

**Public Hearing - September 13, 2012**

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BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS  
Local Public Hearing  
September 13, 2012  
Kansas City, MO  
Volume II

In the Matter of )  
Kansas City Power & Light )File No. ER-2012-0174  
Company's Request for )  
Authority to Implement A )Tracking No.  
General Rate Increase for )YE-2012-0404  
Electric Service )

and

In the Matter of )  
KCP&L Greater Missouri )File No. ER-2012-0175  
Operations Company's Request )  
for Authority to Implement )Tracking No.  
General Rate Increase for )YE-2012-0405  
Electric Service )

DANIEL JORDAN, Presiding  
SENIOR REGULATORY LAW JUDGE

Robert Kenney, Commissioner

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PROCEEDINGS

JUDGE JORDAN: Missouri Public Service Commission is calling the actions in File No. ER-2012-0174 and ER-2012-0175. These actions are the filings of tariffs for a general rate action and they do request an increase in rates. This is a local public hearing involving those tariffs and those rate increases. We're here to record the testimony of witnesses as to these actions.

My name is Daniel Jordan, I am the regulatory law judge assigned to this action by the Commission. My job is to conduct proceedings in an orderly manner in actions like this and similar actions. I will recommend a decision to the commissioners but the commissioners will have the final vote on the decision and the final say on what happens on these tariffs.

To my right is Commissioner Robert Kenney. Opening remarks just briefly.

COMMISSIONER KENNEY: Good afternoon, everybody. Thank you for taking time in the middle of your workday to come and participate in this local public hearing.

As Judge Jordan indicated, the court

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1 reporter is going to transcribe the testimony that  
2 you provide and it will become a part of the  
3 official record in the case. Again, I'm one of  
4 five commissioners. We actually are short one  
5 commissioner so I'm one of four current sitting  
6 commissioners and the other commissioners will  
7 have an opportunity to read the transcript of this  
8 hearing and take that into account in their  
9 deliberations.

10 And I mention that so that you shouldn't  
11 assume by the fact that they're not here that this  
12 isn't significant and important. Your testimony  
13 is a critical and important part of the case and  
14 is something that we take very seriously and we do  
15 take into account in our deliberative process as  
16 we decide the rate hearings. So thank you for  
17 taking the time out and being apart of the hearing  
18 process.

19 JUDGE JORDAN: I'll have entries  
20 of appearance now. From the applicant utilities.

21 MR. STEINER: My name is Roger W.  
22 Steiner. I'm appearing for Kansas City Power &  
23 Light Company and KCP&L Greater Missouri  
24 Operations Company. And I have previously given  
25 my contact information to the court reporter.

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1 JUDGE JORDAN: Thank you.

2 For the Commission staff.

3 MR. BORGMEYER: My name is John  
4 Borgmeyer. I'm representing the staff of the  
5 Missouri Public Service Commission. My address is  
6 P.O. Box 360, Jefferson City, Missouri 65102.

7 JUDGE JORDAN: Thank you.

8 For the Office of Public Counsel.

9 MR. MILLS: On behalf of the  
10 Office of Public Counsel and the public, my name  
11 is Lewis Mills. My address is Post Office Box  
12 2230, Jefferson City, Missouri 65102.

13 JUDGE JORDAN: And are any of the  
14 interveners present in this action today?

15 (no response)

16 JUDGE JORDAN: Not seeing anyone  
17 from any party that has intervened in this action.

18 The purpose of this proceeding will be to  
19 hear testimony and that will become part of the  
20 file, as Commissioner Kenney has mentioned. We're  
21 also video recording this. If you wish to come  
22 and testify, then here's what I'm going to do.  
23 I'm going to call the names that are on this list  
24 in the order that they're signed up. When I call  
25 your name, come up, have a seat. I will swear you

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1 in. Or I will administer an affirmation if  
2 religious convictions prohibit you from taking an  
3 oath. I may have a few questions to start you  
4 off. I want to make sure that names are spelled  
5 properly for the record.

6 Do speak clearly so that the reporter can  
7 hear what you're saying and record it. Be  
8 complete in your remarks, concise, out of respect  
9 for everyone's time because there's more than one  
10 person who wants to testify but be complete. And  
11 when I say that, what I mean is, if something has  
12 been said in the Q and A part of this process, and  
13 you agree with it, tell us what that is. If  
14 you've said something but you want the  
15 commissioners to consider it, tell us what that  
16 is. If you simply agree with something that a  
17 previous witness states, you can just say that if  
18 you want but we do want to hear your -- your  
19 thoughts and your testimony on these issues.

20 Please bear in mind that this is not a  
21 question and answer session. This is the time for  
22 you to say what you think and what you want the  
23 Commission to know. Every once in a while someone  
24 wants to play lawyer and cross-examine somebody  
25 else's lawyer or something like that they saw on

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1 television. This is much better than that because  
2 you get to be a witness not subject to direct  
3 examination, that is, you just kind of make up  
4 your own questions and just answer them. Now,  
5 once you've done that, once you've given your  
6 testimony, then the other parties have the right  
7 to cross-examine you because that's usually just  
8 for clarification to make sure they understand  
9 what you're saying, maybe develop some of your  
10 ideas a little bit. But that being said, when  
11 you're done with your testimony, stay where you  
12 are till everyone's had the chance to ask you a  
13 few questions for clarification or other purposes.

14 This is a good time to focus on service  
15 issues. In a high profile proceeding like this  
16 where utilities are present, you can get their  
17 attention.

18 Also, bear in mind that the things that  
19 are said in these local public hearings are the  
20 source of changes in policy that the Commission  
21 investigates. For example, right now the  
22 Commission is looking at designing a special block  
23 of rates for very low income persons. The  
24 Commission is also looking at ideas that will make  
25 it possible for the utilities to stay out of the

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1 Commission for a while so that they don't keep  
2 coming back for rate increase after increase as  
3 soon as they've gotten one. Those ideas come from  
4 proceedings like these so we're eager to hear  
5 those ideas.

6 Any questions about our procedure before  
7 we begin taking testimony? Yes, ma'am.

8 MS. HIMES: I didn't put my name  
9 on the witness list so may I contribute?

10 JUDGE JORDAN: Sure. When I've  
11 gone through the names then I'll just ask if  
12 anyone else wants to, and if you'd like to  
13 testify, then you'll have a chance to do so.

14 Anything else before I begin calling  
15 witnesses?

16 (no response)

17 JUDGE JORDAN: Okay. Then I will  
18 begin with the first name on my list which is  
19 Marketio Townsend.

20 MR. TOWNSEND: Here.

21 JUDGE JORDAN: Mr. Townsend,  
22 please come up and have a seat and I will  
23 administer the oath.

24 MR. TOWNSEND: Sit here?

25 JUDGE JORDAN: Yes.

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1 (Mr. Marketio Townsend was duly  
2 sworn.)

3 JUDGE JORDAN: Please spell your  
4 name for our reporter.

5 MR. TOWNSEND: M-a-r-k-e-t-i-o,  
6 T-o-w-n-s-e-n-d.

7 JUDGE JORDAN: What's your  
8 relationship to the utilities here today?

9 MR. TOWNSEND: A customer.

10 JUDGE JORDAN: Very good. What  
11 would you like the Commission to know?

12 MR. TOWNSEND: I would just like  
13 to know if they plan on taking into consideration  
14 in this price increase people like myself that are  
15 on a disability, have a set income. With this  
16 increase, you know, just kind of puts things out  
17 of alignment, you know, as far as paying the bills  
18 or whatnot. So I was wondering if there's some  
19 sort of consideration for people like myself that  
20 are on a fixed income that maybe can't make that  
21 adjustment but there's going to be more -- that  
22 rate is going to be more -- more of a burden.

23 JUDGE JORDAN: Okay.

24 MR. TOWNSEND: If they're going to  
25 take that into consideration --

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1 JUDGE JORDAN: Well --

2 MR. TOWNSEND: -- for people that  
3 are on disabilities like myself. I'm not the only  
4 one, you know. Utility rate goes up and our -- my  
5 income doesn't go up so how does that balance out.  
6 I mean, how people like that are expected to  
7 continue.

8 JUDGE JORDAN: For clarification,  
9 the people at this table can't answer your  
10 questions --

11 MR. TOWNSEND: Right.

12 JUDGE JORDAN: -- because we can  
13 only hear testimony.

14 MR. TOWNSEND: I'm just making  
15 that --

16 JUDGE JORDAN: I'll take that  
17 question as rhetorical for our purposes.

18 MR. TOWNSEND: Right.

19 JUDGE JORDAN: There are people in  
20 the room that can actually answer the question for  
21 you.

22 MR. TOWNSEND: I brought it up  
23 earlier. I just thought that was a question that  
24 I did have.

25 JUDGE JORDAN: Very good. Any --

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1 any questions for the witness, Commissioner?

2 COMMISSIONER KENNEY: Mr.

3 Townsend, thank you for coming. Your testimony  
4 isn't unusual and we've been doing hearings around  
5 the state and it's a common refrain we hear. I'd  
6 like to just -- do you have any particular  
7 concerns or complaints about the quality of the  
8 service that you receive?

9 MR. TOWNSEND: No, the service, I  
10 have no questions about the quality of service.  
11 The service is good, it's just the rate increase,  
12 you know. You know, I know that you state the  
13 reasons for that, you know, was only natural in  
14 doing business that you have to cover the costs of  
15 doing business, and the increase, it's just taking  
16 other people in consideration when they're making  
17 that increase, just not across the board, you  
18 know, blanket coverage that you think you're  
19 covering a blanket of people. There's different  
20 issues with different people in the community, you  
21 know. We're not all -- have the same income and  
22 what not but we're all being covered with the same  
23 rate and I was just wondering if there was going  
24 to be some sort of consideration in that.

25 COMMISSIONER KENNEY: I do

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1 appreciate your testimony and please rest assured  
2 that the Commission will take into account all of  
3 the relevant facts as we deliberate.

4 MR. TOWNSEND: Okay. Appreciate  
5 it.

6 COMMISSIONER KENNEY: Thank you.

7 JUDGE JORDAN: Questions from the  
8 other parties for this witness? Staff?

9 (no response)

10 JUDGE JORDAN: OPC?

11 (no response)

12 JUDGE JORDAN: Okay, thank you  
13 very much.

14 The next name on my list is Claus  
15 Wawrzinek; is that correct?

16 MR. WAWRZINEK: Wawrzinek.

17 JUDGE JORDAN: Wawrzinek. That's  
18 a C.

19 MR. WAWRZINEK: That's a C.

20 JUDGE JORDAN: Wawrzinek. Very  
21 good.

22 MR. WAWRZINEK: Yeah.

23 JUDGE JORDAN: Very good.

24 (Mr. Claus Wawrzinek was duly  
25 sworn.)

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1 JUDGE JORDAN: Please spell that  
2 name for the reporter.

3 MR. WAWRZINEK: Claus is  
4 C-l-a-u-s. Wawrzinek is W-a-w-r-z, as in zebra,  
5 i-n-e-k. I live at 4119 Campbell Street, Kansas  
6 City, Missouri 64110.

7 JUDGE JORDAN: Very good. And  
8 what's your testimony for the Commission?

9 MR. WAWRZINEK: Even though it  
10 states I'm with Sierra Club, I would like to  
11 testify for myself. Sierra Club is one of the  
12 intervening parties.

13 Missouri is ranked as No. 44, at least it  
14 was last year, under energy efficiency so we're  
15 not really doing well. We should be doing a lot  
16 better with energy efficiency. We don't have an  
17 efficient system, we're very wasteful, so we  
18 should do as much as we can to incentivize  
19 customers, consumers, the power companies to be  
20 efficient with the way they generate electricity  
21 and the way they distribute the electricity. So  
22 we would like to see -- or I would like to see our  
23 number one focus to be efficiency. That does not  
24 seem to be the case here.

25 JUDGE JORDAN: Okay.

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1 MR. WAWRZINEK: That's all I have.

2 JUDGE JORDAN: Commissioner?

3 COMMISSIONER KENNEY: Mr. --

4 MR. WAWRZINEK: Wawrzinek.

5 COMMISSIONER KENNEY: --

6 Wawrzinek, thank you very much. Thanks for coming  
7 down. I know you said you were testifying on  
8 behalf your own behalf and not on behalf of the  
9 Sierra Club. Let me ask you what your role is.

10 MR. WAWRZINEK: I'm the chair of  
11 the local group on the western side surrounding  
12 Kansas City, Missouri.

13 COMMISSIONER KENNEY: And what are  
14 your thoughts -- I mean, we have Missouri Energy  
15 Efficiency Investment Act, which I'm sure you're  
16 familiar with, which sets targets and goals --  
17 well, it doesn't set targets and goals but it sets  
18 forth the policy in the state of Missouri to be  
19 more energy efficient. What are your thoughts on  
20 policies that the state could enact that it hasn't  
21 already that you think would help us to raise  
22 ourselves from 44th to better --

23 MR. WAWRZINEK: We could be doing  
24 a lot better. Conservation is one of the key  
25 issues. We don't encourage enough for people to

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1 conserve. There are a lot of lights on -- like  
2 this gentleman said earlier, there are a lot of  
3 lights on at night in the office buildings even  
4 though they don't need to. Lots are lit. They  
5 could reduce the number of lights, maybe they  
6 could turn on every second or third light.  
7 There's a lot that we could do to reduce  
8 consumption during the day and at night.  
9 Particularly the efficiency, there's a lot that  
10 could be done by energy companies and PSC to  
11 educate consumers what they could do to reduce  
12 energy bills and save money and still have the  
13 same kind of lighting or benefit that they  
14 currently have.

15 COMMISSIONER KENNEY: And you  
16 bring up some good points. Let me ask a more  
17 pointed question. Particularly with respect to  
18 conservation, who do you think should be  
19 responsible for promoting conservation, and I'll  
20 ask you the same question about efficiency. Is  
21 the utility in the best position to do that or  
22 advocacy groups such as Sierra Club and PSCs?

23 MR. WAWRZINEK: Oh, I think it  
24 should be all of them. I know the company could  
25 probably help. The energy companies don't have

1 any incentives to ask people to use less  
2 electricity because that's how they make their  
3 revenue. But if you would find some way to  
4 decouple the two, then the energy companies could  
5 be part of encouraging people to be more efficient  
6 and use less electricity.

7 COMMISSIONER KENNEY: Is the  
8 Sierra Club in support of decoupling? Sorry,  
9 you're supportive of decoupling?

10 MR. WAWRZINEK: Yes.

11 COMMISSIONER KENNEY: I'm going to  
12 wind up you're going to get cross examined.

13 So what about efficiency? I think the  
14 decoupling answered the second question because  
15 there's the -- well, conservation and energy  
16 efficiency is counter to the traditional business  
17 model 'cause you essentially ask the utility to  
18 sell less widgets.

19 MR. WAWRZINEK: Right.

20 COMMISSIONER KENNEY: But in terms  
21 of education, similar question. I mean, is the  
22 utility in the best position to do that or should  
23 those advocacy groups be doing that? And an  
24 adjunct question to that, how do you get people  
25 interested in hearing about public utility issues?

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1 I mean, everybody that's here today obviously has  
2 an interest in this so they're here but it's not  
3 always the most exciting thing to try to talk to  
4 people about.

5 MR. WAWRZINEK: It's a tough one  
6 to get people interested in. I think when it hits  
7 the bill in the pocketbook, I think that's when  
8 people get interested. Other than that, it's not  
9 a very sexy topic. I don't know what to say.

10 JUDGE JORDAN: Well --

11 COMMISSIONER KENNEY: Well, I do  
12 appreciate you sharing your thoughts. It's  
13 obviously something that we've given a lot of  
14 thought to as well. So thank you.

15 MR. WAWRZINEK: Thank you.

16 JUDGE JORDAN: Any questions for  
17 the other parties -- from the other parties? No?

18 MS. HIMES: Yes, I have a  
19 question.

20 MR. WAWRZINEK: Of me?

21 MS. HIMES: Yeah.

22 JUDGE JORDAN: You're not a party  
23 so you can't. You can discuss that later if you'd  
24 like but not on the record.

25 MR. WAWRZINEK: Okay.

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1 MS. HIMES: Why do you ask if  
2 there's any other questions?

3 JUDGE JORDAN: I was asking the  
4 parties, the parties to the action, which are the  
5 utility, staff, the Office of Public Counsel.

6 UNIDENTIFIED SPEAKER: Thank you.

7 JUDGE JORDAN: You're entirely  
8 welcome.

9 The last name on my list is Evaline  
10 Taylor.

11 Evaline Taylor?

12 MS. TAYLOR: Yes.

13 COMMISSIONER KENNEY: Please spell  
14 your name for the reporter, please.

15 MS. TAYLOR: E-v-a-l-i-n-e,  
16 Taylor, T-a-y-l-o-r.

17 JUDGE JORDAN: And please raise  
18 your right hand.

19 (Ms. Evaline Taylor was duly  
20 sworn.)

21 JUDGE JORDAN: What would you like  
22 the Commission to know?

23 MS. TAYLOR: Well, I'm here today  
24 as a customer and community advocate. I'm here  
25 speaking on behalf of about five neighborhood

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1 associations and we just wanted to make sure that  
2 we made our statements before you made your  
3 decisions.

4           And it says on behalf of the Noble  
5 Neighborhood Association and the Southeast  
6 Neighborhood Coalition, which consists of five  
7 neighborhoods, we are very concerned and disturbed  
8 about the poverty that we see in our community.  
9 With all -- with all of the cuts that may take  
10 place after this election depending on who gets in  
11 the White House, we are very concerned about the  
12 elderly, the single mothers, and also working  
13 class people who may be working for minimum wages.  
14 Some people are living from paycheck to paycheck.  
15 Some elderly people are having to decide if they  
16 should buy food or get their medicines. At this  
17 time with people needing jobs, we cannot  
18 understand why KCP&L would want to raise their  
19 rates when they know that people are struggling  
20 right now to pay their bill. Winter's coming,  
21 which is another utility issue. The people in our  
22 community are tired of corporations taking  
23 advantage of them and doing whatever they please  
24 even though we support this system by paying  
25 taxes. We demand that you make these issues a

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1 part of your discussion. Thank you, sir.

2 JUDGE JORDAN: Thank you for your  
3 testimony.

4 Commissioner?

5 COMMISSIONER KENNEY: I don't have  
6 any -- I don't have a question but I will say  
7 thank you for coming and thank you for indicating  
8 that you speak on behalf of these other  
9 neighborhood associations.

10 I will tell you that we at the Public  
11 Service Commission, we opened a workshop docket  
12 and it's one of the ways that we investigate and  
13 study various issues to examine ways to  
14 potentially assist low income customers.

15 MS. TAYLOR: Uh-huh.

16 COMMISSIONER KENNEY: And we've  
17 invited participation of all the stakeholders in  
18 our rate cases. So that typically would include  
19 the Office of Public Counsel, utilities, other  
20 industrial consumers, AARP, and any other entities  
21 that would like to participate. So I would  
22 encourage you perhaps and your neighborhood  
23 associations to see if you can get involved in  
24 that workshop docket. That's an investigatory  
25 docket to potentially offer ideas and solutions

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1 for addressing these problems. So thank you very  
2 much.

3 MS. TAYLOR: Okay. Thank you.

4 JUDGE JORDAN: Cross-examination  
5 from utility advocates?

6 MR. STEINER: No.

7 JUDGE JORDAN: From staff?

8 MR. BORGMEYER: No.

9 JUDGE JORDAN: Office of Public  
10 Counsel?

11 MR. MILLS: No.

12 JUDGE JORDAN: And I have none.

13 Thank you for your testimony.

14 MS. TAYLOR: Uh-huh.

15 JUDGE JORDAN: That was the last  
16 name on my list but we'll certainly hear the  
17 testimony of anyone else present who wants to  
18 testify.

19 Please state your name and spell it for  
20 our court reporter.

21 MS. HIMES: Elaine Himes,  
22 E-l-a-i-n-e, Himes, H-i-m, as in Mary, e-s.

23 JUDGE JORDAN: And please raise  
24 your right hand. I'll swear you in.

25 (Ms. Elaine Himes was duly sworn.)

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1 JUDGE JORDAN: What's your  
2 relationship to the utility advocates?

3 UNIDENTIFIED SPEAKER: I'm a  
4 residential customer. I'm an individual member of  
5 the Sierra -- Sierra Club.

6 JUDGE JORDAN: Uh-huh. And what  
7 would you like the Commission to know?

8 MS. HIMES: Three things I think.  
9 First of all, I do want to again emphasize the  
10 need for the low income and the elderly and those  
11 on fixed incomes, your consideration for  
12 decreasing their rates.

13 Secondly, I have a question for the  
14 commissioner regarding you -- you had stated  
15 before that you had considered educating the  
16 public on efficiency. So may I ask what you have  
17 considered as far as the educating the public?

18 COMMISSIONER KENNEY: There's this  
19 prohibition on me answering questions but --  
20 apparently but that one seems relatively  
21 innocuous. I will -- I will -- I will -- after  
22 you finish your testimony I'll make a general  
23 statement and then hopefully that will answer your  
24 question since I'm not allowed to answer questions  
25 directly but I think I can find a way to give you

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1 the answer anyway.

2 MS. HIMES: Okay. And in relation  
3 to that question as far as efficiency is  
4 concerned, for better education for the  
5 residential customers, I had a program in which I  
6 think it was KCP&L that came to my home and  
7 considering installing a thermostat that was  
8 remotely controlled and I'm wondering -- I'm  
9 asking the Commission to consider that as far as a  
10 way to decrease costs and for efficiency for the  
11 public, to make that more consumer aware.

12 And then thirdly, the third topic is a  
13 little bit more extensive and it's regarding the  
14 position that coal is the dirty, nonrenewable  
15 energy. And I am concerned about the mountain top  
16 devastations. As we know in Tennessee and  
17 Kentucky, there's whole mountain tops that are  
18 taken off. This is a great devastation to the  
19 community and to the world because with mountain  
20 top devastation, the whole mountain top is -- is  
21 flattened. Because of that, when it rains, the  
22 water is not absorbed and it just flows off of the  
23 mountain and in the meantime -- and when it does,  
24 along with the rain and the flood water, the  
25 sludge comes down the mountain, floods the homes,

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1 floods the infrastructure, floods the roads,  
2 floods the homes, floods the utilities, floods the  
3 water lines. This is not efficiency. This is not  
4 a responsible way to produce energy.

5 I know that coal is needed at this point  
6 in time because it is a major source of energy,  
7 however, this mountain top devastation has to --  
8 has to cease sometime in the future. It's -- it's  
9 devastating to the environment, it's devastating  
10 to the people. The sludge provides a source of  
11 carcinogens and other diseases and health  
12 problems. It is literally wiping out the homes,  
13 literally wiping out the towns, and it's just  
14 like -- it's an unknown -- seems like an unknown  
15 secret in the middle of the United States here,  
16 over there in Kentucky and in Tennessee in which  
17 most of the other states is not aware. Wiping out  
18 the highways and this is just causing extra cost  
19 to the other -- like I said, the other  
20 infrastructures of our -- of our United States  
21 system.

22 Now, it is also wiping out wildlife, it  
23 is wiping out the environment of the trees, the  
24 trees that decrease the carbon in the air, the --  
25 the actual structure of the mountain, it's wiping

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1 street -- the trees that can -- that also in the  
2 long run prevent flooding and so it's just a  
3 problem that is -- is multiplying as it's  
4 wiping -- as it's flowing down the mountain.

5 And then fourthly, the mountain top  
6 devastation is an esthetic problem. This is  
7 actually -- it's not only ugly in the sense of  
8 being a devastation to the environment, a  
9 devastation to the people, but it is also a  
10 devastation to the esthetic beauty of our United  
11 States.

12 I would like to emphasize, I know that  
13 coal is a essential -- is the most prominent part  
14 of energy now. However, I would emphasize that if  
15 you're going to have this increase, you need to  
16 emphasize that you need to increase more time and  
17 energy and production towards renewables. And as  
18 we heard earlier, it seems like KCP&L is leading  
19 that cause and I do appreciate that. And I do  
20 want to say that we need -- that I would like  
21 KCP&L to -- with your rate increase to plan in the  
22 future for more renewable energies. Especially  
23 wind and geothermal. And that's it, thank you.

24 JUDGE JORDAN: Thank you for your  
25 testimony.

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1                   Questions, Commissioner?

2                   COMMISSIONER KENNEY: Ms. Himes,  
3                   thank you very much. I know you said you're a  
4                   member of the Sierra Club and so I do appreciate  
5                   you sharing your thoughts from the perspective of  
6                   energy efficiency and renewable energy. And would  
7                   also encourage you, like I encouraged the other  
8                   young lady that spoke about low income, fixed  
9                   income folks, to participate in our docket that  
10                  we've opened to examine that.

11                  One of the other issues that I do want to  
12                  just generally comment on in terms of educating  
13                  the public is a challenge and some of the tasks  
14                  that we've undertaken to have -- we've got the  
15                  creation of the Speakers Bureau where a  
16                  commissioner's available to come out and speak to  
17                  the public at civic meetings and civic groups and  
18                  other community organizations. Our website  
19                  provides information on that. And we've also held  
20                  town hall meetings, Utility Days as we've called  
21                  them, outside of the context of a rate case.  
22                  We're trying to get the public more interested in  
23                  and aware of various public utility-related  
24                  issues. So to the extent that you have ideas on  
25                  how we can better educate the public, we would

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1 welcome those as well and our website will provide  
2 a mechanism for you to provide comments that don't  
3 have anything to do with this rate case that  
4 perhaps you have ideas on how to enhance our  
5 educational opportunities. So we would welcome  
6 that as well. So thanks for coming out and  
7 sharing your thoughts.

8 MS. HIMES: You're welcome.

9 JUDGE JORDAN: Any questions from  
10 the parties? From the utility?

11 (no response)

12 JUDGE JORDAN: From the staff?

13 (no response)

14 JUDGE JORDAN: From Office of  
15 Public Counsel?

16 (no response)

17 I don't have any questions but I will  
18 comment that there are people in this room that go  
19 into the topics that you raised in considerable  
20 depth, staff, discussions utilities may be  
21 helpful, too, but you also have Mr. Mills who is  
22 not only with the Office of Public Counsel, he is  
23 the public counsel and he can help you bring these  
24 issues to the Commission as well. Thank you.

25 MS. HIMES: You're welcome.

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1 JUDGE JORDAN: Who else would like  
2 to testify today?

3 Please come forward and be sworn.

4 MS. BRODY: Hi. Excuse me, thank  
5 you. You want me to sit here?

6 JUDGE JORDAN: Yes, please have a  
7 seat.

8 MS. BRODY: I apologize, first of  
9 all, for being late. I recently had an emergency  
10 surgery and I -- I couldn't even get dressed to  
11 get ready till after -- I still got the -- I'm  
12 still got the -- till after the pain -- my pain  
13 pills started working.

14 The reason why I was very concerned --

15 JUDGE JORDAN: Hang on a second.  
16 Hang on a second. First, I'm glad you could make  
17 it.

18 MS. BRODY: Thank you.

19 JUDGE JORDAN: Second is, we need  
20 to get your name --

21 MS. BRODY: My name --

22 JUDGE JORDAN: -- and spell it for  
23 the court reporter, please.

24 MS. BRODY: Hi, my name is Joan,  
25 J-o-a-n. Last name is Brody, B-r-o-d-i -- d-y.

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1 JUDGE JORDAN: And raise your  
2 right hand, if you, please, and I will swear you  
3 in.

4 MS. BRODY: Okay.

5 (Ms. Joan Brody was duly sworn.)

6 JUDGE JORDAN: What would you like  
7 to tell the Commission today?

8 MS. BRODY: Okay. I heard him  
9 talk about that -- someone had said something  
10 about the low income. I wanted to add something  
11 because you also, sir, said you wanted ideas of  
12 ways to do things. I found myself this year  
13 having to get help with my light bill and that's  
14 just not who I am. If I could struggle and get it  
15 done, I do, but I had an injury and now I'm on  
16 Social Security. I plan to get off as soon as I  
17 heal up. Okay.

18 This is the thing. When low income  
19 people go to get help on a bill two months before  
20 we would have meetings like this or just in  
21 general when people go to get help on a light  
22 bill, they need -- it should be mandatory for the  
23 people to know, too. No one knew about this  
24 meeting. I don't understand it but no one I  
25 talked to knew about this meeting and I was just

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1 so eager to come. But I think a paper needs to be  
2 given to the person that's requesting help so they  
3 will know that a meeting like this is coming up.  
4 Putting it in the bill seems to don't do it. This  
5 is for a big area that they're asking for a rate  
6 increase. This is a few people. You can put all  
7 these people in a mansion where we all try to pay  
8 the bill ourselves and chip in. But this is not  
9 enough people to represent a whole city and -- but  
10 there is -- I hear it all the time where people go  
11 to get help on a bill. No one knows about the  
12 meeting. I couldn't understand that. But -- so  
13 for those who need to be more and more aware and  
14 made aware of what you're doing, what's happening  
15 with KCP&L, I'll put it that way, they need to be  
16 given a paper when they go to get help. They need  
17 to be given a paper, asked to read it now and sign  
18 something. Because they came to get help, they  
19 need to be aware of that if they complain about  
20 these things.

21 I live in an area where it's a lot of  
22 drug activity, where it's a lot of people that  
23 will move into a rental place and move out in a  
24 month or two. For the first time -- I live in a  
25 very little house, a very, very little house. For

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1 the first time my bill was 500. I don't know, I  
2 think it was \$507 and I'm like this. That's more  
3 than half my -- way more than half my income. And  
4 it just blew my head off, you know. It blew my  
5 head off. And there's not enough funds for me  
6 getting a bill right this month to be able to go  
7 get help 'cause, you know, a lot of people just  
8 aren't helping you right now. And people are  
9 running out of money. So way before they run out  
10 of the money that everybody pays taxes to support  
11 a system like that where they can go and get help  
12 with a bill, it needs at least two months. It  
13 needs to be pronounced to their faces. That's my  
14 suggestion. When people go get help, it needs to  
15 be pronounced then and they must sign a thing and  
16 this thing just like if you went and you had like,  
17 you know, somewhere getting -- needed a thousand  
18 signatures to get something on the ballot. You  
19 know, it needs to be turned in so the names can be  
20 checked out. And, you know, so when someone goes  
21 to get help, it should be -- I feel it should be  
22 mandatory, you should have to read it right then  
23 and there before they get the help, and then sign  
24 a paper that will eventually be turned into the  
25 Public -- Missouri Public Commission. I don't

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1 know if I said that right.

2 JUDGE JORDAN: Missouri Public  
3 Service Commission.

4 MS. BRODY: Public Service  
5 Commission. Okay. And that's what I --

6 Now, I also believe this. I'm so  
7 serious. I'm so serious. I believe this. Since  
8 I live in a place -- it's a quiet block, though,  
9 believe it or not. I live in a place where I see  
10 people move in and they're gone in a month or two.  
11 So if it -- if they did that, they're not paying  
12 their bill to go out. I believe I am also helping  
13 to pay bills that people jump out on. I believe  
14 that in my area. I have -- I used to have a big  
15 house out south at 114th and Sycamore. Well, I'm  
16 not there anymore and I moved to a little house so  
17 my grown kids and their grown children won't keep  
18 moving home. So there's only enough room for me.  
19 And I'm the only one that lives there. I don't  
20 have -- only light to be on all night long is my  
21 porch light and I need that because of the area I  
22 live in and I need people to know -- people need  
23 to see you and it's 100 watts. However, I truly  
24 feel KCP&L is not going to admit to this. They  
25 will not admit this but my bill is going up and up

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1 and up. I can't understand it. There's no way I  
2 can pay this bill straight off like that. So I  
3 believe when people move in a place and then  
4 they're not going to be a permanent resident there  
5 and they -- you know, these people are used to  
6 moving in places, they're gone in a month, gone in  
7 two months, I think I'm help paying their bill in  
8 my area. I believe that. I think it needs to be  
9 investigated. That's why I believe KCP&L needs a  
10 raise because of neighborhoods like mine. And  
11 that's pretty much what I have to say.

12 JUDGE JORDAN: Okay. Well, thank  
13 you for saying those things.

14 MS. BRODY: Okay. Thank you.

15 JUDGE JORDAN: Hang on a second,  
16 please.

17 MS. BRODY: Uh-huh.

18 JUDGE JORDAN: Commissioner  
19 Kenney?

20 COMMISSIONER KENNEY: And I don't  
21 have any questions for Ms. Brody but I thank you  
22 for coming. I will say one of the advantages of  
23 attending these meetings is you do have  
24 representatives of the company here that perhaps  
25 can provide you some clarification on your bill.

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1 So I would encourage you to talk with one of the  
2 KCP&L representatives while you're here.

3 MS. BRODY: Yeah, I'll do that.

4 Thank you. Thank you for that.

5 COMMISSIONER KENNEY: Sure.

6 MS. BRODY: So far I have  
7 complications with KCP&L constantly 'cause I'm  
8 thinking about everybody has employees that just  
9 aren't on par with other employees. I'm hoping to  
10 get ahold of someone who can send someone out and  
11 tell me why my bill is so high. I mean, from this  
12 window to that and front and back, that's my  
13 house. I don't need -- what possibly could it be.  
14 I've lived there for years but this, this is  
15 changing. I understand the heat and all like that  
16 from the summer, my goodness. I truly believe  
17 that that situation with people moving in and  
18 sticking the bill and then go somewhere else, do  
19 the same thing, it's still going to be in my  
20 neighborhood. I don't care if it's 4 miles,  
21 10 miles this way, it's still my neighborhood. I  
22 believe people are skipping out on their bills and  
23 because of that I have to help make up for that.  
24 I truly do.

25 JUDGE JORDAN: Okay. Any

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1 questions from the utilities?

2 MR. STEINER: No.

3 JUDGE JORDAN: From staff?

4 MR. BORGMEYER: No.

5 JUDGE JORDAN: Office of the  
6 Public Counsel?

7 MR. MILLS: I have no questions.

8 MS. BRODY: Has KCP&L ever -- you  
9 know, of course they're going to say, no, we  
10 couldn't be, we go by usage. I need to go where I  
11 can -- like you have this meeting, I want a  
12 meeting with KCP&L so they can tell me how I will  
13 know what my usage -- how much I'm paying per  
14 usage and all like that so I can figure out my  
15 bill before they shock me like this my head fall  
16 off. I want to be able to figure it out.  
17 Otherwise, if they say something different, I need  
18 to know I have -- I could -- I could sue or  
19 something.

20 Now, what I need from you -- this is what  
21 I need from you, KCP&L is here. Do you expect  
22 them to say, no, we would never do that? Not  
23 going to happen. I need it to be investigated.

24 COMMISSIONER KENNEY: If you take  
25 a look at our website, we have consumer complaint

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1 procedures for formal and informal complaints and  
2 somebody from our staff can probably provide you  
3 some information in that regard.

4 MS. BRODY: Okay.

5 COMMISSIONER KENNEY: I would take  
6 this opportunity to talk to our staff about how to  
7 best utilize our services --

8 MS. BRODY: Uh-huh.

9 COMMISSIONER KENNEY: -- and then  
10 take the opportunity to talk to the  
11 representatives of the company to perhaps provide  
12 you clarification on your bill.

13 MS. BRODY: Right.

14 COMMISSIONER KENNEY: Hopefully  
15 those two -- those two together will get you the  
16 answers that you're looking for.

17 MS. BRODY: And I want to just  
18 emphasize the point. I really need it to be  
19 investigated. 'Cause they're not going to say,  
20 sure, we do that. No, they're not going to say.  
21 I lived in a four-bedroom house that had a family  
22 room that was 18 by 20. Never had a bill like  
23 this. And that was just 2 1/2 years ago, you  
24 know. So I am definitely protesting against  
25 this -- this raise because I already -- I just got

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1 a raise this month on their bill. So they got a  
2 raise from me already. I don't want to pay them  
3 again with another raise. Especially  
4 \$160 million. Give me one million and I won't  
5 have to come to these meetings, you know. Why  
6 should they be blessed like that. Thank you.

7 JUDGE JORDAN: You're welcome.  
8 Thank you.

9 COMMISSIONER KENNEY: Thank you.

10 JUDGE JORDAN: Would anyone else  
11 like to testify today?

12 (no response)

13 JUDGE JORDAN: And I'm not seeing  
14 anyone else to testify so I will thank, again,  
15 everyone for showing up, taking their time to give  
16 their inputs and their constructive suggestions,  
17 their helpful suggestions and comments in general.  
18 And I say that on behalf of myself and the whole  
19 Missouri Public Service Commission.

20 With that, we will adjourn and go off the  
21 record.

22 (End time: 1:45 p.m.)  
23  
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C E R T I F I C A T E

STATE OF MISSOURI )  
 )  
COUNTY OF CLAY )

I, LEA ANN MARTIN, a Certified Court Reporter No. 688, in and for the State of Missouri, do hereby certify that the foregoing is a true and correct transcript of the proceedings had in the above-entitled cause on the date as indicated.

IN WITNESS WHEREOF, I have hereunto set my hand this 25th day of September, 2012.

\_\_\_\_\_

Lea Ann Martin, CCR No. 688  
State of Missouri

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[& - borgmeyer]

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