

ROBERTS & ASSOCIATES BY THOMAS ROBERTS, RPR, CCR

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PUBLIC SERVICE COMMISSION
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Public Hearing

February 9, 2004

Sedalia, Missouri

Volume 9

CASE NUMBER 2004-0072

In the matter of Aquila, Inc., d/b/a Aquila
Networks - MPS and Aquila Networks - L&P,
Natural Gas General Rate Increase.

MS. VICKY RUTH
Presiding
Senior Regulatory Law Judge

MR. STEVE GAW, Chair
Commissioner

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A P P E A R A N C E S

For PSC: MR. ROBERT V. FRANSON
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MARKED RECEIVED

Exhibit #1 Aquila Bill 15 24

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P R O C E E D I N G S

(Hearing commenced at 5:55 p.m.)

JUDGE RUTH: Hello, I want to welcome everyone here today. We thank you for taking your time to come down to the local public hearing especially after we were forced to reschedule this hearing from January 26th due to the bad weather. Again we appreciate your presence.

My name is Vicky Ruth, and I'm a senior regulatory law judge with the Missouri Public Service Commission. This local public hearing has been scheduled to give you the public an opportunity to offer comments regarding the proposed rate increase filed by Aquila, Incorporated.

Aquila has filed natural gas service tariff sheets that are defined due to an annual increase in revenues of approximately 5.6 million dollars for Aquila Network, MPS, and point 8 million dollars for Aquila Networks L&P.

Aquila filed these proposed tariff sheets with the Missouri Public Service

1 Commission. The Commission is a state agency
2 which regulates the rates charged by investor
3 owned utility companies in Missouri to insure
4 that those rates are just and reasonable.
5 The commission also regulates the quality of
6 service and the safety of the investor owned
7 utilities.

8 The commission usually consists of five
9 commissioners, however, due to some vacancies
10 we currently have three commissioners, they
11 are appointed by the governor. One of the
12 commissioners, Chairman Steve Gaw is here to
13 night to my left.

14 The commission employs a staff of
15 engineers, accountants, attorneys, financial
16 analysts and other specialists in the field
17 of utility regulation.

18 Mr. Robert Franson is the attorney
19 representing the staff of the Missouri Public
20 Service Commission tonight. Mr. Franson,
21 would you raise your hand. Thank you.

22 The office of the public counsel is also
23 present tonight. Mr. Micheel is the attorney
24 representing public counsel. It is the job
25 of the public counsel to represent you rate

1 payers in hearings before the commission.

2 Representing Aquila is Mr. Dean Cooper.

3 Mr. Cooper, raise your hand. Thank you.

4 The commission, public counsel and the
5 company will have representatives available
6 after the hearing to answer any questions
7 that you might have. As I noted before, the
8 purpose of tonight's hearing is to give the
9 public an opportunity to offer comments and
10 suggestions. This is an official hearing of
11 the commission and tonight's comments will be
12 transcribed by the court reporter, and
13 they'll be given under oath and a copy of
14 those comments will be provided to the
15 commissioners that were not able to be here
16 tonight.

17 In addition to the local public hearing
18 this evening, the commission has conducted
19 local public hearings in Maryville, Platte
20 City, Nevada, Rolla and in Marshall.

21 The trial type evidentiary hearing in
22 this case will be held in late March and
23 early April in Jefferson City, Missouri.
24 That hearing is open to the public.

25 As for the procedure tonight, I'm going

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1 to call the names of each of the witnesses
2 that signed up on the witness list. I will
3 ask that you come forward to the microphone.
4 I will ask a few questions such as your name
5 and address, then you will be given an
6 opportunity to make your comments.

7 After you make your comments, please
8 stay at the microphone for just a few minutes
9 there may be questions from the commissioner
10 or one of the attorneys for the different
11 parties.

12 Does anyone have a question on the
13 procedure? I see no questions.

14 Mr. Chairman do you have any comments?

15 MR. GAW: I just want to welcome
16 everyone here tonight, we appreciate you
17 talking your time to come. It's very
18 important for us to hear from you on these
19 cases. As the Judge said, what you are
20 saying to us is going to be recorded and
21 taken back to the other commissioners as
22 well.

23 I know everyone is dealing with busy
24 schedules and families and jobs and
25 everything, it's always impressive for me

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1 when I see people turn out. Thank you very
2 much, I look forward to hearing what you have
3 to say.

4 JUDGE RUTH: Let's do entries of
5 appearance. We'll start with Aquila.

6 MR. COOPER: Dean Cooper, of the
7 law firm of Brydon, Swearingen & England, PC,
8 PO Box 456, Jefferson City, Missouri, 65102
9 appearing on behalf Aquila, Inc., doing
10 business as Aquila Networks, MPS and Aquila
11 Networks, L&P.

12 JUDGE RUTH: Staff.

13 MR. FRANSON: Robert Franson
14 representing the staff of the Public Service
15 Commission, PO Box 360, Jefferson City,
16 Missouri 65102-0360.

17 JUDGE RUTH: Thank you. Public
18 counsel.

19 MR. MICHEEL: Douglas Micheel,
20 appearing on behalf of the office of the
21 public counsel and public, PO Box 2230,
22 Jefferson City, Missouri 65102-2230.

23 JUDGE RUTH: Thank you. The
24 first witness on sign up sheet is Evelyn
25 Howard. Did I pronounce that correctly?

1 THE WITNESS: Yes, Evelyn
2 Howard.

3 JUDGE RUTH: Can I get you to
4 move up to the microphone. Would you state
5 and spell your name for the record.

6 THE WITNESS: Evelyn,
7 E-v-e-l-y-n, Howard, H-o-w-a-r-d, and I'm
8 representing the low income elderly at HUD
9 housing here in Sedalia at 1400 Liberty Park
10 Boulevard, Sedalia, Missouri 65301.

11 JUDGE RUTH: Can you tell me in
12 what capacity you are --

13 THE WITNESS: I'm CEO of two
14 units of Section 202 an elderly housing with
15 low low, excessively low income.

16 JUDGE RUTH: Did you have
17 comments that you wish to make?

18 THE WITNESS: Yes, I've some
19 concerns about, number one the billing
20 process that goes on.

21 THE REPORTER: Did you want her
22 sworn?

23 JUDGE RUTH: Yes. I'm sorry, I'm
24 going to have to ask you to raise your right
25 hand.

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EVELYN HOWARD

called as a witness herein, being first duly sworn by the Judge, testified on her oath as follows:

JUDGE RUTH: I need you to go ahead and indicate again who you represent, your address, and what capacity you represent them.

THE WITNESS: I'm CEO for the low, low and excessively low elderly 202 Section 8 facilities here in Sedalia, two of them. 1400 Liberty Park Boulevard, Sedalia, Missouri 65301.

JUDGE RUTH: Is that the address of the facility?

THE WITNESS: Yes, it is.

JUDGE RUTH: You may start again.

WITNESS: Thank you, Your Honor, for listening to us.

I have a concern about the presentation of the billings that the customers receive, it's very confusing, difficult for many to understand. We have had difficulty in

1 getting through to the company because of
2 lines being busy. It was much, much easier
3 when the local offices were available to have
4 someone to go in and take the bill because
5 when we call in the billing people that we're
6 talking to at whatever location they are has
7 a screen in front of them but does not have
8 the billing in front. So sometimes when we
9 ask questions all they can say is what was on
10 the screen not the reason that the
11 information was on the billing.

12 We would like for them to look at the
13 way the bill is sent to the people.

14 We also have had difficulties with our
15 tenants receiving cutoff notices that their
16 utilities were going to be discontinued,
17 their services were going to be discontinued
18 because they are on energy assistance and it
19 had not been applied the way that it normally
20 is. The bills that the tenants got show that
21 the their bill had been paid in full by the
22 energy assistance, but in the Aquila office
23 they had applied it only to one portion of
24 the bill, so then the remainder of the bill
25 looked as if it were still outstanding. Our

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1 tenants had a great difficulty understanding
2 why they were getting a shut off notice when
3 they had all of their bills that that amount
4 had been paid already.

5 We were able to work through that by
6 finally talking with Aquila's public
7 relations office and then talking with the
8 commission and working together we got that
9 worked out, and I believe that that probably
10 has been corrected, but part of that problem
11 goes back to the billing process I believe.

12 Because of our average income and the
13 facility of 76 units is less than \$6,000,
14 additional billing is going to be a great
15 hardship, particularly on very hot summers
16 and very cold winters. It's difficult for
17 them to stretch that fixed income out
18 farther, and I think there will be others
19 that will address that at a later time.

20 I thank you very much for listening.

21 JUDGE RUTH: Could you stay at
22 the podium for just a moment. Did I
23 interrupt you? Did you have anything
24 further?

25 THE WITNESS: No.

1 JUDGE RUTH: I had a question
2 for you, you said there had been a problem or
3 difficulty with the way energy assistance was
4 applied; could you clarify what program that
5 is?

6 THE WITNESS: Well, apparently
7 Aquila was applying it just to gas in their
8 office, but when the billings were coming it
9 was being applied to the entire bill as being
10 paid. Does that make sense? The tenants
11 were receiving a bill that the energy
12 assistance had been credited to their entire
13 bill, but the Aquila office billing people
14 were only applying it to gas and so their
15 energy assistance was being used up for the
16 entire bill yet they were getting a late fee
17 or notice then all at once because it went
18 all winter, and then we started getting the
19 shut off notices when their energy assistance
20 was all used up.

21 JUDGE RUTH: This energy
22 assistance program, can you tell me is that
23 something administered through the State or
24 through Aquila?

25 THE WITNESS: Administered

1 through the State.

2 JUDGE RUTH: Commissioner Gaw do
3 you have any questions?

4 MR. GAW: Good evening, thank
5 you for coming. I'm trying to follow a
6 little closer the issue of the billing
7 process. Can you give me some more detail
8 about what it is you think is confusing about
9 the bill? Do you have some something to look
10 at.

11 WITNESS: Yes, I brought some
12 samples, would you like for me to --

13 MR. GAW: Yes, I think the judge
14 will probably give you direction.

15 JUDGE RUTH: Do you have one
16 copy of each and is this a copy I can keep?

17 THE WITNESS: Yes, I crossed off
18 the individual's name so it is not there. As
19 you can see it shows previous account
20 balance.

21 JUDGE RUTH: What I'm going to
22 do is real quickly I want, I'm going to mark
23 this as Exhibit 1 so you only have one copy
24 can you wait and let me hand it around to the
25 counsel. I will hand it, and after they have

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1 had a chance to take a quick look I will ask
2 you to come up and explain. And after the
3 hearing I will have copies made and sent to
4 the parties. It's marked Exhibit 1 for
5 identification purposes right now. And it
6 does appear that the name is blacked out.

7

8 (A certain document was marked Exhibit
9 Number 1 for identification by the
10 Judge.)

11

12 MR. FRANSON: Judge, I'd have a
13 concern, do we need to black out the account
14 number also?

15 JUDGE RUTH: Yes. I will use my
16 pen to mark out the account number.

17 MR. MICHEEL: I don't know if we
18 should black out the account number if we're
19 going to at some point determine whether or
20 not this is a valid bill, and if we black out
21 the account number we'll have no way of
22 knowing if there's some problem with this
23 particular bill. The fact that the names are
24 blacked out should give in my mind enough
25 privacy to this customer.

1 JUDGE RUTH: Do you know -- I
2 assume that the individual whose bill this is
3 has consented to your using this?

4 THE WITNESS: Yes, she has. She
5 brought it to me and I asked her if I could
6 take it to the meeting when we were scheduled
7 before and then the snow came. I did not go
8 back to her to ask specifically tonight, but
9 she knew what the purpose of it was that I
10 was requesting it.

11 MR. FRANSON: Your Honor, I think
12 Mr. Micheel's point is well taken in that if
13 the account number is in fact blacked out it
14 would prevent the possibility of obtaining
15 any further information from the company if
16 any of the parties wanted to do that. So I'd
17 agree with him at this point in time anyway
18 that the account number should not be blacked
19 out.

20 JUDGE RUTH: What I'm going to
21 do now, if anyone objects you can note your
22 objection, I've only marked this as Exhibit 1
23 for identification purposes. When I take it
24 if it gets admitted into the record and is
25 made a part of the record we'll have an HC

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1 version that will black out the account
2 number. I'm sorry the version the public
3 gets will black out the account number,
4 because I'm not sure that that should go out,
5 be made part of the record and available to
6 anyone.

7 Does that satisfy some of your concerns?

8 MR. FRANSON: Yes, it does, Your
9 Honor, I think that's a good solution.

10 JUDGE RUTH: Okay. Miss Howard,
11 this is the document you were starting to
12 point out something that is confusing or
13 difficult.

14 THE WITNESS: Well, it's
15 difficult in the fact that it starts out with
16 the previous account balance of forty fifty
17 seven, then goes to payments that were
18 received was forty three fifty six, which is
19 listed as a credit. Then it shows a previous
20 balance due as two hundred ninety credits.
21 Then it shows fees and adjustment as 18
22 cents. Then shows current charges twenty one
23 seven seven and gas of ten six seven and a
24 total bill of thirty-two forty four.

25 And then it gives a new account balance

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1 of \$29.63. Then it goes on and says summary
2 of amount now due, previous payment requested
3 \$85.72. Payment received, \$43.56, credit
4 previous balance due \$42.16. Fees and
5 adjustment eighteen cents, monthly budget
6 amount forty three, which would be the rate
7 of pay I believe.

8 Then it says, please pay by the due
9 date, which is November 10th with this
10 particular one, \$85.34.

11 For a person in their 80s with poor eye
12 sight, poor hearing ability, not knowing who
13 to call our tenants call us, because we have
14 a service coordinator. There's many out in
15 the public that have no one to go to ask them
16 what they owe and why, and I believe that the
17 bill could be presented differently. If she
18 indeed owed \$85 I believe that should have
19 been the very first billing that was listed
20 as this is your balance due, the actual
21 amount that they owed.

22 JUDGE RUTH: Miss Howard, your
23 narrative is on the record as you were
24 reading from this document. I have a
25 question for you, are you wanting to offer

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1 this in evidence where it would be a part of
2 the record, the actual document?

3 THE WITNESS: Yes, I am so that
4 perhaps it can go to the appropriate people
5 maybe to revamp the bill so it's less
6 confusing and states exactly so that the
7 individual who receives it knows what they
8 owe at that particular time, and if it's
9 level pay then it should be listed as level
10 pay and any adjustments that are made
11 thereafter.

12 JUDGE RUTH: Let me state that
13 if this document were to come into the record
14 I would make a copy of it then there would be
15 a public version which would have the account
16 number also blacked out, then there would be
17 an HC version which would have the account
18 number left on. And for identification
19 purposes it's been marked as Exhibit 1.

20 Let me ask the company if you have
21 objections to this document being made part
22 of the record as I described?

23 MR. COOPER: I guess my only
24 issue, Your Honor, is that, I guess I don't
25 object to the page that's been offered coming

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1 in. I believe there is a second page of that
2 bill, I'm told there's a second page of the
3 bill that has a certain amount of detail so
4 if we had the opportunity to provide a
5 complete bill I guess I would be more
6 comfortable.

7 JUDGE RUTH: Miss Howard, do you
8 happen to have Page 2?

9 THE WITNESS: Not of that one,
10 but I have one of this individual's who shows
11 the back page which just is the current bill
12 and how much gas that they used, but I'd be
13 glad to black out her name and use that also.

14 JUDGE RUTH: My concern with
15 that is we've discussed the amounts on this
16 one. Let me ask the company is there a way
17 for you to supplement the record with Page 2
18 for this bill or can you not get Page 2?

19 MR. COOPER: I cannot answer that
20 question, that's one of my concerns, because
21 when we print the bill it is not as if
22 there's necessarily a copy. I think that
23 what we can do is provide the information
24 that would have been on that second page.

25 MR. FRANSON: Judge, I guess my

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1 question would be, could it not be reproduced
2 in the same format by the company?

3 MR. COOPER: I'm being told we
4 can.

5 JUDGE RUTH: It would look just
6 like the original bill?

7 MR. COOPER: Yes.

8 JUDGE RUTH: We have Page 1 and
9 you would be able to supply Page 2.

10 MR. COOPER: That went with that
11 Page 1.

12 JUDGE RUTH: With that in mind
13 Page 2 is added by the company. Do you
14 object to this being made part of the record
15 with the HC and the public versions?

16 MR. COOPER: We do not object
17 with that understanding.

18 JUDGE RUTH: Staff?

19 MR. FRANSON: Staff has no
20 objection, Your Honor, however I think my
21 question is, number one is the company in
22 fact going to follow-up on that? Do you need
23 to direct them to do it or are they going to
24 do it. Do they need a data request to that
25 regard?

1 MR. COOPER: Your Honor, why
2 don't we -- can we reserve -- we do this in
3 the evidentiary hearings, I know can we
4 reserve an exhibit number for that purpose
5 perhaps provide us a week to ten days to
6 provide and that and kind of go from there.

7 JUDGE RUTH: That's what I will
8 do. We have the Exhibit 1 and public counsel
9 also does not object to it coming in then it
10 would be unanimous among all the parties that
11 Exhibit 1 can come in. That Exhibit 2 would
12 also be filed by the company, and that would
13 be Page 2 of this same bill. You think --
14 can you tell me Aquila do you need one week,
15 ten days?

16 MR. COOPER: Can we make it ten
17 days, Your Honor.

18 JUDGE RUTH: Make it ten days
19 from today, which is the 19th.

20 MR. COOPER: I don't know whether
21 it makes any difference or not, I suspect
22 there will again be some information that
23 should be identified as HC because they're a
24 customer.

25 JUDGE RUTH: I will do that the

1 same way, I will black out unless the company
2 has already -- you can file it this way if
3 you prefer otherwise you can send it to me
4 and I will black out the name and address on
5 the public version and on the HC version you
6 can leave the account number. I don't think
7 there's any need to leave the name even on
8 the HC version they can be identified by that
9 account number.

10 MR. FRANSON: I'm sorry, but it
11 would seem that in HC information and it may
12 be appropriate to have the name in case there
13 is any interest in following up by any of the
14 parties.

15 JUDGE RUTH: I'm trying to think
16 why there would be a need.

17 MR. FRANSON: Okay, I withdraw
18 my question. I'm just saying for the sake
19 of --

20 JUDGE RUTH: Could it not be
21 followed up Aquila by the account number if
22 staff wanted to follow-up?

23 MR. COOPER: I would think so,
24 yes.

25 JUDGE RUTH: Based on that

1 assurance I'm going to leave the name out.
2 However, it is my preference for five days,
3 business days after the local public hearing
4 I will still allow any party to file
5 objections. That will apply to when Aquila
6 files Page 2, if any of the parties have an
7 objection to whatever they filed you feel it
8 is not what they were suppose to file then
9 you may file written objections, and I will
10 address them at that time.

11 So five days after Aquila files Page 2
12 that's when the objections will need to be
13 in. Five business days, excuse me.

14 I'm going to go ahead and based on those
15 assurances that Page 2 is coming that we're
16 going to have an HC version and an a public
17 version, I'm going to admit Exhibit 1 and 2.
18 And if there turns out to be a problem with 2
19 I can change my ruling.

20 Commissioner Gaw, did you have any other
21 questions about this?

22 MR. GAW: Yes. I have a few more
23 questions. I just wanted to ask first of
24 all, Miss Howard, is this representative,
25 this bill, of your concerns in regards to the

1 complications in the billing that you
2 objected to?

3 THE WITNESS: Yes.

4 MR. GAW: Have you seen other
5 bills of this sort, of this type --

6 THE WITNESS: Yes.

7 MR. GAW: -- have the same
8 problems in your mind?

9 THE WITNESS: Yes.

10 MR. GAW: Let me ask you, you
11 made some reference earlier to telephone
12 calls and to try to get into have explanation
13 about billings, have you done that yourself?

14 THE WITNESS: Yes, I have.

15 MR. GAW: How often have you
16 tried to phone the company?

17 THE WITNESS: Several times we
18 have called and it goes through all of the
19 punch number 3, punch number 1 that type of
20 thing. Then it just simply you be there for
21 five minutes then all of a sudden you are no
22 longer getting that recording then.

23 MR. GAW: What happens?

24 THE WITNESS: A couple of times
25 we get messages that said because of the high

1 volume there were no one available and when
2 was their busiest time and to please try
3 back. Well, we tried as late as eleven
4 o'clock one night. We tried about six
5 o'clock in the morning one time, and we still
6 had trouble getting through.

7 MR. GAW: Have you gotten
8 through?

9 THE WITNESS: Yes.

10 MR. GAW: Can you tell me a
11 number of calls that you have made where you
12 haven't gotten through, approximately,
13 compared to the number of calls where you did
14 receive a live person.

15 THE WITNESS: I believe at least
16 three times. However, my service coordinator
17 does most of this calling. It's only because
18 she only works part-time when there's been
19 someone come in that has a shut off notice we
20 try to address it immediately.

21 MR. GAW: Three times that you
22 have called and not received --

23 THE WITNESS: That we could not
24 get through at any time during the daytime
25 that we were there.

1 MR. GAW: All right.

2 THE WITNESS: And that one
3 particular case I tried very early in the
4 morning and then one night I tried late in
5 the evening and couldn't get through.

6 MR. GAW: You did finally
7 receive --

8 THE WITNESS: Yes.

9 MR. GAW: -- someone on the
10 other end?

11 THE WITNESS: Yes, we did.

12 MR. GAW: Was that the same day
13 that you started trying?

14 THE WITNESS: No.

15 MR. GAW: Different day?

16 THE WITNESS: No, not on the
17 occasions that we tried. And one time it was
18 two days later before we finally got through.

19 MR. GAW: You say that when you
20 tried to get through on a couple of occasions
21 that you were disconnected, did I understand
22 that correctly?

23 THE WITNESS: The message -- they
24 just kept playing the message back there was
25 no one available at the present, and then

1 eventually there was just nothing and we were
2 disconnected.

3 MR. GAW: How long did that go on
4 on these two calls.

5 THE WITNESS: Well, I know that
6 we waited at least one day we timed it for 20
7 minutes and did not get through to anyone.

8 MR. GAW: You mentioned earlier
9 something about tenants receiving cutoff
10 notices, and I was trying to follow your
11 explanation. I assume you're talking about --
12 are you talking about LIHEAP funds, heating
13 assistance funds?

14 THE WITNESS: Talking about
15 heating energy fund through I believe it's
16 the Division of Aging through Laura, Missouri
17 Valley is where they came through.

18 MR. GAW: Is that a community
19 action agency?

20 THE WITNESS: Yes, it is.

21 MR. GAW: I'm not sure I followed
22 what the problem was exactly on the occasion
23 of the heating assistance.

24 THE WITNESS: When the tenants
25 receive their billings they were credited the

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1 full amount under energy assistance, but then
2 when all of their energy assistance money was
3 gone then from Aquila they were billed for
4 the portion, the electrical portion of the
5 billing and received a shutoff notice at that
6 time because it had not been paid for the
7 extended period of time that the energy
8 assistance had been in effect.

9 MR. GAW: So Aquila in this area
10 is serving both electric and gas?

11 THE WITNESS: Electric and gas I
12 think that probably was part of the problem,
13 because I think part of their customers are
14 just gas alone. That's probably why the
15 billing came through.

16 MR. GAW: The application of the
17 funds ended up just being toward the gas; is
18 that correct?

19 THE WITNESS: Yes. Except on
20 their monthly billing it was credited to both
21 gas and electric.

22 MR. GAW: Who would have
23 represented to them that it would have been
24 credited just to their gas bill?

25 WITNESS: I don't know because

1 forever. Ever since I had been employed at
2 this facility, which was over eight years at
3 that time, it had been applied to both gas
4 and electric.

5 MR. GAW: The end result is it
6 was applied to both or to just gas?

7 THE WITNESS: Just gas on the
8 shutoff notice, but when we worked through
9 with the commission they left it as it was
10 and cleared their bill and it was paid fore
11 in full.

12 MR. GAW: Is this a question of
13 the amount of heating assistance that was
14 applied toward the bill or simply which
15 portion of the bill it's applied to?

16 THE WITNESS: The question was
17 being that tenants were under the impression
18 because of their monthly billing that
19 everything had been paid, then they received
20 the bill from Aquila stating that they owed
21 this large amount for electric and they
22 received shutoff notices. Then when we
23 worked with the commission and with the
24 public relations at Aquila it went back and
25 that full amount was left as it originally

1 came on the billing.

2 MR. GAW: Have you had any, since
3 that was worked out with through the
4 commission, have you had any more --

5 THE WITNESS: Experienced a
6 couple, and we just simply called the
7 individuals that we had talked with before
8 and got it worked out.

9 MR. GAW: Okay. Now you also
10 mentioned something about the screens that
11 the employees in Aquila are working with that
12 they may not have copies of the current bill
13 in front of them, I want to be sure I
14 understood.

15 THE WITNESS: Their explanation
16 to me was when I asked about certain things
17 on the bill was it's different on their
18 computer screen than the way it is on the
19 billing.

20 MR. GAW: You don't know in what
21 way it's different --

22 THE WITNESS: No, I do not.

23 MR. GAW: -- or any more than
24 that?

25 THE WITNESS: No, I do not.

1 MR. GAW: Is it your suggestion
2 that creates some confusion in communicating
3 with the case workers?

4 THE WITNESS: I believe it does.
5 And I think it's probably because we're
6 spoiled because we were used to -- if we had
7 something of this nature, we could take it to
8 the local office and we could set it down and
9 go over it together. It just adds additional
10 time in trying to work through where problems
11 might be.

12 MR. GAW: I have a question
13 that's really off the subject in regard to
14 this hearing, but since you're here I am
15 going to ask if you know. Are you familiar
16 with Section 8 housing requirements working
17 with it I assume.

18 THE WITNESS: Yes.

19 MR. GAW: Are there any
20 requirements on Section 8 housing in regards
21 to the efficiency of the house itself?

22 THE WITNESS: Yes, we have to
23 file a paper with -- we are a three story and
24 we have all of the -- they are new
25 construction and so we have --

1 MR. GAW: Do you know what
2 happens with older houses where they seek
3 Section 8 modifications?

4 THE WITNESS: No, I don't. I
5 only worked with the elderly with the
6 mid-rise so I don't know.

7 MR. GAW: All right. The newer
8 constructions, do they require certain types
9 or certain R ratings on insulation?

10 THE WITNESS: Thermopane, yes,
11 insulation. Thermopane windows.

12 MR. GAW: Thank you very much.

13 JUDGE RUTH: Miss Howard, can I
14 have you just stand close by I want to ask
15 Aquila if you have any questions of the
16 witness.

17 MR. COOPER: Just one, Your
18 Honor.

19 JUDGE RUTH: Would you come back
20 to the microphone.

21 THE WITNESS: Certainly.

22 MR. COOPER: You mentioned there
23 were three times when you attempted to call
24 Aquila and couldn't get through, do you
25 recall the time frame of those calls when

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1 would that have taken place?

2 THE WITNESS: It would have been
3 in October during that time that we were
4 getting the shutoff notices and there was a
5 statement that says, due to heavy volume. I
6 do not have the exact date with me, I
7 possibly had it down in my daily log.

8 MR. COOPER: Just generally last
9 fall?

10 THE WITNESS: Yes.

11 MR. COOPER: Thank you.

12 JUDGE RUTH: Staff, any
13 questions?

14 MR. FRANSON: No questions.

15 JUDGE RUTH: Public counsel any
16 questions for the witness?

17 MR. MICHEEL: Yes, I have one.
18 Miss Howard, you indicated that the local
19 office here was closed; do you know
20 approximately when or how long ago that
21 office was closed?

22 THE WITNESS: I believe it's been
23 two to three years since we could -- they
24 would we refer us to the Kansas City number.

25 MR. MICHEEL: Thank you.

1 JUDGE RUTH: Thank you very
2 much.

3
4 (Witness excused.)

5
6 JUDGE RUTH: The next witness on
7 the sign-up sheet is Janice Foote, is that
8 the correct pronunciation? Miss Foote, could
9 you come forward to the microphone. Could
10 you state --

11 THE WITNESS: I don't hear too
12 well.

13 JUDGE RUTH: I will try to speak
14 louder. Can you hear me now?

15 THE WITNESS: A little.

16 JUDGE RUTH: Would it help if
17 you came forward? It's up to you, do you
18 want me to come down or do you want to come
19 up closer?

20 THE WITNESS: I might come up
21 little closer.

22 JUDGE RUTH: If you could also
23 speak up might, share microphones even.

24 I don't know, will that move?

25 MR. FRANSON: Yes, that will,

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1 Judge and it will come off if that will help
2 the witness.

3 JUDGE RUTH: Miss Foote, so that
4 the people behind you can hear you, can you
5 try to remember to use the microphone and I
6 will try to remember to speak up.

7 THE WITNESS: Okay.

8 JUDGE RUTH: Can you hear me
9 now?

10 THE WITNESS: Yes.

11 JUDGE RUTH: Would you please
12 state your name and spell your name.

13 THE WITNESS: My name is Janice
14 J-a-n-i-c-e, Foote, F-o-o-t-e.

15 JUDGE RUTH: Thank you. And your
16 address?

17 THE WITNESS: 1010 East 20th
18 Sedalia, Missouri.

19 JUDGE RUTH: Do you have a
20 comment or suggestions you want to make?

21 THE WITNESS: I'm opposed to
22 this rate increase the company is seeking.
23 As a private individual and as a customer of
24 the company I don't care for some of their
25 business practices.

1 JUDGE RUTH: We might have some
2 difficulty hearing.

3 MR. COOPER: No, I think we need
4 to swear Ms. Foote.

5 JUDGE RUTH: I'm having a bad
6 time tonight, I'm sorry.

7 Could I get you to set these items right
8 here, perhaps, I'm going to need you to raise
9 your right-hand. Can you her me?

10 THE WITNESS: Yes.

11

12 JANICE FOOTE

13 called as a witness herein, being first duly
14 sworn by the Judge, testified on her oath as
15 follows:

16

17 JUDGE RUTH: Mr. Franson, can
18 you get the microphone again.

19 Miss Foote, I know you're having some
20 difficulty hearing, I think I understood you
21 to say your name is Janice E. Foote,
22 F-o-o-t-e, and your address is 1010 east --

23 THE WITNESS: 20th street.

24 JUDGE RUTH: -- 20th street
25 Sedalia, Missouri. And you stated that you

1 have a comment. Can I get you to use the
2 microphone and try.

3 THE WITNESS: I'm opposed to some
4 of the company's business practices. I'm a
5 reader of the Kansas City Star, and I try to
6 keep up on what's going on in the world, and
7 I know that the company is presently in the
8 courts charged with some manipulating of fees
9 in some way. And it's a company that is
10 getting bigger all the time and does business
11 around the world. And it may be well and
12 good, but I think they may be spreading
13 themselves too thin. And they're buying up a
14 lot of these smaller companies, and I'm not
15 sure that it's in the common interest of the
16 people these practices, that's the way it
17 appears to me.

18 When one of the CEOs left the company
19 they were given a huge, I guess you call it
20 severance or whatever, but I don't think that
21 that is necessary. I suppose it's a common
22 business practice, but to me it is greed, and
23 I wonder sometimes how much is enough.

24 I just read about these things. Then I
25 have had some problems with the company when

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1 I call I don't always get good answers to my
2 questions. Sometimes my bill doubles and we
3 haven't had all that much cold or whatever.
4 And the one month that it had doubled I
5 questioned it and I told them because I
6 discovered that my pilot light was not lit so
7 I couldn't be using any gas in my furnace.

8 The only other thing I have is a water
9 heater and it was without -- I was without it
10 for 19 days I know of, that's from the time I
11 discovered the pilot light was out until I
12 got someone in and they lit it. They stated
13 it has to have something called a
14 thermocoupler and it was lit. That was 19
15 days, but I don't know how much time had gone
16 on before then, possibly quite a lot because
17 I keep my thermostat on 60 degrees because
18 I've had so many high bills.

19 I know I could get some weatherization
20 and that sort of thing, but at my age I'm not
21 sure that's the way I want to go because I
22 may not decide to stay in the house I'm in.
23 That's a lot of expense to go to if you're
24 not going to see the results on down the
25 road.

1 JUDGE RUTH: You can make as
2 many comments as you wish, but if you're
3 finished I've got a follow-up question, but I
4 want to give you an opportunity to fully make
5 your comments.

6 THE WITNESS: We all have to
7 have the energy, and I'm glad it is regulated
8 by a government agency that looks after these
9 things because I think we need it in this day
10 of big conglomerates and some of them don't
11 have the best business practices I don't
12 think. That's just my opinion. I felt I had
13 to come down and be heard. I tried to get one
14 of my men friends to come, he wouldn't come.
15 I said if you don't say something they will
16 think everything is all right.

17 JUDGE RUTH: The commission does
18 appreciate everyone's time who comes down and
19 speaks.

20 THE WITNESS: Thank you for
21 giving me the opportunity to be heard.

22 JUDGE RUTH: Could I ask you a
23 quick question. You indicated that you had
24 some billing questions and that you didn't
25 always get good information I think is what

1 you said. Can you clarify that.

2 THE WITNESS: The number that
3 you can call and for any questions about your
4 bill, you know, and I had called a couple of
5 times because it was doubling, and this was
6 in the early parts of the winter. Of course
7 it's my understanding that when it gets too
8 cold and they buy gas then it's at such a
9 high fee then something kicks in then you
10 have an extra charge on your bill I believe.
11 I think. So perhaps -- but I didn't think it
12 had been that cold maybe it was just the gas
13 prices. I think maybe they need to explain
14 it a little bit better to people.

15 JUDGE RUTH: Can I get you to
16 stay here and Commissioner Gaw, Chairman Gaw
17 may have a question for you.

18 MR. GAW: Good evening, Miss
19 Foote, how are you?

20 THE WITNESS: Well, I'm not too
21 good I've been sick, but I thought this was
22 important so I wanted to come down and be
23 heard.

24 MR. GAW: I'm glad you're here.
25 I appreciate you taking the time. I

1 appreciate you coming down here when you
2 don't feel well, it takes a lot of extra to
3 do that.

4 I'm curious, and you don't have to tell
5 me this if you don't want to, I'm curious if
6 you want to tell me about what your heating
7 bill runs in wintertime.

8 THE WITNESS: Tell me that once
9 more.

10 MR. GAW: Your heating bill, do
11 you know about how much it runs a month for
12 you in your house, if you want to tell me?

13 THE WITNESS: It varies. I have
14 it down here what those were that I was
15 concerned about.

16 MR. GAW: You'll have to read
17 this to me if you don't mind otherwise it
18 won't be in the record.

19 THE WITNESS: Let's see. The one
20 billing in October \$30.49, then the next
21 reading eighty two forty one, then the next
22 one was forty eight eleven. The last one I
23 had received and I paid is 196. I thought the
24 last one, the 196 eleven would be much
25 higher, we had had a lot colder weather and

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1 probably higher gas prices, yet it was not
2 very much over the one just before it, that's
3 what I don't understand.

4 MR. GAW: I can't give you
5 answers, if you want to ask the
6 representatives who are here with the company
7 or with the Public Service Commission or
8 office of public counsel after we finish
9 that's part of the reason they're here. So
10 be sure to take advantage of that. The house
11 that you have, is that bill gas and electric
12 or is it just gas?

13 THE WITNESS: It's gas and
14 electric. I have a hot water heater and a
15 gas furnace, but I cook with electricity.

16 MR. GAW: How big is your --

17 THE WITNESS: And I live alone
18 and I have a split level.

19 MR. GAW: Split level house?

20 THE WITNESS: It is not the
21 warmest house. It was a factory built house,
22 at the time we got the house we weren't
23 concerned about energy like we are now. It
24 was in '74.

25 MR. GAW: You keep your

1 thermostat at 60 degrees?

2 THE WITNESS: Yes. Just put on
3 few more clothes.

4 MR. GAW: That's all the
5 questions I have, thank you very much again
6 for coming.

7 JUDGE RUTH: Miss Foote, can I
8 get you to stay close and I'm going to have
9 you turn a little bit and we're going to
10 start with the company, we will see if they
11 have a question or two for you. I will ask
12 if you can please try to speak up when you
13 address the witness, and if necessary you can
14 come up and use one of the microphones.

15 MR. COOPER: I have no questions,
16 Your Honor.

17 JUDGE RUTH: No questions from
18 Aquila. We started with Aquila. Miss Foote,
19 could you stay up here with me just a moment,
20 I'm sorry.

21 The company Aquila has no questions for
22 you, we're going to turn here, could you
23 raise your hand Mr. Franson. Mr. Franson.
24 Miss Foote over here to the right.

25 Mr. Franson, do you have any questions?

1 MR. FRANSON: No questions on
2 behalf of the staff.

3 JUDGE RUTH: Okay. And public
4 counsel?

5 MR. MICHEEL: I have no
6 questions for Miss Foote tonight.

7 JUDGE RUTH: Thank you. Miss
8 Foote, if you could turn around I will take
9 the microphone from you. We thank you very
10 much for your time.

11 THE WITNESS: Thank you for
12 allowing me to heard.

13 JUDGE RUTH: You want to stay
14 until the end there would be company, staff
15 and public counsel representatives that can
16 talk to you, okay.

17 THE WITNESS: I appreciate it.

18
19 (Witness excused.)

20 (Off the record.)

21 (Back on the record.)

22
23 JUDGE RUTH: We are back on the
24 record, we had a short break, technical
25 issues. We'll continue with the third

1 witness which is Al Close.

2 JUDGE RUTH: The third time is
3 the charm. It has been a long day. You know
4 what, I'm going to remember to swear you in.
5 You have your right hand raised.

6
7 ALAN CLOSE
8 called as a witness herein, being first duly
9 sworn by the Judge, testified on his oath as
10 follows:

11
12 JUDGE RUTH: Mr. Close, would
13 you state and spell your name for the record.

14 THE WITNESS: My name is Alan
15 Close, A-l-a-n C-l-o-s-e.

16 JUDGE RUTH: Would give your
17 address.

18 WITNESS: My address is
19 Pittsburgh Corning here in Sedalia 2700 west
20 16th street, Sedalia, Missouri 65301.

21 JUDGE RUTH: Could I get you to
22 clarify then.

23 THE WITNESS: My personal
24 address?

25 JUDGE RUTH: I just want to

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1 clarify for the record then, are you -- was
2 this a business address that you were giving?

3 THE WITNESS: Yes, that was my
4 business address.

5 JUDGE RUTH: How are you
6 associated with the business?

7 THE WITNESS: I'm the plant
8 manager.

9 JUDGE RUTH: That was Pittsburgh
10 Corning?

11 THE WITNESS: Pittsburgh
12 Corning.

13 JUDGE RUTH: Okay, you may
14 proceed.

15 THE WITNESS: Thank you. As I
16 said, I'm plant manager for Pittsburgh
17 Corning here in Sedalia, I've been there
18 about 25 years, the last seven years as plant
19 manager. I'm also chairman of the Sedalia
20 Industrial Energy Users Association, which is
21 and intervenor in this case. That
22 association is a group of local industries
23 with a common interest in energy related
24 issues. Our member companies employ
25 approximately 2000 workers in the Sedalia and

1 surrounding areas.

2 The association is an efficient and
3 effective way for our interest to be heard
4 and presented to regulatory bodies such as
5 the Public Service Commission. We do utilize
6 an attorney and a technical advisor who are
7 experts in the regulation of public utilities
8 to assist and advise our members as well as
9 provide the commission with information
10 that's pertinent to our positions.

11 The local Pittsburgh Corning plant
12 employs about 160 people with a payroll of
13 about seven million dollars a year. We have
14 spent another two million dollars probably in
15 new equipment, parts and supplies in the
16 local economy here each year, and we pay in
17 excess of \$100,000 in local property taxes.

18 We produce a glass insulation product
19 which involves melting of raw materials such
20 as sand and limestone then we remelt the
21 finished product once again, so we have a two
22 stage melting process.

23 The furnaces that we use consume large
24 quantities of both electricity and natural
25 gas. Our annual natural gas consumption is

1 approximately 5 million CCF, which accounts
2 for about 15 percent of our manufacturing
3 cost for the Pittsburgh Corning plant.

4 Our primary competition comes from a
5 variety of other insulating materials, most
6 of which are capable of providing the same
7 benefits as our product, but at a much lower
8 cost. Recent technological advancements
9 especially for plastics, which is one of our
10 competitors, their technological advances
11 have allowed them to reduce their
12 manufacturing costs over the last 15 or 20
13 years enabling them to preserve their profit
14 margins without increasing cost or prices to
15 their customers.

16 However, Pittsburgh Corning's processes
17 and equipment are very mature with little
18 opportunity for significant cost reductions
19 from new technologies. Since our competitors
20 rarely increase their costs, our
21 opportunities are very limited for cost
22 increases for price increases to our
23 customers. Therefore, we try to maintain
24 profit margins with aggressive and effective
25 cost control strategies. That's really why I

1 am here tonight to addressing the commission
2 this evening.

3 We're not really seeking special
4 consideration in this proceeding, only fair
5 and equitable rates for our class of service
6 based on verifiable facts in generally
7 utilized principals and procedures for
8 utility rate making.

9 We should and we want to pay the costs
10 required for our service, our class of
11 service, but we're not in an economic
12 position to pay costs associated with other
13 customer classes or pay costs that do not
14 pertain to providing of a public utility
15 service.

16 I'm not here to take issue with the size
17 of the overall rate increase, but we are
18 concerned that some of the proposals advanced
19 by the company, staff of the counsel do not
20 really achieve a fair and equitable
21 distribution of costs. In fact, we're advised
22 by our advisors, our technical consultants
23 that their position should not be sustainable
24 and we're going to submit additional
25 testimony in the technical phases of these

1 hearings to substantiate that claim.

2 I feel the adoption of those proposals
3 could result in economic damage to the
4 community's industrial base and related
5 employment and growth opportunities.

6 In conclusion, I just ask that the
7 commission be sensitive to the concerns and
8 competitive pressures of companies like our
9 ours, the other industrial consumers that are
10 affected by this proceeding and give careful
11 attention to all the facts that you're
12 presented during the course of the testimony
13 in the hearings. Thank you.

14 JUDGE RUTH: Mr. Close, let me
15 ask a couple of questions. I'm not quite
16 sure I followed something there at the very
17 beginning. You indicated that you're the
18 plant manager at Pittsburgh Corning; is that
19 correct?

20 THE WITNESS: Yes.

21 JUDGE RUTH: And I think I
22 understood you to say that you were here on
23 behalf of the that company, correct?

24 THE WITNESS: Yes.

25 JUDGE RUTH: When you were

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1 stating we throughout the statement are you
2 referring to Pittsburgh Corning?

3 THE WITNESS: Yes.

4 JUDGE RUTH: So you also
5 mentioned that Pittsburgh Corning is a member
6 of the Sedalia Industrial Energy Users Group.

7 THE WITNESS: Yes.

8 JUDGE RUTH: Your we would refer
9 to your company Pittsburgh Corning as opposed
10 to the SIEU?

11 THE WITNESS: Yes.

12 JUDGE RUTH: Just want to make
13 sure I understood that.

14 THE WITNESS: Sure.

15 JUDGE RUTH: Chairman Gaw, do
16 you have any questions?

17 MR. GAW: Maybe just a
18 clarification. I wasn't sure, Mr. Close, if I
19 understood when you were saying you weren't
20 contesting necessarily the amount of the
21 increase as much as you were how the
22 classes -- how it's divided into classes. Is
23 it accurate to say that the company's rate
24 increased request that you do not contest
25 that part or --

1 THE WITNESS: I wouldn't say
2 we're not contesting it.

3 MR. GAW: I didn't think that's
4 what you meant, but I wanted to make sure.

5 THE WITNESS: We are addressing
6 particularly through the Sedalia Industrial
7 Energy Users, we're really addressing the
8 rate design and allocation issues.

9 MR. GAW: Would it be fair to say
10 that you're focusing your primary resources
11 on that?

12 THE WITNESS: My understanding is
13 from what little I know so far on the overall
14 increase is that that's being addressed with
15 public counsel and the staff very adequately.

16 MR. GAW: That's what I thought
17 you meant.

18 What I would ask you then in regards to
19 the amount that you testified earlier that
20 gas contributes to the manufacturing costs,
21 you mentioned a percentage and I may not have
22 said that exactly right.

23 THE WITNESS: 15 percent is what
24 natural gas accounts at Pittsburgh Corning of
25 the annual manufacturing cost.

1 MR. GAW: In regard to the issue
2 of how much really starts having a
3 significant impact on your ability to
4 compete, is there a range that you're
5 endangered by this rate case? Are we getting
6 close to that break point or is it just every
7 dollar counts when you're trying --

8 THE WITNESS: I think every
9 dollar counts. We have a number of
10 strategies for cost control whether it's in
11 terms of labor, utilization, efficiency,
12 whatever, we try to address them all.

13 MR. GAW: And this is one
14 element?

15 THE WITNESS: Yes.

16 MR. GAW: Okay. I think that's
17 all I have. I very much appreciate your
18 coming.

19 JUDGE RUTH: Can I get you to
20 remain at the microphone for just another
21 moment.

22 THE WITNESS: Sure.

23 JUDGE RUTH: I will ask Aquila if
24 you have any questions for the witness?

25 MR. COOPER: No questions.

1 JUDGE RUTH: Staff?

2 MR. FRANSON: No questions, Your
3 Honor.

4 JUDGE RUTH: Public counsel?

5 MR. MICHEEL: No questions, Your
6 Honor.

7 JUDGE RUTH: Thank you, Mr.
8 Close, you may step down.

9 The fourth witness on the sign up list I
10 believe is Shirley Neff. Miss Neff, did I
11 pronounce -- okay.

12 Let's start by having you raise your
13 right hand.

14
15 SHIRLEY NEFF
16 called as a witness herein, being first duly
17 sworn by the Judge, testified on her oath as
18 follows:

19
20 JUDGE RUTH: Thank you. Would
21 you state and spell your name for the record.

22 THE WITNESS: My name is
23 Shirley, S-h-i-r-l-e-y Neff, N-e-f-f.

24 JUDGE RUTH: And your address?

25 THE WITNESS: 111 West 6th

1 street, Sedalia, Missouri 65301.

2 JUDGE RUTH: Thank you. You may
3 proceed with your comments.

4 THE WITNESS: Can you hear me
5 okay?

6 JUDGE RUTH: I don't know if you
7 can tip the microphone down. I can hear you,
8 but the people behind you --

9 THE WITNESS: I am Benevolent
10 Director for Open Door Ministries in Sedalia.
11 We represent several hundred families in
12 Pettis County all low income households. Low
13 income families are really having a problem
14 with paying their bills now. If there is a
15 rate increase there is really going to be a
16 lot more problems. They use all of the
17 community services that there are in Pettis
18 County and probably the majority of them have
19 already used them this year, and I don't know
20 what they're going to do the rest of the
21 year. It is a bad situation.

22 Now they have to decide whether they are
23 going to buy medicine, whether they are going
24 to pay their rent, whether they are going to
25 buy food or whether they're going to pay

1 their utility bill. We know that they can't
2 turn them off if it's below 30 degrees and
3 most all of our people know that, then by the
4 time they can turn them off then their bill
5 has got -- it is a monstrosity how high it is
6 then.

7 I deal with this several times a day and
8 have dealt with it for ten years. I feel
9 like it is getting worse, and if we get
10 another raise it's going to continue to get
11 worse.

12 I call Missouri Public Service or Aquila
13 several times a day, normally I try to keep
14 everything to call all of our people that we
15 are going to help at two o'clock when we are
16 off -- we close at two o'clock -- because I
17 have such a hard time getting through. We
18 don't know whether their calls are going to
19 be taken at Raytown or whether they're going
20 to be taken at Omaha.

21 It was really good when we talked to the
22 local people they knew exactly who I was,
23 what I was talking about, they could go down
24 the list and so forth. The lines are busy
25 many many times, older folks just have a

1 problem calling in about their bill unless
2 they have some help because you push two, you
3 push one, you push three. If you have a
4 telephone you push one. If you push another
5 one -- if you don't have a phone you push
6 this. They don't understand that. It's very
7 difficult for them to do that.

8 I'm older, but there's a lot of older
9 people than I and they have a problem calling
10 the utility company, and they will come in
11 and say, will you help me with this.

12 The telephone is an okay system, but I
13 think they need a little more help from
14 Aquila's end to help them with their bill.

15 Another problem that I have is if we are
16 asking for this rate increase it may not have
17 anything to do with this, but we are able to
18 come up or Aquila was able to come up with
19 26.5 million dollars for fines, but yet we're
20 asking for a rate increase. That bothers my
21 families and it bothers me. 26.5 million
22 dollars.

23 I'm interested in where that money goes.
24 Maybe they can come back and help some of
25 these people with their bills, because as the

1 lady said a while ago she kept her thermostat
2 on 60 degrees, that's probably true. That's
3 probably true.

4 I'm just asking why you're asking for a
5 rate increase for anybody especially the low
6 income families when you have been able to
7 pay 26.5 million dollars in fines. That's
8 all.

9 JUDGE RUTH: Miss Neff, I wanted
10 to ask you a question. Back at the very
11 beginning you indicated that you're here on
12 behalf of benevolent --

13 THE WITNESS: I'm benevolent
14 director.

15 JUDGE RUTH: Benevolent director.

16 THE WITNESS: Open Door
17 Ministries. Right now we have close to nine
18 thousand families involved.

19 JUDGE RUTH: Thank you. I just
20 didn't follow that and I wanted to clarify
21 it.

22 Mr. Chairman, do you have any questions?

23 MR. GAW: I want to follow up on
24 that just a minute. Nine thousand families
25 in what geographic area?

1 THE WITNESS: Pettis County.

2 MR. GAW: In Pettis County. That
3 are directly involved in benevolent
4 ministries or directly involved in -- I'm
5 just trying to get --

6 THE WITNESS: They are our
7 clients.

8 MR. GAW: They're your clients.

9 THE WITNESS: Yes.

10 MR. GAW: Nine thousand families?

11 THE WITNESS: Almost. I think
12 it's 86 something, but almost nine thousand
13 families.

14 MR. GAW: What do you do for
15 them? What services do you have for them in
16 general?

17 THE WITNESS: Okay. Food pantry,
18 water bill, utility bill, telephone bill, if
19 it's accepted by the doctor they must have a
20 telephone bill. Homeless people,
21 transportation. We bought car license when
22 they're not able to get back and forth to
23 work. There are many things, I could go on
24 and on.

25 MR. GAW: The funding from that

1 comes from where?

2 THE WITNESS: A lot of it is
3 local. We do get about three different
4 fundings from different agencies, part of it
5 is state level and one of them is federal.

6 MR. GAW: Do you know whether or
7 not Pettis County has LIHEAP funds?

8 THE WITNESS: Yes, we do.

9 MR. GAW: At this time are
10 there -- is there still finding available
11 through LIHEAP?

12 THE WITNESS: I think you will be
13 hearing from the lady and yes, there is
14 funds.

15 MR. GAW: All right. The issue of
16 your calls into Aquila, do you have trouble
17 getting through to a live operator when you
18 call a live person.

19 THE WITNESS: I would say this
20 time of year probably three times out of four
21 times we don't get right through immediately.

22 MR. GAW: What happens in those
23 three times?

24 THE WITNESS: Most generally
25 there is none.

1 MR. GAW: The phone rings busy?

2 THE WITNESS: Right.

3 MR. GAW: Okay. So then you have
4 to hang up and call again?

5 THE WITNESS: Right.

6 MR. GAW: When you do that
7 generally how soon before you would normally
8 call back?

9 THE WITNESS: Well it just
10 depends whether -- I've done it before two
11 o'clock, after two o'clock I can call right
12 back, sometimes I wait fifteen or twenty
13 minutes and try again.

14 MR. GAW: Then do you sometimes
15 get a busy signal and sometimes not?

16 THE WITNESS: Sometimes and
17 sometimes I get on through.

18 MR. GAW: When you get in and you
19 don't get a busy signal, how long before you
20 are able to talk to someone?

21 THE WITNESS: I know the buttons
22 I know to push 2 and I know to push 1, so I
23 get on through there. The only thing I have
24 a problem with if they say you need to say
25 what telephone number you're calling from,

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1 they don't want my telephone number so I have
2 a little problem with that. Right on through
3 to a person.

4 MR. GAW: Do you have any
5 difficulties once you're in dealing with one
6 of Aquila's representatives?

7 THE WITNESS: Not normally, it's
8 getting much better.

9 MR. GAW: That's all I have,
10 thank you for coming.

11 JUDGE RUTH: Just a moment,
12 please. Aquila, do you have any questions
13 for the witness?

14 MR. COOPER: No.

15 JUDGE RUTH: Staff?

16 MR. FRANSON: Yes, actually one.
17 Miss Neff, did you hear Miss Howard testify
18 earlier that one of the problems that she
19 sometimes runs into on behalf of people is
20 she'll have a bill in front of her and she'll
21 be talking to someone at a call center that
22 has a screen; do you ever run into that
23 problem that being you have one part of
24 information on a bill and someone at Aquila
25 has problems matching that up?

1 THE WITNESS: I don't believe I
2 have.

3 MR. FRANSON: Thank you.

4 JUDGE RUTH: Public counsel?

5 MR. MICHEEL: I have no
6 questions, Miss Neff.

7 JUDGE RUTH: Thank you very
8 much, Miss Neff, may sit down.

9
10 (Witness excused.)

11
12 JUDGE RUTH: The last witness I
13 have on the witness sheet is Laura Paxton.
14 Did I pronounce your name correctly?

15 THE WITNESS: Yes.

16
17 LAURA PAXTON
18 called as a witness herein, being first duly
19 sworn by the Judge, testified on her oath as
20 follows:

21
22 JUDGE RUTH: Could you step
23 forward and speak into the microphone. I'm
24 just trying to make sure the people in the
25 audience can hear you also.

1 Could I have you state and spell your
2 name for the record.

3 THE WITNESS: My name is Laura,
4 L-a-u-r-a Paxton, P-a-x-t-o-n, I'm the client
5 service coordinator for Missouri Valley
6 Community Action Agency in Sedalia.

7 JUDGE RUTH: Could you state
8 your address.

9 THE WITNESS: 505 South
10 Kentucky, Suite A, Sedalia, Missouri.

11 JUDGE RUTH: Is that the address
12 then for --

13 THE WITNESS: Missouri Valley
14 Community Action Agency.

15 JUDGE RUTH: Can you explain to
16 me briefly what Missouri Valley Community
17 Action Agency is.

18 THE WITNESS: Right now we're
19 doing the LIHEAP program that the DFS did
20 last year. Also doing the energy crisis
21 intervention program, which is another energy
22 assistance program. We do Section A. We do
23 weatherization. We have an IDA program. We
24 do taxes free for low income tax people, a
25 lot of services, back to school supplies.

1 JUDGE RUTH: You said your
2 position there is?

3 THE WITNESS: Client Service
4 Coordinator.

5 JUDGE RUTH: Thank you. You may
6 continue with your statement.

7 THE WITNESS: This is our first
8 year with the LIHEAP program, and we started
9 about October the 27th and from then we have
10 served 12 hundred people just through the
11 LIHEAP program in Pettis County. That is a
12 total, a grand total of what they served last
13 year at this time. We still have two more
14 months to go.

15 We had a lot of problems with not
16 necessarily with Aquila but understanding.
17 The cold whether rule. You do this cold
18 weather rule to help our clients so you can
19 even the payment out month by month. If they
20 miss one billing they do not get a shutoff
21 notice they get shut off, and then we have to
22 come up with a deposit and the total bill,
23 which can sometimes be \$1,300 if that is
24 their balance that has been divided out. And
25 the reason they're on this is because they

1 are low income.

2 I have problems when I call if somebody
3 has been shut off and I call, what does it
4 take to get them back on? We have to have a
5 deposit. One person will have to have \$100
6 deposit and another person a \$500 deposit.
7 There's no rhyme or rule for this. We don't
8 understand what the difference is.

9 Our other utility company here, our
10 water company, has a flat fee of \$100
11 deposit. I really feel that Aquila needs to
12 look into this matter.

13 Our LIHEAP program, just to clarify what
14 Evelyn Howard said earlier on the bill; our
15 LIHEAP program goes to the main heating
16 source so that money is designated, if you
17 heat with gas it goes towards the gas bill
18 with Aquila being both gas and electric here
19 in Pettis County that is the reason that
20 they're still getting shutoff notices on
21 their electric is because it's gone toward
22 the gas bill or it's gone toward the electric
23 bill. It will not go toward both. That's
24 the way it's designated.

25 Our ECIP funds are different.

1 JUDGE RUTH: What's ECIP?

2 WITNESS: ECIP is Emergency
3 Crisis Intervention Program. It is a program
4 that picks up after LIHEAP if they're in shut
5 off status -- they have to have a shutoff
6 notice for this program, that's only way we
7 can help them. And through our program here
8 in Pettis County we ask that they prove that
9 they have paid \$75 in the last 90 days, that
10 just makes them accountable for their bill.
11 That's \$25 a month, but that they need to
12 show us a receipt for that they have toward
13 this bill.

14 I have called Aquila and been able to
15 voucher \$178 for a client. The bill might be
16 225 or 200, Aquila will not leave them on for
17 that remainder of \$20. I've even had it done
18 for \$8.00. I've had to send the client out
19 tell them you have to come up with \$8.00
20 before we can keep this on. Aquila would not
21 accept the payment. They would not add it on
22 to next month's bill.

23 I do not find this all the time, just
24 certain -- we never know who is going to do
25 it just certain people that does it they

1 won't accept it.

2 JUDGE RUTH: What do you mean
3 they won't accept it?

4 THE WITNESS: When I call to
5 voucher for the money if their bill is like
6 \$200 and I can voucher \$178 they won't leave
7 it on for the other \$22, they will shut them
8 off unless that client can go out and come up
9 with \$22 or I can send them to Open Door to
10 come up with \$22 or something of this sort.

11 Aquila allows the customer to let their
12 bills get too high. We have shutoffs of
13 \$1,300, \$1,500. It's hard enough for the
14 client to come up with a month or two months
15 bill, but when they keep allowing them to
16 just keep accumulating this without them
17 getting the assistance they need when there
18 is help out there available.

19 I asked Aquila representative about it
20 one time, why because if I got a shutoff
21 notice I would believe that my bill is going
22 to be shut off. Why are these people allowed
23 to let their bills get so high. They said
24 because they're on a system.

25 Missouri Valley has helped, Division of

1 Family Services has helped, Open Door has
2 helped. They know somewhere along the way
3 when funding is available these people are
4 going to get helped, so they allow this bill
5 just to continuously rack up on these
6 clients. I don't feel like this is fair.

7 Our weatherization program on our
8 applications for LIHEAP, there's a question
9 on there about weatherizing. Is your home
10 weatherized? I've been taken a lot of
11 weatherization applications, but there's just
12 no funding out there for them right now.

13 That's about all I have. I did not know
14 about this meeting until earlier today and
15 Shirley shared it with me, and I did not have
16 time to prepare. These are just some
17 questions off the top of my head that I just
18 wanted to address.

19 JUDGE RUTH: Thank you. If you
20 could stay up here for just a moment.
21 Chairman Gaw?

22 MR. GAW: Thank you, Miss Paxton
23 for coming I appreciate the work that your
24 agency does. You will have a lot of
25 challenges out there and I know there's a lot

1 of sister organizations around the State
2 doing similar work to yours.

3 I need to see if I can clarify a few
4 things if you wouldn't mind. First of all, I
5 heard you say something about 12 hundred
6 people so far have been served by you or
7 received assistance through your community
8 action agency so far this --

9 THE WITNESS: For LIHEAP.

10 MR. GAW: -- heating season.
11 That's for LIHEAP?

12 THE WITNESS: Yes, for LIHEAP
13 only.

14 MR. GAW: Does that include
15 emergency assistance?

16 THE WITNESS: Not at this time.

17 MR. GAW: Are there additional
18 people that have received that or would they
19 be a subset of those 12 hundred?

20 THE WITNESS: Part of the same
21 people are covered by the ECIP program,
22 others are new ones that do not qualify under
23 the LIHEAP program.

24 MR. GAW: All right. You said
25 last year I think that the total for the

1 entire year was 12 hundred?

2 THE WITNESS: Uh-huh, for the
3 total LIHEAP program was 12 hundred, and
4 we've already hit that this year.

5 MR. GAW: Do you know whether all
6 of your funding was used last year?

7 THE WITNESS: Yes, it was cut off
8 short last year.

9 MR. GAW: So do you have funding
10 available?

11 THE WITNESS: I have funding
12 through LIHEAP right now. I'm expecting some
13 funding through energy crisis anytime.

14 MR. GAW: Are you out of funding
15 for energy crisis currently?

16 THE WITNESS: Yes. I've already
17 gone through \$27,000 since October.

18 MR. GAW: All right. Do you know
19 how much LIHEAP money you have used up to
20 this point?

21 THE WITNESS: No, at this point I
22 do not.

23 MR. GAW: Do you anticipate
24 running short of the LIHEAP money based upon
25 what you anticipate receiving?

1 THE WITNESS: Yes, I do. I'm
2 encouraging everybody that does qualify for
3 it to get their applications in as soon as
4 possible.

5 MR. GAW: So if I'm understanding
6 what you're telling me correctly, that you
7 were short last year with the funding
8 available; is that correct?

9 THE WITNESS: Yes.

10 MR. GAW: It sounds like you're
11 going to be even shorter this year?

12 THE WITNESS: We are. We're
13 turning people away right now that's already
14 received the LIHEAP funds. We don't have the
15 other emergency crisis. I send them to
16 Shirley. We have another organization next
17 door that I send them to that are running
18 very very low, Salvation Army, but we don't
19 have enough. And then the criteria is we can
20 help you one time on this program, you know,
21 that leaves a lot of people out there without
22 help.

23 MR. GAW: You said something
24 earlier that you have seen some people who
25 missed one billing and they just get shut off

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1 without any notice. Do you have individuals
2 that you know, I'm not asking for their names
3 at the present time, who have been shut off
4 without receiving notice?

5 THE WITNESS: Under the cold
6 weather rule, yes.

7 MR. GAW: I need to have a little
8 more -- I need to understand how the cold
9 weather rule inter-relates without getting
10 them notice.

11 THE WITNESS: Because the cold
12 weather rule if you are late you do not get a
13 shut off. You have made an agreement you
14 will pay this amount on this date and they do
15 not notify you.

16 Now in this kind of weather they
17 possibly will, but on just a regular basis,
18 no. If it get to be 40 degrees tomorrow and
19 stays above freezing tomorrow night they will
20 be out there in the morning to shut you off.

21 MR. GAW: Okay. Now I'm following
22 you. I was trying to see how that
23 inter-relates.

24 So if I am understanding you correctly
25 if someone has received protection under the

1 cold weather rule from being shut off because
2 of the temperature not having fallen below 30
3 degrees, that on the temperature rising so
4 the cold weather rule is no longer protecting
5 them they can be shut off without any notice
6 given?

7 THE WITNESS: Yes.

8 MR. GAW: Now I'm following you.
9 I was trying to -- there was a -- you were
10 discussing the concern that you believed
11 Aquila allows some people's bills to get too
12 high. And I'm trying to understand. At the
13 same time you were discussing concerns about
14 that sometimes you have difficulty getting
15 them keeping someone on who can come up with
16 nearly all of the bill to keep from being
17 shut off but not quite enough.

18 I'm trying to understand. I know
19 there's an explanation from you about why
20 sometimes you don't want them to be shut off,
21 but on the other hand I thought you were
22 implying that sometimes they should be shut
23 off because their bill is getting too high.
24 Help me to reconcile those two.

25 THE WITNESS: There needs to be

1 guidelines for everybody. The common person
2 that is not on a system will be shut off on
3 the date of that shutoff notice, the common
4 person. But the person that is on the system
5 that has gotten help before they allow that
6 bill to just go out of sight because they
7 know funding is coming somewhere. I think it
8 would make the clients more accountable if
9 they would not allow that bill to get so
10 high.

11 We have another electric company here in
12 town, in the county, that electric company
13 will not allow you to get over 30 days, and
14 those bills are down. Those people do come
15 up with some of the money.

16 We are able to assist more people if
17 Aquila would not allow them to get so high.
18 We would be able to help more.

19 MR. GAW: Now, the cold weather
20 rule does contribute to bills getting higher
21 if they're not shut off during that time
22 frame. Does the cold weather rule make this
23 problem worse to the point that you think
24 that that is part of the problem or is it you
25 perceive it as being something dealing with

1 how Aquila handles their customers in
2 treating one segment differently than
3 another?

4 THE WITNESS: I think the cold
5 weather rule does hinder it, because it
6 allows that bill to just keep mounting on
7 them. The problem is if they get in such a
8 financial bind, you know, and it's just they
9 can't do it. If they can't meet their bills
10 on these small amounts there's just no way.

11 MR. GAW: You're not suggesting
12 the cold weather rule should be done away
13 with, are you?

14 THE WITNESS: I'm not suggesting
15 that, but I feel like Aquila needs to have a
16 little bit of compassion with these people
17 and not just shut them off when it hits 40
18 degrees or above freezing for 24 hours. They
19 need to be notified so they can have a chance
20 to get out there. And I know that they know
21 their bill is past due, I know that, but they
22 will wait until the last minute. Some of
23 these people do not have the education that
24 we have. They do not budget like we do, and
25 we are just one illness or one accident away

1 from being in their shoes.

2 MR. GAW: If I heard you
3 correctly, you stated that you believe Aquila
4 treats individuals or families who are in the
5 system I think you said differently in regard
6 to when they are shut off than someone who
7 may not be. Tell me, did I say that
8 correctly?

9 THE WITNESS: Yes, that's true.
10 Because --

11 MR. GAW: Tell me why you believe
12 that is true? What information do you have
13 that --

14 THE WITNESS: If I have a person
15 -- my guideline is \$923 a month for one
16 person. If I have a person that's just above
17 that income and I can't help them, but they
18 come in with a shutoff notice and they have
19 never been helped by anybody before they will
20 be shut off, because they do not -- Aquila
21 does not have on their record that anybody is
22 going to step up to the plate and help these
23 people.

24 MR. GAW: Are you basing this on
25 your experience in dealing with the company?

1 THE WITNESS: Yes.

2 MR. GAW: Have you ever been told
3 that that's how they handle it by anyone that
4 works for the company?

5 THE WITNESS: I know personally
6 when my husband was ill that's how they
7 handle it because we fell through the cracks.
8 We could not get help. We had too much
9 income, and when the shut off date came my
10 you utilities were shut off.

11 MR. GAW: The weatherization
12 issue, you say you have no money to deal with
13 Section 8 did I hear you say?

14 THE WITNESS: Yes.

15 MR. GAW: Do you know about the
16 requirements of Section 8 for older houses,
17 what the weatherization requirements are?

18 THE WITNESS: The only
19 requirement -- it's not an airtight building
20 like Evelyn has with her newer buildings
21 because we have older homes but they do have
22 to have storm windows. They do need to have
23 a storm door. They look for the cracks in
24 the foundation those kinds of things, but as
25 far as the insulating part of it we don't

1 have any guidelines for that.

2 MR. GAW: Is that a federal
3 issue, do you know?

4 THE WITNESS: I really do not
5 know.

6 MR. GAW: Your weatherization
7 funds when you do have them, what sources are
8 they?

9 THE WITNESS: They are from the
10 state, from government.

11 MR. GAW: Okay. And you don't
12 have any?

13 THE WITNESS: Well, we do, but
14 we've got a two year waiting list because we
15 have so many applicants. It's for a seven
16 county area, Missouri Valley serves that we
17 cannot get to them. We are right now doing
18 September of '01.

19 MR. GAW: Thank you very much.

20 THE WITNESS: Could I add one
21 more thing?

22 JUDGE RUTH: Certainly.

23 THE WITNESS: I have one more
24 complaint. I'm a homeowner, okay, and this
25 is my -- I'm just using me as an example. I

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1 have my home and I allow this person to live
2 in with me. I'm responsible for that bill,
3 my name is on that bill, the person that's
4 living with me is not and if Aquila finds out
5 when this person moves into a home of his own
6 and I have gone bad on my bill they make this
7 person pay the bill. I don't think that is
8 legal. I don't just see how that can be
9 legal. Their name is not on the bill in any
10 way, shape or form. They are compiling all
11 these bills, you lived at this address and
12 this address and these are accounts past due
13 and you need to pay before we can hook up
14 utilities.

15 MR. GAW: I note that the
16 commission is currently reviewing a rule
17 making on that very subject. I'm not sure
18 the comment period is closed yet, but we have
19 gotten comments in from public counsel and
20 from the industry and from staff. Perhaps
21 someone could tell you whether or not that
22 comment period is closed or not. You might
23 want to submit something. Thank you.

24 JUDGE RUTH: When we go off the
25 record that's something you might want to

1 follow up with staff or Aquila if you wish.

2 I don't think I have any questions.

3 Aquila, do you have any questions?

4 MR. COOPER: Just briefly.

5 Ma'am, you referred I think a couple of
6 times to the cold weather rule agreement; can
7 you describe for us your understanding what a
8 cold weather rule agreement is?

9 THE WITNESS: A cold weather
10 rule agreement is where they take your
11 balance and they divide it out amongst 12
12 months and on the usage that you had last
13 year.

14 MR. COOPER: So it is a special
15 billing arrangement between the customer and
16 the company?

17 THE WITNESS: Yes.

18 MR. COOPER: That's agreed to by
19 both parties right?

20 THE WITNESS: Yes.

21 MR. COOPER: That's all the
22 questions I have.

23 JUDGE RUTH: Staff, any
24 questions?

25 MR. FRANSON: No questions, Your

1 Honor.

2 JUDGE RUTH: Public counsel?

3 MR. MICHEEL: No questions, Your

4 Honor.

5 MR. GAW: I do have -- I want to

6 follow-up on that, I think that sheds some

7 light on -- when you say cold weather rule

8 agreement could you also be talking about

9 something called a budget billing?

10 THE WITNESS: Yes, the budget

11 billing.

12 MR. GAW: Thank you, that helps

13 me.

14 JUDGE RUTH: Now I'm confused.

15 THE WITNESS: It is the budget

16 billing. The cold weather rule they won't

17 shut you off until it gets above freezing.

18 So it is the budget planning.

19 JUDGE RUTH: Based on the

20 additional information Aquila, do you have

21 any follow-up questions?

22 MR. COOPER: No, Your Honor.

23 JUDGE RUTH: Staff?

24 MR. FRANSON: No, Your Honor.

25 JUDGE RUTH: Public counsel?

1 MR. MICHEEL: No.

2 JUDGE RUTH: Thank you very much,
3 you may step down.

4
5 (Witness excused.)

6
7 JUDGE RUTH: Those are all the
8 witnesses that I have on the sign-up sheet,
9 however, I do want to offer a last
10 opportunity if there's any -- looks like
11 there's someone in the audience that might
12 want to speak; is that true? You are Miss
13 Neff.

14 Miss Neff, let me remind you that you
15 are still under oath. And your name again
16 was Shirley Neff, correct?

17 THE WITNESS: Yes.

18 JUDGE RUTH: You wanted to add
19 something?

20 THE WITNESS: I have a problem
21 with Aquila. If your bill gets too high
22 guess what, you get it turned on in somebody
23 else's name if you don't want to pay it. I
24 have not been able to get to the bottom of
25 that within the last three or four years.

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1 Before if I knew it was in someone else's
2 name I would tell the local office and they
3 would get on it right now. That's where a
4 lot of money goes for Aquila because they
5 turned their utilities on in somebody else's
6 name. They also turn it on in children's
7 names, too, and I think that's where a lot of
8 the money goes that should be paid to Aquila
9 but they just turn it on in somebody else's
10 name.

11 JUDGE RUTH: I'm confused. Are
12 you saying that the client, the customer, the
13 rate payer goes and turns on their own
14 service but not in their own name they turn
15 it on in their child's name?

16 THE WITNESS: Or someone else's.

17 JUDGE RUTH: That's a concern for
18 you?

19 THE WITNESS: That's a concern,
20 very much a concern.

21 JUDGE RUTH: Do you have
22 suggestions as to how that should be handled
23 instead?

24 THE WITNESS: I'm not sure who
25 does that in the company any more.

1 JUDGE RUTH: Do you have a
2 follow-up questions, Mr. Chairman?

3 MR. GAW: No.

4 JUDGE RUTH: Aquila?

5 MR. COOPER: No.

6 JUDGE RUTH: Staff?

7 MR. FRANSON: No, Your Honor.

8 JUDGE RUTH: Public counsel?

9 MR. MICHEEL: No, Your Honor.

10 JUDGE RUTH: Thank you Miss
11 Neff.

12 Is there anyone else in the audience
13 that wanted to sign up? I'm looking out
14 there and I don't see anyone else so I will
15 set the witness sign-up sheet aside.

16 I want to thank everyone for coming down
17 and giving your comments, we appreciate your
18 time.

19 Again, the transcript will be provided
20 to the other commissioners so they can read
21 all of your comments also and the evidentiary
22 hearing will be it will begin in March and
23 continue through the end of March -- excuse
24 me, and continue through April 2nd.

25 Chairman Gaw, do you have any closing

1 remarks?

2 MR. GAW: I just again want to
3 thank everyone for coming, we appreciate your
4 input. We will be, as the Judge said, moving
5 toward a hearing on this case and your
6 comments will be taken into account and
7 remain part of the record and be considered
8 in reaching our decision. Thank you all very
9 much for coming tonight.

10 JUDGE RUTH: I will just remind
11 the parties also that Aquila is expected to
12 file Exhibit 2, which is Page 2 of the
13 document that was filed as Exhibit 1 and
14 Aquila has ten days, that's until the 19th to
15 file that Exhibit 2.

16 As for Exhibit 1, if the parties have
17 any objections to that document they'll need
18 to file those within five business days of
19 today. And once Exhibit 2 is filed there
20 will be five business days for objections to
21 be filed.

22 Thank you all very much. That will
23 conclude the on the record portion of the
24 local public hearing.

25 Again, I think that staff, public

ROBERTS & ASSOCIATES BY THOMAS ROBERTS, RPR, CCR

1 counsel and the company will have
2 representatives available for a few minutes
3 if you have some unanswered questions.

4 Thank you.

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7 (Hearing concluded at 7:30 p.m.)

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