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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
May 5, 2015
Marshall, Missouri
Volume 6
In the Matter of Kansas City Power)
& Light Company's Request for) File ER-2014-0370
Authority to Implement A General)
Rate Increase for Electric Service)

Michael Bushmann, Presiding Senior
Regulatory Law Judge
Robert Kenney, Chairman
Scott Rupp, Commissioner

Reported by:

Jeanne M. Pedrotty, CCR/CSR
Midwest Litigation Services

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A P P E A R A N C E S

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

2 (Starting time of hearing is 12:40)

3 JUDGE BUSHMANN: Let's go on the record.

4 Good afternoon. Today is May 5th, 2015. The Missouri
5 Public Service Commission has set this time for Local
6 Public Hearing in file number ER-2014-0370, which is
7 captioned as in the matter of Kansas City Power and
8 Light Company's request for authority to implement a
9 rate increase for electric service. My name is
10 Michael Bushmann. I'm the regulatory law judge that
11 will be presiding over today's hearing. With me here
12 is Judge Robert Kenney and Commissioner Scott Rupp.
13 If you would like to make an opening statement.

14 MR. KENNEY: Good morning -- good
15 afternoon, everybody. Thank you for being here on a
16 Tuesday afternoon and taking time out of your busy
17 schedule. We do appreciate the fact that you have
18 taken time out of your schedule to be here today.
19 This is the third of five local public hearings that
20 we are having in this matter. We'll have another one
21 tonight in Kansas City and the final one tomorrow in
22 Gladstone. The purpose of these local public hearings
23 is to allow you, the public, an opportunity to express
24 your opinions with KC P & L's request for rate
25 increase. As you see, the court reporter is here, and

1 she is taking down the words that we say. So, this
2 will become transcribed and will a part of the case
3 file. There are five commissioners on the commission.
4 Two of us are here today. You shouldn't read anything
5 into the fact that the other three are not able to be
6 here. Part of the benefit of having a transcribed
7 record is that those other commissioners will have an
8 opportunity to read your testimony and weigh it and
9 consider it once we get to the point at which we are
10 deliberating and making a decision about the case. So
11 this is just a part of the process that will conclude
12 with a hearing, an evidentiary hearing in Jefferson
13 City. But this is a very critical and important part
14 of the hearing and we do appreciate the fact that
15 you've taken the time to be here. And we do look
16 forward to hearing what you have to tell us. Thank
17 you very much.

18 MR. RUPP: I'm Commissioner Scott Rupp.
19 It's a pleasure to be here. I just wanted to also
20 remind you when you do come up and testify, if you
21 have any information about customer service, how the
22 company has been performing, and things of that
23 nature, and you want us to take into consideration
24 along with anything about this rate case that's before
25 us, it would be a good time to let us know your

1 thoughts as well. And also to remind you we might ask
2 you some questions about what you testify or to
3 clarify what you're going to say. But we, as
4 commissioners, are unable to answer any questions
5 being posed to us. Our jobs, like judges, we have to
6 decide the case. And you wouldn't walk up to a judge
7 in the middle of a court room and ask them a question
8 and expect to get an answer. So we are here to listen
9 and we will not be able to answer any questions, but
10 we want to hear all your thoughts, especially about
11 the rate case and the customer service and how the
12 company is performing in your area. Thank you.

13 JUDGE BUSHMANN: Let's have the attorneys
14 make their entries of appearance. For Kansas City
15 Power and Light Company.

16 MR. STEINER: My name is Roger Steiner. My
17 address is 1200 Main Street, Kansas City, Missouri.

18 JUDGE BUSHMANN: For commission staff.

19 MS. MAYFIELD: Cydney Mayfield. My address
20 is 200 Madison Street, Jefferson City, Missouri.

21 JUDGE BUSHMANN: Office of Public Counsel.

22 MR. OPITZ: Appearing on behalf of the
23 Office of Public Counsel, my name is Tim Opitz. My
24 address is P. O. Box 2230, Jefferson City, 65102.

25 JUDGE BUSHMANN: Consumers' Council.

1 MR. KAUFMAN: John Kaufman on behalf of
2 Consumers Council of Missouri, 871 Tuxedo Boulevard,
3 St. Louis, Missouri, 63105. We're a consumers
4 advocate organization.

5 JUDGE BUSHMANN: Ameren Missouri?

6 MS. GIBONEY: For Ameren Missouri, my name
7 is Sarah Giboney of the law firm of Smith Lewis, LLP,
8 119 South Ninth Street, Columbia, Missouri, 65201.

9 JUDGE BUSHMANN: Any other counsel present
10 from any other intervenors that I have not mentioned?
11 Okay. Well, the process this afternoon is I'm going
12 to call the names that are listed here on the sign-up
13 sheet. And when I call your name, please come down to
14 the podium in the front. I'll put you under oath and
15 ask you to state where you live, and you can offer
16 your comments to the Commission. Also, some
17 commissioners have expressed an interest in the
18 sharing of rate cases between the company and the
19 customers. So if you have any opinions on that issue,
20 please feel free to state them. The first name I have
21 on the list is Art Jacobi. Please raise your right
22 hand. Do you solemnly swear or affirm that the
23 testimony you're about to give will be the truth?

24 MR. JACOBI: Yes, sir.

25 JUDGE BUSHMANN: Could you state your name

1 and spell your last name please?

2 MR. JACOBI: Art Jacobi; J-a-c-o-b-i.

3 JUDGE BUSHMANN: Where do you live.

4 MR. JACOBI: 1900 South 65 Highway.

5 JUDGE BUSHMANN: Please go ahead.

6 MR. JACOBI: I don't think they deserve an
7 increase. They don't care about anything except KCP &
8 L. And their service is lousy. Why should I give
9 them a rate increase? They don't do anything I want.
10 They don't care. They don't care about the customer.
11 All they care about is KCP & L. That's it. I have no
12 reason for them to have an increase at all. They
13 don't care about the customer.

14 JUDGE BUSHMANN:: Sir, could you hold on a
15 minute?

16 MR. JACOBI: Yes, sir.

17 MR. KENNEY: Mr. Jacobi, thanks for being
18 here today. I'm guessing you have had some experience
19 with their customer service.

20 MR. KENNEY: Yes, sir.

21 MR. KENNEY: Would you be willing to share
22 some examples about things that you are talking about
23 that lead you to that conclusion.

24 MR. JACOBI: I can't get a hold of anybody
25 that will tell me anything. This is real simple.

1 They show up on my property one day and do whatever
2 they want on their right-of-way, but it's in front of
3 my house, and inexcusable, no way that is the right
4 thing to do. I mean there is no excuse. You could
5 drive anywhere you want and you cannot find what they
6 did to me in front of my house. They just show up one
7 day and do whatever they want. And that is not fair.
8 That's not the way to treat a customer at all. It's
9 pathetic.

10 MR. KENNEY: What did they do for your
11 property,

12 MR. JACOBI: They show up one day and put
13 three huge poles in front of my house with three big
14 transformers right in front of my house right-of-way.
15 They had to drive up my driveway to get -- they don't
16 maintain them, don't do anything about weeds, and
17 don't do anything on my driveway or nothing. And they
18 are doing this to help the quarry six miles up the
19 road. And they can't find some place six miles up the
20 road instead of in front of my house. That's not
21 fair. I got a farm, 150 acres. They could go down
22 the road and put it anywhere but in front of my house.
23 It's incredible. I can't find any other place they
24 have done this do but me. They got a transformer
25 behind me on gravel road, perfect. There is nothing

1 down there. But in front of my house is ridiculous.
2 All they are doing is affecting the property, my
3 value. And they want an increase? How about them
4 cutting something, how about cutting pay on these
5 guys.

6 MR. KENNEY: And before they put these
7 transformers on your property, nobody contacted you
8 ahead of time.

9 MR. JACOBI: No. They just showed up one
10 day. That's it. They just show up one day and don't
11 say jack. I go out there and I get no answers. They
12 are drilling holes. I'm going what the heck am I
13 going to do with it. They are on the right-of-way,
14 yeah. But they got to drive up my driveway about an
15 8th mile -- inexcusable. Go up the road some place
16 and put it. You don't have to put it in front of my
17 house.

18 MR. KENNEY: Is this project complete?

19 MR. JACOBI: Yeah, it's done. Like I say,
20 I couldn't stop them. You can't stop big brother. I
21 couldn't stop them.

22 MR. KENNEY: Well, one of the benefits of
23 coming to these local public hearings that you do have
24 the company here, and you also have the Office of
25 Public Counsel, and I'm not really sure about any

1 specific solution. But if you feel compelled to, you
2 might have additional conversation with KCP & L's
3 representatives.

4 MR. JACOBI: Fine.

5 MR. KENNEY: And Office of Public Counsel.

6 MR. JACOBI: He is a lawyer?

7 MR. KENNEY: Yeah.

8 MR. JACOBI: You, too? Wonderful. Thank
9 you.

10 MR. KENNEY: Mr. Jacobi, thank you. Can
11 you hang on one second please?

12 MR. JACOBI: I don't have anybody I can
13 talk to KCP & L but lawyers. That's it.

14 MR. RUPP: You mentioned their service is
15 lousy. Were you just saying their customer service is
16 lousy or --

17 MR. JACOBI: They treated me as a customer,
18 that's what I'm saying.

19 MR. RUPP: And their electrical reliability
20 and what you get from them, how has that been?

21 MR. JACOBI: Like anybody else.

22 JUDGE BUSHMANN:: Any questions from
23 attorneys? So the record is clear, are you a KCP & L
24 customer?

25 MR. JACOBI: Yes, sir. I have two

1 different places -- I have KCP & L two different
2 places where I have them. I don't know why you think
3 this is funny. I don't get it.

4 JUDGE BUSHMANN:: Anything further?

5 MR. JACOBI: Whatever.

6 JUDGE BUSHMANN:: Any other questions.

7 Thank you, sir. The next witness is Carl Johnson. Do
8 you solemnly swear or affirm that the testimony you're
9 about to give will be the truth?

10 MR. JOHNSON: Yes, I do.

11 JUDGE BUSHMANN:: Could you please state
12 your name and spell your last name?

13 MR. JOHNSON: Carl Johnson. Last name,
14 J-o-h-n-s-o-n.

15 JUDGE BUSHMANN:: And where do you reside?

16 MR. JOHNSON: 32998 240th Road, East
17 Marshall. I'm here representing for Frank Lawless
18 that's unable to attend. He lives out here east just
19 south of Water Mill Road. He runs a refrigeration and
20 heating business, and he has voltage problems at his
21 house. The morning when the quarry starts up, his
22 voltage drops. Before they put in the voltage
23 regulator it would actually trip off some of his
24 appliances because the voltage was so low. I had the
25 same experience in 2005. I complained. My problem

1 got fixed. So I'm here to help him get his problem
2 fixed as well as some of the other people in the
3 audience that I'm good friends with, and I try to help
4 support them. And the reason I know is because I'm
5 retired -- I used to be utilities superintendent of
6 line crew, so I have basic -- some knowledge of what's
7 going on. And representatives that I had when they
8 took voltage checked, they put on a computer. They
9 always said the computer ate it, but I had a
10 mechanical recorder at the time and it recorded the
11 voltage as low as 90 volts whenever they start up the
12 quarry. So I know how some of their public -- the
13 people that Brunswick operate, so I think you will
14 have the same testimony of some of the people in the
15 audience that they had the same problem. KCP & L
16 representatives always passed the buck some place
17 else. So, I don't think they should have a rate
18 increase until they fix the problems for the customers
19 in the east district. Unless you got some questions.

20 JUDGE BUSHMANN:: Any questions?

21 MR. KENNEY: Mr. Johnson, thank you for
22 your testimony, and thank you for standing in for Mr.
23 Lawless.

24 MR. JOHNSON: Okay.

25 MR. KENNEY: There is a quarry in the area

1 as I understand it?

2 MR. JOHNSON: South of town, just north of
3 Marshall junction; Apax.

4 MR. KENNEY: And when it starts up, you
5 notice your voltage level dropped.

6 MR. JOHNSON: Yes.

7 MR. KENNEY: And it's not just you; it's
8 multiple customers.

9 MR. JOHNSON: That's right.

10 MR. KENNEY: And you said this has been
11 going on since 2005?

12 MR. JOHNSON: I'd say the last time I
13 complained in front of the Public Service Commission
14 was 2005.

15 MR. KENNEY: Okay.

16 MR. JOHNSON: Our problem at the farm, my
17 farm, has been fixed because they switched us from
18 substation in Marshall to Gilliam. But Frank Lawless
19 is in between our farm and the substation, which he is
20 still currently fed off of the same as the quarry.
21 And that's where his problem is at.

22 MR. KENNEY: Do you know if Mr. Lawless has
23 complained directly to --

24 MR. JOHNSON: I think he has, yes, multiple
25 times.

1 MR. KENNEY: How long after you complained
2 the first time in front of PSC in 2005 -- how long
3 after that were you switched to the different
4 substation?

5 MR. JOHNSON: 21 days exactly.

6 MR. KENNEY: So I'm sorry Mr. Lawless isn't
7 here, but as I was indicating to Mr. Jacobi, you might
8 take this opportunity so that you're advocating on his
9 behalf to have a conversation with the folks from KCP
10 & L about maybe the same solution would be to Mr.
11 Lawless.

12 MR. JOHNSON: Like I say, Rob Davis and
13 some other people in the back have the same problem as
14 Mr. Lawless has got. So they'll help them.

15 MR. KENNEY: Thank you.

16 MR. JOHNSON: Okay.

17 JUDGE BUSHMANN:: Thank you, Mr. Johnson.
18 Elmer Fisher. Mr. Fisher, do you solemnly swear or
19 affirm that the testimony you're about to give will be
20 the truth? MR. FISHER: Yes.

21 JUDGE BUSHMANN:: Could you state your name
22 and spell your last name?

23 MR. FISHER: Elmer Fisher.

24 JUDGE BUSHMANN:: And how do you spell your
25 last name?

1 MR. FISHER: F-i-s-h-e-r.

2 JUDGE BUSHMANN:: Where do you live?

3 MR. FISHER: I live in Lamont, Missouri,
4 northwest of Lamont about seven miles.

5 JUDGE BUSHMANN:: Okay. Please go ahead.
6 Go ahead, you can give your comments now.

7 MR. FISHER: Okay. I have built a new
8 house up next to the road and I sold all my farming
9 ground to another fella. I kept 3.8 acres around my
10 house, and where they had put a line down to my old
11 house unbeknownst to be me to start with, I had a row
12 of trees down there. And I jumped the fella when I
13 got home from work that day and he said, oh, it
14 wouldn't kill those trees, but I have still got the
15 stumps there. You can see them where it killed them.
16 And I had planted some big hickory nuts that are
17 growing up almost to the line now. Since I built the
18 new house, there is no need for the wire down to the
19 old house and the barn because the other fella bought
20 all of that. And he's taken all the wires down back
21 to the meter and doesn't want it there. And I have
22 been trying for the last three years to get them to
23 take that out. And if they are trying to save as much
24 money as they can, like they say, they have got two
25 enormous poles there the same size they use out on the

1 main line and then one smaller pole. But they have
2 got those two poles and the line is still hot. It's
3 still hooked up out there by the road, and there is a
4 transformer there and there is a meter there. And if
5 they are trying to save money like they say they are,
6 why don't they come and take them out of there. I
7 have been trying to get them out so they don't kill
8 these hickory nut trees that I have planned there for
9 nuts. And I just can't get anything done. They sent
10 a young fella out there. He didn't know come here
11 from no way. He said somebody would be paying for
12 that meter if there is a meter down there, but it's
13 been there for three years now since I quit paying for
14 it when I built my new house up there. And they
15 haven't done a thing about it. He said he'd have his
16 boss to come and talk to me, but he never did. So,
17 there you are.

18 MR. KENNEY: Mr. Fisher, thank you for
19 being here. It's very helpful. Can you hear me okay.

20 MR. FISHER: Not very good.

21 MR. KENNEY: Is that better.

22 MR. FISHER: Yes.

23 MR. KENNEY: Sorry. I was going to ask you
24 about the meter that's still there. There is nobody
25 taking service there?

1 MR. FISHER: No.

2 MR. KENNEY: Okay.

3 MR. FISHER: There hasn't been taking
4 service for over three years.

5 MR. KENNEY: And the young man that came
6 and spoke to you who said his boss would come speak to
7 you, did he give you a name?

8 MR. FISHER: He didn't tell me. Well, he
9 might have told me, but my mind isn't that good any
10 more. I can't remember that good.

11 MR. KENNEY: I can't either, so that's
12 fine. I would encourage you to take the opportunity,
13 like I encourage everybody, to talk to the folks from
14 KCP & L about your issue and see.

15 MR. FISHER: I'd love to talk to somebody
16 about it, but I'm going to have to be leaving here in
17 a few minutes. I have got an appointment in Sedalia
18 at 2 o'clock.

19 MR. KENNEY: I'm sure they'll try to
20 accommodate your time schedule.

21 MR. FISHER: Okay. Thank you.

22 JUDGE BUSHMANN:: Thank you, Mr. Fisher.
23 Rob Davis. Do you solemnly swear or affirm that the
24 testimony you're about to give will be the truth?

25 MR. DAVIS: I sure do.

1 JUDGE BUSHMANN:: Just please state your
2 name and spell your last name?

3 MR. DAVIS: Rob Davis; D-a-v-i-s.

4 JUDGE BUSHMANN:: Where do you reside?

5 MR. DAVIS: 25215 155th Road, Marshall.

6 JUDGE BUSHMANN:: Go ahead.

7 MR. DAVIS: We've had a lot of issues with
8 our power. And it's been ever since Apax bought the
9 quarry. You're probably going to hear this over and
10 over again. I live about a mile from the quarry.
11 Every morning whenever they fire up, power goes to
12 zilch. My lights dim. My bathroom fan just about
13 stops. It takes hardly anything to run a bathroom
14 fan. I have complained. We've had voltage recorders,
15 results are always lost. I fought that and fought it.
16 I finally just about gave up until this meeting. I
17 know several people that work for KCP & L. My brother
18 is a foreman at the quarry, so I've got a little bit
19 of insight in this. Kansas City Power and Light tells
20 them they are going to have to put a substation in to
21 cure this problem. They do not want to spend the
22 money, plain and simple, so we got to suffer. I can't
23 keep light bulbs in my house. I can't keep
24 appliances. I can't keep my air conditioner working.
25 It goes out about three or four times a year from low

1 voltage or spike voltage, whenever the power kicks
2 back up. We fought it and fought it. All my
3 neighbors, you know, everybody that's on the south
4 half of Marshall. That's on Kansas City Power and
5 Light has the same problem. Hair dryers will quit in
6 the mornings, and they just won't repair the problem.
7 Apax has went in to phasing in the motors, changed
8 motors, to try to alleviate the problem because they
9 are getting tired of people complaining to them.
10 There is just nothing being done about it. And we
11 would just like to have that repaired before they get
12 a rate increase to do anything else. I mean that's a
13 major problem to us, it's not to a lot of people, but
14 for our community -- my repair bills are pretty good
15 when you go through four or five light bulbs a week.
16 That's a little excessive.

17 MR. KENNEY: Mr. Davis, thank you for
18 taking the time to be here. When was the first time
19 that you complained to KCP & L about this?

20 MR. DAVIS: It was shortly after Apax took
21 over and brought in all the new equipment. I don't
22 really remember what year it was. We had the quarry
23 out there for years in Reilly, and we never had any
24 problems. They were a smaller operation, but Apax has
25 brought in big crushers, asphalt plants, and there is

1 just not enough power there to supply them and the
2 community.

3 MR. KENNEY: Would it have been
4 approximately around the same time that Mr. Johnson
5 indicated; around 2005 or after?

6 MR. DAVIS: You know, I'm not really sure
7 exactly whenever it happened. And I'm not -- I
8 researched this and I may be wrong, but the way I
9 understand the laws to this if there is an offending
10 load like the quarry, they should be taken off line
11 until the problem is repaired.

12 MR. KENNEY: I can't advise you with respect
13 to the law, but I'm sure Mr. Opitz from the Office of
14 Public Counsel can. You mention the south half of
15 Marshall is affected by this. How many households
16 would you estimate that comprises?

17 MR. DAVIS: I would say several hundred if
18 not thousands.

19 MR. KENNEY: Households or people?

20 MR. DAVIS: Households.

21 MR. KENNEY: And you said they have done
22 voltage recordings, but the results have been loss?

23 MR. DAVIS: I had a voltage recorder in my
24 house for weeks at different times and the results
25 have always been lost.

1 MR. KENNEY: So they have never provided
2 you with any of the outcomes of those tests?

3 MR. DAVIS: No.

4 MR. KENNEY: About how many times do you
5 think you have had those tests done?

6 MR. DAVIS: I had them done twice at a week
7 at the time.

8 MR. KENNEY: And both times they didn't
9 provide you any --

10 MR. DAVIS: No results. The only thing
11 they said is the readings were within tolerance.

12 MR. KENNEY: So how were they able to tell
13 you that if they were actually lost?

14 MR. DAVIS: That's a good question.

15 MR. KENNEY: All right. Thanks for your
16 time, Mr. Davis.

17 MR. RUPP: Getting back to the result being
18 lost, it's the same thing that the gentleman before
19 you said.

20 MR. DAVIS: Mr. Johnson, yeah.

21 MR. RUPP: So a bit curious. If there is
22 anyone else to testify that they had this same issue
23 and their results were lost as well, I would
24 definitely want to hear that. Thank you.

25 MR. DAVIS: Thank you.

1 JUDGE BUSHMANN:: Kevin Walter. Do you
2 solemnly swear or affirm that the testimony you're
3 about to give will be the truth?

4 MR. DAVIS: Yes.

5 JUDGE BUSHMANN:: Could you please state
6 your name and spell your last name?

7 MR. WALTER: Kevin Walter; W-a-l-t-e-r.

8 JUDGE BUSHMANN:: Where do you live?

9 MR. WALTER: 2667 Private 177th Drive about
10 six miles south on 65.

11 JUDGE BUSHMANN:: Go ahead.

12 MR. WALTER: Same problem as everybody
13 else. I used to live ten miles south and Apax bought
14 this quarry. Light bulbs, appliances. In 2009, I
15 built a new house out here on 65; the exact same
16 problems. Darned near every day you go home there is
17 a new light bulb burned out, dryer elements, the
18 exhaust fans in the morning at five to seven o'clock
19 when they are firing up their crushers, and then they
20 kick on, spike up, light bulbs flash. It's an ongoing
21 problem. And I'm like everybody else. I don't think
22 there should be an increase until the problem is fixed
23 in this area.

24 MR. KENNEY: Are you finished?

25 MR. WALTER: Yeah.

1 MR. KENNEY: Mr. Walter, thank you. Let me
2 just ask you a couple questions about whether you
3 reported the issues to KCP & L.

4 MR. WALTER: Oh, yeah.

5 MR. KENNEY: About how many times?

6 MR. WALTER: Between five and ten.

7 MR. KENNEY: Have they done voltage
8 recording at your house?

9 MR. WALTER: Not at my house they have not.

10 MR. KENNEY: Have they offered you any
11 explanation or solution?

12 Mr. WALTER: They just said they are
13 working on it at the quarry, and they would going put
14 in a couple of these things or couple of them things.

15 MR. KENNEY: Some solution that would take
16 care of what's going on at the quarry?

17 MR. WALTER: That's what they said, but the
18 same problem is here in my other new house. If they
19 did do something, it's not showed up at people's
20 residence. Just down the road, REC customers, which
21 is probably a mile from me, they have no problems at
22 all. No light bulbs, no appliances, no spikes. So
23 it's got to be Kansas City Power and Light.

24 MR. KENNEY: Co-op customers don't have any
25 of these issues?

1 MR. WALTER: No. And it's all due because
2 of the Apax Quarry.

3 MR. KENNEY: Can you tell me when you were
4 in your first house when this first happened?

5 MR. WALTER: That was probably 2000 or 2001
6 and then the problem probably really started 2004 or
7 5, somewhere in there. And now I built my new house
8 in 2009, and it's still going on.

9 MR. KENNEY: Okay. Mr. Walter, thanks for
10 letting us know.

11 JUDGE BUSHMANN:: Brian McCorkle. Do you
12 solemnly swear or affirm that the testimony you are
13 about to give will be the truth?

14 MR. MCCORKLE: Yes, I do.

15 JUDGE BUSHMANN:: Please state your name
16 and spell your last name.

17 MR. MCCORKLE: Brian McCorkle;
18 M-c-c-o-r-k-l-e.

19 JUDGE BUSHMANN:: Where do you live?

20 MR. MCCORKLE: 21493 Highway YY here in
21 Marshall.

22 JUDGE BUSHMANN:: Go ahead.

23 MR. MCCORKLE: I had a few things. I can
24 echo the same thing that the recent gentlemen have
25 brought up here before is the quarry deal. I recently

1 was married and my new wife -- I think she thought the
2 house was haunted because in morning time you'd be
3 getting ready, and we live in an earth-contact. That
4 means we have less lighting -- natural lighting. So
5 when you're getting ready for work in the morning, all
6 of a sudden you'll be in the shower and lights start
7 going out and flickering and everything else. It's
8 kind of nerve-wracking to someone who hasn't been in
9 the situation before. And especially when it happens
10 every day. Then it becomes more of, I guess, a pest
11 to you. Also ends up costing you money. I have
12 replaced appliances, and I have also replaced a lot of
13 light bulbs. The only bulbs that you have to replace
14 are those fixtures that are on in the morning, so you
15 try to keep as much things off in the morning as you
16 can, so that way you don't have to end up replacing
17 anything if you can keep from it. But, you know I
18 have asked about it, I have called, and I have
19 complained. And I was told that the new deal they put
20 in Mr. Jacobi's front yard in his house was going to
21 take care of that, and it didn't. So, I feel sorry
22 for him for what he has to look at every day, but it
23 didn't fix the problem. So we still have the same
24 problem. And I live just outside of town, outside of
25 Marshall here on south edge. And that's where I'm

1 receiving all the way up there. Whereas the gentlemen
2 in the back, they are all the way down towards the
3 plant itself, which is about eight miles south of
4 here, I guess, is where the quarry is. That's one
5 thing that I was wondering about. We've had this
6 problem for so long, why haven't they been able to fix
7 that. Is KCP & L bankrupt or is that why they need
8 more money? So they can fix these problems they have
9 had for years. Also, they say that they are having
10 15.8 percent increase, a lot of us don't see 15.8
11 percent increase in other wages. So I just find it
12 hard to believe that they need 15.8 percent increase.
13 Especially whenever their customer base is growing in
14 dramatic numbers. I know this town, I'm pretty sure,
15 went all KCP & L pretty much, and they have their own
16 power plant here, but they are buying the majority of
17 the power from KCP & L. And they talk about all these
18 new cross plants and everything that they are
19 building, I would think with that larger customer base
20 -- I mean I run a business. And as we grow our
21 customer base, that increases our profits. You know,
22 so their customer base is growing, you'd think their
23 profits would be increasing naturally. I don't see
24 why they see a need to raise the rates for additional
25 customers to build all this great infrastructure they

1 have now. And then I also was told, and this is
2 something I haven't heard, and I should have probably
3 brought up in the Q & A session, but I wanted that to
4 get over quick. That was fact that the monthly
5 service charge was going to change from \$9 a month to
6 \$25 a month. That's what I was told, but I don't know
7 if that's true or not, but if they are going to raise
8 monthly service charges for the customer from \$9 to
9 \$25, then that would be \$16. All right. And then the
10 average person is going to receive \$14 a month
11 addition to their bill. Then that's \$360 a year for
12 the average customer. So it's really \$30 a month
13 increase, if that's the case, for the average
14 customer. They never did say what the average
15 customer's actual electric bill was dollar amount.
16 So, I don't know what the average is, so I'm not sure
17 what my bill will grow from this. Needless to say, I
18 don't think it should grow anything. I don't think
19 they should be able to do it because they haven't been
20 able to fix the problems we've had for years, and they
21 have grown it, the business. I don't see why they
22 need to have even more money when you already know
23 they are already making tons of it. So that's all I
24 have.

25 MR. KENNEY: Mr. McCorkle, thanks for

1 taking time out of the middle of your day to be here.

2 Let me just ask you a few questions about your voltage
3 issue. How long have you experienced that issue?

4 MR. MCCORKLE: Probably about eight years
5 that I own the house.

6 MR. KENNEY: And have you complained to KCP
7 & L?

8 MR. MCCORKLE: Yes.

9 MR. KENNEY: Do you know about how many
10 times, starting when?

11 MR. MCCORKLE: I probably only complained
12 about two or three times because nothing ever happened
13 from it. Sometimes you just know you're wasting your
14 time. My parents also have KCP & L, too. They live
15 just up the road and they have the same problems.

16 MR. KENNEY: Have they come to your home to
17 do any type of voltage readings?

18 MR. MCCORKLE: No. They did tell me,
19 though, the last time that I complained that the
20 additional transformers that they installed at Mr.
21 Jacobi's was supposed to take care of the problem, but
22 it didn't.

23 MR. KENNEY: How long ago was that?

24 MR. MCCORKLE: I don't know. Whenever they
25 put that out there, four or five months ago or six --

1 six months ago or so.

2 MR. KENNEY: So they installed the new
3 transformer on Mr. Jacobi's land and your
4 understanding -- what they told you was that would
5 correct the problem?

6 MR. MCCORKLE: That would correct the
7 problem, yes.

8 MR. KENNEY: And you have seen no evidence
9 of that?

10 MR. MCCORKLE: That's not corrected the
11 problem, no. It didn't change at all. And I even
12 called and talked to one of the KCP & L guys. I
13 called him out at a gas station one day, and they told
14 me they pulled stuff out there, but hadn't brought it
15 on line yet because I was like nothing changed. And
16 now they brought it on line and nothing still has
17 /KHAPBLGD.

18 MR. KENNEY: Regarding the changes to the
19 fixed customer charge, Mr. Opitz can provide you some
20 more information about that, and I'll say as a general
21 proposition, no decisions have been made yet. So the
22 if the company requests a rate increase, we'll decide
23 that some time after the evidentiary hearings in June
24 and July. So no decisions have been made, but Mr.
25 Opitz will be happy to provide you more information

1 about that. Thank you for being here, Mr. McCorkle.

2 JUDGE BUSHMANN:: Any questions. That's
3 all the names I have on the sign-up sheet. If there
4 is anybody else who has not testified that would like
5 to come forward. Sir, do you solemnly swear or affirm
6 that the testimony you're about to give will be the
7 truth?

8 MR. SASSMANN: Yes, sir.

9 JUDGE BUSHMANN:: And could you please
10 state your name and spell your last name?

11 MR. SASSMANN: My name is Dale Sassmann;
12 S-a-s-s-m-a-n-n And my address is 13339 Jewel
13 Avenue. It's about three-quarters of a mile beyond
14 Apax quarry.

15 JUDGE BUSHMANN:: Go ahead.

16 MR. SASSMANN: So thank you all for being
17 here today, first of all. I appreciate the
18 Commission, KCP & L representatives, and all our
19 interested parties and others who have spoken to our
20 issues. My comments -- my question is a customer
21 service issue and my concern is the voltage power
22 quality issues related to Apax quarry has been a very
23 common theme here today. As I stated earlier, I'm
24 three-quarters of a mile beyond Apax quarry. So I'm
25 on the single phase line that's beyond the quarry. I

1 think the other people you have spoken to are on
2 different phases north of the quarry. I have got some
3 meter readings here that I captured myself. I have
4 contacted KCP & L probably about six times over the
5 last six or eight years about power quality issues.
6 In response to that, they have made some repairs in
7 that area that eliminated a lot of our outage problems
8 that were related to storm, so kudos to them for
9 taking care of that issue about outages, but as far as
10 brown-outs and power quality related to the quarry,
11 that's still unresolved. I wasn't aware of the
12 voltage regulator or transformer at Mr. Jacobi's, but
13 they did set a single voltage regulator on a single
14 phase line immediately in front of my property. They
15 were responsive when I asked -- when I was aware they
16 were going to set a voltage regulator actually on the
17 pole on my property, I asked them if they could set it
18 in one pole over, not on the right-of-way -- county
19 road right-of-way, and they did relocate that. That
20 took them a little bit of guide wire work and little
21 bit of pole work. Again, they were responsive in my
22 request, but I was aware of that before it actually
23 got built. I just saw the "X" on the pole and asked
24 was something happening. Two times KCP & L has placed
25 recorders in my home. And in both of those cases, I

1 asked for a report back on their findings. And in
2 both cases neither by phone nor by e-mail did I ever
3 get any response back, but I have got readings here
4 from this morning, from back in March of 2014, back in
5 there, so I have got about four different reports
6 reported here that if someone from the Commission
7 would like to receive this report, I'd be glad to
8 leave that with them. And if KCP& L would like a copy
9 of this, I can generate another one or they could make
10 a copy of that. That would be fine with me. Voltage
11 readings down to like 103 volts on the 120 side, when
12 the largest crusher starts, and then about seven
13 seconds of duration typically the voltage climbs up,
14 and the voltage regulator then gives us about 135-volt
15 peak after that. And then it kinds of gets into a
16 cycle for a little while, and then evens on back out.
17 But it's all related to start up of that one user,
18 Apax quarry. That's it.

19 MR. KENNEY: Mr. Sassmann, thank you. The
20 two times that they had voltage recorders out there,
21 when was that if you can approximate?

22 MR. SASSMANN: I would guess it was
23 probably the last time was in March of 2014. That was
24 probably a few months after they installed the voltage
25 regulator in front of my property. And then probably

1 two years before that.

2 MR. KENNEY: Okay. And neither time were
3 you able to review the results?

4 MR. SASSMANN: No.

5 MR. KENNEY: And what did they tell you?
6 They just didn't have them or what?

7 MR. SASSMANN: The first time they told me
8 that they were going to take some measures with some
9 voltage regulation, and that they were reviewing that
10 customer, Apax quarry's procedure for start up
11 sequence to try to make some improvement there. But,
12 I don't -- I haven't seen any marked improvements.

13 MR. KENNEY: So they installed the voltage
14 regulator and they moved it at your request?

15 MR. SASSMANN: Yes.

16 MR. KENNEY: But it's not been effective?

17 MR. SASSMANN: No; not as far as I can see.

18 MR. KENNEY: I think, yeah, we'll probably
19 like to see your records?

20 MR. SASSMANN: Okay.

21 MR. KENNEY: I'm sure the company would,
22 too. Thank you for being here, Mr. Sassmann.

23 MR. SASSMANN: Who do I leave these with?

24 JUDGE BUSHMANN: If she'll mark that
25 Exhibit A, and I'll receive that into the hearing

1 subject to any objection from the attorneys.

2 MR. RUPP: So, Mr. Sassmann, so when you
3 made the request for the results of the meeting and
4 you never got it, did you get a reason or did they
5 just never respond to your phone call or e-mail?

6 MR. SASSMANN: You know, I don't recall. I
7 don't remember them saying that they were corrupted or
8 lost or anything. I just didn't receive them. And I
9 e-mailed about it, too. But I didn't get a response.
10 I thought -- I'm an engineer by training and so I
11 want hard copies of stuff. I want statistics. I want
12 values. I want data, and I didn't get it.

13 MR. RUPP: What you just handed to the
14 court reporter, did you have your own meter reader?

15 MR. SASSMANN: Right I got a flute 289
16 digital volt meter with a recording function, software
17 to go with it.

18 MR. RUPP: One thing I haven't heard from
19 anybody in the audience today, and I'll ask you
20 because I don't know how many people are going to
21 testify -- is community partner. A lot of times in
22 public hearings we hear the company is a good
23 community partner, they participate. I haven't heard
24 that. How would you rate the company's being a good
25 community partner in this community?

1 MR. SASSMANN: You know, I'm probably not
2 the best person because I don't get involved in civics
3 and community things that much. Public relations,
4 community service, you know things like that. I have
5 always felt like KCP & L was pretty responsive.
6 Whenever I call them and talk to them about issues,
7 they always seem to take interest. But for some
8 reason, that's been a hard nut to crack. And I think,
9 I have just thought my opinion is that what the large
10 motor loads and sizing of the line out there, that
11 without spending a lot of dollars, they are just not
12 going to be able to address that with some line
13 building or like what's mentioned earlier, a
14 substation or something. But my opinion is like a lot
15 of the others, I'd really like to see this addressed.
16 I don't mind paying more for electricity if I have got
17 quality service.

18 JUDGE BUSHMANN:: Thank you, sir.

19 MR. SASSMANN: Thank you.

20 JUDGE BUSHMANN:: Is there anyone else that
21 would like to testify? Yes, sir. Do you solemnly
22 swear or affirm that the testimony you're about to
23 give will be the truth?

24 MR. CASSELL: I do.

25 JUDGE BUSHMANN:: Please state your name

1 and spell your last name?

2 MR. CASSELL: Gene Cassell; C-a-s-s-e-l-l.

3 JUDGE BUSHMANN:: Where do you live?

4 MR. CASSELL:: 12096 Jasmine Avenue,
5 Marshall, Missouri.

6 JUDGE BUSHMANN:: Go ahead.

7 MR. CASSELL:: I can add on to what the
8 gentlemen in the back have talked because they live
9 the closest to the rock quarry and Apax. I live the
10 furthest south of this group, which is at the
11 intersection of 65 Highway and 70. KCP & L has been
12 good service to us, but the term of it is when I pay
13 for something I like to be able to get it 24 hours a
14 day. In the morning our power drops very low. I have
15 lost a pump in my well. I thought it just went out
16 due to age. We replaced it. A short time later it
17 went out again, no apparent reason. So, we kind of
18 started watching and our light bulbs dropping in
19 intensity. And usually that's around seven o'clock.
20 So we get in the habit now, we live with this thing of
21 cutting our power back around 6:30, quarter to seven.
22 Nobody takes a shower until after seven. We don't run
23 our air conditioner or any extra power until after
24 we've had our fluctuations on the lights. Now, like I
25 said, if I pay for this thing for 24 hours a day, I

1 expect to use it 24 hours day; not have to limit my
2 use of the power. Other than that, KCP & L had been
3 good to us. We've had problems with transformers go
4 out, took them about an hour to come out, they
5 repaired it and went on. But this issue of having to
6 live with their system of seven o'clock, that's for
7 the birds.

8 JUDGE BUSHMANN:: Questions?

9 MR. KENNEY: No questions. Thank you, Mr.
10 Cassell.

11 JUDGE BUSHMANN:: Thank you, sir. Anyone
12 else like to testify? Yes, sir. Do you solemnly
13 swear or affirm that the testimony you're about to
14 give will be the truth?

15 MR. HARDENBROOK: I do.

16 JUDGE BUSHMANN:: Please state your name.

17 MR. BROOK: J. Hardenbrook;
18 H-a-r-d-e-n-b-r-o-o-k. I live at 4425 Morning Dove
19 Court in St. Louis.

20 JUDGE BUSHMANN:: Go ahead.

21 MR. HARDENBROOK: I am the associate state
22 director for advocacy with AARP in Missouri.
23 Obviously, we've heard a lot about service issues as
24 well as what I would say is reliability and safety
25 issues, which I know is one of the things the PSC is

1 tasked with looking into when you deal with a monopoly
2 like KCP & L for us. The biggest concern is increase
3 in the customer service charge of \$9 to \$25. That's
4 not 15.8 percent increase. That's an increase of over
5 150 percent. And especially for people on a fixed
6 income who are using very, very little power. That's
7 a huge increase for them. And what we've heard back
8 from our volunteers, from our members as we've reached
9 out about this rate case is that that is their number
10 one concern. And that's what we'd like to bring to
11 the PSC today. I will try to be at the next two here.
12 This is the second one. I was in the one in Milton as
13 well. I will definitely be there tonight, but I
14 figure this is as good a time as any to bring up our
15 issues.

16 JUDGE BUSHMANN:: Questions.

17 MR. STEINER: I have a question. Are you
18 testifying on behalf of yourself or on behalf of AARP?

19 MR. HARDENBROOK: On behalf of AARP.

20 JUDGE BUSHMANN:: Thank you. Any others?

21 I don't see any.

22 MR. KENNEY: Yeah. I just want to say
23 thanks to you all for being here. You have given a
24 quite a bit of information to digest. And, again, I
25 encourage all of you to take some time now to talk

1 with representatives from KCP & L about your specific
2 issues. Again, this is one more of things all the
3 other commissioners will have an opportunity and will
4 take advantage of that opportunities to read your
5 testimony and take it into consideration after
6 deliberating the case. So please know that your voice
7 is valuable. And we thank you for taking the time to
8 appear today.

9 MR. RUPP: I'd like to encourage everyone
10 that is here -- not everybody in your community can be
11 here today at noon in the middle of the work day --
12 but you're a great community, you're a tight-knit
13 community, and you will have friends, and speak to
14 each other and your neighbors. If you have neighbors
15 and friends that have experienced the same issues that
16 have been coming up about -- that have been brought
17 up, especially if they have done any record -- trying
18 to do any recordings of the voltage in your home and
19 not have the information supplied to you, I would
20 really like to have that information. You can send
21 that into a letter to the Office of Public Counsel, to
22 our offices, it will be entered into the record. But
23 we're trying to establish is there a theme here, or
24 are they isolated instances. So the more we can hear
25 from the community, the better. So I encourage you to

1 talk to your neighbors and your friends that have had
2 these issues and to have them contact us via e-mail, a
3 letter, or whatever so we can continue to see if this
4 is a pattern that has been continuing in this
5 community. Thank you.

6 JUDGE BUSHMANN:: That concludes our
7 hearing. Thank you all for coming. The hearing is
8 adjourned. We're off the record.

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11 (WHEREIN, the hearing was concluded at 1:28.)

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CERTIFICATE OF REPORTER

STATE OF MISSOURI)

) ss.

CITY OF ST. LOUIS)

I, Jeanne M. Pedrotty, a Certified Court Reporter (MO) and Certified Shorthand Reporter (IL), 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.

Jeanne M. Pedrotty

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