

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Evidentiary Hearing

September 13, 2019

St. Louis, Missouri

Volume 2

Mary Jackson,)	
)	
Complainant,)	
)	File No. GC-2019-0331
V.)	
)	
Spire Missouri, Inc., d/b/a)	
Spire,)	
)	
Respondent.)	

CHARLES HATCHER, Presiding
REGULATORY LAW JUDGE

MAIDA J. COLEMAN
COMMISSIONER

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11

12 PRESENT:

13 Mary A. Jackson, Complainant

14 Rick E. Zucker, Spire Missouri

15 Goldie Bockstruck, Spire Missouri

16 Tammy Huber, PSC Staff

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1 JUDGE HATCHER: Let's bring this
2 proceeding to order and go on the record. Good
3 afternoon. Today is September 13th, 2019. The
4 Commission has set this time for an evidentiary hearing
5 in Mary Jackson, Plaintiff, v. Spire, Inc., doing
6 business as Spire, Respondent, filed under
7 GC-2019-0331.

8 My name is Charles Hatcher and I am the
9 regulatory law judge presiding over this hearing.

10 Now, let's go ahead and have counsel for
11 the parties make their entry of appearance. First, we
12 have Ms. Jackson, who is appearing pro se.

13 MS. JACKSON: Yes.

14 JUDGE HATCHER: And for Spire?

15 MR. ZUCKER: For Spire, Rick Zucker,
16 Z-U-C-K-E-R.

17 MS. BOCKSTRUCT: Goldie Bockstruct.

18 JUDGE HATCHER: And for Commission Staff?

19 MR. PRINGLE: Travis Pringle. And I have
20 given my information to the court reporter.

21 JUDGE HATCHER: Thank you.

22 Please, everyone in the audience, silence
23 your cellphones and any mobile devices. Do we have any
24 preliminary matters to address?

25 MR. PRINGLE: None from Staff.

1 JUDGE HATCHER: And then with witnesses,
2 we'll go in the order that was submitted.

3 And do we have any exhibits to introduce?

4 MR. ZUCKER: No.

5 JUDGE HATCHER: Anybody have any
6 paperwork? Okay.

7 MR. PRINGLE: Yeah, we have one -- an
8 exhibit.

9 MR. ZUCKER: How do you want to handle
10 exhibits?

11 JUDGE HATCHER: Let's just go in numerical
12 order.

13 So why don't you take one?

14 Mr. Zucker, you can take two through the
15 end.

16 MR. ZUCKER: Okay. I think I have six.

17 (Thereupon, the court reporter marked Exhibits 1
18 through 7, for identification.)

19 JUDGE HATCHER: And to conclude
20 introductions, Commissioner Maida Coleman of the Public
21 Service Commission is here. And did you have any
22 comments before we get started?

23 COMMISSIONER COLEMAN: No.

24 JUDGE HATCHER: Thank you.

25 Let's go ahead and get to opening

1 statements. I believe the order is going to be
2 Ms. Jackson, followed by Mr. Zucker, followed by
3 Mr. Pringle.

4 Ms. Jackson, you have the floor.

5 MS. JACKSON: Well, we here today -- we
6 here today because I was overcharged by Spire -- by
7 Spire Company -- Spire Gas Company.

8 JUDGE HATCHER: Go on. Is that -- your
9 opening statement is to set out what your claim
10 indicates.

11 MS. JACKSON: Okay. Well, my -- my claim
12 is that I've been overcharged within Spire Company for
13 some years now. And I had called them and I made my
14 complaint.

15 And this time here is that I definitely
16 been overcharged because I had paid -- well, my son
17 paid the bill. And I had another bill come out --
18 well, a big bill came out.

19 Then the big bill came out. So I'm here
20 now to make a resolution that where I -- you know, to
21 show that I've been overcharged.

22 JUDGE HATCHER: Thank you.

23 Mr. Zucker?

24 MR. ZUCKER: All right. Thank you, Your
25 Honor. The issue in this case is whether we have

1 overcharged Ms. Jackson for services. It has been her
2 position that she has not used the gas that we have
3 charged her for.

4 And she's not the first person to complain
5 about that. A lot of people would like to have a lower
6 gas bill, or -- or don't like the bill that we send
7 them.

8 But -- and what we do in those situations
9 is we, first, look at the usage that we're billing and
10 compare it to previous usage at that residence, to see
11 if the usage is unusual or abnormal in some way.

12 If the usage is high, we'll also look at
13 the weather for the period and see -- make sure that
14 that higher usage is justified by higher weather. Then
15 what we also do in these situations is we'll do a high
16 bill investigation.

17 We'll send somebody out. They'll take a
18 look at the meter and make sure that the meter is
19 reading the same as the AMR, our automated meter
20 reading device, and that everything looks like it's
21 working correctly.

22 And they'll look at the appliances in the
23 home and -- and see that they're operating properly.
24 And, finally, the -- the last thing we do is actually
25 remove the meter and test it. We take it to a meter

1 shop where it's tested against a calibrated machine to
2 see if it's accurate. And it must test within two
3 percent of exact in order to pass the test.

4 In this case, we -- we did all of those
5 things for Ms. Jackson. She first complained that we
6 were overcharging her in early 2016. We looked at the
7 usage and we found that it was actually less than the
8 year before.

9 So we explained that to her. And I think
10 her response was she would like to check with the PSC
11 on that, because she had made an informal complaint.
12 She didn't like our answer.

13 The next year in early 2017, she
14 complained again, directly to us, not to the PSC. And
15 we did a high bill investigation. We sent someone out.
16 They looked at the meter. They looked at the
17 appliances.

18 They found that they were all working
19 normally as expected, including Ms. Jackson's
20 appliances. And so we didn't find any reason that the
21 meter reading wasn't correct, or the usage wasn't
22 correct.

23 And, by the way, the 2017 usage was
24 actually lower than the 2016 usage. So, again, there
25 was really nothing to -- for us to look at and, say,

1 okay, something's wrong here.

2 In 2018, Ms. Jackson complained a third
3 time about the amount of usage we were billing her.
4 And we went and did the meter change that I talked
5 about. And we tested the meter and it tested within
6 the two percent perimeters.

7 So the meter that had been at her house
8 throughout this period, up until the time we removed it
9 on March 28th of 2018, tested correctly.

10 And so our position in this case is we've
11 done everything that we would normally do to check our
12 meter to see that it is operating properly and
13 producing an accurate reading.

14 And what we have found is that it is doing
15 so. That the meter is accurate and that the bills that
16 we're sending are accurate.

17 Now, because we are customer oriented at
18 Spire, we would like to work with the customer and say,
19 okay, let us see if we can help you. You know, you --
20 you're not happy with the amount of usage you're being
21 billed.

22 Let's see if we can help you use less gas
23 and see where -- or see where the problem is if you're
24 having a problem. In other words, if there's more gas
25 than you really need, why is that? And so the -- the

1 other main culprit, if you will, in an overuse
2 situation is the building shell, how airtight it is.

3 Because if -- you know, the furnace blows
4 warm air in the winter. If that warm air is escaping
5 somehow out of the house, then the furnace has to
6 continue to work, and work and work, because it's got
7 to replace all the warm air that's going out -- out of
8 the house and you end up with a high bill.

9 It's unfortunately a legitimate bill, but
10 it's still high. And so there are certain tests you
11 can do to see whether or not there's some air leakage
12 going on in the house, either through the walls or the
13 windows, or the attic.

14 And we have offered to do that for
15 Ms. Jackson, but she has been reluctant to allow us to
16 do that. We have been to her house, as she has pointed
17 out, and may point out again today, to do the high bill
18 inspection in 2018, but that doesn't really go to the
19 air tightness of the building.

20 And so one of the reasons I passed out all
21 those pictures is for the Commission to see the house,
22 itself. I'm not saying that the house is in bad
23 condition, but if you look at the pictures, maybe
24 there's an opportunity.

25 It's a -- it's a very old house. It's

1 rather large. It has a different configuration than
2 I'm used to, especially on the second floor with these
3 dormers, or whatever they're called, kind of, sticking
4 out.

5 So there's possibilities that there could
6 be some improvements that could help her with the gas
7 usage. And we would like to explore that. Ms. Jackson
8 has -- has not agreed to that yet, but, you know, we're
9 here today and we're still extending that offer and
10 we're still open to it..

11 Otherwise, we believe that our bills are
12 accurate and that we have not violated any laws or
13 Commission rules in this matter.

14 JUDGE HATCHER: Thank you.

15 Mr. Pringle?

16 MR. PRINGLE: Yes. Thank you, Judge
17 Hatcher.

18 On April 29th, 2019 this case was
19 designated as a small formal complaint case. In small
20 formal complaint cases, Staff completes an
21 investigation and files an investigative report with
22 the Commission and all parties to the complaint case.
23 Importantly, Staff does not advocate a position beyond
24 reporting the results of this investigation.

25 In this case, Staff was ordered to file

1 his report by June 13th, 2019. Having concluded its
2 investigation and having filed its report, Staff
3 concluded that Spire has not violated any applicable
4 statutes Commission rules, or Commission approved
5 company tariffs that were associated with this
6 complaint.

7 Staff member, Tammy Huber, who completed
8 Staff's investigation and authored Staff's report, is
9 available today should there be any factual questions
10 regarding Staff's investigation.

11 Again, Staff would like to repeat that it
12 does not advocate a position beyond the results of its
13 investigation.

14 JUDGE HATCHER: Thank you, Mr. Pringle.

15 What we do now is we go to testimony.

16 Ms. Jackson, you're representing yourself.

17 MS. JACKSON: Yes.

18 JUDGE HATCHER: So it would be a little
19 awkward for you to have yourself answer questions that
20 you ask. So what we do in these situations is we just
21 go ahead and ask you to, kind of, tell your story, what
22 do you want the Commission to know and to decide in
23 your favor?

24 MS. JACKSON: Well, first of all, that
25 house has been rehabbed, okay? My husband have

1 rehabbed. We rehabbed the in and out of that property.
2 I bought it in '08. Inside of that property used to
3 have concrete. I tore all concrete down inside that
4 property, and I put drywall insulation inside.

5 This is my second home that I've rehabbed.
6 And there is no leak inside my home. That is a
7 brand-new furnace inside that property. I don't have
8 any children to overheat my -- to use extra gas.

9 JUDGE HATCHER: Ms. Jackson, can I
10 interrupt you?

11 MS. JACKSON: Uh-huh.

12 JUDGE HATCHER: When did you install the
13 insulation?

14 MS. JACKSON: Pardon me?

15 JUDGE HATCHER: I'm asking when did you
16 install the insulation?

17 MS. JACKSON: Inside the house?

18 JUDGE HATCHER: That you just mentioned.

19 MS. JACKSON: When -- '08, when I bought
20 -- when I bought the house. We rehabbed the house in
21 '08.

22 JUDGE HATCHER: Okay.

23 MS. JACKSON: I bought the house in '08.
24 We started rehabbing in '08.

25 JUDGE HATCHER: Okay.

1 MS. JACKSON: Okay. And when I mean --
2 tore down walls, we -- we tore down concrete because I
3 know that that concrete was going to hold more heat.

4 And by this being my second home in this
5 same community, I know insulation, the yellow
6 insulation, will hold heat inside my property.

7 So I tore all the concrete down, insulated
8 my property, put drywall up there. And my house is
9 well secure and warmer. I do not use heat at night
10 because I don't even like summer during summertime.

11 So I cut my heat down because I have
12 electric blanket. My house still is warm. My basement
13 is warm. That -- my furnace do not overwork itself.
14 That gas don't come out of there unless I turn that
15 thermostat up.

16 And I does not turn that thermostat up
17 high, where I need to overheat my property to keep it
18 warm, because it -- it works just fine. You cut it
19 off.

20 It goes by the weather. If the weather is
21 cold, it'll kick on, like it's supposed to. Because if
22 I had any problem, I know how to call the furnace and
23 find out that, does I have any problems. I don't have
24 any problem.

25 But when the time I did have a problem, it

1 was just only the filter that need to be changed.
2 Okay. It was only the filter that needed to be
3 changed. And I took time to get that filter changed
4 because I know my gas bill was constantly getting up
5 higher and higher.

6 And I barely be at home. I be at
7 Mr. Pinney's house, which is deceased right now, today.
8 And that's what -- he stay on the next block over.

9 That's my guy. We been together for
10 35-plus years. I stayed at his house more than I stay
11 at my home, because there's no more -- I don't have
12 kids at my home. My -- my boys is grown, 35 and 27.

13 And I don't understand why Laclede said
14 that they not overcharging me. If you not overcharging
15 me -- I control what goes through that -- I -- I
16 control what go through that line.

17 If I turn my furnace off, you not going to
18 read anything. And that's what most of the time I do
19 when I'm not at home. During the wintertime, I turn it
20 down low.

21 I turn it down to 65 because no one is
22 there. I'm gone. I'm over on the next block over,
23 because he had mostly everything over there. He had a
24 T.V. He had cable. He have everything I need over
25 there. So how is I'm -- how is I'm getting billed on

1 something that I'm not there and I'm not use? So I'm
2 trying to understand. My home is insulated very well.

3 EXAMINATION BY REGULATORY JUDGE

4 QUESTIONS BY JUDGE HATCHER:

5 Q. Okay. You said you got it installed in
6 2008?

7 A. What, the furnace?

8 Q. The insulation.

9 A. Uh-huh.

10 Q. I'd like to follow up on the furnace, too.
11 When did you get the new furnace?

12 A. The new furnace got in 20 -- if I ain't
13 mistaken, it was 2010, if I ain't mistaken.

14 Q. Okay.

15 A. Because I don't have the paperwork with
16 me. 2010.

17 Q. Okay. And have you had the furnace
18 serviced?

19 A. I had the furnace serviced only when the
20 furnace had stopped working at the time, to have them
21 to come out and find out what was the problem.

22 It was a little filter from 2016 -- what,
23 2010 to 20 -- well, they have the paperwork. They have
24 the paperwork when I did it. From that day, to that
25 day, that's -- that year, that's when I had the furnace

1 -- someone come out. But the furnace was off for a
2 whole month because I let it stay off a whole month
3 because I was going to see how Laclede was going to
4 bring my bill up.

5 Because the only thing that my bill is
6 running up high, as they said, would be the furnace
7 because I -- on it, I have electric dryer, electric --
8 electric dryer, electric washer.

9 My furnace -- I mean -- yeah, my furnace
10 is gas. My hot water tank is energy-efficient. It's
11 not one of them old one that would burn it --
12 constantly keep burning. It's not one of them. It's
13 -- it's the energy assistance.

14 Q. But it is gas?

15 A. It is gas.

16 Q. Okay.

17 A. Yes. But when you turn the water on, it's
18 not hot because you have to wait until it gets hot,
19 because they let you know that it's not burning like an
20 old, old, old furnace -- hot water tank, though. But
21 it save me -- it save me, though.

22 But that's the only thing that's running
23 -- or my stove, my gas stove. And then when I'm not
24 using my gas stove, I turn it from the knob behind the
25 stove. I turn it off.

1 Just like now, my gas is off. They not
2 going to read anything because there's nothing running
3 through it. I turn it off every summer, because I
4 don't cook during the summertime.

5 So we not going to get no bill from the
6 summertime. When wintertime, if it's -- if it's warm
7 days, I turn my furnace off.

8 If we get, like, a whole week or three or
9 four days of warm days during the wintertime, I cut it
10 off because there ain't no use burning no furnace. I'm
11 not there. So I -- I control that, that furnace. I
12 control that gas, what goes through there.

13 Q. Ms. Jackson, I want to ask you, how many
14 days a week do you stay at your house?

15 A. I don't know. I barely -- I be at Mr.
16 Pinney.

17 Q. And that's been going on for 35 years?

18 A. Yes.

19 Q. So it would also cover 2016/'17?

20 A. Well, since I been there -- since I been
21 there -- before I moved there, I was staying with him,
22 definitely.

23 Q. Okay.

24 A. Okay. And I bought that house. I'm just
25 used to me and my kids living -- I'm used to having my

1 own home. So I had a house down the street from him
2 and I been with Laclede for decades, since I had two
3 kids.

4 So I know how, you know, to manage my
5 bill. I know how to manage my gas. So, like I said, I
6 -- by me not having no kids, I'm just at his house.
7 I'm just back and forth.

8 But most of the time, I'm at his house. I
9 spend the night at his house. Like now, I'm at his
10 house since he passed. I live there, actually. Well,
11 you know, I stayed at both houses, but I -- I been at
12 his house before we even came to this hearing. He was
13 my witness to prove that.

14 Just like in December, okay, he goes on
15 vacation. And I actually rather stay at his house so I
16 can watch out for his house. Because I have cameras
17 over at my house. Did you all notice I had cameras? I
18 already know you all been there, because I check my
19 camera.

20 So I have camera around my home. So I
21 don't -- I don't do much worrying about my security at
22 my home, but I worry about his security because he
23 don't have security. So when he goes on vacation --
24 when he goes vacation in -- he goes vacation December
25 to January, then I'm at his house there at that time.

1 So that's, like, two weeks from -- he take
2 the weekend before Christmas and he's gone until
3 January -- this goes far back. He goes around about
4 January -- about the second week of January. And I'm
5 in his house, still. And when he come back, I'm still
6 at his house.

7 He goes back -- he goes on vacation in
8 July. He go back -- he go on vacation in July down in
9 Arkansas for a whole week. I'm at his house. Then
10 August, September, he leaves for Labor Day, goes to
11 Wisconsin. I'm there at his house, even though before
12 then.

13 That's it. He goes -- well, from December
14 -- because that bill rise from December to January.
15 When you get that bill from December to January because
16 I wasn't there.

17 That furnace was down low. And you --
18 it's not -- it's not going to overheat itself, because
19 my house is insulated very well. It's very well
20 insulated. I promise you, it's very well. I don't
21 need no heat at night because I don't -- I don't even
22 like summer. So my house is very warm.

23 Then I have substitute. If I don't want
24 to use that furnace, I have electric heater, which I
25 don't even really use the electric heater. I might use

1 it in the bathroom, you know, to wash up or something
2 like that if I wanted. But I don't have to cut my
3 furnace on to just heat my house up.

4 Q. Ms. Jackson, when did you start -- first
5 notice that your bills were higher than expected?

6 A. I've been dealing with Laclede for
7 decades. I mean, this is not just an on -- just not
8 just a thing that just started. I've been calling the
9 Commission and they said, oh, we ain't found nothing,
10 this and this.

11 So they side with Laclede. So I'm, like,
12 that's not going to stop me because I know what I use.
13 I know what go through that furnace. If I'm -- if I'm
14 using it, I'm going to pay.

15 Just like my electric bill. I don't have
16 no problem with my electric bill. My electric bill is
17 so low. Look at this big old house. My electric bill
18 don't even come near no hundred-some dollars.

19 Now, if it become \$100.00 because I miss
20 one month and let go like that, I do it like that,
21 that's the only way it will come up.

22 But for other than that, it just rise my
23 bill, no. My bill right here now, today, is nothing
24 but \$46.00 for this big old house. Because you -- if
25 you're not there to use it, how you going to charge it?

1 Q. You had said that you put insulation in
2 the walls --

3 A. Uh-huh.

4 Q. -- and covered that with drywall. Did
5 you put anything in the attic space?

6 Q. The attic was already good. The attic
7 was good. I didn't have to go to the attic. The only
8 -- only attic I had to go to is this -- let's see.
9 Okay. Okay. He didn't take good pictures. Just like
10 on the side of this house here --

11 Q. Uh-huh.

12 A. -- on the side of this right here, this
13 is the front of my property right there. This is the
14 front. Okay. This side right here is, like -- on this
15 side right here?

16 Q. Right.

17 A. Okay. There was a big old tree there.
18 When I purchased this house, the tree limb had -- had
19 dropped down into -- like, into this side. Not -- not
20 this side, but this side right here.

21 There was a tree right here. And it --
22 it broke -- it broke off and then gave a big old hole,
23 but I still purchased the home. So I'm in the attic.
24 So I had to -- these are not very good pictures, for
25 real.

1 You ain't got the right side of the house.
2 But that attic -- that -- it was a big old hole in
3 there. I mean, I could see straight outside to West
4 Florissant. That's how big that hole was.

5 Me and my son, we put this roof on right
6 here. Me and my son, we put this roof on. It was bad.
7 I got a picture before and I got a picture after. That
8 big ole hole -- that's the attic on this side of the
9 front, to that side.

10 It was a big ole hole. I don't mean no
11 little hole. Big ole hole where you could see West
12 Florissant and you could just see out there, you know.
13 That -- we insulated that. We insulated that. We
14 insulate the whole upstairs attic.

15 Q. Okay. How much insulation did you add?

16 A. I used a big -- it comes in a roll. That
17 thick insulation that comes in a roll.

18 Q. Okay. So it was just one of those that
19 you were able to unroll and --

20 A. Uh-huh.

21 Q. -- you bought it to --

22 A. Bought it and slide it up there on the --
23 the what they call it, the -- it's divided.

24 Q. Yeah.

25 A. You know how they -- they divide it?

1 Q. Yeah, it's the rafters. Yeah.

2 A. Uh-huh.

3 Q. Did you put the same insulation in the
4 ceiling?

5 A. Well, we didn't have to go to the ceiling,
6 because when they tore -- when they tore the roof off,
7 we could see what the ceiling was like. It was -- the
8 ceiling was fine. So we didn't have to go up in the
9 ceiling.

10 Q. Well, I meant maybe in the attic. Did you
11 put the same type of roll --

12 A. Yeah, that's the attic. Yes.

13 Q. Okay.

14 A. Uh-huh. Uh-huh. Well, here, this is the
15 attic. If I knew pictures was going to be involved, I
16 could have brought the real -- real pictures. Okay.

17 Here go the attic. The attic is on the
18 side -- is here. The attic is on here. This is my
19 son's room here. As a matter of fact, we -- I rehabbed
20 the inside. This -- this is the part of the attic.

21 Q. Uh-huh.

22 A. On his front side. I had rehabbed all of
23 this on the inside of that attic, because there's a
24 closet there. Now, on the other side, that's the other
25 part of the attic, just like on this side.

1 It's a whole side there. And we
2 insulated. Tore everything out, insulate it, put up in
3 the ceiling the thick -- we ain't talking about the
4 blow kind. We talking about the thick. So I
5 insulated, yes, both of them.

6 Q. Okay. And I had asked when your billing
7 dispute started. And I don't think I ever got a clear
8 answer on that. The complaint here is about 2016
9 through 2018. Is that -- I'm not seeing -- hearing any
10 disagreement. When -- you're saying that you've always
11 had a disagreement about this.

12 A. Uh-huh.

13 Q. When did that start?

14 A. Well, I said, like -- I said around about
15 -- oh, my college went to college in 2010. If I ain't
16 mistaken, I think around about 2012, 20 -- about 2012.

17 Q. Okay.

18 A. Because my son was, like, in and out, if I
19 ain't mistaken. It might have been earlier than that,
20 but around about 2012. It might have been 2011,
21 because he went to college in 2010.

22 Q. So walk me through what happened when that
23 billing discrepancy started. Had you been getting gas
24 from them and then you just noticed --

25 A. How high the bill was. Yes. Because I

1 mean, I know they going to go by the -- the fraction of
2 the building, high the building is, this first and
3 second and third floor. I know that.

4 But if you have your home insulation and
5 you know how this insulation, because it's an old
6 building and it's not no new building that they just
7 built, of course, you going to look, like, oh, okay,
8 she used lots of gas. No, you don't know me. This is
9 my second home that I've rehabbed.

10 Q. Uh-huh.

11 A. I rehab this building and I know to keep
12 heat -- to keep heat inside my home. Okay. Yes, I
13 have old windows, but I also have plastic up to them
14 windows. You know, not to all of them. The only one
15 that really plastic is in my bedroom. This window and
16 that window. Them the only two windows that is plastic
17 and I keep the plastic up there.

18 Q. Okay. I hear you then saying that you
19 purchased the house in 2008?

20 A. Uh-huh.

21 Q. And you rehabbed it and you had to keep
22 gas. And after you were done rehabbing, the gas bill
23 did not fall as expected?

24 A. What you mean by fall?

25 Q. Well, you did all of this insulation and

1 you -- you fixed up the house?

2 A. Uh-huh.

3 Q. Were you expecting a decrease in your gas
4 bill? Were you expecting it to go down because now the
5 heat is --

6 A. What do you mean now? Now, you keep
7 saying --

8 Q. I'm trying to find out --

9 A. The heat went in since I insulated it when
10 I move in it. The heat has never -- it never left me.

11 Q. I'm trying to find out --

12 A. Okay.

13 Q. -- when you started having the problem
14 with your billing.

15 A. I say around about between '11 and '12.

16 Q. Okay.

17 A. That's when I noticed.

18 Q. What started you noticing it?

19 A. Well, when I -- in 2010 when my -- 2010,
20 at the time my son was there, the bill was okay. The
21 bill was okay. I don't recall having no problem.

22 And then as the months goes around, you
23 know, the following year -- like I said, it's -- you
24 know, I have my documentation when exactly I started
25 calling the Commission. And I don't want to outdo

1 myself, you know, saying something that -- they might
2 have something different than what I'm saying.

3 Q. Uh-huh.

4 A. So if I ain't mistaken, like I said,
5 around about 2011 -- between 2011 and 2012 when I
6 started seeing my bill slipping and it's because one --
7 one minute, it's this bill.

8 Then the next minute, it's this bill.
9 Then the next minute -- and then when I started going
10 to the energy assistance, not only, like I said, yeah,
11 I might skip a month, skip a month and then come back.

12 But that's -- I know how my bill come up.
13 I know that high. It's not because of the gas. It's
14 because if I skip a month, I skip a month, and then I
15 pay, of course, I know it's going to add.

16 Q. Right.

17 A. So I mean --

18 Q. You're not complaining about that?

19 A. No. I'm not complaining about that.

20 Q. I follow you.

21 A. No, I'm complaining about what the use --
22 what they saying I'm using.

23 JUDGE HATCHER: Okay. I don't have any
24 other questions. Cross-examination, the order I have
25 is Staff goes first. Mr. Pringle?

1 CROSS-EXAMINATION

2 QUESTIONS BY MR. PRINGLE:

3 Q. Yeah. Good morning -- well, good
4 afternoon, Ms. Jackson. So I just have a few quick
5 questions. Could you, kind of, go a little more in
6 depth in this insulation you installed after you
7 acquired the house? I don't know much about
8 insulation, so if you can just walk me through, like --

9 A. It's the thick -- it's the -- if you go to
10 Home Depot, they have it up on a shelf. It's thick
11 rolls. It's really thick. You could take some -- you
12 could take it out and divide it. It's thick. But I
13 didn't -- I don't -- I didn't do that.

14 I took the whole -- I cut it where you
15 measure it and you cut it as, like -- say, like, here,
16 this -- okay. Right here is the closet. And the
17 closet come, like, right here.

18 So on that wall, you going to take that --
19 you going to take that insulation, which I did, took it
20 and put up there and cut it from that end. And then
21 you do the other side, and you cut it. You do the
22 other side and you cut it.

23 So I don't take piece by piece, because
24 you can -- you can pull some off because it's very
25 thick. But me -- and I know I like to stay warm and I

1 know this is my son's room up here, I put the whole
2 thing up there. It costs me money. I --I spent money
3 to insulate this house.

4 Q. How many rolls did you use?

5 A. In each one of these, I said, like, five.
6 I used three -- three, because this is a -- it's
7 another little add onto on this side here. I used
8 three over here and I used -- I used -- well, three.
9 Three on each side. Yeah, three. Three on each side.

10 Q. So that would be six, total?

11 A. Uh-huh.

12 Q. And you -- do you remember where the
13 dimensions on that insulation, like, was it, like, you
14 know, 24 by 24, or like, how --

15 A. No. It's just a thick roll. And I just
16 -- I just -- I'm not good at all that.

17 Q. And this was after you acquired the house
18 in '08?

19 A. Fiber -- that's what it called, fiberglass
20 insulation.

21 Q. Fiberglass insulation?

22 A. Uh-huh.

23 Q. And this was all in 2008, when you put all
24 that insulation in?

25 A. Well, we worked through 2008, all the way

1 up to 2009. And we got finished with the roof then.

2 Q. Okay.

3 A. Uh-huh.

4 Q. And did you do the insulation, I guess
5 that was before you put the new roof in, or after you
6 put the new roof on?

7 A. No. We did the insulation after. We did
8 the outside first. And my roof here is well insulated.
9 I went to Home Depot and got a book. This roof here, I
10 had some -- a roofing guy to do my roof.

11 But my neighbor was telling me by me
12 driving the school bus -- I was a school bus driver and
13 I told him I was supposed to get all plywood around my
14 home, because the roof was old.

15 And the shingle -- they had, like, seven
16 layers of shingles. That's why I say I should have
17 brought my pictures of the before and after. But
18 that's my fault.

19 But it was like seven layers of shingles
20 on there. So I already knew what I was getting into
21 when I bought the property. But like I said, this is
22 my second -- second home that I rehabbed.

23 And we told the guy that was doing it --
24 he probably thought I was wasting money, but that's all
25 right. He tore this down, but he did this side over

1 here. But he didn't -- he didn't put no -- he didn't
2 put no plywood up under the first shingle that he did.
3 I wasn't there, but my neighbor told me across the
4 street.

5 So I had fired him and I'm, like, well --
6 you know, me and my son, I said we have to do this our
7 self. Well, he already had this -- you see how this
8 flat here? You all see how this flat here? This flat
9 here?

10 This is how he had just on this side, but
11 he didn't -- he didn't put no paper. He didn't put no
12 -- he -- he -- he put paper, but he didn't put no
13 plywood up under there, what was supposed to been up
14 under there.

15 Q. Okay.

16 A. So what I did, when I fixed my house, I
17 went -- see, he had just -- it looking good when he
18 finished on this side over here. He didn't get a
19 chance to do all this over here. All this was torn
20 off. But it looked just like this, real nice.
21 Everything looked good. It all looked good.

22 But he did it just like this on this side.
23 So what I did on this -- on this side over here, I put
24 plywood on top on this side, because -- I put plywood
25 on the side that he did because it wasn't insulated

1 right. So I bought plywood and I insulated the whole
2 -- the whole roof with plywood, thick plywood. Not the
3 thin plywood. I was blessed that I caught it on sale
4 at Home Depot. So it was \$9.96, but I caught it on
5 sale for \$5.96. But it was the thick kind.

6 So I insulated my whole -- before I put
7 the plywood under there, I put the paper under there
8 first. And then I put the plywood on top of it. Then
9 I put some paper on top of it. Then I took the tarp
10 and put on top of it. And then we put the shingle on
11 top of it.

12 Q. Now, this has been -- pretty much you've
13 had the same insulation in there since you finished in
14 2009? You haven't had a reason to replace any of that?

15 A. None whatsoever since 2010.

16 Q. And when you're not home at the property,
17 do you do anything else? Do you rent it to anyone, or
18 is it --

19 A. No.

20 Q. -- just empty?

21 A. No. That's my baby. No.

22 Q. That your baby.

23 A. It's my house.

24 Q. Okay.

25 A. No renter there. No, no, no. My son,

1 when he come home from college -- you know how they
2 come back and forth home from college for a holiday.
3 And that's it. That's it. Uh-uh. No.

4 Q. And so he's really just -- he's there just
5 during college breaks?

6 A. Uh-huh.

7 MR. PRINGLE: That's all I have.

8 JUDGE HATCHER: Thank you.

9 And Mr. Zucker?

10 MR. ZUCKER: Thank you, Your Honor.

11 QUESTIONS BY MR. ZUCKER:

12 Q. Good afternoon, again, Ms. Jackson.

13 A. Hey.

14 Q. Can we agree that you have no expertise or
15 experience in working with gas meters or automated
16 meter reading devices that are on gas meters?

17 A. No. I do not have any kind of experience
18 with that.

19 Q. Okay.

20 A. I control what goes in it.

21 Q. I'm sorry. I didn't catch the last --

22 A. I said but I control what goes through
23 that line.

24 Q. Okay. How do you control what goes
25 through the line?

1 A. Because if I cut the furnace off, you
2 ain't getting nothing. So I cut that gas -- if I cut
3 the -- if I turn that knob behind that -- like it is
4 now, if I turn that knob behind that gas stove, you
5 ain't getting nothing. If I don't wash -- if I don't
6 wash my clothes, there ain't no hot water going to come
7 through.

8 Q. Okay. So if you turn your furnace on,
9 though, gas is coming through?

10 A. Uh-huh.

11 Q. Okay.

12 A. Uh-huh.

13 Q. Now, do you understand that Spire offers a
14 budget billing plan that levelizes bills?

15 A. I never want budget. I'm never -- I never
16 want budget.

17 Q. Would you mind speaking up a little?

18 A. I said I never want budget. I never want
19 to receive budget, period, because I know what the
20 budget is. You're paying your bill, the budget bill,
21 and then you're paying -- it's, like, three bills you
22 paying.

23 Q. Okay. So you do not like budget billing?

24 A. No. They put me on budget. The only time
25 I get on budget when they -- when I get help from the

1 energy assistance. And when -- what I was told from
2 the energy assistance, because I asked them, I said
3 when we need help from you guys, do we have to go on
4 the budget?

5 He said, no, because it's not a government
6 funds. It's money that they collected -- people
7 collect it and donate it to help people like us, to pay
8 bills.

9 So that's the reason why I don't ask to
10 get on budget. As a matter of fact, why would I want
11 to get on budget if my bill \$500 and some dollars and
12 I'm helping pay my bill. And then they pay the other
13 \$250. That's a zero balance. So why would I want to
14 get on budget?

15 Q. Okay. So, as you said, when we get a
16 pledge from a Community Action Agency on your behalf,
17 we automatically put you on the budget. Is that your
18 understanding?

19 A. Only -- only way that I know I get on the
20 budget is through HDC. I don't get on the budget if I
21 go through Father Bob. Father Bob, I'm giving \$25.00
22 and he give me \$50. Okay? So I'm --

23 Q. I'm sorry?

24 A. Father Bob.

25 Q. Father Bob? Okay.

1 A. Yeah. He's the -- he's the church that
2 help.

3 Q. Right. Right.

4 A. Right there on Hampton, I think. Off of
5 Hampton. I bring 25. You have to bring 25. They
6 give you 50. They write a check out. So that mean I'm
7 giving 25 and they 50, that's 75.

8 And when I go to Holy Christ Church, they
9 don't put you on no budget. They just donate the
10 \$100.00 to your bill. So I don't understand. Why
11 would you all put us on a bill -- on a budget, where
12 these -- these agencies here is just help you to --
13 help you pay your bill. And HDC is -- them the one
14 that go through you guys with the -- I guess you all go
15 through them with the budget.

16 Q. Yes. So do you ever use the Urban League?

17 A. That's what I do. That's -- the only --
18 Urban League is the only one I use for the Laclede Gas
19 Company when my bill is high.

20 Q. Okay. And Urban League administers
21 federal energy assistance funds. Is that your
22 understanding?

23 A. No, that's not my understanding. Urban
24 League stated to me, again -- I asked them. I said do
25 we have to go on a budget?

1 They said no. They said the only way you
2 want to go on a budget if you agree to go on the
3 budget. Our funding come from different organizations.

4 Q. Okay. When you have asked us to take you
5 off the budget, we've taken you off every time; is that
6 --

7 A. No.

8 Q. -- correct?

9 A. No.

10 Q. No, you've asked to go off the budget and
11 we refused to --

12 A. Yes.

13 Q. -- take you off the budget?

14 A. Yes.

15 Q. Can you give me an example of when that
16 happened?

17 A. Just recently on my last bill, when they
18 had me on the budget and I said, well, why you putting
19 me on the budget? They said you have to call in. Once
20 you get help from the agency, you have to call in,
21 saying you don't want to be on a budget. So how do I
22 know to call in to not to be on the budget until you
23 tell me? I didn't know that.

24 Q. Okay. Well, you get a bill that indicates
25 you're on a budget, right, and then you call in; is

1 that correct?

2 A. That's when I -- when I see budget down
3 there, yeah, that's when I call in.

4 Q. And when you call in, you say take me off
5 the budget, correct?

6 A. Yes.

7 Q. And we then take you off the budget,
8 correct?

9 A. Not -- not all the time. They said if you
10 -- if I take you off the budget, you have to pay that
11 whole bill.

12 Q. Uh-huh.

13 A. And I couldn't afford to pay the whole
14 bill.

15 Q. Okay.

16 A. So that's the reason why I went to my guy.
17 I mean, I don't lean on my guy. I'm -- I've been on my
18 own since I had my kids. I mean, he makes money. I --
19 I really don't have to be behind no bills or nothing.

20 But me, myself, I raised two sons and I've
21 been on my own. So I try to make ways that I know --
22 that I've been working since the age of 12. And the
23 reason why I was off because I was trying to help him.
24 When I was helping him through his medical situation,
25 he was helping me with my bills.

1 So I'm really -- really, like, now in this
2 with you guys because of me not working, as I pay my
3 own bills. Okay? I lean on -- I lean on energy
4 assistance only if I have to. Only if I have to. I
5 don't take advantage of it, because I -- I works. I
6 works. I pay my bills.

7 Q. Well, let me -- it sounds like you've had
8 a loss. Let me tell you I'm sorry for your loss.

9 A. Thank you.

10 Q. Okay. Do you know what year your home was
11 built?

12 A. The only thing I know is Mary Ann Jackson
13 on there. I can't even tell you where the yard that --
14 that yard at, that yard, but I know where my line at,
15 though.

16 Q. Okay. Can you estimate what --

17 A. No.

18 Q. -- how old you think the --

19 A. I don't have my deed with me, so I'm not
20 going to even estimate. I don't have my deed.

21 Q. All right. I'm going to show you a
22 document, if I can find it. I think it's in here.

23 A. I know it's pretty old.

24 Q. This is from the City of St. Louis
25 property records. Is that your property on 5641 Summit

1 Place?

2 A. Yes.

3 Q. And the owner of that property is -- who
4 does it say?

5 A. Mary A. Mull.

6 Q. And is that you?

7 A. Yes.

8 Q. Okay. And can you see where it says the
9 year built for the property?

10 A. 1919. Yes.

11 Q. Does that sound about right to you?

12 A. I don't know. I haven't looked at my
13 deed, but if they -- I mean, I don't trust half of the
14 City but if that's what the City got on there.

15 Q. Okay. So if that's true, then your
16 property is 100 years old, correct?

17 A. Okay. Uh-huh.

18 Q. You should have a party for it.

19 A. Well, yeah, I should have a party the way
20 I remodeled, too, that being that old.

21 Q. All right.

22 A. And looking good. Uh-huh.

23 Q. You have seen the pictures that I passed
24 out, right?

25 A. Yes.

1 Q. And those were pictures of your home,
2 correct?

3 A. Yes. You should have told me, I could
4 have cut my grass.

5 Q. And those pictures depict the front, both
6 sides, and the back of your home?

7 A. Yes, sir.

8 Q. Okay. And you said that you have a
9 camera, so you knew we were there; is that correct?

10 A. Oh, I check my cameras every time I come
11 home.

12 Q. And do you remember what day these
13 pictures were taken?

14 A. Well, I should have wrote it down, but,
15 no, I don't.

16 Q. If I told you Monday, does that sound
17 right?

18 A. Well, it was this day here, because I
19 remember throwing this tarp cover off there. It just
20 been recently because I had this tarp cover on the --
21 because I had it here. But it was laying over here.
22 And just recently, I just threw it on top of the trash
23 can. So it just had to be recently.

24 Q. Okay. And do you recall me asking you
25 back in June, we were on a phone call, whether we could

1 come to your home and perform a more in-depth
2 investigation?

3 A. Uh-huh.

4 Q. And do you remember what your answer was?

5 A. No.

6 Q. And why did you say no?

7 A. Because I let Laclede -- I did not never
8 refuse Laclede Gas Company come in when they asked to
9 check my meter, check my furnace. That's what their
10 job is.

11 Q. Okay. But you don't want it -- you didn't
12 want us to come in again to do --

13 A. Why? That's what Laclede hire inspector
14 for. And that's if I smell gas -- just like I smelled
15 gas once before and I called Laclede Gas Company, they
16 came out and told me that one of my gas line down there
17 would need to be replaced. And I replaced it.

18 Q. Okay. And recently you and I spoke,
19 again, and we talked about the same thing, coming into
20 your house, or having a third party come in. Do you
21 recall that?

22 A. Yes, sir.

23 Q. And what was your answer to that?

24 A. No, sir.

25 Q. No? Did you say no, sir?

1 A. I said no.

2 Q. No? Okay. Let me ask you something, what
3 would you have to lose by letting us do that for free?

4 A. I don't have nothing to lose. The only
5 thing I did is when Laclede asked me to do it. When I
6 had complained about my gas bill, they asked, can an
7 inspector come out?

8 The inspector came out. I didn't have no
9 problem. They came out. My furnace was off. He asked
10 me to turn it -- when he went to the side -- my meter
11 is right here on the side of the house.

12 It's not inside anymore. They took it out
13 and put on the outside. So when he came -- the last
14 time they came -- I know my furnace was off. My
15 furnace been off for, like, a couple weeks because it's
16 been warm.

17 And he said, well, can you turn your
18 furnace on? I was waiting for him to say, turn the
19 furnace on so he would know that my furnace wasn't
20 running.

21 So I went and turned the furnace on and he
22 said okay. So them meter hands, or whatever, they
23 started rolling around and moving. So he comes in --
24 he comes in. I follow him and he went down to the
25 basement, checked the stove, he checked downstairs.

1 He pulled the front door off the furnace
2 and he checked the burner. He checked everything,
3 which the furnace guy that changed my little filter, he
4 did the same thing.

5 So he said there's -- that he didn't see
6 anything. And I'm, like, okay, so why is my bill up
7 high? He, like, just, you know, talk to Laclede. So
8 he say I ain't see anything.

9 Q. Okay. Have you ever had a blower door
10 test at your house?

11 A. What is a blower door test?

12 Q. Okay. I'm supposed to just ask the
13 questions.

14 A. I don't know. I can't answer it if I
15 don't know what it is.

16 Q. Okay. And so you do not know what a
17 blower door test is?

18 A. No, I do not.

19 Q. Okay. Are you aware that the Urban League
20 offers weatherization services?

21 A. Yes, I do. I had him over there in my
22 house on the next block over from him, back in -- back
23 in the '90s.

24 Q. Okay. So if we could arrange for the
25 Urban League -- let me tell you first, a blower door

1 test is where they hook up a contraption to your door
2 and blow air into the house. And then they see whether
3 or not the air is escaping, or where -- where it's
4 escaping. And through that, they can tell what might
5 need some attention, in order to stop the air from
6 escaping from the house.

7 If we could help you arrange a blower door
8 test for your house through the Urban League, would
9 that be okay with you?

10 A. So that mean that I'm actually letting you
11 come back in my house and do your example on this one
12 door? And I already said no. Okay. So if you do a
13 blower test, just like they did a test when they came
14 -- when they cut my gas off, they said I had a gas
15 leak.

16 Then that leaves me with more problems
17 getting my gas back on because they came out and cut my
18 gas off and then say I had a gas leak and I couldn't
19 get my gas back on.

20 Then, like I told Laclede, if I got a gas
21 leak, it's because you all did it. You all cut my gas
22 off on the outside, because I ain't got no gas on the
23 inside. So I don't want any more problem from Laclede
24 to do my house. Now, if I had any idea that I'm losing
25 heat out of my home, any heat, I don't mind.

1 I know Urban League. The only thing they
2 will be doing is fixing my window. If I want Urban
3 League to come in and do my window, but I'm getting my
4 -- I'm getting Penny to come and do my window. Okay?
5 But --

6 Q. Who is Penny?

7 A. It's a window company.

8 Q. Okay.

9 A. Okay?

10 Q. Uh-huh.

11 A. So but I don't -- my house is insulated.
12 I don't -- I mean, I don't know -- the only way you can
13 do is blow -- what you going to do, blow the window
14 out?

15 Because, I mean, got -- I got plastic over
16 them. So I know ain't no heat -- ain't no -- ain't no
17 air coming out. Trust me. I need my heat in to keep
18 me warm.

19 And I'm -- when I say warm, I don't like
20 heat. I don't like over heat. I keep heat to keep me
21 a little warm, but I don't have -- I don't like heat,
22 heat, heat. I don't have to blow my heat like that.

23 MR. ZUCKER: I have no further questions.

24 JUDGE HATCHER: All right. Any questions
25 from the bench?

1 COMMISSIONER COLEMAN: Yes.

2 EXAMINATION BY COMMISSIONER COLEMAN

3 BY COMMISSIONER COLEMAN:

4 Q. Hi.

5 A. Hi.

6 Q. Hi, Ms. Jackson. Some of these questions,
7 I need some background information. At the same time,
8 I'd like to basically get your impression about why
9 certain things have happened.

10 Now, relative to the bill that -- the
11 bills that we've been talking about and disconnections
12 and the fact that you --

13 A. You said disconnections. I mean, it's --

14 Q. I'm thinking. I'm just looking back, you
15 know, because I have been information that takes me
16 back several years.

17 A. Of disconnection?

18 Q. Uh-huh. But -- but hold on, because
19 that's part of my question. Okay? But let me start
20 with this. Now, you've been asked about -- there's
21 been some talk about your readings of your meter.

22 On your bill, does it note to you that
23 these are actual meter readings? Because I believe,
24 through some background information I've read, that you
25 think they're just estimated.

1 A. They are. I don't think they're
2 estimated. I know they're estimated.

3 Q. So you say that they are estimating these
4 --

5 A. Yes.

6 Q. -- bills?

7 A. Yes.

8 Q. And that's in part because what? Why do
9 you think that?

10 A. Because they tells me that they go back
11 from the previous bill of what I used from last year.

12 Q. Okay.

13 A. You can't charge me from what I used last
14 year, because now I'm getting a bill for what you're
15 doing is that you keep charging me from last year.
16 Each year, you keep telling me, oh, this is what you
17 used last year. This is what you used the year before
18 last. This is what you used here.

19 So now you telling me -- so I'm -- I'm
20 cutting it down even more, because now you telling me
21 that you all going back every year --

22 A. Okay.

23 Q. -- that on -- that have passed. But you
24 supposed to be going to the future of what I'm using
25 now.

1 A. Okay.

2 Q. So that's why I say estimate.

3 Q. But Laclede Gas has sent people into your
4 house. Is that for a meter reading, or is your meter
5 outside?

6 A. Recently? Recently, or --

7 Q. At any time.

8 A. -- in the past? Well, they just put the
9 meter on the outside.

10 Q. Okay.

11 A. Just, I think it was this year. Last
12 year. I think it was just last year, I think it was,
13 if I'm not mistaken. I think it was just last year, if
14 I ain't mistaken. If I ain't mistaken. It might have
15 been this year.

16 Q. So you can, kind of, gauge that it was
17 actually being read when it was in your house, but now
18 you don't know if they're reading at all? Is that what
19 you're saying, since you say they're estimating it?

20 A. No. That ain't what -- no, that ain't
21 what I'm saying. I'm saying what they saying. They
22 telling --

23 Q. Okay.

24 A. -- me, every time I ask about my bill,
25 they keep saying that, oh, Ms. Jackson, this is what

1 you used last year. Oh, Ms. Jackson, this is what you
2 used last year. It's just, like, every time I call
3 that year -- just like now, they tell me, oh, this is
4 what you used last year.

5 Q. Okay.

6 A. How you going to tell me what I used --
7 how -- how you going to give me what I used last year
8 for this year?

9 Q. Okay.

10 A. So that's why I'm saying it.

11 Q. I understand. So you said that you are
12 familiar and have used the Urban League? Are you also
13 -- and you said you've used some other community
14 organizations. So have you used Heat Up/Cool Down
15 St. Louis, by any chance?

16 A. Is that Urban League? I think so.

17 Q. No, it's a different organization.

18 A. I only do -- I only go to Urban League
19 when I have to.

20 Q. Okay.

21 A. I only go to these churches when I have
22 to.

23 Q. Okay.

24 A. I don't go to, like, every month and get
25 help.

1 Q. Sure. Sure. So I'm a little confused
2 about the conversation regarding your account being
3 turned off before and it was someone else's account.
4 Did I understand correctly that there was an account
5 that the -- that Spire confused with yours by the name
6 of a different Mary Jackson?

7 A. Yes.

8 Q. Would you give me information on that,
9 please?

10 A. I don't have no information on it. The
11 only thing I know that I was told -- I was told by one
12 Commission, or somebody I talked to on the Commission,
13 I don't know, but saying that they -- when they
14 investigated said that they had the wrong -- wait a
15 minute, was it -- wait a minute, was it Commission or
16 was it Better Business Bureau?

17 It was one of the two. I can't remember
18 which one it was that said. Because there is another
19 Mary on my block. And see this is not the -- I'm not
20 saying it might be her, but it's a Mary Jefferson. And
21 mine --

22 Q. Okay.

23 A. -- is Mary Jackson.

24 Q. Sure.

25 A. Because I had conflicts like that with --

1 with the policeman, saying I made 50 phone calls and I
2 -- I don't like policeman like that. So --

3 Q. Okay.

4 A. -- I ain't make no 50 phone calls. So
5 come to find out, it was Mary Jefferson that been
6 living over there before I moved over there. So her
7 name is -- my last name was Mull until I just changed
8 it to my mother's biological name.

9 And I just had it changed in 2012. I
10 think in 2012, I had it changed to Jackson through --
11 to my mother's name. Because I had one of the
12 residents was telling me, like, Mary, you better be
13 careful.

14 Because at the time when I was going
15 through this nuisance, saying that I've made too many
16 phone calls, my resident said, Mary, you better be
17 careful because you know you and Mary name is the same.

18 I'm, like, that ain't got nothing to do
19 with it. Her name is Jefferson. My name is Jackson.
20 But come to find out, it did have something to do with
21 it, because she went to Court with me and said, no, it
22 was me. It was her that made them 50 calls. So she
23 helped me out with -- with the name, verifying who was
24 who.

25 Q. Thank you. So I see that back on May 14th

1 of this year, the company inadvertently disconnected
2 your service. And you were under the cold weather rule
3 at that time, maybe. Oh, that would have been -- the
4 cold weather doesn't go into May.

5 But I'm looking at documentation that
6 notes that your service was disconnected, but it was
7 reconnected the same day, restored on the same day.
8 Did the company give you an explanation as to why your
9 service was disconnected?

10 A. Yeah, they did, but it's -- it's
11 been -- I mean, yes, they did. Like I said, it's been
12 a lot going on now. I had two deaths. My guy and my
13 nephew at the same time, a whole week, one week. Two
14 funerals in one week.

15 So I'm kind of, like, lost in between here
16 and down there. But if -- if this would have processed
17 me before all of this, I would have come out -- I could have
18 gave you. But Laclede did come out and cut my gas off.
19 And let me think. I'm trying to think what -- what was
20 that conversation was.

21 Oh, due to -- due to that bill, I said I
22 was not going to pay. Due to that bill, that \$700.00
23 bill. I had paid on some of it and they wanted -- they
24 was asking -- come to think of it, yes. They had -- I
25 had paid on the bill of that \$700.00 that we have today

1 for. And I told them that I refuse to pay that bill.
2 And that's why they came out and cut it off.

3 Q. Okay. Thank you.

4 COMMISSIONER COLEMAN: That's all, Judge.

5 JUDGE HATCHER: Thank you. Now, we'll do
6 recross for any questions based on questions from the
7 Commissioner. So we'll go in the same order.

8 Mr. Pringle, any questions on recross?

9 MR. PRINGLE: Yes.

10 RECROSS-EXAMINATION

11 QUESTIONS BY MR. PRINGLE:

12 Q. I thought I heard when you were talking to
13 Commissioner Coleman about the -- so that wasn't
14 another Ms. Jackson, her name was Ms. Jefferson?

15 A. (No audible response given.)

16 Q. Okay.

17 A. Well, I mean, I even don't know what you
18 all have, but I was just saying what's on my block. I
19 don't know what Jackson they might have had that they
20 connected me with. I'm not saying it was her --

21 Q. Okay.

22 A. -- that -- I'm just saying that that was
23 the conflicts. I thought maybe it was, but whatever
24 Jackson they had was another Mary Jackson.

25 Q. Okay. But you don't know that other

1 Mary Jackson?

2 A. I have no clue.

3 Q. And when it comes to the \$700.00, that's
4 still not paid?

5 A. Yeah, I -- Jerry, before he passed, he
6 told me just go ahead and pay the bill, so that way
7 whatever goes on, if they owe you, they pay you back.
8 If not, whatever. Just go ahead and pay it.

9 But, you know, I didn't want to pay it,
10 because they -- that tell me that I'm guilty of this
11 bill. You know, I'm, like, I don't want to be guilty
12 of this bill, but he, like, go ahead.

13 Like I said, he -- I mean, he -- this man
14 been on his job for 54 years working at Boeing as a
15 machinist. I didn't have -- I don't have -- I don't
16 have to go to no churches, or whatever, but I choose to
17 go there, because I'm independent on myself.

18 I don't depend on him, you know, so -- but
19 he do help me and he paid that bill off just last month
20 before he passed. He had me to use the debit card to
21 pay it off before he passed. So I paid -- went on and
22 paid the \$400.00.

23 Q. Okay. So there was no -- no outstanding
24 balance?

25 A. No outstanding balance. They send me a

1 bill saying zero balance again. They don't never do
2 that.

3 Q. And then my last question has to do with,
4 you said that when you were getting -- first started
5 getting these higher bills, after around 2012, you just
6 started lowering your gas usage to --

7 A. Uh-huh.

8 Q. -- lower your bill?

9 A. Well, what I mean, lower, I -- I drop it
10 down really at night. I drop it down to 50, because
11 I'm -- like I said, my house is really insulation. I
12 have electric blanket on my bed. And it get hot. I
13 throw it off, you know, just, you know. But, yeah, I
14 -- I lower it down. And then sometimes I cut it off.

15 Q. And that didn't do anything to your bills?

16 A. No. It went up higher because they
17 estimated. Like they said, they goes back from the use
18 of last year.

19 MR. PRINGLE: No further questions.

20 JUDGE HATCHER: Mr. Zucker?

21 MR. ZUCKER: Thank you, Your Honor.

22 QUESTIONS BY MR. ZUCKER:

23 Q. We have brought up in this case a
24 customer complaint that you made to the PSC Staff in
25 2016. You're saying your complaints now predate 2016.

1 Have you made any customer complaints to the PSC Staff
2 prior to 2016?

3 A. My bill come out from the previous month
4 to the next month. And I know that what I have done,
5 to know that that bill should be down low in my
6 household, turn that furnace off.

7 And I know -- I'm going to use an example.
8 When my furnace was off -- yes, I did, to answer your
9 question. Just last -- what was that? Was it last
10 year I left the furnace off --

11 Q. Okay.

12 A. -- the whole winter?

13 Q. Let me interrupt you a second. What my
14 question is, is before 2016, did you make any
15 complaints to the PSC Staff about, who was then Laclede
16 Gas?

17 A. Then I said between -- between '11 and
18 '12, I started around in '11 and '12, I ain't --

19 Q. Okay.

20 A. -- if I ain't mistaken, '11 and '12.

21 Q. Okay. And so do you called the PSC and
22 you did complain?

23 A. What's the PSC?

24 Q. The PSC is the Commission.

25 A. It's Commission?

1 Q. Yeah, the Commission.

2 A. Oh.

3 Q. I'm sorry. Have you -- did you contact
4 the Commission and complain?

5 A. I don't have that in front of me. So, I
6 mean, I should have brought that letter that I had,
7 because I had letters from the Commission that I have
8 never opened.

9 Q. Okay.

10 A. I should have brought that with me. And
11 then it would have gave me the date when I actually had
12 started to call.

13 Q. Okay.

14 MR. ZUCKER: No further questions.

15 JUDGE HATCHER: Thank you.

16 Let's move on. I think on the next list
17 is Julie --

18 THE WITNESS: Trachsel.

19 JUDGE HATCHER: -- Trachsel. Thank you.

20 And I am so sorry. I completely forgot to
21 swear you in. We're going to back up here just a
22 second.

23 Ms. Jackson, please raise your right hand.
24 Do you solemnly swear or affirm that the testimony that
25 you give in this hearing will be truthful?

1 MS. JACKSON: Yes.

2 JUDGE HATCHER: Thank you.

3 JULIE TRACHSEL,

4 Of lawful age, being first duly sworn to tell the
5 truth, the whole truth and nothing but the truth,
6 testifies as follows:

7 JUDGE HATCHER: And direct, Mr. Zucker?

8 MR. ZUCKER: Okay. Thank you, Your Honor.

9 DIRECT EXAMINATION

10 QUESTIONS BY MR. ZUCKER:

11 Q. Good afternoon, Ms. Trachsel.

12 A. Good afternoon.

13 Q. Can you spell your name for the court
14 reporter, please?

15 A. Sure. Julie, J-U-L-I-E. Trachsel,
16 T-R-A-C-H-S-E-L.

17 Q. And who are you employed by?

18 A. Spire Missouri.

19 Q. And how long have you been employed by
20 Spire Missouri?

21 A. Approximately 20 years.

22 Q. Okay. And what is your present title?

23 A. I am the manager of the Community Services
24 Department.

25 Q. And how long have you been in that

1 position?

2 A. About seven and a half years.

3 Q. And what are your duties as manager of the
4 Community Services?

5 A. My team -- I manage the energy assistance
6 funding that comes to Spire. We manage -- I manage the
7 outreach events that we do to help our low-income
8 community.

9 We educate the community on ways to
10 conserve energy, about our Spire programs that can
11 help, and also to help assist them with federal
12 funding.

13 And then we also handle all of the
14 complaint escalations that come through the Missouri
15 Public Service Commission, the Better Business Bureau,
16 the Attorney General and the Executives.

17 Q. Okay. Thank you. Prior to becoming the
18 manager of Community Services, can you describe your
19 experience with Spire, or Laclede Gas --

20 A. Sure.

21 Q. -- in the past few years?

22 A. I started in 2000 and I was a methods and
23 procedures coordinator. So we worked on reporting
24 forms and procedures for the company. I was then
25 promoted to a billing supervisor in the billing

1 department.

2 I worked in that role for about three
3 years. I then went to the financial side and worked in
4 gas accounting, financial -- and financial reporting.
5 And then I got promoted to the manager of Community
6 Services.

7 Q. And are you familiar with Ms. Jackson's
8 account?

9 A. Yes.

10 Q. And can you just confirm what address
11 Ms. Jackson lives at?

12 A. 5641 Summit, St. Louis, Missouri.

13 Q. Is that Summit Place?

14 A. Summit Place. Sorry. Summit Place.

15 Q. Okay. Have our bills to Ms. Jackson been
16 based on actual readings, or estimates?

17 A. All bills have been based on actual
18 readings. There have been no estimates.

19 Q. Okay. And that goes back to, at least
20 2015?

21 A. Correct.

22 Q. Okay. You said your department handles
23 customer complaints that have been escalated to the
24 Commission or the Better Business Bureau. How often do
25 you see complaints of overcharging from customers who

1 have consistent actual readings?

2 A. We occasionally get complaints from
3 customers. Their perception is that they're
4 overcharged. In actuality, it is usually the weather
5 and higher usage due to the weather.

6 Q. Okay. Well, let me ask you this. When --
7 when Spire gets a complaint of overcharging, what --
8 how do we typically -- how does the company typically
9 respond?

10 A. Typically, we look at past usage and we
11 will, kind of, do a gut check. We'll look at the
12 current usage and we'll compare it to last year's
13 usage. So if last year -- or if this year your usage
14 is 2,000 feet of gas, and it was 800 feet of gas the
15 year before, that might cause some concerns.

16 So we'll -- we'll look just to see if the
17 usage is in line with previous year's usage. We'll
18 also look to see if there was some kind of PGA increase
19 during that time, which could mean a higher bill. But
20 most recently, we haven't had any PGA increases, so the
21 winters have gotten colder. So a lot of times, it's
22 due to colder weather.

23 Q. Okay. And so when it's due to colder
24 weather, that means there's not an error in the bill.
25 It's just that the bill has increased?

1 A. Correct.

2 Q. Okay. So are over -- so how often, in
3 your -- in your experience, are overcharging complaints
4 mistaken?

5 A. Customer's perception is that they were
6 overcharged, when really it was based on weather. So a
7 lot of times the high bill complaints were just due to
8 higher usage because of the weather.

9 Q. Okay. So when you do that gut check that
10 you refer to -- I'll refer to it as a sanity check.
11 When you do that sanity check to compare usage, is that
12 what the company did in Ms. Jackson's case?

13 A. Yes. In 2016, when Ms. Jackson filed a
14 complaint, that is what we did. We compared the usage
15 from the winter of 2015 and '16, and we compared it to
16 the prior year's usage during the same timeframe, just
17 to determine if the usage looked out of line, at all.

18 Q. Okay. I'm going go to refer you to what's
19 been marked as Exhibit 1 -- or Exhibit 2. I'm sorry.
20 Exhibit 2, although we have not yet had but that's
21 okay. What's been marked as Exhibit 2, that's this
22 document, I believe in front of you. Do you recognize
23 this document?

24 A. Yes. This is a usage summary from January
25 of 2015 until April of 2019, for Mary Jackson's address

1 at 5641 Summit Place.

2 Q. Okay. And was this document prepared by
3 you or under your supervision?

4 A. Yes.

5 Q. And is it an accurate reflection of the
6 company's records?

7 A. Yes.

8 Q. Is it true and correct to the best of your
9 knowledge and belief?

10 A. Yes.

11 Q. Okay.

12 MR. ZUCKER: I'd offer Exhibit 2 into
13 evidence.

14 JUDGE HATCHER: Are there any objections?

15 MR. PRINGLE: No objection.

16 JUDGE HATCHER: All right. Without
17 objection, it is so admitted.

18 MR. ZUCKER: Thank you, Your Honor.

19 Q. (By Mr. Zucker) Ms. Jackson first
20 complained that she was being overcharged in March of
21 2016. That's the first Commission complaint we have.
22 How did Spire respond to that?

23 A. Spire did what I referred to as our gut
24 check, where we looked at the usage for the winter of
25 2015/'16 and we compared it to the usage of 2014/'15.

1 So an example on this -- on this document, Exhibit 2,
2 you can see the usage has decreased for the first three
3 months of 2016 versus 2015. So January, February,
4 March of 2016 is actually lower than January, February,
5 March of 2015.

6 Q. So would that indicate that there is not
7 -- that there's not a high bill or an inaccurate bill
8 being given to Ms. Jackson?

9 A. Correct. The usage is lower.

10 Q. Okay. I'm going to now show you what has
11 been marked as Exhibit 3. Turn the page there. Okay.
12 Can you identify this?

13 A. Yes. This is our report that we sent to
14 the Missouri Public Service Commission in regards to
15 the complaint that Ms. Jackson filed in March of 2016.

16 Q. Okay. And was this report prepared in the
17 ordinary course of Spire Missouri's business?

18 A. Yes.

19 Q. And was it prepared by you or under your
20 supervision?

21 A. Yes. It was prepared by Danielle Holland,
22 who works for me.

23 Q. Okay.

24 MR. ZUCKER: I'm offering Exhibit 3 into
25 evidence, also.

1 JUDGE HATCHER: Are there any objections
2 to admission of Exhibit 3?

3 MS. JACKSON: Does that include me? So
4 you saying -- I meant to said objection on the other
5 one, but I didn't know if I supposed to object it in
6 there.

7 JUDGE HATCHER: Okay.

8 MS. JACKSON: Okay. But I did want to
9 object on the -- the year. Like I said, I -- I don't
10 have my paperwork with me. And '15/'16, I know I
11 called on the phone many times.

12 Now, we talked about these bills here. We
13 talking about this here?

14 MS. ZUCKER: Well, I -- I have offered
15 that document that you're looking at, Exhibit 3, into
16 evidence as a document prepared by, what was then
17 called Laclede Gas Company.

18 MS. JACKSON: I object on the -- where you
19 all started from, '15. But, I mean, you all going to
20 bring what you bring, but I don't have mine, so I guess
21 we got -- I'm not going to agree that I started in '15.

22 MR. ZUCKER: Okay. Well, you can ask
23 questions of --

24 MS. JACKSON: Okay.

25 MR. ZUCKER: -- Ms. Trachsel when you get

1 a chance.

2 So I renew my offer of that exhibit.

3 JUDGE HATCHER: Do you any objections on
4 any foundation of the document? I understand that
5 you're disagreeing that it should go back further.
6 And part of my role is to make sure that you're able to
7 get your case presented.

8 I'm not taking your side, but as a pro se,
9 I want to make sure that you have the opportunity to
10 tell your side. In your application, you include a
11 document from the Better Business Bureau.

12 MS. JACKSON: Wait a minute.

13 JUDGE HATCHER: This is in your
14 documentation, that you had called then to complain in
15 2009. So this is Ms. Jackson's application. It is the
16 second page of the Better Business Bureau letter.

17 MR. PRINGLE: I see that.

18 JUDGE HATCHER: And I'm just referencing
19 -- underlining it there.

20 MS. JACKSON: In 2009. I wasn't living in
21 that house in 2009. I didn't get my service on until
22 2000 -- 2010. That's what they said that I was --

23 JUDGE HATCHER: Maybe that was from a --

24 MS. JACKSON: Yeah.

25 JUDGE HATCHER: -- previous property?

1 MS. JACKSON: Yeah.

2 MR. ZUCKER: No, she's -- she's right.

3 This is not a Better Business Bureau document. This is
4 a Spire document.

5 MS. JACKSON: Right. A Spire document.

6 JUDGE HATCHER: Okay.

7 MR. ZUCKER: And this 2009 issue was what
8 Commissioner Coleman raised as an error because it's
9 the wrong Mary Jackson.

10 JUDGE HATCHER: Okay.

11 MR. ZUCKER: And we will address that --

12 JUDGE HATCHER: Okay.

13 MR. ZUCKER: -- briefly, later in our
14 testimony.

15 JUDGE HATCHER: All right.

16 MR. ZUCKER: Thank you.

17 JUDGE HATCHER: Okay. I'm going to
18 overrule Ms. Jackson's objection and admit Exhibit 3
19 onto the record.

20 Mr. Zucker?

21 MR. ZUCKER: Okay. Thank you, Your Honor.

22 Q. (By Mr. Zucker) Ms. Trachsel, do Exhibits
23 2 and 3 confirm that Ms. Jackson's high bill complaint
24 was in error?

25 A. Yes. We see the usage had actually

1 decreased in 2016 versus 2015 and we discussed that
2 with Ms. Jackson, when working this complaint.

3 Q. Okay. In addition to checking usage
4 history, what other steps might the company take, in
5 responding to an overcharged complaint?

6 A. The company can do a high bill
7 investigation. That's where we go in and we check the
8 meter, to make sure the meter readings match the
9 automated meter readings.

10 We can check the appliances to make sure
11 there's no obvious malfunctions with the appliances.
12 And we can check thermostat settings.

13 Q. Okay. And who does that -- that check for
14 Spire?

15 A. A field technician would go out for Spire
16 to do that check.

17 Q. And did Spire do that in Ms. Jackson's
18 case?

19 A. Yes. Spire completed a high bill
20 investigation in February of 2017.

21 Q. And was that in response to Ms. Jackson's
22 complaint?

23 A. Yes.

24 Q. Okay. So she had made a complaint in
25 February of 2017?

1 A. I don't know. I would have to look back
2 at my --

3 Q. Okay.

4 A. -- dates. I'm sorry.

5 JUDGE HATCHER: Ma'am, where are you
6 referencing? You're looking, but all the dates I see
7 are '15 and '16.

8 MS. ZUCKER: Yes. We're no longer on that
9 document. I'm --

10 JUDGE HATCHER: Okay.

11 MR. ZUCKER: -- sorry if I've confused
12 everyone.

13 JUDGE HATCHER: All right. Which one are
14 we on?

15 MR. ZUCKER: Now, we've moved from 2016,
16 into 2017. And I'll be glad to introduce Exhibit 3,
17 which -- I'm sorry, Exhibit 4. Exhibit 4 is a document
18 that's four pages long and it says completion
19 information at the top.

20 Q. (By Mr. Zucker) So let me ask you,
21 Ms. Trachsel, if you can identify Exhibit 4?

22 A. Yes. This is our high bill investigation
23 form.

24 Q. Okay. And was this report prepared in the
25 ordinary course of Spire Missouri's business?

1 A. Yes. This was prepared by Mr. Javaux, who
2 is a field service technician.

3 MR. ZUCKER: I would like to offer Exhibit
4 4 into evidence at this point.

5 JUDGE HATCHER: Are there any objections,
6 Mr. Pringle, or, Ms. Jackson?

7 MS. JACKSON: Now, you said --

8 MR. ZUCKER: And let me make sure you have
9 the right document.

10 MS. JACKSON: Oh.

11 MR. ZUCKER: You don't have the --

12 JUDGE HATCHER: That's the complaint,
13 ma'am.

14 MR. ZUCKER: So it's that document right
15 there, the top one. And it's front and back, two
16 pieces of paper, or four pages.

17 MS. JACKSON: Now, what were you saying
18 about this?

19 JUDGE HATCHER: Mr. Zucker wants to
20 introduce it as an exhibit in the case.

21 MS. JACKSON: For the meter?

22 MR. ZUCKER: This is --

23 MS. JACKSON: Reading the meter?

24 MR. ZUCKER: This is Spire's high bill
25 investigation. That form that we used in your case,

1 when our technician came out to your house and did a --
2 his high bill investigation.

3 MS. JACKSON: Okay. No objection.

4 JUDGE HATCHER: Without objection, it's so
5 admitted.

6 Mr. Zucker?

7 MR. ZUCKER: Thank you.

8 Q. (By Mr. Zucker) Okay. And what date did
9 this high bill investigation take place, Ms. Trachsel?

10 A. February 13th, 2017.

11 Q. And can you explain what occurs during a
12 high bill investigation?

13 A. Sure. The field technician will go to the
14 home. They will read the meter and make sure the meter
15 readings match up to the automated device readings.

16 They will check the appliances and clock
17 the meter, to where they'll check to make sure the
18 appliances are running and that the meter is working as
19 expected. And they can also check the temperature, the
20 thermostat in the home.

21 Q. Okay. According to Exhibit 4, what gas
22 appliances does Ms. Jackson have?

23 A. Ms. Jackson has a --

24 Q. First, where are you looking in the --

25 A. I'm sorry.

1 Q. I'm sorry. Where are you looking in
2 Exhibit 4, so everyone can follow?

3 A. Page three of Exhibit 4. Under the
4 appliance inspections, it lists the appliances. And so
5 Ms. Jackson has a gas HH, which is home heat, which is
6 a furnace. She has a gas range, which is the stove,
7 and a gas water heater.

8 Q. Okay. And what is D?

9 A. D is for the dryer. And that's an
10 electric --

11 Q. Okay.

12 A. -- appliance.

13 Q. Okay. And does this report show any
14 issues with Spire's meter or Ms. Jackson's appliances?

15 A. No. The technician noted that they
16 clocked the meter for the range, the furnace and the
17 water heater, and everything was okay.

18 Q. So can you summarize what the facts
19 indicate with respect to Spire's investigation of
20 Ms. Jackson's high bill complaint?

21 A. Can you repeat the question? I'm sorry.

22 Q. Yes. What -- what did the facts indicate
23 with respect to Ms. Jackson's high bill complaint?

24 A. The facts would indicate that the meter is
25 working as expected and that the usage is valid usage

1 at the home.

2 Q. Okay. And if you were to look back at
3 Exhibit 2, would you find that she was using less gas
4 in 2017 versus 2016, or more gas?

5 A. Ms. Jackson was using less gas in 2017
6 versus 2016.

7 Q. Okay. So you're saying for the second
8 year in a row, we received a high bill complaint with
9 decreasing gas usage?

10 A. Correct.

11 Q. All right. Okay. Other than the check of
12 the usage history and the high bill investigation, does
13 Spire have any other response to high bill complaints?

14 A. Spire can pull the meter and test it.
15 Take the meter to the meter shop to test it for
16 accuracy.

17 Q. Okay. And is the customer charged for
18 this test?

19 A. No. There is no charge to the customer.
20 They can request this once a year. If they do request
21 a second test, then they would be charged for the
22 second test.

23 Q. Okay. And was a meter test performed on
24 the meter at Ms. Jackson's home?

25 A. Yes. A meter test was performed.

1 Q. And when was that?

2 A. In April of 2018.

3 Q. Okay. And so Ms. Jackson complained,
4 again, in 2018, you're saying, of a high bill; is that
5 correct?

6 A. Correct.

7 Q. Okay. And what does the usage history
8 show for 2018, in terms of Exhibit 2?

9 A. The usage actually increased for 2018 --

10 Q. All right.

11 A. -- compared to the previous years.

12 Q. Okay. And so Spire tested its meter; is
13 that correct?

14 A. Correct.

15 Q. All right. Okay. Now, I'm going to hand
16 you what's been marked as Exhibit 5, as soon as I find
17 it. And I'm going to ask you if you can identify that?

18 A. Yes. This is the meter test results that
19 was sent to the PCS from the complaint that we
20 received.

21 Q. Okay. Was this document prepared by you,
22 or under your supervision, in the ordinary course of
23 Spire Missouri's business?

24 A. Yes. This was completed by Alicia
25 Johnson, who works for me.

1 MR. ZUCKER: I offer Exhibit 5 into
2 evidence.

3 JUDGE HATCHER: Any objections to the
4 admission of Exhibit 5? No objection, Ms. Jackson?

5 MS. JACKSON: This is still with the high
6 bill, right?

7 MR. ZUCKER: No. Now we've moved on to
8 the meter change and meter test.

9 MS. JACKSON: Okay. No objection.

10 JUDGE HATCHER: Without objection, Exhibit
11 5 is admitted into the record.

12 Mr. Zucker?

13 MR. ZUCKER: Thank you, Your Honor.

14 Q. (By Mr. Zucker) What does the meter test
15 show, Ms. Trachsel?

16 A. The meter test shows that the meter passed
17 the inspection. It must be within the 2 percent
18 accuracy rate, as required by the Missouri Public
19 Service Commission. And it has the rates that are on
20 the -- the open and the check rates that are on there.

21 Q. Okay. So under the open and check rate,
22 the number has to be between ninety-eight and one-
23 hundred-and-two, is that correct, to be within two
24 percent?

25 A. Yes, that is correct.

1 Q. Okay. But usage did increase in 2018, you
2 testified after you looked at Exhibit 2, correct?

3 A. Correct.

4 Q. Okay. And is -- is that indicate -- an
5 indication, or does that necessarily mean that there is
6 an overbilling?

7 A. No. Just because of a usage increase
8 doesn't mean that it's an overbilling. A majority of
9 the times it could be weather-related.

10 Q. Okay. Well, let me refer you then to
11 Exhibit 6. Exhibit 6 is entitled Mary Jackson, 5641
12 Summit Place. Okay. Do you recognize Exhibit 6?

13 A. Yes. This is a summary of usage from
14 January of 2016 to April of 2019, with heating degree
15 days.

16 Q. Okay. And was this document prepared by
17 you or under your supervision?

18 A. Yes.

19 Q. Okay.

20 MR. ZUCKER: I offer Exhibit 6 into
21 evidence.

22 JUDGE HATCHER: Any objection to the
23 admission of Exhibit 6? Mr. Pringle?

24 MR. PRINGLE: No objection.

25 MS. JACKSON: No objection.

1 JUDGE HATCHER: Without objection, it is
2 so admitted.

3 Mr. Zucker?

4 Q. (By Mr. Zucker) Okay. The HDDs, or did
5 you refer to them as HDDs?

6 A. I think I said heating degree days.

7 Q. Okay. Heating degree days. What do you
8 call those at Spire?

9 A. HDD, or heating degree day.

10 Q. Okay. And what -- what is that?

11 A. A heating degree day is the difference
12 between the normal temperature and the average
13 temperature for the day. So the normal temperature is
14 always 65 degrees. So if the average temperature for
15 the day is 40 degrees, we would take 40 minus -- or 65
16 minus 40, and that would give you 25 HDDs for that day.

17 Q. Okay. So are you saying that the higher
18 the HDD, the colder the weather?

19 A. Yes.

20 Q. Okay.

21 JUDGE HATCHER: If I can just make sure
22 that I'm following, and for the record. When you're
23 talking about a high degree day, you're saying that if
24 the average person wants to keep their house at 65,
25 just to make sure that the pipes don't freeze, just to

1 not necessarily be warm, but if that would be the
2 number you're going to pick, 65, that minus whatever
3 the actual temperature outside is, that you would
4 theoretically or figuratively have to add heat to, to
5 bring the inside temperature of your house up to that
6 standard 65?

7 THE WITNESS: Correct.

8 JUDGE HATCHER: Okay. Sorry for the
9 really long leading question. It's going to look great
10 in a transcript.

11 Q. (By Mr. Zucker) Let me make sure to
12 clarify something. Heating degree days that Spire
13 collects is not specific to any one customer; is that
14 correct?

15 A. Correct.

16 Q. In other words, it's basically for the
17 whole St. Louis area?

18 A. Yes.

19 Q. Okay. And I believe you said that it's
20 basic -- the number of heating degree days basically
21 takes 65 and compares it to the average temperature for
22 that day?

23 A. Correct.

24 Q. Okay. So if the average temperature for a
25 day was, let's say, 10 degrees, how many heating degree

1 days would there be for that day?

2 A. There would be 55 heating degree days. So
3 you would take 65 minus the 10, to give you 55.

4 Q. Okay. Thank you. On Exhibit 6, the HDDs,
5 or heating degree days, are only provided for the
6 months of October, November, December, January,
7 February and March; is that correct?

8 A. That is correct.

9 Q. And why is that?

10 A. Those are the colder months, where we
11 usually see the higher heating degree days for that
12 time.

13 Q. Okay. All right. So what does Exhibit 5
14 -- or Exhibit 6, I'm sorry, show with respect to
15 Ms. Jackson's usage?

16 A. So the usage in comparison with the
17 heating degree days shows that it's increasing as the
18 weather is getting colder, which is what we would
19 expect.

20 Q. Okay. Moving on to a different topic,
21 Ms. Jackson has indicated that she does not like being
22 on budget billing. Why does Spire -- or why has Spire
23 placed her on a budget over the past few years?

24 A. When a customer receives energy assistance
25 through the LIHEAP program, the State requires us to

1 offer a budget to customers. And so since there's over
2 20,000 customers that apply for this program, in order
3 to make it cost-effective, we auto-enroll them when we
4 receive the file from the State, of all the customers
5 that are going to get these pledges.

6 Q. Okay. And so would you say that we put
7 them, in effect, on a cold weather rule payment plan?

8 A. Yes.

9 Q. And is the cold weather rule payment plan
10 there to benefit customers in the winter?

11 A. Yes. The cold weather rule plan levelizes
12 the payments. So in the winter, even though your bills
13 might be higher, you'll be paying a levelized amount
14 every month.

15 Q. Okay. And what if the customer doesn't
16 want to be on budget billing, or a cold weather rule
17 plan?

18 A. The customer can call and remove
19 themselves from the cold weather rule, or the budget
20 plan.

21 Q. And if the customer asks us to cancel the
22 budget, would we ever decline to do that?

23 A. No. We would not decline. We would
24 cancel the budget for the customer, or the payment plan
25 for the customer. And we would explain that the amount

1 due will then be all of their past due balance will
2 become due on the next billing cycle. And the payment
3 is due within 21 days.

4 Q. Okay. When we get a pledge or -- or a
5 payment from a church, or other organization other than
6 the LIHEAP agencies, do we also put customers
7 automatically on budgets then?

8 A. I don't know. I would have to -- I would
9 have to get back to you.

10 Q. Okay. All right. All right. So in
11 summary, is it your testimony that Spire's billings are
12 accurate?

13 A. Yes. Spire's billings are accurate.

14 Q. And what -- and just summarize what Spire
15 did to check its billings.

16 A. So Spire -- when the complaints have come
17 in, we have always looked at the previous usage to make
18 sure that usage did not seem out of line. We've done a
19 high bill investigation, to check the appliances to
20 make sure that the meter was working properly.

21 We then pulled the meter and tested the
22 meter. So it showed that the meter was testing -- or
23 tested okay and was operating as designed for that time
24 frame that the complaints have come in.

25 Q. Okay. And we did all these things on --

1 on Ms. Jackson's account?

2 A. Correct. At 5641 Summit Place.

3 Q. Okay. And is there any other reason,
4 other than a faulty meter, that Ms. Jackson's -- or
5 faulty appliances, that Ms. Jackson's use might be
6 higher than expected?

7 A. I'm sure the -- the cold weather could
8 play a part in it, and the fact if the home is not
9 airtight. There could be windows that need to be
10 replaced or weatherization that could -- that needs to
11 be done on the house.

12 Q. Okay. And do you know when Ms. Jackson's
13 home was built?

14 A. In 1919, according to the City records.

15 Q. Okay. Do you have the pictures there that
16 are Exhibit 7?

17 A. Yes.

18 Q. Can you identify these pictures?

19 A. Yes. This is Ms. Jackson's home at 5641
20 Summit Place.

21 Q. And how many are there?

22 A. It looks like five.

23 Q. Are you asking?

24 A. Five.

25 Q. Okay.

1 A. Sorry.

2 Q. That's fine. All right. And all five of
3 them are 5641 Summit Place?

4 A. Yes.

5 Q. Were these pictures taken either by you or
6 under your supervision?

7 A. Yes. They were taken by me.

8 MR. ZUCKER: And I will offer Exhibit 7,
9 the five pictures, into evidence.

10 JUDGE HATCHER: Are there any objections
11 to the admission of Exhibit 7?

12 Mr. Pringle?

13 MR. PRINGLE: No objection.

14 JUDGE HATCHER: Ms. Jackson?

15 MS. JACKSON: No.

16 JUDGE HATCHER: Without objection, they
17 are so -- it is so admitted as a group exhibit.

18 Mr. Zucker?

19 MR. ZUCKER: Thank you.

20 Q. (By Mr. Zucker) What do these pictures
21 indicate to you?

22 A. They indicate that they're -- the shape of
23 the house, that there could possibly be warm air
24 escaping, or through maybe windows. And that possibly
25 some weatherization could be provided to the house.

1 Q. If it were up to you, would you have a
2 weatherization test?

3 A. Yes.

4 Q. So a weatherization test is a blower door
5 test? Did you hear me use that term earlier?

6 A. Yes.

7 Q. Do you know what a blower door test is?

8 A. Yes.

9 Q. Can you tell me how that's done?

10 A. Sure. The Community Action Agency would
11 go to the home and hook up a contraption to basically
12 pressurize the inside -- the air inside the home. And
13 then they have devices that they can use to see where
14 the air is escaping.

15 Sometimes they can also physically be in
16 the home, to tell if there's a 10-degree difference
17 between the temperature outside to see where the -- the
18 air is escaping.

19 Q. Okay. And has Spire suggested to
20 Ms. Jackson that she -- that she either do or allow
21 further investigation of her home?

22 A. Yes, I believe Spire has asked multiple
23 times.

24 Q. And do you know what her answer has been?

25 A. Ms. Jackson has declined.

1 Q. Okay. Would there be a cost to low-income
2 weatherization tests?

3 A. No. They are free of charge to the
4 customer.

5 Q. And what about the measures? What if they
6 actually do something, like fix windows?

7 A. The weatherization is free of charge to
8 the customers.

9 Q. Okay. I understand -- moving on to
10 another subject, I understand that there was an issue
11 with Spire erroneously picking up a report on a
12 different Mary Jackson in this case. And in its
13 report, Staff has recommended we take action to prevent
14 this from occurring in the future.

15 Can you talk about this issue and what --
16 what Spire has done about it?

17 A. Sure. When we name our reports, when we
18 get the complaints in from, either the Attorney
19 General, the BBB, or the Missouri Public Service
20 Commission, we name them.

21 The name, by convention is by the last
22 name and the first name. And when we named the
23 complaint, we noticed that there were previous
24 complaints from Mary Jackson. And so when we responded
25 to the complaint, we listed a 2009 complaint that was a

1 different Mary Jackson. I have instructed my team,
2 since then, to make sure we check the Social Security
3 numbers on the account, to make sure that when we are
4 referencing older complaints, we are using the correct
5 person.

6 Q. Commissioner Coleman asked about an
7 incident, in which gas was disconnected on May 14th of
8 this year and reconnected the same day. Can you
9 explain that situation?

10 A. Yes. We inadvertently disconnected
11 Ms. Jackson's gas and we restored it the same day,
12 after we had disconnected it.

13 Q. Had Ms. Jackson made any payments on her
14 February, March or April bill?

15 A. No, no payments were received.

16 Q. Okay. So why was it wrong to disconnect
17 the service?

18 A. It was wrong to disconnect service because
19 we were in this formal complaint process.

20 Q. Okay.

21 A. And we should -- we should have held the
22 account.

23 Q. Okay. Could we have required Ms. Jackson
24 to pay a portion of the February, March and April bill
25 under the Commission rules?

1 A. Yes. We could have asked for half of the
2 -- the amounts.

3 Q. Are you aware of any informal customer
4 complaints at the Public Service Commission, filed by
5 Ms. Jackson before 2016?

6 A. No, I'm not.

7 Q. In fact, your group investigated that,
8 right?

9 A. Correct. Which is how we found the 2009,
10 other Mary Jackson.

11 Q. So this Mary Jackson did not file a 2009
12 complaint?

13 A. Correct.

14 Q. Or any other complaint before 2016?

15 A. Correct.

16 MR. ZUCKER: I have no further questions
17 on this direct.

18 JUDGE HATCHER: Okay. We are close to the
19 two-hour mark. We have one more -- one more witness to
20 go. And we have all the cross examination of Ms.
21 Trachsel.

22 Let's go ahead and take a 15-minute break.
23 It's 3:15 now, so let's call it 3:30.

24 COMMISSIONER COLEMAN: Judge?

25 JUDGE HATCHER: Yes, ma'am?

1 COMMISSIONER COLEMAN: I really will need
2 to leave for another meeting, so my questions won't
3 take long. But I would like to go ahead, if we could
4 ask them.

5 JUDGE HATCHER: Well, let's go ahead and
6 do that. I have a --

7 COMMISSIONER COLEMAN: Okay.

8 JUDGE HATCHER: -- couple prepared myself.

9 COMMISSIONER COLEMAN: Thank you.

10 EXAMINATION BY COMMISSIONER COLEMAN

11 BY COMMISSIONER COLEMAN:

12 Q. So we talked about the wrong account that
13 was disconnected that was a different Mary Jackson.
14 And you put in place, based on the Commission's
15 recommendation, some other ways to verify this
16 information to make sure it's the right account.

17 Are these accounts connected to the
18 address?

19 A. No. It was -- when we went to save the
20 file as a Word doc, we -- as a Word documentation, we
21 noticed the other Mary Jackson in there. And we didn't
22 compare the address on that one.

23 Q. So this is human error?

24 A. Correct.

25 Q. Okay. And then there was the overcharge

1 errors. Did I not hear something about her being
2 overcharged and she caught that and brought it to your
3 attention? That may have been Exhibit 2, I think. Or
4 it might have been 2 that we talked about that, if I
5 heard it correctly. Because I was coming back in the
6 room at the time.

7 A. I am not aware of an overcharge to
8 Ms. Jackson.

9 Q. Have I -- did I mention that conversation?

10 COMMISSIONER COLEMAN: Ms. Jackson, do you
11 recall anything about an overcharge?

12 MS. JACKSON: I have not, but I'm -- no.

13 COMMISSIONER COLEMAN: Okay. Thanks. I
14 just -- I'm checking my notes, so just checking.

15 Q. (By Mr. Coleman) I have a question about
16 the airtightness test. So that has been offered.
17 Ms. Jackson has declined. What is it -- other than
18 letting her know that the house might not be airtight,
19 how does your inspection benefit her? Is there
20 something that Spire offers, to assist her with getting
21 it airtight?

22 A. Spire works with the Community Action
23 Agencies and we sponsor a lot of the weatherization
24 funding. And so we work with the weatherization teams
25 from those agencies to go in and weatherize the house.

1 Not just the -- not just the blower test, but other,
2 you know, weather stripping, and those kinds of things
3 that would help.

4 Q. And the last question -- okay. No, it's
5 not. Let me ask about the -- the inadvertent
6 disconnection back on May 14th of this year. That's
7 another one that I'm asking about how it happens. The
8 service was restored on the very same day. And I --
9 I'm trying to find out what process transpired for it
10 to be disconnected?

11 A. This was human error, also. The system
12 went through the normal disconnection process that it
13 -- that it normally would. Someone on my team was to
14 monitor the formal complaint and failed to do so. So
15 that falls on -- on me and my team.

16 Q. So that leaves it up to the customer to
17 find this -- to find these errors, or to report these
18 errors; is that correct?

19 A. In this case, yes. We have since come up
20 with a process, though, so we don't have to manually
21 watch these now. We have a process now, that will put
22 the balance in a disputed essay, so we -- it will not
23 go into disconnection status.

24 Q. So after that, Ms. Jackson received a
25 disconnection notice. So it sounds like to me, if I'm

1 understanding this, service was disconnected. Someone
2 should have been monitoring it, because there's the
3 dispute going on. And she was still, however, sent a
4 disconnection letter for disconnection on June 11th.
5 Normally, would she -- or should she have also received
6 that disconnection notice?

7 A. In the normal course of business, yes, she
8 would receive that disconnect notice. But because of
9 the formal complaint, we should stop the disconnect
10 notice.

11 Q. Okay. So we're talking a third instance
12 of human error? Because are humans monitoring all this
13 stuff, or are you all trying to put the computers out
14 of business?

15 A. So formal complaints don't happen often.
16 And so it was a manual process. But we just recently
17 created a workaround, so that we don't have to manually
18 monitor these.

19 Q. And are you monitoring all of your formal
20 complaints that are going on right now, or at any time?

21 A. Yes.

22 Q. Now, my last, which isn't specific to
23 this, but for general information that I need to know.
24 I understand, looking at Exhibit 3, that -- I'm trying
25 to make sure I understand this, so I may have

1 interpreted it incorrectly. But did I hear that
2 Ms. Jackson first filed the formal complaint in 2016?

3 A. Ms. Jackson filed an informal complaint --

4 Q. Informal complaint.

5 A. -- in 2016.

6 Q. But all of these details listed here are
7 relative to her account?

8 A. Yes. So depending on what the complaint
9 is, we go back several months to describe what
10 happened. So if a customer is complaining about a high
11 bill, we might go back a year to describe the bills
12 that had been previously sent to her, or any payments
13 that have or have not been made.

14 Q. Okay. So that's where I have this
15 question, just for general knowledge. Ms. Jackson's
16 service was disconnected on August 14, 2015, correct?

17 A. Correct.

18 Q. And on October of that year, she received
19 a pledge of \$400.00?

20 A. Correct.

21 Q. Her service was not restored for 11 days
22 after that. Am I correct in understanding that it took
23 11 days after the pledge for that -- for her service to
24 be restored? And if that's accurate, please explain
25 the process, as to why it would take so long, if the

1 pledge has been received?

2 A. Sure. We receive a pledge on a file. It
3 is the customer's responsibility to call us to schedule
4 the turn-on. Because we need to know when the customer
5 will be home, because we have to check appliances.

6 So even though we received the pledge on
7 October 10th, I'm not sure what day Ms. Jackson called
8 in to schedule her turn-on, or what day she actually
9 scheduled it for.

10 Q. So how did we get to October 21st, then,
11 if you don't know when it was scheduled to be turned
12 back on?

13 A. I could go back and look at -- at our
14 records of when she called in and what -- and when she
15 -- I assumed she scheduled it for the 21st.

16 Q. So this -- this is not some arbitrary date
17 that was just, we're going to go turn it on. She had
18 to have a conversation to schedule that?

19 A. Correct.

20 Q. Okay.

21 A. I just don't know what day she called in.

22 COMMISSIONER COLEMAN: Okay. But they did
23 send -- I don't need to know the date, but I do -- did
24 want to know the process.

25 Judge, those are all the questions that I

1 have.

2 JUDGE HATCHER: Thank you, Commissioner.

3 I did have just a couple.

4 EXAMINATION BY REGULATORY LAW JUDGE

5 BY JUDGE HATCHER:

6 Q. First, you said that you had 20,000,
7 approximately, customers who are enrolled in some type
8 of assistance program, correct?

9 A. Correct, the LIHEAP.

10 Q. I'm trying to remember to ask the
11 question.

12 A. We have 20,000-plus customers that are
13 part of the federal program, the LIHEAP program.

14 Q. Why do you automatically enroll them in
15 budgeting?

16 A. We have an agreement with the State of
17 Missouri, that we will offer budget billing to every
18 customer that applies for this program. And so to
19 efficiently do that, instead of calling 20,000
20 customers the day we get a file that has thousands of
21 customers on it, we auto-enroll them.

22 And then we allow them to call in. If
23 they want to be removed from the program, they can call
24 in and be removed from the program.

25 Q. The penalty is the whole bill is due?

1 A. Correct. The whole bill would be due.

2 Q. For a customer that got asked for somebody
3 else to help them with their bill?

4 A. Correct.

5 Q. Okay. Is that in your tariff?

6 A. I don't know.

7 Q. Okay. The high degree days, it's blank
8 for 2016, those winter months, January through March or
9 April. Does that mean that there were no high degree
10 days?

11 A. No. We didn't have that data available.

12 Q. Okay.

13 JUDGE HATCHER: Okay. That was all the
14 questions I had.

15 Why don't we go ahead and take a break
16 now, because we will have then cross-examination that
17 will be based on -- or to also include the questions
18 from the Commissioner and myself. So go ahead and take
19 a break now. The time is 3:27, so we'll call it 3:45
20 to come back.

21 (Thereupon, a brief recess was taken.)

22 JUDGE HATCHER: Let us come out of our
23 recess and go back on the record. We are at the
24 cross-examination of Ms. Trachsel, and that is
25 following questions from the bench. We went out of

1 order, a little bit, from Commissioner Coleman and
2 myself. So, please, in your cross-examination, feel
3 free to cover also the questions from the Commissioner
4 and myself.

5 And the order I have will go Staff,
6 Mr. Pringle, and then Ms. Jackson for asking
7 Ms. Trachsel questions.

8 So, Mr. Pringle?

9 CROSS-EXAMINATION

10 QUESTIONS BY MR. PRINGLE:

11 Q. Good afternoon, Ms. Trachsel. I want to,
12 kind of, just talk about the billing practices in
13 general, real fast, looking at Exhibit 2. I kind of
14 just want to get, like, a basic outline of what would
15 go into a bill, like, for example, September, 2018.
16 That's seven -- is that \$7.00?

17 A. That is seven cubic feet of gas.

18 Q. Seven cubic feet of gas? Okay.

19 A. Uh-huh.

20 Q. So what would go into a bill like that?
21 Like, what would be, like, the -- maybe, like, the base
22 cost of seven cubic feet of gas?

23 A. On a bill you would have your customer
24 charge, and then you would have your charge per your
25 usage for gas.

1 Q. And the customer charge is typically how
2 much?

3 A. Approximately \$20.00 --

4 Q. Twenty dollars.

5 A. -- a month.

6 Q. And then -- so we -- how would we -- like,
7 what would happen going from a bill that's as low as
8 that seven cubic feet to the 339 that was in January,
9 2018?

10 A. That would be a huge difference in -- in
11 dollars owed. An example, if have a dollar, you know,
12 per cubic foot of gas, then you would go from a \$7.00
13 usage charge to a \$382.00 usage charge.

14 Q. And that's just pretty -- that's just the
15 basic operating structure of Spire's billing?

16 A. Correct.

17 Q. And has there been any, kind of, change in
18 how Spire bills their customers since 2011?

19 A. No. There's been no change.

20 Q. Now, I want to go to Exhibit 7, the
21 photos. And you were talking about certain
22 weatherization options that could be available for the
23 house. Could you just describe, a little bit more in
24 detail, of what, you know, in your expertise, looking
25 at this photo, would be options for that house?

1 A. I'm not an expert. But working with the
2 Community Action Agency on a daily basis, we have gone
3 to events with them. They've talked about the windows
4 being more efficient, maybe double pane windows. Or
5 putting, like, weather stripping between doors and
6 windows, putting plastic up by your windows.
7 Insulation in the attic, insulation in the roof. That
8 is what I can think of, off the top of my head.

9 Q. And you said that all of that would be
10 free of charge?

11 A. Yes. It's free of charge.

12 Q. And I guess, just how -- how is that free
13 of charge? How does that -- how does that work?

14 A. So Spire and other utilities sponsor
15 weatherization programs and we have monies set aside
16 for these programs in order to help our low-income
17 community.

18 So the Community Action Agency would
19 income verify a customer. And then they would use
20 those funds to then put it into the customer's home,
21 weatherize their home, to hopefully decrease their
22 usage and make it more energy efficient.

23 Q. In general, what kind of results has Spire
24 seen from these kinds of programs?

25 A. Decreases in usages, happier customers.

1 Q. And do you know how many customers have
2 opted into such a program?

3 A. I do not know that.

4 Q. And I want to go back to the confusion
5 over Mary Jackson, one more time. You said that just
6 had to do with -- it was a name, the address wasn't
7 connected, and there was no cross-referencing of Social
8 Security numbers?

9 A. Correct. In our system, there was no --
10 in our billing system, there was no -- no confusion
11 with the names. It was just in our naming system in a
12 Word documentation, or in the Word document.

13 We went to name the complaint Mary Jackson
14 and noticed there was another Mary Jackson. Assumed it
15 was the same Mary Jackson and it wasn't. But in our
16 billing system, there is no -- it's separate.

17 Q. And how quickly did your team catch that?

18 A. I don't know how quickly.

19 Q. And but there was no, like, a bill from
20 that Mary Jackson, it was never charged to our
21 Mary Jackson?

22 A. No. Nothing in the billing system. It
23 was just in our reporting when we mentioned prior
24 complaints for Mary Jackson. We had referenced a 2009
25 complaint and we should not have referenced that

1 complaint.

2 Q. And is this a common thing that happens,
3 or...

4 A. No.

5 MR. PRINGLE: And that is all I have,
6 Judge.

7 JUDGE HATCHER: Thank you, Mr. Pringle.

8 Ms. Jackson?

9 QUESTIONS BY MS. JACKSON:

10 Q. How are you doing, Ms. --

11 A. Trachsel.

12 Q. -- Trachsel?

13 A. Uh-huh.

14 Q. Okay. Ms. Trachsel, number one, I wanted
15 to ask you the same question that Mr. Travis -- okay.
16 You said that there -- there was -- that was your error
17 about Mary Jackson, right?

18 A. Correct.

19 Q. Okay. But what does my bill have on it,
20 my record that you're -- at Spire?

21 A. Your bill is coming from 5641 Summit
22 Place.

23 Q. The name?

24 A. It's Mary Jackson.

25 Q. No. Mary A. Jackson.

1 A. I'm sorry. Mary A. Jackson.

2 Q. So how could my bill get confused with
3 Mary Jackson when you got Mary A. Jackson? And that's
4 my name. And that's what is supposed to be on my bill.

5 A. Your bill didn't get confused with the
6 other Mary Jackson. When we went to name the complaint
7 file, we don't name them with a middle initial. We
8 just name them Mary Jackson.

9 And so when we named your -- the complaint
10 file, we named it as Mary Jackson and noticed there was
11 another Mary Jackson that had complained previously.
12 It had nothing to do with the billing system.

13 Q. Okay. So would you -- when you see two
14 Mary Jacksons, would you -- I mean, me, myself, if I'm
15 in your position to make -- to clarify the right
16 person, would it would make any -- would it make sense
17 that you would go back -- I'm -- I'm not trying to be
18 smart. I'm just trying to get my words together. But
19 would it --

20 JUDGE HATCHER: You're fine.

21 Q. (By Ms. Jackson) Would it make sense for
22 you to go back to clarify -- to clarify and make the
23 right correction of accusing the wrong one for the
24 wrong bill? If you could have went back and said,
25 well, okay, then we got two Mary Jacksons. Let's go

1 back on this bill and let's see which one is really --
2 we are doing the complaint. You would have came up and
3 said, okay, Mary Jackson -- it's Mary Jackson. But we
4 got Mary A. Jackson at 5641.

5 You know, I get it lots of time, when lots
6 of people just put my name as Mary Jackson. But I put
7 my whole name, so everyone would know who I am,
8 especially my utility and court situation, stuff like
9 that.

10 I make sure that my name is being spelled
11 the way that I should be getting billed and when I come
12 as complaint. But when I came as the complaint to
13 Spire -- to Spire, I said Mary Ann Jackson. I didn't
14 say Mary Jackson, because that's not my name. My name
15 is Mary A. Jackson, Mary Ann Jackson. Okay?

16 And when I complained to the Commission, I
17 also said Mary Ann Jackson. So would it made -- it
18 would have made sense to go back and look back and
19 correct that name? So, now, I'm feeling -- now, I'm
20 thinking that I have been charged with Mary Jackson
21 bill and her complaint.

22 Another thing that I got from Better
23 Business Bureau that Mary Jackson, who you all said
24 that I am, that I not am, is complaining about that --
25 that Laclede did work on my furnace. And we went

1 through that and found out that I wasn't the
2 Mary Jackson that Laclede did work on my furnace. So
3 right now, this is, like, an up and close case to me,
4 really, because I'm sitting here with the wrong Mary
5 because you're saying Mary and my name on your bill --
6 on my bill say Mary A. Jackson.

7 And number two --

8 JUDGE HATCHER: Ms. Jackson, you need to
9 ask questions.

10 MS. JACKSON: Oh.

11 JUDGE HATCHER: And then she can answer
12 them.

13 MS. JACKSON: I'm going to put a question
14 in there. It might not be --

15 JUDGE HATCHER: You're fine.

16 MS. JACKSON: I mean -- I mean, it might
17 be a long question.

18 JUDGE HATCHER: But just make sure you put
19 a question in there.

20 MS. JACKSON: I'm sorry.

21 JUDGE HATCHER: That's okay.

22 MS. JACKSON: Okay.

23 JUDGE HATCHER: That's okay.

24 MS. JACKSON: I'm sorry.

25 JUDGE HATCHER: You can explain it and set

1 it up, but we got to --

2 MS. JACKSON: Okay.

3 JUDGE HATCHER: -- have a question.

4 MS. JACKSON: Okay.

5 Q. (By Ms. Jackson) My question is that
6 Mary Jackson and Mary Ann Jackson is two different
7 people. Okay. On your -- on your billing, what does
8 you all have on your billing concerning me?

9 A. We have Mary A. Jackson.

10 Q. And you used Mary Jackson?

11 A. We referenced Mary Jackson on a report.

12 Q. Why would you reference on a report
13 Mary Jackson when my complaint has Mary Ann Jackson?

14 A. It was human error.

15 Q. Okay. Now, the question I have here,
16 again, is that you said you've been with Laclede Gas
17 basically seven years, right?

18 A. No.

19 Q. Okay. How many years?

20 A. I've been with --

21 Q. Twenty? Twenty?

22 A. Correct. Twenty years.

23 Q. Okay. I said 20. I corrected myself, 20
24 years. So you know how the program work, right, with
25 HDC, Human Development Corporation with the

1 weatherization?

2 A. Yes. HDC no longer exists.

3 Q. Okay. What you all call it now?
4 Development Corporation, Human Weatherization?

5 A. HDC closed.

6 Q. I'm saying what you call it for
7 weatherization? You said --

8 A. Human League.

9 Q. Human League?

10 A. Uh-huh.

11 Q. Okay. Well, in our community meeting, we
12 still call it weatherization. So that's basically
13 where I get it from.

14 Okay. Now, how do you know if -- when
15 they come out and weatherize someone home, how do you
16 know that there's still not air leaking from that home?

17 A. I'm not the expert, but the Community
18 Action Agencies are the expert. And so that's why we
19 sponsor programs with them, to do that. They come in
20 and they can run checks to make sure that what they did
21 is creating an efficient home.

22 Q. Okay. I had used them.

23 A. Okay.

24 Q. I had used them --

25 A. Okay.

1 Q. -- in my other home and I still had air.

2 MR. ZUCKER: I'm going to object.

3 MS. JACKSON: Okay.

4 JUDGE HATCHER: I appreciate --

5 MS. JACKSON: Okay.

6 JUDGE HATCHER: -- your information, but
7 you had your chance to testify.

8 MS. JACKSON: Okay.

9 JUDGE HATCHER: So, again, we have to get
10 back to the -- it's your turn to ask questions.

11 MS. JACKSON: Okay.

12 Q. (By Ms. Jackson) Okay. So, okay, getting
13 back here, again. So you said that you go through the
14 -- you go through the agency that does the
15 weatherization, right?

16 A. Yes.

17 Q. Okay. Now, once they do the
18 weatherization, you said they do windows and they do
19 the ceilings?

20 A. Yes.

21 Q. Okay. Now, what is the difference for me
22 -- I'm asking a question. Okay. I'm asking a
23 question. What is the difference for me, installation
24 my window and trimming away with the window trimmer
25 with the insulation trimmer? What is the difference

1 from me doing it and they doing it?

2 A. I don't know the materials that you used.
3 The Community Action Agencies are the expert on this
4 and so they would use certain materials. I'm not sure
5 what materials have been used.

6 Q. Okay. Here, on this picture, again, okay?
7 So this vent up here, okay, so you saying that what is
8 being said is that this vent could be -- air could be
9 coming out this vent out of my roof, out of my ceiling?

10 MS. JACKSON: Am I saying it wrong again?

11 JUDGE HATCHER: No. No, no. You're doing
12 fine. I'm sorry. I wanted to volunteer some
13 information that might help, I think.

14 Those vents are for the attic space --

15 MS. JACKSON: Uh-huh.

16 JUDGE HATCHER: -- to breathe.

17 MS. JACKSON: Uh-huh.

18 JUDGE HATCHER: The insulation that she's
19 talking about would be underneath that vent and above
20 those windows in that picture.

21 MS. JACKSON: Okay.

22 JUDGE HATCHER: But that vent --

23 MS. JACKSON: It's an open vent. Okay.
24 It still is the open vent, but she was pointing at it
25 like there was --

1 JUDGE HATCHER: Okay.

2 MS. JACKSON: -- air might be -- could be
3 circulating out of there. Some air have to be coming
4 from somewhere.

5 JUDGE HATCHER: I missed that.

6 MS. JACKSON: Some heat have to be out
7 somewhere, coming out somewhere. I'm just trying to
8 ask questions and figure out how this heat coming out.

9 Q. (By Ms. Jackson) Okay. No -- no response
10 on that one?

11 A. I'm sorry. Can you repeat the question?

12 Q. He was -- the judge just explained it,
13 saying that that's is where the insulation -- above the
14 windows, where the insulation could be added, right?

15 A. Correct.

16 Q. Okay. So my question is, is that that's a
17 vent, but where --

18 JUDGE HATCHER: Can I give it a try?

19 Ms. Trachsel, where would you identify on
20 that picture the heat is escaping from Ms. Jackson's
21 house?

22 THE WITNESS: Some of the windows, the air
23 could be escaping if they're not tightly sealed, or if
24 they're not double paned, there could be air. Again,
25 I'm not the expert, which is why I think that a

1 weatherization crew could come in and really identify
2 all the -- those spaces.

3 Q. (By Ms. Jackson) From the vent. Not from
4 the windows.

5 A. From the windows.

6 Q. Well, from the windows, there's a board.
7 That's a board. I'm saying from the vent, that's an
8 open vent. Where the opening is. That -- that's
9 closed. I'm not wondering about the -- above the
10 window. Above the window is a board.

11 JUDGE HATCHER: Did you want to ask if she
12 was referencing the vent when she pointed at the
13 picture --

14 MS. JACKSON: Yes.

15 JUDGE HATCHER: -- earlier?

16 A. No. I was referencing the windows.

17 Q. (By Ms. Jackson) Okay. Well, the window
18 -- okay. So at the window, you see open?

19 A. No, I'm not -- I'm not the expert.

20 JUDGE HATCHER: On the one of the side of
21 your house?

22 MS. JACKSON: This one here. This one and
23 this one. That's what she -- that's what got me
24 confused when she point here at the vent, but she said
25 the window. So if she's saying the window, she's

1 saying over these -- I'm going to ask a question.

2 Q. (By Ms. Jackson) Are you talking about
3 these windows here? Or where was your talking about?

4 A. I'm talking about all windows in your
5 home.

6 Q. Over the window?

7 JUDGE HATCHER: I think she said all.

8 MS. JACKSON: I'm -- I'm pointing. I'm
9 showing it.

10 JUDGE HATCHER: Okay.

11 Q. (By Ms. Jackson) Over the window?

12 A. I'm -- I'm not the expert. I'm just
13 giving ideas on what the weatherization team would come
14 in and could look at and -- and decide if those are
15 some of the items that could use weatherization.

16 Q. But this is the outside. I'm -- I'm going
17 with you. I'm going with you. You said over the
18 window. Over the window. Over the window. Over the
19 window. Over the window. Over the window. Over the
20 window. Over the window. They all board -- they all
21 have -- this is the outside now. We're just speaking
22 of the outside.

23 So I'm trying to see where -- what could
24 it be seeping. If you seen this -- you saying that
25 they could come in and maybe could blow this thing in

1 and see where this air could come through.

2 But if you got boarding -- I'm just going
3 by what you said. If you got boarding over the window,
4 where over the window do you see there's not boarding?

5 A. I never referred to -- to boarders on
6 windows. I was just saying they could put in window
7 stripping, or go inside your home and see where it's
8 leaking.

9 Q. Okay. And that's on the inside, right?

10 A. Where air is escaping from the inside to
11 the outside, correct.

12 MS. JACKSON: It's not for me to respond
13 to that, because that's my house.

14 JUDGE HATCHER: No.

15 MS. JACKSON: Okay.

16 JUDGE HATCHER: I'm sorry.

17 MS. JACKSON: It's for somebody to ask me
18 that, right?

19 JUDGE HATCHER: Yes.

20 MS. JACKSON: Okay. I'm just making sure.
21 Okay.

22 Q. (By Ms. Jackson) Okay. Here we go, again.
23 Now, could you tell me about -- okay. You all -- you
24 stated that my house, also, about age, about age?

25 JUDGE HATCHER: I don't know if that was

1 Ms. Trachsel or Mr. Zucker.

2 MS. JACKSON: He asked her the question,
3 how old was the property.

4 JUDGE HATCHER: Oh, that was? Okay. I'm
5 sorry.

6 THE WITNESS: Correct.

7 MS. JACKSON: I'm no lawyer, but I'm good
8 at hearing.

9 JUDGE HATCHER: You're doing great.

10 Q. (By Ms. Jackson) Okay. We going by my age
11 of my property. Okay. The age of my property, you
12 said it could be -- it could be seeping. Might could
13 be -- could be seeping air, because of the age of that
14 property.

15 How could you -- I mean, if you would have
16 seen that before, if this is after, you have not seen
17 it before, right?

18 A. Correct.

19 Q. So now you looking at after the fact. So
20 the -- the foundation of the property, does there any
21 -- is there any holes there that give you the -- the
22 seeping? Do you -- when you took pictures, did you see
23 any holes or cracked foundation, or anything that would
24 seep my air out -- out of my property? That's from in
25 to out?

1 A. I'm not an expert. I did not go on your
2 property to see if there were cracks on your
3 foundation. Which is, again, why I would like, you
4 know, for a weatherization team to come in to be the
5 expert to determine that.

6 Q. Okay. You might -- okay. Do you see any
7 holes on the property --

8 MR. ZUCKER: Judge, I'm going to object.
9 She's asked the question and Ms. Trachsel has answered
10 that she's not an expert in this area. And really the
11 issue is, should they have the test or not. Not --
12 it's not a -- Ms. Trachsel --

13 JUDGE HATCHER: I'll take your objection.
14 You have a chance to respond. He's
15 objecting that you've asked too many times where the
16 hole is and how to fix it.

17 MS. JACKSON: No, I ain't asked -- I ain't
18 asked to fix it.

19 JUDGE HATCHER: Or I'm sorry --

20 MS. JACKSON: No, I was asking --

21 JUDGE HATCHER: I mean --

22 MS. JACKSON: -- where the air -- where
23 the air coming out.

24 JUDGE HATCHER: Do you have a different
25 question?

1 Q. (By Ms. Jackson) Let me phrase it. Let me
2 phrase it. The picture -- the picture that you see,
3 does it -- does it contain any holes where you might
4 see -- where you think that the air would leak? That's
5 the picture.

6 A. I don't see holes on the picture.

7 Q. Okay. Now, going back to my bills, this
8 Exhibit 1? Now, the understanding, if I got, that you
9 say you been working with the agency that do the --
10 that help us with our utility bill?

11 A. Yes.

12 Q. Okay. Now, when -- when do you -- when
13 Urban League -- that's right. Urban League. When
14 Urban League help people on their utility and their
15 bill goes down to zero balance, why would Spire put
16 anyone on budget when your balance is zero balance?

17 A. Our LIHEAP agreement that we have with the
18 State of Missouri, it requires us to offer the program
19 to everyone and so -- that receives the funding, the
20 federal funding.

21 And so in order to efficiently do this for
22 over 20,000 customers, we auto-enroll customers in this
23 program. The State asks us to offer this to everyone
24 to provide a levelized payment plan for -- during the
25 winter, because although your balance might be zero at

1 that time, you might use 300 feet of gas in one month.
2 And instead of having a \$300.00 gas bill, you would
3 only have to pay 80, or maybe an \$80.00 budget during
4 the winter months.

5 Q. So if you -- so you're telling me -- so
6 what you're saying is that if a bill -- I don't know if
7 I can ask. If a bill, \$530 -- let me use you all's
8 numbers.

9 If a bill is 400 and I pay 250 and energy
10 assistance pay -- no, I pay 200 and energy assistance
11 pay 200, that balance down to 400, how could you -- how
12 could Laclede still -- if -- if a person paying on
13 their bill with the energy assistance, how could they
14 -- how could you still put that person -- I understand
15 what you saying that by the -- the uses, what you use,
16 that, I don't understand much.

17 But how could you put a person on budget
18 for a \$200.00 bill? Well, actually, it is 200, because
19 they paying two. I already paid two. They paid two.
20 So how could -- how -- why would you put a person on a
21 budget for a \$200.00 bill?

22 A. Because if you were not on a budget for
23 that \$200.00, that would all be due, along with your
24 current usage, which if it's in the winter and you owe
25 a \$300.00 bill that month, you would owe \$500.00 that

1 next bill cycle. So in order to try to help the
2 customer, you would owe your previous \$200.00 and plus
3 your \$300.00 current charges.

4 So to try to help the customer maintain a
5 steady payment every month, the State asks that we
6 offer -- or requires us to offer this cold weather rule
7 payment arrangement, which we do.

8 And then that way, you're on a levelized
9 payment plan throughout the whole year and you know
10 what to expect every month, in order to make those
11 payments.

12 Q. What you just saying that that bill would
13 come out to five hundred. How could you -- how could a
14 bill come out to five hundred? And if that's two bills
15 -- I'm just asking a question. If that's two bills,
16 how could you come out with a five hundred dollar bill
17 the following month?

18 A. I was just using an example if you had a
19 \$200.00 balance that hadn't been paid, and then the
20 following month you used \$300.00 worth of gas, then
21 your next amount due would be \$500.00.

22 Q. I understand that. But my -- my question
23 to you back to the four hundred, you said that if I --
24 when I pay two, they pay two, you got a zero balance.
25 So that mean that zero balance go toward the estimated

1 of the -- well, I'm saying estimation. The balance --
2 I'm -- I'm going to say it right. So that mean if you
3 got a zero balance, that -- that following bill is
4 coming from the next month bill, right?

5 A. Correct.

6 Q. So how could you -- why would you put
7 someone on a budget for a \$200.00 bill, I mean, even
8 though energy assistance pay it?

9 A. Usually in the winter, the amount of the
10 bill is usually higher than what the budget amount is,
11 or what we put you on a -- on the cold weather rule
12 plan.

13 And so this levels it out across the
14 winter and the summer and you pay for a year. You pay
15 the exact same amount every month. So usually in the
16 winter, your bills are higher.

17 So it's a benefit to get on this plan, so
18 that way you can pay a lower amount during the winter
19 months when your bills are really high. And then
20 you'll continue to pay that same amount in -- in the
21 summertime.

22 Q. Okay. Spire had came out and read my
23 meter. There -- was there any problem? Did I have any
24 problem with them reading my meter?

25 A. I don't know what day are you -- what date

1 you're referring to.

2 Q. Any time? Any time after complaint and
3 you all asked to come out to read my meter, or inspect
4 my furnace, did -- did I deny?

5 A. No.

6 Q. Okay. So when you all -- when Spire hired
7 these inspector to do a job, why would you all want to
8 come out -- why would you want to use someone else to
9 come out and -- and inspect the same thing that your
10 inspector came -- is paid to do?

11 A. Our inspector checks our appliances to
12 make sure that our appliances -- or checks your
13 appliances to make sure that they are registering usage
14 throughout the gas meter. Our inspector isn't doing
15 the weatherization checks that -- that the Community
16 Action Agency would do.

17 Q. So if the inspector had come out to do
18 their job and you -- would you say -- just like what
19 you just said, they not to do weatherization, right?

20 A. Correct. They check the appliances, and
21 the meter and the automated meter reading, to make sure
22 that everything is working properly.

23 Q. So when they read that meter, and I
24 complain about my bill, that usage is -- is -- they set
25 -- now, I'm not a meter, just like you not a

1 weatherization. I -- I don't work on meter. I'm just
2 asking a question. So if they come out and read my
3 meter and they inspect it, so what make -- what would
4 make different from my bill from them reading it, and
5 then the weatherization come out, not reading it?

6 A. The -- the technician is just making sure
7 that the appliances, the meter is working as expected
8 and that the meter is accurate. Which in this
9 instance, they found that it was.

10 The weatherization team could come in and
11 put all of these weatherproofing components in your
12 home, to where it makes it more airtight. And then
13 hopefully, you would be using less gas with the
14 reduction of gas bills.

15 MS. JACKSON: I'm finished, Your Honor.

16 JUDGE HATCHER: Thank you.

17 I need to find out where we're at.

18 MS. JACKSON: Oh, I'm sorry. I didn't
19 mean to --

20 JUDGE HATCHER: No, no. You're fine.
21 You're fine.

22 Mr. Zucker, it is you on redirect.

23 MR. ZUCKER: Okay.

24 REDIRECT EXAMINATION

25 QUESTIONS BY MR. ZUCKER:

1 Q. Ms. Trachsel, Commissioner Coleman asked
2 you about formal complaints. To your knowledge, about
3 how many formal complaints a year does Spire have?

4 A. Approximately --

5 JUDGE HATCHER: I'm going to -- I'm going
6 to stop there. How is that relevant?

7 MR. ZUCKER: I don't think it is, but
8 Commissioner Coleman asked about it. In other words,
9 she says all -- she was referring to all --

10 JUDGE HATCHER: Okay. But how many?

11 MR. ZUCKER: -- of your formal complaints.

12 JUDGE HATCHER: Oh. Okay. I'm sorry. Go
13 ahead.

14 MR. ZUCKER: And her doing a manual
15 process for all of these complaints. I just want to
16 establish --

17 JUDGE HATCHER: I understand your
18 question.

19 MR. ZUCKER: Okay.

20 Q. (By Mr. Zucker) So go ahead with your
21 answer.

22 A. Approximately, one a year.

23 Q. Okay. And when Commissioner Coleman asked
24 you about an 11-day gap between pledge and turn-on,
25 when we get a pledge, Spire has to coordinate with the

1 customer for a turn-on; isn't that correct?

2 A. Correct.

3 Q. In fact, the customer may wait a month to
4 get their gas turned on, if they want to start paying
5 for gas right away; is that possible?

6 A. Yes.

7 Q. Okay. Okay. And just to clarify, again,
8 the -- the mix-up with the Mary Jacksons was just about
9 the investigation report and has nothing to do with
10 billing; is that correct?

11 A. Correct.

12 Q. This Mary Jackson, who's sitting here
13 today, is not being billed for the other Mary Jackson's
14 bill, now or at any time; is that correct?

15 A. Correct.

16 MS. JACKSON: May I object?

17 JUDGE HATCHER: Yes.

18 MS. JACKSON: Can I object?

19 JUDGE HATCHER: Yes. What's your
20 objection?

21 MS. JACKSON: He said Mary Jackson.
22 That's not my name.

23 MR. ZUCKER: Okay. Let me rephrase the
24 question.

25 MS. JACKSON: My name is on that bill.

1 Q. (By Mr. Zucker) The Mary A. Jackson --
2 MS. JACKSON: There you go.

3 Q. (By MR. Zucker) -- who is sitting here
4 today, she is not paying now or at any time for any of
5 the service provided to a different Mary Jackson; is
6 that correct?

7 A. Correct.

8 MR. ZUCKER: Okay. That's all I have,
9 Your Honor.

10 JUDGE HATCHER: All right. Thank you.

11 And I believe this is the final witness.

12 All right. Ms. Huber?

13 And this is your witness, Mr. Pringle.

14 MR. PRINGLE: Yes, sir.

15 JUDGE HATCHER: And cross-exam will be
16 going Mr. Zucker, first, and then Ms. Jackson.

17 Mr. Pringle?

18 TAMMY HUBER,
19 Of lawful age, being first duly sworn to tell the
20 truth, the whole truth and nothing but the truth,
21 testifies as follows:

22 DIRECT EXAMINATION

23 QUESTIONS BY MR. PRINGLE:

24 Q. Good afternoon.

25 A. Good afternoon.

1 Q. Could you please state your name for the
2 record?

3 A. Tammy Huber. T-A-M-M-Y. H-U-B-E-R.

4 Q. And by whom are you employed?

5 A. The Missouri Public Service Commission.

6 Q. In what capacity?

7 A. In the -- I'm a Policy Analyst II in the
8 Customer Experience Department.

9 Q. Now, did you contribute to the Staff
10 report in this matter that has been marked as Exhibit
11 1?

12 A. Yes.

13 Q. Do you have any changes or corrections to
14 the Staff report?

15 A. No, I do not.

16 Q. And the information contained in this
17 report is true and correct to the best of your belief
18 and knowledge?

19 A. Yes.

20 MR. PRINGLE: At this time, I move to
21 admit Exhibit 1 into evidence.

22 JUDGE HATCHER: Are there any objections
23 to the admission of the Staff memorandum?

24 Mr. Zucker?

25 MR. ZUCKER: No objection.

1 JUDGE HATCHER: Ms. Jackson?

2 MS. JACKSON: No objection. No objection.

3 JUDGE HATCHER: Without objection, it is
4 so admitted.

5 MR. PRINGLE: All right. At this time, I
6 now tender Ms. Huber for cross-examination.

7 JUDGE HATCHER: Thank you.

8 And as previously stated, we go to
9 Mr. Zucker first.

10 CROSS-EXAMINATION

11 QUESTIONS BY MR. ZUCKER:

12 Q. Real quickly, Ms. Huber. Did you hear
13 Ms. Trachsel explain the remedy to the issue of the
14 multiple Ms. Jacksons?

15 A. Yes, I did.

16 Q. Is that acceptable to Staff?

17 A. Yes. I feel -- but I don't know the exact
18 details of what they did, but we wanted something put
19 in place to ensure that it was verified when we ask for
20 information, that the correct complaint information is
21 given.

22 MR. ZUCKER: Thank you. That's all I
23 have.

24 JUDGE HATCHER: Thank you.

25 And, Ms. Jackson, do you have any

1 questions?

2 MS. JACKSON: If I'm -- if I understood,
3 is that the question that was asked, is that about the
4 complaint? Was it about the complaint? No. I don't
5 have anything. No objection. No, I have no objection.

6 JUDGE HATCHER: Any questions? It's your
7 turn to ask questions.

8 MS. JACKSON: Oh, I get to ask questions.

9 QUESTIONS BY MS. JACKSON:

10 Q. Ms. Tammy, if I ain't mistaken, I have
11 spoken with you?

12 A. Yes. Uh-huh.

13 Q. Okay. When I spoke with you and I
14 complain about Laclede -- I mean, Spire, right?

15 A. Uh-huh.

16 Q. Okay. Did I said Mary Jackson?

17 A. I don't recall specifically each time. I
18 usually refer to you as Ms. Jackson when I talk to you.
19 I do believe, you know, in the course of our
20 conversations you -- you made it clear that you are
21 Mary A. Jackson.

22 MS. JACKSON: That's all I have.

23 JUDGE HATCHER: Thank you.

24 Questions from the bench, I don't have
25 any. So that takes care of recross examination. We

1 don't have any witnesses left, so we are coming to the
2 conclusion of the hearing.

3 Any final matters before we wrap up? We
4 are within a couple of minutes with ending this
5 hearing. Okay.

6 MR. ZUCKER: So Ms. Bockstruct points out
7 that we should make sure that the exhibits are all
8 confidential, because they are specific to a customer.

9 JUDGE HATCHER: Yes. And I thought we had
10 mentioned something at the beginning because the case,
11 itself --

12 MR. PRINGLE: Everything is confidential
13 involved with this case.

14 JUDGE HATCHER: Everything is. What would
15 be your opinion, Mr. Pringle, on, do we need an
16 additional layer to designate these as confidential
17 under the rules, or does case designation protect
18 Ms. Jackson's privacy?

19 MR. PRINGLE: I think the case designation
20 will do it. And the data center will automatically
21 put, like, for a public thing, it's just that document
22 that says everything --

23 JUDGE HATCHER: Okay.

24 MR. PRINGLE: -- in this case is
25 confidential.

1 JUDGE HATCHER: Okay.

2 MR. ZUCKER: And the other issue is
3 whether or not you would prefer to have a brief today?

4 JUDGE HATCHER: Yeah, let's go ahead. And
5 we'll get to that in a second.

6 MR. ZUCKER: Okay.

7 JUDGE HATCHER: Did you have a question,
8 or --

9 MS. JACKSON: I mean, they want it
10 confidential. Why it got to be confidential? If you
11 didn't do nothing wrong.

12 JUDGE HATCHER: It's --

13 MS. JACKSON: I'm just asking a question.

14 JUDGE HATCHER: Oh, no, no. It's
15 confidential to protect your address. So that -- on
16 the Internet, people can create what they call bugs,
17 it's a computer program that will go out to various web
18 pages and get people's name with their address, or
19 their name with their phone number.

20 We're not even talking about hacking or
21 breaking into a corporation or anything. Just your
22 regular old name and phone number out there.

23 And so in order -- one of the protections
24 is to keep you from that. It's to keep people from
25 knowing your physical address and your personal

1 information.

2 Does anybody else have a comment? I think
3 that my explanation was lacking a little.

4 MR. ZUCKER: I think that's my
5 understanding of it.

6 JUDGE HATCHER: Okay.

7 MR. PRINGLE: It protects your privacy.

8 MS. JACKSON: My address is not privacy
9 because it's in the City record, it's public record.

10 MR. ZUCKER: At some point in the recent
11 past, the Commission made the decision to protect the
12 privacy of all people filing complaints. And so --

13 JUDGE HATCHER: It's not protecting their
14 privacy, if that's what you're concerned about.

15 MR. ZUCKER: It's protecting your privacy.

16 JUDGE HATCHER: The Staff will know that
17 there has been a complaint and however that shakes out
18 with the findings. And Staff will always have access
19 to that information. I'm not sure what you're getting
20 at and I don't want to jump ahead of you.

21 MS. JACKSON: No, I was, like -- I mean --

22 JUDGE HATCHER: No, I understand.

23 MS. JACKSON: I was saying that my address
24 is already public with the City. And you could go up
25 -- look it up in Better Business Bureau.

1 But you're saying that by me filing a
2 complaint that it cover me. How would it cover me when
3 I file a complaint against Spire and Spire is the one
4 that I'm having a problem with?

5 Don't -- would I want the people to know
6 that this is what I'm going through with Spire? I
7 mean, I understand that it's you all covering Spire.

8 I mean, you all is saying it's covering
9 me, but I feel like it's not covering me, because I'm
10 the one complaining. Spire is not cover -- Spire is
11 not complaining to me.

12 JUDGE HATCHER: Am I hearing you ask me to
13 make your record unconfidential, or not confidential?

14 MS. JACKSON: Not -- I mean, I can't
15 change the law, what the law is. But I was -- well, my
16 -- I mean, what I want to know is that if -- if it was
17 the table turned, I would be out there. They'd be
18 covered and not me.

19 Because they would have had -- because
20 they would have had a complaint against -- they would
21 have had a complaint against me.

22 But that would have been through -- up
23 under -- that would have been through, like -- I don't
24 know how they go by me being out there.

25 JUDGE HATCHER: I don't know that they

1 could complain against you as a private citizen. But
2 if you were in the other situation, where you are the
3 utility, you mean?

4 MS. JACKSON: No, no.

5 JUDGE HATCHER: Oh, where you're just --

6 MS. JACKSON: If they was -- they was --

7 JUDGE HATCHER: Yeah. They're not -- I
8 don't think they're allowed to. I don't want to jump
9 way ahead and commit anyone to weird positions, but
10 does anyone know if companies are allowed to complain
11 against customers?

12 MR. PRINGLE: No.

13 JUDGE HATCHER: I don't think the rules --
14 well, I don't know.

15 MR. ZUCKER: If they don't -- if they
16 don't pay the bill, we could file a suit against them.

17 JUDGE HATCHER: Yeah, that's -- that
18 doesn't come to us, though.

19 MS. JACKSON: Okay. There we go. And
20 that's in public?

21 JUDGE HATCHER: Yes.

22 MS. JACKSON: Okay. Okay. See, that's
23 the law.

24 JUDGE HATCHER: Okay. So right. Now the
25 rule just says how we treat it. So if you want it

1 treated differently, you or someone at the table needs
2 to ask. And that's going to be you. I'm sorry.

3 MR. PRINGLE: Would you like this to be
4 public?

5 JUDGE HATCHER: Yes.

6 MR. PRINGLE: Would you like this to be
7 public?

8 JUDGE HATCHER: I can take that question
9 to my boss or the Commissioners and find out how we
10 deal with that, but...

11 MS. JACKSON: I mean, yeah. Because,
12 number one, I'm -- I'm going through something with
13 Spire and I wouldn't want no one else to go through it.
14 I mean, I already know lots that went through it, but
15 it was -- let them know that you have a right to file a
16 complaint, which people does not know that they can do
17 this.

18 I know some people does, some people
19 don't. But it give -- I mean, what -- what my
20 experience is -- have gone through, it would give a lot
21 to other people lots of peace if they know that they
22 can do exactly what I have done. I don't know if I'm
23 going to win or lose this case, or not. It was the
24 simple fact that I fought and I fought until, you know,
25 someone hear me.

1 JUDGE HATCHER: Okay. I will take your
2 request under advisement and find an answer for you.

3 MS. JACKSON: I appreciate it.

4 JUDGE HATCHER: Absolutely.

5 MR. PRINGLE: I think that may be a first
6 for the Commission.

7 MS. JACKSON: A first time for everything.

8 MR. PRINGLE: Yeah, a first time for
9 everything.

10 JUDGE HATCHER: Exhibits, I have a total
11 of seven. They have all been marked. They have all
12 been entered into the record. Are we missing any
13 exhibits?

14 Okay. The last time I'm going to ask --

15 MS. BOCKSTRUCT: Can I -- Ms. Jackson, one
16 option that they could do is redact some of your
17 personal information, so they could have the complaint
18 out there, but just blackout your address and certain
19 personal identifying information.

20 So that way -- I mean, I don't know if
21 that's something that might be more appealing to the --
22 both the Commission and yourself.

23 JUDGE HATCHER: Do you all have any
24 feelings on that? Okay.

25 MS. BOCKSTRUCT: All right.

1 JUDGE HATCHER: Okay. This is going to be
2 my last ask, any other matters before we adjourn.

3 MR. PRINGLE: The brief?

4 JUDGE HATCHER: The briefs. Would you all
5 like to submit briefs before the Commission decision?

6 A brief is going to be, you're writing
7 down your argument of why you believe that you proved
8 your case. They're not required. They are -- I'd like
9 to get a unanimous thought, moving forward.

10 MS. JACKSON: Oh, you asking me do I want
11 to write my brief for the -- the conclusion of what's
12 going?

13 JUDGE HATCHER: I'm asking you first,
14 because I'd like just to, kind of, set the tone with
15 your answer. If you're not interested in writing
16 briefs, I would expect that the two or three lawyers
17 would probably agree with you. And everyone would skip
18 writing briefs.

19 If you said you did want to, they're
20 lawyers and they're going to write briefs.

21 MS. JACKSON: I'm good.

22 JUDGE HATCHER: No briefs?

23 MS. JACKSON: No, no briefs.

24 JUDGE HATCHER: Okay. No briefs.

25 Okay. I think that is it. We will

1 adjourn the proceeding. Off the record.

2 (The hearing concluded at 4:45 p.m.)

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1 - REPORTER'S CERTIFICATE -
2

3 I, SARA E. TOM, a Certified Court Reporter
4 within and for the State of Missouri, do hereby certify
5 that I was present at the Wainwright State Office
6 Building, Suite 105, 111 North 7th Street, in the City
7 of St. Louis, State of Missouri, on the 13th day of
8 September, 2019; that thereafter, a hearing was held,
9 commencing at the hour of 1:30 in the afternoon; that
10 all proceedings which transpired were then reduced to
11 writing by me; and that the foregoing pages are a true
12 and accurate transcript of the record of proceedings
13 made by me at that time.

14 IN WITNESS WHEREOF, I have hereunto set my
15 hand this 20th day of September, 2019.

16
17
18 

19 SARA E. TOM CCR #1234
20 Certified Court Reporter
21 within and for the State of
22 Missouri
23
24
25

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