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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
TRANSCRIPT OF PROCEEDINGS  
  
Local Public Hearing  
August 9, 2016  
  
City Hall Council Chambers  
St. Joseph, Missouri  
Volume 8  
  
In the Matter of KCP&L )  
Greater Missouri Operations )  
Company's Request for Authority ) File No.  
to Implement a General Rate ) ER-2016-0156  
Increase for Electric Service )  
  
Daniel Jordan, Presiding  
Senior Regulatory Law Judge  
  
William P. Kenney  
Commissioner  
  
Reported By:  
Sarah A. Davison, CCR 1397

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A P P E A R A N C E S

Ms. Bethany R. Findley  
Attorney for Ameren Missouri  
Smith Lewis, LLP  
City Centre Building  
111 South Ninth Street  
Suite 200  
P.O. Box 918  
Columbia, Missouri 65205-0918  
573-443-3141

Mr. Robert J. Hack  
Attorney for KCP&L Greater Missouri  
Operations  
P.O. Box 418679  
Kansas City, Missouri 64141-9679  
816-556-2791

Mr. James Owen  
Attorney for Office of the Public  
Counsel.  
Governor Office Building  
Suite 650  
200 Madison Street  
P.O. Box 2230  
Jefferson City, Missouri 65102-0360  
573-751-4857

Mr. Mark Johnson  
Attorney for Missouri Public Service  
Commission  
Governor Office Building  
Suite 800  
200 Madison Street  
P.O. Box 360  
Jefferson City, Missouri 65102-0360  
573-751-7431

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

2 JUDGE JORDAN: We're on the record.  
3 The Commission is calling the action in File No.  
4 ER-2016-0156. This relates to the proposed rate  
5 increases and pending tariffs for KCP&L Greater  
6 Missouri Operations Company. My name is Daniel  
7 Jordan. I'm the Regulatory Law Judge assigned to  
8 this action. Seated next to me on my left is  
9 Commissioner William Kenney. Commissioner.

10 COMMISSIONER KENNEY: Thank you, Judge.  
11 Good afternoon. It's great to be back in St. Joe  
12 again. As the Judge mentioned my name is Bill  
13 Kenney. I'm one of five commissioners. We have six  
14 local public hearings. This is the fourth of six.  
15 We always -- our commission likes to have a  
16 commissioner present at every public hearing and all  
17 the other commissioners -- everything that's said  
18 today will be taken down by our court reporter so  
19 the other four commissioners have the opportunity to  
20 read any comments that you do make. This is just an  
21 initial step. We have a long ways to go before we  
22 make a decision on what the rates are going to be  
23 for the general public so I just appreciate you  
24 being here and look forward to hearing what you have  
25 to say. Thank you, Judge.

1 JUDGE JORDAN: Thank you, sir. I will  
2 next go to entries of appearance. We will begin  
3 with counsel for the utility.

4 MR. HACK: Appearing for Kansas City  
5 Power & Light Great Missouri Operations Company,  
6 Robert Hack, and I will give the court reporter my  
7 contact information.

8 JUDGE JORDAN: Very good. For the  
9 staff of the Commission?

10 MR. JOHNSON: Your Honor, on behalf of  
11 staff for the Missouri Public Service Commission,  
12 Mark Johnson, and I've already provided my  
13 information to the court reporter.

14 JUDGE JORDAN: Thank you. For the  
15 Office of the Public Counsel.

16 MR. OWEN: Yes, Judge, my name is James  
17 Owen, Office of the Public Counsel and we're here on  
18 behalf of the office as well as the public. I've  
19 provided my business card to the court reporter  
20 prior to the commencement of this hearing.

21 JUDGE JORDAN: Thank you. Do we have  
22 counsel for any intervenors today?

23 MS. FINDLEY: Yeah, my name is Beth  
24 Findley. I'm here on behalf of Ameren Missouri, and  
25 the court reporter has my business card.

1 JUDGE JORDAN: Thank you. Any other  
2 intervenors to make an appearance through counsel  
3 today? Not seeing any I'll give a brief rundown of  
4 what we're going to do in this phase of the  
5 proceeding. And we are here to take testimony from  
6 the public on the pending tariffs which propose a  
7 rate increase for KCP&L Greater Missouri Operations  
8 Company, commonly known as GMO.

9 A few tips on testifying. I have a  
10 signup sheet here which has several names on it and  
11 I will call the names. When I call your name you  
12 may come up to the podium. I will administer an  
13 oath or an affirmation if you prefer. If religious  
14 convictions prohibit you from taking an oath just  
15 tell me and I will swear you in with an affirmation.

16 Please be concise out of respect for  
17 everyone's time. We do want to hear what you have  
18 to say and that includes whether you're simply  
19 agreeing with something that's already been said.  
20 You don't have to repeat what's been said by a  
21 previous speaker but let us know that you feel the  
22 same way, too. And I want to make sure that  
23 everyone understands that this is the on-the-record  
24 part. Nothing that's gone before has been on the  
25 record so if there was something that was said in

1 the question and answer session that you agree with  
2 that you want the Commission to know, come on up to  
3 the stand and say so.

4           Only one person can speak at a time.  
5 When you are done remain at the stand for a minute  
6 because there may be some clarifying questions from  
7 me, from the commissioner, from the lawyers who have  
8 introduced themselves, just to clarify what you're  
9 saying. This is a good time to give the Commission  
10 information about your experience.

11           As you've probably figured out everyone  
12 involved in this is working very hard to get a clear  
13 picture of the quality of service and the justice of  
14 the rates for GMO but no one including all these  
15 parties can be everywhere at every time so this is a  
16 good time to mention billing issues, service issues,  
17 things like that. That would be very helpful.

18           Do bear in mind that the company  
19 doesn't make any statements. Certainly the  
20 Commission, no one involved with the Commission is  
21 going to set forth any position because we haven't  
22 heard all of the evidence yet so nobody's reached  
23 any decisions and nobody's going to say anything  
24 that would give the impression that they have.

25           When you begin your testimony I'll

1 probably ask a few questions to get you started like  
2 make sure we have the spelling of your name right  
3 and clarify your relation to the company.

4 And do keep in mind that if you think  
5 of something later or your neighbors think of  
6 something that's not said here you can be in contact  
7 with staff or with the Office of the Public Counsel.  
8 Any questions on that procedure before we begin to  
9 take testimony? And I'm not seeing any so I will  
10 call the first name on my list which is Richard  
11 Sharp. Mr. Sharp, please raise your right hand.

12 RICHARD SHARP,  
13 having been first duly sworn by Judge Jordan,  
14 testified under oath as follows:

15 JUDGE JORDAN: Mr. Sharp, are you a  
16 customer of GMO?

17 MR. SHARP: I am.

18 JUDGE JORDAN: Okay. Why don't you go  
19 ahead and just tell the Commission what you would  
20 like it to know.

21 MR. SHARP: Okay. A couple things.  
22 First of all, members of the Public Service  
23 Commission, KCP&L, I heard a lot of talk -- I'm  
24 retired military and I also spent 25 years in the  
25 insurance business so I understand how rates are

1 done by actuary of people and let me just say that  
2 you can make anything you want to make, to make a  
3 rate increase, okay? In other words, you can find  
4 the data that you need. So I wrote down some notes  
5 here that I want to go over because I want to make  
6 sure that I make my point clear.

7 I've heard some projections and  
8 statistics justifying an increase in the electrical  
9 rates. I'd like to quote you some facts. In 2012,  
10 Commissioners approved an 8.2% for KCP&L. I realize  
11 that some of this is different but please bear with  
12 me.

13 In 2013 our water rates increased 11%.  
14 In 2014, 16%. In 2015, 11%. In 2016, 12.3% and now  
15 KCP&L wants an eight point whatever it is. And let  
16 me just tell you in five years the Public Service  
17 Commission has approved 72.5% increases in our  
18 utilities. Now, granted some of these increases are  
19 due to federal regulations and I understand that,  
20 okay? That does not take away from the fact that we  
21 still have to pay these things. So as the Public  
22 Service Commission you're supposed to watch out for  
23 the public, you're supposed to help us as much as  
24 you can.

25 Let me give you an example. If I need



1 a new transmission in my car or I need to update  
2 wiring in my house, I don't just go to my boss or in  
3 my case social security and say, hey, I need to  
4 increase my income. In fact, the medium income and  
5 I just might call this to your attention as you well  
6 know, has dropped almost \$4,000 for the average  
7 family in the United States this year. So there has  
8 been no increases in social security in the past  
9 couple years and when an increase does occur it's  
10 somewhere in the neighborhood of maybe a percent or  
11 less or 2%.

12                   These utility companies are back at the  
13 public troth every -- I say utility companies, okay,  
14 are back at the troth about every one, two or three  
15 years and they want to raise it 8, 9, 10%. And they  
16 just get a stamp to do it because if you need  
17 statistics they got them, okay? Their actuarials  
18 are very good, just like insurance companies. At  
19 the same time they are -- at the same time these  
20 companies are out purchasing other entities to the  
21 tune of millions of dollars but they now need more  
22 from us so they can update their infrastructure.

23                   When I update my infrastructure, I use  
24 my saved money instead of asking the public to pay.  
25 Please do the public a favor and require these

1 utility companies to expand on their own profits  
2 instead of asking the customers to fund their  
3 projects and normal maintenance. We are reaching a  
4 point where more and more people are looking for  
5 public assistance because utilities are becoming a  
6 second mortgage. So I'd like to thank each of you  
7 for coming here today and hearing this but that's my  
8 opposition that I think just too often what happens  
9 is, is just because we have the data in front of us  
10 that says I justify a rate increase ought to get it.

11 I noticed some things whenever I looked  
12 at the brochure here. It talks about all these and  
13 says they have a right to a reasonable return on  
14 here. It's not a guarantee, but a reasonable return  
15 for their stockholders. I'd like to know if anybody  
16 has anybody that's going to give them a reasonable  
17 return when they invest in their stocks and bonds  
18 portfolio. I own public utility stock but I can  
19 tell you this, there was no guarantees, you're  
20 absolutely right, and I guarantee I wasn't getting  
21 any 5% return on my utilities and my point is simply  
22 this: There are no guarantees in this world and  
23 instead of all of this going out and buying other  
24 companies and doing all these things and investing  
25 their money and then coming back and saying, oh, by

1 the way, I need \$15 million to make an  
2 infrastructure improvement, I just don't -- I'm  
3 sorry, I just can't fall victim to that. So I  
4 appreciate your time if you have any questions of  
5 me.

6 JUDGE JORDAN: Thank you for your  
7 testimony.

8 Any questions from counsel? From the  
9 public counsel, yes.

10 MR. OWEN: Yes, Judge, I want -- I'm  
11 new to this. I don't know if I need to come up to  
12 the podium or --

13 JUDGE JORDAN: Where you're at is fine  
14 as long as everybody can hear.

15 MR. OWEN: Sir, I just have two  
16 questions and I want to make sure I ask them because  
17 I think you mentioned it in your testimony. What  
18 is -- what is your utility, your electric utility?

19 MR. SHARP: I'm all electric.

20 MR. OWEN: What company provides that?

21 MR. SHARP: KCP&L.

22 MR. OWEN: Okay. Are you familiar with  
23 a company named KCP&L GMO?

24 MR. SHARP: Only from what you've told  
25 me, okay.

1 MR. OWEN: Okay. All right. That was  
2 the only questions I have. Thank you.

3 JUDGE JORDAN: Questions from any other  
4 counsel? Not seeing any. Sir?

5 COMMISSIONER KENNEY: No. Thank you,  
6 Mr. Sharp. Appreciate your time, sir.

7 JUDGE JORDAN: Thank you for  
8 testifying. The next name on my list is Virginia  
9 Weigum I'm guessing at that pronunciation and I hope  
10 you'll` correct me.

11 MS. WEIGUM: Weigum.

12 JUDGE JORDAN: Weigum.

13 MS. WEIGUM: But I will forgive you.

14 JUDGE JORDAN: I appreciate that.

15 Let's start with the oath.

16 VIRGINIA WEIGUM,  
17 having been first duly sworn by Judge Jordan,  
18 testified under oath as follows:

19 JUDGE JORDAN: Thank you, Ms. Weigum.

20 Spell your name for the court reporter, please.

21 MS. WEIGUM: W-E-I-G-U-M.

22 JUDGE JORDAN: Thank you, ma'am. And  
23 are you a customer of KCP&L GMO?

24 MS. WEIGUM: KCP&L.

25 JUDGE JORDAN: Okay. Go ahead and tell

1 the Commission what you would like it to know then.

2 MS. WEIGUM: I am of the age group that  
3 I remember when we didn't have air conditioning in  
4 our workplace, in our homes. So I do appreciate air  
5 conditioning, living in a cool climate. Now you  
6 know my age. And I have to concur with Mr. Sharp.  
7 I've worked with Mr. Sharp on a number of projects  
8 and for statistical analysis he does a great job.  
9 And overall the costs of being retired for the last  
10 12 to 15 years, everything has doubled, everything,  
11 property tax -- and in our community of St. Joseph,  
12 Missouri we have a problem with sewer tax. What  
13 they are levelling on the city resident is almost  
14 unconceivable. In seven years it doubled and is  
15 projected to double again in the next five years.

16 For two people in my household my sewer  
17 bill will be \$62 a month for two people and I have  
18 purchased every water saving, electrical saving  
19 device that has been presented to the public. I am  
20 also coordinator of the local Tea Party in town so  
21 the public does come to me with a lot of input,  
22 especially senior citizens. I like to say that I'm  
23 here speaking for the hundreds of residents of our  
24 community that could not for their own circumstances  
25 be here to express themselves. But in our community

1 because of the sewer tax we're approaching a  
2 thousand residents that have to choose between  
3 medication, food, paying their living expenses.  
4 That's how bad it's gotten. And, yes, we can go for  
5 help to other places, but like Mr. Sharp said, we  
6 are reaching the 50% mark where the halves of paying  
7 into the system are almost lower than the people  
8 that are partaking of the system.

9           The administration, and because I'm a  
10 Tea Party coordinator, I am in tune with -- weekly  
11 many Congress people that come on our webinar calls  
12 that tell us what's happening. And the EPA is in  
13 all other government regulatory -- they're -- it's a  
14 runaway train that has to be stopped. And I hope  
15 people will -- I'm going to get a little tiny  
16 political but I hope you can make a difference when  
17 you go to the ballot box.

18           And also as a Tea Party coordinator, so  
19 many times -- and I've held that position for almost  
20 nine years now, so many times we have shut  
21 Washington or Jefferson City down just because we  
22 bring the facts to the public and ask you, please  
23 pick up the phone, e-mail, whichever way you choose  
24 to get in touch with the legislatures that are  
25 setting the laws. And this is what I'm asking the

1 public to do today: I'm asking the public and I  
2 hope the media prints this, to please -- there are  
3 many people that are working that could not be here  
4 today -- to please use the contact information that  
5 was given to us, to please let them know how hard  
6 it's been because the middle class is taking a step  
7 back that's never been seen before in US history.  
8 And all of these things paint a very, very dim  
9 picture. But things can be changed, we are a  
10 country of individuals that make change, that set  
11 policies, and if you do not contact people that are  
12 making these changes and setting these rules, then  
13 when you look in the mirror in the morning you can  
14 thank no one but yourself.

15                   And also I would like to add to what  
16 Mr. Sharp said. We are also going to notice a rate  
17 increase through our groceries and through secondary  
18 channels because the grocery manufacturer, the car  
19 dealer, anybody that we partake of buying goods and  
20 services from has to pass their rate increase on to  
21 what we purchase. So we're getting like a double  
22 whammy. And I agree with this gentleman here that  
23 there's been a 4.92% decrease in rates and when I've  
24 been involved with a commission and different things  
25 to find out information to pass it on to my members,

1 if it wasn't for government subsidies there would be  
2 no windmills. Windmills are only built because  
3 they're subsidized. If you would take away the  
4 government subsidies there would be no windmills and  
5 that should be considered when you vote also. And I  
6 thank you for your time. And I am Italian so I do  
7 get long-winded. Thank you.

8 JUDGE JORDAN: Thank you, Ms. Weigum.  
9 Any questions from counsel? Yes, from the Office of  
10 Public Counsel.

11 MR. OWEN: Yes, Judge. Office of  
12 Public Counsel. Just two questions to ask you:  
13 One, I think you mentioned earlier, what is the name  
14 of your electric utility provider?

15 MS. WEIGUM: KCP&L. That's what  
16 residents in St. Joe -- or service us.

17 MR. OWEN: Have you ever heard of the  
18 utility KCP&L GMO, Greater Missouri Operation?

19 MS. WEIGUM: Not until I arrived today.

20 MR. OWEN: Okay. Thank you for your  
21 time. Thank you.

22 JUDGE JORDAN: Questions from any other  
23 counsel? Sir?

24 COMMISSIONER KENNEY: Ms. Weigum, thank  
25 you for your testimony. Appreciate your -- you're



1 an educated utility user and educated voter, I  
2 appreciate that. I do have one question. Who is  
3 your sewer provider?

4 MS. WEIGUM: Our sewer provider is the  
5 City of St. Joseph.

6 COMMISSIONER KENNEY: Thank you very  
7 much.

8 JUDGE JORDAN: Thank you for your  
9 testimony. The next name on my list is -- guessing  
10 at the pronunciation again -- Kylee Strough. And I  
11 hope I've pronounced your name correctly.

12 MS. STROUGH: It was close enough.

13 KYLEE STROUGH,  
14 having been first duly sworn by Judge Jordan,  
15 testified under oath as follows:

16 JUDGE JORDAN: Please spell your name  
17 for the court reporter.

18 MS. STROUGH: K-Y-L-E-E-S-T-R-O-U-G-H.

19 JUDGE JORDAN: Thank you. Go ahead and  
20 tell the Commission what you would like them to  
21 know.

22 MS. STROUGH: I am president of United  
23 Way of Greater St. Joe. And as you opened things up  
24 you asked for comments on customer service billing  
25 and I'm just going to add community engagement to

1 that list and hope that you're willing to hear a  
2 little bit about that. So first off from a customer  
3 service perspective we do get the opportunity to  
4 engage with staff and billing in customer service  
5 occasionally as we're helping clients who are  
6 suffering a bill or a shut off notice or things like  
7 that. What we find is that they are very  
8 approachable and willing to work through situations  
9 with us. It's an excellent relationship and they do  
10 a lot to cultivate the relationship year round by  
11 participating in things in St. Joe even though  
12 they're officed out of Kansas City. And knowing  
13 many of the social service agencies, not just United  
14 Way so that we understand who to call when there is  
15 a problem.

16 From a community engagement perspective  
17 we believe for a community to thrive, the  
18 businesses, the individuals in the community that  
19 depend on the community, must give back and we have  
20 raised that in giving, advocating and volunteering.  
21 And a long-standing relationship with KCP&L exists  
22 going back to the days of St. Joseph Light & Power.  
23 If you look at what they have maintained through  
24 KCP&L, it looks like the employees giving back not  
25 only through the work place campaign United Way and

1 other organizations, but individually as citizens of  
2 this community giving their time, whether it be  
3 volunteering for organized programs such as United  
4 Way Reading Adventure or coaching their son's  
5 softball team, they are members of this community  
6 who continue to give and make our community a little  
7 bit better and a little bit stronger.

8           From the advocacy perspective we  
9 appreciate KCP&L who work with the United Way who  
10 work at that help hotline for those in the community  
11 who are struggling. Sometimes it's with utility  
12 bills, sometimes it's with a child born with a  
13 disability, sometimes it's a senior parent who  
14 they're struggling on how to take care of in the  
15 later years of life and then finally volunteering.  
16 Touching back on that, we see that KCP&L not only  
17 encourages their employees to give of their time as  
18 part of KCP&L but that that builds a culture of  
19 giving that goes back to the home. So we see  
20 couples volunteering and we see entire families,  
21 whether they're being Big Brothers & Sisters,  
22 installing air conditioners and fans or helping to  
23 build something with one of the non-profits in the  
24 community KCP&L and the employees here at KCP&L are  
25 a part of our community and we are very fortunate to

1 have them as part of our community. As you look at  
2 major companies today many don't have the roots in  
3 the local places where they're doing business like  
4 KCP&L does. We believe we're fortunate for that, we  
5 appreciate it and we hope it continues.

6 JUDGE JORDAN: Thank you, questions  
7 from counsel? Yes, the Office of Public Counsel.

8 MR. OWEN: Thank you, Judge. Ma'am, in  
9 regards to the utility you say you work with  
10 involving community engagement, what was the utility  
11 company?

12 MS. STROUGH: KCP&L.

13 MR. OWEN: Are you familiar with the  
14 utility company KCP&L Greater Missouri Operations?

15 MS. STROUGH: Yes, I am.

16 MR. OWEN: Okay. Thank you.

17 MS. STROUGH: Thanks.

18 JUDGE JORDAN: Questions from other  
19 counsel? Not seeing any. Commissioner?

20 COMMISSIONER KENNEY: Thank you very  
21 much.

22 JUDGE JORDAN: Thank you for your  
23 testimony. The next name on my list is Ryan Fisher.  
24 Please raise your right hand.

25 RYAN FISHER,

1 having been first duly sworn by Judge Jordan,  
2 testified under oath as follows:

3 JUDGE JORDAN: And that's Fisher as in  
4 one who fishes?

5 MR. FISHER: Yes.

6 JUDGE JORDAN: Go ahead and tell the  
7 Commission what you'd like it to hear.

8 MR. FISHER: Yeah. I'm here before the  
9 counsel as an employee of St. Joseph Plastics. St.  
10 Joseph Plastics has been in the community for around  
11 25 years. We are a significant user, or as it's  
12 classified on tariff rate, large general user of  
13 power from Kansas City Power & Light. We're average  
14 demand over a megawatt at any given time. So in --  
15 we're a plastics recycler, so we'll take industrial  
16 scrap or we'll take post consumer waste and convert  
17 that into usable plastic that can then go back into  
18 orders ordered for their consumer items.

19 We operate three facilities, two in St.  
20 Joseph and one in Sedalia. We -- in this business  
21 energy to melt the plastic and cool it back down, it  
22 comprises about half of the cost of the input cost  
23 in here. So for us to see an 8% increase is the  
24 equivalent of a 4% loss profit margin. Now at the  
25 same time as we've -- you know, we -- if these rates

1 go through, experiencing that we've also seen a  
2 significant difference in basically -- we're an  
3 alternative to plastic from the refineries which  
4 is -- largely input cost is crude oil. So as crude  
5 oil has dropped significantly basically we're --  
6 it's almost at the level of where recycled plastic  
7 is the same as what you can get virgin plastics from  
8 the refineries which has been very detrimental to  
9 the industry as a whole. We've seen a lot of  
10 plastics recyclers close down and shut doors. We've  
11 shuttered one of our facilities out of the last --  
12 the majority of the last 12 months have not been  
13 profitable for us. We've taken actions to make all  
14 sorts of costs decreases as we can so you can  
15 imagine -- and if we're looking at the future as far  
16 as what can we do? We've made cutbacks  
17 personnel-wise, payroll-wise, doing things that we  
18 can to operate better, trying to, without a whole  
19 lot of capital availability, reconfigure our  
20 operations to be able to react to this, and as we  
21 look at the future, you know, there's 65 peoples  
22 jobs that are on the line that if it looks like a  
23 permanent 8% goes through, it really makes the  
24 future really hard to say how can I continue.  
25 So who knows what's going to happen

1 with oil prices and things like that in the future,  
2 maybe that comes around but I guess it's just  
3 something to take into consideration as far as the  
4 impact directly to this community and to the  
5 industrial users that provide jobs here. It will  
6 also -- you know, if -- those operations that we do  
7 prevent 16,000 tons around that area a year from  
8 going into -- a third of that is stuff that  
9 otherwise would go into the landfill. So there's --  
10 and I know KCP&L takes into account carbon  
11 footprints and things like that. There is a  
12 tremendous offset of the carbon imprint that we do  
13 versus what our -- the use of the power is on there.  
14 So your impact will probably be better than what you  
15 would gain from other -- I don't know that for sure,  
16 but other alternative such as wind power, something  
17 like that as far as impacts of the carbon imprint,  
18 so --

19                   And the other part of it I would say  
20 is -- and I guess this isn't pertaining necessarily  
21 to the tariff increases proposed, but regulatory  
22 side of it, you know, we lived through times of the  
23 St. Joe Power & Light days to the Kansas City Power  
24 & Light at this point. You know, to put yourself in  
25 my perspective as an engineer we are looking at

1 alternative supplies of plastic. In order to do  
2 that we have to move a portion of our plant in order  
3 to use this, and one of the major hindrances that  
4 would hold us back is the -- is looking at needing  
5 to upgrade to a larger transformer but if we --  
6 which should be a thing of just taking one  
7 transformer out, putting another transformer in.  
8 But now in order to do this to go by the KCP&L  
9 standards, the pad would have to be moved, an \$8,000  
10 stainless steel compartment to hold the current  
11 transformer rings would need to go into place. We  
12 don't even have the space to do that now because we  
13 have storage silos in there, basically to abide by  
14 the -- and this is just within the last two years,  
15 updated requirements on the regulatory side, we  
16 can't even bring an upgrade of service into the  
17 facility.

18                   So those regulations -- and year after  
19 year they've gotten tighter and tighter and tighter.  
20 You're restricted to only buy from one supplier,  
21 this \$8,000 stainless steel cabinet and that's  
22 everybody that needs 1,000 kVA transformer or  
23 larger. So we're really kind of choked from two  
24 different angles on this. We might be able to  
25 reconfigure and get through this but we have this



1 regulation on the other side that kind of pinches us  
2 on the other side. I guess just to -- just to take  
3 that into account as you make your decisions, the  
4 impact it would be on the business side of things.

5 JUDGE JORDAN: Thank you for your  
6 testimony. Questions from counsel?

7 MR. HACK: Yes. Mr. Fisher, we at  
8 KCP&L GMO have been trying to reach out to some of  
9 our larger customers to really explore the impacts  
10 of this case on them and if you would be so kind I'd  
11 love to talk to you, have the opportunity to talk to  
12 you after this hearing and see if we can maybe find  
13 a way to make sure that you and your company get the  
14 kind of information we've been trying to get out to  
15 folks in your situation.

16 MR. FISHER: Okay.

17 MR. HACK: Great.

18 JUDGE JORDAN: Other questions from  
19 counsel, from the Office of Public Counsel?

20 MR. OWEN: Yes, sir. Good afternoon.  
21 Two questions. With your company, do you know the  
22 name of the utility that provides your electricity?

23 MR. FISHER: Yeah. Kansas City Power &  
24 Light.

25 MR. OWEN: Are you familiar with the

1 utility Kansas City Power & Light Great Missouri  
2 Operations?

3 MR. FISHER: I'm familiar with the GMO  
4 rates, I guess, working with two different -- two  
5 different plants one in Sedalia and one here. I was  
6 familiar with different rates, didn't know it was a  
7 separate corporation.

8 MR. OWEN: Thank you for your answer.

9 JUDGE JORDAN: Any other questions from  
10 counsel? Sir, any questions?

11 COMMISSIONER KENNEY: No questions,  
12 thank you. Thank you.

13 JUDGE JORDAN: I have none. Thank you.  
14 The next name on my list is RJ Crone. RJ Crone?  
15 Not seeing anyone responding to that name. I'll go  
16 to the next name and that looks like Stephanie Ray,  
17 that's Ray, R-A-Y. Please raise your right hand.

18 STEPHANIE RAY,  
19 having been first duly sworn by Judge Jordan,  
20 testified under oath as follows:

21 JUDGE JORDAN: Go ahead and give your  
22 testimony then.

23 MS. RAY: Like Kylee from United Way, I  
24 would like to say something to KCP&L's customer  
25 service as well as their community activities. I am

1 the executive director of the Noyes Home for  
2 Children here in St. Joe. We're a 43-bed facility  
3 for at-risk children. The large percentage of over  
4 300 children we serve each year are in homeless  
5 situations and in extreme poverty. For 123 years  
6 we've been here in the St. Joseph area and we've  
7 never received any state or federal funds to  
8 maintain our support, so we keep our mission alive  
9 by the generosity of the community and with a lot of  
10 volunteers and one of our biggest volunteer groups  
11 comes from KCP&L. They come in and they not only  
12 work with our kids but they support our public  
13 relations when we get together with our community  
14 partners, and we open our doors to the Noyes Home  
15 every year and invite the community in to hear about  
16 what services are available to them. There is a lot  
17 of poverty with our children in St. Joe, there are a  
18 lot of homelessness with our children in St. Joe  
19 that a lot of people do not realize and KCP&L walks  
20 alongside with us. They have helped create and  
21 expand our garden for the children, it's an  
22 educational garden, it's one where the kids get to  
23 go out and put their hands in the dirt every year  
24 and they get to grow vegetables and we have a fruit  
25 orchard which they also helped us expand so the kids

1 can learn how to jam and make jellies and do a lot  
2 of different activities outside, which most of these  
3 kids would never experience without that.

4           They've also come into the home and  
5 helped us clean up our yards, clean up a lot of  
6 brush and they do -- they come in and they truly  
7 make such a difference with these kids. They have  
8 individual employees that come in. There's one of  
9 their employees from the Lake Road who has become a  
10 part of our family. And I can tell you that every  
11 time we have anything at Noyes Home or we have any  
12 need, he goes back to the KCP&L folks that he knows  
13 and they surround us. They do drives for us. We,  
14 like I said, we don't get state or federal funding  
15 so we have to put the clothes on the backs of these  
16 kids, many of them come through the door without  
17 anything and KCP&L makes a big difference in the  
18 lives of everyone that's experiencing Noyes Home but  
19 in the community at large.

20           With regard to their customer service I  
21 must say that they've really helped us as well as  
22 our -- the parents that we work with in the families  
23 because so many of them when they're homeless it is  
24 a huge hill to climb to get back -- to have a home,  
25 to get back right with the utility companies and

1 they truly work with us. They truly work with our  
2 families and they'll just bend over backwards and so  
3 that's what I wanted to come and say today.

4 JUDGE JORDAN: Well, thank you for your  
5 testimony. Questions from counsel? From the Office  
6 of Public Counsel.

7 MR. OWEN: Ma'am, a quick question. In  
8 regards to your organization --

9 MS. RAY: KCP&L.

10 MR. OWEN: Have you ever heard of the  
11 utility provider Great Missouri Operations?

12 MS. RAY: Yes.

13 MR. OWEN: Okay. Thank you.

14 JUDGE JORDAN: Any other questions from  
15 counsel? Not seeing any. Sir, any questions?

16 COMMISSIONER KENNEY: No, thank you  
17 very much.

18 JUDGE JORDAN: Thank you for your  
19 testimony. The next name on my list is -- looks  
20 like Larry Rosenbound (sp)?

21 MR. ROSENBOUND: No comment, they  
22 covered it. Thank you.

23 JUDGE JORDAN: Thank you, sir. The  
24 next name is Rob Starr with two R's, Rob Starr.  
25 Sir, please raise your right hand.

1                                   ROB STARR,  
2   having been first duly sworn by Judge Jordan,  
3   testified under oath as follows:

4                                   JUDGE JORDAN:  Mr. Starr, go ahead.

5                                   MR. STARR:  I'll be brief.  We -- I  
6   work for St. Joseph Plastics also.  I'm the  
7   president.  As Ryan Fisher stated we are a large  
8   user of the utility.  I'm not going to -- I agree  
9   with everything that he said so I'm not going to go  
10  over all that.  But I would like to say that the  
11  rate increases seem to go against what's happening  
12  in the economy in general.  What's happening with  
13  commodities, what's happening with oil, asking for  
14  that kind of an increase just seems to be going the  
15  wrong way and, you know, with what we are  
16  experiencing at our company and a lot of other  
17  people that I talk to these days.  So just keep that  
18  in mind as we move forward.  Thank you.

19                                  JUDGE JORDAN:  Thank you for your  
20  testimony.  Any questions from counsel?  The Office  
21  of Public Counsel.

22                                  MR. OWEN:  Thank you for being here and  
23  for your comments.  Who -- in regards to your  
24  company, who provides your electric utility service?

25                                  MR. STARR:  KCP&L.

1 MR. OWEN: Are you familiar with KCP&L  
2 Great Missouri Operations?

3 MR. STARR: Not until today.

4 MR. OWEN: Okay. Thank you.

5 JUDGE JORDAN: Any other -- any of the  
6 other parties? Sir, anything?

7 COMMISSIONER KENNEY: No. Thank you  
8 very much.

9 JUDGE JORDAN: Thank you, sir. And the  
10 last name I have on my list is J. Bruce Woody. Sir,  
11 will you raise your right hand.

12 J. BRUCE WOODY,  
13 having been first duly sworn by Judge Jordan,  
14 testified under oath as follows:

15 JUDGE JORDAN: Thank you go ahead and  
16 give us your testimony if you please.

17 MR. WOODY: My name is Bruce Woody.  
18 I'm the city manager of the City of St. Joseph,  
19 Missouri. The City of St. Joseph, Missouri is  
20 serviced by Kansas City Power & Light GMO, which is  
21 formally Aquila St. Joseph Light & Power District.  
22 First and foremost, I'd like to thank the PSC for  
23 having the meeting today. I know it's quite a  
24 challenge balancing the interest of rate payers with  
25 the financial needs of -- I realize it's quite a

1 challenge balancing the interest of the rate payer  
2 with those of the financial needs of the private  
3 investor owned utilities. I first would like to say  
4 I very much appreciate Kansas City Power & Light  
5 representatives Tom Burke and Dan are very  
6 responsive when we have meetings. They represent  
7 their companies very well and do a very fine job for  
8 us here.

9           With that said, utility increases  
10 continue to be a burden for St. Joseph citizens. I  
11 echo some of the comments made earlier by Mr. Sharp.  
12 It is quite a challenge as rates are going up for  
13 all utility companies. We realize that  
14 environmental regulations are putting significant  
15 upward pressure on rates. The City of St. Joseph  
16 itself is a waste water utility owner and operator  
17 and we're not immune to those challenges and we  
18 likewise have significant frustrations in trying to  
19 meet the environmental regulations but at the same  
20 time trying to be sensitive to our own citizens who  
21 are having to deal with these ever increasing rates.

22           With that said, I just have three  
23 comments. First, please carefully weigh the  
24 contracting viewpoints of the Office of Public  
25 Counsel with Kansas City Power & Light's request.



1 That's quite a range from a positive 8.2 to a  
2 negative .4. I'm sure the tariff position is  
3 probably somewhere in between. No. 2, I'm really  
4 looking forward to seeing a rate tariff for LED  
5 streetlights. I realize that all parties will first  
6 have to overcome the costs of capital investments  
7 before we can look at energy savings that would  
8 result from that but the technology is here and we  
9 need to get started.

10 Please also evaluate and I don't  
11 know -- this is not part of the current case, but  
12 closely evaluate the impact of the proposed  
13 acquisition of Westar Energy. I'm sure it would  
14 benefit St. Joseph, not just spread any current or  
15 future, debt capital needs, operational expenses to  
16 a wider population at the expense of the local  
17 community. And that's all I have.

18 JUDGE JORDAN: Thank you, sir. Any  
19 questions from counsel?

20 MR. HACK: Just one.

21 JUDGE JORDAN: Mr. Hack?

22 MR. HACK: I would like to just advise  
23 Mr. Woody that LED lights are being deployed in  
24 parts of our system.

25 MR. WOODY: Yes.

1 MR. HACK: And they will be coming  
2 and -- but it's a question of when, so everybody  
3 wants them. We've got to do it as -- in an orderly  
4 fashion so --

5 MR. WOODY: Right. And, again, to the  
6 credit of your local representatives Tom and Dan  
7 they've had communication with me about that. I  
8 know that it is coming and I just -- I would like to  
9 reiterate that we're looking forward to it arriving.

10 MR. HACK: Yeah.

11 MR. WOODY: It's a significant expense  
12 and cost for street light system takes away from  
13 funds that we also use for street maintenance and we  
14 would sure like to refocus those to that need.

15 JUDGE JORDAN: Anything from the other  
16 parties? Is there any questions, sir, for this  
17 witness?

18 COMMISSIONER KENNEY: No questions.  
19 Thank you very much.

20 JUDGE JORDAN: That's the last name I  
21 have on my list but if anyone else wants to comment,  
22 testify, you can certainly come up now and do so.  
23 Anyone else? Okay. Not seeing anyone else. That  
24 concludes the testimony part of this proceeding.  
25 Commissioner, any closing remarks?

1                   COMMISSIONER KENNEY: Just a couple,  
2 Judge. Thank you very much. Again, I'd like to  
3 thank each of you for attending this public hearing.  
4 I appreciate your comments. And as I mentioned, the  
5 commissioners will review them, everything that was  
6 spoken today. Just a couple comments.

7                   I've been a -- I live in Lee's Summit  
8 so I've been a consumer of both Missouri Public  
9 Service, Aquila and now Kansas City Power & Light  
10 Great Missouri Operations for 37 years. So I'm  
11 impacted just like you are on any rate increase that  
12 takes effect or anything that we do for the GMO  
13 operations. As I mentioned this process is a longer  
14 process than just these public hearings. We have  
15 scheduled seven or eight days of a hearing and  
16 testimony in kind of like a court case at the end --  
17 towards the middle of next month, where not only  
18 does the Office of Public Counsel represent the  
19 public but we also have other intervenors like the  
20 City of St. Joseph I'm sure is an intervener because  
21 they play a big part in the rates their citizens are  
22 large consumers. And then we have the Missouri  
23 industrial groups and we have energy consumers, we  
24 have consumers counsel, there's a lot of different  
25 groups and the staff and when we make a decision to

1 increase or give the company a return on their  
2 investment it's always based on their capital  
3 investment into the facilities that generate the  
4 utility for the consumer. And we take that very  
5 seriously and so it's a long process and just  
6 because Kansas City Power & Light GMO says here's  
7 what we need, doesn't necessarily -- that's how it  
8 balances out.

9           Many times the different groups get  
10 together and come up with a stipulation and  
11 agreement that -- they made that between themselves  
12 to represent you, represent the industry and  
13 represent the business. So as I mentioned, we take  
14 it very seriously and your comments are a part of  
15 that. So I just appreciate it and you are able to  
16 if you want to follow -- you can get online and you  
17 can actually watch the entire hearing or if you want  
18 to spend those seven days with me at about eight  
19 hours a day you're able to do that if anybody has  
20 that interest. But as mentioned, this is a long  
21 process. It takes -- we stretch it out 11 months  
22 just to make sure every detail is exposed so --  
23 because we want to be fair to the company and also  
24 fair to the consumer. And as I mentioned I'm one of  
25 those consumers so I appreciate your input today.

1 Thank you very much for attending.

2 JUDGE JORDAN: And on behalf of  
3 Missouri Public Service Commission thank you for  
4 speaking and thank you for listening, thank you for  
5 being here. With that we will adjourn this local  
6 public hearing and we are off the record.

7 (The Evidentiary Hearing was concluded.)

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1	INDEX	
2		
3		
4		PAGE
5	RICHARD SHARP	7
6	VIRGINIA WEIGUM	12
7	KYLEE STROUGH	17
8	RYAN FISHER	20
9	STEPHANIE RAY	26
10	ROB STARR	30
11	J. BRUCE WOODY	31
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
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CERTIFICATE

STATE OF MISSOURI )  
 ) ss.  
CITY OF ST. JOSEPH )

I, Sarah A. Davison, a Certified Court Reporter, within and for the State of Missouri, do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me; that the testimony of said witness 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 deposition 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.

\_\_\_\_\_  
Sarah A. Davison, CCR

<p style="text-align: center;"><b>A</b></p> <p><b>abide</b> 24:13  <b>ability</b> 39:10  <b>able</b> 22:20 24:24  36:15,19  <b>absolutely</b> 10:20  <b>account</b> 23:10  25:3  <b>acquisition</b> 33:13  <b>action</b> 3:3,8  39:13,17  <b>actions</b> 22:13  <b>activities</b> 26:25  28:2  <b>actuarials</b> 9:17  <b>actuary</b> 8:1  <b>add</b> 15:15 17:25  <b>adjourn</b> 37:5  <b>administer</b> 5:12  <b>administration</b>  14:9  <b>Adventure</b> 19:4  <b>advise</b> 33:22  <b>advocacy</b> 19:8  <b>advocating</b> 18:20  <b>affirmation</b> 5:13  5:15  <b>afternoon</b> 3:11  25:20  <b>age</b> 13:2,6  <b>agencies</b> 18:13  <b>agree</b> 6:1 15:22  30:8  <b>agreeing</b> 5:19  <b>agreement</b> 36:11  <b>ahead</b> 7:19 12:25  17:19 21:6  26:21 30:4  31:15  <b>air</b> 13:3,4 19:22  <b>alive</b> 27:8  <b>alongside</b> 27:20  <b>alternative</b> 22:3  23:16 24:1  <b>Ameren</b> 2:4 4:24  <b>analysis</b> 13:8</p>	<p><b>angles</b> 24:24  <b>answer</b> 6:1 26:8  <b>anybody</b> 10:15  10:16 15:19  36:19  <b>appearance</b> 4:2  5:2  <b>Appearing</b> 4:4  <b>appears</b> 39:8  <b>appreciate</b> 3:23  11:4 12:6,14  13:4 16:25 17:2  19:9 20:5 32:4  35:4 36:15,25  <b>approachable</b>  18:8  <b>approaching</b>  14:1  <b>approved</b> 8:10  8:17  <b>Aquila</b> 31:21  35:9  <b>area</b> 23:7 27:6  <b>arrived</b> 16:19  <b>arriving</b> 34:9  <b>asked</b> 17:24  <b>asking</b> 9:24 10:2  14:25 15:1  30:13  <b>assigned</b> 3:7  <b>assistance</b> 10:5  <b>at-risk</b> 27:3  <b>attending</b> 35:3  37:1  <b>attention</b> 9:5  <b>attorney</b> 2:4,10  2:14,19 39:15  <b>August</b> 1:6  <b>Authority</b> 1:14  <b>availability</b>  22:19  <b>available</b> 27:16  <b>average</b> 9:6  21:13</p> <p style="text-align: center;"><b>B</b></p>	<p><b>back</b> 3:11 9:12  9:14 10:25 15:7  18:19,22,24  19:16,19 21:17  21:21 24:4  28:12,24,25  <b>backs</b> 28:15  <b>backwards</b> 29:2  <b>bad</b> 14:4  <b>balances</b> 36:8  <b>balancing</b> 31:24  32:1  <b>ballot</b> 14:17  <b>based</b> 36:2  <b>basically</b> 22:2,5  24:13  <b>bear</b> 6:18 8:11  <b>becoming</b> 10:5  <b>behalf</b> 4:10,18,24  37:2  <b>believe</b> 18:17  20:4  <b>bend</b> 29:2  <b>benefit</b> 33:14  <b>best</b> 39:10  <b>Beth</b> 4:23  <b>Bethany</b> 2:4  <b>better</b> 19:7 22:18  23:14  <b>big</b> 19:21 28:17  35:21  <b>biggest</b> 27:10  <b>bill</b> 3:12 13:17  18:6  <b>billing</b> 6:16  17:24 18:4  <b>bills</b> 19:12  <b>bit</b> 18:2 19:7,7  <b>bonds</b> 10:17  <b>born</b> 19:12  <b>boss</b> 9:2  <b>box</b> 2:7,11,16,22  14:17  <b>brief</b> 5:3 30:5  <b>bring</b> 14:22  24:16</p>	<p><b>brochure</b> 10:12  <b>Brothers</b> 19:21  <b>Bruce</b> 31:10,12  31:17 38:11  <b>brush</b> 28:6  <b>build</b> 19:23  <b>Building</b> 2:5,15  2:20  <b>builds</b> 19:18  <b>built</b> 16:2  <b>burden</b> 32:10  <b>Burke</b> 32:5  <b>business</b> 4:19,25  7:25 20:3 21:20  25:4 36:13  <b>businesses</b> 18:18  <b>buy</b> 24:20  <b>buying</b> 10:23  15:19</p> <p style="text-align: center;"><b>C</b></p> <p><b>C</b> 2:1 3:1  <b>cabinet</b> 24:21  <b>call</b> 5:11,11 7:10  9:5 18:14  <b>calling</b> 3:3  <b>calls</b> 14:11  <b>campaign</b> 18:25  <b>capital</b> 22:19  33:6,15 36:2  <b>car</b> 9:1 15:18  <b>carbon</b> 23:10,12  23:17  <b>card</b> 4:19,25  <b>care</b> 19:14  <b>carefully</b> 32:23  <b>case</b> 9:3 25:10  33:11 35:16  <b>CCR</b> 1:25 39:22  <b>Centre</b> 2:5  <b>certainly</b> 6:19  34:22  <b>CERTIFICATE</b>  39:1  <b>Certified</b> 39:5  <b>certify</b> 39:7</p>	<p><b>challenge</b> 31:24  32:1,12  <b>challenges</b> 32:17  <b>Chambers</b> 1:8  <b>change</b> 15:10  <b>changed</b> 15:9  <b>changes</b> 15:12  <b>channels</b> 15:18  <b>child</b> 19:12  <b>children</b> 27:2,3,4  27:17,18,21  <b>choked</b> 24:23  <b>choose</b> 14:2,23  <b>circumstances</b>  13:24  <b>citizens</b> 13:22  19:1 32:10,20  35:21  <b>city</b> 1:8 2:5,11,17  2:22 4:4 13:13  14:21 17:5  18:12 21:13  23:23 25:23  26:1 31:18,18  31:19,20 32:4  32:15,25 35:9  35:20 36:6 39:3  <b>clarify</b> 6:8 7:3  <b>clarifying</b> 6:6  <b>class</b> 15:6  <b>classified</b> 21:12  <b>clean</b> 28:5,5  <b>clear</b> 6:12 8:6  <b>clients</b> 18:5  <b>climate</b> 13:5  <b>climb</b> 28:24  <b>close</b> 17:12 22:10  <b>closely</b> 33:12  <b>closing</b> 34:25  <b>clothes</b> 28:15  <b>coaching</b> 19:4  <b>Columbia</b> 2:7  <b>come</b> 5:12 6:2  11:11 13:21  14:11 27:11  28:4,6,8,16</p>
--	---	--	--	--



29:3 34:22 36:10 <b>comes</b> 23:2 27:11 <b>coming</b> 10:7,25 34:1,8 <b>commencement</b> 4:20 <b>comment</b> 29:21 34:21 <b>comments</b> 3:20 17:24 30:23 32:11,23 35:4,6 36:14 <b>commission</b> 1:2 2:20 3:3,15 4:9 4:11 6:2,9,20 6:20 7:19,23 8:17,22 13:1 15:24 17:20 21:7 37:3 <b>commissioner</b> 1:22 3:9,9,10 3:16 6:7 12:5 16:24 17:6 20:19,20 26:11 29:16 31:7 34:18,25 35:1 <b>commissioners</b> 3:13,17,19 8:10 35:5 <b>commodities</b> 30:13 <b>commonly</b> 5:8 <b>communication</b> 34:7 <b>community</b> 13:11,24,25 17:25 18:16,17 18:18,19 19:2,5 19:6,10,24,25 20:1,10 21:10 23:4 26:25 27:9 27:13,15 28:19 33:17 <b>companies</b> 9:12 9:13,18,20 10:1	10:24 20:2 28:25 32:7,13 <b>company</b> 3:6 4:5 5:8 6:18 7:3 11:20,23 20:11 20:14 25:13,21 30:16,24 36:1 36:23 <b>Company's</b> 1:14 <b>compartment</b> 24:10 <b>comprises</b> 21:22 <b>concise</b> 5:16 <b>concluded</b> 37:7 <b>concludes</b> 34:24 <b>concur</b> 13:6 <b>conditioners</b> 19:22 <b>conditioning</b> 13:3,5 <b>Congress</b> 14:11 <b>consideration</b> 23:3 <b>considered</b> 16:5 <b>consumer</b> 21:16 21:18 35:8 36:4 36:24 <b>consumers</b> 35:22 35:23,24 36:25 <b>contact</b> 4:7 7:6 15:4,11 <b>continue</b> 19:6 22:24 32:10 <b>continues</b> 20:5 <b>contracting</b> 32:24 <b>convert</b> 21:16 <b>convictions</b> 5:14 <b>cool</b> 13:5 21:21 <b>coordinator</b> 13:20 14:10,18 <b>corporation</b> 26:7 <b>correct</b> 12:10 <b>correctly</b> 17:11 <b>cost</b> 21:22,22 22:4 34:12	<b>costs</b> 13:9 22:14 33:6 <b>Council</b> 1:8 <b>counsel</b> 2:14 4:3 4:15,17,22 5:2 7:7 11:8,9 12:4 16:9,10,12,23 20:7,7,19 21:9 25:6,19,19 26:10 29:5,6,15 30:20,21 32:25 33:19 35:18,24 39:12,15 <b>country</b> 15:10 <b>couple</b> 7:21 9:9 35:1,6 <b>couples</b> 19:20 <b>court</b> 3:18 4:6,13 4:19,25 12:20 17:17 35:16 39:5 <b>covered</b> 29:22 <b>create</b> 27:20 <b>credit</b> 34:6 <b>Crone</b> 26:14,14 <b>crude</b> 22:4,4 <b>cultivate</b> 18:10 <b>culture</b> 19:18 <b>current</b> 24:10 33:11,14 <b>customer</b> 7:16 12:23 17:24 18:2,4 26:24 28:20 <b>customers</b> 10:2 25:9 <b>cutbacks</b> 22:16	<b>days</b> 18:22 23:23 30:17 35:15 36:18 <b>deal</b> 32:21 <b>dealer</b> 15:19 <b>debt</b> 33:15 <b>decision</b> 3:22 35:25 <b>decisions</b> 6:23 25:3 <b>decrease</b> 15:23 <b>decreases</b> 22:14 <b>demand</b> 21:14 <b>depend</b> 18:19 <b>deployed</b> 33:23 <b>deposition</b> 39:8 39:14 <b>detail</b> 36:22 <b>detrimental</b> 22:8 <b>device</b> 13:19 <b>difference</b> 14:16 22:2 28:7,17 <b>different</b> 8:11 15:24 24:24 26:4,5,6 28:2 35:24 36:9 <b>dim</b> 15:8 <b>direction</b> 39:11 <b>directly</b> 23:4 <b>director</b> 27:1 <b>dirt</b> 27:23 <b>disability</b> 19:13 <b>District</b> 31:21 <b>doing</b> 10:24 20:3 22:17 <b>dollars</b> 9:21 <b>door</b> 28:16 <b>doors</b> 22:10 27:14 <b>double</b> 13:15 15:21 <b>doubled</b> 13:10,14 <b>drives</b> 28:13 <b>dropped</b> 9:6 22:5 <b>due</b> 8:19 <b>duly</b> 7:13 12:17	17:14 21:1 26:19 30:2 31:13 39:8 <hr/> <b>E</b> <hr/> <b>E</b> 2:1,1 3:1,1 <b>e-mail</b> 14:23 <b>earlier</b> 16:13 32:11 <b>echo</b> 32:11 <b>economy</b> 30:12 <b>educated</b> 17:1,1 <b>educational</b> 27:22 <b>effect</b> 35:12 <b>eight</b> 8:15 35:15 36:18 <b>electric</b> 1:16 11:18,19 16:14 30:24 <b>electrical</b> 8:8 13:18 <b>electricity</b> 25:22 <b>employed</b> 39:12 39:16 <b>employee</b> 21:9 39:15 <b>employees</b> 18:24 19:17,24 28:8,9 <b>encourages</b> 19:17 <b>energy</b> 21:21 33:7,13 35:23 <b>engage</b> 18:4 <b>engagement</b> 17:25 18:16 20:10 <b>engineer</b> 23:25 <b>entire</b> 19:20 36:17 <b>entities</b> 9:20 <b>entries</b> 4:2 <b>environmental</b> 32:14,19 <b>EPA</b> 14:12 <b>equivalent</b> 21:24
		<hr/> <b>D</b> <hr/> <b>D</b> 3:1 <b>Dan</b> 32:5 34:6 <b>Daniel</b> 1:18 3:6 <b>data</b> 8:4 10:9 <b>Davison</b> 1:25 39:5,22 <b>day</b> 36:19		

<p><b>ER-2016-0156</b>                  1:15 3:4  <b>especially</b> 13:22  <b>evaluate</b> 33:10                  33:12  <b>everybody</b> 11:14                  24:22 34:2  <b>everyone's</b> 5:17  <b>evidence</b> 6:22  <b>Evidentiary</b> 37:7  <b>example</b> 8:25  <b>excellent</b> 18:9  <b>executive</b> 27:1  <b>exists</b> 18:21  <b>expand</b> 10:1                  27:21,25  <b>expense</b> 33:16                  34:11  <b>expenses</b> 14:3                  33:15  <b>experience</b> 6:10                  28:3  <b>experiencing</b>                  22:1 28:18                  30:16  <b>explore</b> 25:9  <b>exposed</b> 36:22  <b>express</b> 13:25  <b>extreme</b> 27:5</p> <hr/> <p style="text-align: center;"><b>F</b></p> <p><b>facilities</b> 21:19                  22:11 36:3  <b>facility</b> 24:17                  27:2  <b>fact</b> 8:20 9:4  <b>facts</b> 8:9 14:22  <b>fair</b> 36:23,24  <b>fall</b> 11:3  <b>familiar</b> 11:22                  20:13 25:25                  26:3,6 31:1  <b>families</b> 19:20                  28:22 29:2  <b>family</b> 9:7 28:10  <b>fans</b> 19:22</p>	<p><b>far</b> 22:15 23:3,17  <b>fashion</b> 34:4  <b>favor</b> 9:25  <b>federal</b> 8:19 27:7                  28:14  <b>feel</b> 5:21  <b>figured</b> 6:11  <b>File</b> 1:14 3:3  <b>finally</b> 19:15  <b>financial</b> 31:25                  32:2  <b>financially</b> 39:16  <b>find</b> 8:3 15:25                  18:7 25:12  <b>Findley</b> 2:4 4:23                  4:24  <b>fine</b> 11:13 32:7  <b>first</b> 7:10,13,22                  12:17 17:14                  18:2 21:1 26:19                  30:2 31:13,22                  32:3,23 33:5  <b>Fisher</b> 20:23,25                  21:3,5,8 25:7                  25:16,23 26:3                  30:7 38:8  <b>fishes</b> 21:4  <b>five</b> 3:13 8:16                  13:15  <b>folks</b> 25:15 28:12  <b>follow</b> 36:16  <b>follows</b> 7:14                  12:18 17:15                  21:2 26:20 30:3                  31:14  <b>food</b> 14:3  <b>footprints</b> 23:11  <b>foregoing</b> 39:8  <b>foremost</b> 31:22  <b>forgive</b> 12:13  <b>formally</b> 31:21  <b>forth</b> 6:21  <b>fortunate</b> 19:25                  20:4  <b>forward</b> 3:24                  30:18 33:4 34:9</p>	<p><b>four</b> 3:19  <b>fourth</b> 3:14  <b>front</b> 10:9  <b>fruit</b> 27:24  <b>frustrations</b>                  32:18  <b>fund</b> 10:2  <b>funding</b> 28:14  <b>funds</b> 27:7 34:13  <b>further</b> 39:14  <b>future</b> 22:15,21                  22:24 23:1                  33:15</p> <hr/> <p style="text-align: center;"><b>G</b></p> <p><b>G</b> 3:1  <b>gain</b> 23:15  <b>garden</b> 27:21,22  <b>general</b> 1:15 3:23                  21:12 30:12  <b>generate</b> 36:3  <b>generosity</b> 27:9  <b>gentleman</b> 15:22  <b>getting</b> 10:20                  15:21  <b>give</b> 4:6 5:3 6:9                  6:24 8:25 10:16                  18:19 19:6,17                  26:21 31:16                  36:1  <b>given</b> 15:5 21:14  <b>giving</b> 18:20,24                  19:2,19  <b>GMO</b> 5:8 6:14                  7:16 11:23                  12:23 16:18                  25:8 26:3 31:20                  35:12 36:6  <b>go</b> 3:21 4:2 7:18                  8:5 9:2 12:25                  14:4,17 17:19                  21:6,17 22:1                  23:9 24:8,11                  26:15,21 27:23                  30:4,9,11 31:15  <b>goes</b> 19:19 22:23</p>	<p>28:12  <b>going</b> 3:22 5:4                  6:21,23 10:16                  10:23 14:15                  15:16 17:25                  18:22 22:25                  23:8 30:8,9,14                  32:12  <b>good</b> 3:11 4:8 6:9                  6:16 9:18 25:20  <b>goods</b> 15:19  <b>gotten</b> 14:4 24:19  <b>government</b>                  14:13 16:1,4  <b>Governor</b> 2:15                  2:20  <b>granted</b> 8:18  <b>great</b> 3:11 4:5                  13:8 25:17 26:1                  29:11 31:2                  35:10  <b>Greater</b> 1:13                  2:10 3:5 5:7                  16:18 17:23                  20:14  <b>groceries</b> 15:17  <b>grocery</b> 15:18  <b>group</b> 13:2  <b>groups</b> 27:10                  35:23,25 36:9  <b>grow</b> 27:24  <b>guarantee</b> 10:14                  10:20  <b>guarantees</b> 10:19                  10:22  <b>guess</b> 23:2,20                  25:2 26:4  <b>guessing</b> 12:9                  17:9</p> <hr/> <p style="text-align: center;"><b>H</b></p> <p><b>Hack</b> 2:9 4:4,6                  25:7,17 33:20                  33:21,22 34:1                  34:10  <b>half</b> 21:22</p>	<p><b>Hall</b> 1:8  <b>halves</b> 14:6  <b>hand</b> 7:11 20:24                  26:17 29:25                  31:11  <b>hands</b> 27:23  <b>happen</b> 22:25  <b>happening</b> 14:12                  30:11,12,13  <b>happens</b> 10:8  <b>hard</b> 6:12 15:5                  22:24  <b>hear</b> 5:17 11:14                  18:1 21:7 27:15  <b>heard</b> 6:22 7:23                  8:7 16:17 29:10  <b>hearing</b> 1:5 3:16                  3:24 4:20 10:7                  25:12 35:3,15                  36:17 37:6,7  <b>hearings</b> 3:14                  35:14  <b>held</b> 14:19  <b>help</b> 8:23 14:5                  19:10  <b>helped</b> 27:20,25                  28:5,21  <b>helpful</b> 6:17  <b>helping</b> 18:5                  19:22  <b>hey</b> 9:3  <b>hill</b> 28:24  <b>hindrances</b> 24:3  <b>history</b> 15:7  <b>hold</b> 24:4,10  <b>home</b> 19:19 27:1                  27:14 28:4,11                  28:18,24  <b>homeless</b> 27:4                  28:23  <b>homelessness</b>                  27:18  <b>homes</b> 13:4  <b>Honor</b> 4:10  <b>hope</b> 12:9 14:14                  14:16 15:2</p>
--	--	---	--	--

<p>17:11 18:1 20:5  <b>hotline</b> 19:10  <b>hours</b> 36:19  <b>house</b> 9:2  <b>household</b> 13:16  <b>huge</b> 28:24  <b>hundreds</b> 13:23</p> <hr/> <p style="text-align: center;"><b>I</b></p> <p><b>imagine</b> 22:15  <b>immune</b> 32:17  <b>impact</b> 23:4,14              25:4 33:12  <b>impacted</b> 35:11  <b>impacts</b> 23:17              25:9  <b>Implement</b> 1:15  <b>impression</b> 6:24  <b>imprint</b> 23:12,17  <b>improvement</b>              11:2  <b>includes</b> 5:18  <b>including</b> 6:14  <b>income</b> 9:4,4  <b>increase</b> 1:16 5:7              8:3,8 9:4,9              10:10 15:17,20              21:23 30:14              35:11 36:1  <b>increased</b> 8:13  <b>increases</b> 3:5              8:17,18 9:8              23:21 30:11              32:9  <b>increasing</b> 32:21  <b>INDEX</b> 38:1  <b>individual</b> 28:8  <b>individually</b> 19:1  <b>individuals</b> 15:10              18:18  <b>industrial</b> 21:15              23:5 35:23  <b>industry</b> 22:9              36:12  <b>information</b> 4:7              4:13 6:10 15:4</p>	<p>15:25 25:14  <b>infrastructure</b>              9:22,23 11:2  <b>initial</b> 3:21  <b>input</b> 13:21              21:22 22:4              36:25  <b>installing</b> 19:22  <b>insurance</b> 7:25              9:18  <b>interest</b> 31:24              32:1 36:20  <b>interested</b> 39:17  <b>intervener</b> 35:20  <b>intervenors</b> 4:22              5:2 35:19  <b>introduced</b> 6:8  <b>invest</b> 10:17  <b>investing</b> 10:24  <b>investment</b> 36:2              36:3  <b>investments</b> 33:6  <b>investor</b> 32:3  <b>invite</b> 27:15  <b>involved</b> 6:12,20              15:24  <b>involving</b> 20:10  <b>issues</b> 6:16,16  <b>Italian</b> 16:6  <b>items</b> 21:18</p> <hr/> <p style="text-align: center;"><b>J</b></p> <p><b>J</b> 2:9 31:10,12              38:11  <b>jam</b> 28:1  <b>James</b> 2:13 4:16  <b>Jefferson</b> 2:17,22              14:21  <b>jellies</b> 28:1  <b>job</b> 13:8 32:7  <b>jobs</b> 22:22 23:5  <b>Joe</b> 3:11 16:16              17:23 18:11              23:23 27:2,17              27:18  <b>Johnson</b> 2:19</p>	<p>4:10,12  <b>Jordan</b> 1:18 3:2              3:7 4:1,8,14,21              5:1 7:13,15,18              11:6,13 12:3,7              12:12,14,17,19              12:22,25 16:8              16:22 17:8,14              17:16,19 20:6              20:18,22 21:1,3              21:6 25:5,18              26:9,13,19,21              29:4,14,18,23              30:2,4,19 31:5              31:9,13,15              33:18,21 34:15              34:20 37:2  <b>Joseph</b> 1:9 13:11              17:5 18:22 21:9              21:10,20 27:6              30:6 31:18,19              31:21 32:10,15              33:14 35:20              39:3  <b>Judge</b> 1:19 3:2,7              3:10,12,25 4:1              4:8,14,16,21              5:1 7:13,15,18              11:6,10,13 12:3              12:7,12,14,17              12:19,22,25              16:8,11,22 17:8              17:14,16,19              20:6,8,18,22              21:1,3,6 25:5              25:18 26:9,13              26:19,21 29:4              29:14,18,23              30:2,4,19 31:5              31:9,13,15              33:18,21 34:15              34:20 35:2 37:2  <b>justice</b> 6:13  <b>justify</b> 10:10  <b>justifying</b> 8:8</p>	<hr/> <p style="text-align: center;"><b>K</b></p> <p><b>K-Y-L-E-E-S-...</b>              17:18  <b>Kansas</b> 2:11 4:4              18:12 21:13              23:23 25:23              26:1 31:20 32:4              32:25 35:9 36:6  <b>KCP&amp;L</b> 1:12              2:10 3:5 5:7              7:23 8:10,15              11:21,23 12:23              12:24 16:15,18              18:21,24 19:9              19:16,18,24,24              20:4,12,14              23:10 24:8 25:8              27:11,19 28:12              28:17 29:9              30:25 31:1  <b>KCP&amp;L's</b> 26:24  <b>keep</b> 7:4 27:8              30:17  <b>Kenney</b> 1:21 3:9              3:10,13 12:5              16:24 17:6              20:20 26:11              29:16 31:7              34:18 35:1  <b>kids</b> 27:12,22,25              28:3,7,16  <b>kind</b> 24:23 25:1              25:10,14 30:14              35:16  <b>know</b> 5:21 6:2              7:20 9:6 10:15              11:11 13:1,6              15:5 17:21              21:25 22:21              23:6,10,15,22              23:24 25:21              26:6 30:15              31:23 33:11              34:8  <b>knowing</b> 18:12  <b>known</b> 5:8</p>	<p><b>knows</b> 22:25              28:12  <b>kVA</b> 24:22  <b>Kylee</b> 17:10,13              26:23 38:7</p> <hr/> <p style="text-align: center;"><b>L</b></p> <p><b>Lake</b> 28:9  <b>landfill</b> 23:9  <b>large</b> 21:12 27:3              28:19 30:7              35:22  <b>largely</b> 22:4  <b>larger</b> 24:5,23              25:9  <b>Larry</b> 29:20  <b>Law</b> 1:19 3:7  <b>laws</b> 14:25  <b>lawyers</b> 6:7  <b>learn</b> 28:1  <b>LED</b> 33:4,23  <b>Lee's</b> 35:7  <b>left</b> 3:8  <b>legislatures</b>              14:24  <b>Let's</b> 12:15  <b>level</b> 22:6  <b>levelling</b> 13:13  <b>Lewis</b> 2:5  <b>life</b> 19:15  <b>light</b> 4:5 18:22              21:13 23:23,24              25:24 26:1              31:20,21 32:4              34:12 35:9 36:6  <b>Light's</b> 32:25  <b>lights</b> 33:23  <b>likes</b> 3:15  <b>likewise</b> 32:18  <b>line</b> 22:22  <b>list</b> 7:10 12:8              17:9 18:1 20:23              26:14 29:19              31:10 34:21  <b>listening</b> 37:4  <b>little</b> 14:15 18:2</p>
---	--	---	--	---

<p>19:6,7  <b>live</b> 35:7  <b>lived</b> 23:22  <b>lives</b> 28:18  <b>living</b> 13:5 14:3  <b>LLP</b> 2:5  <b>local</b> 1:5 3:14              13:20 20:3              33:16 34:6 37:5  <b>long</b> 3:21 11:14              36:5,20  <b>long-standing</b>              18:21  <b>long-winded</b>              16:7  <b>longer</b> 35:13  <b>look</b> 3:24 15:13              18:23 20:1              22:21 33:7  <b>looked</b> 10:11  <b>looking</b> 10:4              22:15 23:25              24:4 33:4 34:9  <b>looks</b> 18:24              22:22 26:16              29:19  <b>loss</b> 21:24  <b>lot</b> 7:23 13:21              18:10 22:9,19              27:9,16,18,19              28:1,5 30:16              35:24  <b>love</b> 25:11  <b>lower</b> 14:7</p> <hr/> <p style="text-align: center;"><b>M</b></p> <hr/> <p><b>ma'am</b> 12:22              20:8 29:7  <b>Madison</b> 2:16,21  <b>maintain</b> 27:8  <b>maintained</b>              18:23  <b>maintenance</b>              10:3 34:13  <b>major</b> 20:2 24:3  <b>majority</b> 22:12</p>	<p><b>making</b> 15:12  <b>manager</b> 31:18  <b>manufacturer</b>              15:18  <b>margin</b> 21:24  <b>mark</b> 2:19 4:12              14:6  <b>Matter</b> 1:12  <b>media</b> 15:2  <b>medication</b> 14:3  <b>medium</b> 9:4  <b>meet</b> 32:19  <b>meeting</b> 31:23  <b>meetings</b> 32:6  <b>megawatt</b> 21:14  <b>melt</b> 21:21  <b>members</b> 7:22              15:25 19:5  <b>mention</b> 6:16  <b>mentioned</b> 3:12              11:17 16:13              35:4,13 36:13              36:20,24  <b>middle</b> 15:6              35:17  <b>military</b> 7:24  <b>million</b> 11:1  <b>millions</b> 9:21  <b>mind</b> 6:18 7:4              30:18  <b>minute</b> 6:5  <b>mirror</b> 15:13  <b>mission</b> 27:8  <b>Missouri</b> 1:1,9              1:13 2:4,7,10              2:11,17,19,22              3:6 4:5,11,24              5:7 13:12 16:18              20:14 26:1              29:11 31:2,19              31:19 35:8,10              35:22 37:3 39:2              39:6  <b>money</b> 9:24              10:25  <b>month</b> 13:17</p>	<p>35:17  <b>months</b> 22:12              36:21  <b>morning</b> 15:13  <b>mortgage</b> 10:6  <b>move</b> 24:2 30:18  <b>moved</b> 24:9</p> <hr/> <p style="text-align: center;"><b>N</b></p> <hr/> <p><b>N</b> 2:1 3:1  <b>name</b> 3:6,12 4:16              4:23 5:11 7:2              7:10 12:8,20              16:13 17:9,11              17:16 20:23              25:22 26:14,15              26:16 29:19,24              31:10,17 34:20  <b>named</b> 11:23  <b>names</b> 5:10,11  <b>necessarily</b> 23:20              36:7  <b>need</b> 8:4,25 9:1,3              9:16,21 11:1,11              24:11 28:12              33:9 34:14 36:7  <b>needing</b> 24:4  <b>needs</b> 24:22              31:25 32:2              33:15  <b>negative</b> 33:2  <b>neighborhood</b>              9:10  <b>neighbors</b> 7:5  <b>neither</b> 39:12  <b>never</b> 15:7 27:7              28:3  <b>new</b> 9:1 11:11  <b>nine</b> 14:20  <b>Ninth</b> 2:6  <b>nobody's</b> 6:22,23  <b>non-profits</b>              19:23  <b>normal</b> 10:3  <b>notes</b> 8:4  <b>notice</b> 15:16 18:6</p>	<p><b>noticed</b> 10:11  <b>Noyes</b> 27:1,14              28:11,18  <b>number</b> 13:7</p> <hr/> <p style="text-align: center;"><b>O</b></p> <hr/> <p><b>O</b> 3:1  <b>oath</b> 5:13,14 7:14              12:15,18 17:15              21:2 26:20 30:3              31:14  <b>occasionally</b> 18:5  <b>occur</b> 9:9  <b>office</b> 2:14,15,20              4:15,17,18 7:7              16:9,11 20:7              25:19 29:5              30:20 32:24              35:18  <b>officed</b> 18:12  <b>offset</b> 23:12  <b>oh</b> 10:25  <b>oil</b> 22:4,5 23:1              30:13  <b>okay</b> 7:18,21 8:3              8:20 9:13,17              11:22,25 12:1              12:25 16:20              20:16 25:16              29:13 31:4              34:23  <b>on-the-record</b>              5:23  <b>online</b> 36:16  <b>open</b> 27:14  <b>opened</b> 17:23  <b>operate</b> 21:19              22:18  <b>Operation</b> 16:18  <b>operational</b>              33:15  <b>operations</b> 1:13              2:10 3:6 4:5 5:7              20:14 22:20              23:6 26:2 29:11              31:2 35:10,13</p>	<p><b>operator</b> 32:16  <b>opportunity</b> 3:19              18:3 25:11  <b>opposition</b> 10:8  <b>orchard</b> 27:25  <b>order</b> 24:1,2,8  <b>ordered</b> 21:18  <b>orderly</b> 34:3  <b>orders</b> 21:18  <b>organization</b>              29:8  <b>organizations</b>              19:1  <b>organized</b> 19:3  <b>ought</b> 10:10  <b>outcome</b> 39:17  <b>outside</b> 28:2  <b>overall</b> 13:9  <b>overcome</b> 33:6  <b>Owen</b> 2:13 4:16              4:17 11:10,15              11:20,22 12:1              16:11,17,20              20:8,13,16              25:20,25 26:8              29:7,10,13              30:22 31:1,4  <b>owned</b> 32:3  <b>owner</b> 32:16</p> <hr/> <p style="text-align: center;"><b>P</b></p> <hr/> <p><b>P</b> 1:21 2:1,1 3:1  <b>P.O</b> 2:7,11,16,22  <b>pad</b> 24:9  <b>PAGE</b> 38:4  <b>paint</b> 15:8  <b>parent</b> 19:13  <b>parents</b> 28:22  <b>part</b> 5:24 19:18              19:25 20:1              23:19 28:10              33:11 34:24              35:21 36:14  <b>partake</b> 15:19  <b>partaking</b> 14:8  <b>participating</b></p>
---	--	--	---	---

<p>18:11  <b>parties</b> 6:15 31:6          33:5 34:16          39:13,16  <b>partners</b> 27:14  <b>parts</b> 33:24  <b>Party</b> 13:20          14:10,18  <b>pass</b> 15:20,25  <b>pay</b> 8:21 9:24  <b>payer</b> 32:1  <b>payers</b> 31:24  <b>paying</b> 14:3,6  <b>payroll-wise</b>          22:17  <b>pending</b> 3:5 5:6  <b>people</b> 8:1 10:4          13:16,17 14:7          14:11,15 15:3          15:11 27:19          30:17  <b>peoples</b> 22:21  <b>percent</b> 9:10  <b>percentage</b> 27:3  <b>permanent</b> 22:23  <b>person</b> 6:4  <b>personnel-wise</b>          22:17  <b>perspective</b> 18:3          18:16 19:8          23:25  <b>pertaining</b> 23:20  <b>phase</b> 5:4  <b>phone</b> 14:23  <b>pick</b> 14:23  <b>picture</b> 6:13 15:9  <b>pinches</b> 25:1  <b>place</b> 18:25 24:11  <b>places</b> 14:5 20:3  <b>plant</b> 24:2  <b>plants</b> 26:5  <b>plastic</b> 21:17,21          22:3,6 24:1  <b>plastics</b> 21:9,10          21:15 22:7,10          30:6</p>	<p><b>play</b> 35:21  <b>please</b> 5:16 7:11          8:11 9:25 12:20          14:22 15:2,4,5          17:16 20:24          26:17 29:25          31:16 32:23          33:10  <b>podium</b> 5:12          11:12  <b>point</b> 8:6,15 10:4          10:21 23:24  <b>policies</b> 15:11  <b>political</b> 14:16  <b>population</b> 33:16  <b>portfolio</b> 10:18  <b>portion</b> 24:2  <b>position</b> 6:21          14:19 33:2  <b>positive</b> 33:1  <b>post</b> 21:16  <b>poverty</b> 27:5,17  <b>power</b> 4:5 18:22          21:13,13 23:13          23:16,23,23          25:23 26:1          31:20,21 32:4          32:25 35:9 36:6  <b>prefer</b> 5:13  <b>present</b> 3:16  <b>presented</b> 13:19  <b>president</b> 17:22          30:7  <b>Presiding</b> 1:18  <b>pressure</b> 32:15  <b>prevent</b> 23:7  <b>previous</b> 5:21  <b>prices</b> 23:1  <b>prints</b> 15:2  <b>prior</b> 4:20  <b>private</b> 32:2  <b>probably</b> 6:11          7:1 23:14 33:3  <b>problem</b> 13:12          18:15  <b>procedure</b> 7:8</p>	<p><b>proceeding</b> 5:5          34:24  <b>PROCEEDIN...</b>          1:3  <b>process</b> 35:13,14          36:5,21  <b>profit</b> 21:24  <b>profitable</b> 22:13  <b>profits</b> 10:1  <b>programs</b> 19:3  <b>prohibit</b> 5:14  <b>projected</b> 13:15  <b>projections</b> 8:7  <b>projects</b> 10:3          13:7  <b>pronounced</b>          17:11  <b>pronunciation</b>          12:9 17:10  <b>property</b> 13:11  <b>propose</b> 5:6  <b>proposed</b> 3:4          23:21 33:12  <b>provide</b> 23:5  <b>provided</b> 4:12,19  <b>provider</b> 16:14          17:3,4 29:11  <b>provides</b> 11:20          25:22 30:24  <b>PSC</b> 31:22  <b>public</b> 1:2,5 2:14          2:19 3:14,16,23          4:11,15,17,18          5:6 7:7,22 8:16          8:21,23 9:13,24          9:25 10:5,18          11:9 13:19,21          14:22 15:1,1          16:10,12 20:7          25:19 27:12          29:6 30:21          32:24 35:3,8,14          35:18,19 37:3,6  <b>purchase</b> 15:21  <b>purchased</b> 13:18  <b>purchasing</b> 9:20</p>	<p><b>put</b> 23:24 27:23          28:15  <b>putting</b> 24:7          32:14</p> <hr/> <p style="text-align: center;"><b>Q</b></p> <hr/> <p><b>quality</b> 6:13  <b>question</b> 6:1 17:2          29:7 34:2  <b>questions</b> 6:6 7:1          7:8 11:4,8,16          12:2,3 16:9,12          16:22 20:6,18          25:6,18,21 26:9          26:10,11 29:5          29:14,15 30:20          33:19 34:16,18  <b>quick</b> 29:7  <b>quite</b> 31:23,25          32:12 33:1  <b>quote</b> 8:9</p> <hr/> <p style="text-align: center;"><b>R</b></p> <hr/> <p><b>R</b> 2:1,4 3:1  <b>R's</b> 29:24  <b>R-A-Y</b> 26:17  <b>raise</b> 7:11 9:15          20:24 26:17          29:25 31:11  <b>raised</b> 18:20  <b>range</b> 33:1  <b>rate</b> 1:15 3:4 5:7          8:3 10:10 15:16          15:20 21:12          30:11 31:24          32:1 33:4 35:11  <b>rates</b> 3:22 6:14          7:25 8:9,13          15:23 21:25          26:4,6 32:12,15          32:21 35:21  <b>Ray</b> 26:16,17,18          26:23 29:9,12          38:9  <b>reach</b> 25:8  <b>reached</b> 6:22</p>	<p><b>reaching</b> 10:3          14:6  <b>react</b> 22:20  <b>read</b> 3:20  <b>Reading</b> 19:4  <b>realize</b> 8:10          27:19 31:25          32:13 33:5  <b>really</b> 22:23,24          24:23 25:9          28:21 33:3  <b>reasonable</b> 10:13          10:14,16  <b>received</b> 27:7  <b>reconfigure</b>          22:19 24:25  <b>record</b> 3:2 5:25          37:6  <b>recycled</b> 22:6  <b>recycler</b> 21:15  <b>recyclers</b> 22:10  <b>reduced</b> 39:11  <b>refineries</b> 22:3,8  <b>refocus</b> 34:14  <b>regard</b> 28:20  <b>regards</b> 20:9          29:8 30:23  <b>regulation</b> 25:1  <b>regulations</b> 8:19          24:18 32:14,19  <b>regulatory</b> 1:19          3:7 14:13 23:21          24:15  <b>reiterate</b> 34:9  <b>related</b> 39:12  <b>relates</b> 3:4  <b>relation</b> 7:3  <b>relations</b> 27:13  <b>relationship</b> 18:9          18:10,21  <b>relative</b> 39:15  <b>religious</b> 5:13  <b>remain</b> 6:5  <b>remarks</b> 34:25  <b>remember</b> 13:3  <b>repeat</b> 5:20</p>
--	--	--	---	---

<p><b>reporter</b> 3:18 4:6 4:13,19,25 12:20 17:17 39:6</p> <p><b>represent</b> 32:6 35:18 36:12,12 36:13</p> <p><b>representatives</b> 32:5 34:6</p> <p><b>request</b> 1:14 32:25</p> <p><b>require</b> 9:25</p> <p><b>requirements</b> 24:15</p> <p><b>resident</b> 13:13</p> <p><b>residents</b> 13:23 14:2 16:16</p> <p><b>respect</b> 5:16</p> <p><b>responding</b> 26:15</p> <p><b>responsive</b> 32:6</p> <p><b>restricted</b> 24:20</p> <p><b>result</b> 33:8</p> <p><b>retired</b> 7:24 13:9</p> <p><b>return</b> 10:13,14 10:17,21 36:1</p> <p><b>review</b> 35:5</p> <p><b>Richard</b> 7:10,12 38:5</p> <p><b>right</b> 7:2,11 10:13,20 12:1 20:24 26:17 28:25 29:25 31:11 34:5</p> <p><b>rings</b> 24:11</p> <p><b>RJ</b> 26:14,14</p> <p><b>Road</b> 28:9</p> <p><b>Rob</b> 29:24,24 30:1 38:10</p> <p><b>Robert</b> 2:9 4:6</p> <p><b>roots</b> 20:2</p> <p><b>Rosenbound</b> 29:20,21</p> <p><b>round</b> 18:10</p> <p><b>rules</b> 15:12</p> <p><b>runaway</b> 14:14</p>	<p><b>rundown</b> 5:3</p> <p><b>Ryan</b> 20:23,25 30:7 38:8</p> <hr/> <p style="text-align: center;"><b>S</b></p> <hr/> <p><b>S</b> 2:1 3:1</p> <p><b>Sarah</b> 1:25 39:5 39:22</p> <p><b>saved</b> 9:24</p> <p><b>saving</b> 13:18,18</p> <p><b>savings</b> 33:7</p> <p><b>saying</b> 6:9 10:25</p> <p><b>says</b> 10:10,13 36:6</p> <p><b>scheduled</b> 35:15</p> <p><b>scrap</b> 21:16</p> <p><b>Seated</b> 3:8</p> <p><b>second</b> 10:6</p> <p><b>secondary</b> 15:17</p> <p><b>security</b> 9:3,8</p> <p><b>Sedalia</b> 21:20 26:5</p> <p><b>see</b> 19:16,19,20 21:23 25:12</p> <p><b>seeing</b> 5:3 7:9 12:4 20:19 26:15 29:15 33:4 34:23</p> <p><b>seen</b> 15:7 22:1,9</p> <p><b>senior</b> 1:19 13:22 19:13</p> <p><b>sensitive</b> 32:20</p> <p><b>separate</b> 26:7</p> <p><b>seriously</b> 36:5,14</p> <p><b>serve</b> 27:4</p> <p><b>service</b> 1:2,16 2:19 4:11 6:13 6:16 7:22 8:16 8:22 16:16 17:24 18:3,4,13 24:16 26:25 28:20 30:24 35:9 37:3</p> <p><b>serviced</b> 31:20</p> <p><b>services</b> 15:20 27:16</p>	<p><b>session</b> 6:1</p> <p><b>set</b> 6:21 15:10</p> <p><b>setting</b> 14:25 15:12</p> <p><b>seven</b> 13:14 35:15 36:18</p> <p><b>sewer</b> 13:12,16 14:1 17:3,4</p> <p><b>Sharp</b> 7:11,11,12 7:15,17,21 11:19,21,24 12:6 13:6,7 14:5 15:16 32:11 38:5</p> <p><b>sheet</b> 5:10</p> <p><b>shut</b> 14:20 18:6 22:10</p> <p><b>shuttered</b> 22:11</p> <p><b>side</b> 23:22 24:15 25:1,2,4</p> <p><b>significant</b> 21:11 22:2 32:14,18 34:11</p> <p><b>significantly</b> 22:5</p> <p><b>signup</b> 5:10</p> <p><b>silos</b> 24:13</p> <p><b>simply</b> 5:18 10:21</p> <p><b>sir</b> 4:1 11:15 12:4 12:6 16:23 25:20 26:10 29:15,23,25 31:6,9,10 33:18 34:16</p> <p><b>Sisters</b> 19:21</p> <p><b>situation</b> 25:15</p> <p><b>situations</b> 18:8 27:5</p> <p><b>six</b> 3:13,14</p> <p><b>Smith</b> 2:5</p> <p><b>social</b> 9:3,8 18:13</p> <p><b>softball</b> 19:5</p> <p><b>son's</b> 19:4</p> <p><b>sorry</b> 11:3</p> <p><b>sorts</b> 22:14</p> <p><b>South</b> 2:6</p>	<p><b>sp</b> 29:20</p> <p><b>space</b> 24:12</p> <p><b>speak</b> 6:4</p> <p><b>speaker</b> 5:21</p> <p><b>speaking</b> 13:23 37:4</p> <p><b>spell</b> 12:20 17:16</p> <p><b>spelling</b> 7:2</p> <p><b>spend</b> 36:18</p> <p><b>spent</b> 7:24</p> <p><b>spoken</b> 35:6</p> <p><b>spread</b> 33:14</p> <p><b>ss</b> 39:2</p> <p><b>St</b> 1:9 3:11 13:11 16:16 17:5,23 18:11,22 21:9,9 21:19 23:23 27:2,6,17,18 30:6 31:18,19 31:21 32:10,15 33:14 35:20 39:3</p> <p><b>staff</b> 4:9,11 7:7 18:4 35:25</p> <p><b>stainless</b> 24:10 24:21</p> <p><b>stamp</b> 9:16</p> <p><b>stand</b> 6:3,5</p> <p><b>standards</b> 24:9</p> <p><b>Starr</b> 29:24,24 30:1,4,5,25 31:3 38:10</p> <p><b>start</b> 12:15</p> <p><b>started</b> 7:1 33:9</p> <p><b>state</b> 1:1 27:7 28:14 39:2,6</p> <p><b>stated</b> 30:7</p> <p><b>statements</b> 6:19</p> <p><b>States</b> 9:7</p> <p><b>statistical</b> 13:8</p> <p><b>statistics</b> 8:8 9:17</p> <p><b>steel</b> 24:10,21</p> <p><b>step</b> 3:21 15:6</p> <p><b>Stephanie</b> 26:16 26:18 38:9</p> <p><b>stipulation</b> 36:10</p>	<p><b>stock</b> 10:18</p> <p><b>stockholders</b> 10:15</p> <p><b>stocks</b> 10:17</p> <p><b>stopped</b> 14:14</p> <p><b>storage</b> 24:13</p> <p><b>street</b> 2:6,16,21 34:12,13</p> <p><b>streetlights</b> 33:5</p> <p><b>stretch</b> 36:21</p> <p><b>stronger</b> 19:7</p> <p><b>Strough</b> 17:10,12 17:13,18,22 20:12,15,17 38:7</p> <p><b>struggling</b> 19:11 19:14</p> <p><b>stuff</b> 23:8</p> <p><b>subsidies</b> 16:1,4</p> <p><b>subsidized</b> 16:3</p> <p><b>suffering</b> 18:6</p> <p><b>Suite</b> 2:6,15,21</p> <p><b>Summit</b> 35:7</p> <p><b>supplier</b> 24:20</p> <p><b>supplies</b> 24:1</p> <p><b>support</b> 27:8,12</p> <p><b>supposed</b> 8:22,23</p> <p><b>sure</b> 5:22 7:2 8:6 11:16 23:15 25:13 33:2,13 34:14 35:20 36:22</p> <p><b>surround</b> 28:13</p> <p><b>swear</b> 5:15</p> <p><b>sworn</b> 7:13 12:17 17:14 21:1 26:19 30:2 31:13 39:8</p> <p><b>system</b> 14:7,8 33:24 34:12</p> <hr/> <p style="text-align: center;"><b>T</b></p> <hr/> <p><b>take</b> 5:5 7:9 8:20 16:3 19:14 21:15,16 23:3 25:2 36:4,13</p>
--	---	---	---	---

<p><b>taken</b> 3:18 22:13 39:9,14 <b>takes</b> 23:10 34:12 35:12 36:21 <b>talk</b> 7:23 25:11 25:11 30:17 <b>talks</b> 10:12 <b>tariff</b> 21:12 23:21 33:2,4 <b>tariffs</b> 3:5 5:6 <b>tax</b> 13:11,12 14:1 <b>Tea</b> 13:20 14:10 14:18 <b>team</b> 19:5 <b>technology</b> 33:8 <b>tell</b> 5:15 7:19 8:16 10:19 12:25 14:12 17:20 21:6 28:10 <b>testified</b> 7:14 12:18 17:15 21:2 26:20 30:3 31:14 <b>testify</b> 34:22 <b>testifying</b> 5:9 12:8 <b>testimony</b> 5:5 6:25 7:9 11:7 11:17 16:25 17:9 20:23 25:6 26:22 29:5,19 30:20 31:16 34:24 35:16 39:7,9 <b>thank</b> 3:10,25 4:1,14,21 5:1 10:6 11:6 12:2 12:5,7,19,22 15:14 16:6,7,8 16:20,21,24 17:6,8,19 20:6 20:8,16,20,22 25:5 26:8,12,12 26:13 29:4,13 29:16,18,22,23</p>	<p>30:18,19,22 31:4,7,9,15,22 33:18 34:19 35:2,3 37:1,3,4 37:4 <b>Thanks</b> 20:17 <b>thereto</b> 39:16 <b>thing</b> 24:6 <b>things</b> 6:17 7:21 8:21 10:11,24 15:8,9,24 17:23 18:6,11 22:17 23:1,11 25:4 <b>think</b> 7:4,5 10:8 11:17 16:13 <b>third</b> 23:8 <b>thousand</b> 14:2 <b>three</b> 9:14 21:19 32:22 <b>thrive</b> 18:17 <b>tighter</b> 24:19,19 24:19 <b>time</b> 5:17 6:4,9 6:15,16 9:19,19 11:4 12:6 16:6 16:21 19:2,17 21:14,25 28:11 32:20 <b>times</b> 14:19,20 23:22 36:9 <b>tiny</b> 14:15 <b>tips</b> 5:9 <b>today</b> 3:18 4:22 5:3 10:7 15:1,4 16:19 20:2 29:3 31:3,23 35:6 36:25 <b>told</b> 11:24 <b>Tom</b> 32:5 34:6 <b>tons</b> 23:7 <b>touch</b> 14:24 <b>Touching</b> 19:16 <b>town</b> 13:20 <b>train</b> 14:14 <b>TRANSCRIPT</b> 1:3</p>	<p><b>transformer</b> 24:5 24:7,7,11,22 <b>transmission</b> 9:1 <b>tremendous</b> 23:12 <b>troth</b> 9:13,14 <b>truly</b> 28:6 29:1,1 <b>trying</b> 22:18 25:8 25:14 32:18,20 <b>tune</b> 9:21 14:10 <b>two</b> 9:14 11:15 13:16,17 16:12 21:19 24:14,23 25:21 26:4,4 29:24 <b>typewriting</b> 39:11</p> <hr/> <p style="text-align: center;"><b>U</b></p> <hr/> <p><b>unconceivable</b> 13:14 <b>understand</b> 7:25 8:19 18:14 <b>understands</b> 5:23 <b>United</b> 9:7 17:22 18:13,25 19:3,9 26:23 <b>update</b> 9:1,22,23 <b>updated</b> 24:15 <b>upgrade</b> 24:5,16 <b>upward</b> 32:15 <b>usable</b> 21:17 <b>use</b> 9:23 15:4 23:13 24:3 34:13 <b>user</b> 17:1 21:11 21:12 30:8 <b>users</b> 23:5 <b>utilities</b> 8:18 10:5 10:21 32:3 <b>utility</b> 4:3 9:12 9:13 10:1,18 11:18,18 16:14 16:18 17:1 19:11 20:9,10</p>	<p>20:14 25:22 26:1 28:25 29:11 30:8,24 32:9,13,16 36:4</p> <hr/> <p style="text-align: center;"><b>V</b></p> <hr/> <p><b>vegetables</b> 27:24 <b>versus</b> 23:13 <b>victim</b> 11:3 <b>viewpoints</b> 32:24 <b>virgin</b> 22:7 <b>Virginia</b> 12:8,16 38:6 <b>Volume</b> 1:10 <b>volunteer</b> 27:10 <b>volunteering</b> 18:20 19:3,15 19:20 <b>volunteers</b> 27:10 <b>vote</b> 16:5 <b>voter</b> 17:1</p> <hr/> <p style="text-align: center;"><b>W</b></p> <hr/> <p><b>W-E-I-G-U-M</b> 12:21 <b>walks</b> 27:19 <b>want</b> 5:17,22 6:2 8:2,5,5 9:15 11:10,16 36:16 36:17,23 <b>wanted</b> 29:3 <b>wants</b> 8:15 34:3 34:21 <b>Washington</b> 14:21 <b>wasn't</b> 10:20 16:1 <b>waste</b> 21:16 32:16 <b>watch</b> 8:22 36:17 <b>water</b> 8:13 13:18 32:16 <b>way</b> 5:22 11:1 14:23 17:23 18:14,25 19:4,9 25:13 26:23</p>	<p>30:15 <b>ways</b> 3:21 <b>we'll</b> 21:15,16 <b>we're</b> 3:2 4:17 5:4 14:1 15:21 18:5 20:4 21:13 21:15 22:2,5,15 24:23 27:2 32:17 34:9 <b>we've</b> 21:25 22:1 22:9,10,13,16 25:14 27:6,6 34:3 <b>webinar</b> 14:11 <b>weekly</b> 14:10 <b>weigh</b> 32:23 <b>Weigum</b> 12:9,11 12:11,12,13,16 12:19,21,24 13:2 16:8,15,19 16:24 17:4 38:6 <b>Westar</b> 33:13 <b>whammy</b> 15:22 <b>whichever</b> 14:23 <b>wider</b> 33:16 <b>William</b> 1:21 3:9 <b>willing</b> 18:1,8 <b>wind</b> 23:16 <b>windmills</b> 16:2,2 16:4 <b>wiring</b> 9:2 <b>witness</b> 34:17 39:7,9 <b>Woody</b> 31:10,12 31:17,17 33:23 33:25 34:5,11 38:11 <b>words</b> 8:3 <b>work</b> 18:8,25 19:9,10 20:9 27:12 28:22 29:1,1 30:6 <b>worked</b> 13:7 <b>working</b> 6:12 15:3 26:4 <b>workplace</b> 13:4</p>
---	---	---	---	--

<b>world</b> 10:22	<b>2014</b> 8:14	<b>8,000</b> 24:9,21		
<b>wrong</b> 30:15	<b>2015</b> 8:14	<b>8.2</b> 8:10 33:1		
<b>wrote</b> 8:4	<b>2016</b> 1:6 8:14	<b>800</b> 2:21		
<hr/>	<b>2230</b> 2:16	<b>816-556-2791</b>		
<b>X</b>	<b>25</b> 7:24 21:11	2:12		
<hr/>	<b>26</b> 38:9	<hr/>		
<b>Y</b>	<hr/>	<b>9</b>		
<b>yards</b> 28:5	<b>3</b>	<b>9</b> 1:6 9:15		
<b>Yeah</b> 4:23 21:8	<b>30</b> 38:10	<b>918</b> 2:7		
25:23 34:10	<b>300</b> 27:4			
<b>year</b> 9:7 18:10	<b>31</b> 38:11			
23:7 24:18,19	<b>360</b> 2:22			
27:4,15,23	<b>37</b> 35:10			
<b>years</b> 7:24 8:16	<hr/>			
9:9,15 13:10,14	<b>4</b>			
13:15 14:20	<b>4</b> 33:2			
19:15 21:11	<b>4%</b> 21:24			
24:14 27:5	<b>4,000</b> 9:6			
35:10	<b>4.92</b> 15:23			
<hr/>	<b>418679</b> 2:11			
<b>Z</b>	<b>43-bed</b> 27:2			
<hr/>	<hr/>			
<b>0</b>	<b>5</b>			
<hr/>	<b>5%</b> 10:21			
<b>1</b>	<b>50%</b> 14:6			
<b>1,000</b> 24:22	<b>573-443-3141</b> 2:8			
<b>10%</b> 9:15	<b>573-751-4857</b>			
<b>11</b> 36:21	2:17			
<b>11%</b> 8:13,14	<b>573-751-7431</b>			
<b>111</b> 2:6	2:23			
<b>12</b> 13:10 22:12	<hr/>			
38:6	<b>6</b>			
<b>12.3</b> 8:14	<b>62</b> 13:17			
<b>123</b> 27:5	<b>64141-9679</b> 2:11			
<b>1397</b> 1:25	<b>65</b> 22:21			
<b>15</b> 11:1 13:10	<b>650</b> 2:15			
<b>16%</b> 8:14	<b>65102-0360</b> 2:17			
<b>16,000</b> 23:7	2:22			
<b>17</b> 38:7	<b>65205-0918</b> 2:7			
<hr/>	<hr/>			
<b>2</b>	<b>7</b>			
<hr/>	<b>7</b> 38:5			
<b>2</b> 33:3	<b>72.5</b> 8:17			
<b>2%</b> 9:11	<hr/>			
<b>20</b> 38:8	<b>8</b>			
<b>200</b> 2:6,16,21	<b>8</b> 1:10 9:15			
<b>2012</b> 8:9	<b>8%</b> 21:23 22:23			
<b>2013</b> 8:13				