

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

October 3, 2017

Wohl Community Center
1515 North Kingshighway
Saint Louis, MO 63113

Volume 7

In the Matter of Laclede)
Gas Company's Request to)
Increase Its Revenues) File No. GR-2017-0215
for Gas Service)

In the Matter of Laclede)
Gas Company d/b/a)
Missouri Gas Energy's) File No. GR-2017-0216
Request to Increase Its)
Revenues for Gas Service)

NANCY DIPPELL, Presiding
SENIOR REGULATORY LAW JUDGE

DANIEL Y. HALL, Chairman
STEPHEN M. STOLL,
SCOTT T. RUPP,
MAIDA J. COLEMAN,
Commissioners.

Court Reporter:
Georgia B. Long, CSR/CCR
Missouri CCR #622
Illinois CSR #084-004742
Midwest Litigation Services
711 North Eleventh Street
St. Louis, Missouri 63101

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

A P P E A R A N C E S

For Staff of the Missouri Public Service Commission:

Ms. Marcella Forck
Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, Missouri 65101

For Office of Public Counsel and the Public:

Hampton Williams
Office of Public Counsel
200 Madison Street, P.O. Box 2230
Jefferson City, Missouri 65102

For Laclede Gas, d/b/a Missouri Gas Energy:

Mr. Rick Zucker
720 Olive Street
St. Louis, Missouri 63101

1 PROCEEDINGS

2

3 MS. DIPPELL: Good afternoon. Thank you all for
4 coming of this afternoon. We can go ahead and go on the
5 record. Today is October 3, 2017. And the Missouri
6 Public Service Commission has set this time for a local
7 public hearing in filings GR-2017-0215 and GR-2017-0216,
8 In the Matter of Laclede Gas Company's Request to
9 Increase Its Revenues For Gas Service; and In the Matter
10 of Laclede Gas Company, doing business as Missouri Gas
11 Energy's Request to Increase Its Revenues For Gas
12 Service. The company has since changed its name, which
13 you're probably aware, to Spire.

14 My name is Nancy Dippell, and I'm the Regulatory
15 Law Judge with the Public Service Commission, assigned
16 to preside over this hearing today. And I would like to
17 introduce you to the commissioners who are here with me
18 today. Chairman Hall, would you like to introduce
19 yourself?

20 MR. HALL: Good afternoon. My name is Daniel
21 Hall, and the I'm Chairman of the Missouri Public
22 Service Commission. If I could take just a minute to
23 first of all thank you for being here. This is a very
24 important part of the rate making process. We have 11
25 local public hearings scheduled. This is the fifth of

1 the 11 local public hearings.

2 We have an evidentiary hearing scheduled in
3 December in Jeff City. At the evidentiary hearing, we
4 have lawyers and experts providing a lot of legal
5 analysis, argument, and data is that the Commission
6 takes into account when setting rates.

7 But what we don't have at the evidentiary hearing
8 and what we have here at the local public hearings is an
9 opportunity to hear directly from customers, to hear the
10 impact of rates on you.

11 And like I said a moment ago, it's a very
12 important part of the process. Everything that you say
13 will be transcribed. It will be put in the record, and
14 it will be available to all five commissioners when we
15 deliberate and make decisions related to this rate
16 increase.

17 So once again, thank you very much for being
18 here. I look forward to hearing your testimony.

19 MS. DIPPELL: I also have with me Commissioner
20 Stoll.

21 MR. STOLL: I'll just keep it very brief. Thank
22 you for being here. And I look forward to hearing your
23 comments or concerns about the case before us.

24 MS. DIPPELL: And on my left is Commissioner
25 Rupp. And on my immediate right is Commissioner

1 Coleman.

2 MS. COLEMAN: I would just like to say thank you
3 for your participation. As the chairman noted, this
4 information you provide us today will be just as if
5 you're in Jefferson City at the evidentiary hearing.
6 Your comments will go on the record and they will be
7 taken into consideration when we make decisions
8 concerning this case. Thank you.

9 MS. DIPPELL: Okay. So the procedure for this
10 afternoon, the way that we get your testimony into the
11 record is that we take testimony under oath. So I will
12 ask you if you're able to come down to the microphone
13 and speak into that so the court reporter can hear what
14 you're saying. And I will ask you to swear or affirm
15 that you're going to tell the truth. After that, then
16 you can state your name and spell it for us, and then
17 give us your comments.

18 So I'm going to go ahead and going to begin by
19 asking for the attorneys present to make their entries
20 of appearance. So for Commission staff -- that's fine.
21 You can --

22 MS. FORCK: I wasn't sure if you could hear me.
23 Marcella Forck, Commission Staff. P.O. Box 360,
24 Jefferson City, Missouri.

25 MS. DIPPELL: Thank you. For Spire.

1 MR. ZUCKER: Rick Zucker, here on behalf of
2 Spire, formerly known as Laclede Gas Company.

3 MS. DIPPELL: Office of Public Counsel?

4 MR. WILLIAMS: Hampton Williams, on behalf of the
5 Office of Public Counsel. My information has been
6 provided to the court reporter.

7 MS. DIPPELL: And are there any interveners
8 present that wanted to make an entry? All right.
9 Seeing none, we'll go ahead and begin with our public
10 comments. And I would like to begin by asking
11 Representative Tracy McCreery.

12 MS. MCCREERY: Hello.

13 MS. DIPPELL: If you could be kind enough to
14 spell your name for the court reporter.

15 MS. MCCREERY: Sure. It's T-R-A-C-Y,
16 M-C-C-R-E-E-R-Y.

17 MS. DIPPELL: And could I get you to raise your
18 right hand.

19 (Witness sworn)

20 MS. DIPPELL: Thank you.

21 MS. MCCREERY: Thank you. All right. So I
22 appreciate the introduction. I am a state
23 representative, representing the 88th District in
24 Mid-St. Louis County. This is the probably the closest
25 location for me to come and speak out on behalf of my

1 constituents. I also sit on the Board of the Consumer's
2 Counsel of Missouri, but I'm not here in that capacity.
3 I just wanted to reveal that, because I do, in my
4 private life, do a lot of volunteer work to speak out on
5 behalf of rate payers in Missouri.

6 I appreciate you coming to this area of our
7 region. On the drive from Olivette to this part of
8 North St. Louis City, I saw a lot of communities that
9 would be impacted by an increase on their gas bill. And
10 during the question and answer comments, I noticed there
11 was a little bit talk about gas bills in my part of
12 St. Louis County, and how some feel like their bills are
13 actually higher than my own constituents. And I do
14 believe that to be true.

15 Part of that I do think has to do with, you know,
16 when someone has the good fortune of living in a new
17 house that has state-of-the-art insulation and
18 technology, there are a lot of ways to keep a gas bill
19 lower than some of the houses right outside of the door
20 here, where the walls aren't properly insulated and
21 such.

22 I want to draw the connection between the two
23 constituents that I work for every day that live in some
24 of the more affluent parts of St. Louis County, as well
25 as the community here that we're surrounded by. And

1 that is, there are a lot of people -- you can't judge by
2 a book by his or her cover. There's a lot of my
3 constituents that live on low income or fixed income;
4 including a lot of widows and widowers that I talk to
5 when I go out door to door, visiting with constituents.
6 And those are the folks that I hope the Public Service
7 Commission will keep in mind when you're considering
8 doing anything that would increase someone's bills.

9 One of the gentleman during the question and
10 answer period at the beginning of this hearing -- we
11 talked a little bit about the programs available for low
12 income people. And I heard a little bit of frustration
13 expressed that there are many of our neighbors that work
14 multiple jobs, and thus make too much money to qualify
15 for these low income programs.

16 I had a card in my purse. Now it is based on
17 annual income rates from 2016, but I wanted to just
18 remind everybody about the Federal Poverty Income
19 Guidelines for 2016. So 150 percent, you would have to
20 have 150 percent or below to qualify for the programs
21 that the gentleman from Laclede Gas or Spire mentioned.
22 For a family of one at 150 percent of poverty, the most
23 they could make would be \$17,820. For a family of two,
24 it goes up slightly to \$24,030.

25 So these are quite low. And I do believe that

1 many of my constituents, as well as the citizens and
2 neighbors surrounding us, make too much to qualify for
3 that assistance, because they are -- they're working
4 poor; or they might be those on fixed incomes, where
5 their incomes have been set by pensions and retirement
6 and such.

7 If you've been under a rock, you might not know
8 this is going on, but there has been a lot of unrest in
9 St. Louis the last few weeks. And I truly believe that
10 although there was one specific incident that sparked
11 the unrest, I do think that now that the communities are
12 coming together and talking more, some of the things
13 that are coming out are issues related to unfairness and
14 inequality. I think that when we look at things like
15 utility bills and taxes and other policies that the
16 state and quasi-governmental agencies, like the PSC,
17 have over somebody's income, we need to be very
18 cognizant of anything that we do that will take away a
19 family's disposal income or chip away at that. That's
20 something that can lead to a feeling of unfairness here
21 in society. So I just wanted to mention that.

22 Between 2000 and 2013, the number of residents
23 that are living below the federal poverty line in the
24 St. Louis suburbs, the areas I represent, grew by 53
25 percent. So this is kind of a myth that many have that

1 low-income people are just concentrated in this part of
2 the region. But in St. Louis County, we've seen a
3 severe and dramatic increase in poverty as well.

4 In 2012 -- and this is in St. Louis County in
5 2012 -- 17.8 percent of children are living in poverty.
6 And in the City of St. Louis, 41.7 percent of all
7 children in the city lived below the poverty line. So
8 we have a lot of kids that are struggling out there and
9 are dependent on family members and adults in their life
10 to really make their income stretch as much as possible,
11 so they can have equal opportunities for success;
12 whether we're talking about higher education,
13 healthcare, clean clothing -- all those things that make
14 somebody a healthier and more productive citizen.

15 So I'm here today to speak out for all those low
16 and fixed income rate payers that are going to be
17 affected by this possible increase in their gas bill
18 with a Spire gas account. The audit that has been done
19 by Public Service staff and the Office of Public
20 Counsel, in my opinion, clearly states that our gas
21 bills should be going down.

22 I think the merger that Spire -- or Laclede Gas
23 has gone through, just like mergers in any other
24 industry, mergers generally are done to help save money.
25 And there has been a lot of efficiencies that have

1 happened from the merger and from the buying of other
2 gas companies around the country. And I think the gas
3 company has saved money, they've reaped money, and it's
4 time to adjust our rates down so that we can benefit
5 from the economy's scale as well. I quite simply think
6 there should be a rate reduction.

7 One last thing I want to say to try to humanize
8 what I hear when I'm talking to constituents. I also
9 send a survey out to thousands and thousands of my
10 constituents ever year, just to hear what their issues
11 are. And one of my frustrations is often the complaints
12 that come back into me, or the feedback that comes back
13 into me are things that I have no control over. It
14 might be a local issue, it might be a federal issue.

15 But one of the great frustrations that I have
16 with dealing with gas bills is I see elderly women in my
17 district that are doing everything they can to keep
18 their gas bills down, but there's only a certainly part
19 of the bill that's related to gas usage. A lot of the
20 bill is related to fixed costs.

21 So even if you turned off all of your gas
22 appliances, your furnace, your hot water heater, you
23 didn't cook at all because it's hot, there's going to be
24 a part of the bill that everybody has to pay, even if
25 they don't use any gas.

1 And there are widows in my district that keep
2 rooms closed off of their house. They keep their
3 furnace turned down so low that they're walking around
4 in hats and gloves and scarves, and keeping themselves
5 bundled up. But they can only get the gas usage so low.
6 And they're doing this in order to keep their bills as
7 low as possible so they can stay in their homes as long
8 as possible.

9 Anytime we do anything to increase the fixed
10 costs of a bill, it's just totally unfair to low income
11 and fixed income people, because you cannot suffer
12 through that. You cannot make those fixed costs do gawn
13 or go away.

14 So I urge you to keep that in mind; that the
15 rates that we're looking at, we have to look at usage
16 rates. But the fixed costs rates are equally -- and can
17 be equally damaging to low income and fixed income
18 people. Thank you.

19 MS. DIPPELL: Thank you. Did we have any
20 questions?

21 MR. HALL: I just want to say thank you for your
22 testimony. But even more so, thank you for your work in
23 Jeff City, representing customers on a daily basis. You
24 are one of the few Representatives or Senators in the
25 Capitol who follows these issues closely. You care

1 about them, and your thoughts are always thoughtful, and
2 I appreciate that.

3 MS. MCCREERY: I appreciate that. Thank you.

4 MS. DIPPELL: Thank you. Next I have Nettie Mae
5 Hatch. Can I get you to raise your right hand.

6 (Witness sworn)

7 MS. DIPPELL: Could you state your name and spell
8 it for the court reporter.

9 MS. HATCH: Nettie, N-E-T-T-I-E, Mae, M-A-E,
10 Hatch, H-A-T-C-H.

11 MS. DIPPELL: Go ahead with your comments.

12 MS. HATCH: My comment that I have is that, is it
13 always six people that are -- I'm assuming you're
14 judges.

15 MS. DIPPELL: I'll clarify that. I'm the judge,
16 and the other four here are commissioners. And there
17 are five commissioners who will make the ultimate
18 decision on the case.

19 MS. HATCH: So I'm assuming you make the decision
20 that if the rate has to be up to 3.31 as they say, if it
21 don't pass, that it will stay the same, which is? I
22 don't know. That's what I'm asking.

23 MS. DIPPELL: Well, I don't have all that
24 information right in front of me right now. So this is
25 the opportunity for you to tell us how a rate increase

1 might affect you.

2 MS. HATCH: Well, I guess it will affect me if I
3 don't use my gas, even if I do use my gas, like she
4 said. I don't know the lady's name, but we still have
5 to pay, you know.

6 My thing of it is, the reason why I'm here is
7 that I want to know how to save gas. And if I don't use
8 it, you know, how I can help someone else.

9 MS. DIPPELL: Those are both very good goals.
10 And I will tell you that there's staff from the company
11 from Spire back at the back, and they have information
12 about their programs and their -- if they have any
13 weather evasion programs or the efficiency programs.

14 There's also staff from the Missouri Public
15 Service Commission back at the very back, and they will
16 have that kind of information for you, too.

17 MS. HATCH: Okay. Thank you.

18 MS. DIPPELL: You're welcome to stick around and
19 ask them, or talk to them right now.

20 MS. HATCH: Thank you.

21 MS. DIPPELL: Thank you. Virginia Johnson. Can
22 I get you to raise your right hand.

23 (Witness sworn)

24 MS. DIPPELL: If you could speak into the
25 microphone and --

1 MS. JOHNSON: Like this?

2 MS. DIPPELL: Just speak up a little bit. If you
3 need to hold it, that works, too. Just spell your name
4 for us, if you wouldn't mind.

5 MS. JOHNSON: V-I-R-G-I-N-I-A, J-O-H-N-S-O-N.

6 MS. DIPPELL: Go ahead with your comments.

7 MS. JOHNSON: Yes. I am a widow and I'm retired.
8 And I feel that it's not right for them raise the gas on
9 me because I have so many other bills being by myself
10 and with nobody else to help me. I have car insurance,
11 I have life insurance, I have a light bill to pay. You
12 know, when I look at that, you know, money is pretty
13 low. So then I have to eat, and I love to eat, and I
14 must have food. So it would be kind of a hardship for
15 me if -- Spire? What's the name of the company?

16 MS. DIPPELL: Spire.

17 MS. JOHNSON: Spire, to increase the rate.
18 That's the way I feel about it.

19 MS. DIPPELL: Thank you very much for your
20 comments. I'm going to probably mess this next one up.
21 Jainsetta Noble.

22 MS. NOBLE: I decline at this time.

23 MS. DIPPELL: Okay. Thank you very much. That's
24 all the names I had on my list. Is there anyone else
25 here who would like to speak? Come forward.

1 MS. CHERRY: I am low income --

2 MS. DIPPELL: Wait a moment. Let me swear you in
3 and get your name.

4 (Witness sworn)

5 MS. DIPPELL: Could you give us your name and
6 spell it?

7 MS. CHERRY: Diane Cherry. D-I-A-N-E,
8 C-H-E-R-R-Y.

9 MS. DIPPELL: Thank you. Go ahead.

10 MS. CHERRY: Okay. I'm going to go ahead talk.
11 I have worked, but I don't get that much money per
12 month. And I just think -- it's just the rich being
13 there with this company, getting over, making us pay our
14 money out in order for them to keep theirs in their
15 pocket. I don't think that's fair, because I don't have
16 that much money to keep giving out.

17 You look on your bill, you've got all these
18 different things how they're taking my money. I can't
19 afford it, okay? I'm driving a 1993 car and it's in
20 pretty bad shape. I can't even get me a new car. You
21 know, I'm under a doctor's care, and all this going up
22 on the bills is ridiculous.

23 It's just like this healthcare they got going on.
24 They want to take poor people's healthcare. I have a
25 problem with my health that I need my health insurance,

1 you know. I just think it's wrong for the billionaires
2 and the people they got lying for them trying to make us
3 think, oh, yeah. We got to do this, that, and the
4 other.

5 No. They need to fix their own pipes and not
6 charge poor people. You need to get how much a person
7 is making per month before you start gouging and gouging
8 out their money out of their pockets.

9 You know, I'm struggling like mad to make ends
10 meet. You know, you need to start asking for proof of
11 income. And I can't even get help from community action
12 agencies because I'm on a budget billing, and I pay a
13 little bit more than most people would pay, you know,
14 because my bill, like my gas bill, was \$40-something. I
15 paid 80. I sent my bill off in the mail yesterday
16 because I only get a check once a month.

17 I think it's just totally ridiculous that
18 billionaires are sitting up there, gouging us out of our
19 little bit of money. I don't think anyone in this room
20 that's here now that works, even if they got a job,
21 they'll never become millionaires.

22 It's always these tactics that people are using
23 to rip off the poor people, and they're going straight
24 to hell. I bet all you all make a good salary, so you
25 don't have to worry about your gas bill. But the rest

1 of us do. And it's and totally -- God sees all this
2 dirty work that rich people are doing, and you're going
3 to have to pay for it, whoever it is, getting one over
4 on the poor. It's ridiculous.

5 Think about it, now. Constantly taking our money
6 so they can keep theirs in their pockets. I can't
7 hardly take a trip nowhere in the world. But I bet you
8 all can fly where you want to go.

9 Then they got everybody sitting up there and
10 lying; whether you black, white, Hispanic, whatever you
11 might be. You're telling a pack of lies. I'm not
12 talking about you all as individual liars, but you all
13 know that the system is broken. You know how it's
14 doing.

15 This company has been in business for years and
16 years and years. You mean to tell me they want to gouge
17 us when they've got money to do with all their pipes and
18 whatever they need to be done? No, that's not the case.
19 It's a constant dig on the poor to keep your money in
20 your pocket. That's what it's all about. Get over it.

21 And like I said, going to hell, God sits high and
22 He looks low. Of all the crooked, dirty stuff that's
23 going on in this world today -- that's why He's doing
24 hurricanes and earthquakes and everything else.

25 Some of the good people got it going on with some

1 of these lowdown, dirty, rotten crooks that's getting
2 one over on all of us. So you all better be thinking
3 about what you're doing before you try to rip us off our
4 little bit of money.

5 MS. DIPPELL: Thank you for your comments, ma'am.
6 Is there anyone else? Can I get you to raise your right
7 hand?

8 (Witness sworn)

9 MS. DIPPELL: Can you state your name and spell
10 it for the court reporter.

11 MS. WELLS: Sharon Wells. S-H-A-R-O-N,
12 W-E-L-L-S. I'm a representative volunteer with AARP.

13 MS. DIPPELL: Go ahead with your comments.

14 MS. WELLS: Most of these points have been
15 previously addressed today in front of this Commission.
16 But I would like to reiterate them just to make sure
17 that everyone is clear on how AARP feels about this
18 whole process.

19 It is our understanding that the Missouri Public
20 Service Commission has actually suggested an overall
21 decrease in the amount that the customers would pay.
22 Administrative costs have been reduced across the entire
23 system with the purchase of Spire, and the fixed
24 customer service charges are incredibly high. And
25 often, as we all heard, lower income members pay high

1 bills, even when they aren't using much gas. And older
2 Missourians have a difficult enough time affording basic
3 necessities on a fixed income. Unnecessary gas rate
4 hikes will only make the problem worse. Thank you.

5 MS. DIPPELL: Thank you, ma'am. Would you like
6 to speak?

7 (Witness sworn)

8 MS. DIPPELL: Thank you. If you could state your
9 name and spell it.

10 MS. SIMMONS: My name is Mary Simmons.
11 S-I-M-M-O-N-S.

12 MS. DIPPELL: Thank you. Go ahead with your
13 comments.

14 MS. SIMMONS: I'm not going to give a testimony,
15 but I had to give up my dream home. I was going to
16 retire, But I couldn't afford the bills. But I cannot
17 qualify for any of these things like Urban League to go
18 to get help. There's money out there.

19 I made a little nice income when I was working.
20 Now I'm retired, it's set, and I can't afford a thing.
21 No new car, no more gas. And I guess I got to go on a
22 diet because I won't be able to eat everything I want.

23 But the thing is, it's not available. The money
24 is not available, the grants are not available to me.
25 And I'm just above where you all cut off. I don't know

1 what else I can do.

2 And if I go to this cost of living home, I'm
3 paying more for the rent. Gas goes up, too. That's a
4 lot; \$3.31, that's a lot of money for me. Please help
5 us.

6 MS. DIPPELL: Thank you for your comments. Come
7 on up.

8 (Witness sworn)

9 MS. DIPPELL: Could you please state your name
10 and spell it.

11 MS. HALL: Donna Hall. D-O-N-N-A, H-A-L-L.
12 Spire can make it without this hike --

13 MS. DIPPELL: That's their phone system. You're
14 fine.

15 MR. WOOD: It is not needed. It is not
16 necessary. The rate increase will have a ripple effect
17 on those of us on modest incomes and in modest homes.

18 Those of us who live in the surrounding
19 communities of St. Louis City proper and the counties
20 that directly surround, every time there's an increase
21 in the amount that Spire or Laclede Gas gives, our
22 specific communities also have an increase in a
23 surcharge. So if you're asking for \$3.31, they also
24 want one and a half percent of our entire bill. That is
25 a hardship.

1 I thank you for your service, and I ask that you
2 not approve this hike. Thank you.

3 MS. DIPPELL: Thank you, ma'am. Is there anyone
4 else that would like to testify?

5 (Witness sworn)

6 MS. DIPPELL: Could you state your name and spell
7 it? And come just a little closer to the microphone.

8 MS. SQUALLS: My name is Kim, K-I-M, Squalls,
9 S-Q-U-A-L-L-S. This is my first hearing because I used
10 to work and I'm retired now. I never got the
11 opportunity to be present and voice my opinion.

12 I'm really concerned. Because as I asked
13 Mr. Zucker previously before you all came in, if you are
14 a business, and you replace your pipes, that should not
15 be passed down to your customers because you are a
16 business. You're charging us X amount of dollars.
17 That's built in for maintenance, upgrades, whatever.

18 We as the customer/consumer should not have to
19 pay for that cost. Squire, Laclede Gas, they are
20 expanding their business. They're going nationwide.
21 They're buying out other companies. More companies,
22 more money. That should be less cost to your consumer,
23 to your customers. It should be less -- that's the way
24 I think. I'm just a lay person. I don't deal with
25 millions of dollars, I deal with a little small amount.

1 And as the young lady said, there are various
2 programs available, but if you're at a certain income,
3 you do not qualify. You do not qualify. And I
4 understand we need to help the less fortunate. I have
5 no issue with that.

6 Now I'm a volunteer at a public school here in
7 the in the City of St. Louis. And I do know that some
8 of those parents are on a low income. So if they have a
9 choice to pay the gas bill or feed the children, they're
10 going to feed the children and clothe the children and
11 not pay the gas bill.

12 Ultimately, when it gets warmer, the gas will be
13 cut off. They may not be able to come back by the time
14 it's cold again and pay the bill. Those kids come to
15 school cold. How can they learn, how can they
16 concentrate and they're cold? It's a down-flow effect.
17 It's just a ripple effect. It impacts the kids. It's
18 not that they're dumb, they're cold.

19 We need to consider, is it good for Squire [sic]
20 to make a billion more dollars; or would it be okay if
21 they stay at a pace where they may make 500,000, or 20
22 million, as opposed to their goal of a billion dollars?
23 Not saying that's your goal; I'm just throwing out some
24 numbers. I'm not trying to be funny, I'm just really
25 trying to paint a picture because I'm really serious.

1 And the budget billing. I heard the lady say
2 that her budget billing is \$80 per month but the actual
3 bill for that month is \$40. In essence, Laclede
4 Gas/Squire has \$40 to do good. So that's \$40 they can
5 invest or stock or whatever, or are they going to pass
6 it onto to that budget billing person? Why not pass
7 some of that savings onto that budget billing person?

8 I myself, I question why my bill this summer
9 fluctuated within \$10. All we did was have on the water
10 heater to take a shower. I didn't cook. It was too hot
11 to cook. So why was my bill fluctuating? They were
12 really nice and said that they would check it out,
13 because that's concern.

14 I also know -- and no one -- not taking anything
15 from you -- but no one in this Commission can tell me
16 that Ladue's gas bill is not the same or greater than
17 mine. I used to deliver their gas bills. Their gas
18 bills were less than mine. They had mansions. They had
19 18 rooms; I have 8. So to tell me, oh, it's fair. No,
20 it's not. No, it's not. Let's be realistic and put it
21 like it is. The truth will stand.

22 So let's have the bills consistent, fair, and,
23 oh, well you know, you're in the City of St. Louis.
24 Don't automatically assume because I'm a city resident
25 that I don't have an energy efficient furnace. I do.

1 But, oh, well, you know, you're in that area, so you
2 don't have anything efficient. Don't assume that. Put
3 my gas usage at what it actually is. If it's 1.1 usage,
4 give me that rate.

5 As far as the rate, I'm not for the rate because
6 of the impact. And it just appears as a company, you
7 have more than enough. You have more than enough
8 already. Because the example given was that we put
9 pipes in to replace our old equipment. Everybody knows
10 if you're in a company, you have to upgrade to keep
11 abreast of change. Everyone knows that.

12 But the analogy given to me was that, you know,
13 you buy a car. That car gets old. You have to upkeep
14 that car. Point taken. It's my car.

15 Laclede Gas is not my company. I'm just a
16 customer. So if they upgrade, it should be on the
17 Laclede Gas/Squire and not me the customer, because I
18 paid into it. The money that the customers are putting
19 into Laclede Gas is enabling them to purchase more stock
20 in whatever.

21 And like he said, the gentleman said, the CEO, he
22 may get 35,000 or whatever he said. Okay. So since
23 you're getting a larger company, expanding, does that
24 mean you have just reduced, minimized your staff to just
25 one CEO for the entire company that you're expanding

1 across the country? Or are we responsible if for each
2 and every CEO's payout, salary, or what? Is that the
3 purpose of the raise? I'm just asking. I'm just
4 throwing a question out here.

5 As a customer, that's what we think. We don't
6 think we're getting service because it's going up, and
7 you're justifying it by saying, well, we had to replace
8 the pipes.

9 And I have a question about, you know, they sent
10 out these encouragements, keep your thermostat at
11 certain temperatures. Don't fluctuate and turn it up
12 and down and up and down. This is what your customers
13 leave it at that thermostat.

14 I have an 85-year-old mother and an 83-year-old
15 aunt. And they're feisty. They're able to get around,
16 and we're blessed. We're truly blessed. But they keep
17 the gas down because they don't want to be in such --
18 having to pay the gas bill. They get away from the gas
19 bill, it's time for the light bill. They're fortunate
20 because they have family that are able to help them.
21 But what about those older people that don't have family
22 members to help them?

23 We have to consider everybody in the community,
24 the entire community. And those elderly have paid their
25 dues. They've paid their dues. They have worked to

1 establish for us to come along behind them. So don't
2 make their later years so uncomfortable that they have
3 to be cold, freezing cold. Do I eat, or do I pay the
4 gas bill? Do I shut off the house and put on the space
5 heater that can explode, or whatever they do -- what do
6 they do? Because if we keep living and not dying, we're
7 going to get older. And we all must consider the
8 others. I'm not saying that you're not, but it gives
9 the appearance that it's all about the dollar. And
10 always, a dollar is not always important. It's about
11 the people. Thank you.

12 MS. DIPPELL: Thank you, ma'am, for your
13 comments. Is there anyone else that would like to
14 speak? Come forward. Wait. Come forward. Let me
15 swear you in and get your name.

16 MS. PORTER: Frances Hartzog Porter.

17 (Witness sworn)

18 MS. DIPPELL: Could you spell your name, please.

19 MS. PORTER: F-R-A-N-C-E-S, H-A-R-T-Z-O-G,
20 P-O-R-T-E-R.

21 MS. DIPPELL: Now please give us your comments.

22 MS. PORTER: My comment, I agree with all the
23 testimony that has been given. This concerns your
24 customers service department. They need some lessons in
25 courtesy and in helping the customer to take care of

1 complaints without them being -- not really harass, but
2 what is it I'm trying to say? If you don't pay it,
3 we'll cut your gas off. What do you call that?

4 All these years, over 60-something years, you
5 have never had a late payment by me. So why would you
6 makes a statement like that? Because of what? Because
7 they were not adequately trained in what they were
8 doing? They did not do it properly, and I had to go to
9 my bank to have one of the bank people talk to customer
10 service on my behalf, because in the customer service,
11 they were wrong. Thank you.

12 MS. DIPPELL: Ma'am, I will just mention that the
13 Public Service Commission also has some customer service
14 people, and they deal with consumer complaints all the
15 time. So if you have an issue that you can't work out
16 with the company, please contact the Public Service
17 Commission. And you can get their number on the back
18 table, or you can go to the website.

19 MS. PORTER: It's not that. Just like I said,
20 the one -- the gas company, they need to correct their
21 customer service. I don't think I should have to go to
22 the Commission. You're a big company. You know what
23 customer service should be. If I could go to my bank
24 and have one person to call and talk with them, they
25 took care of the matter. I didn't have to go through

1 all this other trouble. But it should not have been.

2 Thank you.

3 MS. DIPPELL: Thank you very much. Is there
4 anyone else that would like to speak? Sure. Come on
5 forward.

6 MS. CHERRY: I want to say this. With this White
7 House we got now, with that nut up in the White House,
8 he's letting all of these billionaires that work for him
9 take taxpayers' dollars. Here you all, gouging us out
10 of money, and they flying around the world all for our
11 little money that you gouging out of us. What about
12 that?

13 All these people he hired in there that are
14 billionaires. I would be so glad to impeach him. But
15 he's not compassionate. He's ignorant, he don't have no
16 empathy, no sympathy, none of that. And with his
17 crooked children, too, they're all crooked. Everybody
18 else that works for him is crooked. And we've just had
19 nothing but chaos since that ludicrous, crazy-ass man
20 been up in that White House, period.

21 MS. DIPPELL: Is there anyone else that would
22 like to comment?

23 MS. ABBOTT: My name is Maree Abbott. M-A-R-E-E,
24 A-B-B-O-T-T.

25 (Witness sworn)

1 MS. DIPPELL: Thank you. Go ahead.

2 MS. MARTIN: I'm just being facetious right now,
3 that's all. But what I want to know is if you guys
4 would hire me to work with you guys and give me a
5 discount my bill. That's all I want to know. Thank
6 you.

7 MS. DIPPELL: Is there anyone else that would
8 like to comment about the rates? Did we have any
9 closing remarks?

10 I do again want to thank you all for being here.
11 I know it takes time out from your day, but it is an
12 important part of the Commission's function to hear what
13 rate payers have to say and get that perspective,
14 because we are in Jefferson City making these decisions
15 and don't often get the full picture from there.

16 So we appreciate you all taking time out and
17 coming. And with that, we can go off the record and be
18 adjourned.

19 MS. CHERRY: I want to say something else. Why
20 don't the good people, white people, speak up and stop
21 all this -- letting you all just sitting back, not
22 saying a word, killing our black men and people of
23 color. Why don't you all step out of your -- if you're
24 right and you're so good, why don't you speak out
25 against all this? And not -- like I said, this crazy

1 man up there, he's responding so quick and fast up here,
2 when all white people was up there. And I'm not a bigot
3 and I'm not prejudice. But since that shooting went on,
4 oh, boy he's really talking.

5 Puerto Rico, those people are 12 days over there,
6 no food, no nothing. And it doesn't make sense. But
7 he's responding to quick because the majority of those
8 people was in that crowd was white. I saw a few black
9 people up there, but it's ridiculous. It's really
10 ridiculous. All the good people need to stand up and
11 speak out about our people getting killed.

12 As far as their protests, all the dirty work that
13 has been done, the slavery, hung up on trees,
14 everything. We're sick of it, okay? Killing our black
15 men. You good people, you speak out and do the right
16 thing.

17 MS. DIPPELL: Thank you, ma'am. We can go off
18 the record.

19
20
21
22
23
24
25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

STATE OF MISSOURI)
) ss.
CITY OF ARNOLD)

I, Georgia Beth Long, a Certified Court Reporter (MO),
Certified Shorthand Reporter (IL), do hereby certify
that the meeting aforementioned was held on the time and
in the place previously described.

IN WITNESS WHEREOF, I have hereunto set my hand and
seal.



LOCAL PUBLIC HEARING VOL. VII 10/3/2017

A	180:21 181:16 181:25 analogy 184:12 analysis 163:5 annual 167:17 answer 166:10 167:10 Anytime 171:9 appearance 164:20 186:9 appears 184:6 appliances 170:22 appreciate 165:22 166:6 172:2,3 189:16 approve 181:2 area 166:6 184:1 areas 168:24 argument 163:5 ARNOLD 191:3 asked 181:12 asking 164:19 165:10 172:22 176:10 180:23 185:3 assigned 162:15 assistance 168:3 assume 183:24 184:2 assuming 172:13,19 attorneys 164:19 audit 169:18 aunt 185:15 automatically 183:24 available 163:14 167:11 179:23 179:24,24 182:2 aware 162:13	173:11,11,15 173:15 182:13 187:17 189:21 bad 175:20 bank 187:9,9,23 based 167:16 basic 179:2 basis 171:23 beginning 167:10 behalf 165:1,4 165:25 166:5 187:10 believe 166:14 167:25 168:9 benefit 170:4 bet 176:24 177:7 Beth 191:5 better 178:2 big 187:22 bigot 190:2 bill 166:9,18 169:17 170:19 170:20,24 171:10 174:11 175:17 176:14 176:14,15,25 180:24 182:9 182:11,14 183:3,8,11,16 185:18,19,19 186:4 189:5 billing 176:12 183:1,2,6,7 billion 182:20 182:22 billionaires 176:1,18 188:8 188:14 bills 166:11,12 167:8 168:15 169:21 170:16 170:18 171:6 174:9 175:22 179:1,16 183:17,18,22 bit 166:11	167:11,12 174:2 176:13 176:19 178:4 black 177:10 189:22 190:8 190:14 blessed 185:16 185:16 Board 166:1 book 167:2 Box 161:4,8 164:23 boy 190:4 brief 163:21 broken 177:13 budget 176:12 183:1,2,6,7 built 181:17 bundled 171:5 business 162:10 177:15 181:14 181:16,20 buy 184:13 buying 170:1 181:21	CEO's 185:2 certain 182:2 185:11 certainly 170:18 CERTIFICA... 191:1 Certified 191:5 191:6 certify 191:6 chairman 160:19 162:18 162:21 164:3 change 184:11 changed 162:12 chaos 188:19 charge 176:6 charges 178:24 charging 181:16 check 176:16 183:12 Cherry 175:1,7 175:7,10 188:6 189:19 children 169:5,7 182:9,10,10 188:17 chip 168:19 choice 182:9 citizen 169:14 citizens 168:1 city 161:5,9 163:3 164:5,24 166:8 169:6,7 171:23 180:19 182:7 183:23 183:24 189:14 191:3 clarify 172:15 clean 169:13 clear 178:17 clearly 169:20 closed 171:2 closely 171:25 closer 181:7 closest 165:24 closing 189:9 clothe 182:10
	B		C	
A-B-B-O-T-T 188:24 AARP 178:12 178:17 Abbott 188:23 188:23 able 164:12 179:22 182:13 185:15,20 abreast 184:11 account 163:6 169:18 action 176:11 actual 183:2 addressed 178:15 adequately 187:7 adjourned 189:18 adjust 170:4 Administrative 178:22 adults 169:9 affect 173:1,2 affirm 164:14 affluent 166:24 afford 175:19 179:16,20 affording 179:2 aftermentioned 191:7 afternoon 162:3 162:4,20 164:10 agencies 168:16 176:12 ago 163:11 agree 186:22 ahead 162:4 164:18 165:9 172:11 174:6 175:9,10 178:13 179:12 189:1 amount 178:21			C 161:1 C-H-E-R-R-Y 175:8 call 187:3,24 capacity 166:2 Capitol 171:25 car 174:10 175:19,20 179:21 184:13 184:13,14,14 card 167:16 care 171:25 175:21 186:25 187:25 case 163:23 164:8 172:18 177:18 CCR 160:23 Center 160:6 CEO 184:21,25	

MIDWEST LITIGATION SERVICES

LOCAL PUBLIC HEARING VOL. VII 10/3/2017

clothing 169:13	communities 166:8 168:11	183:22	customer 178:24 184:16	186:24
cognizant 168:18	180:19,22	constant 177:19	184:17 185:5	dependent 169:9
cold 182:14,15	community 160:6 166:25	Constantly 177:5	186:25 187:9	described 191:8
182:16,18	176:11 185:23	constituents 166:1,13,23	187:10,13,21	Diane 175:7
186:3,3	185:24	167:3,5 168:1	187:23	diet 179:22
Coleman 160:20	companies 170:2 181:21	170:8,10	customer/cons... 181:18	different 175:18
164:1,2	181:21	consumer 181:22 187:14	customers 163:9	difficult 179:2
color 189:23	company 160:13	Consumer's 166:1	171:23 178:21	dig 177:19
come 164:12	162:10,12	contact 187:16	181:15,23	Dippell 160:17
165:25 170:12	165:2 170:3	control 170:13	184:18 185:12	162:3,14
174:25 180:6	173:10 174:15	cook 170:23	186:24	163:19,24
181:7 182:13	175:13 177:15	183:10,11	cut 179:25	164:9,25 165:3
182:14 186:1	184:6,10,15,23	correct 187:20	182:13 187:3	165:7,13,17,20
186:14,14	184:25 187:16	cost 180:2		171:19 172:4,7
188:4	187:20,22	181:19,22	D	172:11,15,23
comes 170:12	Company's 162:8	costs 170:20	D 162:1,1	173:9,18,21,24
coming 162:4	Company's 160:10	171:10,12,16	D-I-A-N-E 175:7	174:2,6,16,19
166:6 168:12	compassionate 188:15	178:22	D-O-N-N-A 180:11	174:23 175:2,5
168:13 189:17	complaints 170:11 187:1	Counsel 161:7,8	d/b/a 160:13	175:9 178:5,9
comment	187:14	165:3,5 166:2	161:10	178:13 179:5,8
172:12 186:22	concentrate 182:16	169:20	daily 171:23	179:12 180:6,9
188:22 189:8	concentrated 169:1	counties 180:19	damaging 171:17	180:13 181:3,6
comments	concern 183:13	country 170:2	Daniel 160:19	186:12,18,21
163:23 164:6	concerned 181:12	185:1	162:20	187:12 188:3
164:17 165:10	concerning 164:8	County 165:24	data 163:5	188:21 189:1,7
166:10 172:11	concerns 163:23	166:12,24	day 166:23	190:17
174:6,20 178:5	186:23	169:2,4	189:11	directly 163:9
178:13 179:13	connection 166:22	court 160:22	days 190:5	180:20
180:6 186:13	consider 182:19	164:13 165:6	deal 181:24,25	dirty 177:2,22
186:21	185:23 186:7	165:14 172:8	187:14	178:1 190:12
Commission	consideration 164:7	178:10 191:5	dealing 170:16	discount 189:5
160:1 161:2,3	considering 167:7	courtesy 186:25	December 163:3	disposal 168:19
162:6,15,22	consistent	cover 167:2	decision 172:18	district 165:23
163:5 164:20		crazy 189:25	172:19	170:17 171:1
164:23 167:7		crazy-ass 188:19	decisions 163:15	171:6 177:2,14
173:15 178:15		crooked 177:22	164:7 189:14	177:23 178:3
178:20 183:15		188:17,17,18	decline 174:22	187:8
187:13,17,22		crooks 178:1	decrease 178:21	dollar 186:9,10
Commission's 189:12		crowd 190:8	deliberate 163:15	dollars 181:16
Commissioner 163:19,24,25		CSR 160:23	deliver 183:17	181:25 182:20
commissioners 160:21 162:17		CSR/CCR 160:22	department	182:22 188:9
163:14 172:16				Donna 180:11
172:17				door 166:19

MIDWEST LITIGATION SERVICES

LOCAL PUBLIC HEARING VOL. VII 10/3/2017

167:5,5 down-flow 182:16 dramatic 169:3 draw 166:22 dream 179:15 drive 166:7 driving 175:19 dues 185:25,25 dumb 182:18 dying 186:6	entry 165:8 equal 169:11 equally 171:16 171:17 equipment 184:9 essence 183:3 establish 186:1 evasion 173:13 everybody 167:18 170:24 177:9 184:9 185:23 188:17 evidentiary 163:2,3,7 164:5 example 184:8 expanding 181:20 184:23 184:25 experts 163:4 explode 186:5 expressed 167:13	File 160:11,14 filings 162:7 fine 164:20 180:14 first 162:23 181:9 five 163:14 172:17 fix 176:5 fixed 167:3 168:4 169:16 170:20 171:9 171:11,12,16 171:17 178:23 179:3 fluctuate 185:11 fluctuated 183:9 fluctuating 183:11 fly 177:8 flying 188:10 folks 167:6 follows 171:25 food 174:14 190:6 Forck 161:3 164:22,23 formerly 165:2 fortunate 182:4 185:19 fortune 166:16 forward 163:18 163:22 174:25 186:14,14 188:5 four 172:16 Frances 186:16 freezing 186:3 front 172:24 178:15 frustration 167:12 frustrations 170:11,15 full 189:15 function 189:12 funny 182:24	furnace 170:22 171:3 183:25 <hr/> G <hr/> G 162:1 gas 160:10,11,13 160:14,15 161:10,10 162:8,9,10,10 162:11 165:2 166:9,11,18 167:21 169:17 169:18,20,22 170:2,2,16,18 170:19,21,25 171:5 173:3,3 173:7 174:8 176:14,25 179:1,3,21 180:3,21 181:19 182:9 182:11,12 183:16,17,17 184:3,15,19 185:17,18,18 186:4 187:3,20 Gas/Squire 183:4 184:17 generally 169:24 gentleman 167:9,21 184:21 Georgia 160:22 191:5 getting 175:13 177:3 178:1 184:23 185:6 190:11 give 164:17 175:5 179:14 179:15 184:4 186:21 189:4 given 184:8,12 186:23 gives 180:21 186:8	giving 175:16 glad 188:14 gloves 171:4 go 162:4,4 164:6 164:18 165:9 167:5 171:13 172:11 174:6 175:9,10 177:8 178:13 179:12 179:17,21 180:2 187:8,18 187:21,23,25 189:1,17 190:17 goal 182:22,23 goals 173:9 God 177:1,21 goes 167:24 180:3 going 164:15,18 164:18 168:8 169:16,21 170:23 174:20 175:10,21,23 176:23 177:2 177:21,23,25 179:14,15 181:20 182:10 183:5 185:6 186:7 good 162:3,20 166:16 173:9 176:24 177:25 182:19 183:4 189:20,24 190:10,15 gouge 177:16 gouging 176:7,7 176:18 188:9 188:11 gown 171:12 GR-2017-0215 160:11 162:7 GR-2017-0216 160:14 162:7 grants 179:24 great 170:15
<hr/> E <hr/> E 161:1,1 162:1 162:1 earthquakes 177:24 eat 174:13,13 179:22 186:3 economy's 170:5 education 169:12 effect 180:16 182:16,17 efficiencies 169:25 efficiency 173:13 efficient 183:25 184:2 elderly 170:16 185:24 Eleventh 160:24 empathy 188:16 enabling 184:19 encourageme... 185:10 ends 176:9 energy 161:10 183:25 Energy's 162:11 Energy's 160:14 entire 178:22 180:24 184:25 185:24 entries 164:19	<hr/> F <hr/> F-R-A-N-C-E-S 186:19 facetious 189:2 fair 175:15 183:19,22 family 167:22 167:23 169:9 185:20,21 family's 168:19 far 184:5 190:12 fast 190:1 federal 167:18 168:23 170:14 feed 182:9,10 feedback 170:12 feel 166:12 174:8,18 feeling 168:20 feels 178:17 feisty 185:15 fifth 162:25			

MIDWEST LITIGATION SERVICES

LOCAL PUBLIC HEARING VOL. VII 10/3/2017

greater 183:16	164:5 167:10	Illinois 160:23	175:25	killing 189:22
grew 168:24	181:9	immediate	interveners	190:14
guess 173:2	hearings 162:25	163:25	165:7	Kim 181:8
179:21	163:1,8	impact 163:10	introduce	kind 165:13
Guidelines	heater 170:22	184:6	162:17,18	168:25 173:16
167:19	183:10 186:5	impacted 166:9	introduction	174:14
guys 189:3,4	held 191:7	impacts 182:17	165:22	Kingshighway
	hell 176:24	impeach 188:14	invest 183:5	160:6
	177:21	important	issue 170:14,14	know 166:15
H	Hello 165:12	162:24 163:12	182:5 187:15	168:7 172:22
H-A-L-L 180:11	help 169:24	186:10 189:12	issues 168:13	173:4,5,7,8
H-A-R-T-Z-O...	173:8 174:10	incident 168:10	170:10 171:25	174:12,12
186:19	176:11 179:18	including 167:4		175:21 176:1,9
H-A-T-C-H	180:4 182:4	income 167:3,3	J	176:10,13
172:10	185:20,22	167:12,15,17	J 160:20	177:13,13
half 180:24	helping 186:25	167:18 168:17	J-O-H-N-S-O-N	179:25 182:7
Hall 160:19	hereunto 191:10	168:19 169:10	174:5	183:14,23
162:18,20,21	high 177:21	169:16 171:10	Jainsetta 174:21	184:1,12 185:9
171:21 180:11	178:24,25	171:11,17,17	Jeff 163:3	187:22 189:3,5
180:11	higher 166:13	175:1 176:11	171:23	189:11
Hampton 161:7	169:12	178:25 179:3	Jefferson 161:5	known 165:2
165:4	hike 180:12	179:19 182:2,8	161:9 164:5,24	knows 184:9,11
hand 165:18	181:2	incomes 168:4,5	189:14	
172:5 173:22	hikes 179:4	180:17	job 176:20	L
178:7 191:10	hire 189:4	increase 160:11	jobs 167:14	Laclede 160:10
happened 170:1	hired 188:13	160:14 162:9	Johnson 173:21	160:13 161:10
harass 187:1	Hispanic 177:10	162:11 163:16	174:1,5,7,17	162:8,10 165:2
hardship 174:14	hold 174:3	166:9 167:8	judge 160:17	167:21 169:22
180:25	home 179:15	169:3,17 171:9	162:15 167:1	180:21 181:19
Hartzog 186:16	180:2	172:25 174:17	172:15	183:3 184:15
Hatch 172:5,9	homes 171:7	180:16,20,22	judges 172:14	184:17,19
172:10,12,19	180:17	incredibly	justifying 185:7	Ladue's 183:16
173:2,17,20	hope 167:6	178:24		lady 182:1 183:1
hats 171:4	hot 170:22,23	individual	K	lady's 173:4
health 175:25,25	183:10	177:12	K-I-M 181:8	larger 184:23
healthcare	house 166:17	industry 169:24	keep 163:21	late 187:5
169:13 175:23	171:2 186:4	inequality	166:18 167:7	Law 160:17
175:24	188:7,7,20	168:14	170:17 171:1,2	162:15
healthier 169:14	houses 166:19	information	171:6,14	lawyers 163:4
hear 163:9,9	humanize 170:7	164:4 165:5	175:14,16	lay 181:24
164:13,22	hung 190:13	172:24 173:11	177:6,19	lead 168:20
170:8,10	hurricanes	173:16	184:10 185:10	League 179:17
189:12	177:24	insulated 166:20	185:16 186:6	learn 182:15
heard 167:12		insulation	keeping 171:4	leave 185:13
178:25 183:1	I	166:17	kids 169:8	left 163:24
hearing 162:7	ignorant 188:15	insurance	182:14,17	legal 163:4
162:16 163:2,3	IL 191:6	174:10,11	killed 190:11	lessons 186:24
163:7,18,22				

MIDWEST LITIGATION SERVICES

LOCAL PUBLIC HEARING VOL. VII 10/3/2017

let's 183:20,22	love 174:13	MARTIN 189:2	191:2	176:5,6,10
letting 188:8	low 167:3,11,15	Mary 179:10	Missourians	177:18 182:4
189:21	167:25 169:15	matter 160:10	179:2	182:19 186:24
liars 177:12	171:3,5,7,10	160:13 162:8,9	MO 160:7 191:5	187:20 190:10
lies 177:11	171:17 174:13	187:25	modest 180:17	needed 180:15
life 166:4 169:9	175:1 177:22	McCreery	180:17	neighbors
174:11	182:8	165:11,12,15	moment 163:11	167:13 168:2
light 174:11	low-income	165:21 172:3	175:2	Nettie 172:4,9
185:19	169:1	mean 177:16	money 167:14	never 176:21
line 168:23	lowdown 178:1	184:24	169:24 170:3,3	181:10 187:5
169:7	lower 166:19	meet 176:10	174:12 175:11	new 166:16
list 174:24	178:25	meeting 191:7	175:14,16,18	175:20 179:21
Litigation	ludicrous	members 169:9	176:8,19 177:5	nice 179:19
160:24	188:19	178:25 185:22	177:17,19	183:12
little 166:11	lying 176:2	men 189:22	178:4 179:18	Noble 174:21,22
167:11,12	177:10	190:15	179:23 180:4	North 160:6,24
174:2 176:13		mention 168:21	181:22 184:18	166:8
176:19 178:4	M	187:12	188:10,11	noted 164:3
179:19 181:7	M 160:19	mentioned	month 175:12	noticed 166:10
181:25 188:11	M-A-E 172:9	167:21	176:7,16 183:2	number 168:22
live 166:23	M-A-R-E-E	merger 169:22	183:3	187:17
167:3 180:18	188:23	170:1	mother 185:14	numbers 182:24
lived 169:7	M-C-C-R-E-E...	mergers 169:23	multiple 167:14	nut 188:7
living 166:16	165:16	169:24	myth 168:25	
168:23 169:5	ma'am 178:5	mess 174:20	N	O
180:2 186:6	179:5 181:3	microphone	N 161:1 162:1	O 162:1
local 162:6,25	186:12 187:12	164:12 173:25	N-E-T-T-T-I-E	oath 164:11
163:1,8 170:14	190:17	181:7	172:9	October 160:5
location 165:25	mad 176:9	Mid-St 165:24	name 162:12,14	162:5
long 160:22	Madison 161:4	Midwest 160:24	162:20 164:16	Office 161:7,8
171:7 191:5	161:8	million 182:22	165:14 172:7	165:3,5 169:19
look 163:18,22	Mae 172:4,9	millionaires	173:4 174:3,15	oh 176:3 183:19
168:14 171:15	MAIDA 160:20	176:21	175:3,5 178:9	183:23 184:1
174:12 175:17	mail 176:15	millions 181:25	179:9,10 180:9	190:4
looking 171:15	maintenance	mind 167:7	181:6,8 186:15	okay 164:9
looks 177:22	181:17	171:14 174:4	186:18 188:23	173:17 174:23
lot 163:4 166:4,8	majority 190:7	mine 183:17,18	names 174:24	175:10,19
166:18 167:1,2	making 162:24	minimized	Nancy 160:17	182:20 184:22
167:4 168:8	175:13 176:7	184:24	162:14	190:14
169:8,25	189:14	minute 162:22	nationwide	old 184:9,13
170:19 180:4,4	man 188:19	Missouri 160:1	181:20	older 179:1
Louis 160:7,25	190:1	160:14,23,25	necessary	185:21 186:7
161:12 165:24	mansions	161:2,5,9,10	180:16	Olive 161:11
166:8,12,24	183:18	161:12 162:5	necessities 179:3	Olivette 166:7
168:9,24 169:2	Marcella 161:3	162:10,21	need 168:17	once 163:17
169:4,6 180:19	164:23	164:24 166:2,5	174:3 175:25	176:16
182:7 183:23	Maree 188:23	173:14 178:19		opinion 169:20

MIDWEST LITIGATION SERVICES

LOCAL PUBLIC HEARING VOL. VII 10/3/2017

181:11	paying 180:3	177:19	162:6,7,15,21	171:15,16,16
opportunities	payment 187:5	Porter 186:16	162:25 163:1,8	189:8
169:11	payout 185:2	186:16,19,22	165:3,5,9	realistic 183:20
opportunity	pensions 168:5	187:19	167:6 169:19	really 169:10
163:9 172:25	people 167:1,12	possible 169:10	169:19 173:14	181:12 182:24
181:11	169:1 171:11	169:17 171:7,8	178:19 182:6	182:25 183:12
opposed 182:22	171:18 172:13	poverty 167:18	187:13,16	187:1 190:4,9
order 171:6	176:2,6,13,22	167:22 168:23	Puerto 190:5	reaped 170:3
175:14	176:23 177:2	169:3,5,7	purchase 178:23	reason 173:6
outside 166:19	177:25 185:21	prejudice 190:3	184:19	record 162:5
overall 178:20	186:11 187:9	present 164:19	purpose 185:3	163:13 164:6
	187:14 188:13	165:8 181:11	purse 167:16	164:11 189:17
	189:20,20,22	preside 162:16	put 163:13	190:18
	190:2,5,8,9,10	Presiding	putting 184:18	reduced 178:22
	190:11,15	160:17		184:24
P	people's 175:24	pretty 174:12		reduction 170:6
P 161:1,1 162:1	percent 167:19	175:20	Q	region 166:7
P-O-R-T-E-R	167:20,22	previously	qualify 167:14	169:2
186:20	168:25 169:5,6	178:15 181:13	167:20 168:2	Regulatory
P.O 161:4,8	180:24	191:8	179:17 182:3,3	160:17 162:14
164:23	period 167:10	private 166:4	quasi-govern...	reiterate 178:16
pace 182:21	188:20	probably 162:13	168:16	related 163:15
pack 177:11	person 176:6	165:24 174:20	question 166:10	168:13 170:19
paid 176:15	181:24 183:6,7	problem 175:25	167:9 183:8	170:20
184:18 185:24	187:24	179:4	185:4,9	remarks 189:9
185:25	perspective	procedure 164:9	questions	remind 167:18
paint 182:25	189:13	PROCEEDIN...	171:20	rent 180:3
parents 182:8	phone 180:13	160:3	quick 190:1,7	replace 181:14
part 162:24	picture 182:25	process 162:24	quite 167:25	184:9 185:7
163:12 166:7	189:15	163:12 178:18	170:5	reporter 160:22
166:11,15	pipes 176:5	productive		164:13 165:6
169:1 170:18	177:17 181:14	169:14	R	165:14 172:8
170:24 189:12	184:9 185:8	programs	R 161:1 162:1	178:10 191:1,5
participation	place 191:8	167:11,15,20	raise 165:17	191:6
164:3	please 180:4,9	173:12,13,13	172:5 173:22	represent
parts 166:24	186:18,21	182:2	174:8 178:6	168:24
pass 172:21	187:16	proof 176:10	185:3	representative
183:5,6	pocket 175:15	proper 180:19	rate 162:24	165:11,23
passed 181:15	177:20	properly 166:20	163:15 166:5	178:12
pay 170:24	pockets 176:8	187:8	169:16 170:6	Representatives
173:5 174:11	177:6	protests 190:12	172:20,25	171:24
175:13 176:12	Point 184:14	provide 164:4	174:17 179:3	representing
176:13 177:3	points 178:14	provided 165:6	180:16 184:4,5	165:23 171:23
178:21,25	policies 168:15	providing 163:4	184:5 189:13	Request 160:10
181:19 182:9	poor 168:4	PSC 168:16	rates 163:6,10	160:14 162:8
182:11,14	175:24 176:6	public 160:1	167:17 170:4	162:11
185:18 186:3	176:23 177:4	161:2,3,7,8		resident 183:24
187:2				
payers 166:5				
169:16 189:13				

MIDWEST LITIGATION SERVICES

LOCAL PUBLIC HEARING VOL. VII 10/3/2017

167:4 173:19 175:10 187:9 187:24 talked 167:11 talking 168:12 169:12 170:8 177:12 190:4 taxes 168:15 taxpayers' 188:9 technology 166:18 tell 164:15 172:25 173:10 177:16 183:15 183:19 telling 177:11 temperatures 185:11 testify 181:4 testimony 163:18 164:10 164:11 171:22 179:14 186:23 thank 162:3,23 163:17,21 164:2,8,25 165:20,21 171:18,19,21 171:22 172:3,4 173:17,20,21 174:19,23 175:9 178:5 179:4,5,8,12 180:6 181:1,2 181:3 186:11 186:12 187:11 188:2,3 189:1 189:5,10 190:17 theirs 175:14 177:6 thermostat 185:10,13 thing 170:7 173:6 179:20 179:23 190:16	things 168:12,14 169:13 170:13 175:18 179:17 think 166:15 168:11,14 169:22 170:2,5 175:12,15 176:1,3,17,19 177:5 181:24 185:5,6 187:21 thinking 178:2 thoughtful 172:1 thoughts 172:1 thousands 170:9 170:9 throwing 182:23 185:4 time 162:6 170:4 174:22 179:2 180:20 182:13 185:19 187:15 189:11,16 191:7 today 162:5,16 162:18 164:4 169:15 177:23 178:15 totally 171:10 176:17 177:1 Tracy 165:11 trained 187:7 transcribed 163:13 TRANSCRIPT 160:3 trees 190:13 trip 177:7 trouble 188:1 true 166:14 truly 168:9 185:16 truth 164:15 183:21 try 170:7 178:3 trying 176:2 182:24,25	187:2 turn 185:11 turned 170:21 171:3 two 166:22 167:23 <hr/> U <hr/> ultimate 172:17 Ultimately 182:12 uncomfortable 186:2 understand 182:4 understanding 178:19 unfair 171:10 unfairness 168:13,20 Unnecessary 179:3 unrest 168:8,11 upgrade 184:10 184:16 upgrades 181:17 upkeep 184:13 Urban 179:17 urge 171:14 usage 170:19 171:5,15 184:3 184:3 use 170:25 173:3 173:3,7 utility 168:15 <hr/> V <hr/> V-I-R-G-I-N-I... 174:5 various 182:1 Virginia 173:21 visiting 167:5 voice 181:11 Volume 160:8 volunteer 166:4 178:12 182:6	<hr/> W <hr/> W-E-L-L-S 178:12 Wait 175:2 186:14 walking 171:3 walls 166:20 want 166:22 170:7 171:21 173:7 175:24 177:8,16 179:22 180:24 185:17 188:6 189:3,5,10,19 wanted 165:8 166:3 167:17 168:21 warmer 182:12 wasn't 164:22 water 170:22 183:9 way 164:10 174:18 181:23 ways 166:18 we'll 165:9 187:3 we're 166:25 169:12 171:15 185:6,16,16 186:6 190:14 we've 169:2 188:18 weather 173:13 website 187:18 weeks 168:9 welcome 173:18 Wells 178:11,11 178:14 went 190:3 WHEREOF 191:10 white 177:10 188:6,7,20 189:20 190:2,8 widow 174:7 widowers 167:4 widows 167:4	171:1 Williams 161:7 165:4,4 Witness 165:19 172:6 173:23 175:4 178:8 179:7 180:8 181:5 186:17 188:25 191:10 Wohl 160:6 women 170:16 WOOD 180:15 word 189:22 work 166:4,23 167:13 171:22 177:2 181:10 187:15 188:8 189:4 190:12 worked 175:11 185:25 working 168:3 179:19 works 174:3 176:20 188:18 world 177:7,23 188:10 worry 176:25 worse 179:4 wouldn't 174:4 wrong 176:1 187:11 <hr/> X <hr/> X 181:16 <hr/> Y <hr/> Y 160:19 yeah 176:3 year 170:10 years 177:15,16 177:16 186:2 187:4,4 yesterday 176:15 young 182:1 <hr/> Z <hr/>
--	---	---	---	--

MIDWEST LITIGATION SERVICES

LOCAL PUBLIC HEARING VOL. VII 10/3/2017

Zucker 161:11 165:1,1 181:13	53 168:24			
<hr/>	<hr/>			
0	6			
<hr/>	<hr/>			
084-004742 160:23	60-something 187:4			
<hr/>	<hr/>			
1	622 160:23			
<hr/>	<hr/>			
1.1 184:3	63101 160:25 161:12			
10 183:9	63113 160:7			
11 162:24 163:1	65101 161:5			
12 190:5	65102 161:9			
<hr/>	<hr/>			
150 167:19,20 167:22	7			
<hr/>	<hr/>			
1515 160:6	7 160:8			
17,820 167:23	711 160:24			
17.8 169:5	720 161:11			
18 183:19	<hr/>			
1993 175:19	8			
<hr/>	<hr/>			
2	8 183:19			
<hr/>	<hr/>			
20 182:21	80 176:15 183:2			
200 161:4,8	83-year-old 185:14			
2000 168:22	85-year-old 185:14			
2012 169:4,5	88th 165:23			
2013 168:22				
2016 167:17,19				
2017 160:5 162:5				
2230 161:8				
24,030 167:24				
<hr/>				
3				
<hr/>				
3 160:5 162:5				
3.31 172:20 180:4,23				
35,000 184:22				
360 161:4 164:23				
<hr/>				
4				
<hr/>				
40 183:3,4,4				
40-something 176:14				
41.7 169:6				
<hr/>				
5				
<hr/>				
500,000 182:21				