Page 1

	rage i						
1	CENEE OF MICCOLDI						
1	STATE OF MISSOURI						
2	PUBLIC SERVICE COMMISSION						
3							
4	TRANSCRIPT OF PROCEEDINGS						
5	Local Public Hearing						
6	March 26, 2018						
7	Sikeston, Missouri						
8	·						
9	Volume 5						
10	In the matter of Liberty) Utilities (Midstates Natural)						
11	Gas) Corp. d/b/a Liberty) File No. GR-2018-00163 Utilities' Tariff Revisions) Tariff No. YG-2018-0036						
12	Designed to Implement a) General Rate Increase for)						
13	Natural Gas Service in the) Missouri Service Areas of the)						
14	Company)						
15							
16	MODDIG MOODDIEE Describing						
17	MORRIS WOODRUFF, Presiding CHIEF REGULATORY LAW JUDGE						
18	Maida J. Coleman, COMMISSIONER						
19							
20							
21	REPORTED BY: Joanna Charlton, RPR, CCR(MO), CSR(IL) Alaris Litigation Services						
22	711 North 11th Street St. Louis, Missouri 63101						
23	(314) 644-2191 1-800-280-3376						
24	_ 333 _ 237 337 3						
25							

1	APPEARANCES
2	For Staff of the Missouri Public Service Commission:
3	
4	Casi Aslin, Esq. Public Service Commission
5	200 Madison Street Jefferson City, Missouri 65102 (573) 751-3234
6	(373) 731-3234
7	For Office of Public Counsel and the Public:
8	Hampton Williams, Esq. Office of the Public Counsel
9	200 Madison Street
10	Jefferson City, Missouri 65102 (573) 751-3234
11	
12	For Liberty Utilities Corp.:
13	Michael Pendergast, Esq. Fischer & Dority, PC
14	423 (R) South Main Street St. Charles, Missouri 63301 (314) 288-8723
15	(314) 200 0723
16	
17	
18	
19	
20	
21 22	
24	
25	

1	PROCEEDINGS
2	JUDGE WOODRUFF: Good afternoon once again.
3	Let's go on the record at this point. We're now ready
4	for the second part of this local public hearing, which
5	is our chance to take testimony from you to customers
6	and interested people about the about the rate
7	increase or proposed rate increase. Once again, my
8	name the Morris Woodruff. I'm the chief regulatory law
9	judge for the Public Service Commission, and to my
10	right is Commissioner Maida Coleman a Sikeston native.
11	COMMISSIONER COLEMAN: Yes.
12	JUDGE WOODRUFF: Did you wish to make any
13	opening remarks, Commissioner?
14	COMMISSIONER COLEMAN: Sure. Good afternoon
15	everyone. Thank you so much for coming today. This is
16	an opportunity for the commission itself to hear your
17	concerns and opinions concerning this rate that's
18	before you. I am one of five commissioners who will,
19	once we hear the testimony, examine the evidence, and
20	actually have an evidentiary hearing in Jefferson City,
21	which the judge will inform you as to when that is, we
22	commissioners will be at some point making a decision
23	on this case.
24	Because I'm the only person here does not
25	mean that it is not important. It just means that we

- 1 try to spread ourselves throughout the state for the
- 2 hearings that will go on regarding this case and, of
- 3 course, in others that we hear. You will be giving
- 4 testimony that will be read and digested by the
- 5 commissioners that aren't here so that an informed
- 6 decision can be made. So when you come forward to
- 7 testify, please feel free to let us know exactly what
- 8 you'd like us to know relative to this case.
- 9 The judge mentioned that I am a Sikeston
- 10 native. Yes. I am a Sikeston Bulldog, former
- 11 cheerleader, and a 1972 graduate of Sikeston High
- 12 School. And it's always a pleasure to come home and
- 13 also to either go eat at Kirby's or haven't decided
- 14 where -- if I'm going to the China Buffet. Don't know
- 15 yet. It depends on how long you keep me. If I'm
- 16 starving, I'm going to the buffet. If I'm not, I may
- 17 only eat three hamburgers at Kirby's. So thank you all
- 18 for being here today.
- 19 JUDGE WOODRUFF: Thank you, Commissioner.
- 20 The procedure will follow is I'll ask -- I have the
- 21 sign-up list of people who asked to testify. If you
- 22 didn't get a chance to sign up, that's fine. At the
- 23 end of the -- at the end of the list, I'll just ask
- 24 anybody else in the audience who might feel inspired to
- 25 come forward and testify as well. I'll ask you to come

- 1 up to the podium here, and I'll swear you in to tell
- 2 the truth, the whole truth, and nothing but the truth.
- 3 And we'll just go down the list, and we'll take your
- 4 testimony.
- I ask that you limit your testimony to about
- 6 five minutes. I'll actually have a timer here.
- 7 There's no trap door or anything if you go past the
- 8 five minutes, but just kind of a courtesy to everyone
- 9 else who would like the chance to testify. So before I
- 10 take the first witnesses, I do need to take care of one
- 11 more thing, and that is I need to find out which
- 12 attorneys are here for the parties. So we'll take
- 13 entries of appearance for the parties beginning with
- 14 the company.
- 15 MR. PENDERGAST: Thank you, Judge. Michael
- 16 C. Pendergast appearing on behalf of Liberty Utilities.
- 17 My business address is 423 South Main Street, St.
- 18 Charles, Missouri, 63301.
- 19 JUDGE WOODRUFF: And for the Staff.
- 20 MS. ASLIN: Casi Aslin, counsel for Staff of
- 21 the Public Service Commission. My information has been
- 22 provided to the court reporter.
- 23 JUDGE WOODRUFF: Thank you. For the Office
- 24 of Public Counsel.
- 25 MR. WILLIAMS: Thank you, Judge.

1 Commissioner. My name is Hampton Williams. I'm here on behalf of the Office of the Public Counsel. I have 2 3 provided my information to the court reporter. Thank 4 you. 5 JUDGE WOODRUFF: And is there anyone here 6 for the intervening parties? I don't see anybody else. 7 So we'll call the first witness, which is Chuck Grant. 8 MR. GRANT: I'm Chuck Grant --9 JUDGE WOODRUFF: I need to swear you in first. 10 11 MR. GRANT: Okay. 12 (At this time Chuck Grant was sworn in 13 by the regulatory law judge.) 14 JUDGE WOODRUFF: Thank you. What you would 15 you like to tell us. 16 MR. GRANT: I'm Chuck Grant from Sikeston. 17 I've been here a long time as you can tell by looking I'm retired, and I'm on a fixed income. I see 18 at me. 19 here the monthly delivery charge, and I have a real 20 tough time believing that we're going to pay 63 percent 21 more than what we're paying now; is that correct? Is 22 that correct? JUDGE WOODRUFF: We can't answer your 23 24 questions at this point. 25 MR. GRANT: Okay. You can't answer that.

1 Nobody can. 2 JUDGE WOODRUFF: Well, you can talk to them informally afterward. Okay? 3 4 MR. PENDERGAST: I can answer your question 5 afterwards, sir. 6 MR. GRANT: Okay. I'll ask you. Anyway, 63 7 percent going up from the current rate to the proposed 8 rate seemed like a heck of a lot to me. I'm just a 9 country boy, but I can tell you one thing. 10 percentages is kind of tough, and that's a tough one 11 when you're on a fixed income some of these folks down 12 here that can't make their bill anyway. I hate to see this pass. Thank you for your time. You all got more 13 14 here than we got. 15 COMMISSIONER COLEMAN: Thank you, Mr. Grant. 16 JUDGE WOODRUFF: Any questions? Any of the 17 parties have any questions for Mr. Grant? Okay. Next name on the list is Rhonda Council. 18 19 Good afternoon. 20 MS. COUNCIL: Hello. 21 (At this time Rhonda Council was sworn 22 in by the regulatory law judge.) 23 JUDGE WOODRUFF: Thank you. What would you 24 like to say. 25 MS. COUNCIL: My name is Rhonda Council.

1 I'm from Sikeston, and I speak on behalf of myself and my grandmother, who is not here. She is on a fixed 2 There's no way she can afford a \$14 increase 3 income. 4 in her bill. Even if it was \$10, she can't do it. Me 5 personally I couldn't do it either. So I'm asking you 6 all to take that into consideration when you do your 7 review think about the people that cannot pay their 8 bills now, you know. There's no way you can do it. 9 I know my mom's here. She's going to come 10 up here and speak as well, but \$14 -- I know you said 11 it may not be \$14. They can't tell us the exact amount 12 what it would be, but the elderly people cannot afford this increase. So personally I oppose it. Thank you. 13 14 COMMISSIONER COLEMAN: Thank you. 15 JUDGE WOODRUFF: Thank you. Next name on 16 the list is Mike McGraw. Good afternoon. 17 (At this time Mike McGraw was sworn 18 in by the regulatory law judge.) 19 JUDGE WOODRUFF: Thank you very much. 20 MR. MCGRAW: My name is Mike McGraw, and I 21 am the mayor of Caruthersville, and I'm also 22 representing the City of Steele and the City of Hayti. 23 The City of Hayti, unfortunately, is the poorest town in the State of Missouri, and Caruthersville is number 24 25 three. I do not know where Steele ranks. The people

- 1 in our cities cannot afford such a rate increase, and I
- 2 don't understand personally how if you buy something
- 3 that's already fixed why do you have to raise it. I
- 4 sold insurance for 30 years, and different companies
- 5 have different rates. When you take those companies
- 6 on, then that's the rate they have. This -- to me,
- 7 this is exactly the same thing.
- At least the tax rate is going to go down.
- 9 So the utility company is going to be much better off
- 10 from going from a 35 percent to a 21 percent tax
- 11 increase, which I -- or tax decrease, which I think
- 12 that's about 50 percent decrease in my head.
- I did go through and look at the -- at our
- 14 average income of our households, and it's exceedingly
- 15 low compared to the rest of the state. And Pemiscot
- 16 County of the counties that are represented in the
- 17 southeast district is by far the lowest of the low. So
- 18 that's all -- I guess that's all I have to say, but I'm
- 19 definitely against the rate increase.
- JUDGE WOODRUFF: Do you have any questions?
- 21 COMMISSIONER COLEMAN: No. Thank you,
- 22 Mayor.
- JUDGE WOODRUFF: Thank you, sir. All right.
- 24 The next name on the list is Jessica Britton.
- 25 (At this time Jessica Britton was sworn

1 in by the regulatory law judge.) JUDGE WOODRUFF: Thank you. What would you 2 3 like to tell us. 4 MS. BRITTON: My name is Jessica. I live 5 here in Sikeston. I just want to say that I oppose the 6 rate increase. The rates currently are hard to pay, 7 and I believe that with the increase it will make it 8 more difficult for low income houses. 9 JUDGE WOODRUFF: Okay. Thank you. 10 COMMISSIONER COLEMAN: Thank you. 11 JUDGE WOODRUFF: Next name on the list is 12 Steve Burch, and Burch is spelled with a U? 13 MR. BURCH: B-U-R-C-H. Sorry. I didn't 14 write very well. 15 JUDGE WOODRUFF: You did it clearly. I just 16 wanted to make the court reporter understood. 17 (At this time Steve Burch was sworn in by the regulatory law judge.) 18 19 JUDGE WOODRUFF: Thank you. What would you 20 like to tell us. 21 MR. BURCH: As mayor of Sikeston, as a 22 lifelong resident of 54 years, and a businessman of 23 sizable business operation here in Sikeston and I know people all over the Bootheel, and I echo their concerns 24 25 about how hard it is to make a living in southeast

1 Missouri. I actually wished I had spent a little more time on the front end figuring how to look at the 2 3 financials of Liberty. Let me say this. I don't think any of us have any problem with the local service and 4 5 the delivery of the product. I think they do a great 6 job. This concept of socialization of rates just 7 doesn't carry any weight with any of us that have been 8 around here and go back to the Atmos and Associated 9 days and back for a number of years. 10 Typically, what we see in this part of the 11 country is that the Bootheel's cost of delivery for 12 most businesses is cheaper. Our cost of living is cheaper, and, for example, when in my own company 13 14 whether it's the Bootheel or whether we're in northeast 15 Arkansas or northwest Tennessee where we operate, the 16 products we sell we can typically sell those products 17 considerably less than companies selling the exact same 18 products in St. Louis or Chicago or other parts of the 19 country. And when you get down to it, it's always 20 because, you know, the labor rates down here are 21 usually a little less expensive. The cost of 22 somebody's home is a little less, and just we're more 23 efficient. We have a stronger work ethic. 24 So typically when somebody coming around and 25 starts talking about socialization of rates, we end up

- 1 being the losers, and we're adamantly opposed to that.
- 2 It impacts everybody in Sikeston and throughout the
- 3 Bootheel. The -- and I'm sure there's a way that
- 4 this -- if I read this right -- and I don't understand
- 5 how the Public Service Commission and this process
- 6 works, but when they talk about spending capital
- 7 dollars for automatic meters, again I stated -- I had
- 8 some questions earlier about that from a philosophical
- 9 perspective, because if they're making that capital
- 10 investment that should be based on their ability to
- 11 recover that through efficiency and cost savings
- 12 long-term. An investment like that should not have an
- impact on the rate payers because they're doing that
- 14 long-term so they can offset costs and be more
- 15 efficient.
- 16 When -- when we think -- when those of us
- 17 who are paying the rates think about the capital that
- 18 has to be put in an organization that you might offset,
- 19 they refer to one up in the northeast about replacing
- 20 cast iron pipe. Well, that makes sense, but to factor
- 21 in technology that they will use to save costs
- 22 long-term for the rate payers to have to pay that as
- 23 part of the recovery, it just does not make sense. And
- 24 we just don't accept that at all. Thank you very much.
- JUDGE WOODRUFF: Thank you, sir.

1	COMMISSIONER COLEMAN: Thank you, Mayor.
2	JUDGE WOODRUFF: Next name on the list is
3	Ron Herber. Good afternoon.
4	MR. HERBER: Hi.
5	(At this time Ron Herber was sworn
6	in by the regulatory law judge.)
7	MR. WOODRUFF: Thank you very much. What
8	would you like to tell us.
9	MR. HERBER: Let me get my eyeballs on
10	first. I'm a commissioner from Dunklin County. We are
11	one of the top three poorest counties along with
12	Pemiscot County in the State of Missouri. Almost 100
13	percent of our schools are considered at risk because
14	of our income levels, and due to the recent increase
15	for the PGA for Liberty back on December 1st, almost
16	every one of our customers their customers have seen
17	a 30 percent increase in their utility bills.
18	I have a few here that I've taken for an
19	example, and just about every one of them that I
20	calculated if I took a 26 cent increase that they had
21	of our existing 29, it roughly averages 30 percent
22	increase across the table. So customers who were used
23	to paying \$70 a month are now paying 105 or whatever,
24	and this additional burden putting on them with this
25	increase that we're discussing today is too high for

- 1 them to bear.
- 2 Again, I know this is related to the cost
- 3 increase in December, but from a standpoint that I'm
- 4 looking at, I've looked at the historical rates of
- 5 natural gas over the years. And today's rate is the
- 6 same as what it was 30 years ago. They've had spikes
- 7 because of different events, but it's remained pretty
- 8 much stable. And so from our standpoint, we're paying
- 9 30 percent more for a product that they're paying the
- 10 exact same thing they were for 30 years ago if that was
- 11 strictly for just the cost of gas.
- Now they come along, and they're asking for
- 13 us another increase to deliver it to us. And as the
- 14 mayor from Sikeston said, I'm a businessman. I do
- 15 accounting. If I decide I want to buy a \$10,000
- 16 printer because it will print returns faster, copy
- 17 them, staple them, bind them, whatever, I can't pass
- 18 that along to my customers, or they -- I'd lose them
- 19 all. I'm afraid that Liberty is going to start seeing
- 20 that their customers are unable to pay their bills
- 21 because of these increases that they're wanting.
- I guess our standpoint is that, you know, is
- 23 this -- is it strictly for the automatic meter readings
- that they're doing, and if so, why are we paying for
- 25 that business decision. Or is this part of

- 1 administrative salaries that are inflated on the
- 2 executive level that we're having to bare the burden on
- 3 that, and I know it's the parent company of Liberty.
- 4 But the parent company had an 80 percent increase in
- 5 revenue last year. Had 85 percent of earnings before
- 6 income taxes and depreciation. They got a \$20.4
- 7 million increase on the increases that they got last
- 8 year, and they're looking at 44.9 million for this
- 9 year. I don't understand why they need this money from
- 10 people who can't afford it, and they're lucky to pay
- 11 their bills as it is.
- 12 And so that -- if the increase has to be
- 13 made, I would ask that it be done in increments instead
- of all at once like it was done in December. A lot of
- 15 people were hurt financially pretty good with the cold
- 16 winter that we had and then this 30 percent increase on
- 17 top of it. So if there was some way to put it in
- increments to have it implemented over a period of
- 19 time, that would be great, too. That's all I've got.
- JUDGE WOODRUFF: Thank you, sir.
- 21 COMMISSIONER COLEMAN: Thank you,
- 22 Commissioner.
- JUDGE WOODRUFF: Next name on the list is
- 24 the Reverend Sharl D. Smith. Good afternoon.
- MS. SMITH: Good afternoon.

1	(At this time Sharl Smith was sworn					
2	in by the regulatory law judge.)					
3	MR. WOODRUFF: Thank you.					
4	MS. SMITH: I would just like to say on					
5	behalf of the senior citizens, which I am, and other					
6	people that would be unable to pay the bill you're					
7	looking at people that will be cold. They won't have					
8	any heat. They would do without because they don't					
9	have the money to pay the bill. I don't see that.					
10	That is not justified. Thank you.					
11	JUDGE WOODRUFF: Thank you, ma'am.					
12	COMMISSIONER COLEMAN: Excuse me, Reverend					
13	Smith.					
14	MS. SMITH: Yes.					
15	COMMISSIONER COLEMAN: Can you tell me what					
16	area you live in and					
17	MS. SMITH: I live in Sunset.					
18	COMMISSIONER COLEMAN: Okay.					
19	MS. SMITH: I live in Sunset.					
20	COMMISSIONER COLEMAN: Okay. Thank you very					
21	much for your testimony.					
22	MS. SMITH: Okay. Thank you.					
23	JUDGE WOODRUFF: All right. The next name					
24	on the list is Leechia Wilder. For the benefit of the					
25	court reporter, would you spell your first name.					

1	MS. WILDER: L-E-E-C-H-I-A. I'm very
2	impressed that you got it the first time.
3	(At this time Leechia Wilder was sworn
4	in by the regulatory law judge.)
5	MR. WOODRUFF: Thank you.
6	MS. WILDER: My name is Leechia Wilder.
7	I've lived in Sikeston for the past five years now, and
8	I've recently moved to a home that has gas heat. I
9	recognize that it's more efficient, but I have to tell
10	you this winter it stayed way down. And I used
11	electric to compensate because I knew that I was not
12	going to be able to afford those rates as they were.
13	I have a job. I am amongst the working
14	poor. I'm not ashamed of it, but I know that if this
15	rate goes up even though they say it's going to be less
16	it's still going to be more. And I know that I
17	personally will not be able to afford it. Thank you.
18	JUDGE WOODRUFF: Thank you.
19	COMMISSIONER COLEMAN: Thank you,
20	Ms. Wilder.
21	JUDGE WOODRUFF: John Graham. Good
22	afternoon.
23	MR. GRAHAM: Good afternoon.
24	(At this time John Graham was sworn
25	in by the regulatory law judge.)

1 JUDGE WOODRUFF: Thank you. What would you like to tell us. 2 3 MR. GRAHAM: My name's John Graham, and I'm 4 running for mayor for Sikeston. And I've been knocking 5 on a lot of doors talking to people, and the majority 6 of the people that I've knocked on their door their 7 number one complaint's utility costs. And I know from 8 me being a businessman my utility cost has virtually 9 I own a restaurant. I use a large amount of 10 fuel, and the discrepancies that some of the people are 11 complaining about in their bills is the fact that 12 there's so many charges on there. It's very difficult for those people to understand to begin with but also 13 14 understand profit margin and being able to make a 15 profit as a company. 16 But what I don't understand is when you had 17 a rate increase you've purchased a company. Then you 18 have a rate increase, and then you're wanting another 19 rate increase. My concern is looking at profit margin, 20 and that's what I understood them to say to keep the 21 margin up to where they need to have it for their 22 stockholders and their investors at the backs of people 23 that literally cannot afford it. 24 I was at a house. The gentleman said he 25 can't afford to run heat. It was freezing cold in

- 1 there, and it wasn't that cold a temperature. But
- 2 rather than take his money that he uses for food to pay
- 3 his gas bill he chose to have something to eat, and I
- 4 think changing the rate at this point would serve
- 5 extreme detriments to so many people that the Public
- 6 Service Commission should look seriously at just
- 7 tabling this or stopping it until we all get over --
- 8 like I said, my fuel costs has doubled at my
- 9 restaurant, and it's -- and turn around and our
- 10 electricity in Sikeston has done virtually the same
- 11 kind of thing.
- 12 So you have a very large number in this town
- 13 that cannot afford what they currently have. I think
- 14 the stockholders should take the back burner to
- 15 somebody deciding on food or medication versus paying a
- 16 gas bill for somebody to have extra money for their
- 17 profit margin. I saw how they put on the smart meter
- 18 attachment onto the meters. Basic electronic device
- 19 that pop the face off, stick on it, stick it in, and
- 20 it's about what it takes to do it. I saw the young man
- 21 do it to my restaurant, and that is a cost of doing
- 22 business. It's like me buying a spatula. It's a cost
- 23 of me doing business. If we break one, we have a
- 24 problem with it, or have someone that I don't need to
- 25 be flipping something, basically what you need to have

- 1 is to look at your business plan and say, you know,
- 2 we're going to keep our margin here because this rate
- 3 increase is going to destroy a lot of people's lives in
- 4 southeast Missouri.
- 5 And Service Commission should seriously look
- 6 at margins -- quite honestly, if they bought something,
- 7 they should've known that in advance. If I'm buying
- 8 stocks or I'm buying anything, I'm going to look at the
- 9 long-term cost or am I going to make a profit at that.
- 10 Rather than come back to you all at the backs of the
- 11 burdens of the rest of the people and say, hey, I need
- 12 more money because I need more for my back pocket never
- 13 mind you got to decide between food and medication and
- 14 your own way of doing life.
- 15 You know, a lot of these people that are
- 16 raising these -- are considering raising these rates
- 17 don't have to live like most of the people in this area
- 18 do, and quite frankly, it's sad when you knock on a
- 19 door and somebody comes to the door and they got a
- 20 couple of jackets on trying to stay warm in their own
- 21 home because they can't afford the rate at it is today.
- 22 And I know from everyone that I talk with from the
- 23 electricity and then this gas on top of that we're all
- 24 just paying entirely too much, and there's got to be a
- 25 medium in between that we can do something about. And

1 I think the stockholders of this company should've thought in advance before they started coming back to 2 3 you all wanting more money. I don't think it needs to 4 pass, and I would ask you to vote against increasing 5 the money. Thank you. 6 JUDGE WOODRUFF: Thank you, sir. 7 COMMISSIONER COLEMAN: Thank you. JUDGE WOODRUFF: All right. The last name 9 on the list is Lorenzo M. Ware, Senior. Good 10 afternoon. 11 MR. WARE: Good afternoon. (At this time Lorenzo Ware was sworn 12 13 in by the regulatory law judge.) 14 JUDGE WOODRUFF: Thank you very much. 15 MR. WARE: And I will not be long. I just 16 want to approach this from a common sense aspect. You 17 know, the best way to eat an elephant is one piece at a 18 time, and incrementalization [sic] it's the way we need 19 to approach this thing. I know they need to make money, and we need to stay warm. We just need to look 20 21 at this thing incrementally. You can't force it down 22 people's throats. So that's all I have to say. 23 JUDGE WOODRUFF: What do you mean by 24 incrementally? 25 MR. WARE: Incrementally if they want to get

- 1 \$14 they need to incrementally get that money from us.
- 2 Not all at one time because none of us in here are rich
- 3 that I really know of. So that's my meaning of eating
- 4 an elephant one piece at a time.
- 5 JUDGE WOODRUFF: Thank you very much.
- 6 COMMISSIONER COLEMAN: Thank you, sir.
- 7 JUDGE WOODRUFF: Mr. Ware was the last name
- 8 on the list. Is there anyone else here who would like
- 9 to testify at this point? Yes, sir. Come on up.
- 10 MR. LANCASTER: Do I need to approach you,
- 11 sir.
- JUDGE WOODRUFF: No. Come on up there, and
- if you'd tell us your name.
- 14 MR. LANCASTER: My name is Jay Lancaster.
- 15 I'm from Sikeston, Missouri.
- 16 (At this time Jay Lancaster was sworn
- in by the regulatory law judge.)
- 18 JUDGE WOODRUFF: Thank you very much. Let
- 19 me start you over here.
- 20 MR. LANCASTER: That's probably enough time
- 21 for me, sir.
- JUDGE WOODRUFF: What did you want to tell
- 23 us.
- 24 MR. LANCASTER: One thing I wanted to just
- 25 approach the socialization aspect. I, like Lorenzo,

understand that people need to make money, and

Fax: 314.644.1334

- increases are natural. I -- one thing that I've become 2 3 more aware of through my dealings here is that there 4 are areas of the country that have socioeconomic 5 indicators that other parts of the country do not, and 6 the federal government has set up two agencies that 7 deal with the areas that have some of the poorest 8 people. One is the Appalachian Regional Council. The 9 second is the Delta Regional Authority. 10 The Delta Regional Authority was the 11 established to cover the Mississippi River Delta communities from southeast Missouri and southern 12 Illinois down to New Orleans because of the -- because 13 14 of the demographics and income and socioeconomic impact
- 16 Southeast Missouri is part of that area. So comparing

of areas of the communities that live along the Delta.

- them apples to apples with north and west Missouri I
- 18 just don't think is a good comparison.
- I would also give the counsel maybe reaching
- 20 out to the Delta Regional Authority might have access
- 21 to federal funding for infrastructure needs in a low
- 22 income area. That's all.
- 23 JUDGE WOODRUFF: Are you with the Delta
- 24 Regional Authority?
- 25 MR. LANCASTER: I am not. I am with the

1

15

1	City of Sikeston. Any other questions?
2	COMMISSIONER COLEMAN: Thank you.
3	MR. LANCASTER: Thank you, Commissioner.
4	JUDGE WOODRUFF: Thank you. Anyone else
5	here wishing to testify? I have one other matter to
6	take care of. A letter was handed to me before the
7	hearing from a Darlene Margrabe, who was not able to be
8	here today, but she sent us a written letter. And I
9	will go ahead and mark that as an exhibit. It'll be
10	made part of the record as well. We'll mark it as
11	Exhibit 1. All right. Last chance for anyone any
12	other comments. Mr. Pendergast.
13	MR. PENDERGAST: Yeah, Your Honor. I just
14	wanted to take this opportunity to let folks know that
15	if you do know somebody that is struggling to pay their
16	utility bills there may still be some significant
17	funding available from the federal light heat program
18	in the way of ECIP funds, and please talk to Josh here
19	because he can go ahead and put you in touch with
20	people with the relevant social service agency and see
21	if there's some funding available to help somebody that
22	may be in need. So please take advantage of that if
23	you know somebody.
24	JUDGE WOODRUFF: Thank you.
25	COMMISSIONER COLEMAN: Excuse me.

1	JUDGE WOODRUFF: Yes, Commissioner.						
2	COMMISSIONER COLEMAN: Can you come to the						
3	microphone, please.						
4	MR. PENDERGAST: Pardon me?						
5	COMMISSIONER COLEMAN: Can you come to the						
6	microphone, please.						
7	MR. PENDERGAST: Sure.						
8	COMMISSIONER COLEMAN: How you doing today?						
9	MR. PENDERGAST: I'm doing fine. Thank you,						
10	Commissioner.						
11	COMMISSIONER COLEMAN: So are you suggesting						
12	that there's some money left, or you know where there						
13	is some? Because I've been this these types of						
14	hearings with you before, and I've never seen you						
15	suggest that there might be some options available.						
16	MR. PENDERGAST: Yeah. Well, I'm on the						
17	Community Action Agency of St. Louis County. I think						
18	you know the folks over there.						
19	COMMISSIONER COLEMAN: Okay. Sure.						
20	MR. PENDERGAST: And I know as of the last						
21	week or so they still had approximately \$1 million						
22	worth of ECIP funds available for distribution.						
23	COMMISSIONER COLEMAN: Okay.						
24	MR. PENDERGAST: And I know they're working						
25	to try and get that out to the people who need it. I						

- 1 think Josh has a sense that there's probably some
- 2 funding from the social service agencies community
- 3 action agencies down here. So we'll certainly run it
- 4 to ground, and if there's something available, make
- 5 sure that they get hooked up with the people that need
- 6 it.
- 7 COMMISSIONER COLEMAN: That's good news.
- 8 Thank you very much.
- 9 MR. PENDERGAST: You bet.
- 10 JUDGE WOODRUFF: And just for the record,
- 11 that's Michael Pendergast. He is the attorney for the
- 12 company.
- 13 COMMISSIONER COLEMAN: And please make sure
- 14 you make that same announcement in Jackson tonight.
- 15 MR. PENDERGAST: Absolutely we will.
- 16 COMMISSIONER COLEMAN: Thank you very much.
- 17 MR. PENDERGAST: Thank you, Commissioner.
- 18 JUDGE WOODRUFF: I see some hands back
- 19 there.
- MR. GRAHAM: I just have one.
- 21 MR. WOODRUFF: Come on up to the microphone
- 22 so we can hear you. You're Mr. Graham.
- 23 MR. GRAHAM: Yes. I'm John Graham. The
- 24 information I just heard was something that I wasn't
- 25 aware of either, and it would be very good for the

1 company to put that in the newspaper or put it out where people can actually know that it's available for 2 3 There's a lot of people that are really proud. help. 4 They wouldn't seek that, but if they had the 5 opportunity and they knew it was available, maybe they'd take advantage of it because there's a lot of 6 7 people that just can't afford what they're having to 8 pay. Thank you. 9 JUDGE WOODRUFF: Mr. Grant, you had your 10 hand up also. Go ahead. 11 MR. GRANT: I was just going to say I hope 12 people can take average of that program, but in the long run, it costs the taxpayer. I mean, I appreciate 13 14 your telling people about it, but in the long run, it 15 takes money out of our pockets that pay taxes. 16 JUDGE WOODRUFF: All right. Well, with that 17 then that concludes the local public hearing, and we 18 are adjourned. Thank you all. 19 COMMISSIONER COLEMAN: Thank you for coming. 20 (WHEREIN, the hearing was concluded at 21 1:07 p.m.) 22 23 24 25

1	CERTIFICATE OF REPORTER
2	
3	I, JOANNA CHARLTON, RPR, CCR(MO), CSR(IL),
4	the officer before whom the foregoing public hearing
5	was taken, do hereby certify that the witnesses whose
6	testimony appears in the foregoing public hearing was
7	duly sworn; that the testimony of said witnesses was
8	taken by me to the best of my ability and thereafter
9	reduced to typewriting under my direction; that I am
10	neither counsel for, related to, nor employed by any of
11	the parties to the action in which this public hearing
12	was taken, and further that I am not a relative or
13	employee of any attorney or counsel employed by the
14	parties thereto, nor financially or otherwise
15	interested in the outcome of the action.
16	Lanna Charlen
17	()
18	JOANNA CHARLTON, RPR, CCR(MO), CSR(IL)
19	
20	
21	
22	
23	
24	
25	

	26:14	average 9:14	15:2	Chicago 11:18
A	answer 6:23,25	27:12	burdens 20:11	chief 1:17 3:8
ability 12:10	7:4	averages 13:21	burner 19:14	China 4:14
28:8	anybody 4:24	aware 23:3	business 5:17	chose 19:3
able 17:12,17	6:6	26:25	10:23 14:25	Chuck 6:7,8,12
18:14 24:7	anyway 7:6,12		19:22,23 20:1	6:16
Absolutely	Appalachian	В	businesses	cities 9:1
26:15	23:8	B-U-R-C-H 10:13	11:12	citizens 16:5
accept 12:24	appearance	back 11:8,9	businessman	City 2:5,9 3:20
access 23:20	5:13	13:15 19:14	10:22 14:14	8:22,22,23
accounting	appearing 5:16	20:10,12 21:2	18:8	24:1
14:15	appears 28:6	26:18	buy 9:2 14:15	clearly 10:15
action 25:17	apples 23:17,17	backs 18:22	buying 19:22	cold 15:15 16:7
26:3 28:11,15	appreciate	20:10	20:7,8	18:25 19:1
adamantly 12:1	27:13	bare 15:2		Coleman 1:18
additional 13:24	approach 21:16	based 12:10	С	3:10,11,14 7:15
address 5:17	21:19 22:10,25	Basic 19:18	C 2:1 3:1 5:16	8:14 9:21 10:10
adjourned	approximately	basically 19:25	calculated	13:1 15:21
27:18 administrative	25:21	bear 14:1	13:20	16:12,15,18,20
15:1	area 16:16 20:17	beginning 5:13	call 6:7	17:19 21:7
advance 20:7	23:16,22	behalf 5:16 6:2	capital 12:6,9,17	22:6 24:2,25
21:2	areas 1:13 23:4	8:1 16:5	care 5:10 24:6	25:2,5,8,11,19
1	23:7,15	believe 10:7	carry 11:7	25:23 26:7,13
advantage 24:22 27:6	Arkansas 11:15	believing 6:20	Caruthersville	26:16 27:19
afford 8:3,12 9:1	ashamed 17:14	benefit 16:24	8:21,24	come 4:6,12,25
15:10 17:12,17	asked 4:21	best 21:17 28:8	case 3:23 4:2,8	4:25 8:9 14:12
18:23,25 19:13	asking 8:5 14:12	bet 26:9	Casi 2:3 5:20	20:10 22:9,12
20:21 27:7	Aslin 2:3 5:20	better 9:9	cast 12:20	25:2,5 26:21
afraid 14:19	5:20	bill 7:12 8:4 16:6	CCR(MO) 1:21	comes 20:19
afternoon 3:2	aspect 21:16	16:9 19:3,16	28:3,18	coming 3:15
3:14 7:19 8:16	22:25	bills 8:8 13:17	cent 13:20	11:24 21:2
13:3 15:24,25	Associated 11:8	14:20 15:11	certainly 26:3	27:19
17:22,23 21:10	Atmos 11:8	18:11 24:16	CERTIFICATE	comments
21:11	attachment	bind 14:17	28:1	24:12
afterward 7:3	19:18	Bootheel 10:24	certify 28:5	commission 1:2
agencies 23:6	attorney 26:11	11:14 12:3	chance 3:5	2:2,4 3:9,16
26:2,3	28:13	Bootheel's 11:11	4:22 5:9 24:11	5:21 12:5 19:6
agency 24:20	attorneys 5:12	bought 20:6	changing 19:4	20:5
25:17	audience 4:24	boy 7:9	charge 6:19	commissioner
ago 14:6,10	Authority 23:9	break 19:23	charges 18:12	1:18 3:10,11,13
ahead 24:9,19	23:10,20,24	Britton 9:24,25	Charles 2:14	3:14 4:19 6:1
27:10	automatic 12:7	10:4	5:18	7:15 8:14 9:21
Alaris 1:21	14:23	buffet 4:14,16	Charlton 1:21	10:10 13:1,10
amount 8:11	available 24:17	Bulldog 4:10	28:3,18	15:21,22 16:12
18:9	24:21 25:15	Burch 10:12,12	cheaper 11:12,13	16:15,18,20
announcement	25:22 26:4	10:13,17,21	cheerleader	17:19 21:7
	27:2,5	burden 13:24	4:11	22:6 24:2,3
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

ALARIS LITIGATION SERVICES
Phone: 1.800.280.3376 Fax: 314.644.1334

www.alaris.us

24252542		l		42.24
24:25 25:1,2	cost 11:11,12,21	decision 3:22	E 2:1,1 3:1,1	existing 13:21
25:5,8,10,11,19	12:11 14:2,11	4:6 14:25	earlier 12:8	expensive 11:21
25:23 26:7,13	18:8 19:21,22	decrease 9:11	earnings 15:5	extra 19:16
26:16,17 27:19	20:9	9:12	eat 4:13,17 19:3	extreme 19:5
commissioners	costs 12:14,21	definitely 9:19	21:17	eyeballs 13:9
3:18,22 4:5	18:7 19:8	deliver 14:13	eating 22:3	F
common 21:16	27:13	delivery 6:19	echo 10:24	<u> </u>
communities	Council 7:18,20	11:5,11	ECIP 24:18	face 19:19
23:12,15	7:21,25,25	Delta 23:9,10,11	25:22	fact 18:11
community	23:8	23:15,20,23	efficiency 12:11	factor 12:20
25:17 26:2	counsel 2:7,8	demographics	efficient 11:23	far 9:17
companies 9:4	5:20,24 6:2	23:14	12:15 17:9	faster 14:16
9:5 11:17	23:19 28:10,13	depends 4:15	either 4:13 8:5	federal 23:6,21
company 1:14	counties 9:16	depreciation	26:25	24:17
5:14 9:9 11:13	13:11	15:6	elderly 8:12	feel 4:7,24
15:3,4 18:15,17	country 7:9 11:11	Designed 1:12	electric 17:11	figuring 11:2
21:1 26:12 27:1	11:19 23:4,5	destroy 20:3	electricity 19:10	File 1:11
compared 9:15	County 9:16	detriments 19:5	20:23	financially 15:15
comparing	13:10,12 25:17	device 19:18	electronic 19:18	28:14
23:16	couple 20:20	different 9:4,5	elephant 21:17	financials 11:3
comparison	course 4:3	14:7	22:4	find 5:11
23:18	court 5:22 6:3	difficult 10:8	employed	fine 4:22 25:9
compensate	10:16 16:25	18:12	28:10,13	first 5:10 6:7,10
17:11	courtesy 5:8	digested 4:4	employee 28:13	13:10 16:25
complaining	cover 23:11	direction 28:9	entirely 20:24	17:2
18:11	CSR(IL) 1:21	discrepancies	entries 5:13	Fischer 2:13
complaint's 18:7	28:3,18	18:10	Esq 2:3,8,12	five 3:18 5:6,8
concept 11:6	current 7:7	discussing	established	17:7
concern 18:19	currently 10:6	13:25	23:11	fixed 6:18 7:11
concerning 3:17	19:13	distribution	ethic 11:23	8:2 9:3
concerns 3:17	customers 3:5	25:22	events 14:7	flipping 19:25
10:24	13:16,16,22	district 9:17	everybody 12:2	folks 7:11 24:14
concluded	14:18,20	doing 12:13	evidence 3:19	25:18
27:20		14:24 19:21,23	evidentiary	follow 4:20
concludes	D	20:14 25:8,9	3:20	food 19:2,15
27:17	D 3:1 15:24	dollars 12:7	exact 8:11 11:17	20:13
considerably	d/b/a 1:11	door 5:7 18:6	14:10	force 21:21
11:17	Darlene 24:7	20:19,19	exactly 4:7 9:7	foregoing 28:4
consideration	days 11:9	doors 18:5	examine 3:19	28:6
8:6	deal 23:7	Dority 2:13	example 11:13	former 4:10
considered	dealings 23:3	doubled 18:9	13:19	forward 4:6,25
13:13	December 13:15	19:8	exceedingly	frankly 20:18
considering	14:3 15:14	due 13:14	9:14	free 4:7
20:16	decide 14:15	duly 28:7	Excuse 16:12	freezing 18:25
copy 14:16	20:13	Dunklin 13:10	24:25	front 11:2
Corp 1:11 2:11	decided 4:13		executive 15:2	fuel 18:10 19:8
correct 6:21,22	deciding 19:15	E	exhibit 24:9,11	funding 23:21
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Automatic Auto					
funds 24:18 25:22 further 28:12 guess 918 guess 918 14:22 Illinois 23:13 limpact 12:13 intervening 6:6 investment 12:10.12 investors 18:22 iron 12:20 19:11 Kirby's 4:13,17 knew 17:11 7:5 knocked 18:6 knocked 18:6	24:17.21 26:2	areat 11:5 15:19	hurt 15:15	28:15	kind 5:8 7:10
Description of the property					
Turner 28:12			1		
Care	further 28:12	_	Illinois 23:13		
G G3:1 hamburgers 4:17 Hampton 2:8 6:1 hamburgers 19:2 Implement 1:12 implemented 1:12 gentleman 18:24 hambd 24:6 hands 26:18 important 3:25 judgetests 20:20 Jackson 26:14 lis.24 hard 10:6,25 hard 27:10 hard 10:6,25 hard 21:2 hear 3:16,19 4:3 jackets 20:20 Jackson 26:14 lis.24 hard 10:6,25 hard 2:2 jackets 20:20 Jackson 26:14 lis.27 hate 7:19 hard 10:6,25 hard 2:2 jackets 20:20 Jackson 26:14 lis.27 hate 7:19 hate 7:12 hate 7:10 hate 7:10 hate 7:19 hate 7:12 hate 7:19 hate 7:12 hate 10:6,25 hate 7:12 hate 7:10 h			impact 12:13	· ·	
G 3:1 gas 1:11,13 14:5	G	H	23:14		
gas 1:11,13 14:5 4:17 Implement 1:12 implement 1:12 implement 2:15:18 Limplement 1:12 implement 2:15:18 Limplement 1:12 implement 2:15:18 J.1:18 Know 4:7,8,14 7.9 8.8,9,10 8:25 10:23 Rack 52:10:23 8:25 10:23 8:25 10:23 1:20 14:2,22 1:20 14:2,	G 3:1	hamburgers	impacts 12:2		
19:16 20:23 6:1 15:18 mand 27:10 more seed 17:2	gas 1:11,13 14:5	4:17	Implement 1:12		_
General 1:12 gentleman hand 27:10 handed 24:6 hand	14:11 17:8 19:3	Hampton 2:8	implemented	J	
General 1:12 gentleman handed 24:6 handed 24:6 hands 26:18 lix24 plow pressed 17:2 lix24 hard 10:6,25 lix pressed 17:2	19:16 20:23	6:1	15:18	J 1:18	8:25 10:23
gentleman handed 24:6 impressed 17:2 Jackson 26:14 15:3 17:14,16 18:24 hard 10:6,25 8:3 9:14 10:8 Jackson 26:14 18:7 20:1,15 giving 4:3 hate 7:12 13:14 15:6 Jefferson 2:5,9 20:22 2:17,19 go3:3 4:2,13 Hayti 8:22,23 23:14,22 Jessica 9:24,25 22:3 24:14,15 5:3,7 9:8,13 head 9:12 head 9:12 lincrease 1:12 Josanna 1:21 25:18,20,24 27:10 26:22 9:1,11,19 10:6,7 Josanna 1:21 25:18,20,24 goes 17:15 heard 26:24 13:14,17,20,22 Jobh 17:21,24 known 20:7 goes 17:15 hearing 1:5 3:4 13:25 14:3,13 John 17:21,24 L-E-E-C-H-LA 6:20 7:7 8:9 3:20 24:7 15:47,18,19 Josh 24:18 26:1 L-E-E-C-H-LA 17:12,15:16 28:6,11 20:3 John 17:21,24 L-E-E-C-H-LA 20:2,3,8,9 hearings 4:2 increases 14:21 Josh 22:14 labor 11:20 20:03 3:2,14 heat 16:8 17:8 increasing 21:4 6:5,9,13,14,23 22:24 23:25 <	General 1:12	hand 27:10	important 3:25	jackets 20:20	
give 23:19 giving 4:3 hard 10:6,25 hate 7:12 8:3 9:14 10:8 hate 7:12 Jefferson 2:5,9 and 2:2 2:3 24:14,15 20:22 21:17,19 20:22 21:17,19 20:22 21:17,19 22:3 24:14,15 22:10 22:3 24:14 22:11 22:11 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 23:14,17,20,22 24:23,23 24:24 24:24	gentleman	handed 24:6	impressed 17:2	Jackson 26:14	
give 23:19 giving 4:3 hate 7:12 hate 7:12 go 3:3 4:2,13 hard 10:6,25 hate 7:12 hate 7:13 hate 7:12 hate 7:12 hate 7:14 hate 7:12 hate 7:14 hate 7:12 hate 7:14 hate 7:14 hate 7:14 hate 7:15 hate 7:16 hate 7:12 hate 7:15 hate 7:16 hate 7:	18:24	hands 26:18	income 6:18 7:11	Jay 22:14,16	18:7 20:1,15
go 3:3 4:2,13 Hayti 8:22,23 23:14,22 Jessica 9:24,25 24:23 25:12 5:3,7 9:8,13 head 9:12 10:4 25:18,20,24 11:8 24:9,19 26:22 3:7,7 8:3,13 Joanna 1:21 25:18,20,24 goes 17:15 heard 26:24 13:14,17,20,22 job 11:6 17:13 known 20:7 going 4:14,16 hearing 1:5 3:4 13:25 14:3,13 John 17:21,24 LE-E-C-H-I-A 6:20 7:7 8:9 27:17,20 28:4 18:17,18,19 Josh 24:18 26:1 L-E-E-C-H-I-A 17:12,15,16 28:6,11 20:3 judge 1:17 3:2,9 labor 11:20 20:3,14 15:7 23:2 5:15,19,23,25 22:14,14(16,20 30:2,14 heat 16:8 17:8 increases 14:21 3:12,21 4:9,19 22:24 23:25 7:15,24,25 heck 7:8 21:18 8:15,18,19 22:24 23:25 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:7 3:8 6:13 23:6 hey 20:11 15:3,18 16:11,23 17:4 10:18 13:6 16:2 6R-2018-00163 high 4:11 13:25 inflated 15:1 16:11,23	give 23:19	hard 10:6,25	8:3 9:14 10:8	Jefferson 2:5,9	· ·
go 3:3 4:2,13 Hayti 8:22,23 head 9:12 increase 1:12 Jessica 9:24,25 10:4 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:23 25:18,20,24 25:18 26:24 26:24 25:18 26:24 26:24 25:18 26:24 26:24 25:18 26:24 26:24 25:18 26:24 26:24 25:18 26:24 26:24 26:25 26:23 25 26:24 26:25 26:23 25 26:24 26:24 26:25 26:24 26:25 26:24 26:25 26:24 26:25 26:24 26:25 26:24 26:25 26	giving 4:3	hate 7:12	13:14 15:6	3:20	22:3 24:14,15
11:8 24:9,19 hear 3:16,19 4:3 3:7,7 8:3,13 Joanna 1:21 27:2 27:10 26:22 9:1,11,19 10:6,7 28:3,18 job 11:6 17:13 known 20:7 goes 17:15 heard 26:24 13:14,17,20,22 job 11:6 17:13 known 20:7 9:8,9,10 14:19 27:17,20 28:4 15:4,7,12,16 18:3 26:23 L-E-E-C-H-I-A 17:12,15,16 28:6,11 20:3 job 11:6 17:13 losh 24:18 26:1 20:2,3,8,9 hearings 4:2 increases 14:21 3:12,21 4:9,19 22:14,14,16,20 good 3:2,14 heat 16:8 17:8 18:25 24:17 heck 7:8 18:15,18,19 large 18:9 19:12 17:21,23 21:9 help 24:21 27:3 21:18 8:15,18,19 large 18:9 19:12 26:7,25 Herber 13:3,4,5 22:1 10:9,11,15,18,19 17:2,22 31:8 23:6 hey 20:11 15:13,18 16:11,23 17:4 17:4,25 21:13 23:6 hey 20:11 historical 14:4 indicators 23:5 17:18,21,25 17:4,25 21:13 3:2,24 18:3 home 4:12 11:22 informally 7:3 22:17,12,17,18 <	go 3:3 4:2,13	Hayti 8:22,23	23:14,22	Jessica 9:24,25	· ·
11:8 24:9,19	5:3,7 9:8,13	head 9:12	increase 1:12	10:4	25:18,20,24
goes 17:15 heard 26:24 13:14,17,20,22 job 11:6 17:13 Lancaster 22:10 going 4:14,16 3:20 24:7 15:4,7,12,16 18:3 26:23 L-E-E-C-H-I-A 9:8,9,10 14:19 27:17,20 28:4 18:17,18,19 Josh 24:18 26:1 17:1 17:12,15,16 28:6,11 20:3 judge 1:17 3:2,9 labor 11:20 20:2,3,8,9 hearings 4:2 increases 14:21 3:12,21 4:9,19 Lancaster 22:10 20:3 18:25 24:17 heat 16:8 17:8 increasing 21:4 6:5,9,13,14,23 22:24 23:25 15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 26:7,25 Herber 13:3,4,5 22:1 12:25 13:2,6 10:9,11,15,18,19 7:22 8:18 10:1 GR-2018-00163 13:3 high 4:11 13:25 high 4:11 13:25 high 4:11 13:25 16:11,23 17:4 Leechia 16:24 17:23,24 18:3 17:8 20:21 hone 4:12 11:22 17:18,21,25 Leechia 16:24 18:3 26:20,22 26:23,23 <t< td=""><td>11:8 24:9,19</td><td>hear 3:16,19 4:3</td><td>3:7,7 8:3,13</td><td>Joanna 1:21</td><td></td></t<>	11:8 24:9,19	hear 3:16,19 4:3	3:7,7 8:3,13	Joanna 1:21	
going 4:14,16 hearing 1:5 3:4 13:25 14:3,13 John 17:21,24 L 6:20 7:7 8:9 3:20 24:7 15:4,7,12,16 18:3 26:23 17:1 9:8,9,10 14:19 27:17,20 28:4 18:17,18,19 Josh 24:18 26:1 17:1 17:12,15,16 28:6,11 20:3 Josh 24:18 26:1 17:1 20:2,3,8,9 hearings 4:2 increases 14:21 3:12,21 4:9,19 Lancaster 22:10 27:11 25:14 15:7 23:2 5:15,19,23,25 22:24 23:25 31:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 help 24:21 27:3 21:21,24,25 10:9,11,15,18,19 7:22 8:18 10:1 20:7,25 Herber 13:3,4,5 22:1 15:20,23 10:1,2 law 1:17 3:8 6:13 3:9 13:9 15:13,18 16:11,23 17:4 10:18 13:6 16:2 23:6 Helb 4:11 13:25 15:13,18 16:11,23 17:4 22:17 Leechia 16:24 17:23,24 18:3 17:8 20:21 17:3,6 17:3,6 17:3,6 grandmother 8:2 Honor 24	27:10	26:22	9:1,11,19 10:6,7		known 20:7
6:20 7:7 8:9 3:20 24:7 15:4,7,12,16 18:3 26:23 L-E-E-C-H-I-A 9:8,9,10 14:19 27:17,20 28:4 18:17,18,19 Josh 24:18 26:1 17:1 17:12,15,16 28:6,11 20:3 judge 1:17 3:2,9 labor 11:20 20:2,3,8,9 hearings 4:2 increases 14:21 3:12,21 4:9,19 22:14,14,16,20 good 3:2,14 heat 16:8 17:8 increasing 21:4 6:5,9,13,14,23 22:24 23:25 7:19 8:16 13:3 18:25 24:17 incrementaliz 7:2,16,22,23 24:3 15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 sincrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 26:7,25 Herber 13:3,4,5 22:1 12:25 13:2,6 10:18 13:6 16:2 government 13:9 increments 15:13,18 16:11,23 17:4 22:17 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 Leechia 16:24 17:23,24 18:3 17:8 20:21 historical 14:4 information 22:22 23:23 letter 24:6,8 <td>goes 17:15</td> <td>heard 26:24</td> <td>13:14,17,20,22</td> <td>job 11:6 17:13</td> <td></td>	goes 17:15	heard 26:24	13:14,17,20,22	job 11:6 17:13	
9:8,9,10 14:19 27:17,20 28:4 18:17,18,19 Josh 24:18 26:1 judge 1:17 3:2,9 17:1 labor 11:20 17:12,15,16 28:6,11 20:3 judge 1:17 3:2,9 Lancaster 22:10 20:2,3,8,9 hearings 4:2 increases 14:21 3:12,21 4:9,19 22:14,14,16,20 20:03 15:7 23:2 5:15,19,23,25 22:14,14,16,20 good 3:2,14 heat 16:8 17:8 increasing 21:4 6:5,9,13,14,23 22:24 23:25 7:19 8:16 13:3 18:25 24:17 incrementaliz 7:2,16,22,23 24:3 15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 26:7,25 Herber 13:3,4,5 22:1 10:9,11,15,18,19 7:22 8:18 10:1 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 1eechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 honestly 20:	going 4:14,16	hearing 1:5 3:4	13:25 14:3,13	John 17:21,24	L
17:12,15,16 28:6,11 20:3 judge 1:17 3:2,9 labor 11:20 20:2,3,8,9 hearings 4:2 15:7 23:2 3:12,21 4:9,19 2:14,14,16,20 good 3:2,14 heat 16:8 17:8 15:7 23:2 5:15,19,23,25 22:14,14,16,20 7:19 8:16 13:3 18:25 24:17 increasing 21:4 6:5,9,13,14,23 22:24 23:25 7:19 8:16 13:3 18:25 24:17 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:7 3:8 6:13 26:7,25 Herber 13:3,4,5 22:1 10:9,11,15,18,19 7:22 8:18 10:1 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 16:11,23 17:4 22:17 graduate 4:11 historical 14:4 high 4:11 13:25 18:1 21:6,8,13 17:3,6 graduate 4:13 hone 4:12 11:22 informally 7:3 12:14,23 22:5 Leethia 16:24 17:23,24 18:3 17:8 20:21 22:16:3 22:7,12,17,18 Leethia 15:2 18:3 26:20,22 Honor 24:13 26:24 26:00,18 27:9 Levels 1	6:20 7:7 8:9	3:20 24:7	15:4,7,12,16	18:3 26:23	L-E-E-C-H-I-A
20:2,3,8,9 hearings 4:2 increases 14:21 3:12,21 4:9,19 Lancaster 22:10 27:11 25:14 15:7 23:2 5:15,19,23,25 22:14,14,16,20 good 3:2,14 heat 16:8 17:8 increasing 21:4 6:5,9,13,14,23 22:24 23:25 7:19 8:16 13:3 18:25 24:17 incrementallz 7:2,16,22,23 24:3 15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:7 3:8 6:13 26:7,25 Herber 13:3,4,5 22:1 10:9,11,15,18,19 7:22 8:18 10:1 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 high 4:11 13:25 inflated 15:1 16:11,23 17:4 22:17 graduate 4:11 historical 14:4 high 4:11 13:25 17:8 20:21 17:3,6 17:23,24 18:3 17:8 20:21 1nformally 7:3 22:7,12,17,18 letter 24:6,8 18:3 26:20,22 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 Grant 6:7,	9:8,9,10 14:19	27:17,20 28:4	18:17,18,19	Josh 24:18 26:1	17:1
27:11 25:14 15:7 23:2 5:15,19,23,25 22:14,14,16,20 good 3:2,14 heat 16:8 17:8 increasing 21:4 6:5,9,13,14,23 22:24 23:25 7:19 8:16 13:3 18:25 24:17 incrementaliz 7:2,16,22,23 24:3 15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 26:7,25 Herber 13:3,4,5 22:1 10:9,11,15,18,19 7:22 8:18 10:1 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 historical 14:4 informally 7:3 22:7,12,17,18 Lee's 3:3 17:23,24 18:3 17:8 20:21 information 22:22 23:23 letter 24:6,8 18:3 26:20,22 Honestly 20:6 5:21 6:3 24:4,24 25:1 Level 15:2 26:23,23 Honor 24:13 26:24 26:10,18 27:9 level 15:2 26:21,6,16,25 households <td< td=""><td>17:12,15,16</td><td>28:6,11</td><td>20:3</td><td>judge 1:17 3:2,9</td><td>labor 11:20</td></td<>	17:12,15,16	28:6,11	20:3	judge 1:17 3:2,9	labor 11:20
good 3:2,14 heat 16:8 17:8 increasing 21:4 6:5,9,13,14,23 22:24 23:25 7:19 8:16 13:3 18:25 24:17 incrementaliz 7:2,16,22,23 24:3 15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 26:7,25 Herber 13:3,4,5 22:1 10:9,11,15,18,19 7:22 8:18 10:1 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 home 4:12 11:22 informally 7:3 22:7,12,17,18 Let's 3:3 17:23,24 18:3 17:8 20:21 honestly 20:6 5:21 6:3 24:4,24 25:1 Let's 3:3 18:3 26:20,22 Honor 24:13 26:24 26:10,18 27:9 level 15:2 26:23,23 Honor 24:13 house 18:24 justified 16:10 2:11 5:16 11:3 Grant 6:7,8,	20:2,3,8,9	hearings 4:2	increases 14:21	3:12,21 4:9,19	Lancaster 22:10
7:19 8:16 13:3 18:25 24:17 incrementaliz 7:2,16,22,23 24:3 15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 21:11 23:18 help 24:21 27:3 21:21,24,25 10:9,11,15,18,19 7:22 8:18 10:1 26:7,25 Herber 13:3,4,5 22:1 12:25 13:2,6 10:18 13:6 16:2 government 13:9 increments 15:20,23 16:2 17:4,25 21:13 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 home 4:12 11:22 informally 7:3 21:14,23 22:5 left 25:12 17:23,24 18:3 17:8 20:21 5:21 6:3 24:4,24 25:1 Let's 3:3 18:3 26:20,22 honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 26:23,23 Honor 24:13	27:11	25:14	15:7 23:2	5:15,19,23,25	22:14,14,16,20
15:15,24,25 heck 7:8 21:18 8:15,18,19 large 18:9 19:12 17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 21:11 23:18 help 24:21 27:3 21:21,24,25 10:9,11,15,18,19 7:22 8:18 10:1 26:7,25 Herber 13:3,4,5 22:1 12:25 13:2,6 10:18 13:6 16:2 government 13:9 increments 15:20,23 16:2 17:4,25 21:13 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 home 4:12 11:22 inform 3:21 21:14,23 22:5 left 25:12 Graham 17:21 honestly 20:6 5:21 6:3 22:7,12,17,18 letter 24:6,8 18:3 26:20,22 Honor 24:13 26:24 26:10,18 27:9 level 15:2 26:23,23 Honor 24:13 26:24 27:16 Liberty 1:10,11 6:12,16,16,25 households in	good 3:2,14	heat 16:8 17:8	increasing 21:4	6:5,9,13,14,23	22:24 23:25
17:21,23 21:9 Hello 7:20 incrementally 9:20,23 10:1,2 law 1:17 3:8 6:13 21:11 23:18 help 24:21 27:3 21:21,24,25 10:9,11,15,18,19 7:22 8:18 10:1 26:7,25 Herber 13:3,4,5 22:1 12:25 13:2,6 10:18 13:6 16:2 government 13:9 increments 15:20,23 16:2 17:4,25 21:13 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 home 4:12 11:22 informally 7:3 21:14,23 22:5 left 25:12 Graham 17:21 home 4:12 11:22 informally 7:3 22:7,12,17,18 letter 24:6,8 18:3 26:20,22 Honor 24:13 26:24 26:10,18 27:9 level 15:2 26:23,23 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 8:2 Hope 27:11 infrastructure justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 households inspired 4:24 keep 4:15 18:20 life 20:14 <td>7:19 8:16 13:3</td> <td>18:25 24:17</td> <td></td> <td>7:2,16,22,23</td> <td></td>	7:19 8:16 13:3	18:25 24:17		7:2,16,22,23	
21:11 23:18 help 24:21 27:3 21:21,24,25 10:9,11,15,18,19 7:22 8:18 10:1 26:7,25 Herber 13:3,4,5 22:1 12:25 13:2,6 10:18 13:6 16:2 government 13:9 increments 15:20,23 16:2 17:4,25 21:13 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 home 4:12 11:22 inform 3:21 21:14,23 22:5 left 25:12 Graham 17:21 home 4:12 11:22 informally 7:3 22:27,12,17,18 letter 24:6,8 18:3 26:20,22 honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 26:23,23 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 grandmother hooked 26:5 informed 4:5 justified 16:10 2:11 5:16 11:3 8:2 house 18:24 23:21 K 13:15 14:19 6:12,16,16,25 9:14 inspired 4:24 keep 4:15 18:20 life 20:14	15:15,24,25	heck 7:8	21:18	8:15,18,19	
26:7,25 Herber 13:3,4,5 22:1 12:25 13:2,6 10:18 13:6 16:2 government 13:9 increments 15:20,23 16:2 17:4,25 21:13 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 home 4:12 11:22 inform 3:21 18:1 21:6,8,13 17:3,6 graham 17:21 home 4:12 11:22 informally 7:3 22:7,12,17,18 Let's 3:3 17:23,24 18:3 17:8 20:21 honestly 20:6 5:21 6:3 24:4,24 25:1 Let's 3:3 18:3 26:20,22 Honor 24:13 26:24 26:10,18 27:9 level 15:2 grandmother hooked 26:5 informed 4:5 27:16 Liberty 1:10,11 8:2 house 18:24 23:21 13:15 14:19 6:12,16,16,25 7:6,15,17 27:9 9:14 inspired 4:24 keep 4:15 18:20 life 20:14	•		incrementally	9:20,23 10:1,2	
government 13:9 increments 15:20,23 16:2 17:4,25 21:13 23:6 hey 20:11 15:13,18 16:11,23 17:4 22:17 GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 home 4:12 11:22 inform 3:21 21:14,23 22:5 left 25:12 Home 4:12 11:22 informally 7:3 22:7,12,17,18 Let's 3:3 17:23,24 18:3 17:8 20:21 information 22:22 23:23 letter 24:6,8 18:3 26:20,22 Honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 26:23,23 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 3:2 hope 27:11 house 18:24 justified 16:10 2:11 5:16 11:3 4:21 15:3 15:3 15:3 15:3 15:15 14:19 15:3 15:3 15:3	21:11 23:18	help 24:21 27:3		10:9,11,15,18,19	7:22 8:18 10:1
23:6 GR-2018-00163 Hi 13:4 high 4:11 13:25 Inflated 15:1 Graham 17:21 Home 4:12 11:22 17:23,24 18:3 18:3 26:20,22 26:23,23 grandmother 8:2 Grant 6:7,8,8,11 6:12,16,16,25 7:6,15,17 27:9 Hi 13:4 high 4:11 13:25 high 4:11 13:25 inflated 15:1 inform 3:21 inform 3:21 informally 7:3 information 22:27,12,17,18 12:14,23 22:5 Inflated 15:1 18:1 21:6,8,13 17:3,6 18:1 21:4,23 22:5 18:2 22:7,12,17,18 19:14 17:3,6 19:14 17:3,6 19:14 17:3,6 19:14,23 22:5 19:14,23 22:5 19:14 17:18,21,25 18:1 21:6,8,13 17:3,6 19:14 17:3,6 19:14 17:3,6 19:14 17:18,21,25 18:1 21:6,8,13 17:3,6 19:14 17:3,6 19:14,23 22:5 19:14,23 22:7 19:14,23 22:7 19:14,23 22:7 19:14,23 22:1 17:18,21,23 17:14,23 22:1 17:16,3 19:14,13 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:18,14 17:	26:7,25	Herber 13:3,4,5	22:1	12:25 13:2,6	10:18 13:6 16:2
GR-2018-00163 Hi 13:4 indicators 23:5 17:18,21,25 Leechia 16:24 1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 historical 14:4 inform 3:21 21:14,23 22:5 left 25:12 Graham 17:21 home 4:12 11:22 informally 7:3 22:7,12,17,18 Let's 3:3 17:23,24 18:3 17:8 20:21 information 22:22 23:23 letter 24:6,8 18:3 26:20,22 honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 26:23,23 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 grandmother hooked 26:5 informed 4:5 justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 house 18:24 households inspired 4:24 K K keep 4:15 18:20 life 20:14	_			· ·	· ·
1:11 high 4:11 13:25 inflated 15:1 18:1 21:6,8,13 17:3,6 graduate 4:11 historical 14:4 inform 3:21 21:14,23 22:5 left 25:12 Graham 17:21 home 4:12 11:22 informally 7:3 22:7,12,17,18 Let's 3:3 17:23,24 18:3 17:8 20:21 information 22:22 23:23 letter 24:6,8 18:3 26:20,22 honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 26:23,23 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 3 grandmother hooked 26:5 informed 4:5 27:16 Liberty 1:10,11 8:2 house 27:11 infrastructure justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 households inspired 4:24 K K 15:3 7:6,15,17 27:9 9:14 insurance 9:4 keep 4:15 18:20 life 20:14		•		•	
graduate 4:11 historical 14:4 home 4:12 11:22 inform 3:21 informally 7:3 information 21:14,23 22:5 22:7,12,17,18 Let's 3:3 left 25:12 Let's 3:3 17:23,24 18:3 17:8 20:21 honestly 20:6 honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 level 15:2 level 15:2 26:23,23 grandmother 8:2 from 6:7,8,8,11 6:12,16,16,25 7:6,15,17 27:9 howe 27:11 house 18:24 households 9:14 informed 4:5 informed 4:5 informed 4:24 insurance 9:4 justified 16:10 Liberty 1:10,11 infrastructure inspired 4:24 insurance 9:4 15:3 life 20:14	GR-2018-00163		indicators 23:5	· · ·	Leechia 16:24
Graham 17:21 home 4:12 11:22 informally 7:3 22:7,12,17,18 Let's 3:3 17:23,24 18:3 17:8 20:21 5:21 6:3 24:4,24 25:1 letter 24:6,8 18:3 26:20,22 Honor 24:13 26:24 26:10,18 27:9 level 15:2 26:23,23 Honor 24:13 26:24 27:16 Liberty 1:10,11 8:2 hope 27:11 infrastructure justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 house 18:24 23:21 K 15:3 6:12,16,16,25 9:14 insurance 9:4 keep 4:15 18:20 life 20:14	1:11				· ·
17:23,24 18:3 17:8 20:21 information 22:22 23:23 letter 24:6,8 18:3 26:20,22 honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 26:23,23 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 3 grandmother hooked 26:5 informed 4:5 27:16 Liberty 1:10,11 8:2 house 27:11 justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 house 18:24 23:21 K 15:3 6:12,16,16,25 9:14 insurance 9:4 keep 4:15 18:20 life 20:14	graduate 4:11				
18:3 26:20,22 honestly 20:6 5:21 6:3 24:4,24 25:1 level 15:2 26:23,23 hooked 26:5 informed 4:5 27:16 Liberty 1:10,11 8:2 hope 27:11 justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 house 18:24 23:21 13:15 14:19 6:12,16,16,25 households inspired 4:24 keep 4:15 18:20 life 20:14	Graham 17:21			22:7,12,17,18	Let's 3:3
26:23,23 Honor 24:13 26:24 26:10,18 27:9 levels 13:14 grandmother hooked 26:5 informed 4:5 27:16 Liberty 1:10,11 8:2 house 27:11 justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 house 18:24 23:21 K 6:12,16,16,25 households inspired 4:24 K 15:3 7:6,15,17 27:9 9:14 insurance 9:4 keep 4:15 18:20 life 20:14	· ·				· ·
grandmother hooked 26:5 informed 4:5 27:16 Liberty 1:10,11 8:2 hope 27:11 justified 16:10 2:11 5:16 11:3 Grant 6:7,8,8,11 house 18:24 23:21 13:15 14:19 6:12,16,16,25 households inspired 4:24 keep 4:15 18:20 15:3 7:6,15,17 27:9 9:14 insurance 9:4 16:20:14	•	_		•	
8:2	· ·			· ·	
Grant 6:7,8,8,11 house 18:24 23:21 13:15 14:19 6:12,16,16,25 households inspired 4:24 K 15:3 7:6,15,17 27:9 9:14 insurance 9:4 keep 4:15 18:20 life 20:14					_
6:12,16,16,25 households rs.6,15,17 27:9 households inspired 4:24 insurance 9:4 keep 4:15 18:20 life 20:14		•		justified 16:10	
7:6,15,17 27:9 9:14 insurance 9:4 keep 4:15 18:20 life 20:14					
1.10,10,11			•		
27:11 houses 10:8 interested 3:6 20:2 lifelong 10:22	1 1			•	
	27:11	houses 10:8	interested 3:6	20:2	lifelong 10:22
			<u> </u>	I	I

ALARIS LITIGATION SERVICES
Phone: 1.800.280.3376

www.alaris.us

	-	-	_	
light 24:17	Madison 2:4,9	11:1 13:12 20:4	12:19	pay 6:20 8:7
limit 5:5	Maida 1:18 3:10	22:15 23:12,16	northwest 11:15	10:6 12:22
list 4:21,23 5:3	Main 2:13 5:17	23:17	number 8:24	14:20 15:10
7:18 8:16 9:24	majority 18:5	mom's 8:9	11:9 18:7 19:12	16:6,9 19:2
10:11 13:2	making 3:22	money 15:9		24:15 27:8,15
15:23 16:24	12:9	16:9 19:2,16	0	payers 12:13,22
21:9 22:8	man 19:20	20:12 21:3,5	O 3:1	paying 6:21
literally 18:23	March 1:6	21:20 22:1	Office 2:7,8	12:17 13:23,23
Litigation 1:21	margin 18:14,19	23:1 25:12	5:23 6:2	14:8,9,24
little 11:1,21,22	18:21 19:17	27:15	officer 28:4	19:15 20:24
live 10:4 16:16,17	20:2	month 13:23	offset 12:14,18	PC 2:13
16:19 20:17	margins 20:6	monthly 6:19	Okay 6:11,25	Pemiscot 9:15
23:15	Margrabe 24:7	Morris 1:16 3:8	7:3,6,17 10:9	13:12
lived 17:7	mark 24:9,10	moved 17:8	16:18,20,22	Pendergast
lives 20:3	matter 1:10 24:5		25:19,23	2:12 5:15,16
living 10:25	mayor 8:21	N	once 3:2,7,19	7:4 24:12,13
11:12	9:22 10:21 13:1	N 2:1 3:1	15:14	25:4,7,9,16,20
local 1:5 3:4 11:4	14:14 18:4	name 3:8 6:1	opening 3:13	25:24 26:9,11
27:17	McGraw 8:16,17	7:18,25 8:15	operate 11:15	26:15,17
long 4:15 6:17	8:20,20	8:20 9:24	operation 10:23	people 3:6 4:21
21:15 27:13,14	mean 3:25	10:4,11 13:2	opinions 3:17	8:7,12,25
long-term 12:12	21:23 27:13	15:23 16:23	opportunity	10:24 15:10,15
12:14,22 20:9	meaning 22:3	16:25 17:6	3:16 24:14	16:6,7 18:5,6
look 9:13 11:2	means 3:25	21:8 22:7,13	27:5	18:10,13,22
19:6 20:1,5,8	medication	22:14	oppose 8:13	19:5 20:11,15
21:20	19:15 20:13	name's 18:3	10:5	20:17 23:1,8
looked 14:4	medium 20:25	native 3:10 4:10	opposed 12:1	24:20 25:25
looking 6:17	mentioned 4:9	natural 1:10,13	options 25:15	26:5 27:2,3,7
14:4 15:8 16:7	meter 14:23	14:5 23:2	organization	27:12,14
18:19	19:17	need 5:10,11 6:9	12:18	people's 20:3
Lorenzo 21:9,12	meters 12:7	15:9 18:21	Orleans 23:13	21:22
22:25	19:18	19:24,25 20:11	outcome 28:15	percent 6:20
lose 14:18	Michael 2:12	20:12 21:18,19	P	7:7 9:10,10,12
losers 12:1	5:15 26:11	21:20,20 22:1		13:13,17,21
lot 7:8 15:14	microphone	22:10 23:1	P 2:1,1 3:1	14:9 15:4,5,16
18:5 20:3,15	25:3,6 26:21	24:22 25:25	p.m 27:21	percentages
27:3,6	Midstates 1:10	26:5	Pardon 25:4	7:10
Louis 1:22 11:18	Mike 8:16,17,20	needs 21:3	parent 15:3,4	period 15:18
25:17	million 15:7,8	23:21	part 3:4 11:10	person 3:24
low 9:15,17 10:8	25:21	neither 28:10	12:23 14:25	personally 8:5
23:21	mind 20:13	never 20:12	23:16 24:10	8:13 9:2 17:17
lowest 9:17	minutes 5:6,8	25:14	parties 5:12,13	perspective
lucky 15:10	Mississippi	New 23:13	6:6 7:17 28:11	12:9
	23:11	news 26:7	28:14	PGA 13:15
<u>M</u>	Missouri 1:1,7,13	newspaper 27:1	parts 11:18 23:5	philosophical
M 21:9	1:22 2:2,5,9	north 1:22 23:17	pass 7:13 14:17	12:8
ma'am 16:11	2:14 5:18 8:24	northeast 11:14	21:4	piece 21:17 22:4
			I	

ALARIS LITIGATION SERVICES
Phone: 1.800.280.3376

www.alaris.us

pipe 12:20	put 12:18 15:17	13:6 16:2 17:4	S 2:1 3:1	24:1	
plan 20:1	19:17 24:19	17:25 21:13	sad 20:18	sir 7:5 9:23	
please 4:7	27:1,1	22:17	salaries 15:1	12:25 15:20	
24:18,22 25:3	putting 13:24	related 14:2	save 12:21	21:6 22:6,9,11	
25:6 26:13		28:10	savings 12:11	22:21	
pleasure 4:12	Q	relative 4:8	saw 19:17,20	sizable 10:23	
pocket 20:12	question 7:4	28:12	School 4:12	smart 19:17	
pockets 27:15	questions 6:24	relevant 24:20	schools 13:13	Smith 15:24,25	
podium 5:1	7:16,17 9:20	remained 14:7	second 3:4	16:1,4,13,14,17	
point 3:3,22	12:8 24:1	remarks 3:13	23:9	16:19,22	
6:24 19:4	quite 20:6,18	replacing 12:19	see 6:6,18 7:12	social 24:20	
22:9		REPORTED 1:21	11:10 16:9	26:2	
poor 17:14	<u>R</u>	reporter 5:22	24:20 26:18	socialization	
poorest 8:23	R 2:1,13 3:1	6:3 10:16	seeing 14:19	11:6,25 22:25	
13:11 23:7	raise 9:3	16:25 28:1	seek 27:4	socioeconomic	
pop 19:19	raising 20:16,16	represented	seen 13:16	23:4,14	
Presiding 1:16	ranks 8:25	9:16	25:14	sold 9:4	
pretty 14:7 15:15	rate 1:12 3:6,7,17	representing	sell 11:16,16	somebody	
print 14:16	7:7,8 9:1,6,8	8:22	selling 11:17	11:24 19:15,16	
printer 14:16	9:19 10:6 12:13	resident 10:22	senior 16:5 21:9	20:19 24:15,21	
probably 22:20	12:22 14:5	rest 9:15 20:11	sense 12:20,23	24:23	
26:1	17:15 18:17,18	restaurant 18:9	21:16 26:1	somebody's	
problem 11:4	18:19 19:4	19:9,21	sent 24:8	11:22	
19:24	20:2,21	retired 6:18	seriously 19:6	Sorry 10:13	
procedure 4:20	rates 9:5 10:6	returns 14:16	20:5	South 2:13 5:17	
PROCEEDINGS	11:6,20,25	revenue 15:5	serve 19:4	southeast 9:17	
1:4	12:17 14:4	Reverend 15:24	service 1:2,13,13	10:25 20:4	
process 12:5	17:12 20:16	16:12	2:2,4 3:9 5:21	23:12,16	
product 11:5	reaching 23:19	review 8:7	11:4 12:5 19:6	southern 23:12	
14:9	read 4:4 12:4	Revisions 1:11	20:5 24:20	spatula 19:22	
products 11:16	readings 14:23	Rhonda 7:18,21	26:2	speak 8:1,10	
11:16,18	ready 3:3	7:25	Services 1:21	spell 16:25	
profit 18:14,15,19	real 6:19	rich 22:2	set 23:6	spelled 10:12	
19:17 20:9	really 22:3 27:3	right 3:10 9:23	Sharl 15:24 16:1	spending 12:6	
program 24:17	recognize 17:9	12:4 16:23	should've 20:7	spent 11:1	
27:12	record 3:3	21:8 24:11	21:1	spikes 14:6	
proposed 3:7	24:10 26:10	27:16	sic 21:18	spread 4:1	
7:7	recover 12:11	risk 13:13	sign 4:22	St 1:22 2:14 5:17	
proud 27:3	recovery 12:23	River 23:11	sign-up 4:21	11:18 25:17	
provided 5:22	reduced 28:9	Ron 13:3,5	significant	stable 14:8	
6:3	refer 12:19	roughly 13:21	24:16	Staff 2:2 5:19	
public 1:2,5 2:2	regarding 4:2	RPR 1:21 28:3,18	Sikeston 1:7	5:20	
2:4,7,7,8 3:4,9	Regional 23:8,9	run 18:25 26:3	3:10 4:9,10,11	standpoint 14:3	
5:21,24 6:2	23:10,20,24	27:13,14	6:16 8:1 10:5	14:8,22	
12:5 19:5	regulatory 1:17	running 18:4	10:21,23 12:2	staple 14:17	
27:17 28:4,6,11	3:8 6:13 7:22		14:14 17:7 18:4	start 14:19 22:19	
purchased 18:17	8:18 10:1,18	S	19:10 22:15	started 21:2	
	I I I				

ALARIS LITIGATION SERVICES www.alaris.us Phone: 1.800.280.3376

			-	-
starts 11:25	27:15	21:19,21 22:24	16:6	15:2 20:2,23
starving 4:16	talk 7:2 12:6	23:2	understand 9:2	week 25:21
state 1:1 4:1 8:24	20:22 24:18	think 8:7 9:11	12:4 15:9 18:13	weight 11:7
9:15 13:12	talking 11:25	11:3,5 12:16,17	18:14,16 23:1	west 23:17
stated 12:7	18:5	19:4,13 21:1,3	understood	Wilder 16:24
stay 20:20	Tariff 1:11,11	23:18 25:17	10:16 18:20	17:1,3,6,6,20
21:20	tax 9:8,10,11	26:1	unfortunately	Williams 2:8
stayed 17:10	taxes 15:6 27:15	thought 21:2	8:23	5:25 6:1
Steele 8:22,25	taxpayer 27:13	three 4:17 8:25	use 12:21 18:9	winter 15:16
Steve 10:12,17	technology	13:11	uses 19:2	17:10
stick 19:19,19	12:21	throats 21:22	usually 11:21	wish 3:12
stockholders	tell 5:1 6:15,17	time 6:12,17,20	Utilities 1:10 2:11	wished 11:1
18:22 19:14	7:9 8:11 10:3	7:13,21 8:17	5:16	wishing 24:5
21:1	10:20 13:8	9:25 10:17 11:2	Utilities' 1:11	witness 6:7
stocks 20:8	16:15 17:9 18:2	13:5 15:19 16:1	utility 9:9 13:17	witnesses 5:10
stopping 19:7	22:13,22	17:2,3,24	18:7,8 24:16	28:5,7
Street 1:22 2:4	telling 27:14	21:12,18 22:2		Woodruff 1:16
2:9,13 5:17	temperature	22:4,16,20	V	3:2,8,12 4:19
strictly 14:11,23	19:1	timer 5:6	versus 19:15	5:19,23 6:5,9
stronger 11:23	Tennessee	today 3:15 4:18	virtually 18:8	6:14,23 7:2,16
struggling	11:15	13:25 20:21	19:10	7:23 8:15,19
24:15	testify 4:7,21,25	24:8 25:8	Volume 1:8	9:20,23 10:2
suggest 25:15	5:9 22:9 24:5	today's 14:5	vote 21:4	10:9,11,15,19
suggesting	testimony 3:5	tonight 26:14		12:25 13:2,7
25:11	3:19 4:4 5:4,5	top 13:11 15:17	W	15:20,23 16:3
Sunset 16:17,19	16:21 28:6,7	20:23	want 10:5 14:15	16:11,23 17:5
sure 3:14 12:3	thank 3:15 4:17	touch 24:19	21:16,25	17:18,21 18:1
25:7,19 26:5	4:19 5:15,23	tough 6:20 7:10	22:22	21:6,8,14,23
26:13	5:25 6:3,14	7:10	wanted 10:16	22:5,7,12,18
swear 5:1 6:9	7:13,15,23 8:13	town 8:23 19:12	22:24 24:14	22:22 23:23
sworn 6:12 7:21	8:14,15,19 9:21	TRANSCRIPT	wanting 14:21	24:4,24 25:1
8:17 9:25	9:23 10:2,8,9	1:4	18:18 21:3	26:10,18,21
10:17 13:5 16:1	10:10,19 12:24	trap 5:7	Ware 21:9,11,12	27:9,16
17:3,24 21:12	12:25 13:1,7	truth 5:2,2,2	21:15,25 22:7	work 11:23
22:16 28:7	15:20,21 16:3	try 4:1 25:25	warm 20:20	working 17:13
22.10 20.7	16:10,11,20,22	trying 20:20	21:20	25:24
T			wasn't 19:1	
table 13:22	17:5,17,18,19	turn 19:9 two 23:6	26:24	works 12:6 worth 25:22
table 13.22 tabling 19:7	18:1 21:5,6,7		way 8:3,8 12:3	
take 3:5 5:3,10	21:14 22:5,6	types 25:13	15:17 17:10	wouldn't 27:4
5:10,12 8:6	22:18 24:2,3,4	typewriting	20:14 21:17,18	write 10:14
9:5 19:2,14	24:24 25:9	28:9	24:18	written 24:8
24:6,14,22	26:8,16,17	typically 11:10,16	we'll 5:3,3,12	X
27:6,12	27:8,18,19	11:24	6:7 24:10 26:3	
taken 13:18	thereto 28:14	U	we're 3:3 6:20	Y
28:5,8,12	they'd 27:6	U 10:12	6:21 11:14,22	Yeah 24:13
takes 19:20	thing 5:11 7:9	unable 14:20	12:1 13:25 14:8	25:16
10NC3 13.20	9:7 14:10 19:11	unable 14.20		
· · · · · · · · · · · · · · · · · · ·				

ALARIS LITIGATION SERVICES
Phone: 1.800.280.3376

			1
Voar 15.5 0 0	54 10:22		
year 15:5,8,9			
years 9:4 10:22	573 2:5,10		
11:9 14:5,6,10	6		
17:7			
YG-2018-0036	63 6:20 7:6		
1:11	63101 1:22		
young 19:20	63301 2:14 5:18		
	644-2191 1:23		
Z	65102 2:5,9		
0	7		
	70 13:23		
1	711 1:22		
1 24:11 25:21	751-3234 2:5,10		
1-800-280-33			
1:23	8		
1:07 27:21	80 15:4		
10 8:4	85 15:5		
10,000 14:15			
100 13:12			
105 13:23			
11th 1:22			
14 8:3,10,11 22:1			
1972 4:11			
1st 13:15			
20.4 15:6			
200 2:4,9			
2018 1:6			
21 9:10			
26 1:6 13:20			
288-8723 2:14			
29 13:21			
			
3			
30 9:4 13:17,21			
14:6,9,10 15:16			
314 1:23 2:14			
35 9:10			
4			
423 2:13 5:17			
44.9 15:8			
5			
5 1:8			
50 9:12			
30 9.12			