

In the Matter of:

GREG STIENS

v.

THE EMPIRE DISTRICT GAS COMPANY d/b/a LIBERTY

GC-2021-0395, VOL. II

October 14, 2021



www.tigercr.com 573.999.2662

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

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

EVIDENTIARY HEARING

October 14, 2021

HEARING VIA WEBEX

Volume 2

Greg Stiens,)	
Complainant,)	
)	File No. GC-2021-0395
)	
v.)	
)	
)	
The Empire District Gas Company)	
d/b/a Liberty,)	
Respondent.)	

JOHN CLARK, Presiding
 SENIOR REGULATORY LAW JUDGE.
 Maida J. Coleman,
 Jason R. Holsman,
 COMMISSIONERS.

REPORTED BY:
 Lisa M. Banks, CCR
 TIGER COURT REPORTING, LLC

A P P E A R A N C E S

1
2 GREG STEINS, Pro Se
3 717 West Thompson
4 Maryville, Missouri 64468
5 Greg@stiens@yahoo.com

6 FOR: Complainant

7 DIANA C. CARTER, Attorney at Law
8 428E. Capitol Avenue, Suite 303
9 Jefferson City, Missouri 65101
10 573.289.1961

11 FOR: The Empire District Electric Company

12 WHITNEY PAYNE, Legal Counsel
13 Department of Economic Development
14 Governor Office Building
15 200 Madison Street, Suite 800
16 P.O. Box 360
17 Jefferson City, Missouri 65101
18 staffcounsel@psc.mo.gov

19 FOR: Staff Of Missouri Public Service Commission
20
21
22
23
24
25

P R O C E E D I N G S

1
2 JUDGE CLARK: It's 9:05, let's go on the record.
3 Good morning. Today is October 14th, 2021, and the current time
4 is not 9:05 a.m.. This proceeding is being held electronically
5 via WebEx and telephone conference. The Commission has set
6 aside time today for an evidentiary hearing in the matter of
7 Greg Stiens, Complainant versus the Empire District Gas Company
8 d/b/a as Liberty, the Respondent and this is File Number
9 GC-2021-0395. My name is John Clark. I'm the regulatory law
10 judge presiding over this hearing today.

11 I'm going ask for counsel for the parties to
12 enter their appearances for the record. I'm going to start with
13 you Mr. Stiens. Mr. Stiens, you're representing yourself.
14 Correct?

15 MR. STIENS: Yes.

16 JUDGE CLARK: Okay. Mr. Stiens, pro se on
17 behalf of himself. And for Liberty Gas?

18 MS. CARTER: This is Diana Carter for the Empire
19 District Gas Company d/b/a as Liberty. And so I don't do it
20 wrong through the entire hearing, is it Stiens? Mr. Stiens? is
21 that the correct pronunciation?

22 MR. STIENS: Yes. Yes.

23 JUDGE CLARK: Okay. Thank you, Ms. Carter. For
24 the Commission's staff?

25 MS. PAYNE: Whitney Payne on behalf of the Staff

1 of the Missouri Public Service Commission. Our address is P.O.
2 Box 360, Jefferson City, Missouri 65101.

3 JUDGE CLARK: Okay. Thank you, Ms. Payne. And
4 while I don't see anyone from OPC present, I'm going to ask
5 because they took an interest at one point in the case. Is
6 anybody from the Office of the Public Counsel present today? I
7 hear no one.

8 I'd like to at this time say for Mr. Stiens'
9 benefit, as I said before prior, when this hearing was
10 originally scheduled agenda was presumed to be on a Wednesday.
11 But the weekly commissioner agenda meeting was moved to
12 Thursday. So, Mr. Stiens, we're going to break at ten o'clock
13 until 10:45 to allow the commissioners participating today to
14 attend their agenda meeting.

15 Now, with that, there are five commissioners
16 that oversee the Public Service Commission; Chairman Ryan Silvey
17 and Commissioners Scott Rupp, Maida Coleman, Commissioner
18 Holsman, and Commissioner Kolkmeyer. And present today are
19 Commissioner Coleman and Commissioner Holsman.

20 Now, are there any preliminary matters that we
21 need to take up at this time? Are there any pending motions
22 that I need to address? Liberty? Note for the record that she
23 shook her head no.

24 MS. CARTER: Sorry, Judge. I was trying to get
25 back to unmute. No, I do not.

1 JUDGE CLARK: Commission staff?

2 MS. PAYNE: No. Thank you, Your Honor.

3 JUDGE CLARK: Mr. Stiens, do you have any
4 motions that you wanted me to take up at this time?

5 MR. STIENS: I was wanting a motion -- actually,
6 quash some of -- or the exhibit that Liberty presented. But is
7 this the time to do it?

8 JUDGE CLARK: No, this is not the time to do it.
9 The time to do it would be when they offer the exhibit. Prior
10 to them offering of an exhibit, I'll ask if there any
11 objections. At that time you could make your objection. Okay?

12 MR. STIENS: All right. Now, I've got a
13 question since this evidentiary hearing. What are we doing
14 today exactly? I'm a little foggy on this.

15 JUDGE CLARK: I would more than happy to go to
16 through the procedure.

17 MR. STIENS: Is this a trial?

18 JUDGE CLARK: It is not a trial in the
19 conventional sense as we are not a court of law in the
20 conventional sense. This is what would be known as an
21 administrative hearing. This is hearing where the Commission,
22 which is a state administrative agency has been asked to
23 determine your complaint. What the Commission will be asked to
24 determine is whether or not the Empire District Gas Company
25 doing business as Liberty -- and I'm just going to call them

1 Liberty for short.

2 MR. STIENS: Right.

3 JUDGE CLARK: Has violated either a law to which
4 -- that would be applicable or which the Commission would have
5 some authority, a rule of the Commission, an order of the
6 Commission, or a company tariff. You have alleged that they had
7 violated one of the billing rules. But we will be taking into
8 account whether they violated any of those.

9 So what's going to happen is it is like a trial,
10 to answer your question, in the sense that I will allow each of
11 the parties to make an opening statement. Then each of the
12 parties will have an opportunity to offer testimony and
13 evidence. And unlike a trial, we usually do not do a closing
14 statement. I allow an opportunity if the parties wish to brief
15 the case, but that is not necessarily a must have. In other
16 words, that is something I generally elicit input from the
17 parties before I decide whether or not the Commission needs
18 briefs.

19 MR. STIENS: Right. Well -- so it's my
20 understanding that instead of having to be in person and present
21 this we are doing on a web; is that right?

22 JUDGE CLARK: That is correct. The Commission's
23 rule normally requires that the Commission conduct the hearing
24 within 30 miles of where services was rendered.

25 MR. STIENS: Right.

1 JUDGE CLARK: We had a hearing conference which
2 I asked you if you wanted to do that or you wanted to do it via
3 WebEx. You indicated that WebEx was fine for you.

4 MR. STIENS: Yeah. I remember that. I guess my
5 thought is I would rather do it in person. I think at the time,
6 of course, I was sick and I didn't want any -- anybody to --
7 what do I want to say -- have exposure to this COVID stuff, but
8 I suppose we can go ahead. I guess my thought now was I'd
9 rather be in person and do it. But since we've already got it
10 set up I guess this is -- this is fine.

11 JUDGE CLARK: Okay. And --

12 MR. STIENS: Or -- or, is there -- can we
13 reschedule and do it so we can do it in person?

14 JUDGE CLARK: Well, the problem, Mr. Stiens, is
15 you've already waived the right to do that when you indicated
16 that you were okay to do it via WebEx.

17 MR. STIENS: Right. Right.

18 JUDGE CLARK: What you see here today is you see
19 that the Company's shown up, the Commission staff has shown up,
20 everybody is prepared pursuant to the procedural schedule that
21 was sent out. You've had an opportunity to submit exhibits,
22 which you have. I've seen them come into --

23 MR. STIENS: Right.

24 JUDGE CLARK: -- the Commission's electronic
25 filing system and we've hired a court reporter to appear today.

1 MR. STIENS: Yeah.

2 JUDGE CLARK: So unless there is a compelling
3 reason that you can give me why it would need to be in person --

4 MR. STIENS: I just feel I can better present.
5 At the time that I did that, of course, I was sick and of course
6 I still am a little bit but, not -- not contagious like I was.
7 I think I'd rather do it in person but you know, I understand
8 since we said -- and we're all set up, we'll just go ahead with
9 it today.

10 JUDGE CLARK: Okay.

11 MR. STIENS: I was trying to figure out the maze
12 of what we were doing here. Of course back then that made sense
13 to do it because, you know, well, I was either in quarantine or
14 just close to pretty -- the COVID thing was, you know, it was
15 like 90 days or something like this. I felt it would probably
16 be best for everybody to stay away from everybody, but I guess
17 at a later point now I'm feeling better, a little bit, and I
18 guess I just wanted to make the presentation in person. That's
19 okay. I'm familiar with everything. We'll just go ahead since
20 we've got it all set up.

21 JUDGE CLARK: Well, if you see me looking off to
22 the left or the right I've got screens here. I'm not rolling my
23 eyes. I'm looking to see on my other screens. Now, the
24 procedural schedule in this case was issued on September the
25 14th. Is there a reason why between then and today you didn't

1 file a motion to either continue the case or to appear in
2 person?

3 MR. STIENS: Yeah. I was out of town. I think
4 I notified I was going to be gone for, oh gosh, about 20 days.
5 I mean, I've actually still got some interrogatories that I need
6 answered. I thought somebody had said that they wanted to
7 change the dates on all of that and I told them -- I can't find
8 my -- I told somebody that I was going to be gone and I couldn't
9 do anything those days and we would have to wait until -- I
10 think after 20-something of September when I got back. But I
11 never heard anything from anybody about changing them or
12 anything.

13 JUDGE CLARK: I've got the procedural --

14 MS. CARTER: Your Honor, I --

15 JUDGE CLARK: -- schedule based upon the dates
16 that were supplied and based upon any objections received. What
17 I'm gonna do is I'm going to treat what you're saying right now
18 regarding appearing in person as a motion to continue this case
19 and appear in person. As such, I'm going to ask if there are
20 any objections to that motion starting with Liberty.

21 MS. CARTER: The Company does not object to that
22 request, Judge Clark.

23 JUDGE CLARK: And the Commission staff?

24 MS. PAYNE: No, we do not object.

25 JUDGE CLARK: So at this point -- Mr. Stiens,

1 you've asked me to -- you said both that you prefer to present
2 in person, but you are okay with going ahead today. I'm going
3 to ask you: Is your request to me a motion to continue the case
4 to appear in person?

5 MR. STIENS: Yes.

6 JUDGE CLARK: Okay. Normally I would say no for
7 all the reasons laid out, the Commission has issued a procedural
8 schedule, the parties have gone to a great deal of trouble to
9 get witnesses ready to appear here today, the commissioners are
10 here to hear your case, and we've hired a court reporter.
11 However, I've asked both parties and neither party indicates
12 that they object to a continuance at this time and ultimately at
13 the end of the date, Mr. Stiens, this is your complaint. So
14 given that nobody is objecting to continuing the case, I am
15 going to grant that request.

16 MR. STIENS: Okay.

17 JUDGE CLARK: I'm going to ask the parties --
18 obviously -- let me ask -- Mr. Stiens, let me ask you another
19 question: Do you wish to have the hearing within 30 miles of
20 where service was rendered to you or do you wish to have the
21 hearing at the Commission's office?

22 MR. STIENS: Within 30 miles, I believe, would
23 be maybe -- sorry.

24 JUDGE CLARK: I have that information at this
25 time.

1 MR. STIENS: Okay.

2 JUDGE CLARK: And that is -- information at this
3 time.

4 MR. STIENS: Okay.

5 JUDGE CLARK: Hold on just a second. My next
6 question for the parties is: How long will it take the parties
7 to get me a revised or a new procedural schedule with a new
8 evidentiary hearing date?

9 MR. STIENS: I was looking at some time in -- I
10 mean, the middle of November is fine.

11 JUDGE CLARK: Well, I'm actually -- what I am
12 asking is how long will it take the parties to get me a proposed
13 hearing date.

14 MR. STIENS: Proposed? You mean submit one to
15 you?

16 MS. CARTER: Judge, if I may. That may depend
17 somewhat on if Mr. Stiens is wanting to open up the other dates
18 as well. He mentioned interrogatories. He served those at
19 10:00 last night. We did already have a discovery cutoff some
20 time ago. So if he is wanting to do another round of discovery,
21 that may change things also on when the hearing will take place.

22 JUDGE CLARK: I will leave that to the parties
23 to negotiate. So if you want to submit a new procedural
24 schedule with new discovery deadlines, I am fine with that. Go
25 ahead and submit that. Once the date is approved, I will

1 arrange for a place to have it an in-person hearing I believe
2 down in southern Missouri.

3 MR. STIENS: Where did you say? Southern
4 Missouri?

5 JUDGE CLARK: Well, where -- I don't know --

6 MS. CARTER: Mr. Stiens lives near Kansas City.

7 MR. STIENS: Probably north Missouri.

8 JUDGE CLARK: Hold on just a second. I made an
9 assumption. I apologize. I see. Okay. Well, we will set an
10 evidentiary hearing within 30 miles of where the service was
11 rendered.

12 MR. STIENS: Okay.

13 JUDGE CLARK: That is not an issue.

14 MR. STIENS: Okay.

15 JUDGE CLARK: I am going to go ahead and say
16 there was at one point a motion to dismiss filed, which I had
17 lumped under preliminary or pending matters. If it hasn't been
18 said so far, it's my intention to take that with the case. I
19 also went looking back through -- I know that Liberty had filed
20 a notice of satisfaction of some sort, which indicated that they
21 had agreed to make the changes that have been proposed by Staff
22 to their disconnect notices. You indicated that that was not
23 satisfactory for you, Mr. Stiens.

24 I am going to remind you that this is an
25 administrative body and while if you have been incorrectly

1 overbilled, the Commission can say, yeah, you should get a
2 credit. We have no ability to award money compensation to you.

3 MR. STIENS: Right.

4 JUDGE CLARK: You understand that?

5 MR. STIENS: I believe so.

6 JUDGE CLARK: Because at one point I think you
7 said in one of your pleadings that Empire should be required to
8 pay X amount every time they inappropriately issue a disconnect
9 notice.

10 MR. STIENS: Yes.

11 JUDGE CLARK: So we have no authority to award
12 you that amount and what you would be asking for there, I guess,
13 would be tantamount to some sort of rule change.

14 MR. STIENS: Yeah. Yeah.

15 JUDGE CLARK: Okay. Then what I am going to do
16 is I am going to set a date. I haven't heard from anybody yet
17 as to how long it will take.

18 MR. STIENS: What are you looking at maybe a
19 week to get it in? You think ten days?

20 JUDGE CLARK: That's a reasonable amount of
21 time. Can the parties have me a new procedural schedule by
22 Friday, October 22nd? Is that of reasonable amount of time?

23 MR. STIENS: Yes.

24 MS. CARTER: Yes. Thanks, Judge.

25 MS. PAYNE: Yes. Thank you, Judge.

1 JUDGE CLARK: Thank you, Liberty. Thank you,
2 Staff. And Mr. Stiens, I believe you also said that was a
3 reasonable amount of time?

4 MR. STIENS: Yes. I believe that will be fine.

5 JUDGE CLARK: Okay. At this time, is there
6 anything else that needs to be taken up by the Commission at
7 this time?

8 MS. CARTER: No. Thank you, Judge.

9 MR. STIENS: I don't have anything.

10 JUDGE CLARK: Thank you, Mr. Stiens. In that
11 case, I am going to adjourn this hearing and wait a revised
12 procedural schedule. We'll go off the record.

13 (OFF THE RECORD.)
14
15
16
17
18
19
20
21
22
23
24
25

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

CERTIFICATE OF REPORTER

I, Lisa M. Banks, CCR within and for the State of Missouri, do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me; that the testimony of said witness was taken by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken, and further, that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.



Lisa M. Banks, CCR No. 1081

1	agency 24:22	C	compelling 27:2
1081 34:17	agenda 23:10,11,14	call 24:25	compensation 32:2
10:00 30:19	agreed 31:21	Carter 22:18,23 23:24 28:14,21 30:16 31:6 32:24 33:8	Complainant 22:7
10:45 23:13	ahead 26:8 27:8,19 29:2 30:25 31:15	case 23:5 25:15 27:24 28:1,18 29:3,10,14 31:18 33:11	complaint 24:23 29:13
14th 22:3 27:25	alleged 25:6	CCR 34:3,17	conduct 25:23
2	amount 32:8,12,20, 22 33:3	CERTIFICATE 34:1	conference 22:5 26:1
20 28:4	apologize 31:9	certify 34:4	contagious 27:6
20-something 28:10	appearances 22:12	Chairman 23:16	continuance 29:12
2021 22:3	appearing 28:18	change 28:7 30:21 32:13	continue 28:1,18 29:3
22nd 32:22	appears 34:5	changing 28:11	continuing 29:14
3	applicable 25:4	City 23:2 31:6	conventional 24:19, 20
30 25:24 29:19,22 31:10	approved 30:25	Clark 22:2,9,16,23 23:3 24:1,3,8,15,18 25:3,22 26:1,11,14,18, 24 27:2,10,21 28:13, 15,22,23,25 29:6,17, 24 30:2,5,11,22 31:5, 8,13,15 32:4,6,11,15, 20 33:1,5,10	correct 22:14,21 25:22
360 23:2	arrange 31:1	close 27:14	counsel 22:11 23:6 34:8,11
6	assumption 31:9	closing 25:13	court 24:19 26:25 29:10
65101 23:2	attend 23:14	Coleman 23:17,19	COVID 26:7 27:14
9	attorney 34:11	Commission 22:5 23:1,16 24:1,21,23 25:4,5,6,17,23 26:19 28:23 29:7 32:1 33:6	credit 32:2
A	authority 25:5 32:11	Commission's 22:24 25:22 26:24 29:21	current 22:3
a.m 22:4	award 32:2,11	commissioner 23:11,17,18,19	cutoff 30:19
ability 32:2 34:7	B	commissioners 23:13,15,17 29:9	D
account 25:8	back 23:25 27:12 28:10 31:19	company 22:7,19 24:24 25:6 28:21	d/b/a 22:8,19
action 34:9,13	Banks 34:3,17	Company's 26:19	date 29:13 30:8,13,25 32:16
address 23:1,22	based 28:15,16		dates 28:7,15 30:17
adjourn 33:11	behalf 22:17,25		days 27:15 28:4,9 32:19
administrative 24:21,22 31:25	benefit 23:9		deadlines 30:24
	billing 25:7		deal 29:8
	bit 27:6,17		decide 25:17
	body 31:25		depend 30:16
	Box 23:2		deposition 34:5,10
	break 23:12		
	briefs 25:18		
	business 24:25		

<p>determine 24:23,24 Diana 22:18 direction 34:8 disconnect 31:22 32:8 discovery 30:19,20, 24 dismiss 31:16 District 22:7,19 24:24 duly 34:5</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>electronic 26:24 electronically 22:4 elicit 25:16 Empire 22:7,18 24:24 32:7 employed 34:9,11 employee 34:11 end 29:13 enter 22:12 entire 22:20 evidence 25:13 evidentiary 22:6 24:13 30:8 31:10 exhibit 24:6,9,10 exhibits 26:21 exposure 26:7 eyes 27:23</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>familiar 27:19 feel 27:4 feeling 27:17 felt 27:15</p>	<p>figure 27:11 file 22:8 28:1 filed 31:16,19 filing 26:25 financially 34:12 find 28:7 fine 26:3,10 30:10,24 33:4 foggy 24:14 foregoing 34:5 Friday 32:22</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>Gas 22:7,17,19 24:24 GC-2021-0395 22:9 generally 25:16 give 27:3 Good 22:3 gosh 28:4 grant 29:15 great 29:8 Greg 22:7 guess 26:4,8,10 27:16,18 32:12</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>happen 25:9 happy 24:15 head 23:23 hear 23:7 29:10 heard 28:11 32:16 hearing 22:6,10,20 23:9 24:13,21 25:23 26:1 29:19,21 30:8,13, 21 31:1,10 33:11 held 22:4</p>	<p>hired 26:25 29:10 Hold 30:5 31:8 Holsman 23:18,19 Honor 24:2 28:14</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>in-person 31:1 inappropriately 32:8 incorrectly 31:25 information 29:24 30:2 input 25:16 intention 31:18 interest 23:5 interested 34:12 interrogatories 28:5 30:18 issue 31:13 32:8 issued 27:24 29:7</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>Jefferson 23:2 John 22:9 judge 22:2,10,16,23 23:3,24 24:1,3,8,15,18, 25:3,22 26:1,11,14,18, 24 27:2,10,21 28:13, 15,22,23,25 29:6,17, 24 30:2,5,11,16,22 31:5,8,13,15 32:4,6, 11,15,20,24,25 33:1,5, 8,10</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>Kansas 31:6 Kolkmeier 23:18</p>	<hr/> <p style="text-align: center;">L</p> <hr/> <p>laid 29:7 law 22:9 24:19 25:3 leave 30:22 left 27:22 Liberty 22:8,17,19 23:22 24:6,25 25:1 28:20 31:19 33:1 Lisa 34:3,17 lives 31:6 long 30:6,12 32:17 lumped 31:17</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>made 27:12 31:8 Maida 23:17 make 24:11 25:11 27:18 31:21 matter 22:6 matters 23:20 31:17 maze 27:11 meeting 23:11,14 mentioned 30:18 middle 30:10 miles 25:24 29:19,22 31:10 Missouri 23:1,2 31:2, 4,7 34:4 money 32:2 morning 22:3 motion 24:5 28:1,18, 20 29:3 31:16 motions 23:21 24:4 moved 23:11</p>
---	--	--	---

N	P		
necessarily 25:15	P.O. 23:1	proceeding 22:4	requires 25:23
negotiate 30:23	participating 23:13	pronunciation 22:21	reschedule 26:13
night 30:19	parties 22:11 25:11, 12,14,17 29:8,11,17	proposed 30:12,14 31:21	Respondent 22:8
north 31:7	30:6,12,22 32:21 34:9, 11	Public 23:1,6,16	revised 30:7 33:11
Note 23:22	party 29:11	pursuant 26:20	rolling 27:22
notice 31:20 32:9	pay 32:8	Q	round 30:20
notices 31:22	Payne 22:25 23:3 24:2 28:24 32:25	quarantine 27:13	rule 25:5,23 32:13
notified 28:4	pending 23:21 31:17	quash 24:6	rules 25:7
November 30:10	person 25:20 26:5,9, 13 27:3,7,18 28:2,18, 19 29:2,4	question 24:13 25:10 29:19 30:6	Rupp 23:17
Number 22:8	place 30:21 31:1	R	Ryan 23:16
O	pleadings 32:7	ready 29:9	S
object 28:21,24 29:12	point 23:5 27:17 28:25 31:16 32:6	reason 27:3,25	satisfaction 31:20
objecting 29:14	prefer 29:1	reasonable 32:20,22 33:3	satisfactory 31:23
objection 24:11	preliminary 23:20 31:17	reasons 29:7	schedule 26:20 27:24 28:15 29:8 30:7,24 32:21 33:12
objections 24:11 28:16,20	prepared 26:20	received 28:16	scheduled 23:10
October 22:3 32:22	present 23:4,6,18 25:20 27:4 29:1	record 22:2,12 23:22 33:12,13	Scott 23:17
offer 24:9 25:12	presentation 27:18	reduced 34:7	screens 27:22,23
offering 24:10	presented 24:6	regulatory 22:9	sense 24:19,20 25:10 27:12
office 23:6 29:21	presiding 22:10	related 34:8	September 27:24 28:10
OPC 23:4	presumed 23:10	remember 26:4	served 30:18
open 30:17	pretty 27:14	relative 34:10	service 23:1,16 29:20 31:10
opening 25:11	prior 23:9 24:9	remind 31:24	services 25:24
opportunity 25:12,14 26:21	pro 22:16	rendered 25:24 29:20 31:11	set 22:5 26:10 27:8,20 31:9 32:16
order 25:5	problem 26:14	reporter 26:25 29:10 34:1	shook 23:23
originally 23:10	procedural 26:20 27:24 28:13 29:7 30:7, 23 32:21 33:12	representing 22:13	short 25:1
outcome 34:12	procedure 24:16	request 28:22 29:3, 15	shown 26:19
overbilled 32:1		required 32:7	sick 26:6 27:5
oversee 23:16			Silvey 23:16
			sort 31:20 32:13

southern 31:2,3	thought 26:5,8 28:6	Webex 22:5 26:3,16
staff 22:24,25 24:1 26:19 28:23 31:21 33:2	Thursday 23:12	Wednesday 23:10
start 22:12	time 22:3,6 23:8,21 24:4,7,8,9,11 26:5 27:5 29:12,25 30:3,9, 20 32:8,21,22 33:3,5,7	week 32:19
starting 28:20	today 22:3,6,10 23:6, 13,18 24:14 26:18,25 27:9,25 29:2,9	weekly 23:11
state 24:22 34:3	told 28:7,8	Whitney 22:25
statement 25:11,14	town 28:3	witnesses 29:9
stay 27:16	treat 28:17	words 25:16
Stiens 22:7,13,15,16, 20,22 23:12 24:3,5,12, 17 25:2,19,25 26:4,12, 14,17,23 27:1,4,11 28:3,25 29:5,13,16,18, 22 30:1,4,9,14,17 31:3,6,7,12,14,23 32:3,5,10,14,18,23 33:2,4,9,10	trial 24:17,18 25:9,13	wrong 22:20
Stiens' 23:8	trouble 29:8	
stuff 26:7	typewriting 34:7	
submit 26:21 30:14, 23,25	<hr/> U <hr/>	
supplied 28:16	ultimately 29:12	
suppose 26:8	understand 27:7 32:4	
sworn 34:5	understanding 25:20	
system 26:25	unlike 25:13	
<hr/> T <hr/>	unmute 23:25	
taking 25:7	<hr/> V <hr/>	
tantamount 32:13	versus 22:7	
tariff 25:6	violated 25:3,7,8	
telephone 22:5	<hr/> W <hr/>	
ten 23:12 32:19	wait 28:9 33:11	
testimony 25:12 34:4,6	waived 26:15	
thereto 34:12	wanted 24:4 26:2 27:18 28:6	
thing 27:14	wanting 24:5 30:17, 20	
things 30:21	web 25:21	