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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
TRANSCRIPT OF PROCEEDINGS

Local Public Hearing  
September 12, 2012  
St. Joseph, Missouri  
Volume 09

In The Matter of Kansas City Power)  
& Light Company's Request For ) File No. ER 2012-0174  
Authority To Implement A General )  
Rate Increase For Electric Service)  
In The Matter Of KCP&L Greater )  
Missouri Operations Company's ) File No. ER 2012-0175  
Request For )  
Authority To Implement A General )  
Rate Increase For Electric Service)

DANIEL JORDAN, Presiding  
SENIOR REGULATORY LAW JUDGE  
ROBERT S. KENNEY  
COMMISSIONER

1 APPEARANCES:

2

3 Mr. Lewis R. Mills, Jr.

4 State of Missouri

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6 Office of the Public Counsel

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16 Ms. Lisa A. Gilbreath

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20

21 REPORTED BY:

22 FRAN HOLLAND, CCR

23

24

25

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

2 (Starting time of the Hearing: 1:15  
3 p.m.)

4 JUDGE JORDAN: Let's go on the record,  
5 now. The Missouri Public Service Commission is  
6 calling the actions in files number ER-2012-0174  
7 and ER-2012-0175. This is a local public hearing  
8 in those actions, those actions are general rate  
9 actions and they are asking for a rate increase.  
10 We are here to record the testimony of witnesses as  
11 to these actions.

12 My name is Daniel Jordan and I'm not a  
13 Commissioner, I'm a Regulatory Law Judge, employed  
14 by the Commission to conduct proceedings like  
15 these. I will eventually recommend decisions to  
16 the Commission, in which the Commissioners will  
17 vote on and have the ultimate say upon. My job  
18 here today is to conduct an orderly proceeding and  
19 with us today is Commissioner Robert Kenney.  
20 Commissioner?

21 COMMISSIONER KENNEY: Thanks, Judge.  
22 Good afternoon everybody. I am Robert Kenney. I  
23 am one of the four Commissioners, we are short one  
24 Commissioner, so typically there would be five of  
25 us, but I'm one of the four commissioners. And let

1 me begin by thanking you all for taking time out in  
2 the middle of your Wednesday to come and  
3 participate in this local public hearing. Your  
4 voice is a critical and important part of the  
5 process and we do value your input and do take it  
6 into account as Judge Jordan indicated a minute  
7 ago. This portion is being transcribed and will  
8 become a part of the record in the case.

9 And because of the fact that it's being  
10 transcribed, it will be made available to the other  
11 Commissioners, so you shouldn't assume by their  
12 absence that they are not going to benefit from  
13 your testimony, they will have an opportunity to  
14 read the transcript and will be taken into account  
15 as we deliberate the case. So again, thank you for  
16 taking time out of your day to come and participate  
17 and I look forward to hearing your testimony.

18 JUDGE JORDAN: I will now take entries of  
19 appearance from the parties. From the Applicants?

20 MS. GILBREATH: On the behalf of Kansas  
21 City Light & Power Company and KCP&L of Greater  
22 Missouri Operations Company, Lisa Gilbreath, SNR  
23 Denton US, LLP, 4520 Main Street, Suite 1100,  
24 Kansas City, Missouri 64111.

25 JUDGE JORDAN: From the Staff of the

1 Missouri Public Service Commission?

2 MS. ALM: Tanya Alm on behalf of Staff  
3 for the Missouri Public Service Commission, P.O.  
4 Box 360, Jefferson City, Missouri 65102.

5 JUDGE JORDAN: From the Office of the  
6 Public Counsel?

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

11 JUDGE JORDAN: And are any of the  
12 interveners in this case present today? Seeing  
13 none.

14 The purpose of this proceeding is to  
15 hear testimony and it will become part of the  
16 official file. The court reporter which is to my  
17 left, will be recording your testimony under oath,  
18 or if religious convictions prevent you from taking  
19 an oath, I will administer an affirmation.

20 And as Commissioner Kenney said, other  
21 Commissioners will be able to review your testimony  
22 either by written transcript or by video before  
23 making their decision.

24 Now, here's how you testify. If you  
25 wish to testify on rate increases proposed for this

1 company or on related matters which I'll mention  
2 shortly, I will call witnesses from the sign up  
3 list, which I don't have yet.

4 Could someone bring me the sign up list?  
5 Very good, thank you.

6 Only one person at a time can testify.  
7 When you're called, please come up to the  
8 microphone. I will administer the oath or  
9 affirmation and I may ask you a few questions to  
10 start you off. I want to make sure that the  
11 reporter can record your testimony, spell your name  
12 properly, things like that.

13 Out of respect for everyone's time, I'll  
14 ask that you be concise, be complete, yes, tell us  
15 what's on your mind but be concise so that everyone  
16 may have a fair chance to get their testimony to  
17 the Commission.

18 If somebody's already said something  
19 that you agree with you can still tell us that,  
20 come up to the microphone, take the oath, tell us  
21 that you agree with the previous speaker, but if  
22 there's something that you heard that's in the  
23 question and answer session, you'll have to tell us  
24 what that is. If there's something that you want  
25 us to know from the question and answer session,

1 that was not on the record, so if you want it to be  
2 on the record, you'll have to tell us what that  
3 thing is.

4 Keep in mind that this is your chance to  
5 testify, you'll be a witness. Ever once and  
6 awhile, someone wants to come up to the microphone  
7 and then you know, be aware of what you see on tv  
8 and ask pointed questions, no one is going to  
9 answer your questions at this point in the  
10 proceeding. That time is past. But that's okay,  
11 because you can actually do something better in  
12 this part of the proceeding.

13 You can be a witness and ordinarily  
14 being a witness is a pretty uncomfortable position  
15 to be in because people ask you questions and you  
16 have to answer them and sometimes you don't get  
17 what he wants to say. Well, in this kind of  
18 proceeding, you can give your testimony without  
19 waiting for that question. If you have ever  
20 thought to yourself, gee, I wish somebody would ask  
21 me to fill in the blank, well just give that  
22 answer, and that's what the Commission will want to  
23 hear.

24 It's good to focus on issues like  
25 service issues, things that Staff may be looking

1 for, but since there are so few of them. They work  
2 very hard, they can't find everything and this is a  
3 good time to bring those to light in a way that  
4 will certainly get the Utility's attention.

5 And keep in mind that certain things,  
6 certain ideas do come out of these proceedings.  
7 For example, the Commission is now examining ways  
8 to assist by the adjustment of rates. Usually  
9 charges for those of very low income, also looking  
10 into devices that may keep the utility companies  
11 from wanting to come back year after year after  
12 successively and so frequently to ask for rate  
13 increases. Those ideas come from these hearings so  
14 feel free to share ideas with us.

15 When you're giving your testimony,  
16 please stay until I've excused you because each of  
17 the parties has the right to ask you questions when  
18 you're a witness and giving testimony. The other  
19 parties may cross examine you. Generally they  
20 don't, but they will - they may have some  
21 clarification to get from you, so stay until you're  
22 excused.

23 Any questions about the procedure before  
24 I begin to call witnesses? Hearing none, I'll  
25 start with the first name on my list which is

1 Bonita A. Lager. Bonita A. Lager, please approach  
2 the microphone.

3 MS. LAGER: Hello, my name is Bonita  
4 Lager.

5 JUDGE JORDAN: And will you spell that  
6 for our court reporter?

7 MS. LAGER: B-o-n-i-t-a, Lager, L-a-g-e-r.

8 JUDGE JORDAN: Thank you.

9 BONITA A. LAGER, being first duly sworn  
10 by Judge Jordan, testified as follows:

11 JUDGE JORDAN: Thank you. Now, can you  
12 start by telling us what your relation is to the  
13 Utilities?

14 MS. LAGER: Well, I live in Maryville,  
15 Missouri, rural. We have got an acre and a half or  
16 something like that, so we use rural water, St. Joe  
17 Light & Power - well, it's KCP&L now.

18 But I'm concerned, I'm in my golden  
19 years and being 67 years old, a housewife, a  
20 grandmother, I've maintained the household for many  
21 years, but I'm finding that I'm just learning in  
22 the last two years, I couldn't begin to run a  
23 household and know that I'm going to survive five  
24 years down the road with my utilities and my  
25 insurances. Everybody's got their complaints and

1 they're wanting to raise everything. Every two  
2 years, we might as well figure on a raise.

3 But there are people like these people  
4 live in St. Joe, how much can they pay? I'm here  
5 to show you, and I have proof that I brought with  
6 me, how much increases we have had on our  
7 utilities, our insurances and a fixed income and  
8 you're talking about 7 and 8 percent, 10 percent.  
9 We can't even get 1 percent on a CD at the bank. I  
10 mean, it's highway robbery.

11 JUDGE JORDAN: Would you like the  
12 Commission to consider your documents?

13 MS. LAGER: I'm sorry?

14 JUDGE JORDAN: Would you like the  
15 Commission to look at those documents you brought?

16 MS. LAGER: You can and I cut out  
17 newspaper clippings out of the St. Joe paper  
18 because I do read that everyday, of how KCP&L gives  
19 a million dollars to their customers' bills. Whose  
20 customers bills? I got one here cut out about the  
21 drought and how we're going to be affected with the  
22 vegetables that we're going to be buying at the  
23 grocery store. Gas prices 10 percent in a month's  
24 time. I'm talking about two years of increases.

25 It's terrible that we have to live in a

1 world where everybody, a few people, CEOs have got  
2 to make everything they can make to take away from  
3 everybody that's trying to survive. At one time,  
4 we were middle class, what you can consider - we  
5 both worked hard at a job all of our lives, raised  
6 six kids and now we find ourselves in nothing but  
7 turmoil and a household expense that I'm not sure I  
8 can maintain much longer. Do we go on government  
9 programs?

10 I mean, what do you do with the old - I  
11 worked in the treatment center in Maryville for six  
12 years and believe me, those guys got free medical,  
13 they got free food, they had a babysitter 24 hours  
14 around the clock. People out there don't have  
15 this. And you're still asking for more and you've  
16 got to stop asking and you've got to start using  
17 the profits that you're making for future wears and  
18 tears, just like they said. You've got to quit  
19 doing that because it's beginning to sound like  
20 maybe a church.

21 Go to church every Sunday, somebody's  
22 got to give me \$30 to give to church Sunday. No,  
23 you give what you've got and if you don't have it,  
24 you've got to quit spending it. And that's how I  
25 feel, I, you know, I just want you to know that

1 you're taking away from people that are good honest  
2 people, trying to make a living out there and we  
3 can't keep on paying increases every year, every  
4 two years.

5 JUDGE JORDAN: Thank you. If you want  
6 the Commission to look at those documents, please  
7 hand them to the court reporter. She will mark  
8 them. She will give them to me and I will put them  
9 in the file, so that the Commission can examine  
10 them.

11 MS. LAGER: Thank you.

12 (WHEREIN, Exhibits Numbered 1 - 9 were  
13 received into evidence.)

14 JUDGE JORDAN: Thank you. Any questions  
15 from Commissioner Kenney?

16 COMMISSIONER KENNEY: No. No questions,  
17 Ms. Lager. Thanks for coming.

18 MS. LAGER: Can I add one more question?  
19 The windmills. It does kind of bother me. We have  
20 windmills all over the northwest up there and when  
21 I go to Minnesota, there's windmills all across  
22 Iowa. What good has the windmills done for me  
23 because I've been wondering maybe I need a windmill  
24 in my backyard to take care of my utilities.

25 And I did check that out once. It was

1 \$10,000 for a small one and but, I'm just wondering  
2 with all this that you guys have done, can I really  
3 feel like I have done anything that added to more  
4 money to pay on taxes and everything else for these  
5 windmills that help Cape Girardeau and places  
6 that's not even nearby here. I don't even know  
7 where the electricity goes to. But my bills have  
8 gone up significantly because of the windmills. I  
9 don't like the windmills. Thank you.

10 JUDGE JORDAN: Just a moment, please.

11 COMMISSIONER KENNEY: Ms. Lager, we can't  
12 answer questions, but I will say that - well, Judge  
13 Jordan and I can't answer questions, unfortunately  
14 because of the judges in this case.

15 MS. LAGER: Uh-huh.

16 COMMISSIONER KENNEY: But there are  
17 representatives from the company and our Staff as  
18 well and the Office of Public Counsel that may be  
19 able to answer questions that you might have  
20 specifically about wind turbines or other questions  
21 you might have about your bill. So, I'd encourage  
22 you to take advantage of that opportunity to talk  
23 to the company representatives or our Staff. And  
24 thank you again.

25 MS. LAGER: Thank you.

1 JUDGE JORDAN: Any questions for this  
2 witness from the Utilities?

3 MS. GILBREATH: None, thank you.

4 JUDGE JORDAN: Any from Staff?

5 MS. ALM: Nothing.

6 JUDGE JORDAN: Any from the Office of  
7 Public Counsel?

8 MR. MILLS: No questions.

9 JUDGE JORDAN: And I have no questions  
10 for you, thank you.

11 MS. LAGER: Thank you.

12 JUDGE JORDAN: The next name on my list  
13 is T.J. Handsome. Mr. Handsome, will you spell  
14 your name for the court reporter, please?

15 MR. HANDSOME: Yes, it's T. J. Handsome,  
16 H-a-n-d-s-o-m-e.

17 T. J. HANDSOME, being first duly sworn  
18 by Judge Jordan, testified as follows:

19 MR. HANDSOME: Okay, I got - earlier, I  
20 made my comments, I guess, I don't think you were  
21 in and heard it, but just going back to 2007, St.  
22 Joseph has paid 26.07 or 46.04 percent rate  
23 increases, didn't know how you could tell it was  
24 high. I know KCP&L didn't get it until 2009. But  
25 that comes out to 31 percent - 33 percent rate

1 increase. Should they get approved for a 15  
2 percent that would boost us up to a 61 percent  
3 increase in five years just short of six, or 51  
4 percent if it's only a 5 percent increase which I  
5 think is kind of high over such a short period of  
6 time.

7 My comment was that I worked for an  
8 engineering firm out of Philadelphia. They never  
9 gave me a 10 percent increase in my pay per year  
10 like Apple, to I work for them. Another one is  
11 there's not - it's not guaranteed to go up. I had  
12 stock in that company and it isn't doing very well,  
13 but there is no guarantee that it's going to go up.  
14 They have to adjust their business model because  
15 they're a privately held company to make money and  
16 raise their stock prices.

17 And when they were talking about Apple  
18 was going to \$400, we were already over \$400, so  
19 it's a very good company. But they know that they  
20 have to adjust their business model in order to  
21 make money and pay their employees. That was my  
22 comment. That was all I had.

23 JUDGE JORDAN: Okay, well thank you for  
24 making that comment. I appreciate your repeating  
25 what you said before. It's a little redundant but

1 the Commission appreciates. Any questions from the  
2 Commissioner?

3 COMMISSIONER KENNEY: No questions.  
4 Thanks for coming.

5 JUDGE JORDAN: Any questions from the  
6 Applicants?

7 MS. GILBREATH: None, thank you.

8 JUDGE JORDAN: Any questions from Staff?

9 MS. ALM: None.

10 JUDGE JORDAN: Any questions from the  
11 Office of Public Counsel?

12 MR. MILLS: No questions, thank you.

13 JUDGE JORDAN: Thank you for testifying.

14 The next name on my list is David and it looks like  
15 Saulk. S-a-u-l-k?

16 MR. SANDY: Sandy, perhaps?

17 JUDGE JORDAN: Could be. David Sandy?

18 MR. SANDY: Yes.

19 JUDGE JORDAN: Please step forward.

20 MR. SANDY: My name is David Sandy, D-a-  
21 v-i-d S-a-n-d-y. I'm a KCP&L customer on several  
22 properties. My only comment.

23 JUDGE JORDAN: Hang on a second.

24 DAVID SANDY, being first duly sworn by  
25 Judge Jordan, testified as follows:

1 JUDGE JORDAN: Please continue.

2 MR. SANDY: Thank you. I would just like  
3 to reaffirm some of the things that have already  
4 been said, you know, the amount of the increase  
5 that they are asking for again, particularly after  
6 just, you know, a more than 20 percent rate  
7 increase and the one previous to that. I mean, it  
8 just seems like you can only go back to the well so  
9 many times until the well runs dry, and the well  
10 being this community and consumer for the citizens  
11 of the community.

12 I would ask that the Commissioners take  
13 a close look and make sure that it is absolutely  
14 warranted and because it is significant.

15 And I own a lot of duplexes here in town  
16 and I know it's difficult for my tenants and things  
17 like that, when it comes, you know, it's always  
18 when they look at a property, they ask, what do the  
19 utilities run? And you know, I give them the  
20 averages and it just keeps going up and up and up,  
21 so I've had concerns about the amount of the  
22 increase that they are asking for.

23 I do not deny that the costs go up and  
24 expenses go up, operational and I understand all of  
25 that, but the amount they're asking for seems to be

1 excessive, particularly since just coming off of a  
2 20 percent plus rate increase that was just the  
3 last phase of that just was enacted a couple of  
4 months ago.

5 My next comment would be, I would be  
6 interested, I would ask - I know I can't ask  
7 questions here, but I would ask - I understand that  
8 there are certain people, low income folks and  
9 people who are struggling who need assistance and  
10 they are very deserving of that because of their  
11 situation and the economy and things like that.  
12 I'm also, as I'm sure a lot of people in the room  
13 are aware of people who know how to play the system  
14 when it comes to subsidies and government handouts,  
15 for lack of a better term.

16 I don't know what process KCP&L uses to  
17 determine whether someone genuinely needs  
18 assistance or not, but I'd like the Commission to  
19 evaluate that because, you know, I mean, I feel  
20 strongly that we all know people who, it's a  
21 numbers game, you know, they get government  
22 assistance, they get food stamps, yet they're  
23 living in \$250,000 homes. And it is very, very  
24 frustrating you know, when I see this happening.

25 So I don't know what the process is that

1 determines the assistance by KCP&L on low income  
2 folks. And please understand, I know there are  
3 people who genuinely need it, a lot of them. But  
4 I'd be interested in finding out what determines  
5 need.

6 And then, finally, I personally have  
7 seen over the last several years a lot of good  
8 things, but there's also been with my personal  
9 experience, a reduction in customer service. I  
10 have properties around town and I'd call KCP&L.  
11 You know, I'd have tree trimmers go out and trim  
12 the trees on my properties to keep them, but we  
13 don't trim trees that are close to power lines for  
14 safety issues. And there have been several  
15 instances where I've had trees growing in the power  
16 lines, I've called KCP&L, I reported, nothing  
17 happens, months go by.

18 In fact, just this last summer I had  
19 called three times about getting trees trimmed that  
20 were into the power lines. No one came out and did  
21 anything. The storm hit, of course the branches  
22 came down, knocked the power out in the  
23 neighborhood and then I had to - I had to have it  
24 all cleaned up. They'll come out and they'll cut  
25 it up, but then they leave it in your yard. But if

1 they come out on a regularly maintenance schedule,  
2 then they trim them and they take it away. So,  
3 I've just seen a reduction in customer service.  
4 Those would be the - all of my comments. Thank  
5 you.

6 JUDGE JORDAN: Thank you. Questions from  
7 Commissioner Kenney?

8 COMMISSIONER KENNEY: Mr. Sandy, thank  
9 you for coming and sharing your thoughts as it's  
10 particularly important to hear about customer  
11 service related issues as Judge Jordan indicated.  
12 Can you give me any indication of the specific time  
13 frame that you're talking about you've noticed from  
14 your perspective as a client and customer service?

15 MR. SANDY: I can't be specific other  
16 than I would say over the last couple of years.  
17 The most recent being this last summer. I started  
18 - I typically have a tree trimming company start  
19 trimming my trees in the spring and once again, we  
20 avoid the trees that are close to the power lines,  
21 obviously for safety purposes.

22 So I called, I want to say the first  
23 time probably April, nothing happened. Again in  
24 May or first of June. I do have all this  
25 documented because I did file - I did call and

1 ended up talking with someone in their department.

2 I forget what department they call it, you know,  
3 that handles these types of things.

4 And then again, it was three times,  
5 either in April, May, June or April, May, July and  
6 then I believe the storm was in July that actually,  
7 knocked it down and of course, then I had all this  
8 lumber all over the backyard. And I went onto  
9 their website and I find that if they come out and  
10 do it as a part of regularly maintenance schedule,  
11 they'll haul away what they cut up.

12 But I wish they would have done it  
13 because the need was still there and I reported it  
14 to them, I warned them that it was getting into a  
15 serious situation and there was no response until  
16 it was too late.

17 COMMISSIONER KENNEY: Have you had - has  
18 the problem been remedied because--

19 MR. SANDY: That particular, yes because  
20 that was back I believe in July, that particular  
21 issue has been remedied and I think I was the  
22 squeaky wheel about the thing. Finally, they came  
23 out and picked it up because I had my tree trimming  
24 guy there. Had they done it and I could have had  
25 him haul this stuff off at the time my trees were

1 trimmed if they would have acted whenever I  
2 reported it, but they didn't so they wanted me to  
3 pay for hauling off what they trimmed.

4 And I just was very, very persistent,  
5 very tenacious and finally I got a hold of someone,  
6 after going up the chain, which was an enormous  
7 amount of time invested to get to talk to the right  
8 people because they don't want you to go up the  
9 chain. And then, I finally got someone to agree to  
10 do it, because they had every call that I had made  
11 documented on when I called in asking them to do it  
12 prior to the storm date.

13 COMMISSIONER KENNEY: That's very  
14 helpful. Thank you for taking the time.

15 MR. SANDY: Thank you.

16 JUDGE JORDAN: Any questions for this  
17 witness from the Utility Applicants?

18 MS. GILBREATH: No, thank you.

19 JUDGE JORDAN: Any questions from Staff?

20 MS. ALM: No.

21 JUDGE JORDAN: Any questions from Office  
22 of Public Counsel?

23 MR. MILLS: No questions.

24 JUDGE JORDAN: And I have no questions.  
25 Thank you. The next name on my list is J. Bruce

1 Woody.

2 MR. WOODY: My name is Bruce Woody, I'm  
3 the City Manager of the City of St. Joseph,  
4 Missouri. At 1100 Frederick, St. Joseph, Missouri,  
5 64501.

6 BRUCE WOODY, being first duly sworn by  
7 Judge Jordan, testified as follows:

8 COURT REPORTER: Excuse me, could he say  
9 his name again for me, please? Your name?

10 MR. WOODY: First initial, J, as in John,  
11 J., Bruce, B-r-u-c-e, Woody, W-o-o-d-y.

12 COURT REPORTER: Thank you.

13 MR. WOODY: Thank you members of the  
14 Public Service Commission, Missouri Public Service  
15 Commission, Staff members and the Kansas City Power  
16 & Light for holding this public hearing and  
17 providing an opportunity for the general public and  
18 direct theirs to have a voice in this decision to  
19 shape the investments and infrastructure, to  
20 improve the liability, load capacity and cost  
21 increases that I keep seeing in our community since  
22 Kansas City Power & Light has taken over ownership  
23 and maintenance of the system.

24 I have essentially three comments I'd  
25 like make. One regarding economic impact, one

1 regarding the past rate design concerns and one  
2 comment regarding future rate design concerns.  
3 First one subject here, is the impact of both  
4 Missouri Public Service Commission, Staff, Public  
5 Counsel have all given testimony on this issue  
6 concerning the economic condition of the Kansas  
7 City Power & Light Greater Missouri Service Area  
8 and it's territories, encouraging the Commission to  
9 take these factors into consideration in  
10 establishing rates in this case.

11 The Office of Public Counsel Chief  
12 Utility Economist, Barbara Meisenheimer, stated the  
13 following in her direct testimony in this one brief  
14 paragraph I'd like to quote for this record. In  
15 recent years, Missouri's economy has been plagued  
16 by slow growth, high unemployment, under employment  
17 and only marginal wage growth. Consumers are  
18 finding it increasingly difficult to make ends  
19 meet, some to the point of crises.

20 In this testimony I'd like to explain to  
21 the Commission, explain that the Commission can and  
22 should treat rate affordability as a key factor in  
23 determining the company's revenue department minus  
24 some term rate affordability.

25 On past a rate design in the previous

1 rate case, the Commission accepted the Missouri  
2 Public Service Commission's Staff's recommendation  
3 that 53 megawatts of Iatan II capacity be assigned  
4 for rating purposes for the KC Power & Light  
5 District. But that is what resulted in the 21  
6 percent increase in the previous rate case or had a  
7 large impact on it, I should I say.

8 Commission agreed to phase in that rate  
9 increase as was encouraged in part by the City of  
10 St. Joseph, who was an intervener on that  
11 particular case, as well many other parties to that  
12 agreement. That phase in is now complete and has  
13 been in effect since June of 2012 and that's what's  
14 discussed by a previous question.

15 In the current case, Staff also proposes  
16 to assign 71 megawatts of the Gulf Stream  
17 compression and turbin powerplant from the MPS  
18 District over the Light & Power District that will  
19 replace the megawatts that was lost from our  
20 contract with the rest of the power district which  
21 lapsed last year in May of 2011. While this is  
22 relatively inexpensive capacity, it's still  
23 certainly more expensive than the Nebraska power  
24 contract and this would have an upward affect on  
25 Light and Power's rates.

1 I could certainly before, you know and  
2 beyond this current case and into what will  
3 eventually be a future rate case is that Staff has  
4 asked the Commission to order the Kansas City Power  
5 & Light to conduct a class cost of service study  
6 prior to the next case.

7 Staff has also asked permission to order  
8 a study of the customer impacts of eliminating the  
9 PMO's rate districts, being the one in the Kansas  
10 City area and the Light & Power District to the  
11 north and look at those differences affecting the  
12 costs or services between the districts, my concern  
13 being that while Staff indicates that the  
14 residential rates in the Kansas City Metropolitan  
15 Area are only about 6 percent or so higher than  
16 Light & Power's, which brings us those rates closer  
17 to each other than they ever have been in the past.  
18 I still implore that section's be done differently.

19 Our City of St. Joseph has fought great  
20 consolidation issues with other utility - investor  
21 owned utilities over the years and so believe that  
22 at the present time it will be in our local areas  
23 best interest to remain a separate issue. Although  
24 Staff has not made a full recommendation about  
25 consolidating rates, it appears to us that they

1 will eventually will move in that direction and I  
2 have to voice concern and opposition to that. And  
3 those are my concluding comments.

4 JUDGE JORDAN: Thank you. Any questions  
5 from Commissioner Kenney?

6 COMMISSIONER KENNEY: Mr. Woody, thank  
7 you for being here and your words and thanks for  
8 testifying.

9 MR. WOODY: Yes.

10 COMMISSIONER KENNEY: Is the City of St.  
11 Joseph an intervener in this rate case?

12 MR. WOODY: Not in this rate case. We're  
13 just in the previous.

14 COMMISSIONER KENNEY: And you mentioned  
15 at the beginning of your testimony that you  
16 appreciated the investment of infrastructure that  
17 since the case--

18 MR. WOODY: Yes, yes.

19 COMMISSIONER KENNEY: And have you also  
20 noticed any other appreciable differences in terms  
21 of customer service or reliability, either, better  
22 or worse than what it was previously?

23 MR. WOODY: I've not monitored closely  
24 the statistical accounting that the utility has on  
25 their reliability efforts. I know those are in -

1       countered in the hundreds or thousandths of a  
2       percent of service time. I am aware of two or  
3       three events in the past where they have been some  
4       incidences. I commend their very prompt response  
5       to those. It's my understanding that some of those  
6       past events not only happened but have been  
7       frustrating for customers, are largely related to  
8       older equipment they are still making investments  
9       in, so if there's balance between the fact they're  
10      have beens and now they're just problems, but I do  
11      see some positive responses to those.

12                    COMMISSIONER KENNEY: And it's - you're  
13      the City Manager that suggests St. Joseph should  
14      stay separate and that City of St. Joseph would  
15      promise any rebound of consolidation?

16                    MR. WOODY: Yeah, I have some concerns  
17      about a lot of issues going before the court.  
18      There's been a tremendous investment in Iatan I and  
19      Iatan II and we have a energy facility here locally  
20      in our community.

21                    It is certainly older, certainly has a  
22      lot of environmental issues and concerns and  
23      investments still have to be made in that facility.  
24      I put in all that, the details of the  
25      practicalities of continuing to invest in that

1 facility. I am worried though however, about that  
2 facility getting mothballed perhaps before its time  
3 and us having to take on a much higher cost and  
4 expense of the investment that's been made.

5 COMMISSIONER KENNEY: I don't have any  
6 other questions, thanks again for your being here.

7 JUDGE JORDAN: Any questions from the  
8 Utility Applicants?

9 MS. GILBREATH: No, thank you.

10 JUDGE JORDAN: Any questions from Staff?

11 MS. ALM: No, none, thank you.

12 JUDGE JORDAN: Any questions from the  
13 Office of Public Counsel?

14 MR. MILLS: No questions, thank you.

15 JUDGE JORDAN: And I have no questions  
16 for you, thank you.

17 JUDGE JORDAN: The next name on my list  
18 is Steve Holdenried. Did get that right?

19 MR. HOLDENRIED: You got it right. My  
20 name is Steve Holdenried. I live at 2125 South  
21 11th Street.

22 JUDGE JORDAN: Thank you. Will you spell  
23 your name for the reporter, please?

24 MR. HOLDENRIED: H-o-l-d-e-n-r-i-e-d.

25 JUDGE JORDAN: Thank you.

1 MR. HOLDENRIED: That name means burning  
2 weeds.

3 JUDGE JORDAN: Holdenried means burning  
4 weeds?

5 MR. HOLDENRIED: Yes.

6 STEVE HOLDENRIED, being first duly sworn  
7 by Judge Jordan, testified as follows:

8 MR. HOLDENRIED: I live in a very  
9 insulated house and I'm lucky, you know, that I  
10 live in a fairly new, insulated house, but St.  
11 Joseph is made up of a lot of homes, big old homes.  
12 I don't know where they're going to come across  
13 with an added 15 percent increase in end rates.  
14 It's just - I have friends that are paying \$400 a  
15 month for heating - for cooling this summer, \$400.  
16 My daughter is close to \$400. On \$400 she lives  
17 out in Conception Junction, Missouri. I don't see  
18 how they're going to come across with the next \$60  
19 a month.

20 So my feeling is, 15 percent is just  
21 outrageous. I just - I can't see people paying  
22 that rate, especially all that live on it today  
23 that the individual that that information I did get  
24 from your office was showing the rate that this  
25 individual was giving was the CEO of the KCP&L,

1 which may be close to 4 million dollars. Now, I  
2 found out today from one of the members of the  
3 Staff here that he's no longer here. That's good,  
4 that's a good step, he should have been kicked out  
5 a long time ago making that outrageous amount of  
6 money.

7 But I just don't see where they're going  
8 to come across - I don't understand with people  
9 making, you know, 2 and 3 percent. I think our  
10 City Staff hasn't received a raise for several  
11 years and just recently got a 2 percent or 3  
12 percent raise in pay. It just - you can't, you  
13 know, you can't get blood out of a turnip. It's  
14 just got to be - you know, all government agencies  
15 are cutting down.

16 I work for a lot of government - I work  
17 for a lot of nonprofit organizations, Bartlett  
18 Center, NAACP, Youth Alliance and I see that - I  
19 see cuts coming in everyday. Youth Alliance has  
20 received cutbacks on just about everything, it's  
21 hard to survive. And I - that's my biggest  
22 complaint.

23 Fifteen percent, as this gentleman over  
24 here said, they may end up with 5 percent. I can  
25 hack that. And I'm not all against KCP&L because I

1 do know, it's my understanding that they did  
2 provide and have provided a base for us to bring in  
3 bigger companies in the future. And St. Joseph  
4 needs that, we need to build on. And for that,  
5 yes, I understand it, that was part of the 21  
6 percent, I thought. Now for it to continue, I  
7 just, you know, I'm just against that. I don't see  
8 that.

9 Second thing is it is my understanding -  
10 I - this is my understanding, I could be wrong, but  
11 KCP&L deals an organization called Capital Wind  
12 Farms. I don't like them. I don't like them  
13 because they don't pay their fair share of taxes up  
14 in and around Union Star and King City. Now  
15 they're in negotiations right now with the Missouri  
16 Tax Commission on what they are or not going to  
17 pay. Hopefully it will turn out better, but  
18 they've refused to pay their taxes in a precise and  
19 in good manner.

20 There's a lot politics in that, but  
21 hopefully they'll pay it, but if not, you know,  
22 your judged by your friends. And if you're dealing  
23 with a company like Capital Wind Farms, in my  
24 opinion, and from what I know of them, I don't like  
25 them, I don't like them. They lied, I think I

1 would consider them to say untruths when they say  
2 that they don't get real good wind power up there.  
3 You know, you don't build a wind company with three  
4 times the amount of windmills that they have other  
5 places. Of course, they tell you they paid more  
6 taxes up there, but the reason they do that is  
7 because they got more than three times the amount  
8 of windmills up there. So I don't want to make  
9 this about Capital Wind Farms, I do want to say  
10 about friends, don't deal with people like that  
11 that don't pay their taxes.

12 I do think I do like the program KCP&L  
13 has on their thermostats, so there are good things  
14 about KCP&L, but 15 percent, that just don't fly in  
15 my opinion. Thank you.

16 JUDGE JORDAN: Thank you for your  
17 testimony. Questions from Commissioner Kenney?

18 COMMISSIONER KENNEY: No, thank you. Mr.  
19 Holdenried, thanks for coming.

20 MR. HOLDENRIED: Thank you.

21 JUDGE JORDAN: Any questions from the  
22 Utility Applicants?

23 MS. GILBREATH: None, thank you.

24 JUDGE JORDAN: Questions from Staff?

25 MS. ALM: None, thank you.

1 JUDGE JORDAN: From the Office of Public  
2 Counsel?

3 MR. MILLS: No questions.

4 JUDGE JORDAN: I have no questions for  
5 you, sir. Thank you for your testimony.

6 MR. HOLDENRIED: Thank you.

7 JUDGE JORDAN: The next name on my list  
8 is Tracy R. Allen.

9 MS. ALLEN: My name's Tracy R. Allen. T-  
10 r-a-c-y, last name Allen, A-l-l-e-n. My home  
11 address is 3809 East Hills Drive, St. Joseph,  
12 Missouri 64503.

13 TRACY ALLEN, being first duly sworn by  
14 the Judge Jordan, testified as follows:

15 MS. ALLEN: I am a resident of St.  
16 Joseph, Missouri, as well as my parents and my  
17 children. We own a couple of businesses here in  
18 town, small businesses, my best friend, partner and  
19 myself. My family moved here a little over 30  
20 years ago, being an entrepreneur owning a small  
21 business, so all I can speak about is being a small  
22 business owner and a customer.

23 Knowing about increases and things of  
24 the nature of costs and productivity I understand.  
25 We have costs running a business as well. What is

1 our main concern, obviously, is this piece of paper  
2 we get in the mail every month that we have budgets  
3 and we have to abide by it and adhere by it. It is  
4 a supply and a demand, I understand that. They  
5 supply a service, no complaints, awesome service, I  
6 haven't any - no issues in that, I'm here to make a  
7 comment of the rate increases.

8 I understand owning a business that  
9 there are all kinds of rate increases. We get  
10 things raised on us all the time; however, we  
11 cannot pass that onto our customer. Being a small  
12 business owner, you will not be able to remain in  
13 business if you constantly keep having rate  
14 increases. You're not going to keep going to a  
15 restaurant if they keep raising the prices. I  
16 don't care if it's 3 percent, 5 percent or 15  
17 percent, what I see is passing it on.

18 If I keep getting rate increases on my  
19 light bill, I have to pass it on. I keep getting  
20 rate increases on the things that I have to supply  
21 for my business, I have rate increases. I can't  
22 keep doing that to stay in business.

23 The question/answer part of this did  
24 answer some issues. They were saying we don't have  
25 three increases. What I see on my bill was more

1 than three increases; however, they said that it  
2 was over a phase, so therefore, with that phase  
3 coming when I'm seeing on my bill, I'm not - just  
4 to know what's going on with phases and ask for 15  
5 percent and get awarded 21 percent, all I see is my  
6 bill. And I see that that is adjusted.

7 Have some issues with there being  
8 facility charges, demand charge, energy charge,  
9 FAC, transit fees. Then of course on top of that,  
10 you have your city taxes, your county taxes, your  
11 sales tax and all of that that incorporates the  
12 bottom line. That's what we look at, that's what  
13 we have to pay, business owners and your normal  
14 customers they called us earlier, the typical  
15 customer.

16 We are the typical customer, we are not  
17 the person that can sit here and adjust as what  
18 they adjust. We do not get rate increases. My  
19 parents who brought us here to St. Joseph for their  
20 business, they are one of those that have worked  
21 hard and had their businesses, they now had a \$488  
22 light bill last month.

23 As this gentleman, Mr. Sandy stated  
24 earlier about a system and allowing assistance, my  
25 parents are now retired, they will not be in that

1 considered a low income; however, they are on a  
2 budget, an income, like this lady stated before,  
3 they worked hard. They do live in a \$200,000 home,  
4 but they worked hard and paid a 30 year mortgage to  
5 have their home and be proud and to have that paid  
6 for.

7                   They don't have a house payment anymore,  
8 but now they're looking at maybe having to get rid  
9 of a home that they worked hard and raised their  
10 children in because they can't now afford the light  
11 bill and the utilities and the property taxes and  
12 all of those costs that it takes to maintain the  
13 home that they worked hard for. This is what we  
14 all work hard for and raise our children to do, is  
15 to have something to be proud of and now we're  
16 asking these people to afford to stay, what we  
17 worked hard to have.

18                   I've not wished to have a day that I  
19 have to shut my doors and say that I no longer can  
20 be in business because we can't pay our light bill.  
21 I understand it was a hot summer. I have to keep  
22 it comfortable for the customers and that  
23 therefore, it's the higher bill, but then I don't  
24 want to take that out on my customers, raise the  
25 price on my customers and it's just a viscous,

1 viscous cycle. I understand it is supply and  
2 demand and those are the comments that I have to  
3 make today.

4 JUDGE JORDAN: Thank you for sharing that  
5 perspective with us. Commissioner Kenney, any  
6 questions?

7 COMMISSIONER KENNEY: No questions, Ms.  
8 Allen, thank you very much.

9 JUDGE JORDAN: Any questions from the  
10 Utilities?

11 MS. GILBREATH: No, thank you.

12 JUDGE JORDAN: Questions from Staff?

13 MS. ALM: No questions.

14 JUDGE JORDAN: From the Office of the  
15 Public Counsel?

16 MR. MILLS: No questions.

17 JUDGE JORDAN: And I have no questions  
18 for you, thank you.

19 MS. ALLEN: Thank you.

20 JUDGE JORDAN: The next name on my list  
21 looks like Rhabecca Boerkircher. Did I get that  
22 right? No, I don't have that right. Please come  
23 forward and correct me.

24 MS. BOERKIRCHER: It's Rhabecca  
25 Boerkircher.

1 JUDGE JORDAN: Boerkircher. Will you  
2 spell that name for the court reporter?

3 MS. BOERKIRCHER: Do you want me to spell  
4 it?

5 JUDGE JORDAN: Yes.

6 MS. BOERKIRCHER: My first name is  
7 Rhabecca, R-h-a-b-e-c-c-a and my last name is  
8 Boerkircher, B as in boy, o-e-r-k-i-r-c-h-e-r.

9 JUDGE JORDAN: Thank you.

10 RHABECCA BOERKIRCHER, being first duly  
11 sworn by Judge Jordan, testified as follows:

12 JUDGE JORDAN: Please tell the  
13 Commissioner what you'd like him to hear.

14 MS. BOERKIRCHER: I am personally, a  
15 customer of KCP&L and I also am the Executive  
16 Director of an organization called the St. Joseph  
17 Downtown Partnership. We do economic development,  
18 promotion and marketing in downtown St. Joseph.

19 When KCP&L first acquired the system  
20 from Aquila, there was quite an outrage because  
21 obviously Aquila, you know, pocketed a lot of  
22 money. But to KCP&L's benefit, they have been a  
23 responsible utility and we had quite a few issues  
24 downtown because of the fact that not only did  
25 Aquila pocket a lot of money, they also left a

1 deplorable system in place and KCP&L has been  
2 responsible about doing - coming in and making the  
3 repairs in the infrastructure and some of the  
4 needed improvements in the district to get the  
5 lights back up to speed. We still have some  
6 issues, but they continue to work on it. Like I  
7 said, it was because of the fact that that was the  
8 shape it was in when they bought it and so they've  
9 been responsible to deal with that.

10 Also in my position, I work with a lot  
11 of very small businesses and it's really tough out  
12 there right now, so as the Commission considers  
13 it's rate increase, I would hope that you consider  
14 the shape of the economy. You know, small business  
15 is the heart of any community and they do their  
16 very best to give back to the community and to  
17 invest back into the community. And so, if you  
18 would just be considerate of that aspect as you're  
19 considering this rate increase, I would greatly  
20 appreciate it.

21 Also, on a personal note, as a customer  
22 of KCP&L, I would greatly appreciate it if they  
23 would change the way they do their phone system.

24 Thank you.

25 JUDGE JORDAN: Thank you. Commissioner

1 Kenney?

2 COMMISSIONER KENNEY: Ms. Boerkircher,  
3 thank you.

4 MS. BOERKIRCHER: Thank you, yeah, very  
5 good. First time.

6 COMMISSIONER KENNEY: Thank you, thank  
7 you for coming and thank you for bringing your  
8 perspective as a person of small businesses and as  
9 a customer. Are you hearing from the small  
10 business that you work with about financial  
11 difficulties that they might be having that are  
12 caused by increased costs, not necessarily  
13 utilities, but just generally speaking?

14 MS. BOERKIRCHER: Oh, yeah, definitely.

15 COMMISSIONER KENNEY: So it's a pretty  
16 common refrain that you're hearing?

17 MS. BOERKIRCHER: Oh, yeah, definitely.  
18 It's like everything's going up except for incomes.  
19 People aren't getting raises because companies  
20 aren't giving raises. Small business people cannot  
21 afford to give raises because they can't cover the  
22 basic bills that they are getting now.

23 COMMISSIONER KENNEY: And then as a  
24 customer can you expand on your thoughts about the  
25 telephone system?

1 MS. BOERKIRCHER: Oh, you call in, it's  
2 terrible. It's like push a button for this, push a  
3 button for that, push a button, you know, and to  
4 get to a real person, it's a challenge. And  
5 usually when I call it's like that - I can't find a  
6 button that fits why I'm calling, so I mean, it's  
7 just if they could simplify that system, as a  
8 customer, I would greatly appreciate it.

9 COMMISSIONER KENNEY: And then once you  
10 get through to them or is it - how do you find the  
11 customer service once you finally get to talk to  
12 the person?

13 MS. BOERKIRCHER: It could - it could be  
14 better.

15 COMMISSIONER KENNEY: Thanks again for  
16 taking your time out of your day--

17 MS. BOERKIRCHER: Okay.

18 COMMISSIONER KENNEY: --to come down  
19 here.

20 MS. BOERKIRCHER: Thank you.

21 JUDGE JORDAN: Any questions from the  
22 Utility Applicants?

23 MS. GILBREATH: None, thank you.

24 JUDGE JORDAN: Any questions from Staff?

25 MS. ALM: Could you clarify how the

1 telephone services could be better? I guess I  
2 don't understand some of the issues.

3 MS. BOERKIRCHER: Well, as a customer  
4 when you call in, and you know, I'm old but I'm not  
5 that old, and so I really feel for people that are  
6 older because when you call in, if you don't know  
7 specifically what you need, it's a real challenge  
8 to get through to get the answer to your question  
9 because it's so general.

10 And then, it seems like you have your -  
11 you're in their system for a long time and you're  
12 on hold for a long time and it gets very  
13 frustrating to get through the system the way they  
14 have it set up. And then when you get through to a  
15 representative that sometimes it's challenge to get  
16 things like an answer to what you're looking for.

17 I ran into a lot of issues with some  
18 billing with my daughter. She was sharing an  
19 apartment with a young lady. One person was paying  
20 the bill, that was my daughter, her roommate  
21 wasn't, it was a real challenge to kind of work  
22 through that whole issue to get it separated out.  
23 And so I had to make several calls through the  
24 system and so it was like - it was a challenge. I  
25 finally learned you know, some different short

1 cuts, but that's only because I was using the  
2 system quite a bit.

3 And I understand that it's expensive to  
4 pay people to answer the phone and that automated  
5 systems are a way of life, but as a customer, I  
6 just don't care for it. I would much rather get a  
7 real person on the phone after a couple of  
8 attempts, you know, like do you want customer  
9 service or do you want this or you want that. I  
10 would like to get a real person on the phone and I  
11 know that that's an expense to accommodate, but as  
12 a customer, I would appreciate it.

13 MS. ALM: Nothing further.

14 JUDGE JORDAN: Anything from the Office  
15 of Public Counsel?

16 MR. MILLS: No questions, thank you.

17 JUDGE JORDAN: I have no questions for  
18 you, thank you for your testimony. The last name I  
19 have on my list is Beth Siapro.

20 MS. SIAPRO: Yes, sir, my customer had  
21 already speak for me.

22 JUDGE JORDAN: Alright.

23 MS. SIAPRO: Thank you.

24 JUDGE JORDAN: You're entirely welcome.  
25 That is the last name that I have on my list, but

1 if someone else would like to come forward and  
2 testify, the Commission would be glad to hear it.  
3 Please come forward.

4 Will you please state your name and  
5 spell it for our court reporter?

6 MR. KENNON: Yeah, my name is Christopher  
7 Kennon. C-h-r-i-s-t-o-p-h-e-r, last name K-e-n-n-  
8 o-n.

9 JUDGE JORDAN: Thank you.

10 CHRISTOPHER KENNON, being first duly  
11 sworn by Judge Jordan, testified as follows:

12 MR. KENNON: So, I have a few points to  
13 discuss about this. First off, thank you everyone  
14 who made this public hearing possible, it's  
15 extremely important that people can actually voice  
16 their opinions about things as we often don't get  
17 to.

18 Fifteen percent, wow, way too high, in  
19 my opinion. They increased - this will be the  
20 third time since I believe it was 2006, I'm not  
21 really sure on that, but in recent, very recent  
22 past. Wages have remained stagnant even without  
23 taking inflation into account, wages really have  
24 not really been going up at all, so our costs are  
25 just increasing.

1 KCP&L didn't pay taxes and 2009. They  
2 also have in the past and still I imply here that  
3 they making progressive choices and lowering their  
4 CEO's pay, but one, it's still too high, but also  
5 you know, it's been very high for a long time and  
6 like there's a saying, you know, you stick -  
7 someone sticks a knife into you, if they pull it  
8 out 9 inches, they can pull it out 3 inches.  
9 There's still a knife in you, there's still, you  
10 know, just because they're finally, you know, they  
11 still got their hike, their rates hike while they  
12 were still paying those high prices and they're  
13 still paying those CEO's way too much for they do  
14 when normal people can't even pay their bills.

15 Let's see. A lot of people, I don't  
16 know, so I'd like to express that a lot of people I  
17 know could not be here today and so I will, of  
18 course, urge them to email and of course, but I  
19 feel like this is - this will be taken more into  
20 consideration. I feel like this is more important  
21 and I think everyone should have the right to be  
22 able to speak and because of timing and all that  
23 and because everyone's stuck in their jobs or in  
24 school trying to get this done, that's just not  
25 possible for most people.

1           You know, like before we were on the  
2 record, a friend of mine was here, an acquaintance  
3 and you know, he said his stuff and it had to be  
4 off the record because he had to go back to class;  
5 he came here from either that or he was at work and  
6 he came here on his lunch break.

7           Let's see. Every single person I have  
8 talked to about this, which it has come up often,  
9 has not been in approval of it. They have not  
10 liked this idea of a rate hike. I am a member of  
11 the Local Occupy movement and every single person  
12 who regularly attends our meetings that I have  
13 spoken to is against this.

14           You know, I just think that you know,  
15 there's - there's this whole paradigm of like  
16 behavior with companies where they just shoved off  
17 everything onto the consumer and onto the working  
18 class and the poor and they make them deal with it,  
19 when really you know, KCP&L needs to figure out how  
20 to pay for it on their own and quit raising hike -  
21 the rates every time. The CEO, I guess I already  
22 mentioned the CEO, I think things are just out of  
23 scale there, you know, that's just not okay.

24           I mean, when people - I'm getting ready  
25 to get an apartment and I'm very responsible with

1 my budget, like I don't spend any more than \$25 on  
2 groceries, which means I eat rice every single day,  
3 at you know, like when I get home from work and  
4 school. And like I maybe will be able to pay the  
5 current rates. When they go up, I'm probably going  
6 to be getting those notices all the time and take,  
7 you know, have to get extensions you know.

8 And that means maybe I'm going to have  
9 to cut my food budget down even more than it taken,  
10 and I don't even have a kid or anything like so  
11 many people do. And you know, I'd love to have a  
12 job, unemployment is extremely high right now, so  
13 it's just all these factors considered I just think  
14 it's ridiculous really to give a rate hike at all  
15 until they lower CEO pay, make sure they quit tax  
16 dodging. I'm not sure on recently, but you know, I  
17 know in 2009 and 2010, they dodged a lot of taxes.

18 So, I think that is where we should  
19 start, not just shoving it off onto the working  
20 class and making them foot the bill for their you  
21 know, I don't know if they just can't, you know, if  
22 they supposedly need all this money, they can't run  
23 the business effectively or what, you know, I think  
24 they need to figure it out on their own and that is  
25 all I have to say.

1 JUDGE JORDAN: Well, thank you for your  
2 comments. Commissioner Kenney, do you have any  
3 questions of this witness?

4 COMMISSIONER KENNEY: No questions, but  
5 thank you for coming and for your acquaintances  
6 that were unable to be here, we have another one  
7 this evening at six o'clock in Lee's Summit and--

8 JUDGE JORDAN: We are in Riverside.

9 COMMISSIONER KENNEY: In Riverside. We  
10 are in Kansas City tomorrow if that interests you.

11 MR. KENNON: We are actually, I am going  
12 to that with a couple of people to allow them to be  
13 there, but there are still people, I'm sure, that  
14 won't be able to make it, especially with the drive  
15 on that. You can only fit so many people in the  
16 car, gas is pretty expensive, but thank you for  
17 that information, though.

18 COMMISSIONER KENNEY: Thanks for coming.

19 JUDGE JORDAN: Any questions for - from  
20 the Utilities?

21 MS. GILBREATH: None, thank you.

22 JUDGE JORDAN: Questions from the Staff?

23 MS. ALM: No questions.

24 JUDGE JORDAN: Anything from the Office  
25 of the Public Counsel?

1 MR. MILLS: No questions.

2 JUDGE JORDAN: I have no questions for  
3 you, thank you.

4 MR. KENNON: Thank you.

5 JUDGE JORDAN: Would anyone else like to  
6 testify?

7 MR. WORD: Good afternoon, my name's  
8 David Word.

9 JUDGE JORDAN: Would you spell that for  
10 our court reporter, please?

11 MR. WORD: Word, W-o-r-d. Now I've lived  
12 in St. Joseph most of my life and--

13 JUDGE JORDAN: Hang on one second and  
14 I'll swear you in.

15 MR. WORD: Okay, I'm sorry.

16 DAVID WORD, being first duly sworn by  
17 Judge Jordan, testified as follows:

18 JUDGE JORDAN: Thank you. Please tell  
19 the Commissioner what you'd like him to know.

20 MR. WORD: Okay. I've lived in St. Joe  
21 most of my life and I've seen the electric company  
22 change hands once or twice. In this day and age  
23 where a gallon of gas costs about the same as a  
24 gallon of milk does and we are, I mean, right now,  
25 I struggle day to day. I make \$10 an hour and I

1 work 40 hours a week and you know, I'm just not, I  
2 mean, I would say that I am doing about average. I  
3 would say in my peer group, I am doing about  
4 average.

5 Now for my electric bill to go up  
6 another 15 percent, and now I don't know if this is  
7 true or not, you folks do have a monopoly here in  
8 St. Joe, correct?

9 JUDGE JORDAN: Meaning the Utilities,  
10 correct?

11 MR. WORD: Yes. Yes, you were the only  
12 one available for us to go to?

13 JUDGE JORDAN: Not the people at this  
14 table, the people out here.

15 MR. WORD: Okay, well, me, I'm the only  
16 person I can go - the only place I can go to get my  
17 electricity is through KCP&L, correct? Okay, now  
18 wouldn't it - wouldn't it sound nice if through  
19 these trying times if we had no tax increase and  
20 tried to wait until things had gotten better in our  
21 economy before we go and raise these rates another  
22 15 percent. I mean, it would - it would be a great  
23 PR thing for you guys to come out and say, these  
24 are trying times, you know, we're going to do this  
25 until the time things get a little bit better.

1                   Because seriously, with all due respect,  
2           I do not know what I'm going to do if my gas prices  
3           or my electric goes up 15 more percent. I don't  
4           know what I'm going to do, truly and truthfully.  
5           And I work hard every single day. Everyday, I work  
6           hard and I do not know where I'm going to come up  
7           with another 15 percent for my electric bill, I  
8           really don't.

9                   So I don't know what - I mean, obviously  
10          you gentlemen and ladies make much, much more than  
11          I do, so it's something you don't have to worry  
12          about is a small 15 percent on your electric bill,  
13          but to me, it is something huge. It's huge, it's  
14          not, I mean, it's not like - it's not super  
15          detrimental to my living, but it's - I'm going to  
16          have to cut so many different things to make up for  
17          this 15 percent.

18                  So I would - I pray that you guys don't  
19          do this, I really... And if I had my way about it,  
20          I would say just hold off for a year, until at  
21          least til the election is over and see how things  
22          - if things change. God, I pray things change, you  
23          know, really I do, but I mean, I don't really have  
24          any points here but to say, you know, I am - it  
25          concerns me greatly that I'm going to have to be

1 paying a whole bunch more for electricity that's  
2 already outrageous and I have no other options but  
3 to talk to you folks. You know, pretty soon I'm  
4 going to start burning wood and my house doesn't  
5 allow me to burn wood, so that is my piece and I  
6 really appreciate you guys letting me speak and God  
7 bless you guys.

8 JUDGE JORDAN: Thank you for making those  
9 points. Commissioner Kenney, any questions for  
10 this witness?

11 COMMISSIONER KENNEY: I don't have any  
12 questions. Mr. Wood, we really appreciate you  
13 coming down here, thank you for coming down.

14 JUDGE JORDAN: Anything from the  
15 Utilities?

16 MS. GILBREATH: No, thank you.

17 JUDGE JORDAN: Anything from Staff?

18 MS. ALM: No questions, thank you.

19 JUDGE JORDAN: Anything from the Office  
20 of the Public Counsel?

21 MR. MILLS: I have nothing for you, thank  
22 you.

23 JUDGE JORDAN: Who else would like to  
24 speak today? Please come forward.

25 JUDGE JORDAN: Please state your name for

1 the court reporter and would you spell it for her?

2 MS. ADAMS: Penny Adams, P-e-n-n-y, A-d-  
3 a-m-s.

4 JUDGE JORDAN: Thank you.

5 PENNY ADAMS, being first duly sworn by  
6 the Judge Jordan, testified as follows:

7 JUDGE JORDAN: Thank you.

8 MS. ADAMS: I didn't intend to testify,  
9 but I heard some statements made and I don't want  
10 you to leave here with some misinformation about  
11 our community. I work - I'm the Executive Director  
12 for AFL-CIO community services. We're a nonprofit  
13 social service agency here in St. Joseph. We reach  
14 out, we serve people in the statewide.

15 Let me tell you first, some good things  
16 about KCP&L. We are a nonprofit social service  
17 agency and every year for probably at least five  
18 years, KCP&L has purchased fans and donated them to  
19 our agency and Inter-Serve as well here in St.  
20 Joseph to distribute to people that are suffering  
21 through the heat.

22 We also, and I'll tell you a little bit  
23 more about our agency so you'll maybe understand us  
24 a little bit. We provide several programs here in  
25 St. Joe, but our main function is information

1 referral. The people we help, they call our agency  
2 and they say, here's our need. And we direct them  
3 to the programs that are out there. Our job is to  
4 know where the programs are, what their guidelines  
5 are and if they actually have money at the time a  
6 person calls.

7           There's lot of agencies that provide  
8 utility assistance, but not always do they have  
9 funds available when somebody needs it. So when  
10 people call us about their utilities, we take their  
11 information, get very nosey, find out a lot of  
12 information and then sometimes it's necessary for  
13 us to actually make calls to utility companies on  
14 those client's behalf.

15           And we have a great relationship with  
16 KCP&L and Missouri Gas Energy, as well. Both  
17 utility companies work very well with the agencies  
18 here in St. Joseph. And they bend over backwards  
19 trying to work with the customer, as long as the  
20 agency is involved. So I can't fault them on that,  
21 we appreciate that relationship.

22           As I said, we do information for all, so  
23 I went back and looked at some our numbers for just  
24 the last two months. I should have looked a little  
25 it further, but I didn't. In July, and when I

1 reference these dates, it's only working days,  
2 Monday through Friday. In July, we received 113  
3 calls for light bill assistance. In August, that  
4 number jumped to 383 calls.

5 In St. Joseph at this time and for most  
6 of all summer, well actually I know for a fact for  
7 all the summer, there's really only been three key  
8 agencies in St. Joe had have offered any kind of  
9 energy assistance.

10 Community Action Partnership, to receive  
11 services from them, you must qualify and meet  
12 income guidelines, which is 125 percent of the  
13 guidelines. So if - if you have to be very low  
14 income to receive their assistance. They spent all  
15 their money by approximately the end of July, first  
16 of August. I don't know, I don't think they've  
17 spoke today, but then when they ran out of money,  
18 what they did, they started a waiting list because  
19 they had high hopes of getting more money. They  
20 started a waiting list and it was first come/first  
21 serve if you're on that waiting list. We knew they  
22 had a - we talked to them and they had hundreds of  
23 people on the waiting list.

24 The other agency in town is the Inter-  
25 Serve and Catholic Charities. Both of these

1 agencies take calls one day a month at eight a.m.  
2 on one particular day in the month. Their phone  
3 lines are constantly busy, it's extremely difficult  
4 to get into.

5 Catholic Charities has a small pot of  
6 money, so approximately 25 people are served or get  
7 appointments to be served with their assistance.  
8 Not all of it will be utility money, some of those  
9 calls will be utilities. Their pot is again,  
10 small, so the most they might help is about \$100  
11 per person.

12 The other agency is Inter-Serve and they  
13 do the same kind of call-in, so - and they make  
14 more appointments, maybe 35 to 40 for the month.  
15 Their allowance per call is a little bit higher, so  
16 it's not a great amount based on you know, how high  
17 theses utility bills are. Many times it's not  
18 enough to keep the bills on or get them back on.

19 So the reason I did want to - do want to  
20 speak is, I want you to realize when you are making  
21 your decisions that there are no resources in St.  
22 Joseph for people to turn to right now. The  
23 community - everybody is out of funds right now.  
24 Catholic Charities won't be taking calls until  
25 October, Inter-Serve won't be taking calls until

1       October, so the resources up here for assistance  
2       are very slim. And I'm sure you're going to take  
3       that into consideration.

4                Again, I can't say - KCP&L has been good  
5       to work with the agencies and help these families  
6       out the best they can. Sometimes too much even.  
7       We get some families that call and have \$1000 light  
8       bill and they've been tuning it with them to let it  
9       go that long, but you know, they were trying their  
10      best and hoped that the families would actually do  
11      what they promised and that didn't happen, so...  
12      That's my story.

13               JUDGE JORDAN: Thank you for relating  
14      that experience. Commission Kenney?

15               COMMISSIONER KENNEY: Ms. Adams, thanks  
16      for coming down here and thank you for the work  
17      that you do. You said that you work with three  
18      community action agencies in the area, Catholic  
19      Charities, Inter-Serve--

20               MS. ADAMS: And Community Action  
21      Partnership.

22               COMMISSIONER KENNEY: You said you  
23      noticed a significant jump in the calls you all  
24      received between July and August and I'm guessing  
25      that's--

1 MS. ADAMS: Yes.

2 COMMISSIONER KENNEY: --a function of hot  
3 the hotter weather, primarily?

4 MS. ADAMS: Primarily. And the bills,  
5 you know, a lot of these people can never pay their  
6 full bill, they can pay a portion of it and just  
7 keep adding on.

8 COMMISSIONER KENNEY: Thank you for  
9 coming down and taking your time to share with us.

10 JUDGE JORDAN: Any questions from the  
11 Utilities?

12 MS. GILBREATH: No, thank you.

13 JUDGE JORDAN: Questions from Staff?

14 MS. ALM: No, questions.

15 JUDGE JORDAN: Questions from the Office  
16 of Public Counsel?

17 MR. MILLS: No questions, thank you.

18 JUDGE JORDAN: Thank you for your  
19 testimony. Who else would like to testify today?  
20 Come forward.

21 MR. EULER: I'm Todd Euler, of St.  
22 Joseph, Missouri.

23 JUDGE JORDAN: Okay. Will you spell your  
24 name for the court reporter, please?

25 MR. EULER: Sure. It's T-o-d-d E-u-l-e-

1 r.

2 TODD EULER, being first duly sworn by  
3 Judge Jordan, testified as follows:

4 JUDGE JORDAN: Thank you. Please tell  
5 the Commissioner what you would like the Commission  
6 to know.

7 MR. EULER: I just had a couple of  
8 points, so... One was obviously as a resident and a  
9 business owner in St. Joseph, when you see a 15  
10 percent rate increase listed in the paper, it's  
11 going to get your attention. You worry about your  
12 family and obviously could take out a little loan  
13 as well as your ability to make money because a  
14 large rate increase like that greatly affects that  
15 ability. So it sends you into a little bit of a  
16 panic mode.

17 Obviously I got here today, and it looks  
18 like the Staff is recommending a 2 to 3 percent  
19 increase is what they are stating. From that  
20 standpoint, I would want to just state that it  
21 concerns me a little bit that they would ask for 15  
22 and the value from the Staff, the way they see it,  
23 is 2 to 3. If I went to buy a car and you know,  
24 they had \$15,000 on it and the real value of it was  
25 2 to 3, there's a large discrepancy there, so I

1 thought I would point that out today and share  
2 that.

3 Obviously utilities are monopolies,  
4 that's not a bad word, it's just the reality of  
5 what they are. And we look to the Public Service  
6 Commission to protect our interests for that and  
7 wanted to speak today at least and mention that you  
8 know, obviously would be against the increase,  
9 think it's poor timing for all the reasons that  
10 you've heard here today. And it's - they don't  
11 seem to really reflect the community right now, as  
12 far as the communities are suffering, so on and so  
13 forth, but yet it still needs to be business as  
14 normal with the utilities.

15 And we see that same struggle a lot of  
16 times with government and a lot of different  
17 facets, it's not an uncommon problem, so I think  
18 that what you're hearing a lot of today, in my  
19 opinion would be that we want to see the utilities  
20 and other places in government recognize and  
21 understand that, look, you need to share the same  
22 challenges that we're running into everyday. And  
23 that's the end of my comments.

24 JUDGE JORDAN: Thank you. Commissioner  
25 Kenney?

1 COMMISSIONER KENNEY: No questions.

2 Thank you, Mr. Euler, for coming down and sharing  
3 your perspective with us, we appreciate it.

4 JUDGE JORDAN: Any cross examination from  
5 the Applicants?

6 MS. GILBREATH: None, thank you.

7 JUDGE JORDAN: From Staff?

8 MS. ALM: No questions, thank you.

9 JUDGE JORDAN: From the Office of tje  
10 Public Counsel?

11 MR. MILLS: No questions.

12 JUDGE JORDAN: I have no questions for  
13 you. Thank you for your testimony. Anyone else  
14 today?

15 MR. SANDY: May I add another comment?

16 JUDGE JORDAN: You will still be under  
17 oath.

18 DAVID SANDY, still under oath testified  
19 as follows:

20 MR. SANDY: My name is David Sandy. I  
21 only have this comment because Commissioner Kenney  
22 seemed to be interested with some of the other  
23 testimony that was given earlier, as well as the  
24 Staff member from the PSC, particularly from Ms.  
25 Boerkircher's testimony regarding the service and

1 the telephone service. You were asking what, what  
2 specifically what types of problems, you know, how  
3 it could be improved.

4 And as someone who owns multiple  
5 properties in town, when the utility bill is not in  
6 my name, but I'm the property owner and you call  
7 the number, it wants you - the automated system  
8 wants you to put in the account number. I don't  
9 have the account number of my tenant's name, so I  
10 can't get - and so I'm fumbling around trying to  
11 get to someone to talk to and explain this. It  
12 doesn't allow for that type of a situation.

13 And yesterday I called in because I  
14 bought some properties that there are two  
15 streetlights on and I own the streetlights. In  
16 fact, it's actually technically a private drive  
17 which I own that services these duplexes and  
18 there's a light, dusk to dawn light on each pole.  
19 And I called yesterday to find out why because it's  
20 on a flat rate service from dusk to dawn, one bill  
21 for each pole and one bill was half again as much  
22 as the next bill and I wondered why? It's the same  
23 thing, I mean, it's getting dark 300 yards up the  
24 street at the same time that it is going down the  
25 street, why is there such a discrepancy?

1                   And I was talking on my cordless phone  
2                   and you know, after I - because of the situation,  
3                   you know, I've had to go through this whole  
4                   rigamarole to get to a live person to inquire about  
5                   this, when I finally got to the person they asked  
6                   my phone number, and I guess they update their  
7                   records or whatever, well, ironically enough in the  
8                   middle of the phone call, just as we were getting  
9                   into it, the power went out for about 30 seconds,  
10                  which made the cell phone go dead, which made it  
11                  disconnect the call.

12                  I thought, well she took my phone  
13                  number, surely she'll call me back so I didn't have  
14                  to start all over with a new CSR. I waited about  
15                  15 minutes, received no phone call, so I called  
16                  back again and went through the whole thing of  
17                  trying to get to a live person, which is a very  
18                  lengthy process when you don't have - when you're  
19                  not in a typical situation. And I had to start all  
20                  over again with a new CSR, to try to get the  
21                  problem corrected and rectified.

22                  And I mean, they ended up explaining  
23                  there's two different kind of light bulbs in each  
24                  one of these lights. One is a much higher - one  
25                  was a, I think, a 175 watt bulb versus a 150 watt

1 bulb or something like that. So I was told that  
2 they can't change it. I said, let's downgrade the  
3 energy hog and put in a lower wattage bulb so it  
4 doesn't use so much energy. And that rep said they  
5 couldn't do that.

6 So I ended up calling back again, later  
7 on hopefully to get a new rep and I was told that  
8 they would. They would send it out to the whatever  
9 department it was engineering department or  
10 whatever and I'd be receiving a phone call.

11 So I just wanted to add to Ms.  
12 Boerkircher's comments about how complicated the  
13 process is and how difficult it is from a customer  
14 service standpoint, to actually sit and talk to  
15 someone. That would conclude those additional  
16 comments.

17 JUDGE JORDAN: Thank you. Commissioner  
18 Kenney?

19 COMMISSIONER KENNEY: Did you get a call  
20 back, yet, Mr. Sandy, about your--

21 MR. SANDY: Not yet.

22 COMMISSIONER KENNEY: I will say this.  
23 One of the additional values of coming to these  
24 local public hearings, in addition to having your  
25 testimony on the record and giving us an

1 opportunity to hear what you have to say, the  
2 company representatives are in the room and stand  
3 ready to provide you some assistance.

4 MR. SANDY: I understand that and  
5 appreciate that. As I mentioned in my earlier  
6 comments about the tree limbs, it only takes a lot  
7 of extra effort to do something that should have  
8 been done in the first place. I mean, a consumer  
9 shouldn't have to come to a public forum where the  
10 representatives happen to be in the room in order  
11 to get the situation resolved.

12 I mean, the other gentleman from KCP&L,  
13 as soon as I made the other comments, he did give  
14 me his business card and told me to talk to  
15 somebody over here to get the problem resolved.  
16 But I - consumers shouldn't have to do that, they  
17 should be able to call customer service and resolve  
18 that way, but thank you very much.

19 COMMISSIONER KENNEY: Thank you.

20 JUDGE JORDAN: Anything from the Utility  
21 services?

22 MS. GILBREATH: No, thank you.

23 JUDGE JORDAN: Anything from the Staff?

24 MS. ALM: No, thank you.

25 JUDGE JORDAN: Anything from the Office

1 of the Public Counsel?

2 MR. MILLS: Nothing, thank you.

3 JUDGE JORDAN: And I have no further  
4 questions for you. And with that, we will conclude  
5 the testimony. Please remember that if you or your  
6 neighbors think of anything else that you want to  
7 say about this matter, you may contact Staff or the  
8 Office of the Public Counsel, the Office of the  
9 Public Counsel is a lawyer for the public.

10 On behalf of the Missouri Public Service  
11 Commission, my thanks to everyone who has taken  
12 time out of their day to come and join us and with  
13 that we will close the testimony, we will adjourn  
14 and we will go off the record.

15 (WHEREIN, the Hearing is concluded at  
16 8:25 p.m.)

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EXHIBITS

- from WITNESS BONITA LAGER, received 12
- 1 St. Joseph News Press Article, August 2012
- 2 St. Joseph News Press Article, August 2012
- 3 St. Joseph News Press Article, August 2012
- 4 KCP&L Connection, Cold Weather Program
- Registration Form
- 5 Staff of the Missouri Public Service
- Commission, Major Issues and Position in Rate
- Case
- 6 Letter from Public Water Supply District #1,
- dated 11-12-11
- 7 Medical Insurance Increase, Handwritten Notes
- 8 KCP&L Cost, Handwritten Notes
- 9 Article from Electricity Today, E-Newsletter
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CERTIFICATE OF REPORTER

STATE OF MISSOURI    )   ss  
COUNTY OF CLAY        )

I, FRANCES F. HOLLAND, Certified  
Court Reporter, the officer before whom the  
foregoing hearing was taken, do hereby certify that  
the testimony in said hearing was taken by me to  
the best of my ability and thereafter reduced to  
typewriting under my direction; that I am neither  
counsel for, related to, nor employed by any of the  
parties to the action in which this hearing was  
taken, and further, that I am not a relative or  
employee of any attorney or counsel employed by the  
parties thereto, nor financially or otherwise  
interested in the outcome of the action.

\_\_\_\_\_

Notary Public in and for  
the State of Missouri

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