

Exhibit No.:
Issue(s): *Publicity and Customer Notice*
Witness: *Scott J. Glasgow*
Sponsoring Party: *MoPSC Staff*
Type of Exhibit: *Surrebuttal*
Case No.: *WA-2019-0185*
Date Testimony Prepared: *September 4, 2019*

MISSOURI PUBLIC SERVICE COMMISSION

COMMISSION STAFF DIVISION

CUSTOMER EXPERIENCE

SURREBUTTAL TESTIMONY

OF

SCOTT J. GLASGOW

OSAGE UTILITY OPERATING COMPANY, INC.

CASE NO. WA-2019-0185

Jefferson City, Missouri
September 2019

1 **SURREBUTTAL TESTIMONY**

2 **OF**

3 **SCOTT J. GLASGOW**

4 **OSAGE UTILITY OPERATING COMPANY, INC.**

5 **CASE NO. WA-2019-0185**

6 Q. Please state your name and business address.

7 A. Scott J. Glasgow, P.O. Box 360, Jefferson City, Missouri 65102.

8 Q. By whom are you employed and in what capacity?

9 A. I am a Utility Management Analyst III in the Customer Experience Department
10 of the Missouri Public Service Commission.

11 Q. Are you the same Scott J. Glasgow that sponsored the Publicity and Customer
12 Notice section in the Staff Memorandum (“Staff Memo”) filed May 24, 2019?

13 A. Yes.

14 Q. Have you previously filed testimony before the Commission before?

15 A. Yes. A copy of my case experience is attached as Schedule SJG-s1 to this
16 testimony.

17 Q. Describe your educational and relevant work experience.

18 A. In 1995, I graduated from the University of Missouri – St. Louis with a
19 Bachelor of General Studies (a multidisciplinary degree). During my employment with the
20 Commission, I worked in multiple areas including Consumer Services, Telecommunications,
21 and Engineering. I began my present position as a Utility Management Analyst III in May of
22 2015 where I currently work in the Customer Experience Department. Prior to my tenure at
23 the Commission, my career spanned over multiple industries in contact center management.

1 Q. What is the purpose of your testimony?

2 A. The purpose of my testimony is to address the Office of the Public Counsel's
3 ("OPC") witness Keri Roth's rebuttal testimony filed August 13, 2019, concerning Staff
4 Memo filed May 24, 2019. Staff witness Natelle Dietrich sponsored Staff's Memorandum in
5 her direct testimony, filed July 11, 2019.

6 Q. Ms. Roth described three issues OPC has with the customer notice mentioned
7 in the Publicity and Customer Notice section of the Staff Memo. Will you be addressing each
8 issue raised by Ms. Roth?

9 A. Yes.

10 Q. Please describe the first issue Ms. Roth raised concerning the customer notice.

11 A. On page four, lines three through six of Ms. Roth's rebuttal testimony,
12 Ms. Roth stated, "Staff states in its Memorandum that a sample letter of the customer
13 notification was provided to Staff, but responded to OPC Data Request ("DR") No. 0027 that
14 Staff did not receive a copy of the customer notice. This is not consistent with statements
15 provided in Staff's Memorandum."

16 Q. In your opinion, was Staff inconsistent with statements provided in Staff's
17 Memo compared to Staff's response to DR 0027?

18 A. No. This is a misunderstanding regarding what letter OPC was requesting in
19 DR 0027 compared to the sample letter Staff referred to in the Staff Memo. In the Staff
20 Memo, Staff referred to a sample letter that was provided in response to DR 0009 on
21 January 23, 2019 (see attached Schedule SJG-s2). The sample letter was a draft letter and not
22 the final letter sent to customers. According to a follow-up DR 0009.1, customer notification

1 was sent the week of March 11, 2019. Staff did not receive a copy of the final notice mailed
2 to customers.

3 Q. What was requested from OPC's DR 0027?

4 A. The DR 0027 submitted July 15, 2019, by OPC requested, "...Staff explains
5 than [sic] an initial customer notice was mailed by Osage Utility Operating Company, Inc.
6 during the week of March 11, 2019. Did Staff receive a copy of this initial customer notice?
7 If so, please provide a copy." Staff did not receive a copy of the final letter that was mailed to
8 customers until the letter was provided to Staff as a result of Osage Utility Operating
9 Company, Inc.'s ("OUOC") response to OPC's DR 1106 filed on July 29, 2019. Again, it
10 was a misunderstanding regarding what letter was asked for in OPC's DR 0027 compared to
11 the letter Staff referred to in the Staff Memo.

12 Q. What was Ms. Roth's second issue raised concerning the customer notice?

13 A. On page four, lines 16 through 20 of Ms. Roth's rebuttal testimony, Ms. Roth
14 stated:

15 ...the notice does not provide customers information regarding how to
16 access OUOC's application with the Missouri Public Service
17 Commission. Therefore, customers have not been made aware of the
18 likely rate increase to occur after substantial investment has been made
19 in the water and sewer systems. The customer notice only explains that
20 all necessary repairs and upgrades to provide safe and reliable service
21 to the community will be made if the purchase is approved the Missouri
22 Public Service Commission. This is misleading to customers.

23 Q. Does Staff agree that it is misleading for the March 11, 2019, customer notice
24 not to mention possible rate increases?

1 A. No. This is an acquisition case that has not been decided by the Commission.
2 Staff is unaware of any Commission rule or order that requires OUOC to send a customer
3 notification, or requirements on what such a notification should contain.

4 Q. What notice was required in this case?

5 A. In the Commission’s “Order and Notice” filed December 20, 2018, in this case,
6 the Commission ordered that, “The Commission’s Public Information Officer shall make
7 notice of this order available to the members of the General Assembly representing Camden
8 County, and to the media serving Camden County.”

9 Q. Was this notice made available to the media as directed?

10 A. Yes, on December 21, 2018, the Public Information Officer sent the notice
11 which is attached as Schedule SJG-s3 to all Missouri media outlets including media serving
12 Camden County. On the same day, the Public Information Officer provided the order to
13 members of the General Assembly representing Camden County.

14 Q. What was Ms. Roth’s third issue raised concerning the customer notice?

15 A. On page five, lines two through eight of Ms. Roth’s rebuttal testimony,
16 Ms. Roth stated:

17 Staff explains in its Memorandum that zero public comments have been
18 filed as of the date of the Staff report...If Staff had actually reviewed
19 the sample letter it stated was provided by OUOC, Staff should have
20 noticed that the notification contained no information informing
21 customers how to file public comments in the case. Therefore, it is
22 unlikely that customer comments will be filed. Customers have not
23 been provided the proper information to voice their opinions regarding
24 OUOC’s application.

Surrebuttal Testimony of
Scott J. Glasgow

1 Q. Was OUOC required to inform customers on how to file a public comment in
2 this case?

3 A. No. As mentioned before, Staff is unaware of any Commission rule or order
4 requiring notice from OUOC and, therefore, OUOC was not required to inform customers
5 how to submit comments or to adhere to any other guidelines as OPC has suggested
6 concerning customer notifications.

7 Q. Did the press release that was sent by the Commission's Public Information
8 Officer contain information informing customers how to file public comments?

9 A. Yes.

10 Q. Does this conclude your surrebuttal testimony?

11 A. Yes.

BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF MISSOURI

In the Matter of the Application of Osage)
Utility Operating Company, Inc. to Acquire) Case No. WA-2019-0185
Certain Water and Sewer Assets and for a)
Certificate of Convenience and Necessity)

AFFIDAVIT OF SCOTT J. GLASGOW

STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

COMES NOW SCOTT J. GLASGOW and on his oath declares that he is of sound mind and lawful age; that he contributed to the foregoing *Surrebuttal Testimony*; and that the same is true and correct according to his best knowledge and belief.

Further the Affiant sayeth not.


SCOTT J. GLASGOW

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 3rd day of September 2019.

D. SUZIE MANKIN
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: December 12, 2020
Commission Number: 12412070


Notary Public

**CASE PARTICIPATION
OF
SCOTT J. GLASGOW**

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
5/17/2018	GC-2018-0159	Spire Missouri	Staff Report
1/22/2018	WM-2018-0104	Missouri-American Water / Spokane Highlands	Staff Recommendation
12/28/2017	WC-2018-0124	Missouri-American Water	Staff Recommendation
11/30/2017	EO-2015-0055	Ameren Missouri / Flex Pay	Case Coordinator
11/9/2017	SA-2018-0068	Missouri-American Water	Staff Recommendation
9/5/2017	SA-2018-0019	Missouri-American Water	Staff Recommendation
7/5/2017	WR-2017-0110 and SR-2017-0109	Terre Du lac Utilities	Stipulation and Agreement
3/31/2017	WO-2017-0012	Missouri-American Water	Staff Memorandum
3/17/2017	WO-2017-0191	Missouri-American Water / Audrain Public Water District No. 1	Staff Recommendation
3/13/2017	WA-2017-0181 and SA-2017-0182	Missouri-American Water	Staff Recommendation
5/6/2016	WR-2016-0109 and SR-2016-0110	Roy-L Utilities	Disposition
2/22/2016	WM-2016-0169	Missouri-American Water / Woodland Manor	Staff Recommendation
1/29/2016	EC-2015-0309	Kansas City Power & Light Company KCP&L Greater Missouri Operations Company	Surrebuttal
12/31/2015	WC-2016-0113	Missouri-American Water	Staff Memorandum
1/29/2015	EC-2015-0093	KCP&L Greater Missouri Operations	Staff Recommendation
6/27/2014	EC-2014-0334	Empire District Electric Company – Complaint	Staff Recommendation
4/18/2013	TC-2012-0394	CenturyLink (Embarq Missouri)	Staff Memorandum
11/12/2012	CA-2013-0271	New Horizons Communications Corp. - Application for Certificate	Staff Recommendation



[Date]

RE: Osage Utility Operating Company Inc. is in an acquisition process with the Missouri Public Service Commission to acquire the assets of Osage Water Company

New Osage Utility Customers,

Osage Utility Operating Company, Inc. (Osage Utility), a subsidiary of Central States Water Resources, Inc. (CSWR), is in the process of filing an asset transfer case with the Missouri Public Service Commission (PSC) to formally purchase your community's water and sewer systems; CSWR is subject to the jurisdiction and supervision of the Public Service Commission. If we are approved by the PSC to purchase, we will make all the necessary repairs and upgrades to provide safe, reliable service to your community.

CSWR operates and manages 25 water and/or sewer facilities across Missouri and Arkansas providing responsible and reliable service. We have licensed, dedicated, experienced and dependable operations and engineering staff who are knowledgeable about the maintenance and testing necessary to keep these facilities operating efficiently. There is an emergency toll-free phone line available for reporting water main breaks, sewer overflows, etc. available to you 24/7.

Osage Water Company, the previous owner of the water and/or sewer facility in your community, filed a voluntary petition for relief under Chapter 11 of the U.S. Bankruptcy Code and has been in receivership, initiated by the Missouri Public Service Commission for the last 18 years.

If and When Acquisition Takes Place:

Your water and wastewater utility customer rates will not change.

Current water rates for Osage are:

- 5/8" water meter \$24.76 per month
- 1" water meter \$34.27 per month
- 1 1/2" water meter \$58.80 per month
- 2" meter \$66.98 per month
- 3" meter \$96.19 per month
- 4" meter \$243.89 per month
- The monthly minimum includes 2,000 gallons of water. For metered usage greater than 2,000 gallons - \$ 5.86 per 1,000 gallons

Current sewer rates for Osage are:

- Condominium \$ 29.02 per month
- 5/8" water meter \$ 29.02 per month
- 1" water meter \$ 51.34 per month
- 1/2" water meter \$109.96 per month
- 2" meter \$129.49 per month
- 3" meter \$199.25 per month
- 4" meter \$363.14 per month

Reflections:



The current water and sewer fee for Reflections residents are \$50/month (currently paid to the condo association)

You will receive a new water and sewer bill in a monthly postcard format. You will have a customer service toll-free phone line available for questions about your bill or account status during regular office hours from 8:00 am – 5:00 pm Monday through Friday, and a 24/7 emergency toll-free phone line available for reporting water main breaks, sewer overflows, etc. A website will be available for information about our service including an annual Consumer Confidence Report from the Department of Natural Resources, and the PSC approved water and sewer tariffs. The website will allow you to start or stop service by filling out an on-line form. On-line bill pay is available for credit card, debit card or e-check payment. There is also an auto-pay function available. Contact through the website to customer services is available 24/7 with return call or email within 2 business days. Our main office is located at 500 Northwest Plaza Drive, Suite 500, St. Ann, MO and is open from 8:00 am to 5:00 pm Monday through Friday.

Osage Utility will provide safe and clean drinking water and reliable sewer services to your home if the PSC allows Osage Utility to purchase these systems, and we are committed to doing the necessary final improvements to ensure your place of residence has access to safe, clean drinking water and reliable sewer services not only now but far into the future ensuring the sustainability of the community.

For information regarding the Missouri Public Service Commission including its regulation of utilities you may visit its website at: www.psc.mo.gov.

We look forward to working for you and the community. We hope you find our service and operations' staff attentive.

Sincerely,

Josiah Cox, President

From: [Psc-releases](#) on behalf of [Kelly, Kevin](#)
To: "psc-releases@lists.mo.gov"
Subject: [Psc-releases] PSC Press Release--PSC Sets Intervention Deadline In Osage Utility Operating Company Cases
Date: Friday, December 21, 2018 11:48:21 AM
Attachments: [image001.emz](#)
[image002.png](#)
[ATT00001.txt](#)

Missouri Public Service Commission
Governor Office Building
200 Madison Street
P.O. Box 360
Jefferson City, Mo. 65102-0360
Contact: Kevin Kelly (573)--751-9300

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FOR IMMEDIATE RELEASE

DECEMBER

21, 2018

PSC SETS INTERVENTION DEADLINE IN OSAGE UTILITY OPERATING COMPANY CASES

JEFFERSON CITY--Osage Utility Operating Company, Inc. (Osage Utility) has filed applications with the Missouri Public Service Commission seeking approval to purchase the water and sewer systems of the Osage Water Company, Reflections Subdivision Master Association and Reflections Condominium Owners Association. Osage Utility also seeks certificates of convenience and necessity (CCN) to operate those systems and seeks an acquisition incentive related to those systems.

Applications to intervene and participate in these cases must be filed no later than **January 18, 2019**, with the Secretary of the Missouri Public Service Commission, P.O. Box 360, Jefferson City, Missouri 65102, or by using the Commission's Electronic Filing and Information System (EFIS) at www.psc.mo.gov.

Individual citizens wishing to comment should contact either the Office of the Public Counsel (Governor Office Building, 200 Madison Street, Suite 650, P.O. Box 2230, Jefferson City, Missouri 65102-2230, telephone 1-866-922-2959, email opcservice@ded.mo.gov) or the Public Service Commission Staff (P.O. Box 360, Jefferson City, Missouri 65102, telephone 1-800-392-4211, email pscinfo@psc.mo.gov). The Office of the Public Counsel is a separate state agency that represents the general public in matters before the Commission.

The Osage Water Company serves approximately 360 water and sewer customers in the greater Lake of the Ozarks area in and around Camden County.

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Case Nos. WA-2019-0185 & SA-2019-0186

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