compared this to constant electricity for this
 17 state and how much they have gone to alternative
 18 energies.

19 Now, there was time when alternative
 20 energy was higher. That's fine, and what's
 21 happening now is that alternative energies are much
 22 cheaper than carbon based energies, as well as
 23 foreseen by our requirement. Missouri was on the
 24 bottom of the list of states. Given that, I'm
 25 asking why should we send money to other carbon

1 based plants than to lock into increasing carbon
2 fuel electrical protection while we (inaudible.)

3 I would note that Great Plains energy
4 has a public Power & Light holding committee. It
5 uses 81 percent coal, 16 percent nuclear, 2 percent
6 wind and 1 percent natural gas, as per its reports.
7 And according to their annual report, coal costs
8 about \$2.05 per kilowatt hour, compared to \$7.75
9 for natural gas and oil.

10 I had to do this calculation for wind,
11 but they didn't put it in there, but it looks like
12 wind costs about one eighth of the purchased power
13 cost of 253.3 million, and a purchase agreement for
14 megawatts of wind energy, wind likely costs
15 \$1.10 for that kilowatt hour, which is about half
16 of the coal and that other costs of gas.

17 Another company, Independence Power &
18 Light is seeing the look at the bottom line, and
19 Independence decided that they're going to
20 appropriate energy because it's going to be cheaper
21 to the consumer in the long run. If you want to
22 (audible) in Kansas City, I'd say let Kansas City
23 Power & Light (inaudible) on this archaic coal,
24 nuclear, wind use, which is very heavily oriented
25 on coal, nuclear, that virtually ensures higher

1 carbon rates with an adequate financial base, the
2 rate increase should be denied.

3 KCP&L should be required to assume this
4 practice which will allow them to make clean at an
5 affordable level, and they can do this by investing
6 in green and alternative energies, so the public
7 won't be caught on an ever-increasing wheel of
8 higher markets. Thank you.

9 SERGEY VARTANOV, duly affirmed by Judge
10 Bushmann, testified as follows:

11 JUDGE BUSHMANN: Could you please state
12 your name and spell your last name?

13 MR. VARTANOV: My name is Sergey
14 Vartanov. First name Sergey, last name V-A-R-T-A-
15 N-O-V.

16 JUDGE BUSHMANN: Where do you live?

17 MR. VARTANOV: Kansas City, Missouri. I
18 don't support the rate increase which we are here
19 today for KCPL for the following reasons. I looked
20 at my electric bill, it's from December of 2014 and
21 January 20th of 2015, which was recently. And
22 there's some of it, customer charge, \$9, DSIM
23 charge which is the program and we gave, it's money
24 for them to implement taking out of commission old
25 appliances, heaters, so that DSIM charge was

1 \$28.20. (Inaudible.) So some people have \$55.66,
2 that does not equal any other charge itself, and
3 they want to even charge more?

4 I don't think it's fair to pay for low
5 income families to everybody, to the middle income,
6 it's just not fair. Also apparently, KCPL
7 representatives that when they change the meters
8 because they're old, outdated and how many of those
9 meters are - they are mechanical meters. They're
10 very reliable. They've worked for years. I
11 haven't had any issues with mine personally and
12 I've heard from my neighbors also. Only the rates
13 for all this.

14 So we incur extra charges according to
15 one contractor, contracted by KCP&L to install
16 meters now, he said it costs \$80. We're talking
17 about thousands of dollars of meters. So we're
18 talking about one meter. So I don't think that
19 cost increase to justify, I could say those meters
20 specifically, if they are creating no issues.
21 (Inaudible) one size fit them all.

22 Also, I want to say, about 867 of the
23 kilowatt hour that's average consumption, which
24 costs us about an extra \$14 dollars a month. I
25 calculated in April is about 62 cents an hour, so

1 kilowatt hours, if I interpret correctly, it
2 would be single household, which actually use
3 heating and cooling, just occasional used of
4 electric. So basically this low power application
5 our consumption. That's what it is. So if we have
6 the power consumption generated by the major
7 appliances in our houses, so that doesn't matter.
8 So we're not talking about \$14, by this rate, it
9 will be more, so the final rate will show.

10 The other calculation that's - the KCP&L
11 representative said that this is case about
12 (Inaudible), and I think it is here for four times.
13 It costs me about increased rates. I'm thinking
14 we're having an issue here, something about the
15 rates, I think probably proper manage. Their
16 finance investment, it's all about how it's
17 managed. If they can properly manage, make the
18 discoveries, it would have saved - it might have
19 solved the rate increase. That's all.

20 JUDGE BUSHMANN: Thank you. Looks like
21 Vito Meyer. Diana Payne.

22 DIANA PAYNE, duly affirmed by Judge
23 Bushmann, testified as follows:

24 JUDGE BUSHMANN: Please state your name
25 and spell your last name?

1 MS. PAYNE: Diana Payne, P-A-Y-N-E.

2 JUDGE BUSHMANN: Where do you live?

3 MS. PAYNE: I live in Kansas City.

4 JUDGE BUSHMANN: Go ahead.

5 MS. PAYNE: Okay. I noticed during the
6 presentation, KCP&L said that, or it might have
7 been from the Public Service Commission, that in
8 your testimony, you could give on quality of
9 customer service. So mine will be coming in from a
10 total different angle, from the representative
11 terms.

12 I'd first like to say that Alice Walker
13 once said the most common way people give up their
14 power is by thinking they don't have any.

15 With that being said, this past summer
16 of 2014, there was a huge storm that caused an
17 extremely large tree to fall in the backyard of the
18 home behind my home, which caused a power pole
19 which services my home, to crack. I heard the
20 crack in the pole as the tree fell. I called KCP&L
21 to report that the pole was cracked, but was
22 informed since I still had power, and due to the
23 storm - that due to the storm, restoring power to
24 homes was the most important.

25 Subsequently, two KCP&L workers showed

1 up to the pole saying that there was a problem, but
2 there were no resolutions then. Around about the
3 5th of October, 2014, I noticed lights dimming in
4 my house and TV was slippery. It was kind of like
5 a poltergeist effect in my home.

6 On Friday, October the 10th, the power
7 went out in most parts of my home. I called a
8 friend to come and check the fuses in my box.
9 Everything checked okay, he couldn't find any
10 problems noted with the fuses or anything with the
11 power in the house. All weekend, I continued to
12 have dimming lights, power outages in certain parts
13 of the house, could not figure out the problem.

14 Sunday night, October the 12th at about
15 p.m., most of the power went out in the home. I
16 called my licensed electrician and explained to him
17 the events. He graciously came to my home and made
18 a thorough check and informed me that the problem
19 was outside the home and probably on the pole, and
20 that I needed to call the emergency number for
21 KCP&L.

22 The emergency dispatcher arrived Monday
23 morning, October the 13th about 2 a.m. I informed
24 him that I had reported the problem to two KCP&L
25 workers about the cracked pole, but that he stated

1 they had no record of it. After the emergency
2 dispatcher from KCP&L climbed the pole, he informed
3 me, as an electrician, that the neutral wire was
4 broke, and he could only provide a temporary fix.
5 The problem with him providing the temporary fix,
6 the main brain boards in my range, refrigerator, my
7 Bose radio system and my refrigerator were damaged,
8 and my Bose radio and my refrigerator were
9 unrepairable. I had spent close to over \$1,000 in
10 repairs to the stove, the refrigerator. I replaced
11 similar - the part in the refrigerator and they
12 replaced my hose.

13 On Wednesday, I had a conversation with
14 the KCPL worker that came, he was a troubleshooter.
15 I talked with the worker, stating to the KCPL
16 worker, stating that he's a troubleshooter and he
17 evaluated the situation regarding the pole. He
18 also stated the pole is in a mess which we both
19 affirmed, and he also affirmed that the one tube
20 wire that was coming in - let's see, the one tube
21 wiring out and the other one 110 wire, were trying
22 to compensate the non-working wire, and then the
23 neutral wire was compensated in the process. The
24 neutral wire was broke, connected on the pole.

25 The troubleshooter stated that he will

1 attempt to submit getting the pole repaired. After
2 getting the runaround, finally a supervisor came to
3 inspect the pole and it was discovered that the
4 pole belonged to AT&T, and that KCP&L is renting
5 space on the pole. He stated that once KCP&L was
6 certain the pole was not theirs, they dropped the
7 ball and did not follow through, since it was an
8 AT&T pole.

9 I was directed by KCP&L to submit a
10 claim form with the original receipt for the repair
11 and damage, which I did this on December the 8th,
12 , only to receive a letter dated on 12/23/14
13 that they denied my claim. They also did not
14 return any of my original receipts for the repairs.

15 I later received a voice mail from AT&T
16 stating that the problem had been referred to the
17 construction department to find out when the pole
18 is to be replaced. I was referred to a Manager
19 with AT&T who I left several messages or returned
20 call to discuss the pole problem, but I never
21 received a call.

22 As of today, I have not heard from
23 anyone regarding the pole, the pole remains cracked
24 to this day. It's still not been repaired. I say
25 all this to say that service is extremely lacking,

1 and that for them to ask for a 15.8 increase, which
2 will partially pay for placement and recharges of
3 electrical station in certain parts of the City for
4 electric cars. I truly feel that that's wrong by
5 KCP&L.

6 I also discovered that when I called and
7 reported the pole problem, they noticed the bill
8 was still in my deceased husband's name and they
9 changed the energy usage monthly data from that day
10 forward. I am not currently on the level pay plan,
11 as I just recently retired as a Registered Nurse,
12 but I understand that if I switch, I am ineligible
13 due to not having a full year of energy usage
14 reported under my name.

15 This is a problem we've had when as the
16 old saying goes, a poor rat has but one hole to run
17 to, and that is our case here with KCP&L. And if
18 any of you have noticed - I'm going to quit
19 bringing that up, that's a whole other issue, the
20 faulty wiring, to refinance our house in a lot of
21 the urban core area, that's a whole other issue.

22 But in closing my remarks, I would like
23 to quote some words from a song by Michael Jackson
24 just prior to his death. "All I want to say is
25 that they don't really care about us. Tell me what

1 has become of my life? Am I invisible because you
2 ignore me? Your proclamation promised me free
3 liberty. I'm tired of being a victim of shame.
4 They're throwing me in class with a bad name. I
5 can't believe this is the land from which I came.
6 The government doesn't want to see. Tired of being
7 the brunt of hate and raping me of my pride."

8 And J.K. Robbins said this, "If you want
9 to see the true measure of man," or in this
10 instance, a company, "watch how you treat the
11 inferiors and not just the equals."

12 CHAIRMAN KENNEY: Ms. Payne, thank you
13 for taking the time this evening to come here. Can
14 I ask a couple of questions?

15 JUDGE BUSHMANN: Sure.

16 CHAIRMAN KENNEY: When did KCP&L switch
17 the account to your name from your dead husband's -
18 your deceased husband's name?

19 MS. PAYNE: I made a copy of that, hang
20 on. It must have been in June of 2014.

21 CHAIRMAN KENNEY: And was that at your
22 request?

23 MS. PAYNE: No. They told me I had to do
24 it, and my husband had been deceased since April of
25 .

1 CHAIRMAN KENNEY: So they just noticed
2 it?

3 MS. PAYNE: Yeah, because I started
4 calling and complaining about the pole, and then
5 they're telling me, "We show that as in the name,"
6 and I said, "I'm his wife. He's deceased." "Well,
7 we can't do anything because it should be in your
8 name." So I didn't have any other choice.

9 Now, I had been paying the light bill
10 for years. They had no problems with me, my record
11 is immaculate with KCP&L. Then I find out since
12 I'm retired, I've been giving some consideration
13 about going on the level payment, but I can't do
14 that because I don't have a whole year's record of
15 energy usage right now, energy usage.

16 CHAIRMAN KENNEY: Have you made a
17 decision yet about whether to switch from the old
18 plan to-

19 MS. PAYNE: Not yet. It's kind of close.

20 CHAIRMAN KENNEY: Did they say to you any
21 tariff language, or some rule or regulation that
22 prohibits you from using that prior data?

23 MS. PAYNE: No. I just know, it's from
24 someone else personally that it's happening to.

25 COMMISSIONER STOLL: Let me ask you a

1 couple of questions. Are you still - is the power
2 quality still affected by the cracked pole? Are
3 you still seeing occasions of dimming lights and
4 such?

5 MS. PAYNE: No, I haven't recently, but
6 the pole is still cracked. But I did an upgrade
7 since then and so they had to put some new wires
8 from the pole to my house because I upgraded to a
9 watt system, you know, in the time being. So
10 there's different wires, so I don't know if they -
11 I don't know what they done. They stabilized it or
12 whatever, but it's still broken, an AT&T pole, and
13 KCP&L just changed out the wires on the pole.

14 COMMISSIONER STOLL: Well, I would
15 encourage you to take the time to meet Mr. Opitz
16 with the Office of Public Counsel and he can
17 provide you some additional guidance.

18 Your issue with your bill dates switched
19 from your husband's name into yours is a similar
20 problem that we heard at a Local Public Hearing
21 about a week or two ago, and I understand and it's
22 perhaps somebody can help you resolve that
23 situation, while you're here today, as well.
24 Thanks again for taking the time to be here
25 tonight.

1 MS. PAYNE: Thank you.

2 COMMISSIONER STOLL: I would just say one
3 additional thing, that many times people may not
4 know this, but if you have a customer service
5 issue, you can also call our customer service
6 office at the Public Service Commission, or really
7 any number at the Public Service Commission, and
8 you will be transferred to that office, and they
9 also can be of assistance to you.

10 MS. PAYNE: I kind of learned that as I
11 was going down the road with this process, to
12 contact the Public Service Commission with my
13 issues, but then I was directed to just wait and
14 come to this hearing and that's this whole
15 scenario.

16 COMMISSIONER STOLL: Yeah. I think it's
17 one of those things where you want to go to the
18 source of what you think, you know, where the
19 problem is, and probably ten or fifteen years ago,
20 I wouldn't have known to call the Public Service
21 Commission either, but I would just give that
22 information.

23 MS. PAYNE: Thank you.

24 COMMISSIONER RUPP: Thank you for your
25 information. You said something that stuck out in

1 my mind is the company lost the record of your
2 complaints when you called, they had no record of
3 you-

4 MS. PAYNE: That's what the
5 troubleshooter that came at 2 a.m. in the morning,
6 he stated that there was no record of any
7 complaints, of any calls to them about that pole.

8 COMMISSIONER RUPP: How did he know to
9 make contact?

10 MS. PAYNE: Because I called them because
11 my power had been out, and when my electrician
12 stated that the problem had to be on the pole, we
13 stated that to him when he came at 2 a.m. in the
14 morning, and that's when I told him, I said, "I've
15 been calling and complaining about that pole got
16 cracked in that storm and nobody has ever done
17 anything about it," and then I was still under the
18 impression that it was KCP&L's pole. Not until the
19 supervisor came out did we look on the pole and it
20 said AT&T on it.

21 MR. RUPP: That's designated - there is a
22 - that people contact so they can't lose
23 information and that stuck in my mind. The second
24 thing is I want to hear about the roads - KCP&L,
25 they're owned by the City. Do you know of any

1 information on that indicating-

2 MS. PAYNE: Well, when we called, me and
3 another girlfriend of ours because we take that, I
4 think it's off of 71 and the 29th Street exit, we
5 take that all the time. What we had noticed, it's
6 just pitch black when you get off at that exit, and
7 then, so it makes you - what if you stopped at the
8 stoplight and maybe your car stalls and I mean, it
9 is just black.

10 So I changed my route at night, I don't
11 take that exit just for that reason, there's no
12 lights. But if I can't get there the other night,
13 I went on and took that exit, I noticed long up on
14 , there was about five streetlights that were
15 out, but this-

16 COMMISSIONER RUPP: How long have you
17 noticed them being out?

18 MS. PAYNE: About a year.

19 COMMISSIONER RUPP: About a year. So you
20 contacted the company, and?

21 MS. PAYNE: Well, we were told that the
22 copper has been stolen out of the light fixtures.
23 That's what we were told, and we were told that
24 KCP&L was going to fix it, but not one light has
25 been fixed since then.

1 And also, I've noticed on 70 Highway,
2 right in that run where it's like kind of right in
3 the core of the City where I-70, you take the 31st
4 Street exit or the - I forgot which exit that is,
5 but it's the next one. But as you get closer into
6 getting to downtown, the lights are all working,
7 but all of them in that whole area, none of the
8 pole lights are working along I-70 or 71.

9 COMMISSIONER RUPP: When were you told
10 that they were going to be fixed?

11 MS. PAYNE: They just said they were
12 going to be, that they were working on it.

13 COMMISSIONER RUPP: Was that six months
14 ago, three months ago?

15 MS. PAYNE: It's probably been somewhere
16 between three and six months.

17 MR. OPITZ: May I? During your contact
18 with the company, either in person or over the
19 phone, were you ever informed of your right to
20 contact the Public Service Commission and file a
21 formal complaint?

22 MS. PAYNE: No.

23 MR. OPITZ: Thank you.

24 JUDGE BUSHMANN: Any other questions?
25 Thank you. Joseph Jackson.

1 JOSEPH JACKSON, duly affirmed by Judge
2 Bushmann, testified as follows:

3 JUDGE BUSHMANN: Could you please state
4 your name and spell your last name?

5 MR. JACKSON: My name is Joseph, J-O-S-E-
6 P-H, Jackson, J-A-C-K-S-O-N. Mr. Chairman and
7 members of the Public Service Commission, I'm here
8 to testify as to the 15.28 rate increase requested
9 by KCP&L. Financial information references my
10 testimony as obtaining (inaudible) 10th day of
11 December, 2014. (Inaudible.)

12 JUDGE BUSHMANN: Mr. Jackson, could you
13 slow down?

14 COURT REPORTER: Sounds like slurring.

15 (Witness is mostly inaudible.)

16 MR. JACKSON: The Form 10K is a financial
17 document that has been provided just to the
18 Security & Exchange Commission from KCP&L and the
19 other utility corporations. Missouri and Kansas
20 and Aquila as of recent, as a result, the
21 electrical utility does not compete with any other
22 utility providers, to manage electric in our
23 franchise service area, and this allows them to
24 operate as a monopoly.

25 Customer service. Over the last few

1 years, (inaudible) day and night and they can last
2 anywhere from 30 minutes to sometimes over four
3 hours. The last time was about two months ago, it
4 was very dark on my street about 10:00 at night.
5 (Inaudible) and they had oxygen, some of them
6 (inaudible). This is happening (inaudible).

7 From the testimony given by the
8 (inaudible), you can see it would be a threat that
9 this (inaudible). (Inaudible.) Private policy
10 requires that (inaudible). We worked with KCP&L
11 (inaudible) and there's nothing they can do
12 (inaudible) the location of (inaudible).
13 (Inaudible.)

14 I see the request for rates coming in in
15 June, 2004 and it was not completed until October,
16 2014. This (inaudible.) (Inaudible.) KCP&L filed
17 a (inaudible.) (Inaudible.) KCP&L petitioned for
18 a fuel adjustment charge to (inaudible.)
19 (Inaudible.) KCP&L's cost for natural gas went
20 down from \$2.79 per kilowatt hour generated to
21 \$7.75 per kilowatt hour generated. This fuel
22 (inaudible) is a 3.2 per kilowatt hour.
23 (Inaudible.) They had 95 percent of the required
24 2015 (inaudible.) Fuel costs for KCP&L went
25 down to (inaudible) in 2014. This is a \$15,000,000

1 decrease.

2 According to Form 10, it heightened up
3 the increase in coal price, but only (inaudible) in
4 2015. They heightened up the increase of 10
5 percent and adjust the price (inaudible) increased
6 the fuel expenses in 2015. (Inaudible), why do
7 they need the fuel adjustment charge. After that,
8 what is fuel adjustment charge. KCPL operates on
9 four types of fuel, coal, nuclear, gas, wind. 2014
10 (inaudible) coal. The cost was (inaudible.) 2015
11 (inaudible) directly to coal. The estimated cost
12 is (inaudible.) Nuclear, 2014, 16 percent costs
13 (inaudible) per kilowatt hour. 2015, 0.66, 66
14 cents for a kilowatt, 50 percent, gas fell to 1
15 percent.

16 In 2014, it's 2.7 (inaudible.) In 2015,
17 estimated cost is 7.75 percent per kilowatt hour.
18 Wind is 2 percent. (Inaudible.) I can't see 6
19 percent being a significant part in this
20 (inaudible.) Total cost per kilowatt hour in 2013
21 estimated (inaudible.) In 2014, it's going to be -
22 in 2014, it was \$1.95 per kilowatt, this is on page
23 8. This year, it's estimated to be \$1.80.

24 (Inaudible) gives us an increase by 15
25 percent by 2016 and 28 percent by 2020.

1 (Inaudible) renewable energy sources, 10 percent by
 2 and 15 percent by 2020. Then we partly have
 3 two megawatts of solar resources. Renewable energy
 4 is the cheapest source of energy (inaudible), not
 5 only is the cost less, but the future delivery will
 6 (inaudible.)

7 Any of the increases accrued, KCP&L
 8 currently now according to this chart has had 48.1
 9 percent increase since 2006/2007, while Kansas has
 10 had a 21.8 percent increase. (Inaudible.) KCP&L
 11 (inaudible.) (Inaudible) Missouri didn't receive
 12 any increase and it should have been seeking
 13 (inaudible.) Kansas City (inaudible.) This water
 14 increase is very (inaudible.) This water increase
 15 is (inaudible.)

16 In 2010, we paid \$2.81 for our
 17 (inaudible.) In 2011, water went to \$3.18 per
 18 (inaudible.) 2012, we had a 3.67 per CCF of water,
 19 so the price (inaudible.) 2013, we paid 4.02 for a
 20 CCF of water, surcharge is now 11.90, (inaudible.)
 21 In 2014, we paid 4.45 per CCF of water,
 22 (inaudible), sewers, 15.10. 2015, (inaudible), we
 23 paid 4.60 per CCF of water, 13.50 surcharge,
 24 (inaudible.)

25 Water rates in Kansas City alone reached

1 about 3 percent over the next five years, which
2 sewer rates increased by 15 percent over five
3 years. Gas increases, light increases, water
4 increases. Each time a utility goes up, prices go
5 up, we don't have any increase in wages.

6 (Inaudible.)

7 Kansas City had over 14,000 (inaudible.)

8 How is this going to effect Kansas City?

9 (Inaudible) about 50 percent. 50 percent of
10 enrolled students (inaudible.) (Inaudible) due to
11 inability to afford the rents. 65 percent out of
12 percent - hold on. That 65 percent is the rent
13 that moved when costs went up (inaudible.) Crime
14 increases (inaudible.)

15 When KCP&L went to build the
16 (inaudible), they can't even endure the costs, on
17 the record \$300,000. (Inaudible) and customers
18 cover the cost. While KCPL (inaudible), all
19 profits have taken appreciation on an average of
20 customers pay for it. (Inaudible) KCP&L needs to
21 subsidize on these (inaudible.) (Inaudible) in
22 some cases, \$2.

23 With gas prices always going up, what is
24 the incentive to purchase (inaudible.) I'm asking
25 the Missouri Public Service to disclude Kansas City

1 Power & Light's request for a 15.8 percent
2 increase. (Inaudible.) This will allow customers
3 to budge and brace for the increase, rather than
4 being his all at once. This increase is due to be
5 put in place September 13th. (Inaudible.)

6 Missouri Public Service is mandated with
7 renewable sources of energy rates he high than
8 those (inaudible.) These include utilities, food,
9 medicines and shelter. According to the United
10 States - (inaudible.) This is in March. There are
11 (inaudible) people on the waiting list,
12 (inaudible.)

13 KCPL did most of the (inaudible.) If
14 they're going to assist people having difficulties,
15 they can donate some of the \$240,000,000 in profit
16 and take that and try to (inaudible.) (Inaudible)
17 people who urgently need help now. What about the
18 others that are going to be affected? (Inaudible)
19 don't get an increase in wages, Social Security,
20 (inaudible.) Why don't you think about that before
21 you decide who (inaudible.)

22 CHAIRMAN KENNEY: Mr. Jackson, thank you
23 for being here. Did you come to a satisfactory
24 resolution of your situation?

25 MR. JACKSON: Yes. It took about a week

1 and we were able to get the utilities in our name
2 so she did not qualify for (inaudible.)

3 CHAIRMAN KENNEY: Let me ask you and I
4 want to make sure I heard you right. When did you
5 request your-

6 MR. JACKSON: I turned the paperwork in
7 in June, and they sent it back and it didn't get
8 resolved until this October. It was the end of
9 September or the first of October.

10 CHAIRMAN KENNEY: I don't have any other
11 questions. Thank you for your testimony. Thank
12 you for taking your time to be here tonight.

13 MR. JACKSON: I have a signed petition by
14 about 150 (inaudible) Public Service Commission.
15 We are not in favor of KCP&L raising our rates.

16 COMMISSIONER RUPP: Sir, the only thing
17 we haven't heard tonight is usually, we hear
18 something about how the economy is, the community
19 partner, and they're very involved in the
20 community. The community, keeping that in mind,
21 are they the community partner?

22 MR. JACKSON: I would say this, if they
23 want to be involved in the community, they can
24 donate funds too and services (inaudible) waiting
25 on the waiting list. Because throughout this

1 entire process, one of the things is KCP&L gets
2 paid, no matter what happens.

3 COMMISSIONER RUPP: (Inaudible) are they
4 involved civic-

5 MR. JACKSON: They're involved in civic
6 contributions in the situations. The thing that
7 they're involved in (inaudible) assistance between
8 lights, food and shelter.

9 COMMISSIONER RUPP: Okay, thank you.

10 CHAIRMAN BUSHMANN: Thank you, Mr.
11 Jackson.

12 MR. WILLIAMS: Mr. Jackson, for the
13 record, could you clarify your neighborhood,
14 please?

15 MR. JACKSON: It's 27th Street, which is
16 Linwood and Prospect to Indiana.

17 MR. WILLIAMS: Thank you very much.

18 JUDGE BUSHMANN: Any other questions?

19 STEPHEN W. MCBRIDE, duly affirmed by
20 Judge Bushmann, testified as follows:

21 JUDGE BUSHMANN: Please state your name.

22 MR. MCBRIDE: Stephen Wayne McBride of
23 Kansas City, Missouri. I think what KCPL is
24 wanting is ridiculous. I been thinking of the
25 community part, yeah, say in the 1980's, you know,

1 they were a real good company. My dad, Nathan
2 Wayne McBride, worked full time for American Clutch
3 and in here for KCPL and that company dates back to
4 .

5 As a descendent of him, I would think my
6 dad would be appalled the way the company is doing
7 the customers today. Like if you look at the
8 simple ways to save energy here, turn the page
9 here, it has CFL costs. Actually these days, it's
10 telling these folks. So really right there, it
11 admits to me.

12 Number two, I've had to go to United
13 Services for assistance because I'm on a very fixed
14 income, less than \$1,000 a month, and I have called
15 the electric before, on the level or the loss, and
16 until very recently, about maybe three months ago,
17 there was a man that was sitting there which is the
18 same type that was in there when it was an office
19 building before it was an office, and they finally
20 changed it. But by then, my electric bill was
21 getting up in the thousand dollar range. So I
22 mean, I had a huge between move that kind of stuff.

23 They also said something in their
24 pamphlet about saving on heating and cooling and
25 you see a program of double standard. Yeah, I've

1 got one, I've got the only in the bill.

2 (Inaudible) in my bill. And it's simply that I
3 should not have to tell them about my (inaudible)
4 in my heating and air conditioning system. And I
5 showed them everything else, was down on kilowatts.

6 (Inaudible) is telling me to do it the same.

7 (Inaudible) on people, and I don't have the luxury
8 of the wind (inaudible).

9 I live in the hood (inaudible) which is
10 obviously low income. I'm on Section 8 now and you
11 know, it's like we're barely getting by. And I
12 could understand a rate increase if it was like
13 to 12, or even 15, but not \$25. That's
14 preposterous. (Inaudible) with KCPL, I would
15 demand that if at all possible, you guys reject
16 this rate increase. If they need the money that
17 bad, let them (inaudible) like the school district
18 still does. Thank you.

19 CHAIRMAN KENNEY: Mr. McBride, what did
20 you say you were mandated in your apartment
21 building?

22 MR. MCBRIDE: It was about three months
23 ago, they replaced all of them, you know, and I
24 would say about 80 percent of the meters were
25 demand. On my floor, you know, all the meters were

1 demand except for Apartment 1706, and I'm 1707. So
2 they quit selling that very recently, and I called
3 KCPL on this before and they have said, "We ain't
4 got no demand meter in there," but now, I don't
5 know if I had had my Time Warner cable cut off, and
6 the cable, that should be in the same room as the
7 meters. (Inaudible.)

8 CHAIRMAN KENNEY: Thank you for your
9 testimony, sir. Thank you for being here tonight.

10 MR. MCBRIDE: Thank you.

11 COMMISSIONER RUPP: So when you called
12 the company, they said that there were no demand
13 meters there?

14 MR. MCBRIDE: Right.

15 COMMISSIONER RUPP: But there actually
16 was?

17 MR. MCBRIDE: Yes.

18 COMMISSIONER RUPP: Thank you, sir.

19 MR. MCBRIDE: Thank you.

20 JUDGE BUSHMANN: Ben Proffer.

21 BEN PROFFER, duly affirmed by Judge
22 Bushmann, testified as follows:

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

25 MR. PROFFER: Ben Proffer, that's P-R-O-

1 F-F-E-R.

2 JUDGE BUSHMANN: Where do you live?

3 MR. PROFFER: Kansas City, Missouri.

4 JUDGE BUSHMANN: Go ahead.

5 MR. PROFFER: I wasn't going to say
6 anything because I didn't know very much about the
7 rate increase or the reason for it, but I'm also on
8 the Kansas City Environmental Management
9 Commission, and when I heard that the rate increase
10 was because the EPA is demanding that Kansas City
11 Power & Light retrofit its power plants to better
12 serve the public health and the environment, I felt
13 compelled to come here today.

14 I don't have any figures. Mr. Jackson
15 had all those and his testimony was very, very
16 compelling. But I would say that I agree with the
17 data, which it's part of the public's testimony
18 that the increase should be denied because it's not
19 customer service costs, it's mandated by the
20 Federal Government.

21 I ask the Commission as you decide this
22 matter, you have to decide whether or not to let
23 the public (inaudible) did this whether or not it's
24 right, its mandated cost for service to the public
25 and we have the most desperately poor customers

1 part if the rate increase happens. Again, more
 2 people that are more closely affected do that than
 3 I have leave in testimony, then again, it's very
 4 compelling.

5 Furthermore, I think you're going to
 6 have to ask yourselves during the current plan,
 7 Jeff City, there were stories in the newspaper
 8 about the welfare being cut, Jeff City talking
 9 about denying people even the basic cost to
 10 survive, during a time when there has never been a
 11 greater disparity in the income in the United
 12 States.

13 Who are these shareholders from Kansas
 14 City Power & Light who won't have to worry about
 15 paying rent, or public - I'm sorry. So in terms of
 16 whether or not it's prudent, I would say no, it's
 17 not. Whether or not it's right, I would also say
 18 no, it's not right.

19 If anything, the company owes the public
 20 in the interest of public health, in the past by
 21 the coal fired power plants, and if it costs the
 22 record that it's the energy that's produced that we
 23 have no choice but to consume. It's basically
 24 asking us to pay for monies though. It's going to
 25 correct to abuse and I wish for Kansas City Power &

1 Light to be proud to make the (inaudible) of this,
2 and I don't think 2 percent wind power is nearly
3 enough. And Missouri discourages the public from
4 supporting greater (inaudible.)

5 JUDGE BUSHMANN: Questions? Thank you
6 very much.

7 UNKNOWN: I got a question for you. I
8 was wondering what your organization thinks about
9 the smart meters they're putting in, if it's even
10 more on PCB's and stuff.

11 JUDGE BUSHMANN: You can talk about that
12 in the back, so we can continue on with the
13 hearing.

14 DAVID BENNETT, duly affirmed by Judge
15 Bushmann, testified as follows:

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

18 MR. BENNETT: My name is David Bennett,
19 B-E-N-N-E-T-T.

20 JUDGE BUSHMANN: Where do you live?

21 MR. BENNETT: In Buckner, Missouri.

22 JUDGE BUSHMANN: Go ahead.

23 MR. BENNETT: I've listened to the other
24 testimony that was redundant, but obviously, the
25 flat rate is going to hurt a lot of people, they

1 don't have control, and they'll get an increase out
2 the user side or more use, which, to pay for it.
3 The other thing is - anyway, a person asked a
4 question about the meter, replacing the meter.
5 This should have been an ongoing part of their
6 maintenance, and there are years that - and you've
7 got to replace them. Then you add this increase to
8 say, "Well, we're going to replace the meters,"
9 things that should have been maintained all along
10 aren't being maintained, and I've worked in this -
11 as a matter of fact, I've worked there on this
12 upgrade and I'll tell you the ongoing maintenance
13 is poor.

14 Their maintenance is like you driving
15 your car and not putting oil in it and then the
16 engine blows up and it costs you a lot more than an
17 oil change is going to cost. And now they want to
18 pass this onto to the consumer for the lack of good
19 maintenance on these things and they have an
20 obligation to the consumer, especially the consumer
21 that has noplac else to go, and we're a captive
22 consumer, there's no competition. They need to
23 make sure these things are maintained and not
24 trying to roll them over into a rate increase like
25 they're doing now. Thank you.

1 JUDGE BUSHMANN: Questions? Thank you
2 for being here. Rudolph Pieters.

3 RUDOLPH PIETERS, duly affirmed by Judge
4 Bushmann, testified as follows:

5 JUDGE BUSHMANN: Please state your name
6 and spell your last name.

7 MR. PIETERS: My last name is Pieters, P-
8 I-E-T-E-R-S, and I live in Raytown, Missouri.

9 JUDGE BUSHMANN: Go ahead.

10 MR. PIETERS: I'm not going to be very
11 long. But one of the issues that was brought up
12 and I'd say this is a better way of going about it.
13 Whether than a flat service charge, if you do need
14 the rate increase, do it on the use of it.

15 The reason I say that is this, over the
16 last few years, me personally at my house in
17 Raytown, I have spent money on putting in more
18 energy efficient lights, bulbs, LED's. I have
19 changed the light fixtures, put on the T flow
20 versus the T8 to make it more efficient. I have
21 put in LED bars on the under cabinets, so I went
22 from one fixture that was fifteen watts at the time
23 it was on to using a fixture down to (inaudible) in
24 two spots. So we're talking about recuperating
25 costs.

1 Well, I thought that over time, that I
2 would see my light bill decrease, so to recuperate
3 my costs. And I want to say that KCP&L has their
4 costs to recuperate as well, but I don't think that
5 necessarily this is the way to go about it, by
6 putting more of the increase on the flat, and I do
7 have, on the fixed part. I think more of it should
8 be on the user end of it, because the less you use,
9 hypothetically, is the less you pay.

10 But at the same time, I feel like my
11 efforts and I second or third, the statements that
12 were made earlier regarding that this creates a
13 less incentive to be energy efficient. I feel like
14 my efforts and my own money, and I've spent
15 probably in the neighborhood of 200 plus, I was
16 buying these lights fixtures, and now I put them in
17 myself so I didn't have to pay the electric folks,
18 but, and I noticed that in the last nine bills that
19 I have, six of them have shown the decrease in
20 kilowatt hours. So whatever I'm doing is working
21 and it's exactly that over a period of time.

22 However, with a rate increase coming
23 down, it's not going to work and I feel like my
24 efforts, in a way they were wasted, and I feel like
25 I'm against this rate increase. This half, I know

1 that companies have to spend money and they have to
 2 recuperate some of the costs, but not this. If
 3 there was a more factual reason that they need a
 4 rate increase, begin on the user end of it because
 5 my feeling, I don't understand, make somebody pay
 6 (inaudible) charges for kilowatts, one is 600 and
 7 another one is 840.

8 It's weird to me, so based on
 9 (inaudible), I don't understand why there's some
 10 monthly flat - okay, this is how much you pay per
 11 kilowatt hour. So again, I would just like to say
 12 that it's not just about me. It's about thousands
 13 of KCP&L customers in this area, and yeah.

14 It is - it will hurt, on the lower
 15 income brackets, the hardest. I do feel that we
 16 are at a time where if you live in Kansas City, you
 17 are seeing tremendous water increases. As a matter
 18 of fact, in Raytown, they want to increase the
 19 water rates there too. So, you know, let us find
 20 different ways to reduce our energy consumption
 21 because putting it on the customer charge does not
 22 support the cause. We need (inaudible), but
 23 putting it on the user end so that people can find
 24 different ways to make their homes or their
 25 apartments sufficient by buying LED bulbs or

1 changing out light fixtures and so forth so that we
2 can continue, because see, I believe in the
3 environment too, so I believe that my contributions
4 at my own household is using less power.

5 I'm using a smaller power equipment, but
6 at the same time, I want to be compensated for my
7 efforts through a lower electric bill, a lower
8 electrical bill. But if you approve this rate
9 increase, you're going to say to all of the people
10 who have done these things, and I know other people
11 who are going through their houses and doing the
12 same exact thing. It was a good try, but now
13 they're going to approve a rate increase and the
14 money you've tried to be saving, well, you're just
15 going to spend it anyway. Thank you.

16 CHAIRMAN KENNEY: Thank you for your time
17 and testimony here tonight. If you need some
18 further clarification on some line items on your
19 bill, I would encourage you to take a minute and
20 talk to the representatives from KCP&L or our
21 office or the Office of Public Counsel will be able
22 to provide you some clarity with respect to each of
23 the line items. Thanks again.

24 MR. PIETERS: Thank you.

25 JUDGE BUSHMANN: Jamekia Kendrix.

1 JAMEKIA KENDRIX, duly affirmed by Judge
2 Bushmann, testified as follows:

3 JUDGE BUSHMANN: Please state your name
4 and spell your last name.

5 MS. KENDRIX: Jamekia, I'll spell both,
6 J-A-M-E-K-I-A, Kendrix, K-E-N-D-R-I-X.

7 JUDGE BUSHMANN: Where do you live?

8 MS. KENDRIX: 3316 Benton Boulevard,
9 Kansas City, Missouri. First, I want to thank you
10 all for having the Public Hearing and inviting us
11 here to speak. I'm actually running for City
12 Council in the Third District, so I've done a lot
13 of research on demographics in that area, and my
14 testimony is going to focus on that area, as it
15 relates to the rate increase.

16 And it's my understanding that you all
17 are here to protect the interest of the residents,
18 seeing how KCPL is essentially a monopoly. And so,
19 and then you're also to determine whether things
20 are prudent, and so I went to look up the
21 definition of prudent, just to make sure that I'm
22 asking you for the right things. And it is, a
23 prudent act is one that shows care and thought will
24 be ensured. And, so my testimony is going to kind
25 of focus on that.

1 Within the Third District, the
 2 boundaries of that are Independence Avenue to 54th
 3 Street, these are the rough boundaries, and the
 4 eastern most boundary of Kansas City. And in that
 5 area, there's only about 75,000 people out the
 6 about half million that are in Kansas City.

7 This is one of our most blighted
 8 communities, and to describe, I actually - the U.S.
 9 Environmental Protection Agency has had indicators
 10 of like, which would be low income, high racial,
 11 and undeveloped lots or vacant properties. So in
 12 the Third District, even though the medium income
 13 for Kansas City is \$57,000, the Third District
 14 income is \$26,000 a year, and that household size
 15 is 2.5. Poverty in this area is 36 percent, which
 16 means 27,128 people are living below the poverty
 17 level in this area. 17,000 of those are seniors,
 18 who are over the age of 65. Within this area, we
 19 have 26 percent of our houses that are actually
 20 vacant. We had 55 percent of our homes that are
 21 being rented and 76 percent of our homes that were
 22 built before 1970, which is when insulation codes
 23 weren't active.

24 We have an unemployment rate of of
 25 percent, that's 5,159 individuals were unemployed,

1 and the rate of homes in our area, there's 10,622
2 vacant homes in the Third District, that is 26
3 percent of our housing.

4 So I give you all this information to
5 paint a picture of what we're looking at in one
6 community or one area that KCP&L serves. And then,
7 at a meeting on April 23rd, we talked about the
8 programs that KCPL has, two active programs for
9 those who can't afford to pay their bills. That
10 was expected to increase by 8 percent, that's what
11 they were asking for. When I asked for the number
12 on that, it's 1,500 residents, which is a 50
13 percent increase.

14 So what that says is, with our seniors
15 for a - in the Third District alone, there would be
16 200 who are still not served by these programs,
17 even with an 8 percent increase. So this is about
18 78,330 residential customers that I was told that
19 KCP&L had on April 23rd.

20 I also wanted to look at the hourly
21 cost, because in Jeff City, that you spend around
22 30 percent of your income on housing. In the Third
23 District, 3,175 of our homeowners are saving 35
24 percent more on their housing, and there are 8,692
25 folks who are actually regulars for spending 35

1 percent or more on housing. Mainly, I'm just
2 talking about fixed incomes for individuals and how
3 that affects them. I'd like to talk about the use
4 a lot, and so I wanted to look at how many seniors
5 are in the Third District who are actually on a
6 fixed income. So we have 8,781 individuals in this
7 area that on Social Security, 1,851 who are
8 receiving public assistance.

9 So why am I getting involved in this?
10 There's 25,628 individuals who would still be
11 looking for assistance because we had over
12 who are living below the poverty level. Even if
13 all of those dollars are going towards these
14 programs that help low income folks or directed
15 towards people specifically in the Third District
16 living under the poverty level. And as I said
17 before, we have 220 seniors who still are not
18 served.

19 So Kansas City Power & Light has come to
20 you and asked for rate increases, and because I
21 understand they've had about 50 percent increase
22 over the last eight years. And, so they don't have
23 any intention if we continue to approve rate
24 increases, to look elsewhere. They're not looking
25 at grant funding which was said earlier today.

1 They're not looking at even increasing the usage
2 rate for corporate or small businesses, even though
3 they represent about half of the customer base that
4 they have, according to one of the gentlemen who
5 testified earlier. And, so what I'd like for you
6 to do is look towards the future.

7 In the Third District, we are completely
8 blighted, we have people moving out all of the
9 time. Over the last four years, ours has gone from
10 to over 11,000, which is the number I just
11 gave you. And part of the reason for this is
12 because people are not coming to live in this area
13 because it's not affordable, and when we have homes
14 that were made before 1970, you're using more
15 energy to heat and cool those homes. You're
16 spending more on energy, and so you're putting it
17 an unfair burden on these folks who cannot afford
18 it.

19 And I understand that Kansas City Power
20 & Light, look at their entire customer base, will
21 determine what they're doing. But when you take
22 these small pockets, and actually it's not that
23 small, but when you takes these pockets of poverty
24 that are in the City, this is an unfair charge for
25 these folks. This is not looking towards the

1 future of Kansas City, because Kansas City cannot
2 move forward if all its residents cannot.

3 And, so I'm going to ask that utilities
4 look at increasing the corporate user rates. You
5 don't have to increase it by 280 percent like
6 you're trying to do to residential, but you need to
7 at least look at it. Also, to look at increasing
8 the amount of assistance, look at the amount of
9 money that's allotted towards those assistance
10 programs.

11 Because what you're doing right now is
12 causing us, the taxpayers, to pay on the back end,
13 because the people who cannot afford to pay these
14 bills are going to non-profit organizations, and
15 those organizations to figure out, "How do I get
16 the money to meet the X," and that's taxpayer
17 money. And KCP&L does not come to taxpayers and
18 ask us if we approve the improvements at those
19 rates.

20 They didn't ask us if we wanted electric
21 vehicle charging stations. They didn't ask us
22 about the Wolf Creek Nuclear Generation Station.
23 But we're paying for it with our tax dollars by
24 subsidizing the electric bills for these folks who
25 can't afford to pay.

1 In the Third District alone, that's over
2 25,000 people. And, so I'm asking you to actually
3 not give them the rate increase and ask KCPL to
4 look at some other things in order to meet their
5 needs, as well as to do things that look toward the
6 future of their customers and our community, rather
7 than just looking towards the money that their
8 shareholders need to get, and the money that they
9 need to cover expenses that they chose to make,
10 without even coming to us. And I believe that's
11 it.

12 CHAIRMAN KENNEY: Ms. Kendrix, thank you
13 for taking the time to be here tonight. The 25,000
14 people that you indicated, those are the 25,000
15 people just in the Third District living below
16 poverty level?

17 MS. KENDRIX: Yes, yes.

18 CHAIRMAN KENNEY: And that's the
19 federally defined poverty level?

20 MS. KENDRIX: Yes.

21 CHAIRMAN KENNEY: Is that 25,000
22 individuals or 25,000 households?

23 MR. KENDRIX: Individuals.

24 CHAIRMAN KENNEY: Okay.

25 MS. KENDRIX: And this is American

1 Community Survey from 2013 data, rather than 2015
2 date, so that's the American Community Survey 2013
3 data.

4 CHAIRMAN KENNEY: Thank you very much for
5 being here tonight.

6 JUDGE BUSHMANN: Thank you for your
7 testimony.

8 COMMISSIONER KENNEY: Ms. Kendrix, thank
9 you for being here. I've been a Kansas City
10 resident since 1979 and I'm in the area of Kansas
11 City now. When is your election?

12 MS. KENDRIX: June 23rd.

13 COMMISSIONER KENNEY: Kind of close
14 coming up. But I just wanted to compliment you for
15 having had your children here so that they can
16 educate from the experience, and the City needs
17 individuals like you.

18 MS. KENDRIX: Thank you. Thank you.

19 JUDGE BUSHMANN: Johnell Davis.

20 JOHNNELL DAVIS, duly affirmed by Judge
21 Bushmann, testified as follows:

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

24 MR. DAVIS: My name is Johnell Davis. My
25 last name is D-A-V-I-S.

1 JUDGE BUSHMANN: Where do you live?

2 MR. DAVIS: Kansas City, Missouri.

3 JUDGE BUSHMANN: Please go ahead.

4 MR. DAVIS: I'm totally against this
5 increase. In the last eight years, you've had
6 percent total percent increase, and now you want
7 more. When are you going to stop? I mean, in
8 eight years, you didn't do nothing with the first
9 increase to maintenance this equipment.

10 Everybody here has spoke about buying
11 bulbs and appliance, Star appliances and things of
12 that nature, to cut back energy costs in our homes.
13 I'm another person that bought the Star appliances
14 and all that. So by you cutting back energy, KCP&L
15 should have known they're not making enough money
16 because they're cutting back energy, so let's raise
17 the price.

18 So it's like people has gone to the
19 trouble to right it and it isn't enough. Since
20 we're not using as much, they've upped the ante.
21 This has to stop. There's been rate increase after
22 rate increase, and they should be having enough
23 money (inaudible) the consumer to give, when are
24 they going to bring what they want to the
25 shareholders. Why don't the shareholders, why

1 don't they stop taking so big of a check home,
2 because they don't have these problems of how to
3 pay their bills. They don't have these problems
4 with their utilities. Only the ones working 9 to
5 .

6 The wages are not going up, but
7 everything else is. So if you care about the
8 people here, you at the Commission, you care about
9 us, then do something about it. Do something for
10 us, do something for us. Tell the big companies,
11 "No more. No more, cut it out, stop it."

12 My whole house is electric, I can't
13 afford another increase. I can't, and I work every
14 day, two jobs. I'm barely home at times, I'm
15 working, and I'm barely making ends meet working
16 two jobs, and my wife works, and I have no kids.
17 All I have is utilities. I got a water bill today
18 for \$170 all for one month.

19 So I don't understand when is going to
20 stop. People are hurting. People are actually
21 hurting because they have to make a choice, food or
22 utilities - make a meal, especially if you don't
23 have the utilities to even cook a meal. People use
24 their barbecue grills to cook their dinner on
25 because that's all they can use. They don't have

1 gas, they don't have electric.

2 It's like going to the stone age again,
3 cooking outside. That's what happens in my
4 neighborhood, grills all over the back porch, front
5 porch, everybody using grills. It needs to stop,
6 and you guys are the only ones that can stop it.
7 Thank you.

8 JUDGE BUSHMANN: That's all the names
9 that are on the list. Was there anybody else
10 that's not on the list that would like to speak?
11 Yes?

12 DANITA KAMEHAMEHA, duly affirmed by
13 Judge Bushmann, testified as follows:

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

16 MS. KAMEHAMEHA: My name is Danita
17 Kamehameha, so K-A-M-E-H-A-M-E-H-A. I want to
18 thank you gentlemen for being here. And I've heard
19 the testimony and I must say, the people of
20 Missouri are really involved here. As someone
21 said, the seniors are suffering, they aren't making
22 ends meet. Many of them are losing their homes,
23 and they're losing because they don't have gas, you
24 can't stay in your home. If you can't have lights,
25 you can't see. All this, and if you don't have

1 water, then, you know, it's not healthy for you to
2 be in your home. So they're losing their homes,
3 and it's a shame. And then they go to a senior
4 facility, many of them may have to life pills, and
5 they get kicked again.

6 So I'm saying to the Public Commission,
7 you know, we're not supposed to have a monopoly in
8 this country, but the gas, one gas company, one
9 light company, one water company. I think it's
10 time for us to consider that immoral. Are we
11 paying for the Power & Light District? This is all
12 we've got? Because seniors don't have time for
13 entertainment, they're too busy trying to put their
14 fence together, to determine whether they're going
15 to have food or are they going to have to stay in
16 their senior facilities if they can afford it, or
17 go to a home, and I think it's disgraceful.

18 But I know they're good people at Power
19 & Light Company because there are people who are
20 working to feed us. They've been working for the
21 company, and I know they're good people here too.
22 But the point is, greed has set in this country.
23 Corporations are taking advantage of the very
24 people they're supposed to serve, and I'm asking
25 the Commission to please consider the low income
26 people, seniors, disabled people, and people with
27 mental disabilities and, you know, they don't have
28 it. What are you going to do for the people with
29 (inaudible)? If we can't afford to pay the light
30 bill, that means we can't afford to be here.
31 That's what that means.

32 So I'm asking the Commission to please
33 consider not allowing this rate increase. If they
34 want to increase, do a very small increase. You're
35 not suffering. It's not like you're going to lose
36 money. If you're going to lose money, that's
37 different. I know that you have certain costs,
38 that's understandable, but reasonable costs.

39 Don't make the people suffer because you
40 want more money. It has to be more than that, and
41 I think there is a moral issue here with companies,
42 and people living in this country. For those of
43 you who live in this country and work for
44 corporations, you have a moral issue and Americans
45 are suffering seriously. You're going to have more
46 people on the street. We're going to have children
47 on the street, mothers who can't afford these
48 things. So I'm asking of the Commission, I'm
49 asking you to bring your rates down to a reasonable

1 JUDGE BUSHMANN: Is there anyone else?

CHAIRMAN KENNEY: I want to just, again,
2 thank everybody for taking the time to be here
tonight. We have one more Local Hearing, Local
3 Public Hearing tomorrow, and then there will be an
evidentiary hearing in Jefferson City at the end of
4 June or beginning of July, so this is just a
component of the process, but it's a very
5 significant and important part of the process.

We really appreciate the time that
6 you've taken to be here and to share in very
reflective and very inevitable commentaries, and we
7 appreciate the time that you've taken to be here
tonight. Thank you very much.

8 JUDGE BUSHMANN: Thank you very much for
being here. This Hearing is now adjourned.

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

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 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

	INDEX	
	WITNESS:	PAGE NO.
1		
2		
3	Andrew Linhares	5
4	Michael Patterson	11
5	Sierra Stahi	15
6	Amrita Burdick	17
7	Sergey Vartanov	21
8	Diana Payne	23
9	Joseph Jackson	36
10	Stephen W. McBride	43
11	Ben Proffer	46
12	David Bennett	49
13	Rudolph Pieters	51
14	Jamekia Kendrix	55
15	Johnell Davis	62
16	Danita Kamehameha	
17		
18		
19		
20		
21		
22		
23		
24		
25		

<p style="text-align: center;">A</p> <p>A-M-R-I-T-A 17:19</p> <p>A-R-E-S 5:22</p> <p>a.m 25:23 33:5 33:13</p> <p>ability 7:1 8:5,11 68:8</p> <p>able 4:4 12:11 42:1 54:21</p> <p>absolutely 9:25</p> <p>abuse 48:25</p> <p>account 4:5 29:17</p> <p>accrued 39:7</p> <p>act 55:23</p> <p>action 68:11,15</p> <p>active 56:23 57:8</p> <p>add 10:16 50:7</p> <p>added 7:8</p> <p>Adding 7:12</p> <p>additional 31:17 32:3</p> <p>address 4:13,23</p> <p>adequate 21:1</p> <p>adjourned 67:8</p> <p>adjust 38:5</p> <p>adjustment 37:18 38:7,8</p> <p>admits 44:11</p> <p>advantage 66:12</p> <p>affirmed 5:17 11:11 15:4 17:14 21:9 23:22 26:19,19 36:1 43:19 46:21 49:14 51:3 55:1 62:20 65:12</p> <p>afford 40:11 57:9 59:17 60:13,25 64:13 66:8,15 66:15,24</p> <p>affordable 21:5 59:13</p> <p>age 56:18 65:2</p>	<p>Agency 56:9</p> <p>agents 15:14</p> <p>ago 13:15,21 31:21 32:19 35:14,14 37:3 44:16 45:23</p> <p>agree 47:16</p> <p>agreement 20:13</p> <p>ahead 6:1 15:11 24:4 47:4 49:22 51:9 63:3</p> <p>aid 14:21</p> <p>ain't 46:3</p> <p>air 7:6 45:4</p> <p>Alice 24:12</p> <p>alienate 8:12</p> <p>allotted 60:9</p> <p>allow 21:4 41:2</p> <p>allowing 7:19 66:17</p> <p>allows 36:23</p> <p>alright 12:13</p> <p>alternative 19:17 19:19,21 21:6</p> <p>Ameren 2:25 5:2</p> <p>America 2:25</p> <p>American 44:2 61:25 62:2</p> <p>Americans 66:22</p> <p>amount 8:7 12:2 14:19 60:8,8</p> <p>Amrita 17:12,14 17:18 69:6</p> <p>Andrew 5:15,17 5:21 6:3 69:3</p> <p>angle 24:10</p> <p>annual 11:21 12:23 18:13 20:7</p> <p>annually 12:18</p> <p>ante 63:20</p> <p>anybody 65:9</p> <p>anyway 50:3 54:15</p> <p>apartment 45:20 46:1</p>	<p>apartments 53:25</p> <p>appalled 44:6</p> <p>apparently 22:6</p> <p>appear 4:7</p> <p>appearance 4:10 6:19</p> <p>Appearing 4:21</p> <p>appliance 63:11</p> <p>appliances 21:25 23:7 63:11,13</p> <p>application 23:4</p> <p>applies 18:10</p> <p>appreciate 4:1 67:5,7</p> <p>appreciation 40:19</p> <p>appropriate 20:20</p> <p>approve 54:8,13 58:23 60:18</p> <p>approximately 13:23</p> <p>April 22:25 29:24 57:7,19</p> <p>Aquila 36:20</p> <p>archaic 20:23</p> <p>area 28:21 35:7 36:23 53:13 55:13,14 56:5 56:15,17,18 57:1,6 58:7 59:12 62:10</p> <p>arrived 25:22</p> <p>asked 13:15 14:1 16:19,24 50:3 57:11 58:20</p> <p>asking 18:24 19:25 40:24 48:24 55:22 57:11 61:2 66:12,16,24,25</p> <p>assist 41:14</p> <p>assistance 32:9 43:7 44:13 58:8 58:11 60:8,9</p>	<p>Assistant 2:4</p> <p>assume 21:3</p> <p>AT&T 27:4,8,15 27:19 31:12 33:20</p> <p>attempt 27:1</p> <p>attorney 6:4 68:13</p> <p>attorneys 4:9</p> <p>audible 20:22</p> <p>authority 1:9 3:9</p> <p>Avenue 56:2</p> <p>average 22:23 40:19</p> <p>avoid 7:8</p> <hr/> <p style="text-align: center;">B</p> <hr/> <p>B- 17:19</p> <p>B-E-N-N-E-T-T 49:19</p> <p>back 13:15,25 14:2 42:7 44:3 49:12 60:12 63:12,14,16 65:4</p> <p>backyard 24:17</p> <p>bad 18:8 29:4 45:17</p> <p>ball 27:7</p> <p>barbecue 64:24</p> <p>barely 45:11 64:14,15</p> <p>bars 51:21</p> <p>base 16:24 21:1 59:3,20</p> <p>based 19:22 20:1 53:8</p> <p>basic 48:9</p> <p>basically 11:19 14:4 23:4 48:23</p> <p>basis 19:15</p> <p>bear 6:20</p> <p>beginning 67:4</p> <p>behalf 4:22 10:19</p> <p>behoove 13:7</p> <p>believe 14:1 29:5 54:2,3 61:10</p> <p>belonged 27:4</p> <p>Ben 46:20,21,25 69:11</p> <p>Bennett 49:14,18 49:18,21,23 69:12</p> <p>Benton 55:8</p> <p>best 68:8</p> <p>Beth 5:3</p> <p>Bethany 2:24</p> <p>better 47:11 51:12</p> <p>big 8:21 64:1,10</p> <p>bill 3:15 6:21,22 7:16 8:5,9,12 12:25 21:20 28:7 30:9 31:18 44:20 45:1,2 52:2 54:7,8,19 64:17 66:15</p> <p>bills 9:1 14:19 16:19 52:18 57:9 60:14,24 64:3</p> <p>black 34:6,9</p> <p>blighted 56:7 59:8</p> <p>blows 50:16</p> <p>boards 26:6</p> <p>bombs 13:7</p> <p>Bose 26:7,8</p> <p>bottom 19:24 20:18</p> <p>bought 63:13</p> <p>Boulevard 55:8</p> <p>boundaries 56:2 56:3</p> <p>boundary 56:4</p> <p>bowl 14:22</p> <p>box 2:9,17 4:17 4:23 25:8</p> <p>brace 41:3</p> <p>brackets 53:15</p> <p>brain 26:6</p> <p>break 14:23</p>
--	---	---	---

<p>breath 14:16 bring 19:14 63:24 66:25 bringing 28:19 broke 13:3 26:4 26:24 broken 31:12 brought 19:12 51:11 brunt 16:8 29:7 Buckner 49:21 budge 41:3 budget 7:1 budgets 8:14 build 40:15 building 2:7,15 44:19 45:21 built 56:22 bulbs 51:18 53:25 63:11 burden 6:21 59:17 Burdick 17:13 17:14,18,18,22 17:24 69:6 Bushmann 1:13 3:4,11 4:9,15 4:19,25 5:5,18 5:19,23 6:1 11:10,12,13,17 15:3,5,6,9,11 17:12,15,16,21 17:23 21:10,11 21:16 23:20,23 23:24 24:2,4 29:15 35:24 36:2,3,12 43:10 43:18,20,21 46:20,22,23 47:2,4 49:5,11 49:15,16,20,22 51:1,4,5,9 54:25 55:2,3,7 62:6,19,21,22 63:1,3 65:8,13 65:14 67:1,8</p>	<p>business 13:24 19:10 businesses 7:21 59:2 busy 66:7 buy 13:2 buying 52:16 53:25 63:10</p> <hr/> <p style="text-align: center;">C</p> <hr/> <p>C 2:1 3:1 cabinets 51:21 cable 46:5,6 calculated 22:25 calculation 20:10 23:10 call 5:8,9 25:20 27:20,21 32:5 32:20 called 24:20 25:7 25:16 28:6 33:2 33:10 34:2 44:14 46:2,11 calling 30:4 33:15 calls 33:7 caption 3:7 captive 50:21 car 34:8 50:15 carbon 19:22,25 20:1 21:1 care 28:25 55:23 64:7,8 cars 18:8 28:4 case 10:7,15,16 10:21 11:2 18:5 23:11 28:17 cases 10:13 40:22 catch 14:16 caught 21:7 cause 53:22 caused 24:16,18 causing 60:12 CCF 13:18 14:2 39:18,20,21,23 CCR 1:24</p>	<p>cents 13:18 22:25 38:14 certain 25:12 27:6 28:3 66:19 CERTIFICATE 68:1 Certified 68:4 certify 68:6 CFL 44:9 Chairman 1:14 3:14,16 9:18 10:4 29:12,16 29:21 30:1,16 30:20 36:6 41:22 42:3,10 43:10 45:19 46:8 54:16 61:12,18,21,24 62:4 67:1 chance 5:14 change 22:7 50:17 changed 9:4 28:9 31:13 34:10 44:20 51:19 changing 54:1 charge 6:13,16 6:19 7:4,7,10 7:12 8:4 9:10 9:13 13:12,18 14:2,2,3 18:6,6 18:7 21:22,23 21:25 22:2,3 37:18 38:7,8 51:13 53:21 59:24 charged 8:7 charges 12:6 13:22 19:3,5 22:14 53:6 charging 60:21 chart 39:8 charters 15:23 cheaper 19:22 20:20 cheapest 39:4</p>	<p>check 25:8,18 64:1 checked 25:9 children 62:15 66:23 chimneys 15:23 choice 9:15 30:8 48:23 64:21 choices 6:18 chose 61:9 City 1:6,9 2:10 2:18,22 3:8 4:10,13,18,24 6:6 7:20,23 9:12 10:6 11:18 15:10 16:16 17:24 20:22,22 21:17 24:3 28:3 33:25 35:3 39:13,25 40:7,8 40:25 43:23 47:3,8,10 48:7 48:8,14,25 53:16 55:9,11 56:4,6,13 57:21 58:19 59:19,24 60:1,1 62:9,11 62:16 63:2 67:3 civic 43:5 civic- 43:4 claim 27:10,13 clarification 54:18 clarify 43:13 clarity 54:22 class 29:4 CLAY 68:3 clean 6:8 21:4 clear 16:11 climbed 26:2 close 26:9 30:19 62:13 closely 48:2 closer 35:5 closing 28:22 Clutch 44:2</p>	<p>coal 15:25 16:3 16:14,21 17:10 20:5,7,16,23,25 38:3,9,10,11 48:21 codes 56:22 Columbia 5:4,24 come 5:9 17:6 25:8 29:13 32:14 41:23 47:13 58:19 60:17 comes 12:12 15:1 coming 4:1 24:9 26:20 37:14 52:22 59:12 61:10 62:14 commentaries 67:6 comments 5:12 9:17 10:18 11:19 15:2 commercial 14:9 commission 1:2 2:14 3:6 4:15 5:12 9:6,8,11 9:23 17:11 21:24 24:7 32:6 32:7,12,21 35:20 36:7,18 42:14 47:9,21 64:8 66:3,13,16 66:24 68:21 Commissioner 3:14 30:25 31:14 32:2,16 32:24 33:8 34:16,19 35:9 35:13 42:16 43:3,9 46:11,15 46:18 62:8,13 COMMISSIO... 1:18 committee 20:4 common 24:13 communities</p>
---	--	--	---	--

<p>56:8 community 42:18,20,20,21 42:23 43:25 57:6 61:6 62:1 62:2 companies 53:1 64:10 66:21 company 3:22 4:11 11:22 12:8 12:12,17 13:3,4 13:14,15,20 18:11,12 19:7 20:17 29:10 33:1 34:20 35:18 44:1,3,6 46:12 48:19 66:4,5,5,10,11 company's 1:9 3:8 13:5,8,22 14:6 compared 19:16 20:8 compelled 47:13 compelling 47:16 48:4 compensate 26:22 compensated 26:23 54:6 compete 36:21 competition 50:22 complaining 30:4 33:15 complaint 35:21 complaints 33:2 33:7 completed 37:15 completely 9:2 59:7 compliment 62:14 component 67:4 concerned 19:4,7 Concerning</p>	<p>13:12 concerns 18:11 concluded 67:9 conclusion 9:11 conditioning 7:6 45:4 connected 26:24 connecting 8:24 connection 8:9 conservation 6:17 9:15 consider 8:23 9:23 66:5,13,17 consideration 30:12 considered 8:18 constant 19:16 construction 27:17 consume 7:17 48:23 consumer 12:5 14:15 20:21 50:18,20,20,22 63:23 consumers 14:5 15:22 consumption 7:14,15 19:7 22:23 23:5,6 53:20 contact 32:12 33:9,22 35:17 35:20 contacted 11:2 34:20 context 9:19,20 continue 49:12 54:2 58:23 continued 16:3 16:20 25:11 contracted 22:15 contractor 22:15 contributions 43:6 54:3 control 6:18 8:5</p>	<p>8:13 9:16 50:1 conversation 26:13 cook 64:23,24 cooking 65:3 cool 59:15 cooling 23:3 44:24 copper 34:22 copy 29:19 core 28:21 35:3 corporate 59:2 60:4 corporations 36:19 66:12,22 correct 10:24 48:25 correctly 23:1 cost 7:9 8:6,18,18 8:23 15:22 20:13 22:19 37:19 38:10,11 38:17,20 39:5 40:18 47:24 48:9 50:17 57:21 costs 7:7,17 8:22 8:25 9:1,2 12:10 13:1,2,9 15:18 17:4,5 20:7,12,14,16 22:16,24 23:13 37:24 38:12 40:13,16 44:9 47:19 48:21 50:16 51:25 52:3,4 53:2 63:12 66:19,19 Council 55:12 counsel 2:4,6 4:20,22,25 5:5 15:18 31:16 54:21 68:10,13 Counsel's 4:17 country 16:1 66:4,11,21,22</p>	<p>COUNTY 68:3 couple 29:14 31:1 course 18:23 Court 4:2 36:14 68:4 cover 16:12,13 18:25 40:18 61:9 crack 24:19,20 cracked 24:21 25:25 27:23 31:2,6 33:16 create 17:7 creates 52:12 creating 17:1 22:20 Creek 60:22 Crime 40:13 current 48:6 currently 15:24 28:10 39:8 customer 6:13,20 7:16,17 9:1,13 10:24 21:22 24:9 32:4,5 36:25 47:19 53:21 59:3,20 customer's 8:11 customers 6:16 7:13,21 8:6,13 9:14 11:1 12:24 14:12 40:17,20 41:2 44:7 47:25 53:13 57:18 61:6 cut 46:5 48:8 63:12 64:11 cutting 63:14,16</p> <hr/> <p>D</p> <p>D 3:1 D-A-V-I-S 62:25 dad 44:1,6 damage 27:11 damaged 26:7</p>	<p>Danita 65:12,16 69:16 dark 37:4 data 18:18 19:12 28:9 30:22 47:17 62:1,3 date 62:2 dated 27:12 dates 31:18 44:3 David 49:14,18 69:12 Davis 62:19,20 62:24,24 63:2,4 69:15 day 27:24 28:9 36:10 37:1 64:14 days 44:9 dead 29:17 death 28:24 deceased 28:8 29:18,24 30:6 December 21:20 27:11 36:11 decide 9:8 41:21 47:21,22 decided 20:19 decides 9:6 decision 30:17 decisions 19:10 declined 13:22 decouple 10:1 decoupling 9:21 9:23,24 decrease 38:1 52:2,19 defined 61:19 definition 55:21 delivered 18:15 delivery 39:5 demand 45:15,25 46:1,4,12 demanding 47:10 demographics 55:13</p>
---	---	--	---	---

<p>27:13 47:18 deny 9:12 17:11 denying 48:9 department 2:5 27:17 depressing 14:25 descendent 44:5 describe 56:8 designated 33:21 desperately 47:25 Despite 18:24 determine 55:19 59:21 66:7 Development 2:5 Diana 23:21,22 24:1 69:8 difference 8:21 different 24:10 31:10 53:20,24 66:19 difficulties 41:14 dimming 25:3,12 31:3 dinner 64:24 directed 27:9 32:13 58:14 direction 68:9 directly 38:11 disabilities 66:14 disability 14:17 disabled 66:13 disclude 40:25 discourages 7:10 9:14 49:3 discovered 27:3 28:6 discoveries 23:18 discuss 27:20 discussing 8:19 disgraceful 66:9 disparity 48:11 dispatcher 25:22 26:2 district 45:17 55:12 56:1,12</p>	<p>56:13 57:2,15 57:23 58:5,15 59:7 61:1,15 66:6 dividend 12:10 dividends 12:9 12:14,18,21 13:9 document 36:17 doing 13:24 18:12 44:6 50:25 52:20 54:11 59:21 60:11 dollar 44:21 dollars 22:17,24 58:13 60:23 donate 41:15 42:24 doors 10:3 double 44:25 downtown 35:6 drawn 12:22 driving 50:14 drop 13:6 dropped 27:6 DSIM 21:22,25 due 24:22,23 28:13 40:10 41:4 duly 5:17 11:11 15:4 17:14 21:9 23:22 36:1 43:19 46:21 49:14 51:3 55:1 62:20 65:12</p> <hr/> <p style="text-align: center;">E</p> <p>E 2:1,1 3:1,1 earlier 5:8 18:18 19:2 52:12 58:25 59:5 earnings 12:19 12:20 18:19,20 18:21 eastern 56:4</p>	<p>economic 2:5 16:9 economy 42:18 educate 62:16 effect 25:5 40:8 efficiency 6:10 7:22,24 16:5,23 16:25 17:2 efficient 51:18,20 52:13 efforts 52:11,14 52:24 54:7 eight 12:1,4 58:22 63:5,8 eighth 20:12 either 9:19 32:21 35:18 election 62:11 electric 1:10 3:10 6:22 7:16 8:4 13:20 15:20 18:8 21:20 23:4 28:4 36:22 44:15,20 52:17 54:7 60:20,24 64:12 65:1 electrical 19:6 20:2 28:3 36:21 54:8 electrician 25:16 26:3 33:11 electricity 19:16 emergency 25:20 25:22 26:1 employed 68:10 68:13 employee 18:20 68:13 encourage 31:15 54:19 ends 64:15 65:22 endure 40:16 energies 19:18,21 19:22 21:6 energy 6:9,10,11 6:17,17 7:7,11</p>	<p>7:11,14,17,22 7:24,25 8:6,14 11:21 13:17 14:8 15:16 16:2 16:5,14,23,23 16:25 17:1,2,2 17:9,10 19:20 20:3,14,20 28:9 28:13 30:15,15 39:1,3,4 41:7 44:8 48:22 51:18 52:13 53:20 59:15,16 63:12,14,16 engage 10:15 engine 50:16 enhance 16:14 enrolled 40:10 ensure 15:18 ensured 55:24 ensures 20:25 entering 9:2 entertainment 66:7 entire 43:1 59:20 entries 4:10 environment 15:16,24 47:12 54:3 environmental 15:14 17:4 18:25 47:8 56:9 EPA 13:10 47:10 equal 22:2 equals 29:11 equipment 13:3 13:10 54:5 63:9 equity 9:7 ER-2014-0370 1:9 3:7 especially 7:3 15:15 16:7 17:9 50:20 64:22 essentially 55:18 estimated 38:11 38:17,21,23</p>	<p>evaluated 26:17 evening 3:4,13 3:13,16 5:7 6:2 19:2 29:13 events 25:17 ever-increasing 21:7 everybody 3:16 5:14 22:5 63:10 65:5 67:2 evidentiary 67:3 exact 54:12 exactly 8:21 52:21 Exchange 11:20 36:18 exit 34:4,6,11,13 35:4,4 expected 57:10 expenses 38:6 61:9 experience 62:16 Expires 68:21 explained 25:16 express 3:23 extra 7:9 22:14 22:24 extremely 24:17 27:25</p> <hr/> <p style="text-align: center;">F</p> <p>F-F-E-R 47:1 facilities 66:8 facility 66:2 fact 8:20 9:3 50:11 53:18 factual 53:3 fair 22:4,6 fairness 9:7 fall 24:17 families 16:7,12 16:17,18 22:5 farther 16:4 faulty 28:20 favor 42:15 Federal 12:7</p>
--	---	---	--	---

<p>47:20 federally 61:19 fee 13:16 feed 66:10 feedback 3:22 feel 7:25 8:15 16:5,7 18:9 28:4 52:10,13 52:23,24 53:15 feeling 53:5 fell 24:20 38:14 felt 47:12 fence 66:7 fifteen 32:19 51:22 figure 25:13 60:15 figures 47:14 file 1:9 35:20 filed 37:16 final 8:3 23:9 finally 27:2 44:19 finance 23:16 financial 21:1 36:9,16 financially 68:14 find 7:6 14:25 25:9 27:17 30:11 53:19,23 Findley 2:24 5:2 5:3 fine 19:20 fire 13:7 fired 16:14,21 48:21 firms 14:9 first 5:15 11:24 17:19 21:14 24:12 42:9 55:9 63:8 fit 22:21 fitting 12:3 five 3:19 5:13 12:2,3 19:12 34:14 40:1,2</p>	<p>fix 17:7 26:4,5 34:24 fixed 6:13,15,19 7:3,7,10,12 8:4 8:18,18,21 9:3 9:10,13 18:3 34:25 35:10 44:13 52:7 58:2 58:6 fixture 51:22,23 fixtures 34:22 51:19 52:16 54:1 flat 49:25 51:13 52:6 53:10 floor 45:25 flow 51:19 focus 55:14,25 folks 44:10 52:17 57:25 58:14 59:17,25 60:24 follow 27:7 following 21:19 follows 5:18 11:12 15:5 17:15 21:10 23:23 36:2 43:20 46:22 49:15 51:4 55:2 62:21 65:13 food 41:8 43:8 64:21 66:8 foot 12:24 13:2 foregoing 68:5 foreseen 19:23 forgot 35:4 form 27:10 36:16 38:2 formal 9:24 35:21 forth 54:1 forward 4:7 5:10 28:10 60:2 fossil 16:3 found 11:20 four 12:11,16</p>	<p>23:12 37:2 38:9 59:9 fourth 3:18 franchise 36:23 free 29:2 Friday 25:6 friend 25:8 front 65:4 fuel 20:2 37:18 37:21,24 38:6,7 38:8,9 fuels 16:3 full 28:13 44:2 functional 13:4 funding 58:25 funds 18:18 42:24 further 54:18 68:12 Furthermore 48:5 fuses 25:8,10 future 39:5 59:6 60:1 61:6</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>G 3:1 gas 7:2 13:14,15 13:22,25 20:6,9 20:16 37:19 38:9,14 40:3,23 65:1,23 66:4,4 general 1:10 3:9 generated 23:6 37:20,21 Generation 60:22 gentlemen 59:4 65:18 getting 8:24 27:1 27:2 35:6 44:21 45:11 58:9 GHP 11:21 girlfriend 34:3 give 5:11 7:13 9:16 11:4 24:8</p>	<p>24:13 32:21 57:4 61:3 63:23 given 14:19 19:24 37:7 gives 38:24 giving 30:12 go 6:1,21 7:5 8:17 12:22 14:3 15:11,22 19:15 24:4 32:17 40:4 44:12 47:4 49:22 50:21 51:9 52:5 63:3 66:2,9 goes 14:18 28:16 40:4 going 9:23 11:19 12:22 13:5,5,6 13:13 14:4 16:11 17:3 20:19,20 28:18 30:13 32:11 34:24 35:10,12 38:21 40:8,23 41:14,18 47:5 48:5,24 49:25 50:8,17 51:10 51:12 52:23 54:9,11,13,15 55:14,24 58:13 60:3,14 63:7,24 64:6,19 65:2 66:7,8,14,18,18 66:23,23 good 3:4,16 6:2 44:1 50:18 54:12 66:9,11 goodwill 8:1 government 12:7 29:6 47:20 Governor 2:7,15 graciously 25:17 grant 58:25 granted 12:13 grassroots 15:14 Great 14:8 18:13</p>	<p>20:3 greater 48:11 49:4 greed 66:11 green 21:6 grills 64:24 65:4 65:5 groceries 7:2 group 6:9 guidance 31:17 guys 45:15 65:6</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>H 1:24 68:4 half 20:15 52:25 56:6 59:3 Hampton 2:13 4:16 hang 29:19 happening 19:21 30:24 37:6 happens 43:2 48:1 65:3 happy 6:4 hardest 53:15 hate 29:7 health 47:12 48:20 healthy 66:1 hear 33:24 42:17 heard 22:12 24:19 27:22 31:20 42:4,17 47:9 65:18 hearing 1:4 3:2,7 3:13 4:7 31:20 32:14 49:13 55:10 67:2,3,3 67:8,9 68:6,7 68:11 Hearings 3:19 heat 59:15 heaters 21:25 heating 23:3 44:24 45:4 heavily 20:24</p>
---	---	---	---	--

<p>heightened 38:2 38:4</p> <p>help 16:12 31:22 41:17 58:14</p> <p>high 41:7 56:10</p> <p>higher 6:22 13:13 16:24 19:20 20:25 21:8</p> <p>Highway 35:1</p> <p>hike 7:4,7,10</p> <p>hold 40:12</p> <p>holding 20:4</p> <p>hole 28:16</p> <p>home 24:18,18 24:19 25:5,7,15 25:17,19 64:1 64:14 65:24 66:1,9</p> <p>homeowners 57:23</p> <p>homes 24:24 53:24 56:20,21 57:1,2 59:13,15 63:12 65:22 66:1</p> <p>hood 45:9</p> <p>hose 26:12</p> <p>hour 7:4 20:8,15 22:23,25 37:20 37:21,22 38:13 38:17,20 53:11</p> <p>hourly 57:20</p> <p>hours 7:13 23:1 37:3 52:20</p> <p>house 8:24,25 25:4,11,13 28:20 31:8 51:16 64:12</p> <p>household 8:14 23:2 54:4 56:14</p> <p>households 61:22</p> <p>houses 23:7 54:11 56:19</p> <p>housing 57:3,22 57:24 58:1</p>	<p>huge 24:16 44:22</p> <p>Huh 17:22</p> <p>hurt 7:21 14:11 49:25 53:14</p> <p>hurting 64:20,21</p> <p>hurts 6:19 9:14</p> <p>husband 29:24</p> <p>husband's 28:8 29:17,18 31:19</p> <p>hypothetically 52:9</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>I-70 35:3,8</p> <p>I-E-T-E-R-S 51:8</p> <p>idea 18:9</p> <p>ignore 29:2</p> <p>immaculate 30:11</p> <p>immoral 66:5</p> <p>impairs 8:5</p> <p>implement 1:10 3:9 21:24</p> <p>implicates 19:9</p> <p>important 3:24 8:15 24:24 67:5</p> <p>impression 33:18</p> <p>improvements 60:18</p> <p>inability 40:11</p> <p>inaudible 7:18 8:1,8 9:25 10:1 10:2,5 14:24 15:25 16:9,17 17:1,10 19:5 20:2,23 22:1,21 23:12 36:10,11 36:15 37:1,5,6 37:6,8,9,9,10 37:11,12,12,13 37:16,16,17,17 37:18,19,22,23 37:24,25 38:3,5 38:6,10,10,11 38:12,13,16,18</p>	<p>38:20,21,24 39:1,4,6,10,11 39:11,13,13,14 39:15,17,18,19 39:20,22,22,24 40:6,7,9,10,10 40:13,14,16,17 40:18,20,21,21 40:24 41:2,5,8 41:10,11,12,13 41:16,16,18,20 41:21 42:2,14 42:24 43:3,7 45:2,3,6,7,8,9 45:14,17 46:7 47:23 49:1,4 51:23 53:6,9,22 63:23 66:15</p> <p>incentive 7:13,16 19:6,9 40:24 52:13</p> <p>include 41:8</p> <p>including 12:25</p> <p>income 6:23 9:14 16:7 18:3 22:5 22:5 44:14 45:10 48:11 53:15 56:10,12 56:14 57:22 58:6,14 66:13</p> <p>incomes 58:2</p> <p>increase 1:10 3:10,24 11:23 12:4,18 15:20 16:8 17:8 18:10 18:25 21:2,18 22:19 23:19 28:1 36:8 38:3 38:4,24 39:9,10 39:12,14,14 40:5 41:2,3,4 41:19 45:12,16 47:7,9,18 48:1 50:1,7,24 51:14 52:6,22,25 53:4 53:18 54:9,13</p>	<p>55:15 57:10,13 57:17 58:21 60:5 61:3 63:5 63:6,9,21,22 64:13 66:17,17 66:17</p> <p>increased 12:14 12:15 15:22 23:13 38:5 40:2</p> <p>increases 6:24 7:18 11:25 12:3 14:14 39:7 40:3 40:3,4,14 53:17 58:20,24</p> <p>increasing 8:4 20:1 59:1 60:4 60:7</p> <p>incur 22:14</p> <p>incurred 13:9</p> <p>Independence 20:17,19 56:2</p> <p>INDEX 69:1</p> <p>Indiana 43:16</p> <p>indicated 61:14</p> <p>indicating- 34:1</p> <p>indication 12:21</p> <p>indicators 56:9</p> <p>individuals 56:25 58:2,6,10 61:22 61:23 62:17</p> <p>industrial 14:9</p> <p>ineligible 28:12</p> <p>inevitable 67:6</p> <p>inferiors 29:11</p> <p>information 11:20 18:2 32:22,25 33:23 34:1 36:9 57:4</p> <p>informed 24:22 25:18,23 26:2 35:19</p> <p>injected 16:22</p> <p>inner 14:22</p> <p>inspect 27:3</p> <p>install 22:15</p> <p>instance 29:10</p>	<p>insulation 56:22</p> <p>intend 15:12</p> <p>intention 58:23</p> <p>interest 48:20 55:17</p> <p>interested 68:15</p> <p>interpret 23:1</p> <p>intervenes 10:13</p> <p>intervening 10:6 10:20</p> <p>Intervenor 2:25 5:2</p> <p>Intervenors 5:1,6 10:9</p> <p>invest 16:25</p> <p>investing 7:11 21:5</p> <p>investment 13:1 23:16</p> <p>investor's 13:6</p> <p>investors 13:1,8</p> <p>invisible 29:1</p> <p>inviting 55:10</p> <p>involved 42:19 42:23 43:4,5,7 58:9 65:20</p> <p>issue 8:17,19 23:14 28:19,21 31:18 32:5 66:21,22</p> <p>issues 10:14 22:11,20 32:13 51:11</p> <p>items 54:18,23</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>J-A-C-K-S-O-N 36:6</p> <p>J-A-M-E-K-I-A 55:6</p> <p>J-O-S-E- 36:5</p> <p>J.K 29:8</p> <p>Jackson 28:23 35:25 36:1,5,6 36:12,16 41:22 41:25 42:6,13</p>
--	---	---	---	---

<p>42:22 43:5,11 43:12,15 47:14 69:9 Jamekia 54:25 55:1,5 69:14 Janet 1:24 68:4 January 21:21 Jeff 48:7,8 57:21 Jefferson 2:10,18 4:18,24 67:3 jobs 64:14,16 Johnell 62:19,20 62:24 69:15 Joseph 35:25 36:1,5 69:9 Judge 1:13 3:4 3:12 4:9,15,19 4:21,25 5:5,17 5:19,23 6:1 11:10,12,13,17 15:3,4,6,9,11 17:12,14,16,21 17:23 21:9,11 21:16 23:20,22 23:24 24:2,4 29:15 35:24 36:1,3,12 43:18 43:20,21 46:20 46:21,23 47:2,4 49:5,11,14,16 49:20,22 51:1,3 51:5,9 54:25 55:1,3,7 62:6 62:19,20,22 63:1,3 65:8,13 65:14 67:1,8 July 67:4 June 29:20 37:15 42:7 62:12 67:4 justify 22:19</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>K-A-M-E-H-A... 65:17 K-E-N-D-R-I-X 55:6</p>	<p>Kamehameha 65:12,16,17 69:16 Kansas 1:6,9 2:22 3:8 4:10 4:13 6:6 7:19 7:23 9:12 10:6 11:18 15:10 17:24 20:22,22 21:17 24:3 36:19 39:9,13 39:25 40:7,8,25 43:23 47:3,8,10 48:13,25 53:16 55:9 56:4,6,13 58:19 59:19 60:1,1 62:9,10 63:2 KCP&L 10:23 11:22 15:21,22 16:10 17:4 21:3 22:15 23:10 24:6,20,25 25:21,24 26:2 27:4,5,9 28:5 28:17 29:16 30:11 31:13 33:24 34:24 36:9,18 37:10 37:16,17,24 39:7,10 40:15 40:20 42:15 43:1 52:3 53:13 54:20 57:6,19 60:17 63:14 KCP&L's 3:23 6:12 17:11 33:18 37:19 KCPL 11:1 19:9 21:19 22:6 26:14,15 38:8 40:18 41:13 43:23 44:3 45:14 46:3 55:18 57:8 61:3 keep 5:13</p>	<p>keeping 42:20 Kendrix 54:25 55:1,5,6,8 61:12,17,20,23 61:25 62:8,12 62:18 69:14 Kenney 1:14,15 3:14,15,16 9:18 10:4 29:12,16 29:21 30:1,16 30:20 41:22 42:3,10 45:19 46:8 54:16 61:12,18,21,24 62:4,8,13 67:1 kicked 66:3 kids 64:16 killing 14:5 kilowatt 7:4,12 20:8,15 22:23 23:1 37:20,21 37:22 38:13,14 38:17,20,22 52:20 53:11 kilowatts 13:20 45:5 53:6 kind 25:4 30:19 32:10 35:2 44:22 55:24 62:13 know 8:16 15:13 16:15 30:23 31:9,10,11 32:4 32:18 33:8,25 43:25 45:11,23 45:25 46:5 47:6 52:25 53:19 54:10 66:1,4,9 66:11,14,19 known 32:20 63:15</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>L-I-N-H- 5:21 lack 50:18 lacking 27:25</p>	<p>LaCygne 15:23 17:3 land 29:5 language 30:21 large 24:17 largest 6:20 15:14 Law 1:13 3:12 leader 7:24 learned 32:10 leave 48:3 LED 51:21 53:25 LED's 51:18 left 27:19 let's 4:9 17:7 26:20 63:16 letter 27:12 level 21:5 28:10 30:13 44:15 56:17 58:12,16 61:16,19 Lewis 5:3 liberty 11:5,7,8 29:3 librarian 18:1 19:13 licensed 25:16 life 29:1 66:2 light 1:9 2:22 3:8 4:11 7:20,23 10:6 20:4,18,23 30:9 34:22,24 40:3 47:11 48:14 49:1 51:19 52:2 54:1 58:19 59:20 66:5,6,10,15 Light's 6:6 9:12 41:1 lights 7:5 25:3,12 31:3 34:12 35:6 35:8 43:8 51:18 52:16 65:24 limit 5:12 8:11 line 18:20 20:18 54:18,23</p>	<p>lines 8:25 Linhares 5:16,17 5:21,21,24 6:2 6:3 9:22 10:8 10:12,18,25 11:3,5,8 69:3 Linwood 43:16 list 5:15 19:24 41:11 42:25 65:9,10 listened 49:23 live 5:11,23,24 11:17 17:21,23 17:24 21:16 24:2,3 45:9 47:2 49:20 51:8 53:16 55:7 59:12 63:1 66:22 living 56:16 58:12,16 61:15 66:21 LLP 5:3 Local 1:4 3:6,19 31:20 67:2,2 locate 12:11 location 37:12 lock 20:1 long 8:20 12:20 20:21 34:13,16 51:11 longer 13:4 look 4:7 20:18 33:19 44:7 55:20 57:20 58:4,24 59:6,20 60:4,7,7,8 61:4 61:5 looked 18:5 21:19 looking 57:5 58:11,24 59:1 59:25 61:7 looks 18:3 19:2 20:11 23:20 lose 33:22 66:18</p>
---	---	--	--	---

<p>66:18 losing 65:22,23 66:1 loss 16:22 44:15 lost 33:1 lot 12:14 16:15 28:20 49:25 50:16 55:12 58:4 lots 56:11 low 9:14 16:7 22:4 23:4 45:10 56:10 58:14 66:13 lower 7:15 8:11 53:14 54:7,7 lowering 7:12 luxury 45:7</p> <hr/> <p style="text-align: center;">M</p> <p>Madison 2:8,16 mail 27:15 mailer 18:6 main 4:13 14:10 26:6 maintain 13:10 maintained 50:9 50:10,23 maintenance 50:6,12,14,19 63:9 major 23:6 making 63:15 64:15 65:21 man 29:9 44:17 manage 23:15,17 36:22 managed 12:8 23:17 Management 47:8 Manager 27:18 managing 7:14 14:21 mandated 41:6 45:20 47:19,24</p>	<p>March 41:10 markets 21:8 matter 1:9 3:8,20 23:7 43:2 47:22 50:11 53:17 McBride 43:19 43:22,22 44:2 45:19,22 46:10 46:14,17,19 69:10 meal 64:22,23 mean 34:8 44:22 63:7 means 56:16 66:15,16 measure 29:9 mechanical 22:9 medicines 41:9 medium 56:12 meet 31:15 60:16 61:4 64:15 65:22 meeting 57:7 megawatts 20:14 39:3 members 36:7 mental 66:14 mentioned 16:10 mess 26:18 messages 27:19 meter 8:8,10 22:18 46:4 50:4 50:4 meters 22:7,9,9 22:16,17,19 45:24,25 46:7 46:13 49:9 50:8 Meyer 23:21 Michael 1:13 3:11 11:10,11 11:15 28:23 69:4 middle 22:5 million 20:13 56:6 mind 33:1,23</p>	<p>42:20 mine 22:11 24:9 minute 54:19 minutes 5:14 37:2 mission 6:9 Missouri 1:1,6 2:5,14 3:5 4:14 4:18,24 5:3,4 5:25 6:4,8,10 9:19 10:13 11:18 15:10 16:4 17:25 19:23 21:17 36:19 39:11 40:25 41:6 43:23 47:3 49:3 49:21 51:8 55:9 63:2 65:20 68:2 68:19 Missouri's 6:5 MO 2:10,18 Monday 25:22 money 13:5 19:25 21:23 45:16 51:17 52:14 53:1 54:14 60:9,16 60:17 61:7,8 63:15,23 66:18 66:18,20 monies 48:24 monopoly 36:24 55:18 66:4 month 13:23 22:24 44:14 64:18 monthly 13:16 13:22 14:2,3 28:9 53:10 months 35:13,14 35:16 37:3 44:16 45:22 moral 66:21,22 morning 25:23 33:5,14</p>	<p>mothers 66:24 motive 16:13 move 8:12 44:22 60:2 moved 40:13 moving 16:1 59:8 municipal 14:10 municipalities 14:10</p> <hr/> <p style="text-align: center;">N</p> <p>N 2:1 3:1 N-O-V 21:15 name 3:11 4:12 4:16,22 5:9,15 5:20,20 6:2 11:14,14 15:7,7 17:17,17,18,19 17:19 21:12,12 21:13,14,14 23:24,25 28:8 28:14 29:4,17 29:18 30:5,8 31:19 36:4,4,5 42:1 43:21 46:24,24 49:16 49:17,18 51:5,6 51:7 55:3,4 62:22,23,24,25 65:15,15,16 names 5:8 11:4 65:8 Nathan 44:1 natural 20:6,9 37:19 nature 63:12 near 16:17 nearly 49:2 necessarily 52:5 need 13:2 14:15 14:24 38:7 41:17 45:16 50:22 51:13 53:3,22 54:17 60:6 61:8,9 needed 25:20</p>	<p>needs 17:2 40:20 61:5 62:16 65:5 neighborhood 43:13 52:15 65:4 neighbors 22:12 neither 68:9 neutral 26:3,23 26:24 never 27:20 48:10 new 8:19 10:2 11:20 15:23 31:7 newspaper 48:7 night 25:14 34:10,12 37:1,4 nine 52:18 non- 17:8,9 non-profit 6:8 60:14 non-working 26:22 noplace 50:21 Notary 68:18 note 19:11 20:3 noted 25:10 noticed 24:5 25:3 28:7,18 30:1 34:5,13,17 35:1 52:18 nuclear 20:5,24 20:25 38:9,12 60:22 number 25:20 32:7 44:12 57:11 59:10 Nurse 28:11</p> <hr/> <p style="text-align: center;">O</p> <p>O 3:1 oath 5:10 obligation 50:20 obtaining 36:10 obviously 12:21 45:10 49:24</p>
--	--	---	---	--

<p>occasional 23:3 occasions 31:3 October 25:3,6 25:14,23 37:15 42:8,9 office 2:6,7,15 4:17,19,22 31:16 32:6,8 44:18,19 54:21 54:21 officer 68:5 officials 16:16 18:13 oil 20:9 50:15,17 okay 5:6 10:4 12:22 13:7 24:5 25:9 43:9 53:10 61:24 old 21:24 22:8 28:16 30:17 once 4:5 24:13 27:5 41:4 ones 64:4 65:6 ongoing 50:5,12 open 10:2 operate 36:24 operates 38:8 opinion 3:23 8:21 Opitz 2:3 4:21,23 31:15 35:17,23 opportunity 3:17 3:21 9:16 10:11 10:12 opposition 10:22 order 61:4 organization 49:8 organizations 15:15 60:14,15 oriented 20:24 original 27:10,14 originally 18:7 outages 25:12 outcome 68:15 outdated 22:8</p>	<p>outside 25:19 65:3 outstanding 12:11 owes 48:19 owned 33:25 oxygen 37:5</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>P 1:15 2:1,1 3:1 P- 51:7 P-A-T- 11:15 P-A-Y-N-E 24:1 P-H 36:6 P-R-O- 46:25 p.m 3:3 25:15 67:9 P.O 2:9,17 4:17 4:23 page 38:22 44:8 69:2 paid 15:22 39:16 39:19,21,23 43:2 paint 57:5 pamphlet 44:24 paperwork 42:6 parent 11:22 part 3:25 13:2,8 14:6,8 26:11 38:19 43:25 47:17 48:1 50:5 52:7 59:11 67:5 partially 28:2 parties 68:11,14 partly 39:2 partner 42:19,21 parts 25:7,12 28:3 pass 50:18 passed 19:8 Patterson 11:10 11:11,15,15,18 69:4 pay 7:1 12:9 16:19,20,24</p>	<p>18:24 22:4 28:2 28:10 40:20 48:24 50:2 52:9 52:17 53:5,10 57:9 60:12,13 60:25 64:3 66:15 paying 30:9 48:15 60:23 66:6 payment 30:13 Payne 23:21,22 24:1,1,3,5 29:12,19,23 30:3,19,23 31:5 32:1,10,23 33:4 33:10 34:2,18 34:21 35:11,15 35:22 69:8 payout 12:18 pays 14:18 PCB's 49:10 pensions 14:17 people 14:11 16:12 22:1 24:13 32:3 33:22 41:11,14 41:17 45:7 48:2 48:9 49:25 53:23 54:9,10 56:5,16 58:15 59:8,12 60:13 61:2,14,15 63:18 64:8,20 64:20,23 65:19 66:9,10,11,12 66:13,13,13,14 66:20,21,23 percent 12:15,15 12:19,20 17:3,5 18:16,17,25 20:5,5,5,6 37:23 38:5,12 38:14,15,17,18 38:19,25,25 39:1,2,9,10</p>	<p>40:1,2,9,9,11 40:12,12 41:1 45:24 49:2 56:15,19,20,21 56:25 57:3,10 57:13,17,22,24 58:1,21 60:5 63:6,6 percentage 7:15 period 12:5 52:21 person 18:3,4 35:18 50:3 63:13 personally 22:11 30:24 51:16 petition 42:13 petitioned 37:17 phone 35:19 picture 57:5 Pieters 51:2,3,7,7 51:10 54:24 69:13 pills 66:2 pilot 16:9 pitch 34:6 place 41:5 placement 28:2 Plains 14:8 18:13 20:3 plan 18:23 28:10 30:18 48:6 plants 15:25 16:14,21 17:6 20:1 47:11 48:21 please 5:9,13,19 6:1 11:13 15:6 15:11 21:11 23:24 36:3 43:14,21 46:23 49:16 51:5 55:3 62:22 63:3 66:13,16 plus 52:15 pockets 59:22,23</p>	<p>podium 5:10 point 6:12 8:3,15 9:5 13:1 14:5 14:15,23,24 66:11 points 6:15 pole 8:10 24:18 24:20,21 25:1 25:19,25 26:2 26:17,18,24 27:1,3,4,5,6,8 27:17,20,23,23 28:7 30:4 31:2 31:6,8,12,13 33:7,12,15,18 33:19 35:8 policy 9:6,9 37:9 poltergeist 25:5 pool 14:8 poor 28:16 47:25 50:13 porch 65:4,5 portion 6:22,23 8:4,14 17:5 portions 6:25 position 9:20,24 10:21 positive 10:21 possible 45:15 posts 19:8 poverty 56:15,16 58:12,16 59:23 61:16,19 power 1:9 2:22 3:8 4:11 6:6 7:20,23 9:12 10:6,21 20:4,12 20:17,23 23:4,6 24:14,18,22,23 25:6,11,12,15 31:1 33:11 41:1 47:11,11 48:14 48:21,25 49:2 54:4,5 58:19 59:19 66:6,9 practice 21:4</p>
--	--	--	--	---

<p>preference 9:9 preposterous 45:14 presentation 24:6 presiding 1:13 3:12 pretty 15:1 18:12 price 38:3,5 39:19 63:17 prices 40:4,23 pride 29:7 printed 8:9 prior 28:24 30:22 Private 37:9 privilege 13:24 probably 18:5,9 23:15 25:19 32:19 35:15 52:15 problem 14:20 25:1,13,18,24 26:5 27:16,20 28:7,15 31:20 32:19 33:12 problems 25:10 30:10 64:2,3 proceed 17:11 proceedings 1:3 4:4 process 3:25 5:7 12:8 26:23 32:11 43:1 67:4 67:5 proclamation 29:2 produced 48:22 Proffer 46:20,21 46:25,25 47:3,5 69:11 profit 41:15 profits 40:19 program 16:9 21:23 44:25 programs 57:8,8 57:16 58:14</p>	<p>60:10 prohibits 30:22 projects 16:6 promised 29:2 promoting 17:4 proper 23:15 properly 23:17 properties 56:11 proposal 6:13 Prospect 43:16 protect 55:17 protection 20:2 56:9 proud 49:1 proved 13:14 provide 26:4 31:17 54:22 provided 36:17 providers 36:22 providing 26:5 prudent 15:19,21 16:21 19:9 48:16 55:20,21 55:23 public 1:2,4 2:6 2:14 3:5,6,19 4:19,22 15:17 20:4 21:6 24:7 31:16,20 32:6,7 32:12,20 35:20 36:7 40:25 41:6 42:14 47:12,23 47:24 48:15,19 48:20 49:3 54:21 55:10 58:8 66:3 67:3 68:18 public's 47:17 pulled 11:19 purchase 20:13 40:24 purchased 20:12 purpose 14:23 pushing 16:4 put 5:10 14:2 20:11 31:7 41:5</p>	<p>51:19,21 52:16 66:7 putting 49:9 50:15 51:17 52:6 53:21,23 59:16</p> <hr/> <p style="text-align: center;">Q</p> <hr/> <p>qualify 14:21 42:2 quality 24:8 31:2 question 9:6,7,8 49:7 50:4 questions 17:12 29:14 31:1 35:24 42:11 43:18 49:5 51:1 quick 17:7 quit 28:18 46:2 Quite 14:16 quote 28:23</p> <hr/> <p style="text-align: center;">R</p> <hr/> <p>R 2:1,24 3:1 racial 56:10 radio 26:7,8 raise 6:13 9:13 13:16 63:16 raised 15:19 raising 6:15,19 42:15 range 26:6 44:21 raping 29:7 rat 28:16 rate 1:10 3:9 7:4 10:6,13 11:23 11:25 12:2 14:14 15:20 16:8,24 17:8 18:10,24 21:2 21:18 23:8,9,19 36:8 45:12,16 47:7,9 48:1 49:25 50:24 51:14 52:22,25 53:4 54:8,13</p>	<p>55:15 56:24 57:1 58:20,23 59:2 61:3 63:21 63:22 66:17 rates 3:24 6:21 10:1 13:13 15:19 21:1 22:12 23:13,15 37:14 39:25 40:2 41:7 42:15 53:19 60:4,19 66:25 ratio 12:19 Raytown 51:8,17 53:18 reached 39:25 read 4:5 8:9 real 44:1 really 10:2 18:23 19:4 28:25 32:6 44:10 65:20 67:5 reason 34:11 47:7 51:15 53:3 59:11 reasonable 15:19 15:21 16:6 66:19,25 reasons 15:25 21:19 receipt 27:10 receipts 27:14 receive 27:12 39:11 received 27:15 27:21 receiving 58:8 recharges 28:2 recognize 7:23 record 26:1 30:10,14 33:1,2 33:6 40:17 43:13 48:22 records 14:7 recuperate 52:2 52:4 53:2</p>	<p>recuperating 51:24 reduce 7:7 19:6 53:20 reduced 68:8 redundant 49:24 references 19:13 36:9 referred 27:16 27:18 refinance 28:20 reflective 67:6 refrigerator 26:6 26:7,8,10,11 regard 3:23 regarding 26:17 27:23 52:12 Registered 28:11 regulars 57:25 regulation 30:21 Regulatory 1:13 3:12 reject 45:15 related 68:10 relates 55:15 relative 68:12 reliable 22:10 relief 16:9 remains 27:23 remarks 5:13 28:22 removing 16:14 Renew 6:4,5,8 9:19 10:13 renewable 6:11 6:17 7:11,22,24 16:2,23 17:1,9 17:10 39:1,3 41:7 renewables 16:4 rent 7:1 40:12 48:15 rented 56:21 renting 27:4 rents 40:11 repair 27:10</p>
---	--	--	---	---

<p>repaired 27:1,24 repairs 6:18,23 26:10 27:14 replace 50:7,8 replaced 26:10 26:12 27:18 45:23 replacing 50:4 report 18:13 20:7 24:21 reported 1:23 25:24 28:7,14 Reporter 4:2 36:14 68:1,5 reports 11:21 12:23 20:6 represent 59:3 representative 23:11 24:10 representatives 22:7 54:20 representing 5:6 6:5 request 1:9 3:9 3:23 9:12 17:11 18:21 29:22 37:14 41:1 42:5 requested 36:8 requests 15:18 required 8:8 12:7 12:24 21:3 37:23 requirement 19:23 requires 13:10 37:10 research 8:16 55:13 reside 15:9 resident 62:10 residential 14:12 57:18 60:6 residents 14:7 55:17 57:12 60:2 resolution 41:24</p>	<p>resolutions 25:2 resolve 31:22 resolved 42:8 resources 39:3 respect 54:22 restoring 24:23 result 36:20 retired 18:1,4 28:11 30:12 retrofit 47:11 return 18:16,17 27:14 returned 27:19 returns 18:14 review 4:4 rid 13:17 ridiculous 43:24 right 8:11 12:3 14:14 30:15 35:2,2,19 42:4 44:10 46:14 47:24 48:17,18 55:22 60:11 63:19 road 32:11 roads 33:24 Robbins 29:8 Robert 1:14 3:14 Roger 2:21 4:12 roll 50:24 room 46:6 rough 56:3 roughly 6:5 route 34:10 Rudolph 51:2,3 69:13 rule 30:21 run 20:21 28:16 35:2 runaround 27:2 running 55:11 RUPP 1:17 32:24 33:8,21 34:16 34:19 35:9,13 42:16 43:3,9 46:11,15,18</p>	<p style="text-align: center;">S</p> <hr/> <p>S 2:1 3:1 S-T-A-H-I 15:8 satisfactory 41:23 save 44:8 saved 23:18 saving 44:24 54:14 57:23 saying 25:1 28:16 66:3 says 57:14 scenario 32:15 schedule 12:17 school 45:17 SCOTT 1:17 scraping 14:21 second 33:23 52:11 Section 45:10 sectors 7:22 Security 14:18 36:18 41:19 58:7 see 18:2 26:20 29:6,9 37:8,14 38:18 44:25 52:2 54:2 65:25 seeing 20:18 31:3 53:17 55:18 seeking 39:12 seen 19:14 selling 46:2 send 7:20 19:25 sending 9:1 senior 1:13 66:2 66:8 seniors 56:17 57:14 58:4,17 65:21 66:6,13 sent 17:2 42:7 separate 12:12 September 41:5 42:9 Sergey 21:9,13 21:14 69:7</p>	<p>seriously 3:25 66:23 serve 8:12 47:12 66:12 served 57:16 58:18 serves 6:16 8:7 14:23 57:6 service 1:2,10 2:14 3:5,10 6:7 19:3,5 24:7,9 27:25 32:4,5,6 32:7,12,20 35:20 36:7,23 36:25 40:25 41:6 42:14 47:19,24 51:13 services 24:19 42:24 44:13 set 3:6 10:1 66:11 sewer 40:2 sewers 39:22 shame 29:3 66:2 share 3:21 14:11 18:19 67:6 shareholder 18:15 shareholders 18:15,22 48:13 61:8 63:25,25 shares 12:9,11,12 sheet 5:9 shelter 41:9 43:8 shortly 14:14 show 23:9 30:5 showed 24:25 45:5 shown 52:19 shows 55:23 side 50:2 Sierra 15:3,4,8 69:5 sign-up 5:9 signal 7:20 signed 42:13 significant 38:19</p>	<p>67:5 similar 26:11 31:19 simple 44:8 simply 8:23,25 19:8 45:2 single 23:2 sir 42:16 46:9,18 sitting 19:12 44:17 situation 13:16 26:17 31:23 41:24 situations 43:6 six 35:13,16 52:19 size 22:21 56:14 slippery 25:4 slow 36:13 slowing 6:16 slurring 36:14 small 14:17 59:2 59:22,23 66:17 smaller 54:5 smart 49:9 Smith 5:3 Social 14:17 41:19 58:7 solar 7:17 17:6 39:3 solid 18:14 solved 23:19 somebody 31:22 53:5 song 28:23 sorry 48:15 sort 18:2 sounds 18:21 36:14 source 10:22 32:18 39:4 sources 39:1 41:7 South 5:4 space 27:5 speak 55:11 65:10</p>
--	---	--	--	---

<p>specific 10:14 specifically 22:20 58:15 spell 5:20 11:14 15:7 17:17 21:12 23:25 36:4 46:24 49:17 51:6 55:4 55:5 62:23 65:15 spelled 17:19 spend 53:1 54:15 57:21 spending 16:15 57:25 59:16 spent 26:9 51:17 52:14 spoke 63:10 spots 51:24 ss 68:2 ssecond 14:6 stabilized 31:11 Staff 4:15,17 6:3 Stahi 15:3,4,8,8 15:10,12 69:5 stake 18:4 stalls 34:8 standard 44:25 Star 63:11,13 start 14:24 started 30:3 Starting 3:2 state 1:1 4:10 5:19 6:10 11:13 15:6 17:16 19:15,15,17 21:11 23:24 36:3 43:21 46:23 49:16 51:5 55:3 62:22 65:14 68:2,19 stated 15:24 25:25 26:18,25 27:5 33:6,12,13 statements 52:11 states 19:24</p>	<p>41:10 48:12 stating 26:15,16 27:16 station 28:3 60:22 stations 60:21 stay 65:24 66:8 Steiner 2:21 4:12 4:12 STEINMAN 10:5,10,17,23 11:1,4,7,9 Stephen 1:16 3:14 43:19,22 69:10 stock 11:20 13:3 13:6 stolen 34:22 Stoll 1:16 3:14 30:25 31:14 32:2,16 stone 65:2 stop 14:15 63:7 63:21 64:1,11 64:20 65:5,6 stoplight 34:8 stopped 34:7 stories 48:7 storm 24:16,23 24:23 33:16 stove 26:10 street 2:8,16 4:13 5:4 8:24 34:4 35:4 37:4 43:15 56:3 66:23,24 streetlights 34:14 strong 18:23 struggling 14:19 16:18 stuck 32:25 33:23 students 40:10 studies 19:11,15 stuff 44:22 49:10 submit 27:1,9 Subsequently</p>	<p>24:25 subsidize 40:21 subsidizing 60:24 substantive 10:16 success 8:1 suffer 66:20 suffering 65:21 66:18,23 sufficient 53:25 Suite 2:7,15 summer 24:15 Sunday 25:14 supervisor 27:2 33:19 support 10:19 16:3,20 17:8 21:18 53:22 supporters 6:6 10:19,20 supporting 7:25 49:4 supposed 66:4,12 surcharge 39:20 39:23 sure 29:15 42:4 50:23 55:21 Survey 62:1,2 survive 48:10 sustainable 15:16 switch 28:12 29:16 30:17 switched 31:18 system 26:7 31:9 45:4</p> <hr/> <p style="text-align: center;">T</p> <hr/> <p>T 51:19 T-E-R-S-O-N 11:16 T8 51:20 take 3:17,25 4:4 8:5 9:9 17:3 31:15 34:3,5,11</p>	<p>35:3 41:16 54:19 59:21 taken 9:20,24 40:19 67:6,7 68:6,7,12 takes 6:18,22 9:15 59:23 talk 49:11 54:20 58:3 talked 26:15 57:7 talking 9:10 13:19 16:16 19:2 22:16,18 23:8 48:8 51:24 58:2 tariff 30:21 tax 60:23 taxpayer 60:16 taxpayers 60:12 60:17 technician 17:5 tell 11:24 28:25 45:3 50:12 64:10 telling 18:22 30:5 44:10 45:6 temporary 26:4 26:5 ten 32:19 term 12:20 terms 24:11 48:15 terrible 18:14 territory 6:7 testified 5:18 11:12 15:5 17:15 21:10 23:23 36:2 43:20 46:22 49:15 51:4 55:2 59:5 62:21 65:13 testify 5:14 36:8 testimony 24:8 36:10 37:7 42:11 46:9</p>	<p>47:15,17 48:3 49:24 54:17 55:14,24 62:7 65:19 68:7 thank 3:17 4:6,8 4:21 9:16,18 10:17 11:9 15:2 21:8 23:20 29:12 32:1,23 32:24 35:23,25 41:22 42:11,11 43:9,10,17 45:18 46:8,9,10 46:18,19 49:5 50:25 51:1 54:15,16,24 55:9 61:12 62:4 62:6,8,18,18 65:7,18 67:2,7 67:8 Thanks 31:24 54:23 theirs 27:6 thereto 68:14 thing 13:13,19 32:3 33:24 42:16 43:6 50:3 54:12 things 13:11 14:22 32:17 43:1 50:9,19,23 54:10 55:19,22 61:4,5 63:11 66:24 think 9:25 10:1 12:1 15:20 22:4 22:18 23:12,15 32:16,18 34:4 41:20 43:23 44:5 48:5 49:2 52:4,7 66:5,9 66:21 thinking 23:13 24:14 43:24 thinks 49:8 third 52:11 55:12</p>
--	---	--	--	---

<p>56:1,12,13 57:2 57:15,22 58:5 58:15 59:7 61:1 61:15 this- 34:15 thorough 25:18 thought 52:1 55:23 thousand 44:21 thousands 22:17 53:12 threat 37:8 three 6:11 18:11 35:14,16 44:16 45:22 throw 13:8 throwing 29:4 Tim 4:23 time 3:2,6 4:1,6 5:12 8:20 10:14 10:14,17 16:16 19:19 29:13 31:9,15,24 34:5 37:3 40:4 42:12 44:2 46:5 48:10 51:22 52:1,10 52:21 53:16 54:6,16 59:9 61:13 66:5,6 67:2,5,7 times 23:12 32:3 64:14 Timothy 2:3 tired 29:3,6 to- 30:18 today 3:4 21:19 27:22 31:23 44:7 47:13 58:25 64:17 told 5:8 29:23 33:14 34:21,23 34:23 35:9 57:18 tomorrow 67:3 tonight 3:18 4:7 6:5,12 9:17</p>	<p>10:18 31:25 42:12,17 46:9 54:17 61:13 62:5 67:2,7 topic 8:16 total 12:2 18:15 18:21 24:10 38:20 63:6 totally 11:24 63:4 transcribe 4:2 transcript 1:3 4:3 transferred 32:8 transform 6:9 treat 29:10 tree 24:17,20 tremendous 53:17 tried 54:14 trouble 63:19 troubleshooter 26:14,16,25 33:5 true 7:3 29:9 truly 28:4 truth 8:20 truthfully 14:16 try 5:13 17:7 41:16 54:12 trying 26:21 50:24 60:6 66:7 tube 26:19,20 turbo 16:22 turbos 16:22 turn 7:5 44:8 turned 42:6 TV 25:4 two 6:15 18:16 19:14 24:25 25:24 31:21 37:3 39:3 44:12 51:24 57:8 64:14,16 type 13:16 44:18 types 12:12 38:9 typewriting 68:9</p>	<p style="text-align: center;">U</p> <hr/> <p>U-R-D-I-C-K 17:20 U.S 56:8 understand 9:22 12:5,25 28:12 31:21 45:12 53:5,9 58:21 59:19 64:19 understandable 66:19 understanding 15:17 19:1 55:16 undeveloped 56:11 unemployed 56:25 unemployment 56:24 unfair 59:17,24 unfortunately 18:9 United 41:9 44:12 48:11 UNKNOWN 49:7 unrepairable 26:9 upgrade 17:4 31:6 50:12 upgraded 31:8 upgrades 13:10 19:1 upped 18:20 63:20 urban 28:21 urgently 41:17 usable 13:4 usage 28:9,13 30:15,15 59:1 use 7:11 8:7 9:15 13:25 16:3,21 20:24 23:2 50:2 51:14 52:8 58:3 64:23,25</p>	<p>user 50:2 52:8 53:4,23 60:4 uses 20:5 usually 42:17 utilities 41:8 42:1 60:3 64:4,17,22 64:23 utilities' 8:10 utility 6:25 13:13 36:19,21,22 40:4 utility's 9:7</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>V-A-R-T-A- 21:14 vacant 56:11,20 57:2 values 13:6 Vartanov 21:9 21:13,14,17 69:7 vehicle 60:21 versus 51:20 victim 29:3 virtually 20:25 Vito 23:21 voice 27:15 Volume 1:7</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>W 2:21 4:12 43:19 69:10 wages 40:5 41:19 64:6 wait 32:13 waiting 41:11 42:24,25 Walker 24:12 want 20:21 22:3 22:22 28:24 29:6,8 32:17 33:24 42:4,23 50:17 52:3 53:18 54:6 55:9 63:6,24 65:17</p>	<p>66:17,20 67:1 wanted 3:17 18:2 57:20 58:4 60:20 62:14 wanting 8:17 43:24 Warner 46:5 wasn't 13:21 16:10,10 47:5 waste 8:1 wasted 52:24 watch 29:10 water 39:13,14 39:17,18,20,21 39:23,25 40:3 53:17,19 64:17 66:1,5 watt 31:9 watts 51:22 way 12:1 14:13 24:13 44:6 51:12 52:5,24 Wayne 43:22 44:2 ways 7:6 44:8 53:20,24 we'll 3:19 13:17 we're 9:9 10:20 11:22 13:19 22:16,17 23:8 23:14 45:11 50:8,21 51:24 57:5 60:23 63:20 66:4,23 we've 11:25 12:2 14:13 19:1 28:15 66:6 Wednesday 26:13 week 31:21 41:25 weekend 25:11 weird 53:8 welfare 48:8 went 25:7,15 34:13 37:19,24 39:17 40:13,15</p>
--	--	--	---	--

<p>51:21 55:20 weren't 56:23 wet 15:23 wheel 21:7 wife 30:6 64:16 WILLIAM 1:15 Williams 2:13 4:16,17 43:12 43:17 willing 16:25 Wimer 1:24 68:4 wind 17:6 20:6 20:10,12,14,14 20:24 38:9,18 45:8 49:2 winter 13:18 wire 26:3,20,21 26:22,23,24 wires 31:7,10,13 wiring 26:21 28:20 wise 7:13 wish 48:25 wishes 15:18 Witness 36:15 69:2 Wolf 60:22 wondering 49:8 words 4:2 28:23 work 7:21 12:6 13:13,15 14:4 52:23 64:13 66:22 worked 22:10 37:10 44:2 50:10,11 worker 26:14,15 26:16 workers 24:25 25:25 working 35:6,8 35:12 52:20 64:4,15,15 66:10,10 works 64:16 worry 48:14</p>	<p>worth 12:4 wouldn't 32:20 written 4:3 wrong 7:20 28:4</p> <hr/> <p style="text-align: center;">X</p> <hr/> <p>X 60:16</p> <hr/> <p style="text-align: center;">Y</p> <hr/> <p>yeah 30:3 32:16 43:25 44:25 53:13 year 12:4,15,16 13:21,25 14:1 28:13 34:18,19 38:23 56:14 year's 30:14 years 8:2 12:1,16 13:15 18:16 22:10 30:10 32:19 37:1 40:1 40:3 50:6 51:16 58:22 59:9 63:5 63:8 York 11:20 you- 33:3 your- 42:5</p> <hr/> <p style="text-align: center;">Z</p> <hr/> <p style="text-align: center;">0</p> <hr/> <p>0.66 38:13</p> <hr/> <p style="text-align: center;">1</p> <hr/> <p>1 18:21 20:6 38:14 1,000 26:9 44:14 1,500 57:12 1,851 58:7 1.10 20:15 1.57 18:19 1.80 38:23 1.95 38:22 10 38:2,4 39:1 10,622 57:1 10:00 37:4 10K 36:16</p>	<p>10th 25:6 36:10 11 13:17 69:4 11,000 59:10 11.90 39:20 110 26:21 111 5:4 12 45:13 12/23/14 27:12 1200 4:13 12th 25:14 13.50 39:23 13th 25:23 41:5 14 22:24 23:8 14,000 40:7 15 38:24 39:2 40:2 45:13 69:5 15,000,000 37:25 15.10 39:22 15.28 36:8 15.8 28:1 41:1 150 42:14 16 20:5 38:12 16,500,000 12:13 17 69:6 17,000 56:17 170 64:18 1706 46:1 1707 46:1 1970 56:22 59:14 1979 62:10 1980's 43:25</p> <hr/> <p style="text-align: center;">2</p> <hr/> <p>2 12:15 20:5 25:23 33:5,13 38:18 40:22 49:2 2,600 14:9 2.05 20:8 2.5 56:15 2.7 38:16 2.79 37:20 2.81 39:16 200 2:8,16 52:15 57:16 2004 37:15</p>	<p>2006/2007 39:9 2010 39:16 2011 39:17 2012 39:18 2013 18:20 38:20 39:19 62:1,2 2014 18:14,19 21:20 24:16 25:3 29:20 36:11 37:16,25 38:9,12,16,21 38:22 39:21 2015 1:5 3:5 21:21 37:24 38:4,6,10,13,16 39:22 62:1 2016 12:19 38:25 2020 38:25 39:2 20th 21:21 21 18:16 69:7 21.8 39:10 22 13:17 220 58:17 2230 2:9 4:23 23 69:8 23rd 57:7,19 62:12 240,000,000 41:15 25 6:14 9:13 13:12 45:13 25,000 61:2,13,14 61:21,22 25,628 58:10 253.3 20:13 26 13:18 56:19 57:2 26,000 56:14 27 13:23 27,128 56:16 27th 43:15 28 38:25 28.20 22:1 280 60:5 283,100,000 12:4 29th 34:4</p>	<hr/> <p style="text-align: center;">3</p> <hr/> <p>3 40:1 3,175 57:23 3.18 39:17 3.2 37:22 3.67 39:18 30 37:2 57:22 300,000 40:17 31st 35:3 3316 55:8 35 57:23,25 36 56:15 69:9 360 2:17</p> <hr/> <p style="text-align: center;">4</p> <hr/> <p>4.02 39:19 4.45 39:21 4.60 39:23 43 69:10 46 69:11 48.1 39:8 49 17:3 69:12</p> <hr/> <p style="text-align: center;">5</p> <hr/> <p>5 1:5 69:3 5,159 56:25 50 38:14 40:9,9 57:12 58:21 51 18:17 69:13 54th 56:2 55 12:19 56:20 69:14 55.66 22:1 57,000 56:13 573)751-4255 2:19 573)751-5324 2:11 5th 3:5 25:3</p> <hr/> <p style="text-align: center;">6</p> <hr/> <p>6 12:15 38:18 60 12:20 600 53:6 62 22:25 69:15 64105 4:14</p>
---	--	---	---	--

<p>65 40:11,12 56:18 650 2:7 65102 2:10 4:18 4:24 65109 2:18 65201 5:4 66 38:13</p> <hr/> <p>7</p> <hr/> <p>7 1:7 7.75 20:8 37:21 38:17 7:02 3:2 70 12:19,20 35:1 71 34:4 35:8 737,400 14:7,7 75,000 56:5 76 56:21 78,330 57:18</p> <hr/> <p>8</p> <hr/> <p>8 38:23 45:10 57:10,17 8,692 57:24 8,781 58:6 8.8 18:25 80 22:16 45:24 81 20:5 840 53:7 867 22:22 8th 27:11</p> <hr/> <p>9</p> <hr/> <p>9 6:13 9:13 21:22 64:4 9/29/15 68:21 900 2:15 95 37:23 98,400 14:9 9th 5:4</p>				
--	--	--	--	--