

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

CANDACE TAYLOR,	:	
Complainant,	:	
	:	File No. GC-2015-0143
v.	:	
	:	
LACLEDE GAS COMPANY,	:	
Respondent.	:	

EVIDENCIARY HEARING
VOLUME 3

December 1, 2015

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Respondent.	:	

EVIDENCIARY HEARING

on December 1, 2015, between the hours of 10:30 in the morning and 5:00 in the evening of that day at Wainwright State Office Building, 111 North 7th Street, Suite 105, St. Louis, MO 63101, before Jennifer A. Budde, a Certified Court Reporter and Notary Public within and for the State of Missouri.

APPEARANCES

Honorable Judge Kennard L. Jones.

Complainant is Pro Se.

Respondent represented by:

Mr. Rick Zucker
Attorney at Law
700 Market Street
St. Louis, MO 63101

Also present: Rita McIntosh

The Staff is represented by:

Ms. Marcella Mueth
Ms. Gay Fred
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

Reported by:
Jennifer A. Budde, CCR

GC-2015-0143 - Vol. 3
JUSTIN EDWARDS

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1 IT IS HEREBY STIPULATED AND AGREED by and between all
2 Counsel that this Evidentiary Hearing may be taken in
3 shorthand by JENNIFER A. BUDDE, a Certified Court
4 Reporter, and Notary Public, and afterwards
5 transcribed into typewriting.

6 -----

7
8 PROCEEDINGS:

9 THE COURT: Let's go ahead and go on the record
10 then. Case number GC20150143, Candace Taylor
11 complainant versus Laclede Gas Company, respondent.
12 My name is Kennard Jones. At this time let's take
13 record of appearances and I'll note for the record
14 that Candace Taylor is present, the Complainant, and
15 Laclede Gas, Rick Zucker, why don't you join in here
16 if you want.

17 MR. ZUCKER: Okay. Rick Zucker. I'm here on
18 behalf of Laclede Gas Company, 700 Market Street,
19 Saint Louis, Missouri, 63101.

20 THE COURT: And for the staff of the commission?

21 MS. MUETH: Staff of Missouri Public Service
22 Commission, Marcella Mueth, P.O. Box 360, Jefferson
23 City, Missouri, 65102.

24 THE COURT: And I will note --

25 MS. MUETH: And I have with me Justin Edwards.

1 THE COURT: Okay. I'll note for the record that
2 although the office of the public counsel is a party
3 to all of our cases, they haven't participated in
4 this case as they've usually don't in small complaint
5 cases.

6 First thing, I have a statement of non-
7 disputed facts, about 15 or 16 facts and I'm just
8 going to read those into the record.

9 First, number one is in 2011, Complainant
10 lived with her mother, Bernadette Taylor, in a home
11 owned by her mother at 4656 Lee "the residence."
12 Two, Bernadette Taylor passed away in December 2011.
13 Three, Complainant made several payments on the gas
14 account at the residence in 2012. Four, Complainant
15 got married and moved out of the residence in March
16 2012. Complainant moved with her husband, Mr.
17 Woodard, to 2358 Bramble, that's B-R-A-M-B-L-E. Mr.
18 Woodard was a customer of record for gas service at
19 the 2358, at 2358 Bramble. Five, gas service to the
20 residence was disconnected in July of 2012 with a
21 final balance owed of \$365.19. Six, Complainant made
22 a \$100.00 payment on the account in August 2012,
23 reducing the balance to \$265.19. Seven, complainant
24 and her husband lived at 2358 Bramble until the
25 summer of 2013. The gas account at 2358 Bramble was

1 closed at that time with a zero balance. Eight, in
2 the summer of 2013, Complainant and her husband moved
3 to number 4 Laurel Court, Laurel is spelled L-A-U-R-
4 E-L Court, which is not served by Laclede Gas. Nine,
5 in the summer of 2014, Complainant and her husband
6 moved to 3824 Salida, S-A-L-I-D-A, and Complainant
7 opened a gas account under the name Candace Woodard.
8 Complainant apparently lives at that address. Number
9 ten, in October 2012, Laclede restored gas service to
10 the residence, in June of 2014, Laclede disconnected
11 that service. Number 11, Laclede alleges that
12 Complainant was the customer under the 2012 to 2014
13 account, the account at the residence and that
14 Complainant owes \$1,074.71 under the account.
15 Complainant disputes this debt. Number 12, this
16 complaint was initiated after Laclede transferred the
17 debt from the account in the amount of \$1,074.71 to
18 Complainants gas account at 3824 Salida. 13, the
19 residence was vacant during the 2012 to 2014 period
20 covered by the account. Complainant has since leased
21 out the residence. Number 14, Mr. William Butler
22 was the customer of record at 4658 Lee, which is next
23 door to the residence. And 15, during 2012, 2013,
24 Complainant assisted Mr. Butler in maintaining his
25 gas account by making payments on the account, during

1 most of 2013 there was a credit balance on the
2 account. Those are the facts that the parties have
3 agreed to in their non-dispute.

4 And we also have, the parties agreed to the
5 admission of Exhibit 1 which is the Complaint, filed
6 by Complainant. Let's skip down to staff's report.
7 Let's go ahead and deal with Exhibit 9, the staff's
8 report. Marcella?

9 MS. MUETH: So do you want me to go ahead
10 and call Mr. Edwards to verify that this is his
11 testimony and that it's true and accurate and then
12 offer it?

13 THE COURT: Yes.

14 MS. MUETH: Okay. I call Justin Edwards.

15 THE COURT: Mr. Edwards, can you raise your
16 right hand? Do you solemnly affirm that the
17 testimony you are about to give is the truth?

18 MR. EDWARDS: I do.

19 THE COURT: Thank you. You may proceed,
20 Ms. Mueth.

21 JUSTIN EDWARDS, having been first duly
22 sworn by the Court, testified as follows:

23 EXAMINATION

24 QUESTIONS BY MS. MUETH

25 **Q Good morning, Mr. Edwards. Please**

1 **state your name and spell it for the record.**

2 A Justin Edwards. Last name spelled E-D-W-A-
3 R-D-S.

4 **Q And how are you employed?**

5 A With the Missouri Public Service
6 Commission.

7 **Q And are you the same Justin Edwards who**
8 **authored the report of the staff which is filed as**
9 **the staff report for recommendation in this case**
10 **marked Exhibit 9?**

11 A I am.

12 **Q Do you have any corrections to make to**
13 **that testimony?**

14 A I do not.

15 **Q If I were to ask you to draft the report**
16 **here today would your testimony be the same?**

17 A It would.

18 **Q And is your testimony true and accurate**
19 **to the best of your knowledge and belief?**

20 A It is.

21 MS. MUETH: Your honor, I move to admit
22 Exhibit 9 and I don't know if you want me to tender
23 Mr. Edwards at this time.

24 THE COURT: Oh no, we'll come to your case.

25 MS. MUETH: Just, okay.

1 THE COURT: I just wanted to get the, that
2 Exhibit out of the way.

3 MR. ZUCKER: We don't object to that
4 Exhibit.

5 THE COURT: Okay. Ms. Woodard, or Ms.
6 Taylor, have you read staff's report?

7 MS. TAYLOR: Uh-huh.

8 THE COURT: Do you have any objections to
9 it being admitted into evidence?

10 MS. TAYLOR: No.

11 THE COURT: Okay. Staff's report is
12 admitted into evidence as Exhibit Number 9. Okay.
13 Now we're to you, Ms. Taylor. Your complaint has
14 been offered and received into evidence so do you
15 have any other documents that you would like to
16 offer for the record?

17 MS. TAYLOR: No.

18 THE COURT: Okay. What I need you to do
19 then is just give your recitation of the facts and
20 then myself, Laclede, and or our staff may have
21 questions.

22 MS. TAYLOR: Okay. Do you want me to read
23 it off?

24 THE COURT: No, don't read your complaint
25 back into the record. Let's see, well, let me ask

1 you this, is everything that you would otherwise say
2 in your complaint or is there something that you
3 would like to add?

4 MS. TAYLOR: Well, I guess I would like to
5 add for the record that, again, I didn't receive
6 bills from Laclede gas. I was just making monthly
7 payments because I was told to pay \$30.00 a month
8 without having gas services, didn't even know this
9 bill existed until I turned on gas in our new home
10 and they sent me a bill with this very large balance
11 on it. I had no clue about the bill, so basically
12 that's just adding on to my complaint.

13 THE COURT: Okay.

14 MS. MUETH: Your honor, are we, I'm sorry
15 to interrupt, are we going to swear in Ms. Taylor?

16 THE COURT: Oh, I'm sorry. Do you solemnly
17 affirm that the testimony that you just gave was the
18 truth?

19 MS. TAYLOR: I do.

20 CANDANCE TAYLOR, having been first duly
21 sworn by the Court, testified as follows:

22 THE COURT: Thank you, Ms. Mueth, for
23 reminding me. Okay. And when you said move into
24 your new home, you mean on Salida?

25 MS. TAYLOR: 3824 Salida Court when they

1 sent me my first bill.

2 THE COURT: Okay. Ms. Mueth, does staff
3 have any questions for Ms. Taylor?

4 MS. MUETH: Your honor, I had a few
5 clarifying questions.

6 THE COURT: Okay.

7 EXAMINATION

8 QUESTIONS BY MS. MUETH:

9 Q Ms. Taylor, did you own the residence at
10 4556 Lee after your mother passed away?

11 A No, me and my siblings.

12 Q Okay. And then gas service at that
13 residence was disconnected in July 2012, is that
14 right?

15 A That's what Rick said. You mean
16 disconnected as in cut off, as in no services,
17 period? Like from their end or my end cutting it
18 off?

19 Q Yes. Either one. Was there gas, gas
20 service that was no longer being provided as of July
21 2012?

22 A Yes, that is correct. No gas.

23 Q Okay. And then, was that, did you request
24 that disconnection?

25 A Yes, I did.

1 **Q Or, how did that?**

2 A I requested the gas services be cut off
3 because nobody lived in the home, it was vacant.

4 **Q Okay. So, I believe the Judge read the**
5 **undisputed facts were that the balance on the account**
6 **at that residence after you made a final payment**
7 **there, was, \$256.19 as of August 2012, is that**
8 **correct?**

9 A That's what they said and they also stated
10 that they weren't going to use that balance against
11 me so that's just, it's nothing.

12 **Q Okay. And you haven't made any further**
13 **payments on that?**

14 A What do you mean?

15 **Q On that balance?**

16 A On that \$265.00?

17 **Q Correct.**

18 A I don't believe I made any payments on that
19 \$265.00 because I had no clue the \$265.00 even
20 existed or \$365.00.

21 **Q Okay. And then, the, when you got your**
22 **first bill after, well I guess, you said you didn't**
23 **see any bills after service was restored in October,**
24 **is that correct?**

25 A Right. I never received bills. Once I

1 moved out of 4656 Lee in March of 2012, I never
2 received bills. I never received a bill from them.

3 **Q Okay. So then, October 24th, 2012's**
4 **statement that's attached to your complaint, I**
5 **believe that's the first bill after Laclede claims**
6 **they restored service in October. That bill does not**
7 **include that \$265.00 amount, does it?**

8 A You said October of 2012?

9 **Q And 2012, yes. I think that's the first**
10 **statement that you had attached to your complaint.**

11 A Okay. No, this bill does not reflect
12 \$265.00.

13 **Q Okay. Now, you didn't request Laclede to**
14 **restore service in October of 2012, is that correct?**

15 A Not to, no. I didn't, not to restore
16 services, no.

17 **Q Okay. When did you become aware then that**
18 **Laclede had restored service?**

19 A When I got the bill in June, was it June?
20 I believe I received my first bill at my new house in
21 June of 2014.

22 **Q Okay. And then, did you dispute that at**
23 **that time?**

24 A Yes.

25 **Q Okay. So you said that that residence at**

1 **4656 Lee was vacant during that October 2012 through**
2 **June 2014 period?**

3 A Yes.

4 **Q Okay.**

5 A No one moved into that house until October
6 of 2014.

7 **Q Okay. But you did make some payments on**
8 **the account during that time?**

9 A Yes, I was making payments through, for
10 the, I was just making payments through my bill pay,
11 just making random payments.

12 **Q Okay. So, okay, I think I'm a little bit**
13 **confused. So you thought, you said that you thought**
14 **that the service was off there.**

15 A Uh-huh.

16 **Q How did you know that you needed to be**
17 **making payments?**

18 A Because they told me that service would be
19 \$30.00 a month just to have gas services on so I
20 wouldn't have to pay a restore fee and all of that
21 stuff, they told me just \$30.00 payment.

22 **Q Okay. So when was that? Do you remember?**

23 A It had to be when I was, when I had the
24 services cut off, you know.

25 **Q Okay. You had services, so you**

1 **disconnected services in July of 2012?**

2 A Uh-huh.

3 **Q And then at that point, they told you that**
4 **if you wanted to have service connected, even without**
5 **usage, that it would be \$30.00 a month, is that**
6 **right?**

7 A Yes.

8 **Q Okay. And then, have you looked at those**
9 **bills now that you have copies of them?**

10 A I scanned through them.

11 **Q And do you see on there that those bills**
12 **show usage every month?**

13 A Yes, I see it on the bills that it shows
14 usage.

15 **Q Okay. And then, did anyone from Laclede**
16 **ever test the meter for accuracy?**

17 A Oh, you talking to me, I thought you was
18 talking to Laclede.

19 Laclede had sent a technician out to my
20 home on two different occasions, I can't remember the
21 date of either one of them to be exact, but I know
22 the technician that met me at the house, he only came
23 into 4656 Lee and he told me my meter readings, the
24 numbers on the meter had not changed since May of
25 2012. He told me it was the exact same number.

1 **Q He came out approximately - to tell you**
2 **that - how long that had been the same number?**

3 A Well he came out, so I got my first bill in
4 June of 2014. I can't remember the date he came out,
5 it was after I received my bill when I called to
6 complain about the bill.

7 **Q Okay.**

8 A So when he came out and went in the
9 basement and read the meter, he said that the meter
10 reading was the same from when they came out in May
11 of 2012 to get their reading in May of 2012, it was
12 the exact same number, it had not changed.

13 **Q Okay. So then, when you received that bill**
14 **in June of 2014 and disputed it, is that why the**
15 **service was disconnected in June of 2014, was it**
16 **because you disputed the bill or was there a**
17 **different reason?**

18 A I guess it was because I - I'm unsure why
19 they disconnected the services, it shouldn't have
20 been services on. All I know is that they added that
21 4656 bill to my bill so I don't know if it was
22 something that they automatically had to do or what
23 but they added to my 2358, I mean 30 - Jesus Christ,
24 my Salida Court, my current residence address.

25 **Q And, okay.**

1 A And so they cut my services off at my home
2 with my children there, even though we were in the
3 middle of this dispute. And so I reached out to Rick
4 and he had it taken care of immediately. So I'm not
5 sure how it got disconnected or why it was still
6 running with the bill being so high and no
7 communication with me about the bill, I have no clue.

8 **Q Okay. And I have one more area I want to**
9 **ask. If you can find this statement that is attached**
10 **to the complaint dated June 26, 2013 and the one**
11 **right after it that's July 26, 2013.**

12 A You said the bill?

13 **Q Yes. Yeah, June 26, 2013 and July 26,**
14 **2013.**

15 A Okay, I have them.

16 **Q Okay. Can you look at the account number**
17 **on the June 26th bill and can you read that out loud?**

18 A The account number is 4431830069 and on --

19 **Q And then can you read --**

20 A I'm sorry.

21 **Q - yeah, go ahead and read the other one**
22 **too, please?**

23 A 6011270000.

24 **Q Okay. So it appears that the service**
25 **address is the same on both of those, correct?**

1 A Yes, ma'am, from what I can tell. What I
2 can see, yes --

3 **Q That there's --**

4 A - the addresses are --

5 **Q - two different --**

6 A - account numbers.

7 **Q - okay, two different account numbers. Do**
8 **you have any idea why that might be?**

9 A No, ma'am, I never even received bills so
10 when they sent me this package, I didn't even go
11 through it, I just sent it directly to you all so I
12 didn't know, I didn't even notice or look at that.

13 MS. MUETH: Okay. Thank you. I have
14 nothing further, Your Honor.

15 THE COURT: Okay. Mr. Zucker, do you have
16 questions?

17 MR. ZUCKER: Yes, your honor.

18 EXAMINATION

19 QUESTIONS BY MR. ZUCKER:

20 **Q Good morning, Ms. Woodard.**

21 A Good morning.

22 **Q I'm going to call you Ms. Taylor since**
23 **that's your name on the account, is that all okay?**

24 A That is fine.

25 **Q Okay. So, I'm gonna ask you questions. If**

1 **you would, please wait till I finish the question and**
2 **then answer it to the best of your ability. Does**
3 **that sound good?**

4 A That's fine.

5 **Q Okay. Do you have what I passed out as**
6 **Exhibit 2?**

7 A I do have an excel spreadsheet.

8 **Q Right, okay. Can you look at the column**
9 **where it says 4656 Lee?**

10 A Yes.

11 **Q Okay. Starting in October 2012, look at**
12 **the payment column. You see that?**

13 A Yes.

14 **Q Do you see where there's a payment of**
15 **\$75.00 in December 2012?**

16 A Yes.

17 **Q \$50.00 in February 2013?**

18 A Yes.

19 **Q \$100.00 in March 2013?**

20 A Yes.

21 **Q \$200.00 in April 2013?**

22 A Yes.

23 **Q \$105.00 in May 2013.**

24 A Yes.

25 **Q Why would you be paying these amounts if**

1 **you thought the bill was supposed to be \$30.00 a**
2 **month?**

3 A Like I stated before, as you see on this
4 bill, well this Exhibit 2, this Excel spreadsheet, I
5 was paying bills on multiple accounts and so I was
6 just paying bills, just paying them without receiving
7 bills like I stated before. So if it was going to
8 Bramble, 4658, 4656, I was just paying bills just to
9 make sure they were paid, not to be - not for \$30.00
10 or \$20.00 or \$300.00 or even \$1,000.00. I'm just
11 paying bills at all residents. There was so much
12 going on in my life it was just, I was just paying
13 bills, so.

14 **Q So, just to correct it, you weren't paying**
15 **bills you were making payments because you're saying**
16 **you weren't getting bills?**

17 A Yes. Correct. I was just making payments
18 through my bill pay.

19 **Q Okay. Did I understand your testimony**
20 **correctly when you answered a question from Ms.**
21 **Mueth, that you did not ask for services to be turned**
22 **on at 4656 Lee in October 2012?**

23 A I thought she ask in June, from June to. I
24 wish I could write it down while she was talking.
25 No, I did not request gas services to be cut on. I

1 did request to have the services for the \$30.00 a
2 month. Gas services weren't even cut off, I don't
3 know if gas services were even cut off.

4 **Q So, our records show gas services cut off**
5 **in July of 2012.**

6 A Okay.

7 **Q Do you agree with that?**

8 A Yes, that's when I had them, the bill
9 changed, right?

10 **Q Well, I'm asking you. Do you agree that**
11 **Laclede turned off the gas in July 2012?**

12 A Yes, I do believe they cut off the gas in
13 July of 2012.

14 **Q Okay. And do you know why Laclede cut off**
15 **the gas in July 2012?**

16 A Cause I requested it.

17 **Q Okay. And then afterwards, did you request**
18 **gas to be turned back on?**

19 A No.

20 **Q You did not request gas to be turned back**
21 **on in August of 2012?**

22 A No, I asked a question in August, on August
23 14th of 2012 I took over the services out of my
24 mother's name into my name because they couldn't help
25 me with the bill being in her name still.

1 **Q Okay. And at that time, did they tell you**
2 **what the balance was on the account?**

3 A They did not. They couldn't tell me
4 anything because the bill was not in my name, it was
5 in her name, so the only thing they could do was turn
6 the services over to me.

7 **Q Okay. So, after they did that, then did**
8 **they tell you what the balance was on the account?**

9 A It shouldn't have been a balance if they
10 turned it over to me.

11 **Q Okay. And by turning it over to you, what**
12 **do you mean?**

13 A Just changed the names, I guess, whatever
14 their system, however they do it.

15 **Q Okay. Are you saying opened up a new**
16 **account?**

17 A No, that's not what I'm saying. They took
18 my name and social in order for me to, for them to
19 talk to me about the account.

20 **Q About the account?**

21 A Right.

22 **Q Okay. Did you make a \$100.00 payment on**
23 **that account after service was turned off in July**
24 **2012?**

25 A In July of 2012, no, I made a \$60.00

1 payment.

2 **Q Okay. Let me ask it a different way. In**
3 **August of 2012, did you make a payment on the account**
4 **that was turned off in July of 2012?**

5 A According to bill pay, yes, I made a
6 \$100.00 payment.

7 **Q And why did you make that payment?**

8 A Like I stated before, I was just making
9 payments.

10 **Q Okay. Earlier you said you didn't have any**
11 **idea there was a balance?**

12 A Right.

13 **Q Why would you make a \$100.00 payment on an**
14 **account where you didn't think there was a balance**
15 **due?**

16 A Probably why the same reason I made a
17 \$100.00 payment for 4658 Lee and a \$120.00 payment
18 for 2358 Bramble.

19 **Q It was just a mistake?**

20 A No. I didn't say it was a mistake, I was
21 just making payments.

22 **Q You were just making payments.**

23 A Yes.

24 **Q Okay. All right. And then after the**
25 **service was turned off in July 2012 and you made a**

1 **payment of \$100.00 in August 2012, did you ask for**
2 **service to be turned on in August 2012 at 4656 Lee?**

3 A I can't recall, I mean, you said you had a
4 recorded message so I guess we'll see on the recorded
5 message but me just recollect, just going off what I
6 know, no I did not.

7 **Q Okay. So you are saying you did not or you**
8 **just don't recall.**

9 A I don't, I - I'm saying both. I don't know
10 and I don't recall turning the services on.

11 **Q Okay. At this point, would it make sense**
12 **for, can I play the recording?**

13 THE COURT: Sure.

14 MS. TAYLOR: Is this an Exhibit?

15 MR. ZUCKER: I guess I can offer it as an
16 Exhibit after we play it.

17 THE COURT: I get the feeling you're
18 playing it to refresh her recollection?

19 MR. ZUCKER: Yes.

20 THE COURT: Let the record reflect.

21 MR. ZUCKER: Yeah.

22 THE COURT: Let the record reflect that the
23 record is about to play, well you can tell, you can
24 say what it is on the record that you're actually
25 playing the tape and what it is.

1 MR. ZUCKER: Okay. So this is a recording
2 of a phone call from October 8th, 2012 between
3 Laclede Gas and Candace Taylor.

4 MS. TAYLOR: I can't hear it at all.

5 MR. ZUCKER: Okay. Let me start it over
6 and we'll turn it up here.

7 THE COURT: I'm not sure how we will get
8 this into the record?

9 MR. ZUCKER: I'm probably just gonna ask
10 questions about it, maybe we won't need to get the
11 actual statements.

12 THE COURT: That's what I was saying
13 because if she can't hear it then we can use it.

14 MR. ZUCKER: Yeah, I'm gonna turn it up
15 here.

16 THE COURT: You're gonna turn it up?

17 MR. ZUCKER: Yeah, I think I am. Oh, it
18 is, it's up to 100 percent. That's it.

19 THE COURT: We need external speakers.

20 MR. ZUCKER: Well, let me just move it over
21 closer to.

22 MS. TAYLOR: Where's the speaker, right
23 here?

24 MR. ZUCKER: It's coming out down here.

25 [Whereupon the recording was played.]

1 MS. TAYLOR: Was this 2014? Is that what
2 she said?

3 MR. ZUCKER: 12.

4 MS. TAYLOR: That was 2012?

5 MR. ZUCKER: 2012.

6 THE COURT: Did she say \$50 a month?

7 MS. TAYLOR: Could you, what date did, did
8 she even say a date? Did she say October something?

9 MR. ZUCKER: According to our records this
10 is from October 8th, 2012.

11 MS. TAYLOR: Okay.

12 THE COURT: Okay, well, I'll just say for
13 the record that Mr. Zucker just played a recording
14 and the way it sounds is the Complainant called to
15 set up service at 4656 Lee, on October 8th, 2012 with
16 services to be turned on the next day at budget
17 billing for \$50 a month. Is that fair to everyone?
18 Is that what you heard?

19 MR. ZUCKER: I think that's fair.

20 MS. TAYLOR: Yes, that's what I heard.

21 BY MR. ZUCKER:

22 **Q Okay. So having heard that tape, was that**
23 **your voice on the tape?**

24 A That was my voice on the tape but also
25 there are other recordings and other phone calls that

1 took place after that. Do you all have those?

2 **Q Okay. So, I'm asking questions and you're**
3 **giving answers.**

4 THE COURT: Yeah, just let him. After he's
5 finished you'll have an opportunity.

6 A I'm sorry. Oh, okay.

7 BY MR. ZUCKER:

8 **Q And so, then I ask you again, did you**
9 **request service from Laclede at 4656 Lee in October**
10 **2012?**

11 A According to your tape, yes I did.

12 **Q Did that refresh your recollection?**

13 A It did.

14 **Q Okay. And, you asked how to keep winter**
15 **bills lows, did you not?**

16 A I did.

17 **Q And the answer was, among other things, to**
18 **keep the thermostat low, is that correct?**

19 A That's what she said.

20 **Q Okay. And you also signed up for budget**
21 **billing at \$50.00 per month, correct?**

22 A Correct, yes.

23 **Q And, when you look at the first bill on**
24 **your complaint, or actually the second bill, let's**
25 **say, November 27th, 2012, at the bottom of the,**

1 **bottom left there of that billing area, it shows a**
2 **budget amount of \$50.00, does it not?**

3 A Yes, it does.

4 **Q If you look at the bill?**

5 A Yes.

6 **Q Okay. And the bills that we sent after you**
7 **signed up for service in October 2012 were sent to**
8 **4656 Lee, does that appear correct to you?**

9 A That's what's on the bill but I wasn't
10 staying there so I never received a bill.

11 **Q Okay. And so, did you check 4656 Lee**
12 **periodically for mail?**

13 A I did not cause I stopped the mail service
14 in March of 2012 when I moved.

15 **Q Okay. And did you check on 4656 Lee in**
16 **general?**

17 A No, not very often.

18 **Q Okay. How often would you say?**

19 A Couldn't say, just periodically.

20 **Q Would you say once a month.**

21 A I couldn't say, no, probably not even that.

22 **Q Less than once a month?**

23 A Yeah, probably, less than once a month.

24 **Q Okay. If you turn to the final bill on**
25 **this account, 4656 Lee, in, well let's see, the final**

1 **bill here is June 20 of 2014. Do you see the bill**
2 **dated June 20, 2014?**

3 A Yes.

4 **Q You see that bill?**

5 A Uh-huh.

6 **Q And that bill indicates a charge for**
7 **Laclede delivery from May 23rd, 2014 to June 18th,**
8 **2014, is that correct?**

9 A You said delivery?

10 **Q Yes.**

11 A Okay.

12 **Q And would you agree that service was turned**
13 **off at 4656 Lee on June 18th, 2014?**

14 A Would I say it was cut off?

15 **Q Would you agree that the service was turned**
16 **off on that date?**

17 A I don't know to agree, I don't know.

18 **Q Okay. Would you say, would you agree that**
19 **service was turned off in June of 2014?**

20 A I don't know.

21 **Q You don't know?**

22 A I think you said they cut the services off
23 in June.

24 **Q Okay. And do you see under, "important**
25 **message" on the right side of that bill it says,**

1 **"final bill?"**

2 A I do see that.

3 **Q And do you see the total balance owed in**
4 **the upper right corner?**

5 A I do.

6 **Q And what amount is that?**

7 A \$1,074.71.

8 **Q And is that the amount in dispute in this**
9 **case?**

10 A Yes, it is.

11 **Q Okay. When did you first call, after this**
12 **final bill was rendered and the service was turned**
13 **off, effective June 18th, when did you first call**
14 **Laclede to discuss the account with them?**

15 A I received my first bill at my new
16 residence, it had to be June of 2014 because the bill
17 was added to my current residence.

18 **Q Okay. You're saying the bill was added to**
19 **your current residence in June of 2014?**

20 A Yes.

21 **Q Okay. When you signed up for service at**
22 **4656 Lee in October 2012, we just listened to that**
23 **call, did you tell Laclede a different address to**
24 **send the bill?**

25 A I did not at the time.

1 **Q Okay. And where were you living at that**
2 **time, October of 2012?**

3 A October of 2012, I was at 2358 Bramble.

4 **Q Okay. And so after service started at 4656**
5 **Lee and you weren't receiving bills, did you contact**
6 **Laclede to ask them to send bills to 2358 Bramble?**

7 A No.

8 **Q At any time?**

9 A No. When I stopped services at 4656 Lee
10 Avenue, this 2358 was my forwarding address.

11 **Q So what you're saying is, you signed up for**
12 **service, the budget billing amount was \$50.00 per**
13 **month, you were making payments thereafter but you**
14 **didn't either see bills or get bills or ask about,**
15 **ask Laclede about the bills?**

16 A Correct.

17 **Q And during the period that this account**
18 **existed - that your account existed at 4656 Lee, from**
19 **October 2012 to June of 2014, was the property**
20 **vacant?**

21 A The property has been vacant until October
22 24th of 2014.

23 **Q And what happened on October 24th of 2014?**

24 A I rented the property.

25 **Q And is the, and are you collecting the**

1 **rent?**

2 A I am not. I go to court on December 3rd.
3 I have not gotten rent since May of 2015.

4 **Q Okay. So you're not collecting rent**
5 **because the tenant's not paying it?**

6 A Correct.

7 **Q But before May of 2015, did the tenant pay**
8 **the rent to you.**

9 A When she paid it. It wasn't very often.

10 THE COURT: Let's take a break right here.

11 [Whereupon a brief break was taken.]

12 BY MR. ZUCKER:

13 **Q And you have testified, or you may not have**
14 **testified, but were you also paying bills for 4658**
15 **Lee, gas bills?**

16 A Yes.

17 **Q And why were you doing that?**

18 A I'm sorry. I know I gotta answer questions
19 but why is that a factor on 4658 Lee?

20 THE COURT: Your objection is relevance.

21 MR. ZUCKER: My point is that I want to
22 establish that 4658 Lee had no usage after March of
23 2013 versus 4656 Lee which had normal usage.

24 THE COURT: You said March 2013?

25 MR. ZUCKER: Yes.

1 THE COURT: Okay. The objection is
2 overruled. You have to answer the question.

3 A The reason why I was paying 4658 Lee Avenue
4 is because I was taking care of my grandfather and
5 like I said before I just paid bills just to make
6 sure they're paid.

7 BY MR. ZUCKER:

8 Q You just made payments you're saying?

9 A Yes, same thing.

10 Q Were you receiving the bills for 4658 Lee?

11 A I was not.

12 Q Okay. So this is another situation where
13 you're making payments but not seeing the particular
14 bill that you're paying.

15 A Correct. As you can see on 4658 Lee, since
16 we're on that one, the credits and I just still
17 making payments. So I'm constantly making payments
18 without seeing a bill or anything, just making
19 payments.

20 Q Okay. One moment please. Okay. Would you
21 look at the bill for 4656 Lee for January 30th, 2013?
22 Are you looking at that bill?

23 A No, okay. What date, I'm sorry.

24 Q January 30, 2013. 4656 Lee.

25 A January 13th?

1 **Q January 30, 2013.**

2 A 30. Yes, I see it.

3 **Q Do you have that? On the left side toward**
4 **the middle, do you see where it says budget amount**
5 **\$50.00?**

6 A Yes.

7 **Q Okay. So that is consistent with the**
8 **budget you were given in October 2012, is it not?**

9 A As far as I know, yes.

10 **Q Okay. Then if you look at Exhibit 2 under**
11 **4658 Lee for February 2013, Exhibit 2 is the -**

12 A Uh huh.

13 **Q For February 2013 you made a payment of**
14 **\$50.00 for 4658 Lee.**

15 A Okay.

16 **Q And then in March, you made another payment**
17 **of \$50.00, is that correct?**

18 A No. In March I made a payment of \$100.00.

19 **Q On 58.**

20 A Oh, on 58. Yes, I made a \$50.00 payment.

21 **Q And then in April you made a \$50.00**
22 **payment?**

23 A For which address?

24 **Q For 4658 Lee.**

25 A Yes.

1 **Q Meanwhile, during those same months, you**
2 **were making payments of \$50.00, \$100.00, \$200.00 and**
3 **\$105.00 on 4656 Lee.**

4 A Okay.

5 **Q Could you have gotten the two mixed up?**

6 A No.

7 **Q Because you weren't seeing bills in either**
8 **place?**

9 A Correct.

10 **Q Okay. Was 4658 Lee vacant?**

11 A Yes.

12 **Q And when did it become vacant?**

13 A 2010, October.

14 **Q And how long was it vacant?**

15 A It still is.

16 **Q It still is. So it's been vacant now for**
17 **five years?**

18 A Yes.

19 **Q And have you been taking care of that**
20 **property since October 2010?**

21 A Is that relevant to 4656 Lee?

22 **Q Yes.**

23 A I object. What does me taking care of 4658
24 property have to do with 4656 Lee?

25 THE COURT: What does her taking care of

1 the property have to do with it?

2 MR. ZUCKER: Well, what I'd like to know is
3 what she did at the property, in other words, there
4 was usage in 2012 and it suddenly stops in 2013 and
5 if she's the one who's in control of the property,
6 I'd like to know if she, why the usage stopped in
7 March of 2013.

8 THE COURT: Do you own that property?

9 MS. TAYLOR: I do not.

10 THE COURT: Do you know who owns it?

11 MS. TAYLOR: Right now it's in my
12 grandfather's attorneys --

13 THE COURT: When, now I want for the
14 record, you say your grandfather, you mean that old
15 dude that lived next door -

16 MS. TAYLOR: Oh, William Butler. Off the
17 record, William Butler is --

18 THE COURT: Well, we're on the record.

19 MS. TAYLOR: Oh we're on the record?

20 THE COURT: Yeah, we're on the record.

21 MS. TAYLOR: Yes, William Butler has an
22 attorney that when he passed away, his attorney takes
23 over all the property. So, it's still, I guess,
24 legally owned by my grandfather but once his estate
25 gets settled and everything, it will go to wherever

1 his will and stuff had it going.

2 THE COURT: Did he have any children?

3 MS. TAYLOR: He does not.

4 THE COURT: Does he have a will? A hundred
5 year old black guy living in the city probably didn't
6 have a will.

7 MS. TAYLOR: Yes, he did.

8 THE COURT: He did?

9 MS. TAYLOR: Yes, he did.

10 THE COURT: Are you in it as far as you
11 know?

12 MS. TAYLOR: No, I'm not.

13 THE COURT: Do you have keys to it?

14 MS. TAYLOR: I do.

15 THE COURT: Okay. Your objection's
16 overruled.

17 BY MR. ZUCKER:

18 **Q Okay. So, you were handling the property**
19 **at 4658 Lee, correct? Is that correct?**

20 A That's correct.

21 **Q Okay. And then why did the usage go from**
22 **what looks like normal usage in the winter of 2011-12**
23 **to zero after February 2013?**

24 A I'm not sure. The house has been vacant
25 since 2010.

1 **Q Okay.**

2 A So you would have to ask however they
3 billed cause no one was in the house. The gas was
4 not even on except for the stove or whatnot, I guess
5 so I, I don't know. I don't do the billing so I'm
6 unsure of why it's billed like this, I just make
7 payments.

8 **Q Did you turn off the furnace there?**

9 A In 2012 the fire department turned the gas
10 off outside, in 2012.

11 **Q In 2012?**

12 A Yes.

13 **Q Do you remember when in 2012?**

14 A Could have been October or November, it was
15 right before I had my son so maybe November of 2012.
16 I had squatters in the house for three months. Took
17 the power off of 4658 Lee so the alarm didn't go off
18 and so when I got to the home once my neighbor called
19 me at work, had the police meet me there, the police
20 went in the house and immediately called the fire
21 department cause they smelled gas and the squatters
22 apparently had pulled the stove away from the wall so
23 the fire department, which I didn't know was able to,
24 they cut the gas off. I tried to have Laclede Gas
25 come back out and cut it on and they would not. And

1 that was in 2012.

2 **Q And why did Laclede say they would not come**
3 **out and turn the gas on?**

4 A They sent a technician out to cut it back
5 on but since his furnace was so old, they said they
6 had some kind of little equipment and went around the
7 house and said it's gas spilling from somewhere, you
8 have to have this fixed. Laclede Gas said that they
9 are not allowed to fix things, I have to call heating
10 and cooling, called a heating and cooling guy, he
11 came out, he fixed where they tagged, they came back
12 out to turn it back on, they said they couldn't cause
13 they still had a sensor of gas spilling from
14 somewhere and I left it alone after that.

15 **Q Okay.**

16 A And no gas was ever used again from
17 November of 2012.

18 **Q Okay.**

19 A Or was it October. I was pregnant so I
20 don't know. It was either October or November.

21 **Q Okay. Thank you.**

22 **I'm checking my notes to see if I have any**
23 **more questions. I think that's all the questions I**
24 **have.**

25 THE COURT: Okay. Ms. Taylor, based on

1 your questions that were asked by staff and by Mr.
2 Zucker, if you were, if you had an attorney, I would
3 be calling for a redirect which is basically where
4 the attorney comes in and kind of clarifies or
5 rehabilitates MS. TRACHSEL, so to speak, after they
6 got beat up on by corporate attorneys.

7 MR. ZUCKER: But that didn't happen in this
8 case.

9 THE COURT: So, is there anything based on
10 the questions that you've been asked by both the
11 staff and Mr. Zucker that you'd like to clarify or?

12 MS. TAYLOR: What staff brought up, I would
13 like to clarify those two different account numbers.

14 THE COURT: Oh, the 000 and the .06-9 in
15 June of 2013 to July of 2013 the account numbers
16 changed?

17 MS. TAYLOR: Uh-huh.

18 THE COURT: Oh, you know the answer to why
19 that happened?

20 MS. TAYLOR: No.

21 THE COURT: Oh, you're asking someone else
22 to clarify that?

23 MS. TAYLOR: Yes.

24 THE COURT: Oh.

25 MS. TAYLOR: I'm asking Laclede Gas.

1 THE COURT: Well we can figure that out.

2 MS. TAYLOR: Okay.

3 THE COURT: What I mean when I say, I mean
4 as far as your testimony, cause you know, if the
5 attorney asks you a question you have to answer it,
6 but then you might want to say "but, and," so that's
7 what I mean, is there anything you want to add to it?
8 And I'm not saying that you should have anything, I'm
9 just saying, you know, I don't know that you should
10 or not.

11 MS. TAYLOR: So would I have a chance to?

12 THE COURT: You'll have a chance to ask
13 Laclede questions, yes.

14 MS. TAYLOR: Okay.

15 THE COURT: But, you know, you, like,
16 you've been asked - I'm trying not to give you legal
17 advice. But you've been asked questions about 4658
18 Lee and you objected that it was irrelevant so if
19 there's something about that property that you want
20 to the answers that you gave -

21 MS. TAYLOR: I'm sorry. My nose is
22 running, I'm battling a cold, that's why I can't
23 hear, my ears, I'm sorry. I do want to ask a
24 question about, since he brought up 4658 Lee.

25 THE COURT: Well, you're not asking

1 questions just to make a statement, just talk about.

2 MS. TAYLOR: Oh, no statements.

3 THE COURT: You're not gonna?

4 MS. TAYLOR: No.

5 THE COURT: All right. Laclede, bear with
6 us. Did you want to enter this into, it's been
7 marked for now?

8 MR. ZUCKER: Yeah, I'm gonna have my
9 witness authenticate it. Okay. Do you, are we ready
10 for, is she the next witness, not Justin right?

11 THE COURT: Staff's last.

12 MR. ZUCKER: Staff's last. Ms. Trachsel's
13 ready to be sworn in.

14 THE COURT: Trachsler?

15 MR. ZUCKER: Trachsel.

16 THE COURT: Trachsel. Ms. Trachsel, do you
17 solemnly affirm that the testimony that you're about
18 to give is the truth?

19 MS. TRACHSEL: Yes.

20 THE COURT: Thank you. Mr. Zucker, you may
21 proceed.

22 JUDITH TRACHSEL, having been first duly
23 sworn by the Court, testified as follows:

24 EXAMINATION

25 QUESTIONS BY MR. ZUCKER:

1 **Q Okay. Ms. Trachsel, do you have what, the**
2 **document marked as Exhibit 2?**

3 A Yes.

4 **Q And can you explain what that document is?**

5 A Sure. It is read history, usage history,
6 billing and payment summary for four different
7 addresses.

8 **Q Okay. And those addresses are?**

9 A 4656 Lee, 4658 Lee, 2358 Bramble and 3824
10 Salida.

11 **Q And was this document prepared by you or**
12 **under your supervision?**

13 A Yes.

14 **Q And is the information in this document**
15 **accurate to the best of your knowledge and belief?**

16 A Yes.

17 **Q I would offer Exhibit 2 into evidence.**

18 THE COURT: Staff, do you have any
19 objections?

20 MS. MUETH: No objection.

21 THE COURT: Did you say no objection?

22 MS. MUETH: No objection.

23 THE COURT: Okay. Ms. Taylor, I realize
24 you probably don't know a legal objection but do you
25 have any reason why this should not be considered in

1 evidence?

2 MS. TAYLOR: No, I do not.

3 THE COURT: Okay. Laclede's Exhibit 2 is
4 admitted into the record.

5 MR. ZUCKER: Okay.

6 BY MR. ZUCKER:

7 **Q Let's move on to Exhibit 3. Do you**
8 **recognize this document?**

9 A Yes.

10 **Q And can you tell me what this document is?**

11 A These are daily reads along with meter
12 usage and read dates for 4656 Lee.

13 **Q And when do the reads start?**

14 A December 31st, 2013.

15 **Q And when do they end?**

16 A June 20th, 2014.

17 **Q And were these reads sent from the meter at**
18 **4656 Lee?**

19 A Yes.

20 **Q And was this document prepared by you or**
21 **under your supervision?**

22 A Yes.

23 **Q And is it accurate to the best of your**
24 **knowledge and belief?**

25 A Yes.

1 **Q I offer Exhibit 3 into evidence?**

2 THE COURT: Any objections from staff or
3 Complainant?

4 MS. MUETH: No, Your Honor.

5 THE COURT: Exhibit 3 is admitted to the
6 record.

7 BY MR. ZUCKER:

8 **Q Okay. Please turn to Exhibit 4, Ms.**
9 **Trachsel. Have you done that?**

10 A Yes.

11 **Q Okay. And can you identify Exhibit 4?**

12 A Yes. It is the Informal Complaint Report
13 submitted to the Missouri Public Service Commission.

14 **Q Okay. And was this report about the**
15 **Complainant?**

16 A Yes.

17 **Q And her address is 3824 Salida Court?**

18 A Yes.

19 **Q And does this report have to do - the**
20 **informal portion of the complaint that proceeded the**
21 **formal portion that we're here for today?**

22 A Yes.

23 **Q And was this report prepared by you or**
24 **under your supervision?**

25 A Yes.

1 **Q And is it accurate to the best of your**
2 **knowledge and belief?**

3 A Yes.

4 **Q And is this report prepared in the ordinary**
5 **course of Laclede's business?**

6 A Yes.

7 **Q I offer Exhibit 4 into evidence.**

8 THE COURT: Any objections to Exhibit 4?

9 MS. MUETH: No, Your Honor.

10 THE COURT: Exhibit 4 is admitted to the
11 record.

12 BY MR. ZUCKER:

13 **Q Please turn to the document marked Exhibit**
14 **5, let me know when you're there?**

15 A I'm there.

16 **Q Okay. Can you identify Exhibit 5 for me?**

17 A Exhibit 5 is gas usage at 4656 Lee, showing
18 the gas used in the year and the comparisons.

19 **Q During what period of time?**

20 A September 2009 to June 2014.

21 **Q And what about the bottom part of Exhibit**
22 **5?**

23 A The bottom part breaks it out by month, the
24 usage by month, and also determines if the weather
25 was normal, cold or warm.

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

3 A Yes

4 **Q And can you testify that this document is**
5 **accurate to the best of your knowledge and belief?**

6 A Yes.

7 **Q I offer to move, I offer Exhibit 5 into**
8 **evidence.**

9 THE COURT: Any objections to Exhibit 5?

10 MS. MUETH: No, Your Honor.

11 THE COURT: Exhibit 5 is admitted to the
12 record.

13 **Q Please let me know what you have marked as**
14 **Exhibit, please let me know when you have the**
15 **document marked Exhibit 6 in front of you.**

16 A I have it in front of me.

17 **Q Okay. And can you identify this document?**

18 A Yes.

19 **Q And please tell me what it is.**

20 A It is a special meter test performed by
21 Laclede Gas Company.

22 **Q And this meter test was performed on the**
23 **meter from what address?**

24 A 4656 Lee.

25 **Q And what date was the meter test performed?**

1 A October 10th, 2014.

2 **Q And is this document prepared in the**
3 **ordinary course of Laclede's business?**

4 A Yes.

5 **Q And are you familiar with this document?**

6 A Yes.

7 **Q And is it accurate to the best of your**
8 **knowledge and belief?**

9 A Yes.

10 **Q I offer Exhibit 6 into evidence.**

11 THE COURT: Any objections to Exhibit 6?

12 MS. MUETH: No, Your Honor.

13 THE COURT: Exhibit 6 is admitted to the
14 record.

15 BY MR. ZUCKER:

16 **Q Please turn to Exhibit 7. Let me know when**
17 **you're there.**

18 A I'm there.

19 **Q Okay. Can you identify Exhibit 7?**

20 A Yes. Exhibit 7 is monthly reads at 4656
21 Lee.

22 **Q Covering what period of time?**

23 A December 23rd, 2008 to January 25th, 2012.

24 **Q And where it says "read type," there's a**
25 **column of "Ds" under that. What does "D" stand for?**

1 A Device read.

2 **Q And what does that mean?**

3 A That is the transmitting, the module
4 transmits the reading from the meter.

5 **Q Okay. And this is for 4656 Lee, you**
6 **testified, correct?**

7 A Yes.

8 **Q And was this document prepared under you,**
9 **by you or under your supervision?**

10 A Yes.

11 **Q And is it accurate to the best of your**
12 **knowledge and belief?**

13 A Yes.

14 **Q I offer Exhibit 7 into evidence.**

15 THE COURT: Any objections to Exhibit 7?

16 MS. TAYLOR: No.

17 THE COURT: I don't hear any objections.

18 What does this "D" stand for? Does this mean it's a
19 drive by read or something?

20 MS. TRACHSEL: Device read. It's
21 transmitted through the phone signals or the device.

22 THE COURT: So it's an automated, AMR?

23 MS. TRACHSEL: AMR. Automatic meter read.

24 THE COURT: No objections to admit Exhibit
25 7. Seven is admitted to the record.

1 BY MR. ZUCKER:

2 Q Okay. Let's turn back to Exhibit 2. Can
3 you look at the column called 4656 Lee?

4 A Yes.

5 Q Does that indicate that service on the
6 first account was terminated in July 2012?

7 A Yes.

8 Q Do you know if that service was
9 disconnected voluntarily or involuntarily?

10 A I'm not sure.

11 Q Okay. And do you see a payment of \$100.00
12 in August 2012?

13 A Yes.

14 Q Okay. Was service reinitiated in October
15 2012?

16 A Yes.

17 Q In whose name?

18 A Candace Taylor.

19 Q Okay. And do you see the use column?

20 A Yes.

21 Q And how would you describe the use from
22 October 2012 to June 2014?

23 A I would say that there's normal usage, for
24 someone operating a home.

25 Q Okay. Does it have consistent advance?

1 A Yes.

2 Q Of the meter?

3 A I'm sorry, yes.

4 Q All right. And would you look at the
5 column, the second column, for 4658 Lee?

6 A Yes.

7 Q Would you agree with me that there's
8 basically no usage after February 2013?

9 A Correct.

10 Q And by no usage, what would that say about
11 the gas heat to the apartment, to the home?

12 A That there would be no heat in the home.

13 Q Okay. And if there was no heat in the
14 home, is there a possibility or likelihood that the
15 pipes would freeze?

16 A Yes.

17 Q And burst?

18 A Yes.

19 Q Okay. Let's move to Exhibit 4. That is
20 the report by Laclede Gas Company's Community
21 Services Department, is it not?

22 A Yes.

23 Q Okay. And can you turn to page two of that
24 report and tell me that - and do you see where it
25 says on October 1, 2014, a technician was routed to

1 **confirm the meter information for both properties?**

2 A Yes.

3 **Q And when it says both properties, what does**
4 **it mean?**

5 A 4656 Lee and 4658 Lee.

6 **Q Okay. And can you tell me what happened on**
7 **that October 1st routing?**

8 A The technician confirmed that the meter
9 records are correct and it's not a switched meter.
10 There was a boiler system at the premise
11 approximately three years old. And there was a
12 gentleman present for the inspection that stated the
13 property had been vacant and that the thermostat had
14 been set at 68 degrees. The meter was then changed
15 and taken to the meter shop for special testing.

16 **Q Okay. And going back to Exhibit 2, is the**
17 **usage at 4656 Lee consistent with a vacant home that**
18 **has a thermostat set at 68 degrees?**

19 A Yes.

20 **Q And if the home was vacant, why would there**
21 **be the usage that you see in the use column of 4656**
22 **Lee?**

23 A If the meter, or if the thermostat is set
24 at 68 degrees and during the winter, it's still going
25 to try to heat up the home during the cold winter.

1 **Q And might it also heat up hot water if**
2 **there's a gas water heater there?**

3 A Yes.

4 **Q What about the stove for gas cooking?**

5 A Yes, if it's used.

6 **Q And what if it's not used.**

7 A I'm not certain.

8 **Q Let's go to Exhibit 3. That is the daily**
9 **AMR reads. Would you agree that the reads between**
10 **December 2013 and June 2014 show regular advance?**

11 A Yes.

12 **Q And is the usage higher in the months of**
13 **January, February and March than April, May and June?**

14 A Yes.

15 **Q And is that what you would expect to see?**

16 A Yes.

17 **Q Do you recall whether the winter of 2013-14**
18 **was warm, cold or normal?**

19 A It was cold.

20 **Q Was it a little cold, medium cold or very**
21 **cold?**

22 A Very cold.

23 MS. TAYLOR: I object.

24 THE COURT: On what grounds?

25 MS. TAYLOR: How does she remember the

1 weather, she's just going off the meter readings?

2 THE COURT: Yeah, how can you tell from the
3 meter readings?

4 MR. ZUCKER: I just asked her --

5 THE COURT: He just questioned what her
6 recollection was. Assuming that her knowledge came
7 from Exhibit 3, he moved on to a question - whether
8 or not she knows if it was cold -

9 MS. TAYLOR: Well, he asked her if it was
10 very cold and she said yes.

11 THE COURT: Yeah, how do you know it was
12 very cold?

13 MR. ZUCKER: I think the Judge has pointed
14 out and made a good point that I have gotten my
15 questions ahead of my Exhibits, so if you'll --

16 THE COURT: It doesn't have to do with
17 Exhibit 3, that question. But still, how do you know
18 it was very cold?

19 MR. ZUCKER: Go ahead and answer.

20 MS. TRACHSEL: If we would turn it to
21 Exhibit 5, we have a heating degree comparison where
22 we take the average temperature, subtract from 65 and
23 then calculate the heat reading and you can see that
24 there were more heating days from December 13 to June
25 2014 than prior years.

1 THE COURT: Do you understand?

2 MS. TAYLOR: I don't understand how to read
3 that.

4 THE COURT: Look at the top portion of
5 Exhibit 5.

6 MS. TAYLOR: Okay.

7 THE COURT: Where it says "gas used,
8 heating degree days, used per HDD", and if you track
9 the winter from 9/13 to 6/14, you see the numbers,
10 you're looking at 4929, see how much higher that is
11 than all of the other winters prior? That's why
12 she's saying it's very cold. Heating degree days are
13 what again, can you describe that?

14 MS. TRACHSEL: You take the average of the
15 highest and the lowest temperature for the day and
16 subtract it from 65 degrees, which is normal.

17 THE COURT: Does that address your concern?

18 MS. TAYLOR: Yes. It's fine.

19 BY MR. ZUCKER:

20 **Q Thank you, Your Honor. Let's turn to**
21 **Exhibit 5 and go into a little more detail on it.**
22 **About how many heating degree days, or HDD's, would**
23 **constitute a normal winter in your view?**

24 A About 4,000.

25 **Q So, and how many would, how many heating**

1 **degree days would constitute a cold winter?**

2 A Anything over 4,000 or 4,500.

3 **Q And a warm winter?**

4 A In the 3,000's.

5 **Q And so, the higher the HDD number, the**
6 **colder the weather, is that correct?**

7 A Yes.

8 **Q And the lower the HDD number, the warmer**
9 **the weather, is that correct?**

10 A Yes.

11 **Q So was the winter of 2009-2010 cold, medium**
12 **or warm?**

13 A Medium.

14 **Q Okay. And how much gas was used during**
15 **that winter in that house?**

16 A 1,787 cubic feet.

17 **Q And what about the next year, 2010-11? Was**
18 **that winter cold, warm or medium?**

19 A Medium.

20 **Q And how much was used then?**

21 A 1,614 cubic feet.

22 **Q Okay. Let's move down to 2011-12, was that**
23 **winter cold, average or warm?**

24 A Warm.

25 **Q And you say it's warm because?**

1 A The heating degree days are only 3,250.

2 **Q Okay. And the usage there is 868 ccf,**
3 **correct?**

4 A Yes.

5 **Q So, quite a bit less usage than the colder**
6 **winters above, would you say that's correct?**

7 A Yes.

8 **Q Okay. Looking at 2012-13, would you say**
9 **that is a cold, average or warm winter?**

10 A Average.

11 **Q Okay. And how much usage do you see in**
12 **that period?**

13 A 669.

14 **Q And what's the use per heating degree day**
15 **in that period?**

16 A .15.

17 **Q And that .15 is quite a bit lower than the**
18 **ones and the numbers above it for the 2009-10, 10-11**
19 **and 11-12 period, is it not?**

20 A Yes.

21 **Q And would you say that indicates some**
22 **conservation on the part of the owner of that - or**
23 **the customer at that property?**

24 A Yes.

25 **Q Okay. So, would you agree that that**

1 **customer is - appears to be trying to use less gas**
2 **than was used before?**

3 A Yes.

4 **Q Okay. Let's move to 2013-14. Cold winter,**
5 **average or warm winter?**

6 A Cold.

7 **Q Okay. And you've already testified that it**
8 **was very cold, correct?**

9 A Yes.

10 **Q Okay. And how much gas was used in that**
11 **winter?**

12 A 1,392 ccf.

13 **Q Okay. And is that as much as was used in**
14 **2009-10 or 10-11?**

15 A No.

16 **Q And so it was less than that amount even**
17 **though the winter was colder?**

18 A Yes.

19 **Q And what does that indicate to you?**

20 A That there was some conservation still
21 happening at the home.

22 **Q Okay. And the use per heating degree day**
23 **is higher than the year before, is it not?**

24 A Yes.

25 **Q But lower than the first two years?**

1 A Correct.

2 Q Okay. Would you turn to Exhibit 6 for me?

3 A Yes.

4 Q Are you there?

5 A Yes.

6 Q And you testified that this was a special
7 meter test?

8 A Yes.

9 Q Of the meter at 4656 Lee?

10 A Yes.

11 Q And what did that, what was the result of
12 that test?

13 A The result of the test is that the meter is
14 in good condition and it tested within acceptable
15 standards.

16 Q When Laclede turned on service for Ms.
17 Taylor at 4656 Lee in October of 2012, did it ask for
18 payment from the prior account at 4656 Lee?

19 A No.

20 Q So, Ms. Taylor got a fresh start in October
21 2012?

22 A Yes.

23 Q Okay. Did Laclede send bills to - send
24 bills under that account, under Ms. Taylor's account
25 to 4656 Lee?

1 A Yes.

2 Q Okay. And did Laclede ever receive a
3 change of address?

4 A Not from Ms. Taylor.

5 Q Okay. And did Laclede receive a change of
6 address from someone else?

7 A Yes.

8 Q From whom?

9 A The United States Postal Service.

10 Q And what did the postal service say?

11 A They sent returned mail with an address for
12 the Bramble address.

13 Q And can you be specific about the Bramble
14 address?

15 A 2358 Bramble.

16 Q Okay. And then did we, did Laclede receive
17 any other notices for this account?

18 A Yes.

19 Q And who did that notice come from?

20 A From the postal service.

21 Q And what did the postal service tell us at
22 that time?

23 A That it was unable to deliver.

24 Q And when was that?

25 A January 2014.

1 **Q Okay. Were the bills for 4656 Lee, Ms.**
2 **Taylor's account, all based on actual reads?**

3 A Yes.

4 **Q And that's based on the device that sends**
5 **Laclede the reading, is that correct?**

6 A Yes.

7 **Q Okay. Would you take a look once again at**
8 **Exhibit 2? If a Laclede technician came out to the**
9 **4656 Lee in, let's say August of 2014, did a**
10 **technician come out to 4656 Lee in August of 2014?**

11 A I'm not sure. I'd have to refer to my, to
12 Exhibit 4.

13 **Q Okay. Let's do that very quickly. Well,**
14 **maybe it's October 1. Well, at any time, a**
15 **technician went out on October 1, 2014 to the**
16 **property, is that correct?**

17 A Correct.

18 **Q But at any time that a technician would**
19 **have gone out during the summer or fall of 2014,**
20 **would that technician be likely to say that there had**
21 **been no usage at 4656 Lee since May of 2012?**

22 A No.

23 **Q Would he have been likely to say that there**
24 **was no usage since March of 2013?**

25 A No.

1 **Q If that technician looked at 4658 Lee,**
2 **would he be likely to say that there was not usage**
3 **since March of 2013?**

4 A Yes.

5 **Q Okay. In responding to a staff question,**
6 **well staff asked about why - staff asked about the**
7 **account number and noted that it changed from June**
8 **2013 to July 2013, do you recall that?**

9 A Yes.

10 **Q And can you tell us why the account number**
11 **would have changed?**

12 A Yes, we implemented a new billing system
13 the weekend of July 4th, 2013 and all customers
14 received new account numbers.

15 **Q Okay. So that new account number was just**
16 **based on a new system and did not affect the address?**

17 A Yes.

18 **Q Is that correct?**

19 A Correct.

20 MS. TAYLOR: What date did you all change?

21 MS. TRACHSEL: July 4th, 2013.

22 MR. ZUCKER: That's okay. That's all
23 right.

24 MS. TAYLOR: That's when you all changed
25 account, everybody got new account numbers?

1 MR. ZUCKER: That's what she testified.

2 MS. TAYLOR: So you said July the 3rd, 2000

3 -

4 MR. ZUCKER: The July 4th weekend of 2013.

5 BY MR. ZUCKER:

6 **Q Okay. In your opinion, is the balance of**
7 **\$1,074.71 owed by Ms. Taylor at 4656 Lee?**

8 A Yes.

9 **Q No further questions.**

10 THE COURT: Does staff have any questions
11 of Laclede's witness?

12 MS. MUETH: Yes, Your Honor.

13 THE COURT: Did you say no?

14 MS. MUETH: No, I said yes.

15 THE COURT: Oh, you did.

16 MR. ZUCKER: We lose the first word.

17 MS. MUETH: Sorry, should I throw in an
18 extra word of the beginning of everything I say?

19 THE COURT: Just repeat the first word you
20 say.

21 EXAMINATION

22 QUESTIONS BY MS. MUETH:

23 **Q Okay. Ms. Trachsel, is that how you say**
24 **your name?**

25 A Yes.

1 **Q** Okay. I'm going to go back to what Mr.
2 Zucker was just talking about regarding the account
3 numbers changing. You said the change of the account
4 number was due to a new billing system, is that
5 correct?

6 A Yes.

7 **Q** And so, would Ms. Taylor have been notified
8 of the new account number or would that have just
9 showed up on the bill and that would have been the
10 only notification?

11 A I am unsure.

12 **Q** Okay. Do you know in the payments on that
13 account at 4656 Lee that Ms. Taylor was making, do
14 you know whether those were continuing to be directed
15 to the old account number?

16 A I could look at the Complaint, the bank
17 statements, I believe it's on there.

18 **Q** So if we look at the Complaint attachment
19 with the bank statements, can you tell me what that
20 account number would be for the, if it was the old
21 account and what that account number would be if it
22 was the new account?

23 A The old account would end in the 06-9.

24 **Q** Okay.

25 A The new account would end in 0000.

1 **Q** Okay, so would you agree then looking at
2 this that there was only one payment that was made
3 towards the new account number?

4 A Yes.

5 **Q** So, if Ms. Taylor was making, it appears
6 that the account number changed in July of 2013 but
7 there are continuing to be made payments on the old
8 account number, is that correct?

9 A Correct.

10 **Q** So then those would have been applied to
11 that new account number?

12 A Correct.

13 **Q** When Laclede received it?

14 A Yes.

15 **Q** Okay. Ms. Trachsel, can you explain why a
16 bill might have an amount due that differs from the
17 account balance?

18 A If a customer has - is on a budget plan,
19 the amount due could be the budget amount and the
20 account balance is the accumulation.

21 **Q** Okay. So would you expect the amount due
22 to be typically less than or equal to the account
23 balance?

24 A Yes.

25 **Q** Is there any reason why the amount due

1 **might exceed the account balance?**

2 A If there was a transferred debt, possibly.

3 **Q Okay. Can you look at the statements dated**
4 **June 26th, 2013, July 26, 2013 and August 26th, 2013?**

5 A I see July 26, 2013 and August 26th, 2013.

6 **Q Can you also look at June 26th, 2013.**

7 A Oh, I'm sorry. I'm on the wrong address.

8 **Q Sorry, yes, this is for the 4656 Lee**
9 **Avenue.**

10 A Sorry, yes, I see June 26th, 2013, July
11 26th, 2013 and August 26th, 2013.

12 **Q Okay. And would you agree that all three**
13 **of these statements have an amount due that is**
14 **greater than the account balance?**

15 A Yes.

16 **Q Can you explain what happened here that**
17 **made that greater amount due?**

18 A If I'm looking at the previous balance and
19 the payments, her payments are less than the budget
20 amount.

21 **Q Okay.**

22 A So there's arrears included.

23 **Q So looking at the August 26th, 2013, what's**
24 **the total balance on that?**

25 A \$162.54.

1 **Q And what's the amount due listed there?**

2 A \$313.34.

3 **Q Okay. And then, can you turn to the**
4 **September 26th, 2013 statement?**

5 A I see September 24th, 2013.

6 **Q Or 24th, yes, sorry. Can you tell me what**
7 **the previous balance is listed there?**

8 A \$162.54.

9 **Q And does this previous balance come from**
10 **the total balance on August 26th, 2013?**

11 A Yes.

12 **Q So, does that difference between the total**
13 **balance and the amount due disappear or what happens**
14 **to that?**

15 A Her general budget plan was cancelled.

16 **Q So if she had paid, hypothetically, if she**
17 **had paid that total amount due of \$313.34, would her**
18 **balance have been zero or would she have had a credit**
19 **to the account?**

20 A A credit to the account.

21 **Q Okay. So the amount that Laclede expected**
22 **to be paid was just the total balance?**

23 A Correct.

24 **Q Okay. Ms. Trachsel, can you explain what**
25 **present readings and previous readings mean as**

1 **they're listed on a gas bill?**

2 A The present reading is the end of the bill
3 date, so for the example of September 24th, 2013
4 bill, the present reading is the reading that is on
5 September 23rd, 2013. The previous reading of 8907
6 is the read from the meter on August 26th, 2013.

7 **Q And is that present reading typically**
8 **higher than the previous reading or equal to?**

9 A Yes.

10 **Q Okay. Is there ever a situation that the**
11 **present reading would be lower than the previous**
12 **reading?**

13 A If there was a meter change.

14 **Q Okay. Can you look at the March 25th, 2014**
15 **statement that was sent to 2358 Bramble Lane? Are**
16 **you there?**

17 A Yes.

18 **Q Okay. Take a look at the present reading**
19 **and previous reading. Can you explain the difference**
20 **here. That present reading that I'm seeing is 131**
21 **and the previous reading is 9869.**

22 A Yes. The meter rolled over so the highest
23 number that this number can go to is 9999 and then it
24 rolls over to zero and starts over.

25 **Q Okay. So that usage that's the next box**

1 over would be that 131 plus the difference between
2 9999 and the previous reading number, is that
3 correct?

4 A Yes.

5 Q Okay. One more line of questioning, I'm
6 almost finished. How long does Laclede usually allow
7 a customer to continue receiving service without
8 payment before it would disconnect service?

9 A There are thresholds that are set in our
10 system.

11 Q Okay.

12 A And if that threshold is met, then
13 disconnections will go out.

14 Q What are those thresholds based on?

15 A Dollars owed and the number of days without
16 payment.

17 Q Okay. So if a customer makes a payment but
18 the dollars owed are more than your threshold amount,
19 Laclede might still shut off service?

20 A Yes.

21 Q Is that correct?

22 A Yes.

23 Q Okay. And then, can you explain to me the
24 procedure for notifying a customer if their service
25 is going to be disconnected?

1 A They receive disconnection letters in the
2 mail.

3 **Q And is that separate from the bill that**
4 **would come in the mail?**

5 A Yes.

6 **Q Okay. So there was a - was a disconnection**
7 **notice ever sent to Ms. Taylor prior to the June 2014**
8 **disconnection?**

9 A I am unsure.

10 **Q Okay. Previously, you mentioned that you**
11 **got notifications from USPS about a change of address**
12 **and then some amount of time later in January 2014,**
13 **you got a notification that USPS was unable to**
14 **deliver, is that correct?**

15 A Yes.

16 **Q This - that notification that the postal**
17 **service was unable to deliver, was that to the 2358**
18 **Bramble address?**

19 A Yes.

20 **Q Okay. But the bills continued to be sent**
21 **to that address, is that correct?**

22 A Yes.

23 **Q And if a notice was sent out, it would have**
24 **been sent to that address, is that right?**

25 A Yes.

1 **Q A notice of disconnection?**

2 A Yes.

3 **Q Okay. I have nothing further, your honor.**

4 THE COURT: Ms. Taylor, do you have any
5 questions?

6 MS. TAYLOR: I get to ask her questions?

7 EXAMINATION

8 QUESTIONS BY MS. TAYLOR:

9 **Q So you stated that the post office was not**
10 **able to deliver, a notification saying they were**
11 **unable to deliver to 2358 Bramble?**

12 A Yes.

13 **Q But, when I was having issues with Laclede**
14 **Gas with this bill, they told me that they were**
15 **sending bills to 4 Laurel Court.**

16 A William Butler's were going to 4 Laurel
17 Court, 4658 were going to Laurel Court.

18 **Q Yeah. But I'm saying with the post**
19 **service, like, I never called them to change**
20 **addresses on any of them so both addresses would have**
21 **been sent to you all from the postal service for 4**
22 **Laurel Court when I changed my address from Bramble**
23 **to Laurel, I did it through the post service, not**
24 **through Laclede. So you're saying that 4658 they**
25 **were able to deliver to but 23, I mean, but 4656 Lee**

1 **Avenue they weren't able to deliver to?**

2 A To Bramble, correct?

3 **Q No, from Bramble, right? Is that what**
4 **you're saying?**

5 A Can you restate the question?

6 **Q Okay. So you got notification that they**
7 **were unable to deliver, right, because you all had a**
8 **address change from 4656 to 2358 Bramble?**

9 A Correct.

10 **Q So when I moved from Bramble to Laurel, you**
11 **said they said it was undeliverable, correct?**

12 A Correct.

13 **Q To Laurel or Bramble?**

14 A It was returned from Bramble.

15 **Q From Bramble?**

16 A Yes.

17 **Q So the post service didn't update you with**
18 **4 Laurel Court like they did for William Butler's**
19 **address?**

20 A We did not have notification, yes.

21 **Q Okay. That's all.**

22 THE COURT: Okay. I don't have any more
23 questions, do you want to redirect?

24 MR. ZUCKER: Yes, Your Honor. Yes, yes,
25 your honor.

EXAMINATION

QUESTIONS BY MR. ZUCKER:

Q Regarding the changeover to, of the billing system in July 2013, are you aware of any communications that the company sent, would have sent to customers telling them that this would happen or that their billing cycle might change?

A Yes.

Q And would that notice have been sent in June of 2013?

A Yes.

Q There was some questions about the old account number on the bank statement in the Complaint, do you recall those?

A Yes.

Q This document is from Ms. Taylor's bank, is that correct?

A Yes.

Q And, who would have put in the account number?

A Ms. Taylor.

Q And would Laclede have put this account number in?

A No.

Q Okay. And in your opinion, did Ms. Taylor

1 **get credit at 4656 Lee for every payment she made for**
2 **that account?**

3 A Yes.

4 **Q You were asked some questions about why an**
5 **amount due might be greater than the balance, do you**
6 **recall those?**

7 A Yes.

8 **Q If a customer is on budget billing, does**
9 **their payment, is their - the payment that they're**
10 **asked to make more or less, does it tend to be, than**
11 **a bill in the winter? Let me ask that question**
12 **again.**

13 **If someone is on budget billing and they**
14 **get a winter bill, is their budget amount, does their**
15 **budget amount tend to be more or less than the actual**
16 **use?**

17 A Less.

18 **Q And same question for the summer?**

19 A Summer is more.

20 **Q Okay. So if a person was on budget billing**
21 **at, let's say \$50.00 a month and their actual usage**
22 **in the summer was \$30.00, would the amount that we**
23 **expected them to pay under the budget be more than**
24 **the actual billing?**

25 A Yes.

1 **Q And is that just the nature of budget**
2 **billing?**

3 A Yes.

4 **Q Are there ever situations where a person's**
5 **budget, because they're maybe not paying it, gets to**
6 **be higher than the balance?**

7 A Yes.

8 **Q At that point, is it smart for the customer**
9 **to go off the budget and just pay the balance?**

10 A No.

11 **Q Why?**

12 A The budget amount is consistent each month
13 and they can make that payment each month.

14 **Q Okay. But let me repeat my question. If**
15 **they hadn't been making the payments and the budget**
16 **amounts were piling up such that they were higher**
17 **than the balance, let's say that this happened in the**
18 **summer, would the customer be smart to go off the**
19 **budget and just pay the balance?**

20 A Yes.

21 **Q And is that allowed?**

22 A Yes.

23 **Q Would you turn to the June 2014 bill for**
24 **4656 Lee? And you were asked some questions by staff**
25 **on disconnect notices, do you recall that notice?**

1 A Yes.

2 Q Does, are you there at the final bill?

3 A Yes.

4 Q Let's take a step back then, what's the
5 bill before that one?

6 A May 23rd, 2014.

7 Q Okay. And on that bill, does that bill
8 provide any notice of disconnection to the customer?

9 A Yes.

10 Q What does it say?

11 A Your natural gas service is scheduled to be
12 shut off for non-payment. Please see the back of
13 this bill or visit Lacledegas.com bill pay for
14 payment options.

15 Q Okay. And in addition to that message, are
16 customers sent a separate notice of disconnect?

17 A Yes.

18 Q And, you were asked about whether a
19 disconnect letter was sent. Would a disconnect
20 letter have been sent in May of 2014 before the June
21 2014 disconnection?

22 A Yes.

23 Q Is that Laclede's policy?

24 A Yes.

25 Q Are those - would that be consistent with

1 **commission rules?**

2 A Yes.

3 **Q You were asked a question by both, by staff**
4 **and Ms. Taylor about the address of where bills are**
5 **sent, do you recall that?**

6 A Yes.

7 **Q And they, and you noticed in the complaint**
8 **that bills for 4658 Lee were sent to 4 Laurel Court,**
9 **is that correct?**

10 A Yes.

11 **Q And do you know how the 4658 Lee account**
12 **got updated to 4 Laurel Court?**

13 A We received notification from the post
14 office.

15 **Q Okay. And is that account in the name, in**
16 **the same name as the 4656 account?**

17 A No.

18 **Q The 4658 account is in whose name?**

19 A 4658 is in William G. Butler.

20 **Q And 4656?**

21 A Candace Taylor.

22 **Q No further questions.**

23 THE COURT: Staff, do you have testimony
24 you need to present?

25 MS. MUETH: I can bring Justin back to the

1 stand if anyone has any questions for him, we already
2 offered his testimony as an Exhibit in Exhibit 9.

3 THE COURT: And it has been received in
4 evidence. Does anyone have any questions for staff
5 witness?

6 MR. ZUCKER: I do not, your honor.

7 THE COURT: I'm not going to ask for any
8 post hearing briefs, that will put Ms. Taylor at a
9 great disadvantage and I don't even think it will be
10 helpful because I don't believe there are any legal
11 arguments here. The staff, are you all aware - are
12 there any legal issues to be resolved here, I just
13 feel it's factual issues.

14 MS. MUETH: I believe it is just factual
15 issues.

16 THE COURT: Well, this is what I'll ask you
17 to do. Based on, you'll get a copy of this
18 transcript, I think. If not, you have access to our
19 electronic filing information system. It will
20 definitely be there if you don't get a copy. After
21 you get the transcript, go through the transcript,
22 look at the facts and just write, and I know you've
23 written a complaint there and I know you all have
24 undisputed facts, but just write in your own words,
25 based on the evidence, what you think the facts

1 should be. Okay.

2 MR. ZUCKER: And when, what date, will you
3 put out an order?

4 THE COURT: I will and it will probably be,
5 maybe. How much time will you need after you get
6 that transcript to be able to do something like that?

7 MS. TAYLOR: At least a week.

8 THE COURT: Oh, we'll call it ten days
9 then.

10 MR. ZUCKER: How about two weeks?

11 THE COURT: Two weeks? Okay. And I'll,
12 when that transcript comes out and it's first filed
13 in EFIS, or our electronic filing information system,
14 I will immediately set and confirm that date so it
15 can be put on the docket. Okay? Now does anyone
16 have any other concerns before we go off the record?

17 MR. ZUCKER: No, Your Honor.

18 THE COURT: All right. We're off the
19 record.

20

21 -----

22 (The evidentiary hearing was concluded.)

23 -----

24

25

Evidentiary Hearing December 1, 2015

STATE OF MISSOURI :
: SS: C E R T I F I C A T E
CITY OF ST. LOUIS :

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

___/s/Jennifer A. Budde_____
JENNIFER A. BUDDE,
Notary Public within and for the
State of Missouri, CCR 1161

A	82:2 95:15,21 95:24	75:15,19	arrears 87:22	aware 34:17 94:4 99:11
ability 40:2 101:7	add 31:3,5 62:7	alarm 59:17	asked 42:22 48:14 61:1,10	B
able 59:23 92:10 92:25 93:1 100:6	added 37:20,23 51:17,18	alleges 27:11	62:16,17 75:4	B-R-A-M-B-L...
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