

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

STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
TRANSCRIPT OF PROCEEDINGS  
Local Public Hearing  
Volume 3  
March 22, 2011  
Joplin, Missouri 6:00 p.m.

In The Matter Of The Empire District  
Electric Company Of Joplin, Missouri  
For Authority To File Tariffs Increasing  
Rates For Electric Service Provided To  
Customers In The Missouri Service Area  
Of The Company

File No. ER-2011-0004

HAROLD STEARLEY, Presiding  
SENIOR REGULATORY LAW JUDGE  
JEFF DAVIS  
COMMISSIONER

REPORTED BY:  
Erika Schaffer, CCR  
Midwest Litigation Services

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

A P P E A R A N C E S

For Empire District Electric Company:

Ms. Diana C. Carter  
Brydon, Swearengen & England  
312 East Capitol Avenue  
P.O. Box 456  
Jefferson City, MO 65102  
573-635-7166

For Office of the Public Counsel

Ms. Christina Baker  
Senior Public Counsel  
P.O. Box 2230  
Jefferson City, MO 65102  
573-751-5565

For Staff of the Public Service Commission

Ms. Sarah Kliethermes  
Public Service Commission  
200 Madison Street, 9th Floor  
P.O. Box 360  
Jefferson City, MO 65102  
573-751-6726

REPORTED BY: Erika Schaffer, CCR  
MIDWEST LITIGATION SERVICES  
1911 South National, Suite 402  
Springfield, MO 65804  
Tel: 417-877-9700  
Fax: 417-877-9704

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

PROCEEDINGS

JUDGE STEARLEY: Good evening. Today is Tuesday March 22nd and the Missouri Public Service Commission set this time for a local public hearing for file number ER-2011-0004 which is captioned as In the Matter of Empire District Electric Company on Joplin, Missouri, Seeking Authority to File Tariffs Increasing Rates for Electric Service Provided to Customers in the Missouri Service Area of the company. My name is Harold Stearley and I'm the Regulatory Law Judge assigned to this case. With me tonight is Commissioner Davis and the procedure we're going to follow is I will be calling people's names off the list, which they've signed up to testify, I'll have you come down to the microphone, I will swear you and you will give your statements to the commission. Prior to that I'm going to take entries of appearance from counsel, but before we get started I'm going to ask Commissioner Davis if he'd like to make any opening statements.

COMMISSIONER DAVIS: I'd just like to say welcome this evening. I look forward to hearing your testimony. Particularly, if you have any complaints related to quality of service that you are receiving from Empire, you know, I understand that these are difficult times financially, for many people, and these are not easy

1 decisions that we have to make at the commission, so,  
2 thank you.

3 JUDGE STEARLEY: All right. At this time I will  
4 take entries of appearance from counsel, starting with  
5 the Empire District Electric Company.

6 MS. CARTER: Diana Carter with Brydon, Swearngen  
7 and England. Counsel to the Empire District Electric  
8 Company.

9 JUDGE STEARLEY: Thank you, Ms. Carter. For the  
10 Office of the Public Counsel.

11 MS. BAKER: Thank you. Christina Baker appearing  
12 on behalf of the Office of the Public Counsel and the  
13 Rate Payors.

14 JUDGE STEARLEY: Thank you, Ms. Baker. And, for  
15 the staff of the Missouri Public Service Commission.

16 MS. KLIETHERMES: Thank you, Judge. Sarah  
17 Kliethermes, Staff Counsel's Office. Counsel for the  
18 Missouri Public Service Commission Staff.

19 JUDGE STEARLEY: Thank you, Ms. Kliethermes. Are  
20 any of our interveners here tonight, through counsel?  
21 Okay. Well, seeing none, we will begin taking  
22 testimony. First person I have on the list is Brenda  
23 Wheat. And Ms. Wheat, if you would begin by stating and  
24 spelling your name, so our court reporter can enter that  
25 correctly into the record.

1           WITNESS: My name is Brenda Wheat. B-R-E-N-D-A  
2           W-H-E-A-T

3                           BRENDA WHEAT,  
4           of lawful age, having been produced and sworn, testified  
5           as follows:

6           JUDGE STEARLEY: Thank you. You may proceed.

7           WITNESS: As I said, my name is Brenda Wheat. I  
8           live here in Joplin and I'm here tonight to voice my  
9           opposition to this rate increase that Empire is asking  
10          for of 9.2 percent. This increase, as we have talked in  
11          the previous hour, will put approximately \$13.62 each  
12          month increase on each customer's bill. In September of  
13          last year, only six months ago, approximately six months  
14          ago, Empire received a rate increase of 13.4 percent at  
15          the time. I remember at that time, hearing within just  
16          a very short time, I think it was said here tonight end  
17          of September, so within a short two to three weeks  
18          Empire turned around and asked for another 9.2 percent  
19          increase, which is what we're here to talk about  
20          tonight. As we know, we're living in difficult times.  
21          People have lost jobs, those that do have jobs have had  
22          to take cuts in benefits, salary cuts, hourly cuts, and  
23          as in the case in my household the salary, our salary  
24          has been frozen for three years. There's been no  
25          increase in Social Security payments for senior citizens

1 for at least two years. I got on Empire District  
2 Electric Company's website, and I have a few facts that  
3 I'd like to share. The company reported consolidated  
4 earnings for the year until December 31st of 2010 of  
5 47.4 million dollars. As we've heard many people  
6 testify here tonight, of people are hurting, and this  
7 man over here, who is paying bills of his people in his  
8 trailer park just to help them out, and Empire has made  
9 earnings of 47.4 million dollars and that is up, from  
10 the previous year 2009, which was 41.3 million dollars.  
11 The President and CEO of Empire District, Bill Gibson,  
12 last year received an annual salary of \$365,000. The  
13 President of the United States makes a \$400,000 a year.  
14 That means, the President of Empire District Electric is  
15 only making \$35,000 a year less than the President of  
16 the United States of America. Mr. Gibson's total  
17 compensation package for 2010 was \$1.4 million dollars.  
18 I don't see how Empire can come before a public and ask  
19 for a 9.2 percent increase in my electric bill, when  
20 we're talking about a company that's made 47 million  
21 dollars and the top executive's total compensation  
22 package was over one million dollars last year. The top  
23 five executives of Empire each received six-figure  
24 salaries last year and their total compensation packages  
25 started at \$397,000 a year for the bottom one; they went

1 up from there. Based on this information, I suggest  
2 Empire's top five executives take a pay cut much like  
3 the rest of America has done, in order to help their own  
4 company. Empire District has recently put a Utility  
5 Arboretum in Landreth Park in Joplin. The power lines  
6 run through the park on the south side of the park.  
7 They are not near the shelters, or the picnic area. The  
8 power lines are not in the playground area. Empire  
9 District has planted 44 different shrubs and trees in  
10 that area, where the power lines run through. They have  
11 laid water lines or some kind of watering system  
12 underneath wood chips -- that my husband and I walked  
13 through that this past weekend -- those water lines are  
14 already surfacing above the wood chips. There are signs  
15 there that say -- they've identified each shrub and  
16 tree. There is a sign that has a map, identifying the  
17 location of each of those 44 shrubs and trees. Then,  
18 there is a sign, which I took a picture of, and brought  
19 with me tonight, and part of the sign reads, "on a  
20 yearly basis the trees in the Arboretum will absorb  
21 90,000 gallons of storm water runoff, reduce  
22 approximately 5 tons of carbon dioxide from the  
23 atmosphere and provide \$1700 in annual benefits for the  
24 park." I asked the Empire representatives that were  
25 here earlier in the question-and-answer period, how this

1 -- these trees provide \$1700 in annual benefits for the  
2 park. They could not answer my question. I'd further  
3 suggest that this Arboretum that they are talking about  
4 would be costly to Empire to maintain 44 shrubs and  
5 trees and to water them. All of the wood chips are  
6 either going to blow away, or be washed away during  
7 heavy rainfall. This is a slope of a hillside. May I  
8 suggest that Empire District stick to providing  
9 electricity, and not waste my money planting trees under  
10 power lines in a city park? There was the article in  
11 The Joplin Globe. I have the article with me. This was  
12 dated Sunday, February 13th, 2011, just about a month  
13 ago. It was written by Carol Stark, a guest columnist  
14 for The Joplin Globe. The article is all about  
15 pseudoephedrine. Pseudoephedrine is an ingredient in  
16 cold medicines and is also used to make meth. I guess  
17 there's a meth problem here in Joplin so law  
18 enforcement, here locally, has asked the City Council of  
19 Joplin to make any cold medicine that contains  
20 pseudoephedrine available only by prescription. It is  
21 now being sold as an over-the-counter drug. They have  
22 asked that it be available only by prescription. That  
23 is what this whole article pertains to. But, in the  
24 article, the author Carol Stark, says, "I want to invite  
25 you to join us Thursday night for informational forum



1 called the Cold Truth. The Joplin Globe, with funding  
2 from Empire District Electric Company, will air the  
3 forum at 7:00 p.m." My question, and I know the don't  
4 answer, why is Empire District Electric Company funding  
5 forums on pseudoephedrine? My electric bill is paying  
6 for forums? I don't care what side of the issue they're  
7 on -- pseudoephedrine. I don't think Empire District  
8 Electric Company needs to be funding forums on  
9 pseudoephedrine. I have another article from the Joplin  
10 Globe. It is more recent March 13th, not too long ago.  
11 It is written by a lady named Charlotte Jay from Webb  
12 City. And I will read part of her article. "I am  
13 appalled and astounded by the mitigating gall of Empire  
14 District Electric Company and Missouri Gas Energy in  
15 requesting any type of rate increase while our nation,  
16 and our area in particular, is undergoing such dire  
17 economic circumstances. It is beyond comprehension that  
18 they assume they can justify one scintilla of an  
19 increase. While the rest of us struggle to merely  
20 survive, these companies, their investors and even their  
21 employees enjoy obscenely outrageous profits and  
22 benefits. Their quote need end quote need for  
23 additional funds, for any reason, is paramount to  
24 perpetuate a fraud upon their customers. If they can't  
25 operate within their current financial structures, then

1 they need to implement some serious restructuring.  
2 Their creed is beyond abhorrent. Our powers that be in  
3 Washington have determined, for two consecutive years,  
4 there's been no increase in the cost of living, and  
5 denied those of us on fixed incomes a cost of living  
6 raise. PSC, stop the Empire and MGE madness now. Their  
7 greed and total lack of consideration for their  
8 consumers are incomprehensible. At no time should their  
9 profit margins matter more than the welfare of the  
10 majority of the actual consumers. I think most people  
11 here tonight, based upon what we heard in the earlier  
12 session, would agree with the paragraph, that if they  
13 can't operate within their current financial structures,  
14 then they need to implement some serious restructuring.  
15 In closing, I would like to say that it's time that  
16 Empire cut their costs." People have had to buckle down  
17 and live on less because of this current economy. It's  
18 time Empire does the same. If Empire wants to do public  
19 service for the community, then I suggest that instead  
20 of funding public forums on pseudoephedrine, and  
21 planting trees under power lines in the park, and pay  
22 their executives outrageous salaries and benefits, I'd  
23 rather see Empire help everyone and reduce rates for all  
24 their customers. I would like to ask Bill Gibson if he  
25 is willing to cut his salary. I realize he's getting

1 ready to retire, but are all these top five executives  
2 willing to cut their salaries, to help people like this  
3 man over here, who is helping his customers in the  
4 trailer park. I'm asking the Public Service Commission  
5 to deny this request for a rate increase for Empire  
6 District Electric Company, and I'm asking that you deny  
7 it in full. I will not be happy to hear, in a few  
8 weeks, that you have denied the 9.2 percent, but have  
9 allowed a two percent, or three percent. I am asking  
10 tonight, that the Public Service Commission, based on  
11 information I've given, deny this request in full.  
12 Thank you.

13 JUDGE STEARLEY: Excuse me, Ms. Wheat. Before  
14 the witnesses step down, I need to ask if the attorneys  
15 or the commissioner has questions for you specifically,  
16 so please remain at the microphone for just a moment.  
17 Do any of the attorneys present, tonight, have any  
18 questions for this witness?

19 MS. KLEITHERMES: Judge, not a question, just a  
20 suggestion, or question for the judge. If we would like  
21 to have her exhibits, particularly the photograph,  
22 marked? Typically, we'd do that.

23 JUDGE STEARLEY: If Ms. Wheat would like to offer  
24 those as exhibits, we can admit them into the record.

25 WITNESS: For what purpose?

1 JUDGE STEARLEY: It would go in the record and it  
2 would be in the file for all the other commissioners to  
3 view.

4 WITNESS: Okay.

5 JUDGE STEARLEY: It would be a matter of public  
6 record.

7 WITNESS: It is very obvious. You can go out to  
8 Landreth Park and see that. It's there for the public  
9 to read -- Empire, tonight, could not explain to me why  
10 it says that those trees, those 44 trees and shrubs,  
11 which by the way, Empire needs to get out and check  
12 them; some of them are dying. But anyway, they could  
13 not explain to me why this is a benefit to the park for  
14 \$1700

15 JUDGE STEARLEY: This particular picture is going  
16 to be labeled as Exhibit 1.

17 (Exhibit 1 marked and identified for the  
18 record.)

19 WITNESS: Would you like the exhibit on why  
20 Empire is holding pseudoephedrine forums?

21 JUDGES STEARLEY: If you'd like to offer those,  
22 we can take them all as exhibits. Okay. The article on  
23 the pseudoephedrine is marked as Exhibit Number 2. And  
24 the other article will be marked as Exhibit Number 3.  
25 Those will be received into the record. Commissioner

1 Davis, did you have any questions for Ms. Wheat?

2 (Exhibits 2, and 3 marked and identified for the  
3 record.)

4 COMMISSIONER DAVIS: No.

5 JUDGE STEARLEY: Thank you very much for your  
6 testimony. Our next witness is Shirley Hull. Ms. Hull,  
7 could you please begin by stating and spelling your name  
8 for our court reporter?

9 WITNESS: S-H-I-R-L-E-Y. And the last name is  
10 Hull, H-U-L-L.

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

14 JUDGE STEARLEY: Thank you. You may proceed.

15 WITNESS: As I have stated earlier. When my  
16 level pay was increased \$50 in November, I was told by  
17 the customer service person this was to cover their 2011  
18 rate increase that they were getting. Now, they've  
19 already tried to whitewash this and say it was just a --  
20 the customer service person didn't quite understand what  
21 she was saying. I think she knew exactly what she was  
22 saying. They have already planned on getting another  
23 rate increase this year, and they are collecting money  
24 up front for it, and I think there's a problem with the  
25 legality of that. Another issue that I would like to

1 address is that a couple years ago, right before the big  
2 ice storm that we had, I had made a telephone call to  
3 Empire, explaining where I lived, and the fact that all  
4 of the tree limbs that were hanging over the lines  
5 because no one had been around in over 20 years since I  
6 moved there, and I was informed then, that that was my  
7 responsibility to get the right of way clear and to trim  
8 the trees. I had a security light, because it is in the  
9 country. The vegetation had overgrown the security  
10 light. I was told that I could climb their pole to  
11 clean it up myself. Now, according to the gentleman  
12 that had talked a few minutes earlier, is it the Public  
13 Service Commission tells him that he had to take care of  
14 the vegetation and I don't know why I was told that I  
15 could go climb up a pole and do it myself. When I told  
16 him that I wasn't physically able to do that, he said  
17 well, that's not our problem, that's your problem. I  
18 don't think that addresses the safety of the service  
19 that Empire is delivering to the customers. I think  
20 when the elderly people have to go without their  
21 medications -- they have to cut them in half, or they  
22 just take them every other day. I don't think that is  
23 addressing the safety of their consumers.

24 JUDGE STEARLEY: Okay.

25 WITNESS: Thank you.

1 JUDGE STEARLEY: And you're quite welcome. We  
2 appreciate your comments. Are there any questions for  
3 Ms. Hull? Commissioner Davis?

4 COMMISSIONER DAVIS: Ma'am, you asked some good  
5 questions. I'm not sure about the budget billing issue,  
6 but we will look into that and also on vegetation  
7 management with regard to your security light, so, thank  
8 you.

9 JUDGE STEARLEY: All right. Our next witness is  
10 Stephanie Ayres. Ms. Ayres, would you please begin by  
11 stating and spelling your name?

12 WITNESS: My name is Stephanie Ayres.  
13 S-T-E-P-H-A-N-I-E. Last name Ayres, A-Y-R-E-S.

14 STEPHANIE AYRES,  
15 of lawful age, having been produced and sworn testified  
16 as follows:

17 JUDGE STEARLEY: You may proceed.

18 WITNESS: Empire's wanting this rate increase and  
19 they're reaping benefits from the people who are paying  
20 their electric bills on time. My statement is, is where  
21 we live. We live out in the country. We have a light  
22 pole at the end of our property. It's an old pole.  
23 Throughout the years we have complained and numerous  
24 times in reference to our power goes out all the time.  
25 It's constantly going out, constantly flickers day in

1 and day out, and we have had several surges a month that  
2 goes through our power lines. I've lost TVs,  
3 refrigerators, microwaves. We've had to replace them  
4 all, and insurance doesn't cover it. And I work very  
5 hard for my money, and I have asked Empire if they  
6 would, since they won't replace the light pole, which  
7 we've asked them to do. Our response is, "well, it's  
8 really old, you know. We're not going to be able to  
9 replace it, we have other things that we have to do  
10 right now." I can't get anybody to call me back, except  
11 for the first time I've asked somebody to call me back  
12 today. But this has been going on for years. I've  
13 asked them if they were going to replace my appliances  
14 that I have lost, because I cannot afford to go out and  
15 buy and replace all these appliances that I keep on  
16 losing because of the power surges, lights going out,  
17 and again I get the same response, that's not our  
18 responsibility. And this has been an ongoing thing, the  
19 -- we have a farm that's across the road that just has  
20 one light pole and a well; that's it. It has nothing  
21 else. No house; no anything. Our electric bill tripled  
22 this last month. For this month's bill it actually  
23 tripled. Its only \$60 less than our total of our  
24 electric residence that we live in. We went from a  
25 household of five down to two last October, and our



1 electric bill has just barely changed, maybe \$15, ten to  
2 \$15 a month from having five in the house to two. And  
3 again, I can't get any response back from Empire  
4 whenever I call to talk with them, or I request  
5 assistance or anything on that nature. So, I don't  
6 believe they should be getting another rate increase and  
7 getting profits and paying the high -- the president and  
8 vice president the amount of money that they do, when I  
9 can't get any satisfaction on my end, but yet, I still  
10 have to pay or if I -- if I pay on the date that it's  
11 due and they don't get it recorded till the next two or  
12 three days later, I get a shut off notice. I just don't  
13 think that's right. That's it.

14 JUDGE STEARLEY: Okay. Are there any questions  
15 for Ms. Ayres? Commissioner Davis?

16 COMMISSIONER DAVIS: Ms. Ayres, I don't have any  
17 questions for you, but I would like for maybe if it  
18 would be possible for you to -- could some of our staff  
19 people hold up their hands here? If you could maybe see  
20 Mr. Beck, or Mr. Beck, if you could see her after this  
21 and Judge, would it be appropriate to ask staff or order  
22 staff to investigate Ms. Ayres' quality-of-service  
23 problems, as well as her billing problems? Final  
24 report, say, within 15 days.

25 JUDGE STEARLEY: Certainly.

1 COMMISSIONER DAVIS: Thank you, Ms. Ayres.

2 JUDGES STEARLEY: Mr. Beck, I'm not sure when  
3 that 15 days would fall, I don't have a calendar in  
4 front of me, but your file should be on the business  
5 day, obviously, so if that falls on a weekend it would  
6 be the following Monday. And, thank you for your  
7 testimony, Ms. Ayres. The next witness, is Richard  
8 Bourne.

9 WITNESS: Richard B-O-U-R-N-E

10 RICHARD BOURNE,

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

13 WITNESS: My question is for you guys. I've been  
14 to a lot of these meetings, and every time Empire says  
15 they want a rate increase and three or four months down  
16 the line, they get it. I thought you're supposed to  
17 protect us, the little people. You know, you're  
18 supposed to be neutral. But every time Empire comes to  
19 you guys, you give it. I just don't understand that.  
20 You know -- can you give me a little bit of -- I  
21 thought, you know, it's strange, because you're supposed  
22 to help us, but then you give Empire a rate increase.  
23 You know, right now is in outright down times -- times  
24 is tough. I work -- I have worked 32 hours out of hours  
25 -- there's something wrong. You know, like that other

1 gentleman said, this is a low income. I mean, we're not  
2 making no big bucks. Do you know what the average wage  
3 in this area is? It's like \$9. You know, so,  
4 something's got to be done. You know, I'm 58 years old.  
5 And, I know Empire needs to make a profit, but give me a  
6 break. Okay? Let's just kind of keep it simple. You  
7 know, can -- Mr. Davis, can you give me an answer, if  
8 it's possible? That every time -- I've been here  
9 several times, and you guys -- okay, Empire, that sounds  
10 good. We're going to give it to you.

11 COMMISSIONER DAVIS: I will endeavor to do the  
12 best I can, sir. And, in essence, we are required to  
13 follow the law, and the law says that utilities are  
14 entitled to recover their prudently -- their prudently  
15 incurred costs. Plus, they have an opportunity, not a  
16 guarantee, but an opportunity to earn a fair return on  
17 that investment.

18 WITNESS: How do you determine what's fair? I'm  
19 just curious, you know. I'm just --

20 COMMISSIONER DAVIS: Based on -- our decisions  
21 have to be supported by competent and substantial  
22 evidence. We will take three rounds of pre-filed  
23 testimony on all of the issues, which include, you know,  
24 the rate of return that the company is asking for, all  
25 of the major expense issues etc. And, then, we will

1 have cross examination live, in front of the Commission.  
2 It will be a one week to two week hearing in Jefferson  
3 City, and then there'll be a true-up period to reconcile  
4 all the numbers in the case, and at that point we will  
5 make a decision, and our decisions have to be supported  
6 by competent and substantial evidence.

7 WITNESS: Okay.

8 JUDGE STEARLEY: All right. Thank you. Are  
9 there any questions for Mr. Bourne? Mr. Bourne, thank  
10 you. Our next witness is Marilyn Beasley.

11 WITNESS: My name is Marilyn Beasley.  
12 M-A-R-I-L-Y-N B-E-A-S-L-E-Y.

13 MARILYN BEASLEY,  
14 of lawful age, having been produced and sworn testified  
15 as follows:

16 JUDGE STEARLEY: You may proceed.

17 WITNESS: The things I wanted to bring out, when  
18 I heard that they were going to have this hearing, I  
19 contacted the Public Service Commission, just to get  
20 some information on the rates that had been given over  
21 the last four years. And, in August '08 there was a  
22 6.7 percent increase of \$22,040,395. And then, since  
23 2009, I was told the utility was allowed to adjust rates  
24 every six months to a tab for changes in the fuel costs.  
25 Of those four that they did do, three of them were

1 increases, one was a decrease. Then, in September of  
2 2010 there was a \$46,800,000 increase which was up  
3 13.9 percent, and now they're asking for 36,500,000,  
4 from I was told which is 9.2 percent increase. My  
5 concern is, if those of us who use the services of these  
6 utility companies, not just Empire, but gas, water  
7 whatever, if we knew that these companies were doing  
8 everything they could to cut costs, perhaps it wouldn't  
9 be so hard to take at times, but, some of the things  
10 we've here, that have been given to you, makes us wonder  
11 how the money is being spent. The other issue I have,  
12 and I brought it up earlier, is what we face and what  
13 probably a number of cities face is the monopolies. And  
14 yes, I understand from what was said, that these are  
15 granted to these utility companies to be a monopoly, but  
16 in order to have competition, we need to have more than  
17 one electric company, and we need to have more than one  
18 gas company, other providers that will create  
19 competition. I understand that, from what was told  
20 earlier, that, the legislators have to do this, but I  
21 also understand, that according to the mission  
22 statement, that's part of what the Public Service  
23 Commission is to do, is to establish standards, so that  
24 competition will maintain or improve the quality of  
25 services provided to Missourians. And I for one, would

1 like to have the competition, so not only the quality of  
2 service improves, but also the cost.

3 JUDGE STEARLEY: Are there any questions for Ms.  
4 Beasley? Commissioner Davis?

5 COMMISSIONER DAVIS: Ms. Beasley, thank you for  
6 your testimony. Do you know anyone who lives in a state  
7 where they have retail competition for electricity or  
8 gas?

9 WITNESS: No, I don't. But, that's not the  
10 point. I mean, the point is, we need competition.  
11 That's the only way you bring costs down with any  
12 service.

13 COMMISSIONER DAVIS: Do you understand that in  
14 those states where they have retail competition that you  
15 still only have one distribution company?

16 WITNESS: Well, that's what we want to get away  
17 from, is one distribution company. We don't just want  
18 one Empire, or one Southern Union, or one water company.  
19 We need people who can come in and compete. If it's a  
20 co-op, like the one lady just asked, then we need  
21 something that will bring the cost down, and improve the  
22 competition, and service to customers. So, I mean,  
23 whatever we have to do, we need to do it.

24 COMMISSIONER DAVIS: All right. Thank you.

25 WITNESS: Thank you.

1 JUDGE STEARLEY: Our next witness is Dr. Gaskin.  
2 Sir, could you please begin by stating and spelling your  
3 name for the record?

4 WITNESS: Okay. My name is Doctor L. Gaskin.  
5 D-O-C-T-O-R L. G-A-S-K-I-N.

6 DOCTOR L. GASKIN,  
7 of lawful age, having been produced and sworn testified  
8 as follows:

9 JUDGE STEARLEY: You may proceed.

10 WITNESS: All right. As I said earlier, it's  
11 time that maybe Mr. Gibson comes down off the top of the  
12 stool and comes to where the normal people are. The  
13 last time I was here, it was all lies and you people was  
14 in Jeff City -- that's where you're out of and I'll talk  
15 with you there. I used to have five rental houses and I  
16 called and called to talked to somebody, but I never  
17 talked to the people, the fine people that was up there,  
18 but that's beside the point. Right now is -- the CEO,  
19 all the people on the Board, do they really deserve all  
20 that money for what they do for the poor people? Do  
21 they go out and help the poor people? Is Mr. Gibson  
22 here tonight? All right. I'll talk to you when I'm  
23 done. It's time that we come back down to civilization  
24 and take care of our people that help make this country  
25 what it is today. If we don't do something, it's not

1 getting any better and we surely don't want it to go on  
2 like our sons or grandsons are fighting for this  
3 country, so it's time that we stand up and fight for us,  
4 and for the big companies to back off. The man that's  
5 going to replace Mr. Gibson, what's he going to get in  
6 perks every year, and the rest of the board? It's  
7 already set up, they get it all and we don't get nothing  
8 except the shaft. Amen. Thank you. Have a good day.  
9 I've got one more question. Is this young lady over  
10 here breathing, or are we all contaminated?

11 JUDGE STEARLEY: That's a device she uses for  
12 recording all the testimony.

13 WITNESS: Okay.

14 JUDGE STEARLEY: She's our court reporter. Some  
15 of them use a stenography type of piece of equipment,  
16 and she has a special microphone.

17 WITNESS: Do you have a question for me?

18 COMMISSIONER DAVIS: No. But I just -- Doctor  
19 Gaskin I just see that by your cap that you're a  
20 veteran. I just want to say thank you for your service  
21 for our country.

22 WITNESS: Did you recognize the hat?

23 COMMISSIONER DAVIS: I'm sorry?

24 WITNESS: Did you recognize to know what that  
25 means?



1 COMMISSIONER DAVIS: No, sir, I don't.

2 WITNESS: All right. I'll take you back just a  
3 little bit and then I'll get off. Remember what stopped  
4 the war in Japan? You know the bombs that dropped?

5 COMMISSIONER DAVIS: Yes, sir.

6 WITNESS: Okay. I'm one of 400,000 guinea pigs  
7 that went through in Desert Rock, Nevada, and a lot of  
8 us only lived to be 30 years old. I don't have too much  
9 respect for them people that created the bomb. And then  
10 the man that just died in November that had another one,  
11 this is a little bit off of it, but it's a target. The  
12 bomb that he had created, that they used, it leaves  
13 everything to sand. Now -- but you and I, we all die  
14 from inside and we're just a little puddle of water on  
15 the ground. So, I'm a hard-nose when it comes to our  
16 veterans. It's time that we stop and take care of them  
17 like myself -- for them, in 1953 when I was there, and  
18 only in November of last year admit, admit that that I  
19 was there. They burned all the records, but that's what  
20 they told me. But with the freedom of information you  
21 can get it back. Thank you.

22 JUDGE STEARLEY: Our next witness is Diana, and  
23 I'm having a little trouble looking at your last name.

24 WITNESS: Willard.

25 JUDGE STEARLEY: Willard? And, if you would also

1 begin by stating and spelling your name.

2 WITNESS: Diana D-I-A-N-A Willard W-I-L-L-A-R-D.

3 DIANA WILLARD,

4 of lawful age, having been produced and sworn testified  
5 as follows:

6 JUDGE STEARLEY: You may proceed.

7 WITNESS: I'm Diana Willard. I'm on the  
8 Governor's Council for Developmental Disabilities and I  
9 want to thank you, and thank you, Commissioner. This  
10 rate increase will affect the people with developmental  
11 disabilities immensely. Our -- we haven't seen an  
12 increase -- I just came back from the DD Council. I've  
13 been -- I go to Jeff City and Columbia. We just had our  
14 meeting, and the DD Council, we haven't seen -- people  
15 -- an increase on our half for a long time. You know  
16 what ISL's are? Assisted-living.

17 COMMISSIONER DAVIS: Yes.

18 WITNESS: Yes. Okay. ISL's are -- they're  
19 making them mandatory. With this rate increase, a  
20 person in an ISL home, they only get maybe \$30 to \$10  
21 for PCA money. This is going to cut their PCA money  
22 down to maybe \$5 a month. That they're going to be able  
23 to spend on their everyday, for a month, you know, for  
24 personal money. So, I mean, this is -- it's affecting  
25 me on how I'm able to even buy shampoo, bath soap,

1 everything else, and some of these other people -- we  
2 haven't gotten increases on disability, Social Security,  
3 anything else for a long time. My Empire bill is \$176  
4 and it's fixed, and it keeps going up. And, with this  
5 new rate increase, it's going to be over \$200 a month,  
6 and I'm unplugging everything as I can. And we have a  
7 controller on the wall and everything else, and I've  
8 helped a lot of people with disabilities go through  
9 Economic Security. As a matter of fact, I've helped  
10 several people go through Economic Security, and at the  
11 Brotherwise Nation done to their homes, and everything  
12 else, and they still -- coming up with the money to pay  
13 their utility bills with they get right now, they don't  
14 have it. So, some of them are going without their  
15 psychotropic medications and they're ending up in the  
16 state institutions and everything else. And you know  
17 that we're closing them? So, I mean, this is going to be  
18 a lose-lose situation all the way around. So, I'm  
19 asking you, please, not to raise the rates at this time,  
20 until we're able to come out of this state of depression  
21 that the economy is in. And, we're working on the DD  
22 side to keep people in homes and to get them out of  
23 places, but we also need your support as well, and I  
24 want to say thank you. Do you have any questions? I'm  
25 quick to ask attorneys. I'm used to doing that.

1 JUDGE STEARLEY: Well, thank you for your  
2 testimony.

3 COMMISSIONER DAVIS: Thank you for your  
4 testimony, Ms. Willard.

5 WITNESS: And I'm going to be up doing another  
6 bill pretty soon, the SB40. Do you know about that one,  
7 people coming out of the hab centers?

8 COMMISSIONER DAVIS: Oh, okay. Yes, ma'am. I  
9 understand the issue, yes, ma'am.

10 WITNESS: I'm working on that one.

11 JUDGE STEARLEY: Our next witness will be Jerry  
12 Black.

13 WITNESS: Jerry Black. J-E-R-R-Y B-L-A-C-K.

14 JERRY BLACK,  
15 of lawful age, having been produced and sworn testified  
16 as follows:

17 JUDGE STEARLEY: You may proceed.

18 WITNESS: As I said, my name is Jerry Black I'm  
19 here not only on my behalf but I am a County  
20 Commissioner for Newton County, so I represent the  
21 citizens of Newton County who are also customers of  
22 Empire District. And I can tell you, that there's a  
23 small group of people here, but the people I talk to  
24 throughout are just appalled and outraged about this  
25 rate increase request that Empire has put in at this

1 time, after having just received a 13-1/2 percent  
2 increase not only seven months ago. You know, I serve  
3 on the board of the Economic Security Corporation -- the  
4 lady behind me just mentioned that, and one of their  
5 programs, their agency helps the low-income people in  
6 the area. One of their incomes is for utility  
7 assistance -- you're probably familiar with that -- and  
8 our director just told us a couple weeks ago, that he  
9 has just more and more people come in for assistance.  
10 In fact, they are at the door when they open up in the  
11 morning, to get help on these electric bills. Get up  
12 here and forget what I had in my mind to say. I've sat  
13 here for so long. But, you know, we're in tough  
14 economic times. You know, the unemployment rate still  
15 hovers around nine percent. People that are working  
16 have -- lot of them have not seen a pay increase for two  
17 to three years. In Newton County we've not been able to  
18 give our employees an increase for two years. In fact,  
19 we had to cut some of their benefits this year. In  
20 Jasper County it's been three years since they had a pay  
21 increase over there, and as you well know, in the state  
22 -- somebody mentioned it -- it's been three years. And  
23 not only that, but they eliminated hundreds of jobs  
24 through attrition and retirement and so forth, and our  
25 county -- in the circuit clerk's office -- they've lost

1 four employees; they're not allowed to re-hire anybody.  
2 You know, businesses have seen their profits diminish  
3 over the years. Some businesses have had to even close.  
4 I think that the timing of this increase, in these times  
5 of economic hardship, is just outrageous to come back to  
6 us so quickly for an increase. I think that Empire, you  
7 know, really needs to take a look in the mirror and say  
8 you know what, we're just like any other business here.  
9 Maybe we shouldn't expect to make the same profits that  
10 we were making in 20'7 when things were good. You know,  
11 maybe even our stockholders don't need that six percent  
12 dividend now. You know, you get one percent at the  
13 bank. You know, maybe we can -- everybody's having to  
14 suffer through this time and this whole thing is a  
15 timing thing. I understand the money they spent and all  
16 this. In fact, you know, frankly, I have been a big fan  
17 of -- I've lived here all my life. I've always been a  
18 great supporter of Empire District. I've been a  
19 commissioner for ten years. Prior to that I've owned a  
20 company here for 28 years. Power was one of my biggest  
21 expenses, and I knew that I had good service and I had  
22 reasonable, reasonable costs throughout. But this thing  
23 here, after just seven months in the economic  
24 environment we are in right now is, just unacceptable.  
25 I say shame on Empire District for even asking for this

1 rate increase at this time, and shame on the Public  
2 Service Commission if they grant even a dollar of it.  
3 So, I would respectfully submit that you deny this  
4 request in its entirety.

5 JUDGE STEARLEY: Any questions for Mr. Black?  
6 Mr. Black, I appreciate your testimony. Our next  
7 witness is Dennis Robbins. And, you've kind of seen how  
8 this works, Mr. Robbins. If you'd start by spelling  
9 your name for us.

10 DENNIS ROBBINS,  
11 of lawful age, having been produced and sworn testified  
12 as follows:

13 WITNESS: My name is Dennis Robbins. D-E-N-N-I-S  
14 R-O-B-B-I-N-S.

15 JUDGE STEARLEY: Okay. Please proceed.

16 WITNESS: First, I'd like to say I wish I could  
17 say it as eloquently as Mr. Black, but I probably won't  
18 be able to. Secondly, I'd like to say one positive  
19 thing about Empire, and it's probably the only positive  
20 thing I can say about them tonight, is I'm very happy  
21 with the service I receive from Empire for the mobile  
22 home park. I don't have any issues about the service.  
23 Then, what I would like to address is the fact of the  
24 franchise charge again. I'd like to have it on record  
25 that I still don't completely understand why we are

1 paying a franchise charge and why it's seven percent of  
2 our bill and we pay it monthly. And I'm not sure even  
3 after I got the answer that the money went to the city,  
4 what the city spends that money on. I'm very confused  
5 about why I'm paying for that. And then, the next issue  
6 would be that -- as I stated earlier, I'm 50 years old  
7 and I'm a painter and I've been out of the military for  
8 27 years. And I've worked a 60 to 80 hours a week  
9 average ever since I got out and I started buying my  
10 first rentals 20 years ago in the hopes that by the time  
11 I was 50 I wouldn't have to work so hard. But with the  
12 economy, it's not all Empire, but with the economy I'm  
13 forced to work harder for less money and -- but I keep  
14 getting kicked back down by the higher rate hikes, and  
15 of course fuel and everything else. My biggest  
16 adversary of success in my mobile home park is electric  
17 bills. Bar none, bar none. My tenants' electric bills,  
18 out there at the mobile home park, reflect anywhere from  
19 20 to 35 percent of their income, and it makes it not  
20 only hard for their survival, it makes it hard for me as  
21 a landlord to ever re-rent one of my properties, because  
22 people can't afford to get the electric and they can't  
23 even afford to pay for it once they have it. Anyway, I  
24 prepared a little bit of a statement. I hope you'll  
25 bear with me, some of it I've already stated. I spent



1 approximately \$17,800 on electric in 2010 to supply  
2 power to seven families in my mobile home park. The  
3 tenants were able to reimburse me about 10,500, so I  
4 personally lost \$7300, which I didn't have a cushion in  
5 there like Empire does, to recoup that. So, this rate  
6 hike, I should expect to only lose, say another 700 on  
7 top of the 7300 this year. I'm forced to leave the  
8 power in my name when the tenants move in because  
9 oftentimes the electric deposits are the same or double  
10 the highest bill in the last 12 months, or double the  
11 average bill. Many people, who come to me looking for  
12 affordable place to rent have already fallen behind due  
13 to hard times on their past electric bill at the  
14 previous residence. Yes, with some of these people it's  
15 simply because they're irresponsible, and I understand  
16 that, but with many others it is simply a matter of  
17 having more monthly expenses than there is income coming  
18 in. Because the power for these families is in my name,  
19 that means zero assistance on the bill, and zero  
20 assistance in any form of weatherization, which many of  
21 my tenants are on HUD, by the way, and the ones who are  
22 on HUD, who, the electric has to remain in my name get  
23 -- do not get to go down there. I can't walk in that  
24 line and get any help to pay that bill because I'm a  
25 landlord. I have to pay it all. So, in essence, I get

1 punished for trying to help people survive. By the way,  
2 you'll have to forgive me for the fact -- I'm talking to  
3 Empire here. You'll have to forgive me for the fact  
4 that every month last, for the last three years, I don't  
5 get to give you a check until just days before the shut  
6 off date goes into effect, but it's only because I am  
7 out working my butt off nights and weekends to come up  
8 with the money to make sure that check will clear. I  
9 personally have to come up with anywhere, in the winter  
10 months, between 2000 to 2200 a month to give them. And  
11 then, I come before you today a very simple man with  
12 very simple values. I work hard, I do a good job, I do  
13 right by others and I always stand up for what I believe  
14 in. When I decided to come here, I realized what I had  
15 to say would fall upon deaf ears, but despite that, I  
16 came because it's the right thing to do. You're here  
17 again, Empire, asking us to accept another rate hike,  
18 this time 9.2 percent, which to you simply relates to  
19 1362, \$13.62 to residential customers for every 1000  
20 kilowatts used. To me it, what it means, as a parent,  
21 trying to decide what else to sacrifice, or how many  
22 more hours per month they have to try to work, or with a  
23 person on a fixed income, how many more meals will they  
24 have to skip that month to pay for that newest increase?  
25 The current economy, being what it is, how can you have

1 the nerve, no, rather the audacity to ask us to  
2 sacrifice even more so that you can maintain a higher  
3 profit margin. While most Americans are working harder  
4 and making less, you want to increase your profit. I am  
5 here, representing not only myself, but the 16 families  
6 that live in the total electric mobile home park in  
7 south Joplin. These are real people with real children,  
8 whose lives have already been put into survival mode  
9 because of our economy. While everything around them,  
10 food, fuel and utilities increases, their incomes have  
11 remained the same, or in many cases, gone down. They're  
12 faced each and every day to make decisions of what they  
13 might sacrifice so as to keep food on the table and a  
14 roof over their heads. These are people who are already  
15 giving up so much for this cause, yet you want them to  
16 sacrifice even more for another increased utility bill.  
17 By the way, which is approximately \$35 per month, per  
18 family, within my mobile home park. Even though it  
19 costs more to operate the park than what is coming in, I  
20 cannot ask these folks to pay more rent. Instead, I  
21 have lowered many of them -- their rent, so they might  
22 be more able to pay their already high electric bills,  
23 and others I have to pay part, and at times, all of  
24 their electric bills, so that what little money they  
25 make can cover their other basic bills, and assure that

1 they have food for their families. I personally am  
2 making sacrifices, doing all I can. I keep my electric  
3 thermostat set at my home in the winters at 62 degrees  
4 and 60 at night, and my children have to dress warmly  
5 because of it, so that I can keep my bill low enough so  
6 I can help them pay theirs. I have three small children  
7 at home. I still work a 60, 70 and I'll have oftentimes  
8 an 80-hour work week, so that I can pay all my bills,  
9 and then help many of these other families to pay their  
10 electric bills. How can I, in clear conscience,  
11 continue to work even more hours so as to pay you even  
12 more money, so that I can spend even more, less time  
13 with my family? Instead, I think it is time to draw a  
14 line in the sand, and dare the bully to cross that line.  
15 Empire, I come to you -- Empire, I dare you to cross  
16 that line with yet another rate hike, because of  
17 eventually, you push an old country boy too hard, he's  
18 going to come back at you with a vengeance. I'm here to  
19 tell you that enough is enough and the insanity must  
20 stop. A final thought I'd like to leave you with is  
21 this, throughout history, many empires have come and  
22 gone. All of them relied on their existence of the hard  
23 work of their people, the peasants if you will, but many  
24 of these empires eventually crumbled, because their  
25 leaders were consumed by their own greed. Thank you.

1 JUDGE STEARLEY: Any questions for Mr. Robbins?

2 COMMISSIONER DAVIS: Okay. Mr. Robbins, I just  
3 want to follow up with you on the -- so you've got --  
4 you own the mobile home park?

5 WITNESS: Yes, sir.

6 COMMISSIONER DAVIS: You don't own the trailers?

7 WITNESS: Yes, sir, I do.

8 COMMISSIONER DAVIS: You do.

9 WITNESS: Yes, sir, I do.

10 COMMISSIONER DAVIS: Okay. So you own the  
11 trailers. And, so you rent the trailers out -- what,  
12 you've got 16 --

13 WITNESS: Sixteen now, yes, sir. Fourteen last  
14 year.

15 COMMISSIONER DAVIS: Fourteen, and now you've got  
16 16. And is it -- forgive me, because I'm not familiar  
17 with Empire's deposit --

18 WITNESS: Okay. Go ahead.

19 COMMISSIONER DAVIS: So, the deposit policy is  
20 based on the highest bill in the last 12 months at that  
21 particular address, is that correct?

22 WITNESS: Correct.

23 COMMISSIONER DAVIS: And so, they make everyone  
24 put down a deposit, regardless of credit history, or --

25 WITNESS: No, sir. If you've already got service

1 with Empire, you can transfer to there, if you're  
2 current with Empire and have service with them.

3 COMMISSIONER DAVIS: Right.

4 WITNESS: Many people who are forced to live in a  
5 mobile home do not have great credit, don't even have  
6 great records with Empire. Okay? And I understand  
7 that.

8 COMMISSIONER DAVIS: Okay. So, you just keep the  
9 utilities in your name and then they pay --

10 WITNESS: They're supposed to pay me, yes.

11 COMMISSIONER DAVIS: They're supposed to pay you.

12 WITNESS: The ones that can't, then I absorb that  
13 loss, and there's no help whatsoever, from any source,  
14 for me because of that. Sir, when you've got a family  
15 living there with two or three children and their income  
16 is say a thousand to \$1200 a month and their rent is 400  
17 and electric bill averages 2, to 300 per month, and then  
18 they've got to get a car to get to work, they have to  
19 have food on the table, how can they pay? And I  
20 understand that. I can take that. My bills are -- I've  
21 been in the red for years, like I told you. I just --  
22 instead of whining about it, I just go out and work  
23 harder, and the ones that are helping themselves, I help  
24 them, anybody who's trying I do what I can. I'm  
25 physically able to still -- 50 years old -- to go out

1 work as hard as anybody I know, and I do it because it's  
2 the right thing to do, because they're not getting help  
3 from anywhere else.

4 COMMISSIONER DAVIS: Thank you, sir.

5 WITNESS: Okay. Thank you.

6 JUDGE STEARLEY: Our next witness is Kathy  
7 Wilson. Ms. Wilson, if you'd begin by stating and  
8 spelling your name?

9 WITNESS: It's Kathy Wilson. K-A-T-H-Y  
10 W-I-L-S-O-N.

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

14 JUDGE STEARLEY: Please proceed.

15 WITNESS: I have a question that involves the  
16 service. Actually, it's the deposit you have -- a  
17 statement was made that your budget doesn't include --  
18 or Empire made a statement that the budget did not  
19 include a bad debt allowance. And I'm wondering what  
20 bad debt allowance means, when Empire requires you pay  
21 double the deposit on whatever house you're going to  
22 move in to and they double what the highest electric  
23 bill is. For example, we've been a customer of Empire  
24 District for 30 years. I run recovery houses for women.  
25 We took over a house, a recovery house that went under.

1 When I went in to have Empire turn the electric on, even  
2 though I had been doing business in these recovery  
3 houses for the last seven years, when I went in to have  
4 them turn on the electric, because that, those tenants,  
5 I don't know what their agreement was with those  
6 tenants, but they left a bill, they came back and told  
7 me I had to come up with a \$1200 deposit, not only for  
8 that house, but for another house that we had. We had  
9 to come up with another \$600 other deposit for that  
10 house, so that's \$1800. Anybody that I've talked to  
11 that moves in and has to have the electric turned on,  
12 Empire requires, requires that they have a deposit that  
13 is double what the highest bill is. Under the  
14 circumstances, I do not understand how there would be a  
15 bad debt. The other thing that I wanted to talk about  
16 was, I can understand any company, any business, wanting  
17 a fair rate of return. That's a no-brainer. My  
18 question is what do you consider a fair rate of return,  
19 if their earnings was 47.4 million? What is a fair  
20 rate? What do you consider -- how high does that have  
21 to go for them to get their money back? How much do  
22 they want? And I agree with everybody else that's here;  
23 Social Security, no raise in the last two years, no cost  
24 of living increase. I never ever thought that I would  
25 see the day that I would be paying more money for my



1 electric bill, than my house payment. When we bought  
2 our house back in '97 our electric bill averaged about a  
3 \$170 a month. Not any time did we ever go under a  
4 thousand, or did we use a thousand, it's always been  
5 over that. You make it sound so small, it's only \$13  
6 and -- you know what, I don't understand that, because  
7 that's not the increase I see. I see a 100, 200, \$300  
8 increase, and it just keeps going up year after year.  
9 Seriously, I'm getting to the point -- I'm worried, are  
10 we going to have to make a choice between heating or  
11 eating? I mean, a lot of people out there, including  
12 myself, are on Social Security. My husband hits a total  
13 in the middle of the year. We spent all our money on  
14 medication for him. We're not the only ones. I've  
15 looked in today and I've looked at all the people here,  
16 and I noticed there are no young people, and I thought,  
17 I wonder why? Because maybe they can't pay their  
18 electric bills so they're living at home with their  
19 folks. It's gotten that bad. I really, really beg you,  
20 please do not let them have an increase. If they can  
21 afford to pay their CEOs almost as much money as the  
22 President of the United States, they've got to cut back  
23 somewhere. We have to. They should have too.

24 JUDGE STEARLEY: Are there any questions for Ms.  
25 Wilson?

1 COMMISSIONER DAVIS: No, ma'am.

2 JUDGE STEARLEY: Thank you very much for your  
3 testimony. Our next witness is Gary Kenny.

4 WITNESS: My name is Gary Kenny. G-A-R-Y  
5 K-E-N-N-Y.

6 GARY KENNY,  
7 of lawful age, having been produced and sworn, testified  
8 as follows:

9 JUDGE STEARLEY: Please proceed.

10 WITNESS: I'm here, basically, about ten years  
11 ago I built a house, and it was all electric, we went  
12 that option, and at the time we were getting a special  
13 discount rate because we were an all-electric home. For  
14 me to change about 100 percent relying on Empire  
15 Electric, I would have to heat -- change my stove, my  
16 furnace, my water heater, to switch over to propane  
17 those items. And I'd like to know when that preferred  
18 rate for all-electric users was taken away, and how it  
19 could be possibly put back into service for those of us  
20 that are forced to use more electricity than a person  
21 that's on natural gas or propane, if we could get a  
22 discount on our rates? Thank you.

23 JUDGE STEARLEY: All right. Are there any  
24 questions for Mr. Kenny?

25 COMMISSIONER DAVIS: No sir. Maybe, sir, maybe

1 Mr. Beck or Mr. Oligschlaeger could help, or someone  
2 from Empire can help answer the question about when the  
3 space heating rebate, or the all-electric rate went away  
4 and --

5 WITNESS: Well, I'd just like the the Commission  
6 to consider -- I'm not sure what their -- if it has to  
7 be a Legislature that puts on or what has to happen,  
8 what process -- some process went through, and I never  
9 heard about it, to take that away. There probably was a  
10 public notice in the paper, in a back page someplace,  
11 but I never heard about a public hearing where they were  
12 going to take that away from the people that were  
13 all-electric users. So, whatever that process to take  
14 it away, cannot be reversed to bring it back?

15 COMMISSIONER DAVIS: Sir, I apologize I can't  
16 answer that question at this time.

17 WITNESS: I'm finished.

18 JUDGE STEARLEY: Thank you, Mr. Kenny. I have  
19 reached the end of the names of people who have signed  
20 up to testify. Is there anyone else here tonight who  
21 would like to offer testimony to the Commission? I'm  
22 not seeing any volunteers. Commissioner Davis do you  
23 have any closing remarks?

24 COMMISSIONER DAVIS: I just want to thank  
25 everyone for coming out tonight, and we are mindful of

1 your testimony. Thank you.

2 JUDGE STEARLEY: All right. And with that, the  
3 public hearing in ER-2001-0004 is hereby adjourned, and  
4 I thank you all very much.

5 (The foregoing proceedings were concluded at  
6 7:58 p.m. on March 22, 2011.)

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1 I N D E X

2	WITNESS:	Page
3	Brenda Wheat	5
4	Shirley Hull	13
5	Stephanie Ayres	15
6	Richard Bourne	18
7	Marilyn Beasley	20
8	Doctor Gaskin	23
9	Diana Willard	26
10	Jerry Black	28
11	Dennis Robbins	31
12	Kathy Wilson	39
13	Gary Kenny	42

14  
15  
16  
17  
18

19 E X H I B I T S

20	EXHIBIT	DESCRIPTION	IDENTIFIED
21	1	Photo	12
22	2	Newspaper article	13
23	3	Newspaper article	13
24		(Exhibits attached to original	
25		transcript.)	

<p style="text-align: center;"><b>A</b></p> <p><b>abhorrent</b> 10:2</p> <p><b>able</b> 14:16 16:8 26:22,25 27:20 29:17 31:18 33:3 35:22 38:25</p> <p><b>about</b> 5:19 6:20 8:3 8:12,14 15:5 28:6 28:24 31:19,20,22 32:5 33:3 38:22 40:15 41:2 42:10 42:14 43:2,9,11</p> <p><b>above</b> 7:14</p> <p><b>absorb</b> 7:20 38:12</p> <p><b>accept</b> 34:17</p> <p><b>according</b> 14:11 21:21</p> <p><b>across</b> 16:19</p> <p><b>actual</b> 10:10</p> <p><b>actually</b> 16:22 39:16</p> <p><b>additional</b> 9:23</p> <p><b>address</b> 14:1 31:23 37:21</p> <p><b>addresses</b> 14:18</p> <p><b>addressing</b> 14:23</p> <p><b>adjourned</b> 44:3</p> <p><b>adjust</b> 20:23</p> <p><b>admit</b> 11:24 25:18 25:18</p> <p><b>adversary</b> 32:16</p> <p><b>affect</b> 26:10</p> <p><b>affecting</b> 26:24</p> <p><b>afford</b> 16:14 32:22 32:23 41:21</p> <p><b>affordable</b> 33:12</p> <p><b>after</b> 17:20 29:1 30:23 32:3 41:8</p> <p><b>again</b> 16:17 17:3 31:24 34:17</p> <p><b>age</b> 5:4 13:12 15:15 18:11 20:14 23:7 26:4 28:15 31:11 39:12 42:7</p> <p><b>agency</b> 29:5</p> <p><b>ago</b> 5:13,14 8:13 9:10 14:1 29:2,8 32:10 42:11</p> <p><b>agree</b> 10:12 40:22</p> <p><b>agreement</b> 40:5</p> <p><b>ahead</b> 37:18</p> <p><b>air</b> 9:2</p> <p><b>allowance</b> 39:19,20</p> <p><b>allowed</b> 11:9 20:23 30:1</p> <p><b>all-electric</b> 42:13,18 43:3,13</p>	<p><b>almost</b> 41:21</p> <p><b>already</b> 7:14 13:19 13:22 24:7 32:25 33:12 35:8,14,22 37:25</p> <p><b>always</b> 30:17 34:13 41:4</p> <p><b>Amen</b> 24:8</p> <p><b>America</b> 6:16 7:3</p> <p><b>Americans</b> 35:3</p> <p><b>amount</b> 17:8</p> <p><b>annual</b> 6:12 7:23 8:1</p> <p><b>another</b> 5:18 9:9 13:22,25 17:6 25:10 28:5 33:6 34:17 35:16 36:16 40:8,9</p> <p><b>answer</b> 8:2 9:4 19:7 32:3 43:2,16</p> <p><b>anybody</b> 16:10 30:1 38:24 39:1 40:10</p> <p><b>anyone</b> 22:6 43:20</p> <p><b>anything</b> 16:21 17:5 27:3</p> <p><b>anyway</b> 12:12 32:23</p> <p><b>anywhere</b> 32:18 34:9 39:3</p> <p><b>apologize</b> 43:15</p> <p><b>appalled</b> 9:13 28:24</p> <p><b>appearance</b> 3:16 4:4</p> <p><b>appearing</b> 4:11</p> <p><b>appliances</b> 16:13,15</p> <p><b>appreciate</b> 15:2 31:6</p> <p><b>appropriate</b> 17:21</p> <p><b>approximately</b> 5:11 5:13 7:22 33:1 35:17</p> <p><b>Arboretum</b> 7:5,20 8:3</p> <p><b>area</b> 1:12 3:9 7:7,8 7:10 9:16 19:3 29:6</p> <p><b>around</b> 5:18 14:5 27:18 29:15 35:9</p> <p><b>article</b> 8:10,11,14 8:23,24 9:9,12 12:22,24 45:22,23</p> <p><b>asked</b> 5:18 7:24 8:18,22 15:4 16:5 16:7,11,13 22:20</p> <p><b>asking</b> 5:9 11:4,6,9 19:24 21:3 27:19 30:25 34:17</p> <p><b>assigned</b> 3:10</p> <p><b>assistance</b> 17:5 29:7</p>	<p>29:9 33:19,20</p> <p><b>Assisted-living</b> 26:16</p> <p><b>assume</b> 9:18</p> <p><b>assure</b> 35:25</p> <p><b>astounded</b> 9:13</p> <p><b>atmosphere</b> 7:23</p> <p><b>attached</b> 45:24</p> <p><b>attorneys</b> 11:14,17 27:25</p> <p><b>attrition</b> 29:24</p> <p><b>audacity</b> 35:1</p> <p><b>August</b> 20:21</p> <p><b>author</b> 8:24</p> <p><b>Authority</b> 1:11 3:7</p> <p><b>available</b> 8:20,22</p> <p><b>Avenue</b> 2:5</p> <p><b>average</b> 19:2 32:9 33:11</p> <p><b>averaged</b> 41:2</p> <p><b>averages</b> 38:17</p> <p><b>away</b> 8:6,6 22:16 42:18 43:3,9,12 43:14</p> <p><b>Ayres</b> 15:10,10,12 15:13,14 17:15,16 17:22 18:1,7 45:5</p> <p><b>A-Y-R-E-S</b> 15:13</p> <hr/> <p style="text-align: center;"><b>B</b></p> <p><b>B</b> 45:19</p> <p><b>back</b> 16:10,11 17:3 23:23 24:4 25:2 25:21 26:12 30:5 32:14 36:18 40:6 40:21 41:2,22 42:19 43:10,14</p> <p><b>bad</b> 39:19,20 40:15 41:19</p> <p><b>Baker</b> 2:8 4:11,11 4:14</p> <p><b>bank</b> 30:13</p> <p><b>bar</b> 32:17,17</p> <p><b>barely</b> 17:1</p> <p><b>based</b> 7:1 10:11 11:10 19:20 37:20</p> <p><b>basic</b> 35:25</p> <p><b>basically</b> 42:10</p> <p><b>basis</b> 7:20</p> <p><b>bath</b> 26:25</p> <p><b>bear</b> 32:25</p> <p><b>Beasley</b> 20:10,11,13 22:4,5 45:7</p> <p><b>Beck</b> 17:20,20 18:2 43:1</p> <p><b>before</b> 3:17 6:18 11:13 14:1 34:5 34:11</p>	<p><b>beg</b> 41:19</p> <p><b>begin</b> 4:21,23 13:7 15:10 23:2 26:1 39:7</p> <p><b>behalf</b> 4:12 28:19</p> <p><b>behind</b> 29:4 33:12</p> <p><b>being</b> 8:21 21:11 34:25</p> <p><b>believe</b> 17:6 34:13</p> <p><b>benefit</b> 12:13</p> <p><b>benefits</b> 5:22 7:23 8:1 9:22 10:22 15:19 29:19</p> <p><b>beside</b> 23:18</p> <p><b>best</b> 19:12</p> <p><b>better</b> 24:1</p> <p><b>between</b> 34:10 41:10</p> <p><b>beyond</b> 9:17 10:2</p> <p><b>big</b> 14:1 19:2 24:4 30:16</p> <p><b>biggest</b> 30:20 32:15</p> <p><b>bill</b> 5:12 6:11,19 9:5 10:24 16:21,22 17:1 27:3 28:6 32:2 33:10,11,13 33:19,24 35:16 36:5 37:20 38:17 39:23 40:6,13 41:1,2</p> <p><b>billing</b> 15:5 17:23</p> <p><b>bills</b> 6:7 15:20 27:13 29:11 32:17,17 35:22,24,25 36:8 36:10 38:20 41:18</p> <p><b>bit</b> 18:20 25:3,11 32:24</p> <p><b>Black</b> 28:12,13,14 28:18 31:5,6,17 45:10</p> <p><b>blow</b> 8:6</p> <p><b>board</b> 23:19 24:6 29:3</p> <p><b>bomb</b> 25:9,12</p> <p><b>bombs</b> 25:4</p> <p><b>bottom</b> 6:25</p> <p><b>bought</b> 41:1</p> <p><b>Bourne</b> 18:8,10 20:9,9 45:6</p> <p><b>Box</b> 2:5,9,13</p> <p><b>boy</b> 36:17</p> <p><b>break</b> 19:6</p> <p><b>breathing</b> 24:10</p> <p><b>Brenda</b> 4:22 5:1,3,7 45:3</p> <p><b>bring</b> 20:17 22:11 22:21 43:14</p> <p><b>Brotherwise</b> 27:11</p>	<p><b>brought</b> 7:18 21:12</p> <p><b>Brydon</b> 2:4 4:6</p> <p><b>buckle</b> 10:16</p> <p><b>bucks</b> 19:2</p> <p><b>budget</b> 15:5 39:17 39:18</p> <p><b>built</b> 42:11</p> <p><b>bully</b> 36:14</p> <p><b>burned</b> 25:19</p> <p><b>business</b> 18:4 30:8 40:2,16</p> <p><b>businesses</b> 30:2,3</p> <p><b>butt</b> 34:7</p> <p><b>buy</b> 16:15 26:25</p> <p><b>buying</b> 32:9</p> <p><b>B-E-A-S-L-E-Y</b> 20:12</p> <p><b>B-L-A-C-K</b> 28:13</p> <p><b>B-O-U-R-N-E</b> 18:9</p> <p><b>B-R-E-N-D-A</b> 5:1</p> <hr/> <p style="text-align: center;"><b>C</b></p> <p><b>C</b> 2:1,4</p> <p><b>calendar</b> 18:3</p> <p><b>call</b> 14:2 16:10,11 17:4</p> <p><b>called</b> 9:1 23:16,16</p> <p><b>calling</b> 3:12</p> <p><b>came</b> 26:12 34:16 40:6</p> <p><b>cap</b> 24:19</p> <p><b>Capitol</b> 2:5</p> <p><b>captioned</b> 3:5</p> <p><b>car</b> 38:18</p> <p><b>carbon</b> 7:22</p> <p><b>care</b> 9:6 14:13 23:24 25:16</p> <p><b>Carol</b> 8:13,24</p> <p><b>Carter</b> 2:4 4:6,6,9</p> <p><b>case</b> 3:10 5:23 20:4</p> <p><b>cases</b> 35:11</p> <p><b>cause</b> 35:15</p> <p><b>CCR</b> 1:18 2:19</p> <p><b>centers</b> 28:7</p> <p><b>CEO</b> 6:11 23:18</p> <p><b>CEOs</b> 41:21</p> <p><b>Certainly</b> 17:25</p> <p><b>change</b> 42:14,15</p> <p><b>changed</b> 17:1</p> <p><b>changes</b> 20:24</p> <p><b>charge</b> 31:24 32:1</p> <p><b>Charlotte</b> 9:11</p> <p><b>check</b> 12:11 34:5,8</p> <p><b>children</b> 35:7 36:4,6 38:15</p> <p><b>chips</b> 7:12,14 8:5</p> <p><b>choice</b> 41:10</p> <p><b>Christina</b> 2:8 4:11</p>
--	--	---	---	--

<p><b>circuit</b> 29:25  <b>circumstances</b> 9:17  40:14  <b>cities</b> 21:13  <b>citizens</b> 5:25 28:21  <b>city</b> 2:6,9,14 8:10,18  9:12 20:3 23:14  26:13 32:3,4  <b>civilization</b> 23:23  <b>clean</b> 14:11  <b>clear</b> 14:7 34:8  36:10  <b>clerk's</b> 29:25  <b>climb</b> 14:10,15  <b>close</b> 30:3  <b>closing</b> 10:15 27:17  43:23  <b>cold</b> 8:16,19 9:1  <b>collecting</b> 13:23  <b>Columbia</b> 26:13  <b>columnist</b> 8:13  <b>come</b> 3:14 6:18  22:19 23:23 27:20  29:9 30:5 33:11  34:7,9,11,14  36:15,18,21 40:7  40:9  <b>comes</b> 18:18 23:11  23:12 25:15  <b>coming</b> 27:12 28:7  33:17 35:19 43:25  <b>comments</b> 15:2  <b>commission</b> 1:3  2:11,12 3:3,15 4:1  4:15,18 11:4,10  14:13 20:1,19  21:23 31:2 43:5  43:21  <b>commissioner</b> 1:16  3:11,18,20 11:15  12:25 13:4 15:3,4  17:15,16 18:1  19:11,20 22:4,5  22:13,24 24:18,23  25:1,5 26:9,17  28:3,8,20 30:19  37:2,6,8,10,15,19  37:23 38:3,8,11  39:4 42:1,25  43:15,22,24  <b>commissioners</b> 12:2  <b>community</b> 10:19  <b>companies</b> 9:20  21:6,7,15 24:4  <b>company</b> 1:11,13  2:3 3:6,9 4:5,8 6:3  6:20 7:4 9:2,4,8  9:14 11:6 19:24</p>	<p>21:17,18 22:15,17  22:18 30:20 40:16  <b>Company's</b> 6:2  <b>compensation</b> 6:17  6:21,24  <b>compete</b> 22:19  <b>competent</b> 19:21  20:6  <b>competition</b> 21:16  21:19,24 22:1,7  22:10,14,22  <b>complained</b> 15:23  <b>complaints</b> 3:22  <b>completely</b> 31:25  <b>comprehension</b>  9:17  <b>concern</b> 21:5  <b>concluded</b> 44:5  <b>confused</b> 32:4  <b>conscience</b> 36:10  <b>consecutive</b> 10:3  <b>consider</b> 40:18,20  43:6  <b>consideration</b> 10:7  <b>consolidated</b> 6:3  <b>constantly</b> 15:25,25  <b>consumed</b> 36:25  <b>consumers</b> 10:8,10  14:23  <b>contacted</b> 20:19  <b>contains</b> 8:19  <b>contaminated</b> 24:10  <b>continue</b> 36:11  <b>controller</b> 27:7  <b>Corporation</b> 29:3  <b>correct</b> 37:21,22  <b>correctly</b> 4:25  <b>cost</b> 10:4,5 22:2,21  40:23  <b>costly</b> 8:4  <b>costs</b> 10:16 19:15  20:24 21:8 22:11  30:22 35:19  <b>Council</b> 8:18 26:8  26:12,14  <b>counsel</b> 2:7,8 3:17  4:4,7,10,12,17,20  <b>Counsel's</b> 4:17  <b>country</b> 14:9 15:21  23:24 24:3,21  36:17  <b>county</b> 28:19,20,21  29:17,20,25  <b>couple</b> 14:1 29:8  <b>course</b> 32:15  <b>court</b> 4:24 13:8  24:14  <b>cover</b> 13:17 16:4</p>	<p>35:25  <b>co-op</b> 22:20  <b>create</b> 21:18  <b>created</b> 25:9,12  <b>credit</b> 37:24 38:5  <b>creed</b> 10:2  <b>cross</b> 20:1 36:14,15  <b>crumbled</b> 36:24  <b>curious</b> 19:19  <b>current</b> 9:25 10:13  10:17 34:25 38:2  <b>cushion</b> 33:4  <b>customer</b> 13:17,20  39:23  <b>customers</b> 1:12 3:8  9:24 10:24 11:3  14:19 22:22 28:21  34:19  <b>customer's</b> 5:12  <b>cut</b> 7:2 10:16,25  11:2 14:21 21:8  26:21 29:19 41:22  <b>cuts</b> 5:22,22,22</p> <hr/> <p style="text-align: center;"><b>D</b></p> <hr/> <p><b>D</b> 45:1  <b>dare</b> 36:14,15  <b>date</b> 17:10 34:6  <b>dated</b> 8:12  <b>Davis</b> 1:16 3:11,18  3:20 13:1,4 15:3,4  17:15,16 18:1  19:7,11,20 22:4,5  22:13,24 24:18,23  25:1,5 26:17 28:3  28:8 37:2,6,8,10  37:15,19,23 38:3  38:8,11 39:4 42:1  42:25 43:15,22,24  <b>day</b> 14:22 15:25  16:1 18:5 24:8  35:12 40:25  <b>days</b> 17:12,24 18:3  34:5  <b>DD</b> 26:12,14 27:21  <b>deaf</b> 34:15  <b>debt</b> 39:19,20 40:15  <b>December</b> 6:4  <b>decide</b> 34:21  <b>decided</b> 34:14  <b>decision</b> 20:5  <b>decisions</b> 4:1 19:20  20:5 35:12  <b>decrease</b> 21:1  <b>degrees</b> 36:3  <b>delivering</b> 14:19  <b>denied</b> 10:5 11:8  <b>Dennis</b> 31:7,10,13</p>	<p>45:11  <b>deny</b> 11:5,6,11 31:3  <b>deposit</b> 37:17,19,24  39:16,21 40:7,9  40:12  <b>deposits</b> 33:9  <b>depression</b> 27:20  <b>DESCRIPTION</b>  45:20  <b>Desert</b> 25:7  <b>deserve</b> 23:19  <b>despite</b> 34:15  <b>determine</b> 19:18  <b>determined</b> 10:3  <b>developmental</b> 26:8  26:10  <b>device</b> 24:11  <b>Diana</b> 2:4 4:6 25:22  26:2,3,7 45:9  <b>die</b> 25:13  <b>died</b> 25:10  <b>different</b> 7:9  <b>difficult</b> 3:24 5:20  <b>diminish</b> 30:2  <b>dioxide</b> 7:22  <b>dire</b> 9:16  <b>director</b> 29:8  <b>disabilities</b> 26:8,11  27:8  <b>disability</b> 27:2  <b>discount</b> 42:13,22  <b>distribution</b> 22:15  22:17  <b>District</b> 1:10 2:3 3:6  4:5,7 6:1,11,14  7:4,9 8:8 9:2,4,7  9:14 11:6 28:22  30:18,25 39:24  <b>dividend</b> 30:12  <b>Doctor</b> 23:4,6 24:18  45:8  <b>doing</b> 21:7 27:25  28:5 36:2 40:2  <b>dollar</b> 31:2  <b>dollars</b> 6:5,9,10,17  6:21,22  <b>done</b> 7:3 19:4 23:23  27:11  <b>door</b> 29:10  <b>double</b> 33:9,10  39:21,22 40:13  <b>down</b> 3:14 10:16  11:14 16:25 18:15  18:23 22:11,21  23:11,23 26:22  32:14 33:23 35:11  37:24  <b>Dr</b> 23:1</p>	<p><b>draw</b> 36:13  <b>dress</b> 36:4  <b>dropped</b> 25:4  <b>drug</b> 8:21  <b>due</b> 17:11 33:12  <b>during</b> 8:6  <b>dying</b> 12:12  <b>D-E-N-N-I-S</b> 31:13  <b>D-I-A-N-A</b> 26:2  <b>D-O-C-T-O-R</b> 23:5</p> <hr/> <p style="text-align: center;"><b>E</b></p> <hr/> <p><b>E</b> 2:1,1 45:1,19  <b>each</b> 5:11,12 6:23  7:15,17 35:12  <b>earlier</b> 7:25 10:11  13:15 14:12 21:12  21:20 23:10 32:6  <b>earn</b> 19:16  <b>earnings</b> 6:4,9  40:19  <b>ears</b> 34:15  <b>East</b> 2:5  <b>easy</b> 3:25  <b>eating</b> 41:11  <b>economic</b> 9:17 27:9  27:10 29:3,14  30:5,23  <b>economy</b> 10:17  27:21 32:12,12  34:25 35:9  <b>effect</b> 34:6  <b>either</b> 8:6  <b>elderly</b> 14:20  <b>electric</b> 1:11,12 2:3  3:6,8 4:5,7 6:2,14  6:19 9:2,4,5,8,14  11:6 15:20 16:21  16:24 17:1 21:17  29:11 32:16,17,22  33:1,9,13,22 35:6  35:22,24 36:2,10  38:17 39:22 40:1  40:4,11 41:1,2,18  42:11,15  <b>electricity</b> 8:9 22:7  42:20  <b>eliminated</b> 29:23  <b>eloquently</b> 31:17  <b>Empire</b> 1:10 2:3 3:6  3:23 4:5,7 5:9,14  5:18 6:1,8,11,14  6:18,23 7:4,8,24  8:4,8 9:2,4,7,13  10:6,16,18,18,23  11:5 12:9,11,20  14:3,19 16:5 17:3  18:14,18,22 19:5</p>
--	--	--	---	--

19:9 21:6 22:18 27:3 28:22,25 30:6,18,25 31:19 31:21 32:12 33:5 34:3,17 36:15,15 38:1,2,6 39:18,20 39:23 40:1,12 42:14 43:2 <b>empires</b> 36:21,24 <b>Empire's</b> 7:2 15:18 37:17 <b>employees</b> 9:21 29:18 30:1 <b>end</b> 5:16 9:22 15:22 17:9 43:19 <b>endeavor</b> 19:11 <b>ending</b> 27:15 <b>Energy</b> 9:14 <b>enforcement</b> 8:18 <b>England</b> 2:4 4:7 <b>enjoy</b> 9:21 <b>enough</b> 36:5,19,19 <b>enter</b> 4:24 <b>entirety</b> 31:4 <b>entitled</b> 19:14 <b>entries</b> 3:16 4:4 <b>environment</b> 30:24 <b>equipment</b> 24:15 <b>Erika</b> 1:18 2:19 <b>ER-2001-0004</b> 44:3 <b>ER-2011-0004</b> 1:13 3:5 <b>essence</b> 19:12 33:25 <b>establish</b> 21:23 <b>etc</b> 19:25 <b>even</b> 9:20 26:25 30:3,11,25 31:2 32:2,23 35:2,16 35:18 36:11,11,12 38:5 40:1 <b>evening</b> 3:2,21 <b>eventually</b> 36:17,24 <b>ever</b> 32:9,21 40:24 41:3 <b>every</b> 14:22 18:14 18:18 19:8 20:24 24:6 34:4,19 35:12 <b>everybody</b> 40:22 <b>everybody's</b> 30:13 <b>everyday</b> 26:23 <b>everyone</b> 10:23 37:23 43:25 <b>everything</b> 21:8 25:13 27:1,6,7,11 27:16 32:15 35:9 <b>evidence</b> 19:22 20:6 <b>exactly</b> 13:21	<b>examination</b> 20:1 <b>example</b> 39:23 <b>except</b> 16:10 24:8 <b>Excuse</b> 11:13 <b>executives</b> 6:23 7:2 10:22 11:1 <b>executive's</b> 6:21 <b>exhibit</b> 12:16,17,19 12:23,24 45:20 <b>exhibits</b> 11:21,24 12:22 13:2 45:24 <b>existence</b> 36:22 <b>expect</b> 30:9 33:6 <b>expense</b> 19:25 <b>expenses</b> 30:21 33:17 <b>explain</b> 12:9,13 <b>explaining</b> 14:3 <hr/> <b>F</b> <hr/> <b>face</b> 21:12,13 <b>faced</b> 35:12 <b>fact</b> 14:3 27:9 29:10 29:18 30:16 31:23 34:2,3 <b>facts</b> 6:2 <b>fair</b> 19:16,18 40:17 40:18,19 <b>fall</b> 18:3 34:15 <b>fallen</b> 33:12 <b>falls</b> 18:5 <b>familiar</b> 29:7 37:16 <b>families</b> 33:2,18 35:5 36:1,9 <b>family</b> 35:18 36:13 38:14 <b>fan</b> 30:16 <b>farm</b> 16:19 <b>Fax</b> 2:21 <b>February</b> 8:12 <b>few</b> 6:2 11:7 14:12 <b>fight</b> 24:3 <b>fighting</b> 24:2 <b>file</b> 1:11,13 3:4,7 12:2 18:4 <b>final</b> 17:23 36:20 <b>financial</b> 9:25 10:13 <b>financially</b> 3:25 <b>fine</b> 23:17 <b>finished</b> 43:17 <b>first</b> 4:22 16:11 31:16 32:10 <b>five</b> 6:23 7:2 11:1 16:25 17:2 23:15 <b>fixed</b> 10:5 27:4 34:23 <b>flickers</b> 15:25 <b>Floor</b> 2:13	<b>folks</b> 35:20 41:19 <b>follow</b> 3:12 19:13 37:3 <b>following</b> 18:6 <b>follows</b> 5:5 13:13 15:16 18:12 20:15 23:8 26:5 28:16 31:12 39:13 42:8 <b>food</b> 35:10,13 36:1 38:19 <b>forced</b> 32:13 33:7 38:4 42:20 <b>foregoing</b> 44:5 <b>forget</b> 29:12 <b>forgive</b> 34:2,3 37:16 <b>form</b> 33:20 <b>forth</b> 29:24 <b>forum</b> 8:25 9:3 <b>forums</b> 9:5,6,8 10:20 12:20 <b>forward</b> 3:21 <b>four</b> 18:15 20:21,25 30:1 <b>Fourteen</b> 37:13,15 <b>franchise</b> 31:24 32:1 <b>frankly</b> 30:16 <b>fraud</b> 9:24 <b>freedom</b> 25:20 <b>from</b> 3:17,23 4:4 6:9 7:1,22 9:2,9 9:11 15:19 16:24 17:2,3 21:4,14,19 22:17 25:14 26:12 31:21 32:18 38:13 39:3 43:2,12 <b>front</b> 13:24 18:4 20:1 <b>frozen</b> 5:24 <b>fuel</b> 20:24 32:15 35:10 <b>full</b> 11:7,11 <b>funding</b> 9:1,4,8 10:20 <b>funds</b> 9:23 <b>furnace</b> 42:16 <b>further</b> 8:2 <hr/> <b>G</b> <hr/> <b>gall</b> 9:13 <b>gallons</b> 7:21 <b>Gary</b> 42:3,4,6 45:13 <b>gas</b> 9:14 21:6,18 22:8 42:21 <b>Gaskin</b> 23:1,4,6 24:19 45:8 <b>gentleman</b> 14:11 19:1	<b>getting</b> 10:25 13:18 13:22 17:6,7 24:1 32:14 39:2 41:9 42:12 <b>Gibson</b> 6:11 10:24 23:11,21 24:5 <b>Gibson's</b> 6:16 <b>give</b> 3:15 18:19,20 18:22 19:5,7,10 29:18 34:5,10 <b>given</b> 11:11 20:20 21:10 <b>giving</b> 35:15 <b>Globe</b> 8:11,14 9:1 9:10 <b>go</b> 12:1,7 14:15,20 16:14 23:21 24:1 26:13 27:8,10 33:23 37:18 38:22 38:25 40:21 41:3 <b>goes</b> 15:24 16:2 34:6 <b>going</b> 3:12,16,17 8:6 12:15 15:25 16:8 16:12,13,16 19:10 20:18 24:5,5 26:21,22 27:4,5 27:14,17 28:5 36:18 39:21 41:8 41:10 43:12 <b>gone</b> 35:11 36:22 <b>good</b> 3:2 15:4 19:10 24:8 30:10,21 34:12 <b>gotten</b> 27:2 41:19 <b>Governor's</b> 26:8 <b>grandsons</b> 24:2 <b>grant</b> 31:2 <b>granted</b> 21:15 <b>great</b> 30:18 38:5,6 <b>greed</b> 10:7 36:25 <b>ground</b> 25:15 <b>group</b> 28:23 <b>guarantee</b> 19:16 <b>guess</b> 8:16 <b>guest</b> 8:13 <b>guinea</b> 25:6 <b>guys</b> 18:13,19 19:9 <b>G-A-R-Y</b> 42:4 <b>G-A-S-K-I-N</b> 23:5 <hr/> <b>H</b> <hr/> <b>H</b> 45:19 <b>hab</b> 28:7 <b>half</b> 14:21 26:15 <b>hands</b> 17:19 <b>hanging</b> 14:4 <b>happen</b> 43:7	<b>happy</b> 11:7 31:20 <b>hard</b> 16:5 21:9 32:11,20,20 33:13 34:12 36:17,22 39:1 <b>harder</b> 32:13 35:3 38:23 <b>hardship</b> 30:5 <b>hard-nose</b> 25:15 <b>Harold</b> 1:14 3:9 <b>hat</b> 24:22 <b>having</b> 5:4 13:12 15:15 17:2 18:11 20:14 23:7 25:23 26:4 28:15 29:1 30:13 31:11 33:17 39:12 42:7 <b>heads</b> 35:14 <b>hear</b> 11:7 <b>heard</b> 6:5 10:11 20:18 43:9,11 <b>hearing</b> 1:5 3:4,21 5:15 20:2,18 43:11 44:3 <b>heat</b> 42:15 <b>heater</b> 42:16 <b>heating</b> 41:10 43:3 <b>heavy</b> 8:7 <b>help</b> 6:8 7:3 10:23 11:2 18:22 23:21 23:24 29:11 33:24 34:1 36:6,9 38:13 38:23 39:2 43:1,2 <b>helped</b> 27:8,9 <b>helping</b> 11:3 38:23 <b>helps</b> 29:5 <b>her</b> 9:12 11:21 17:20,23 <b>high</b> 17:7 35:22 40:20 <b>higher</b> 32:14 35:2 <b>highest</b> 33:10 37:20 39:22 40:13 <b>hike</b> 33:6 34:17 36:16 <b>hikes</b> 32:14 <b>hillside</b> 8:7 <b>him</b> 14:13,16 41:14 <b>history</b> 36:21 37:24 <b>hits</b> 41:12 <b>hold</b> 17:19 <b>holding</b> 12:20 <b>home</b> 26:20 31:22 32:16,18 33:2 35:6,18 36:3,7 37:4 38:5 41:18 42:13 <b>homes</b> 27:11,22
---	---	---	--	---



<p><b>hope</b> 32:24  <b>hopes</b> 32:10  <b>hour</b> 5:11  <b>hourly</b> 5:22  <b>hours</b> 18:24,24 32:8  34:22 36:11  <b>house</b> 16:21 17:2  39:21,25,25 40:8  40:8,10 41:1,2  42:11  <b>household</b> 5:23  16:25  <b>houses</b> 23:15 39:24  40:3  <b>hovers</b> 29:15  <b>HUD</b> 33:21,22  <b>Hull</b> 13:6,6,10,11  15:3 45:4  <b>hundreds</b> 29:23  <b>hurting</b> 6:6  <b>husband</b> 7:12 41:12  <b>H-U-L-L</b> 13:10</p> <hr/> <p style="text-align: center;"><b>I</b></p> <p><b>ice</b> 14:2  <b>identified</b> 7:15  12:17 13:2 45:20  <b>identifying</b> 7:16  <b>immensely</b> 26:11  <b>implement</b> 10:1,14  <b>improve</b> 21:24  22:21  <b>improves</b> 22:2  <b>include</b> 19:23 39:17  39:19  <b>including</b> 41:11  <b>income</b> 19:1 32:19  33:17 34:23 38:15  <b>incomes</b> 10:5 29:6  35:10  <b>incomprehensible</b>  10:8  <b>increase</b> 5:9,10,12  5:14,19,25 6:19  9:15,19 10:4 11:5  13:18,23 15:18  17:6 18:15,22  20:22 21:2,4  26:10,12,15,19  27:5 28:25 29:2  29:16,18,21 30:4  30:6 31:1 34:24  35:4 40:24 41:7,8  41:20  <b>increased</b> 13:16  35:16  <b>increases</b> 21:1 27:2  35:10</p>	<p><b>Increasing</b> 1:11 3:7  <b>incurred</b> 19:15  <b>information</b> 7:1  11:11 20:20 25:20  <b>informational</b> 8:25  <b>informed</b> 14:6  <b>ingredient</b> 8:15  <b>insanity</b> 36:19  <b>inside</b> 25:14  <b>instead</b> 10:19 35:20  36:13 38:22  <b>institutions</b> 27:16  <b>insurance</b> 16:4  <b>interveners</b> 4:20  <b>investigate</b> 17:22  <b>investment</b> 19:17  <b>investors</b> 9:20  <b>invite</b> 8:24  <b>involves</b> 39:15  <b>irresponsible</b> 33:15  <b>ISL</b> 26:20  <b>ISL's</b> 26:16,18  <b>issue</b> 9:6 13:25 15:5  21:11 28:9 32:5  <b>issues</b> 19:23,25  31:22  <b>items</b> 42:17</p> <hr/> <p style="text-align: center;"><b>J</b></p> <p><b>Japan</b> 25:4  <b>Jasper</b> 29:20  <b>Jay</b> 9:11  <b>Jeff</b> 1:16 23:14  26:13  <b>Jefferson</b> 2:6,9,14  20:2  <b>Jerry</b> 28:11,13,14  28:18 45:10  <b>job</b> 34:12  <b>jobs</b> 5:21,21 29:23  <b>join</b> 8:25  <b>Joplin</b> 1:7,11 3:6  5:8 7:5 8:11,14,17  8:19 9:1,9 35:7  <b>judge</b> 1:15 3:2,10  4:3,9,14,16,19 5:6  11:13,19,20,23  12:1,5,15 13:5,14  14:24 15:1,9,17  17:14,21,25 20:8  20:16 22:3 23:1,9  24:11,14 25:22,25  26:6 28:1,11,17  31:5,15 37:1 39:6  39:14 41:24 42:2  42:9,23 43:18  44:2  <b>JUDGES</b> 12:21</p>	<p>18:2  <b>just</b> 3:20 5:15 6:8  8:12 11:16,19  13:19 14:22 16:19  17:1,12 18:19  19:6,19,19 20:19  21:6 22:17,20  24:18,19,20 25:2  25:10,14 26:12,13  28:24 29:1,4,8,9  30:5,8,23,24 34:5  37:2 38:8,21,22  41:8 43:5,24  <b>justify</b> 9:18  <b>J-E-R-R-Y</b> 28:13</p> <hr/> <p style="text-align: center;"><b>K</b></p> <p><b>Kathy</b> 39:6,9,11  45:12  <b>keep</b> 16:15 19:6  27:22 32:13 35:13  36:2,5 38:8  <b>keeps</b> 27:4 41:8  <b>Kenny</b> 42:3,4,6,24  43:18 45:13  <b>kicked</b> 32:14  <b>kilowatts</b> 34:20  <b>kind</b> 7:11 19:6 31:7  <b>KLEITHERMES</b>  11:19  <b>Kliethermes</b> 2:12  4:16,17,19  <b>knew</b> 13:21 21:7  30:21  <b>know</b> 3:24 5:20 9:3  14:14 16:8 18:17  18:20,21,23,25  19:2,3,4,5,7,19,23  22:6 24:24 25:4  26:15,23 27:16  28:6 29:2,13,14  29:21 30:2,7,8,10  30:12,13,16 39:1  40:5 41:6 42:17  <b>K-A-T-H-Y</b> 39:9  <b>K-E-N-N-Y</b> 42:5</p> <hr/> <p style="text-align: center;"><b>L</b></p> <p><b>L</b> 23:4,5,6  <b>labeled</b> 12:16  <b>lack</b> 10:7  <b>lady</b> 9:11 22:20  24:9 29:4  <b>laid</b> 7:11  <b>landlord</b> 32:21  33:25  <b>Landreth</b> 7:5 12:8  <b>last</b> 5:13 6:12,22,24</p>	<p>13:9 15:13 16:22  16:25 20:21 23:13  25:18,23 33:10  34:4,4 37:13,20  40:3,23  <b>later</b> 17:12  <b>law</b> 1:15 3:10 8:17  19:13,13  <b>lawful</b> 5:4 13:12  15:15 18:11 20:14  23:7 26:4 28:15  31:11 39:12 42:7  <b>leaders</b> 36:25  <b>least</b> 6:1  <b>leave</b> 33:7 36:20  <b>leaves</b> 25:12  <b>left</b> 40:6  <b>legality</b> 13:25  <b>legislators</b> 21:20  <b>Legislature</b> 43:7  <b>less</b> 6:15 10:17  16:23 32:13 35:4  36:12  <b>let</b> 41:20  <b>Let's</b> 19:6  <b>level</b> 13:16  <b>lies</b> 23:13  <b>life</b> 30:17  <b>light</b> 14:8,10 15:7  15:21 16:6,20  <b>lights</b> 16:16  <b>like</b> 3:18,20 6:3 7:2  10:15,24 11:2,20  11:23 12:19,21  13:25 17:17 18:25  19:3 22:1,20 24:2  25:17 30:8 31:16  31:18,23,24 33:5  36:20 38:21 42:17  43:5,21  <b>limbs</b> 14:4  <b>line</b> 18:16 33:24  36:14,14,16  <b>lines</b> 7:5,8,10,11,13  8:10 10:21 14:4  16:2  <b>list</b> 3:13 4:22  <b>Litigation</b> 1:18 2:19  <b>little</b> 18:17,20 25:3  25:11,14,23 32:24  35:24  <b>live</b> 5:8 10:17 15:21  15:21 16:24 20:1  35:6 38:4  <b>lived</b> 14:3 25:8  30:17  <b>lives</b> 22:6 35:8  <b>living</b> 5:20 10:4,5</p>	<p>38:15 40:24 41:18  <b>local</b> 1:5 3:4  <b>locally</b> 8:18  <b>location</b> 7:17  <b>long</b> 9:10 26:15  27:3 29:13  <b>look</b> 3:21 15:6 30:7  <b>looked</b> 41:15,15  <b>looking</b> 25:23 33:11  <b>lose</b> 33:6  <b>lose-lose</b> 27:18  <b>losing</b> 16:16  <b>loss</b> 38:13  <b>lost</b> 5:21 16:2,14  29:25 33:4  <b>lot</b> 18:14 25:7 27:8  29:16 41:11  <b>low</b> 19:1 36:5  <b>lowered</b> 35:21  <b>low-income</b> 29:5</p> <hr/> <p style="text-align: center;"><b>M</b></p> <p><b>made</b> 6:8,20 14:2  39:17,18  <b>Madison</b> 2:13  <b>madness</b> 10:6  <b>maintain</b> 8:4 21:24  35:2  <b>major</b> 19:25  <b>majority</b> 10:10  <b>make</b> 3:18 4:1 8:16  8:19 19:5 20:5  23:24 30:9 34:8  35:12,25 37:23  41:5,10  <b>makes</b> 6:13 21:10  32:19,20  <b>making</b> 6:15 19:2  26:19 30:10 35:4  36:2  <b>man</b> 6:7 11:3 24:4  25:10 34:11  <b>management</b> 15:7  <b>mandatory</b> 26:19  <b>many</b> 3:25 6:5  33:11,16,20 34:21  34:23 35:11,21  36:9,21,23 38:4  <b>map</b> 7:16  <b>March</b> 1:6 3:3 9:10  44:6  <b>margin</b> 35:3  <b>margins</b> 10:9  <b>Marilyn</b> 20:10,11  20:13 45:7  <b>marked</b> 11:22 12:17  12:23,24 13:2  <b>matter</b> 1:10 3:5</p>
--	---	--	--	---

<p>10:9 12:5 27:9 33:16 <b>may</b> 5:6 8:7 13:14 15:17 20:16 23:9 26:6 28:17 <b>maybe</b> 17:1,17,19 23:11 26:20,22 30:9,11,13 41:17 42:25,25 <b>ma'am</b> 15:4 28:8,9 42:1 <b>meals</b> 34:23 <b>mean</b> 19:1 22:10,22 26:24 27:17 41:11 <b>means</b> 6:14 24:25 33:19 34:20 39:20 <b>medication</b> 41:14 <b>medications</b> 14:21 27:15 <b>medicine</b> 8:19 <b>medicines</b> 8:16 <b>meeting</b> 26:14 <b>meetings</b> 18:14 <b>mentioned</b> 29:4,22 <b>merely</b> 9:19 <b>meth</b> 8:16,17 <b>MGE</b> 10:6 <b>microphone</b> 3:14 11:16 24:16 <b>microwaves</b> 16:3 <b>middle</b> 41:13 <b>Midwest</b> 1:18 2:19 <b>might</b> 35:13,21 <b>military</b> 32:7 <b>million</b> 6:5,9,10,17 6:20,22 40:19 <b>mind</b> 29:12 <b>mindful</b> 43:25 <b>minutes</b> 14:12 <b>mirror</b> 30:7 <b>mission</b> 21:21 <b>Missouri</b> 1:2,7,11 1:12 3:3,6,8 4:15 4:18 9:14 <b>Missourians</b> 21:25 <b>mitigating</b> 9:13 <b>MO</b> 2:6,9,14,20 <b>mobile</b> 31:21 32:16 32:18 33:2 35:6 35:18 37:4 38:5 <b>mode</b> 35:8 <b>moment</b> 11:16 <b>Monday</b> 18:6 <b>money</b> 8:9 13:23 16:5 17:8 21:11 23:20 26:21,21,24 27:12 30:15 32:3 32:4,13 34:8</p>	<p>35:24 36:12 40:21 40:25 41:13,21 <b>monopolies</b> 21:13 <b>monopoly</b> 21:15 <b>month</b> 5:12 8:12 16:1,22 17:2 26:22,23 27:5 34:4,10,22,24 35:17 38:16,17 41:3 <b>monthly</b> 32:2 33:17 <b>months</b> 5:13,13 18:15 20:24 29:2 30:23 33:10 34:10 37:20 <b>month's</b> 16:22 <b>more</b> 9:10 10:9 21:16,17 24:9 29:9,9 33:17 34:22,23 35:2,16 35:19,20,22 36:11 36:12,12 40:25 42:20 <b>morning</b> 29:11 <b>most</b> 10:10 35:3 <b>move</b> 33:8 39:22 <b>moved</b> 14:6 <b>moves</b> 40:11 <b>much</b> 7:2 13:5 25:8 35:15 40:21 41:21 42:2 44:4 <b>must</b> 36:19 <b>myself</b> 14:11,15 25:17 35:5 41:12 <b>M-A-R-I-L-Y-N</b> 20:12</p> <hr/> <p style="text-align: center;"><b>N</b></p> <hr/> <p><b>N</b> 2:1 45:1 <b>name</b> 3:9 4:24 5:1,7 13:7,9 15:11,12 15:13 20:11 23:3 23:4 25:23 26:1 28:18 31:9,13 33:8,18,22 38:9 39:8 42:4 <b>named</b> 9:11 <b>names</b> 3:13 43:19 <b>nation</b> 9:15 27:11 <b>National</b> 2:20 <b>natural</b> 42:21 <b>nature</b> 17:5 <b>near</b> 7:7 <b>need</b> 9:22,22 10:1 10:14 11:14 21:16 21:17 22:10,19,20 22:23 27:23 30:11 <b>needs</b> 9:8 12:11</p>	<p>19:5 30:7 <b>nerve</b> 35:1 <b>neutral</b> 18:18 <b>Nevada</b> 25:7 <b>never</b> 23:16 40:24 43:8,11 <b>new</b> 27:5 <b>newest</b> 34:24 <b>Newspaper</b> 45:22 45:23 <b>Newton</b> 28:20,21 29:17 <b>next</b> 13:6 15:9 17:11 18:7 20:10 23:1 25:22 28:11 31:6 32:5 39:6 42:3 <b>night</b> 8:25 36:4 <b>nights</b> 34:7 <b>nine</b> 29:15 <b>none</b> 4:21 32:17,17 <b>normal</b> 23:12 <b>nothing</b> 16:20 24:7 <b>notice</b> 17:12 43:10 <b>noticed</b> 41:16 <b>November</b> 13:16 25:10,18 <b>no-brainer</b> 40:17 <b>number</b> 3:4 12:23 12:24 21:13 <b>numbers</b> 20:4 <b>numerous</b> 15:23</p> <hr/> <p style="text-align: center;"><b>O</b></p> <hr/> <p><b>obscenely</b> 9:21 <b>obvious</b> 12:7 <b>obviously</b> 18:5 <b>October</b> 16:25 <b>off</b> 3:13 17:12 23:11 24:4 25:3,11 34:6 34:7 <b>offer</b> 11:23 12:21 43:21 <b>office</b> 2:7 4:10,12,17 29:25 <b>oftentimes</b> 33:9 36:7 <b>Oh</b> 28:8 <b>okay</b> 4:21 12:4,22 14:24 17:14 19:6 19:9 20:7 23:4 24:13 25:6 26:18 28:8 31:15 37:2 37:10,18 38:6,8 39:5 <b>old</b> 15:22 16:8 19:4 25:8 32:6 36:17 38:25</p>	<p><b>Oligschlaeger</b> 43:1 <b>once</b> 32:23 <b>one</b> 6:22,25 9:18 14:5 16:20 20:2 21:1,17,17,25 22:15,17,18,18,18 22:20 24:9 25:6 25:10 28:6,10 29:4,6 30:12,20 31:18 32:21 <b>ones</b> 33:21 38:12,23 41:14 <b>ongoing</b> 16:18 <b>only</b> 5:13 6:15 8:20 8:22 16:23 22:1 22:11,15 25:8,18 26:20 28:19 29:2 29:23 31:19 32:20 33:6 34:6 35:5 40:7 41:5,14 <b>open</b> 29:10 <b>opening</b> 3:18 <b>operate</b> 9:25 10:13 35:19 <b>opportunity</b> 19:15 19:16 <b>opposition</b> 5:9 <b>option</b> 42:12 <b>order</b> 7:3 17:21 21:16 <b>original</b> 45:24 <b>other</b> 12:2,24 14:22 16:9 18:25 21:11 21:18 27:1 30:8 35:25 36:9 40:9 40:15 <b>others</b> 33:16 34:13 35:23 <b>out</b> 6:8 12:7,11 15:21,24,25 16:1 16:14,16 18:24 20:17 23:14,21 27:20,22 28:7 32:7,9,18 34:7 37:11 38:22,25 41:11 43:25 <b>outraged</b> 28:24 <b>outrageous</b> 9:21 10:22 30:5 <b>outright</b> 18:23 <b>over</b> 6:7,22 11:3 14:4,5 20:20 24:9 27:5 29:21 30:3 35:14 39:25 41:5 42:16 <b>overgrown</b> 14:9 <b>over-the-counter</b> 8:21</p>	<p><b>own</b> 7:3 36:25 37:4 37:6,10 <b>owned</b> 30:19</p> <hr/> <p style="text-align: center;"><b>P</b></p> <hr/> <p><b>P</b> 2:1,1 <b>package</b> 6:17,22 <b>packages</b> 6:24 <b>page</b> 43:10 45:2 <b>painter</b> 32:7 <b>paper</b> 43:10 <b>paragraph</b> 10:12 <b>paramount</b> 9:23 <b>parent</b> 34:20 <b>park</b> 6:8 7:5,6,6,24 8:2,10 10:21 11:4 12:8,13 31:22 32:16,18 33:2 35:6,18,19 37:4 <b>part</b> 7:19 9:12 21:22 35:23 <b>particular</b> 9:16 12:15 37:21 <b>particularly</b> 3:22 11:21 <b>past</b> 7:13 33:13 <b>pay</b> 7:2 10:21 13:16 17:10,10 27:12 29:16,20 32:2,23 33:24,25 34:24 35:20,22,23 36:6 36:8,9,11 38:9,10 38:11,19 39:20 41:17,21 <b>paying</b> 6:7 9:5 15:19 17:7 32:1,5 40:25 <b>payment</b> 41:1 <b>payments</b> 5:25 <b>Payors</b> 4:13 <b>PCA</b> 26:21,21 <b>peasants</b> 36:23 <b>people</b> 3:25 5:21 6:5 6:6,7 10:10,16 11:2 14:20 15:19 17:19 18:17 22:19 23:12,13,17,17,19 23:20,21,24 25:9 26:10,14 27:1,8 27:10,22 28:7,23 28:23 29:5,9,15 32:22 33:11,14 34:1 35:7,14 36:23 38:4 41:11 41:15,16 43:12,19 <b>people's</b> 3:12 <b>per</b> 34:22 35:17,17 38:17</p>
--	--	---	---	---

<p><b>percent</b> 5:10,14,18 6:19 11:8,9,9 20:22 21:3,4 29:1 29:15 30:11,12 32:1,19 34:18 42:14 <b>perhaps</b> 21:8 <b>period</b> 7:25 20:3 <b>perks</b> 24:6 <b>perpetuate</b> 9:24 <b>person</b> 4:22 13:17 13:20 26:20 34:23 42:20 <b>personal</b> 26:24 <b>personally</b> 33:4 34:9 36:1 <b>pertains</b> 8:23 <b>Photo</b> 45:21 <b>photograph</b> 11:21 <b>physically</b> 14:16 38:25 <b>picnic</b> 7:7 <b>picture</b> 7:18 12:15 <b>piece</b> 24:15 <b>pigs</b> 25:6 <b>place</b> 33:12 <b>places</b> 27:23 <b>planned</b> 13:22 <b>planted</b> 7:9 <b>planting</b> 8:9 10:21 <b>playground</b> 7:8 <b>please</b> 11:16 13:7 15:10 23:2 27:19 31:15 39:14 41:20 42:9 <b>Plus</b> 19:15 <b>point</b> 20:4 22:10,10 23:18 41:9 <b>pole</b> 14:10,15 15:22 15:22 16:6,20 <b>policy</b> 37:19 <b>poor</b> 23:20,21 <b>positive</b> 31:18,19 <b>possible</b> 17:18 19:8 <b>possibly</b> 42:19 <b>power</b> 7:5,8,10 8:10 10:21 15:24 16:2 16:16 30:20 33:2 33:8,18 <b>powers</b> 10:2 <b>preferred</b> 42:17 <b>prepared</b> 32:24 <b>prescription</b> 8:20 8:22 <b>present</b> 11:17 <b>president</b> 6:11,13 6:14,15 17:7,8 41:22</p>	<p><b>Presiding</b> 1:14 <b>pretty</b> 28:6 <b>previous</b> 5:11 6:10 33:14 <b>pre-filed</b> 19:22 <b>Prior</b> 3:16 30:19 <b>probably</b> 21:13 29:7 31:17,19 43:9 <b>problem</b> 8:17 13:24 14:17,17 <b>problems</b> 17:23,23 <b>procedure</b> 3:11 <b>proceed</b> 5:6 13:14 15:17 20:16 23:9 26:6 28:17 31:15 39:14 42:9 <b>proceedings</b> 1:4 3:1 44:5 <b>process</b> 43:8,8,13 <b>produced</b> 5:4 13:12 15:15 18:11 20:14 23:7 26:4 28:15 31:11 39:12 42:7 <b>profit</b> 10:9 19:5 35:3,4 <b>profits</b> 9:21 17:7 30:2,9 <b>programs</b> 29:5 <b>propane</b> 42:16,21 <b>properties</b> 32:21 <b>property</b> 15:22 <b>protect</b> 18:17 <b>provide</b> 7:23 8:1 <b>provided</b> 1:12 3:8 21:25 <b>providers</b> 21:18 <b>providing</b> 8:8 <b>prudently</b> 19:14,14 <b>PSC</b> 10:6 <b>pseudoephedrine</b> 8:15,15,20 9:5,7,9 10:20 12:20,23 <b>psychotropic</b> 27:15 <b>public</b> 1:3,5 2:7,8 2:11,12 3:3,4 4:10 4:12,15,18 6:18 10:18,20 11:4,10 12:5,8 14:12 20:19 21:22 31:1 43:10,11 44:3 <b>puddle</b> 25:14 <b>punished</b> 34:1 <b>purpose</b> 11:25 <b>push</b> 36:17 <b>put</b> 5:11 7:4 28:25 35:8 37:24 42:19 <b>puts</b> 43:7</p>	<p><b>p.m</b> 1:7 9:3 44:6 <b>P.O</b> 2:5,9,13</p> <hr/> <p style="text-align: center;"><b>Q</b></p> <hr/> <p><b>quality</b> 3:23 21:24 22:1 <b>quality-of-service</b> 17:22 <b>question</b> 8:2 9:3 11:19,20 18:13 24:9,17 39:15 40:18 43:2,16 <b>questions</b> 11:15,18 13:1 15:2,5 17:14 17:17 20:9 22:3 27:24 31:5 37:1 41:24 42:24 <b>question-and-ans...</b> 7:25 <b>quick</b> 27:25 <b>quickly</b> 30:6 <b>quite</b> 13:20 15:1 <b>quote</b> 9:22,22</p> <hr/> <p style="text-align: center;"><b>R</b></p> <hr/> <p><b>R</b> 2:1 <b>rainfall</b> 8:7 <b>raise</b> 10:6 27:19 40:23 <b>rate</b> 4:13 5:9,14 9:15 11:5 13:18 13:23 15:18 17:6 18:15,22 19:24 26:10,19 27:5 28:25 29:14 31:1 32:14 33:5 34:17 36:16 40:17,18,20 42:13,18 43:3 <b>rates</b> 1:12 3:7 10:23 20:20,23 27:19 42:22 <b>rather</b> 10:23 35:1 <b>reached</b> 43:19 <b>read</b> 9:12 12:9 <b>reads</b> 7:19 <b>ready</b> 11:1 <b>real</b> 35:7,7 <b>realize</b> 10:25 <b>realized</b> 34:14 <b>really</b> 16:8 23:19 30:7 41:19,19 <b>reaping</b> 15:19 <b>reason</b> 9:23 <b>reasonable</b> 30:22,22 <b>rebate</b> 43:3 <b>receive</b> 31:21 <b>received</b> 5:14 6:12 6:23 12:25 29:1</p>	<p><b>receiving</b> 3:23 <b>recent</b> 9:10 <b>recently</b> 7:4 <b>recognize</b> 24:22,24 <b>reconcile</b> 20:3 <b>record</b> 4:25 11:24 12:1,6,18,25 13:3 23:3 31:24 <b>recorded</b> 17:11 <b>recording</b> 24:12 <b>records</b> 25:19 38:6 <b>recoup</b> 33:5 <b>recover</b> 19:14 <b>recovery</b> 39:24,25 40:2 <b>red</b> 38:21 <b>reduce</b> 7:21 10:23 <b>reference</b> 15:24 <b>reflect</b> 32:18 <b>refrigerators</b> 16:3 <b>regard</b> 15:7 <b>regardless</b> 37:24 <b>Regulatory</b> 1:15 3:10 <b>reimburse</b> 33:3 <b>related</b> 3:22 <b>relates</b> 34:18 <b>relied</b> 36:22 <b>relying</b> 42:14 <b>remain</b> 11:16 33:22 <b>remained</b> 35:11 <b>remarks</b> 43:23 <b>remember</b> 5:15 25:3 <b>rent</b> 33:12 35:20,21 37:11 38:16 <b>rental</b> 23:15 <b>rentals</b> 32:10 <b>replace</b> 16:3,6,9,13 16:15 24:5 <b>report</b> 17:24 <b>reported</b> 1:17 2:19 6:3 <b>reporter</b> 4:24 13:8 24:14 <b>represent</b> 28:20 <b>representatives</b> 7:24 <b>representing</b> 35:5 <b>request</b> 11:5,11 17:4 28:25 31:4 <b>requesting</b> 9:15 <b>required</b> 19:12 <b>requires</b> 39:20 40:12,12 <b>residence</b> 16:24 33:14 <b>residential</b> 34:19</p>	<p><b>respect</b> 25:9 <b>respectfully</b> 31:3 <b>response</b> 16:7,17 17:3 <b>responsibility</b> 14:7 16:18 <b>rest</b> 7:3 9:19 24:6 <b>restructuring</b> 10:1 10:14 <b>retail</b> 22:7,14 <b>retire</b> 11:1 <b>retirement</b> 29:24 <b>return</b> 19:16,24 40:17,18 <b>reversed</b> 43:14 <b>re-hire</b> 30:1 <b>re-rent</b> 32:21 <b>Richard</b> 18:7,9,10 45:6 <b>right</b> 4:3 14:1,7 15:9 16:10 17:13 18:23 20:8 22:24 23:10,18,22 25:2 27:13 30:24 34:13 34:16 38:3 39:2 42:23 44:2 <b>road</b> 16:19 <b>Robbins</b> 31:7,8,10 31:13 37:1,2 45:11 <b>Rock</b> 25:7 <b>roof</b> 35:14 <b>rounds</b> 19:22 <b>run</b> 7:6,10 39:24 <b>runoff</b> 7:21 <b>R-O-B-B-I-N-S</b> 31:14</p> <hr/> <p style="text-align: center;"><b>S</b></p> <hr/> <p><b>S</b> 2:1 45:19 <b>sacrifice</b> 34:21 35:2 35:13,16 <b>sacrifices</b> 36:2 <b>safety</b> 14:18,23 <b>salaries</b> 6:24 10:22 11:2 <b>salary</b> 5:22,23,23 6:12 10:25 <b>same</b> 10:18 16:17 30:9 33:9 35:11 <b>sand</b> 25:13 36:14 <b>Sarah</b> 2:12 4:16 <b>sat</b> 29:12 <b>satisfaction</b> 17:9 <b>saying</b> 13:21,22 18:14 19:13 <b>SB40</b> 28:6</p>
--	--	--	---	--

<p><b>Schaffer</b> 1:18 2:19  <b>scintilla</b> 9:18  <b>Secondly</b> 31:18  <b>security</b> 5:25 14:8,9  15:7 27:2,9,10  29:3 40:23 41:12  <b>see</b> 6:18 10:23 12:8  17:19,20 24:19  40:25 41:7,7  <b>seeing</b> 4:21 43:22  <b>Seeking</b> 3:7  <b>seen</b> 26:11,14 29:16  30:2 31:7  <b>senior</b> 1:15 2:8 5:25  <b>September</b> 5:12,17  21:1  <b>serious</b> 10:1,14  <b>Seriously</b> 41:9  <b>serve</b> 29:2  <b>service</b> 1:3,12,12  2:11,12 3:3,8,9,23  4:15,18 10:19  11:4,10 13:17,20  14:13,18 20:19  21:22 22:2,12,22  24:20 30:21 31:2  31:21,22 37:25  38:2 39:16 42:19  <b>services</b> 1:18 2:19  21:5,25  <b>session</b> 10:12  <b>set</b> 3:4 24:7 36:3  <b>seven</b> 29:2 30:23  32:1 33:2 40:3  <b>several</b> 16:1 19:9  27:10  <b>shaft</b> 24:8  <b>shame</b> 30:25 31:1  <b>shampoo</b> 26:25  <b>share</b> 6:3  <b>shelters</b> 7:7  <b>Shirley</b> 13:6,11 45:4  <b>short</b> 5:16,17  <b>shrub</b> 7:15  <b>shrubs</b> 7:9,17 8:4  12:10  <b>shut</b> 17:12 34:5  <b>side</b> 7:6 9:6 27:22  <b>sign</b> 7:16,18,19  <b>signed</b> 3:13 43:19  <b>signs</b> 7:14  <b>simple</b> 19:6 34:11  34:12  <b>simply</b> 33:15,16  34:18  <b>since</b> 14:5 16:6  20:22 29:20 32:9  <b>sir</b> 19:12 23:2 25:1</p>	<p>25:5 37:5,7,9,13  37:25 38:14 39:4  42:25,25 43:15  <b>situation</b> 27:18  <b>six</b> 5:13,13 20:24  30:11  <b>Sixteen</b> 37:13  <b>six-figure</b> 6:23  <b>skip</b> 34:24  <b>slope</b> 8:7  <b>small</b> 28:23 36:6  41:5  <b>soap</b> 26:25  <b>Social</b> 5:25 27:2  40:23 41:12  <b>sold</b> 8:21  <b>some</b> 7:11 10:1,14  12:12 15:4 17:18  20:20 21:9 24:14  27:1,14 29:19  30:3 32:25 33:14  43:8  <b>somebody</b> 16:11  23:16 29:22  <b>someone</b> 43:1  <b>someplace</b> 43:10  <b>something</b> 18:25  22:21 23:25  <b>something's</b> 19:4  <b>somewhere</b> 41:23  <b>sons</b> 24:2  <b>soon</b> 28:6  <b>sorry</b> 24:23  <b>sound</b> 41:5  <b>sounds</b> 19:9  <b>source</b> 38:13  <b>south</b> 2:20 7:6 35:7  <b>Southern</b> 22:18  <b>space</b> 43:3  <b>special</b> 24:16 42:12  <b>specifically</b> 11:15  <b>spelling</b> 4:24 13:7  15:11 23:2 26:1  31:8 39:8  <b>spend</b> 26:23 36:12  <b>spends</b> 32:4  <b>spent</b> 21:11 30:15  32:25 41:13  <b>Springfield</b> 2:20  <b>staff</b> 2:11 4:15,17  4:18 17:18,21,22  <b>stand</b> 24:3 34:13  <b>standards</b> 21:23  <b>Stark</b> 8:13,24  <b>start</b> 31:8  <b>started</b> 3:17 6:25  32:9  <b>starting</b> 4:4</p>	<p><b>state</b> 1:2 22:6 27:16  27:20 29:21  <b>stated</b> 13:15 32:6,25  <b>statement</b> 15:20  21:22 32:24 39:17  39:18  <b>statements</b> 3:15,19  <b>states</b> 6:13,16 22:14  41:22  <b>stating</b> 4:23 13:7  15:11 23:2 26:1  39:7  <b>Stearley</b> 1:14 3:2,9  4:3,9,14,19 5:6  11:13,23 12:1,5  12:15,21 13:5,14  14:24 15:1,9,17  17:14,25 18:2  20:8,16 22:3 23:1  23:9 24:11,14  25:22,25 26:6  28:1,11,17 31:5  31:15 37:1 39:6  39:14 41:24 42:2  42:9,23 43:18  44:2  <b>stenography</b> 24:15  <b>step</b> 11:14  <b>Stephanie</b> 15:10,12  15:14 45:5  <b>stick</b> 8:8  <b>still</b> 17:9 22:15  27:12 29:14 31:25  36:7 38:25  <b>stockholders</b> 30:11  <b>stool</b> 23:12  <b>stop</b> 10:6 25:16  36:20  <b>stopped</b> 25:3  <b>storm</b> 7:21 14:2  <b>stove</b> 42:15  <b>strange</b> 18:21  <b>Street</b> 2:13  <b>structures</b> 9:25  10:13  <b>struggle</b> 9:19  <b>submit</b> 31:3  <b>substantial</b> 19:21  20:6  <b>success</b> 32:16  <b>suffer</b> 30:14  <b>suggest</b> 7:1 8:3,8  10:19  <b>suggestion</b> 11:20  <b>Suite</b> 2:20  <b>Sunday</b> 8:12  <b>supply</b> 33:1  <b>support</b> 27:23</p>	<p><b>supported</b> 19:21  20:5  <b>supporter</b> 30:18  <b>supposed</b> 18:16,18  18:21 38:10,11  <b>sure</b> 15:5 18:2 32:2  34:8 43:6  <b>surely</b> 24:1  <b>surfacing</b> 7:14  <b>surges</b> 16:1,16  <b>survival</b> 32:20 35:8  <b>survive</b> 9:20 34:1  <b>swear</b> 3:14  <b>Swearengen</b> 2:4 4:6  <b>switch</b> 42:16  <b>sworn</b> 5:4 13:12  15:15 18:11 20:14  23:7 26:4 28:15  31:11 39:12 42:7  <b>system</b> 7:11  <b>S-H-I-R-L-E-Y</b>  13:9  <b>S-T-E-P-H-A-N-I...</b>  15:13</p> <hr/> <p style="text-align: center;"><b>T</b></p> <hr/> <p><b>T</b> 45:19  <b>tab</b> 20:24  <b>table</b> 35:13 38:19  <b>take</b> 3:16 4:4 5:22  7:2 12:22 14:13  14:22 19:22 21:9  23:24 25:2,16  30:7 38:20 43:9  43:12,13  <b>taken</b> 42:18  <b>taking</b> 4:21  <b>talk</b> 5:19 17:4 23:14  23:22 28:23 40:15  <b>talked</b> 5:10 14:12  23:16,17 40:10  <b>talking</b> 6:20 8:3  34:2  <b>target</b> 25:11  <b>Tariffs</b> 1:11 3:7  <b>Tel</b> 2:21  <b>telephone</b> 14:2  <b>tell</b> 28:22 36:19  <b>tells</b> 14:13  <b>ten</b> 17:1 30:19  42:10  <b>tenants</b> 32:17 33:3  33:8,21 40:4,6  <b>testified</b> 5:4 13:12  15:15 18:11 20:14  23:7 26:4 28:15  31:11 39:12 42:7  <b>testify</b> 3:13 6:6</p>	<p>43:20  <b>testimony</b> 3:21 4:22  13:6 18:7 19:23  22:6 24:12 28:2,4  31:6 42:3 43:21  44:1  <b>thank</b> 4:2,9,11,14  4:16,19 5:6 11:12  13:5,14 14:25  15:7 18:1,6 20:8,9  22:5,24,25 24:8  24:20 25:21 26:9  26:9 27:24 28:1,3  36:25 39:4,5 42:2  42:22 43:18,24  44:1,4  <b>their</b> 6:24 7:3 9:20  9:20,22,24,25  10:2,6,7,8,13,16  10:22,24 11:2  13:17 14:10,20,23  15:20 17:19 19:14  19:14 26:21,23  27:11,13,14 29:4  29:5,6,19 30:2  32:19,20 33:13  35:10,14,21,22,24  35:25 36:1,9,22  36:23,24,25 38:15  38:16 40:5,19,21  41:17,18,21 43:6  <b>theirs</b> 36:6  <b>themselves</b> 38:23  <b>thermostat</b> 36:3  <b>thing</b> 16:18 30:14  30:15,22 31:19,20  34:16 39:2 40:15  <b>things</b> 16:9 20:17  21:9 30:10  <b>think</b> 5:16 9:7 10:10  13:21,24 14:18,19  14:22 17:13 30:4  30:6 36:13  <b>though</b> 35:18 40:2  <b>thought</b> 18:16,21  36:20 40:24 41:16  <b>thousand</b> 38:16  41:4,4  <b>three</b> 5:17,24 11:9  17:12 18:15 19:22  20:25 29:17,20,22  34:4 36:6 38:15  <b>through</b> 4:20 7:6,10  7:13 16:2 25:7  27:8,10 29:24  30:14 43:8  <b>throughout</b> 15:23  28:24 30:22 36:21</p>
--	---	--	---	---

<p><b>Thursday</b> 8:25  <b>till</b> 17:11  <b>time</b> 3:4 4:3 5:15,15                      5:16 10:8,15,18                      15:20,24 16:11                      18:14,18 19:8                      23:11,13,23 24:3                      25:16 26:15 27:3                      27:19 29:1 30:14                      31:1 32:10 34:18                      36:12,13 41:3                      42:12 43:16  <b>times</b> 3:24 5:20                      15:24 18:23,23                      19:9 21:9 29:14                      30:4 33:13 35:23  <b>timing</b> 30:4,15  <b>today</b> 3:2 16:12                      23:25 34:11 41:15  <b>told</b> 13:16 14:10,14                      14:15 20:23 21:4                      21:19 25:20 29:8                      38:21 40:6  <b>tonight</b> 3:11 4:20                      5:8,16,20 6:6 7:19                      10:11 11:10,17                      12:9 23:22 31:20                      43:20,25  <b>tons</b> 7:22  <b>top</b> 6:21,22 7:2 11:1                      23:11 33:7  <b>total</b> 6:16,21,24                      10:7 16:23 35:6                      41:12  <b>tough</b> 18:24 29:13  <b>trailer</b> 6:8 11:4  <b>trailers</b> 37:6,11,11  <b>transcript</b> 1:4 45:25  <b>transfer</b> 38:1  <b>tree</b> 7:16 14:4  <b>trees</b> 7:9,17,20 8:1,5                      8:9 10:21 12:10                      12:10 14:8  <b>tried</b> 13:19  <b>trim</b> 14:7  <b>tripled</b> 16:21,23  <b>trouble</b> 25:23  <b>true-up</b> 20:3  <b>Truth</b> 9:1  <b>try</b> 34:22  <b>trying</b> 34:1,21                      38:24  <b>Tuesday</b> 3:2  <b>turn</b> 40:1,4  <b>turned</b> 5:18 40:11  <b>TVs</b> 16:2  <b>two</b> 5:17 6:1 10:3                      11:9 16:25 17:2</p>	<p>17:11 20:2 29:16                      29:18 38:15 40:23  <b>type</b> 9:15 24:15  <b>Typically</b> 11:22</p> <hr/> <p style="text-align: center;"><b>U</b></p> <p><b>unacceptable</b> 30:24  <b>under</b> 8:9 10:21                      39:25 40:13 41:3  <b>undergoing</b> 9:16  <b>underneath</b> 7:12  <b>understand</b> 3:24                      13:20 18:19 21:14                      21:19,21 22:13                      28:9 30:15 31:25                      33:15 38:6,20                      40:14,16 41:6  <b>unemployment</b>                      29:14  <b>Union</b> 22:18  <b>United</b> 6:13,16                      41:22  <b>unplugging</b> 27:6  <b>until</b> 6:4 27:20 34:5  <b>use</b> 21:5 24:15 41:4                      42:20  <b>used</b> 8:16 23:15                      25:12 27:25 34:20  <b>users</b> 42:18 43:13  <b>uses</b> 24:11  <b>utilities</b> 19:13 35:10                      38:9  <b>utility</b> 7:4 20:23                      21:6,15 27:13                      29:6 35:16</p> <hr/> <p style="text-align: center;"><b>V</b></p> <p><b>values</b> 34:12  <b>vegetation</b> 14:9,14                      15:6  <b>vengeance</b> 36:18  <b>very</b> 5:16 12:7 13:5                      16:4 31:20 32:4                      34:11,12 42:2                      44:4  <b>veteran</b> 24:20  <b>veterans</b> 25:16  <b>vice</b> 17:8  <b>view</b> 12:3  <b>voice</b> 5:8  <b>Volume</b> 1:6  <b>volunteers</b> 43:22</p> <hr/> <p style="text-align: center;"><b>W</b></p> <p><b>wage</b> 19:2  <b>walk</b> 33:23  <b>walked</b> 7:12  <b>wall</b> 27:7</p>	<p><b>want</b> 8:24 18:15                      22:16,17 24:1,20                      26:9 27:24 35:4                      35:15 37:3 40:22                      43:24  <b>wanted</b> 20:17 40:15  <b>wanting</b> 15:18                      40:16  <b>wants</b> 10:18  <b>war</b> 25:4  <b>warmly</b> 36:4  <b>washed</b> 8:6  <b>Washington</b> 10:3  <b>wasn't</b> 14:16  <b>waste</b> 8:9  <b>water</b> 7:11,13,21                      8:5 21:6 22:18                      25:14 42:16  <b>watering</b> 7:11  <b>way</b> 12:11 14:7                      22:11 27:18 33:21                      34:1 35:17  <b>weatherization</b>                      33:20  <b>Webb</b> 9:11  <b>website</b> 6:2  <b>week</b> 20:2,2 32:8                      36:8  <b>weekend</b> 7:13 18:5  <b>weekends</b> 34:7  <b>weeks</b> 5:17 11:8                      29:8  <b>welcome</b> 3:20 15:1  <b>welfare</b> 10:9  <b>well</b> 4:21 14:17 16:7                      16:20 17:23 22:16                      27:23 28:1 29:21                      43:5  <b>went</b> 6:25 16:24                      25:7 32:3 39:25                      40:1,3 42:11 43:3                      43:8  <b>were</b> 7:24 13:18                      14:4 16:13 20:18                      20:25 21:7 30:10                      30:10 33:3 36:25                      42:12,13 43:11,12                      44:5  <b>we're</b> 3:12 5:19,20                      6:20 16:8 19:1,10                      25:14 27:17,20,21                      29:13 30:8 41:14  <b>we've</b> 6:5 16:3,7                      21:10 29:17 39:23  <b>whatsoever</b> 38:13  <b>Wheat</b> 4:23,23 5:1,3                      5:7 11:13,23 13:1                      45:3</p>	<p><b>while</b> 9:15,19 35:3,9  <b>whining</b> 38:22  <b>whitewash</b> 13:19  <b>whole</b> 8:23 30:14  <b>Willard</b> 25:24,25                      26:2,3,7 28:4 45:9  <b>willing</b> 10:25 11:2  <b>Wilson</b> 39:7,7,9,11                      41:25 45:12  <b>winter</b> 34:9  <b>winters</b> 36:3  <b>wish</b> 31:16  <b>witness</b> 5:1,7 11:18                      11:25 12:4,7,19                      13:6,9,15 14:25                      15:9,12,18 18:7,9                      18:13 19:18 20:7                      20:10,11,17 22:9                      22:16,25 23:1,4                      23:10 24:13,17,22                      24:24 25:2,6,22                      25:24 26:2,7,18                      28:5,10,11,13,18                      31:7,13,16 37:5,7                      37:9,13,18,22,25                      38:4,10,12 39:5,6                      39:9,15 42:3,4,10                      43:5,17 45:2  <b>witnesses</b> 11:14  <b>women</b> 39:24  <b>wonder</b> 21:10 41:17  <b>wondering</b> 39:19  <b>wood</b> 7:12,14 8:5  <b>work</b> 16:4 18:24                      32:11,13 34:12,22                      36:7,8,11,23                      38:18,22 39:1  <b>worked</b> 18:24 32:8  <b>working</b> 27:21                      28:10 29:15 34:7                      35:3  <b>works</b> 31:8  <b>worried</b> 41:9  <b>wouldn't</b> 21:8 32:11  <b>written</b> 8:13 9:11  <b>wrong</b> 18:25  <b>W-H-E-A-T</b> 5:2  <b>W-I-L-L-A-R-D</b>                      26:2  <b>W-I-L-S-O-N</b> 39:10</p> <hr/> <p style="text-align: center;"><b>X</b></p> <p><b>X</b> 45:1,19</p> <hr/> <p style="text-align: center;"><b>Y</b></p> <p><b>year</b> 5:13 6:4,10,12                      6:13,15,22,24,25                      13:23 24:6 25:18</p>	<p>29:19 33:7 37:14                      41:8,8,13  <b>yearly</b> 7:20  <b>years</b> 5:24 6:1 10:3                      14:1,5 15:23                      16:12 19:4 20:21                      25:8 29:17,18,20                      29:22 30:3,19,20                      32:6,8,10 34:4                      38:21,25 39:24                      40:3,23 42:10  <b>young</b> 24:9 41:16</p> <hr/> <p style="text-align: center;"><b>Z</b></p> <p><b>zero</b> 33:19,19</p> <hr/> <p style="text-align: center;"><b>\$</b></p> <p><b>\$1.4</b> 6:17  <b>\$10</b> 26:20  <b>\$1200</b> 38:16 40:7  <b>\$13</b> 41:5  <b>\$13.62</b> 5:11 34:19  <b>\$15</b> 17:1,2  <b>\$17,800</b> 33:1  <b>\$170</b> 41:3  <b>\$1700</b> 7:23 8:1                      12:14  <b>\$176</b> 27:3  <b>\$1800</b> 40:10  <b>\$200</b> 27:5  <b>\$22,040,395</b> 20:22  <b>\$30</b> 26:20  <b>\$300</b> 41:7  <b>\$35</b> 35:17  <b>\$35,000</b> 6:15  <b>\$365,000</b> 6:12  <b>\$397,000</b> 6:25  <b>\$400,000</b> 6:13  <b>\$46,800,000</b> 21:2  <b>\$5</b> 26:22  <b>\$50</b> 13:16  <b>\$60</b> 16:23  <b>\$600</b> 40:9  <b>\$7300</b> 33:4  <b>\$9</b> 19:3</p> <hr/> <p style="text-align: center;"><b>0</b></p> <p><b>08</b> 20:21</p> <hr/> <p style="text-align: center;"><b>1</b></p> <p><b>1</b> 12:16,17 45:21  <b>10,500</b> 33:3  <b>100</b> 41:7 42:14  <b>1000</b> 34:19  <b>12</b> 33:10 37:20                      45:21  <b>13</b> 45:4,22,23</p>
--	---	--	---	--

<p><b>13th</b> 8:12 9:10  <b>13-1/2</b> 29:1  <b>13.4</b> 5:14  <b>13.9</b> 21:3  <b>1362</b> 34:19  <b>15</b> 17:24 18:3 45:5  <b>16</b> 35:5 37:12,16  <b>18</b> 45:6  <b>1911</b> 2:20  <b>1953</b> 25:17</p> <hr/> <p style="text-align: center;"><b>2</b></p> <p><b>2</b> 12:23 13:2 38:17  45:22  <b>20</b> 14:5 32:10,19  45:7  <b>20'7</b> 30:10  <b>200</b> 2:13 41:7  <b>2000</b> 34:10  <b>2009</b> 6:10 20:23  <b>2010</b> 6:4,17 21:2  33:1  <b>2011</b> 1:6 8:12 13:17  44:6  <b>22</b> 1:6 44:6  <b>22nd</b> 3:3  <b>2200</b> 34:10  <b>2230</b> 2:9  <b>23</b> 45:8  <b>26</b> 45:9  <b>27</b> 32:8  <b>28</b> 30:20 45:10</p> <hr/> <p style="text-align: center;"><b>3</b></p> <p><b>3</b> 1:6 12:24 13:2  45:23  <b>30</b> 25:8 39:24  <b>300</b> 38:17  <b>31</b> 45:11  <b>31st</b> 6:4  <b>312</b> 2:5  <b>32</b> 18:24  <b>35</b> 32:19  <b>36,500,000</b> 21:3  <b>360</b> 2:13  <b>39</b> 45:12</p> <hr/> <p style="text-align: center;"><b>4</b></p> <p><b>400</b> 38:16  <b>400,000</b> 25:6  <b>402</b> 2:20  <b>41.3</b> 6:10  <b>417-877-9700</b> 2:21  <b>417-877-9704</b> 2:21  <b>42</b> 45:13  <b>44</b> 7:9,17 8:4 12:10  <b>456</b> 2:5  <b>47</b> 6:20</p>	<p><b>47.4</b> 6:5,9 40:19</p> <hr/> <p style="text-align: center;"><b>5</b></p> <p><b>5</b> 7:22 45:3  <b>50</b> 32:6,11 38:25  <b>573-635-7166</b> 2:6  <b>573-751-5565</b> 2:10  <b>573-751-6726</b> 2:14  <b>58</b> 19:4</p> <hr/> <p style="text-align: center;"><b>6</b></p> <p><b>6.7</b> 20:22  <b>6:00</b> 1:7  <b>60</b> 32:8 36:4,7  <b>62</b> 36:3  <b>65102</b> 2:6,9,14  <b>65804</b> 2:20</p> <hr/> <p style="text-align: center;"><b>7</b></p> <p><b>7:00</b> 9:3  <b>7:58</b> 44:6  <b>70</b> 36:7  <b>700</b> 33:6  <b>7300</b> 33:7</p> <hr/> <p style="text-align: center;"><b>8</b></p> <p><b>80</b> 32:8  <b>80-hour</b> 36:8</p> <hr/> <p style="text-align: center;"><b>9</b></p> <p><b>9th</b> 2:13  <b>9.2</b> 5:10,18 6:19  11:8 21:4 34:18  <b>90,000</b> 7:21  <b>97</b> 41:2</p>			
---	--	--	--	--