

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

---

STRUCTURAL GLASS SYSTEMS, INC.,

Complainant,

vs.

File No. GC-2023-0143

SPIRE MISSOURI, INC. d/b/a/ SPIRE,

Respondent.

---

TRANSCRIPT OF PROCEEDINGS

Wednesday, May 10, 2023

ROSS KEELING, Presiding

REGULATORY LAW JUDGE

SCOTT T. RUPP, CHAIRMAN

MAIDA COLEMAN, COMMISSIONER

Stenographically Reported by: Shelly A. Loniello, RPR

Job No. 145467

## A P P E A R A N C E S:

MARK E. MEYER

2528 SW Wintercreek Drive  
Lee's Summit, Missouri 64081  
meyerlaw78@yahoo.com

FOR: Structural Glass Systems, Inc.

J. ANTONIO ARIAS

700 Market Street, 6th Floor  
St. Louis, Missouri 63101  
antonio.arias@spireenergy.com

FOR: Spire Missouri

RON IRVING

200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, Missouri 65102  
staffcounselervice@psc.mo.gov

FOR: Missouri Public Service Commission

## O P E N I N G   S T A T E M E N T S

	PAGE
Mr. Meyer .....	8
Mr. Arias .....	10
Mr. Irving .....	11

## I N D E X

WITNESS	EXAMINATION	PAGE
Cyril Wrabec		
by Mr. Meyer .....		15
by Mr. Arias .....		33
by Mr. Irving .....		50
by Commissioner Rupp .....		51
by Mr. Arias .....		52
by Mr. Meyer .....		53
Alexis Johnson		
by Mr. Arias .....		57
by Mr. Irving .....		59
by Mr. Meyer .....		60
James Rieske		
by Mr. Arias .....		61
by Mr. Irving .....		75
by Mr. Meyer .....		76
by Judge Keeling .....		85
by Mr. Meyer .....		89
by Mr. Arias .....		90
Cedric Cunigan		
by Mr. Irving .....		95
by Mr. Arias .....		96
by Mr. Meyer .....		97
by Judge Keeling .....		99
by Mr. Arias .....		101
by Mr. Irving .....		102
Deborah Bernsen		
by Mr. Irving .....		104
by Mr. Arias .....		107
by Mr. Irving .....		111

EXHIBIT INDEX

Received

STRUCTURAL GLASS SYSTEMS, INC.

Exhibits 1-17 ..... 33

SPIRE MISSOURI

Exhibit 101 ..... 57

Exhibit 102 ..... 69

Exhibit 103 ..... 95

MISSOURI PSC

Exhibits 200, 200C ..... 106

Exhibit 201 ..... 60

1 TRANSCRIPT OF PROCEEDINGS

2 JUDGE KEELING: Good morning. Today is  
3 May 10, 2023. The time is 9:15. The Commission  
4 has set this time for an evidentiary hearing in the  
5 case captioned as Structural Glass Systems,  
6 Incorporated, complainant, versus Spire Missouri,  
7 Incorporated d/b/a Spire as respondent, File  
8 No. GC-2023-0143.

9 My name is Ross Keeling, and I'm the  
10 regulatory law judge presiding over this hearing.  
11 This hearing is taking place in the Public Service  
12 Commission Hearing Room, Room 310 of the Governor  
13 Office Building in Jefferson City, Missouri. In  
14 attendance we have commissioners, Chairman Rupp and  
15 Commissioner Coleman.

16 And first thing I want to do is have  
17 counsel for the parties make their entries of  
18 appearance. We'll start with Structural Glass  
19 Systems, Incorporated.

20 MR. MEYER: Mark Meyer, for Structural  
21 Glass Systems, Incorporated.

22 JUDGE KEELING: Spire.

23 MR. ARIAS: Good morning, your Honor.

24 Antonio Arias on behalf of Spire.

25 JUDGE KEELING: And staff for the

1 Commission.

2 MR. IRVING: Ron Irving, staff counsel.

3 JUDGE KEELING: Well, good morning. Now,  
4 I'll ask -- I'll ask everyone to silence all their  
5 cell phones and mobile devices. Please be aware  
6 that when your microphones are on, which is  
7 indicated by a green light on your microphone,  
8 and -- and when they're off, there -- there's no  
9 green light.

10 Today's hearing is being recorded.  
11 We do not have a court reporter either on-site or  
12 on our WebEx presentation. I apologize for the  
13 delay and hope I didn't waste anybody's time, but  
14 this will be transcribed from this -- from this  
15 recording at a later date. Please be aware of  
16 that. And it's very important that when you speak,  
17 you speak into the microphone and make sure that  
18 everyone can hear your -- hear you. So speak  
19 clearly and -- and -- and loudly, and -- and  
20 hopefully we won't get any of the words  
21 misinterpreted in our -- in our -- in our  
22 transcription. Spell names or words that could be  
23 misinterpreted and, at least initially, state what  
24 any acronyms stand for.

25 Okay. I don't believe there are any

1 pending motions. Are there any pending motions in  
2 this matter?

3 MR. MEYER: None from complainant.

4 MR. ARIAS: None from Spire.

5 JUDGE KEELING: Okay. No other  
6 preliminary matters?

7 MR. MEYER: No, your Honor.

8 JUDGE KEELING: Okay.

9 Okay. We have a -- a -- an order of  
10 witnesses that was filed by the parties in their --  
11 in their joint list of issues and witnesses. Are  
12 we -- is there going to be any variation from that?

13 MR. IRVING: No. No, your Honor.

14 MR. ARIAS: No, your Honor.

15 MR. MEYER: Your Honor, complainant will  
16 have one of the two witnesses. We have Cyril  
17 Wrabec; we do not have Brianna Corso.

18 JUDGE KEELING: Thank you, Counselor.

19 So today we're going to handle  
20 exhibits -- we're going to -- if you have paper  
21 exhibits, you probably brought those. We're not  
22 going to have a court reporter to bring them to.  
23 If they're prenumbered, you can bring them to me.  
24 But we will circulate those electronically through  
25 email after the hearing. Exhibits should be

1 premarked and -- and continuous sequentially of  
2 course.

3 So with that, we will start with  
4 opening statements, and we will start with  
5 Structural Glass Systems.

6 MR. MEYER: Should I go to the podium?

7 JUDGE KEELING: Please do.

8 MR. MEYER: Your Honor, briefly,  
9 complainant, Structural Glass Systems, Inc.,  
10 occupies a commercial space in Raytown, Missouri.  
11 It is a -- a glass shop. Complainant moved into  
12 the glass shop in November of 2021, and started the  
13 gas service at that time. It is the complainant's  
14 position that the only fixture which they had using  
15 gas were two propane gas -- or two natural gas  
16 heaters. Those were the only things using Spire's  
17 service. The bills which they received were  
18 consistent with bills that they had received at a  
19 larger facility which they formerly occupied. They  
20 had no notice of any increase or tremendous usage.  
21 And then several months later, in April of '22,  
22 they received a corrected bill alleging that they  
23 had used \$7,000 worth of natural gas as opposed to  
24 3- to \$400 per month. This error has been ascribed  
25 to a meter error that resulted from the



1 installation of the meter in October of '21.

2           Spire has indicated that they  
3 treated it as -- it was a six-digit read that was  
4 reporting as five, and that the -- that Structural  
5 Glass Systems had really used ten times the gas  
6 that was being reported through the five-digit  
7 read. However, the complainant's position is that  
8 that amount of gas used, it's just simply  
9 inconsistent with the fixtures in place within  
10 their facility, and we would submit that the --  
11 there is a lack of clarity from Spire about which  
12 digit was being erroneously reported. Is it to the  
13 left, in which case, the usage remains the same as  
14 what they were previously billed for, it would be a  
15 zero. Or is it to the right, in which case,  
16 they're using -- you know, Structural Glass  
17 Systems, Inc. was using thousands of CCFs of gas  
18 per month.

19           Further, the evidence will show that  
20 after this issue was corrected, Structural Glass  
21 Systems' usage currently is back to what they had  
22 originally been billed for, about 80 to a hundred  
23 CCFs per month.

24           So with that, we would submit that  
25 the billing resulted from an error of Spire, and

1 we're asking Spire correct it or cease collecting  
2 on it.

3 I wouldn't have anything else, in  
4 terms of an opening.

5 JUDGE KEELING: Thank you, Counselor.

6 Would counsel for Spire --

7 MR. ARIAS: Good afternoon, your Honor,  
8 chairmen -- chairman, commissioners.

9 Spire's position is that it properly  
10 rebilled complainant for underbilled natural gas  
11 usage from the period of November 24, 2021 to  
12 April 12, 2022.

13 Complainant was underbilled for  
14 natural gas usage during this period due to an  
15 incorrect PTZ corrector configuration, which I know  
16 doesn't mean much to us now. Our witness, Spire's  
17 witness, James Rieske, is here to testify and  
18 explain that issue.

19 In this the incorrect PTZ corrector  
20 configuration caused complainant's natural gas  
21 meter to register six digits of usage properly --  
22 six digits -- six digits of usage, but only five  
23 digits of usage were transmitted to Spire's billing  
24 system. Spire identified the issue, diagnosed the  
25 cause and implemented a plan to address this

1 underbilling.

2           Spire is -- Spire has inspected the  
3 natural gas meter and found that the meter is  
4 working within the standards set by the rules of  
5 the Commission and was accurately recording -- or  
6 recording and registering complainant's usage.

7           Under Commission Rule 20 CSR  
8 4240-13.025(B), Spire has made an appropriate  
9 adjustment for complainant's underbilled natural  
10 gas usage and properly rebilled complainant.

11           Thank you.

12           MR. IRVING: Mr. Keeling, Chairman Rupp,  
13 good morning. May it please the Commission.

14           I am Ron Irving with staff counsel,  
15 and I am representing the staff of the Missouri  
16 Public Service Commission.

17           This complaint arises from a  
18 rebilling for gas service from Spire Missouri. Due  
19 to a programming error from the meter to the  
20 billing system, Structural Glass was incorrectly  
21 underbilled. When the error was discovered, Spire  
22 sent a letter and rebilled Structural Glass. It  
23 should be noted that the meter itself record the  
24 amount of gas used correctly.

25           During this investigation of this

1 complaint, staff did not find any evidence that  
2 Spire has violated any statute, tariff or  
3 commission rule. Staff verified that Spire used  
4 the correct rates from their tariff, PSC  
5 Missouri 9, Sheet No. 4.2 that was in effect at  
6 that time. Under PSC Missouri 9, Sheet No. R-8.1,  
7 Spire is able to make billing adjustments for over  
8 or under billings.

9           Situations similar to this in Tariff  
10 Sheet No. R-8.2 allows the customer to pay the  
11 adjustment amount in equal installments over a  
12 period double which the billing adjustments was  
13 applicable. Spire followed up with Structural  
14 Glass several times to make arrangements for  
15 payments.

16           Even though Spire did not violate  
17 any commission rule or applicable -- applicable  
18 tariff, staff made several recommendations to Spire  
19 that it believes will improve the communication  
20 process with the customer in the future.

21           One of these recommendations were,  
22 first, Spire should initiate contact with the  
23 customer once it has been determined that the  
24 customer's bill is in error. Second, the company  
25 should develop talking points to ensure the message

1 conveyed to the customer is consistent and  
2 understandable. Finally, Spire should provide  
3 detailed information in the event of a rebill to  
4 ensure the customer can understand the charges.

5 In their response to staff's report  
6 and recommendation, Spire indicated that they will  
7 take into considerations staff recommendations in  
8 order to improve customer communications.

9 Staff witness Cedric Cunigan is  
10 available today to answer any questions you may  
11 have concerning the meters. Staff witness Debbie  
12 Bernsen is available today to answer any questions  
13 you may have concerning whether Spire followed  
14 their tariff, rebilling and staff's  
15 recommendations.

16 Thank you. I'm sorry, I'm -- I can  
17 answer any questions that you may have at this  
18 point.

19 COMMISSIONER RUPP: Sure. This is  
20 Commissioner Rupp.

21 So by making the recommendations  
22 that staff has made, is it your position that --  
23 that the company failed to do those things, hence  
24 why the recommendations are being made?

25 MR. IRVING: No. These recommendations

1 are basically just a way to make the process a  
2 little bit easier for the customer. It -- to make  
3 sure that these -- like make sure that the customer  
4 can understand what's going on, just to make the  
5 communication a little bit better.

6 COMMISSIONER RUPP: Thank you.

7 JUDGE KEELING: Thank you, Gentlemen.

8 We thought we had a court reporter  
9 online, but we don't. She disappeared. And with  
10 that, we'll move on to putting on witnesses.

11 MS. STENOGRAPHER: Actually -- I'm sorry  
12 to interrupt.

13 This is Shelly Loniello. I just  
14 jumped on. I'm the court reporter. I was on Zoom.

15 JUDGE KEELING: Okay. Well, then give me  
16 a minute to -- to announce your presence, and then  
17 I'll -- we'll go ahead and start taking live  
18 testimony. Once again, please speak clearly and  
19 into your microphones.

20 And we will not be transcribing the  
21 entire proceeding at a later time, just the portion  
22 that the court recorder -- court reporter hasn't  
23 picked up until now. So please go on the -- on the  
24 record.

25 And what's your name again,

1 Court Reporter?

2 MS. STENOGRAPHER: Shelly Loniello,  
3 L-O-N-I-E-L-L-O.

4 JUDGE KEELING: Thank you,  
5 Mrs. Loniello -- or Ms. Loniello. Please go on the  
6 record for us.

7 And, Mr. Meyer, could you please put  
8 on your first witness.

9 MR. MEYER: Yes. We call Cyril Wrabec.

10 JUDGE KEELING: Mr. Wrabec, the witness  
11 stand is right over here.

12 THE WITNESS: Okay. Thank you.

13 CYRIL WRABEC, called as a witness herein,  
14 having been first duly sworn on oath, was examined  
15 and testified as follows:

16 MR. MEYER: Okay. Thank you.

17 E X A M I N A T I O N

18 BY MR. MEYER:

19 Q Sir, please state your name and spell your last  
20 name for the court.

21 A Yeah. It's Cyril Wrabec. And it's C-Y-R-I-L, last  
22 name W-R-A-B-E-C.

23 Q And what is your relationship with Structural Glass  
24 Systems, Inc.?

25 A I am the owner and president.

1 Q Okay. And what is the business of Structural Glass  
2 Systems, Inc.?

3 A We do the assembly of aluminum frame pieces for the  
4 installation of commercial glazing products,  
5 storefront, curtain wall, doors, windows.

6 Q And what sort of equipment do you use to put that  
7 -- put the -- those aluminum pieces together?

8 A Saws, drills, forklift, basic machine shop type  
9 stuff.

10 Q Do you have any forges or machines which melt or  
11 smelt metal?

12 A No.

13 Q Okay. And at some point, did Structural Glass  
14 Systems, Inc. move into a facility at 9700 East  
15 56th Street, Suite C, in Raytown, Missouri?

16 A Yes. We left a previous location. We were the  
17 victim of a fire from a fellow tenant in the  
18 complex, and so everybody was -- had -- had to  
19 leave, so we moved to a new location. Started the  
20 move in -- in November --

21 Q Of --

22 A -- of 2021.

23 Q Okay. And it was to that address that I just gave  
24 in Raytown?

25 A That is correct.



1 Q Now, your prior facility, how many square feet did  
2 it occupy?

3 A We started out at that location with 25,000 square  
4 feet, and then we had another additional  
5 15,000 square feet of storage space, but the  
6 majority of our shop that we worked in was right  
7 about 25,000 square feet.

8 Q Did that prior facility have natural gas service?

9 A It did.

10 Q And what was your -- who was the provider of  
11 natural gas service for that prior facility?

12 A Spire.

13 Q And what were your average bills for natural gas at  
14 the prior facility?

15 A We only used gas in the wintertime because it was  
16 only used to heat, and it would average anywhere  
17 between 4-, 5-, 600 bucks, in that range, during  
18 the coldest months.

19 Q Per month?

20 A Correct, yes.

21 Q Okay. Then when you moved into the facility in  
22 Raytown at 9700 East 56th Street, did -- is that a  
23 -- a facility that you own or rent?

24 A We're tenants. We lease it.

25 Q And after you moved into the facility, was some

1 provision made for heat of that facility?

2 A That is correct.

3 Q What provision was made for heating that facility?

4 A The landlord installed two gas heaters.

5 Q All right. Were there any other natural gas  
6 fixtures within that facility?

7 A Not in our -- no.

8 Q All right. So it's the two natural gas heaters?

9 A That is correct.

10 Q All right. And once -- and those were -- I believe  
11 they're Reznor heaters?

12 A I believe so, yes.

13 Q All right. And do you know where your landlord got  
14 those?

15 A He bought them preowned.

16 Q Okay. Then after those heaters were installed, did  
17 you set the thermostat within the premises?

18 A My shop employees did, yes.

19 Q And what did they set it at?

20 A We have a policy, just like we did in the previous  
21 shop. It would be kept at 55 degrees.

22 Q Okay. And when you moved into the facility at  
23 9700 East 56th Street, Unit C, how many employees  
24 did Structural Glass Systems, Inc. have?

25 A As a result of the fire, we lost quite a bit of

1 business, and in the move had to lay off almost all  
2 of our shop staff. So the remaining employees, we  
3 had two, the shop foreman and a -- basically a -- a  
4 laborer that helped with the move and the setup.

5 Q Okay. After the -- you've -- Structural Glass  
6 Systems, Inc. moved into the facility in Raytown in  
7 November of 2021, did the facility sit empty for a  
8 while, or sit idle?

9 A There was a little bit of a transition period. So  
10 November/December was really a move in -- more of a  
11 storage situation, because we had to get out of the  
12 -- the fire location.

13 Q Okay.

14 A And then in the process of -- I'd say end of  
15 December, into January, February, was more of a --  
16 a shop installation and setup. There was no active  
17 work, revenue-generating work, occurring in the  
18 shop.

19 Q Okay. When did you begin -- get the -- the shop  
20 kind of back up and going?

21 A At the conclusion of the move-in period, which was  
22 roughly early spring of 2022, the remaining two  
23 shop employees had to be laid off and the shop sat  
24 fallow for a number of months after that.

25 Q Okay. And then once you moved into the Raytown

1 facility, did you receive the bills for gas service  
2 at that facility?

3 A Correct. We received a monthly bill.

4 Q Okay.

5 May I approach?

6 BY MR. MEYER:

7 Q I'm giving you what I've marked as Exhibit No. 1.  
8 What is that?

9 A This would be the December 12 -- correction. --  
10 December 10 statement from Spire for gas at the  
11 location in question.

12 Q And what was the usage that you were billed for?

13 A A very minimal 13 CCFs.

14 Q Okay. And what was the amount of that bill?

15 A Total, with everything, was \$132.

16 Q Okay. That would have been for a partial month  
17 right after you moved in?

18 A That is correct.

19 Q Okay. Exhibit 2. Do you recognize -- do you  
20 recognize Exhibit 2?

21 A I do.

22 Q What is it?

23 A This is the Spire statement on January 12 of 2022.

24 Q So this is the first full month?

25 A That is correct.

1 Q And what was the usage reflected there?

2 A \$422.

3 Q Well, that's the amount billed. What was the CCF  
4 usage?

5 A Oh, I'm sorry. I'm sorry.

6 The usage was 220 CCFs.

7 Q All right. And what do they show as the prior  
8 reading and the present reading?

9 A The previous reading, 13, and the usage, 220, gives  
10 a present reading of 233.

11 Q All right. Now, was that -- the amount of that  
12 bill consistent with what you had paid at your  
13 earlier facility?

14 A Yes, except for two meter charges.

15 Q Okay. But this is -- would not have been an  
16 unusual amount, in your experience having operated  
17 Structural Glass Systems?

18 A That is correct.

19 Q And, remind me, what is the square footage of the  
20 Raytown facility?

21 A It is 15,000 square feet.

22 Q So this is 10,000 square feet smaller than your  
23 prior facility?

24 A That is correct.

25 Q Okay. And -- let's go to Exhibit 3. I've handed

1           you what I've marked as Exhibit 3. Do you  
2           recognize that?

3   A       I do.

4   Q       And for what period is that?

5   A       This would be the statement for gas billed over the  
6           next month, so this is the February 9 statement.

7   Q       Okay. And what is the usage and CCFs there?

8   A       It has a previous reading of 233. It says we used  
9           about -- we used exactly 199 CCFs --

10  Q       Okay.

11  A       -- with a present reading of 432.

12  Q       All right. And how much were you billed?

13  A       For the month of January, \$400. \$402 to be  
14           accurate. Sorry.

15  Q       And during that time frame, the only -- again, the  
16           only gas fixtures was -- were the heaters and there  
17           were two employees kind of running a skeleton crew?

18  A       At -- at all times there was only two gas heaters,  
19           correct.

20  Q       And it was set at 55 degrees?

21  A       That is correct.

22  Q       All right. I have handed you No. 4.

23  A       Yes.

24  Q       Do you recognize that?

25  A       I do.

1 Q What is it?

2 A This is the March 10 statement, which would be the  
3 next month of Spire usage.

4 Q And what was the amount used that month in CCFs?

5 A For that month, which was February, mostly  
6 February, we used 161 CCFs.

7 Q Okay. And how much were you charged?

8 A It was roughly \$361.

9 Q Okay. And Exhibit 5. Do you recognize that?

10 A I do.

11 Q What is that?

12 A This is the next month. This says April 12  
13 statement.

14 Q Okay. And how much were you billed that month?

15 A The dollar amount is \$305.44.

16 Q Okay. Now, let's go to Exhibit 6. What is  
17 Exhibit 6?

18 A Exhibit 6 is the statement we received the  
19 following month, which is a date of May the 11th.

20 Q Okay. And how much is that bill for?

21 A This bill is for current charges of \$7,168.

22 Q Okay. And did you increase your natural gas usage  
23 by 2,000 percent that month?

24 A I did not.

25 Q All right.

1 A This is a corrected bill, or has a correction on  
2 it.

3 Q It notes a -- a correction on it, correct?

4 A Correct.

5 Q And it has two different meter readings on it,  
6 right?

7 A It does.

8 Q Was the difference between those two meter readings  
9 ever explained to you?

10 A No. I had a very hard time getting that explained  
11 to me from Spire.

12 Q Okay. What did you do after you received this  
13 bill?

14 A After -- after my heart stopped racing, I called  
15 Brianna, my assistant, and asked her what the heck  
16 was going on. We had never seen anything like  
17 this, ever, so we got on the phone with Spire.

18 Q Okay. Had you known you were using that much gas  
19 before this May bill, what would you have done?

20 A Turned the gas off.

21 Q And this was the first you'd heard of this amount  
22 of usage, correct?

23 A That is correct.

24 Q All right. And did you continue having  
25 communications with Spire about this corrected bill



1 amount?

2 A I -- I attempted numerous times, yes.

3 Q Okay.

4 A And I -- I made contact numerous times.

5 Q Okay.

6 A The explanations were lacking.

7 Q I see.

8 I've handed you No. 7. What is  
9 that?

10 A This is June the 13th of 2022. This is the next  
11 month's statement.

12 Q Okay. How much does it show that you used that  
13 month?

14 A About \$300 worth.

15 Q And how many CCFs?

16 A Again, this gives me -- this has two readings on  
17 here. So this says I used zero CCFs.

18 Q Okay. So the bill the next month, the new gas  
19 usage is 300, give or take, which is consistent  
20 with those earlier bills that were purportedly in  
21 error?

22 A A -- a -- a bill for about 300, 400, \$500, \$600  
23 even, certainly nothing that would catch my  
24 attention, check would go out the door and get  
25 paid.

1 Q All right. And your new -- new usage for the month  
2 of June is consistent with that 300?

3 A That -- that is -- well, it's -- there was zero  
4 usage. I turned the gas off.

5 Q Right. So -- all right. Then --

6 A Or I should say I turned the heaters off.

7 Q Yes. You turned the heaters off.

8 A But this bill shows current charges of \$302, but  
9 reflects now this ongoing amount of the additional  
10 7168.

11 Q Okay.

12 A \$7,168.

13 Q So you mitigated your loss here by turning --  
14 turning the heaters off, correct?

15 A Well, we really had no idea what was going on, so  
16 that was the smartest thing to do.

17 Q Right.

18 I've handed you 8 and 9. What are  
19 those?

20 A 8 is the following month, July the 12th statement  
21 from Spire.

22 Q Okay. And what is 9?

23 A And 9 is the month after that -- 9 is two months  
24 after that, September the 23rd.

25 Q Okay. And do both of those reflect zero usage?

1 A That is correct.

2 Q And both of those simply rebill this \$7,000 amount?

3 A That is correct.

4 Q Okay. And let's look at No. 10. What is No. 10?

5 A No. 10 is six days later.

6 Q Uh-huh.

7 A September the 29th. And it is a bill for \$127.83.

8 Q Now, it does show a usage number on there for that  
9 month, doesn't it?

10 A It does.

11 Q And how much did Spire say you used that much --  
12 that month in CCFs?

13 A It's claiming a usage of 6579.

14 Q 6,579 CCFs?

15 A That's what it says on here.

16 Q Through the heater that you had turned off?

17 A That -- I -- I believe so, yes. We did not have a  
18 heater on in September of 2022.

19 Q All right. And did Spire explain how they  
20 determined that you had used that amount of gas in  
21 one month in a turned-off heater?

22 A At this point I was so confused on what was going  
23 on, I was not getting anything straight.

24 Q When you were negotiating with Spire, did they  
25 threaten to turn off your gas?

1 A Yes. I received information to that effect, yes.

2 Q And did they turn off your gas?

3 A They in fact did turn off my gas.

4 Q Before they turned it off, did you ask them to  
5 enter into a payment plan?

6 A I tried twice to enter into a payment plan.

7 Q And how did they respond?

8 A That it was not available. I indicated to them  
9 that I had received a communication that I was  
10 allowed to, but they disagreed.

11 Q Okay. I've handed you 11. What is 11?

12 A 11 is a correspondence from Spire dated August the  
13 2nd, and it says we noticed natural gas is being  
14 used at this address without a Spire account.

15 Q Did any representative of Spire explain to you how  
16 you were using natural gas through a heater that  
17 you had turned off and service that they had turned  
18 off?

19 A No.

20 Q All right. For how long was the -- the gas shut  
21 off the first time by Spire?

22 A I got to think in terms of -- at this point, we  
23 would -- had already begun our dispute with the  
24 Commission, so I think we went without gas from  
25 roughly this time up until it started getting very

1 cold, in late December, later that year, so  
2 approximately five months.

3 Q Okay. July to December of '22?

4 A Yes.

5 Q And then in December of '22, they did enter into a  
6 payment plan?

7 A Then we were able to, yes.

8 Q Then after December of '22, was it later turned off  
9 again, or not?

10 A No.

11 Q Okay. Exhibit 12. What is 12?

12 A 12 is the -- that same letter, but with a payment  
13 arrangement eligibility form on the second page.

14 Q Okay. So this is in August of '22?

15 A August 2, 2022.

16 Q Okay. Let's look at --

17 A Thank you.

18 Q What are 13 and 14?

19 A 13 is a letter dated the next day, August the 3rd,  
20 saying that this large amount, this \$7500 roughly,  
21 \$7400, has not been paid, and if the disconnection  
22 amount is not paid by August 17, they'll turn off  
23 my service.

24 Q Okay.

25 A And Exhibit 14 is September the 1st, so the next

1 month. And this says, again, your bill has not  
2 been paid. If we don't receive payment by  
3 September 15, we'll have to turn off your natural  
4 gas.

5 Q 15 and 16.

6 A 15 is a final notice, dated September the 6th. And  
7 Exhibit 16 is a final notice, missing a date at the  
8 top.

9 Q Okay. Then I want to show you -- so -- but to  
10 recap --

11 A It might be just a copy error.

12 Q -- you were able to enter into a payment -- payment  
13 arrangement with Spire?

14 A Well, we made a couple of attempts, and I received  
15 a correspondence from the initial complaint to the  
16 Commission that said that they found in favor of  
17 Spire, and that I was able to enter into a payment  
18 arrangement on -- it was either like -- they say  
19 12, 18 or 24 months. I called Spire with that  
20 correspondence I received from the Commission, and  
21 they told me that was inaccurate and I was not  
22 eligible for that. I contacted the Commission  
23 again, Charm(phonetic) I believe was her name, and  
24 she indicated to me that yes, in fact I was -- that  
25 was something that they would do for me, but they

1 wouldn't do it. And that was roughly, I think,  
2 September of 2022. I -- without seeing the dates  
3 of the correspondence with the Commission, I can't  
4 say with an exact certainty.

5 Q Then you were able to get -- get it turned back on  
6 in January?

7 A My assistant, Brianna, made another attempt in  
8 November, because we knew it was going to start  
9 cooling off. We have sprinklers, water sprinklers,  
10 in that facility. There were a concern about the  
11 pipes freezing. She was unsuccessful in November.  
12 And then in December, we finally were able to do  
13 it, but we had to open up a new account to make it  
14 happen.

15 Q Okay.

16 A And that was, I believe, the week of Christmas, so  
17 like the 21st of December --

18 Q Of '22?

19 A -- probably.

20 Correct.

21 Q All right. Now I want to hand you 17. What is  
22 Exhibit 17?

23 A Exhibit 17 is a letter from Spire, dated April 14  
24 of this year.

25 Q Of 2023?

1 A That is correct.

2 Q All right. A couple weeks ago?

3 A That is -- yes.

4 Q And what is -- what is Spire stating in the letter?

5 A If we do not pay \$8,061 by April 28, they're going  
6 to turn off our gas.

7 Q All right. What is the total amount that Spire's  
8 claiming in that letter?

9 A Well, now they're saying I owe them \$11,197.

10 Q All right. Has Spire explained to you how that  
11 bill got \$4,000 higher?

12 A No.

13 Q All right. Have they made any attempt to reach out  
14 to you and explain why they want another \$4,000 or  
15 they're going to turn your gas off?

16 A If they have sent something, I haven't seen it, but  
17 our mail moves a little slow with our office, with  
18 Brianna being on maternity leave.

19 Q Okay.

20 MR. MEYER: Your Honor, I have nothing  
21 else.

22 I would move to admit 1 through 17.

23 JUDGE KEELING: Are there any objections  
24 to the admission of -- of Exhibits 1 through 17,  
25 submitted by Structural Glass Systems, Incorporated



1 on the record?

2 MR. IRVING: No, your Honor.

3 MR. ARIAS: No, your Honor.

4 MR. MEYER: And, your Honor, do I submit  
5 those to you or --

6 JUDGE KEELING: Yes. Just hand them to  
7 me.

8 Okay. Then Structural Glass  
9 System's Exhibits 1 through 17 are received on the  
10 record.

11 (Exhibits 1 through 17 received into evidence.)

12 MR. MEYER: I have no further questions  
13 of the witness.

14 JUDGE KEELING: Thank you.

15 Mr. Arias.

16 MR. ARIAS: Thank you, your Honor.

17 E X A M I N A T I O N

18 BY MR. ARIAS:

19 Q Good -- good -- good morning, Mr. Wrabec.

20 A Good morning.

21 Q Did I get that right, Wrabec?

22 A Yes.

23 Q Okay. I'm going ask you a -- a couple questions  
24 here. I'm going to bounce around from your  
25 testimony.

1 Just going to start with your prior  
2 address. You said your provider was Spire,  
3 correct?

4 A That is correct.

5 Q And that you were a tenant in a -- was it like a  
6 facility, a building?

7 A It was a -- yeah. It was a very large industrial  
8 complex.

9 Q Were there other tenants in that building?

10 A There were.

11 Q Did you have your own meter in that building?

12 A I did not.

13 Q So you were billed based on -- how? How -- how  
14 were you billed?

15 A The -- the landlord sent us a bill.

16 Q Okay. And was -- were you billed for your accurate  
17 usage or were you billed based on total usage for  
18 the building, divided up based on square footage  
19 or --

20 A No. There were -- my understanding, there were  
21 dozens and dozens of meters there, so there was no  
22 way it was split up. If it was, it was between me  
23 and the guy next door.

24 Q Okay. So --

25 A It would have been a small amount.

1 Q Okay. So your -- okay. So do you have bills  
2 showing your -- the -- the use that -- the number  
3 of CCFs you used per month?

4 A I do.

5 Q You do have that. Okay.

6 A But it is not to me, it is to my landlord.

7 Q Okay.

8 All right. So moving on --  
9 actually, I will ask you -- I'll -- I'll start with  
10 the bills that -- the exhibits that Mr. --  
11 Mr. Meyer provided. Can you turn to the bill with  
12 the statement date 6/13/2022.

13 THE WITNESS: Your Honor, I'm going to  
14 need those exhibits back.

15 MR. ARIAS: You know --

16 THE WITNESS: And which one, Counselor?

17 MR. ARIAS: 6/13/22.

18 THE WITNESS: Exhibit 7?

19 MR. ARIAS: I'm going to go with --

20 THE WITNESS: Okay.

21 MR. ARIAS: -- if -- if it says the --

22 THE WITNESS: Okay.

23 MR. ARIAS: -- 6/13/22. I don't have  
24 the -- oh, actually, yes, it is Exhibit 7. I have  
25 the number right down here.

1 THE WITNESS: I've got it.

2 MR. ARIAS: Okay.

3 BY MR. ARIAS:

4 Q So Mr. Meyer, your attorney, asked you whether or  
5 not you had any usage in that month, and you said  
6 zero, correct?

7 A Yes. That's what the statement indicates.

8 Q Okay. And the total current charges was \$302.22,  
9 at the bottom?

10 A Yes.

11 Q And even though you didn't have usage, you still  
12 had a delivery charge of \$167.33, correct?

13 A Yes. I don't know what that is.

14 Q And that's mostly made up of the customer charge of  
15 \$161.39, correct?

16 A I believe that's -- yeah, that's what it says.

17 Q Okay. And the other -- the other bulk charge on  
18 there, other than taxes, is the utility late charge  
19 of \$107.53, correct?

20 A Yes.

21 Q Okay. Thank you.

22 And then just looking at Exhibit 10,  
23 where you were asked, do you -- I'll give you a  
24 second.

25 A Exhibit 10 being September 29, 2022?

1 Q That's correct.

2 And at the top, you have two  
3 different -- two -- two lines of usage, one zero  
4 and one 6,579 CCF, correct?

5 A Yes.

6 Q But were you billed for any usage on that -- on  
7 that bill? Were you billed for 65 -- \$6,579 on  
8 that bill -- or CCF on that bill?

9 A I don't know. It says -- that's what it says the  
10 usage is.

11 Q Okay. So if we go down into the -- into the --  
12 into the lines below --

13 A Uh-huh.

14 Q -- you're billed for a customer charge; is that  
15 correct?

16 A Yes.

17 Q And that's under the delivery charge?

18 A Yes.

19 Q And you were billed for taxes, correct?

20 A Yes.

21 Q Okay. Let me just see here.

22 So if you actually go to Exhibit --  
23 now, I'm just going to the -- the first one I see  
24 that will -- will allow me to ask this question.  
25 If you compare that bill with Exhibit 6, and that

1 has a statement date of May 11, 2022.

2 A Uh-huh.

3 Q And you had -- and if you go down to the -- the  
4 lines below that -- that break out your bill, did  
5 you have a natural gas cost of 130 -- is there a --  
6 is there a natural gas cost of \$132.45?

7 A That is correct.

8 Q And that's -- and it says it's for usage of  
9 167 CCF?

10 A Correct.

11 Q And if you compare that with Exhibit 10, do you see  
12 that natural gas cost with a usage on your bill?

13 A No.

14 Q Okay. Thank you.

15 One second.

16 So for -- so I'm going to look at  
17 the time periods here.

18 So for the periods of November 24,  
19 2021 to April 12, 2022, subject to check and -- or,  
20 actually, we'll start here.

21 Do you know how many CCFs that Spire  
22 billed Structural Glass for over that period?

23 A I have no idea without total -- without going  
24 through and adding them up.

25 Q Okay. Okay.

1 A I don't deal in a world of CCFs --

2 Q Yes.

3 A -- to be able to --

4 Q No, I --

5 A -- would be -- what the --

6 Q -- I understand. I understand.

7 Just let me give you -- actually,  
8 hold on. Let -- I think I can use the exhibits  
9 that you have.

10 A Okay.

11 Q I'm still looking for a specific bill. Okay.

12 Okay. All right. So I'll have you  
13 pull out Exhibit 1 and Exhibit 5.

14 A Okay.

15 Q So on Exhibit 1, you -- you look at your usage at  
16 -- at the top -- chart at the top. You have a --

17 A Yes.

18 Q -- previous reading and a present reading --

19 A Yes.

20 Q -- is that correct?

21 So would you -- and -- just to start  
22 -- just to back up a second, Structural Glass  
23 started receiving service from Spire on  
24 November 24; is that correct?

25 A That is correct.

1 Q That's your start date; would you agree?

2 A Yes.

3 Q Okay. So for that month, 11/25/2021 to 12/9/2021,  
4 you have a previous reading of zero and a present  
5 reading of 13?

6 A Correct.

7 Q That -- that previous reading would be consistent  
8 with starting service at a new address with a new  
9 meter; would you agree?

10 A Zero is a good starting point, yes.

11 Q Yes.

12 Okay. So when we turn to Exhibit 5,  
13 and that's your bill from 3/11/2022 to 4/12/2022,  
14 and the period that Spire rebilled you for was  
15 November 24, 2021 to April 12, 2022; is that  
16 correct?

17 A I need you to repeat that question.

18 Q Okay. So not looking at the bills, the period in  
19 question that we -- that Spire rebilled you for was  
20 November 24, your start date, to April 12, 2022?

21 A I received a correction notice around -- on or  
22 around April 2022, yes.

23 Q Okay. So the -- so -- yeah. So that April -- and  
24 I think if we -- we can turn to the next bill, I  
25 think that's Exhibit 6, if I have it correctly, and



1 at the top it says bill correction period,  
2 11/24/2021 to 4/12/22?

3 A Yes, that is correct.

4 Q Okay. And there your previous reading is 7 --  
5 on -- back to -- turning back to Exhibit 5, your  
6 present reading is 702?

7 A That is correct.

8 Q So if your -- you started at zero on November 24,  
9 20 -- November 24, 2021, and your present reading  
10 on 4/12/2022, it's -- comes out to 702 CCFs; would  
11 you agree with that?

12 A That's what this says.

13 Q Okay. And now do you know how many CCFs Spire  
14 rebilled you for?

15 A When I received the large statement in May, which  
16 is Exhibit 6, they said that there was a bill  
17 correction period, 11/24/21 to 4/12/22, for \$6,801.  
18 It's the first line underneath the CCFs.

19 Q Okay. I'm trying to -- I'm just trying to pull up  
20 a specific bill here. I'm sorry. Almost done.

21 MR. ARIAS: Apologies, your Honor. Okay.

22 BY MR. ARIAS:

23 Q So I have your -- your May 11, 2022 bill.

24 A Yes.

25 Q Do you have -- do you have that in front of you?

1 A I do. Exhibit 6.

2 Q Exhibit 6. Okay. Just so -- just so everyone  
3 knows, I could not find my own Exhibit 6, so I  
4 shifted to the -- your stack of bills that I have  
5 here.

6 So on April -- and -- on your  
7 April 12 statement, you had a previous reading of  
8 702; is that correct?

9 A That is correct.

10 Q And what is your previous reading now -- so on --  
11 on --

12 A I --

13 Q -- your May 11, 2022 bill?

14 A That is incorrect. On April the 12th, the previous  
15 reading is 593. The present reading on April 12  
16 is --

17 Q Oh, the present. I apologize. The present  
18 reading. What is your present reading on April 12,  
19 2022?

20 A 702.

21 Q Thank you.

22 And what is your previous reading  
23 now on May 11, 2022?

24 A 7022.

25 Q 7022. So it went from 702 to 7022 --

1 A That is correct.

2 Q -- is that correct? Okay. Thank you.

3 And that's on the correction period  
4 bill?

5 A That is what the statement reflects --

6 Q Okay.

7 A -- on the corrected bill.

8 Q So would you agree that Spire -- Spire's position  
9 is that instead of using 702 CCFs from  
10 November 24 -- April 12, 2021 to April 12 -- or  
11 November 24, 2021 to April 12, 2022, Spire  
12 initially billed -- okay. Let me restart my  
13 question here --

14 A Please.

15 Q -- so I'm not confusing you.

16 So from -- so Spire's position then  
17 -- would you -- okay. So would you agree that  
18 Spire's position is that it initially billed you  
19 for 702 CCFs from November 24, 2021 to April 12,  
20 2022, and on this bill, rebilled you for that  
21 period -- that same period, and rebilled you, and  
22 now it's now saying that you used 7,022 CCFs?

23 A I am not in a position to state what Spire's  
24 position is, but I can tell you what the statement  
25 says.

1 Q Okay. And that -- would you agree that's what the  
2 statement is saying?

3 A The statement says that I have a corrected bill  
4 adding 68 -- \$6,801, because the reading is  
5 different than it was the month before.

6 Q Okay.

7 A I have an April that says 702, and I got a May that  
8 says 7,022.

9 Q Okay. Thank you.

10 All right. Now, I'm going to give  
11 you my stack of bills, because I do not believe  
12 that they were part of Mr. Meyer's initial  
13 exhibits.

14 MR. ARIAS: And, your Honor, I have a  
15 packet of bills here that includes some of the  
16 bills that Mr. Meyer had. It also goes -- has the  
17 Structural Glass bills until April 2023. I only  
18 have two copies on me, and I will use one, and then  
19 I can give that to you or I can file it -- file it  
20 afterwards, submit it electronically. Is that --  
21 is that okay?

22 THE WITNESS: That -- That'll be fine.

23 MR. ARIAS: Okay.

24 And for the other -- other counsels,  
25 I am looking at Structural Glass's statement --

1 bill statement from Spire dated 1/19/2023. I can  
2 give anybody a second to pull that up if they need  
3 to. I apologize for not having additional copies.

4 THE WITNESS: It's just in a different  
5 format than --

6 MR. ARIAS: I can show you. This is the  
7 bill that we have in our system.

8 Are you -- are you guys okay? Okay.

9 BY MR. ARIAS:

10 Q Mr. Wrabec, would you -- would you agree that this  
11 is your statement -- that this is your Spire bill  
12 that you've received on -- dated 1/19/2023?

13 A It took me a second, but it's because we've got two  
14 service addresses now.

15 Q Yes, that's correct.

16 A Okay.

17 Q So if you go back to the page before, I think it's  
18 your -- your cover sheet, and you see your address,  
19 Structural Glass Systems, Inc., 1023 -- 1 --  
20 10203 East U.S. Highway 24; is that correct?

21 A That -- that is an office location.

22 Q Okay.

23 A I believe that the address in question is the  
24 9700 East 56th?

25 Q That's correct.

1 So if you turn to the initial page I  
2 -- I showed you that shows your -- your -- your  
3 itemized bill and your -- your usage. Are you --  
4 are you there?

5 A Yes, I am.

6 Q Okay. And -- and if you look at the bottom, the  
7 bottom half of the bill, you see, on the right  
8 side, service address 9700 --

9 A Correct.

10 Q -- East 56th Street, C, and that's for that bottom  
11 half of the bill?

12 A I believe so, yes.

13 Q Okay. So can you -- in that top line, could you  
14 tell me what your previous reading was?

15 A Previous reading is 7,190.

16 Q And can you tell me what your present reading is?

17 A 8,116.

18 Q And can you tell me how many CCFs you were billed  
19 based on those readings?

20 A On the first line, it says 926.

21 Q Okay. Thank you.

22 And if you go down into the natural  
23 gas cost, in the itemized bill that Spire billed  
24 you for, could you say -- could you tell me what  
25 the usage was?

1 A 926.

2 Q 926 CCF. Thank you.

3 And that -- and that gave you a  
4 total current charge of how much for the -- the  
5 month of -- or the period from December 23, 2022 to  
6 January 1 -- January 11, 2023?

7 A Well, again, I don't know why there's two meters on  
8 here for that address.

9 Q But were you billed -- okay. So if we look at  
10 that, were you billed for -- so you have a usage of  
11 926 and a usage of 78?

12 A Correct. But --

13 Q Were you billed the 78 -- for that 78 CCFs?

14 A Well, I've got two usages listed under the delivery  
15 charge.

16 Q And you -- okay. So you have two -- two usages  
17 listed there. You have a 138 and 9 CCF at -- at  
18 13 cents; is that correct?

19 A Yes.

20 Q And then you have another usage of 78 -- 787.1 CCF  
21 at 15 cents?

22 A Yes.

23 Q And if you add 138.9 and 787.1 -- I mean, I don't  
24 have a -- I don't have a calculator in front of me,  
25 but subject to -- subject to check, would that

1 appear to equal 926 CCF?

2 A I think so.

3 Q Okay.

4 MR. ARIAS: And, your Honor, I -- I guess  
5 this isn't a question to ask, and just for clarity  
6 purposes, a rate -- for -- for you to take notice,  
7 a rate increase went into effect on, I believe,  
8 December 26, 2022, and that is why there are two  
9 different delivery charges billed. That's why  
10 there's two -- it -- it broke out the 926 because  
11 it was the first portion charged at the rates prior  
12 to December 26, and the rates charged after, just  
13 for clarity purposes for the --

14 THE WITNESS: That was nice they waited  
15 till after Christmas.

16 BY MR. ARIAS:

17 Q So you have -- so basic -- would you agree that  
18 your usage that you were billed on December -- or  
19 on January 19, for the address at 9700 East 56th  
20 Street, C, was 926 CCF?

21 A Yes. On this -- according to this statement.

22 Q And your current total charges was 1300?

23 A \$1,306.47.

24 Q Okay. Thank you.

25 And now if we turn to your next --



1 the next bill statement that you received. It's  
2 2/9/2023.

3 A Uh-huh, yes.

4 Q And on -- and if you look at -- so we're going to  
5 go -- basically mirror that.

6 So your previous reading is 8,116,  
7 is that correct, on that top line?

8 A 8,116.

9 Q And your present reading is 9,639?

10 A That is correct.

11 Q And your -- the total usage CCF there is 1523?

12 A That is what the statement says, yes.

13 Q And if you go to the itemized charge there, your  
14 usage was -- 15,023 is what you were charged for?

15 A Yes.

16 Q Okay. And what was your total current charge  
17 there?

18 A Total current charges, \$2,341.51.

19 Q Okay. Thank you.

20 So if we look at those two -- two  
21 bills, we can -- we can even go into March, but I  
22 -- I won't do that. If you look at those two  
23 bills, do you have any reason to contest the  
24 charges that you were -- the usage -- the usages  
25 Spire billed you for?

1 A These are -- this is January and February of 2023.

2 Q Yes.

3 A So no, I don't.

4 Q Okay. So you were billed -- okay. So you -- you  
5 -- you agree that you -- that Spire's bills are  
6 accurate for these -- for these two months?

7 A Given the amount of work we're doing in the shop  
8 this year and the temperature outside and the  
9 amount of times we've had the doors opening and  
10 closing, yeah.

11 Q Okay. Thank you.

12 MR. ARIAS: Your Honor, I have no further  
13 questions.

14 JUDGE KEELING: Mr. Irving.

15 MR. IRVING: Thank you, your Honor. I  
16 just have one question.

17 E X A M I N A T I O N

18 BY MR. IRVING:

19 Q Is Structural Glass a residential or business  
20 account?

21 A It's a business account.

22 Q Thank you.

23 MR. IRVING: No other questions.

24 JUDGE KEELING: Now on to the  
25 commissioners.

1 Chairman Rupp, do you have any  
2 questions?

3 COMMISSIONER RUPP: Yes. Thank you,  
4 Judge.

5 Commissioner Rupp for the record.

6 E X A M I N A T I O N

7 BY COMMISSIONER RUPP:

8 Q Good morning, sir.

9 A Good morning.

10 Q What was in the location before you moved to this  
11 location, do you know?

12 A I don't know.

13 Q Okay. When you signed your lease, did you -- did  
14 the landlord give you any estimates of -- of  
15 utility bill costs or any copy bills or any -- any  
16 of this is the -- a -- an average?

17 A No.

18 Q Okay. What is your average bill now?

19 A Well, that's hard to answer. I have not looked at  
20 these, to be honest with you, and I believe you  
21 heard my testimony that I think I know why these  
22 are the amount that they are, but it appears that  
23 we had a very expensive January and February. So I  
24 can't speak to what I believe the average would be.  
25 I don't know.

1 Q What'd you pay last month?

2 A I don't know.

3 COMMISSIONER RUPP: I guess I have -- I  
4 have other questions. I think I'll -- I'll save  
5 them for the company. We can get into the -- the  
6 actual numbers.

7 But thank you for your time.

8 THE WITNESS: Thank you.

9 JUDGE KEELING: Thank you, Chairman.

10 Commissioner Coleman, are you still  
11 there and would you like -- do you have any  
12 questions for the witness?

13 COMMISSIONER COLEMAN: I don't. I think  
14 -- my thinking is along the same lines of  
15 Commissioner -- Chairman Rupp, and I look forward  
16 to his questions to the company. Thank you.

17 JUDGE KEELING: Thank you, Commissioner.

18 I have no questions.

19 Is there any recross by -- by Spire?

20 MR. ARIAS: Just one question actually,  
21 and I'm not sure -- this is something that needs to  
22 be recrossed just for -- just for clarity purposes.

23 E X A M I N A T I O N

24 BY MR. ARIAS:

25 Q From the period of November 24, 2021 to April 12,

1 2022, did Structural Glass have their heat on at  
2 this location?

3 A The heat was on, yes.

4 Q Heat was on. Okay. Thank you.

5 JUDGE KEELING: Is that all?

6 MR. ARIAS: Yes.

7 JUDGE KEELING: Mr. Irving, do you have  
8 any recross?

9 MR. IRVING: No, I do not.

10 JUDGE KEELING: Mr. Meyer, do you have  
11 any redirect?

12 E X A M I N A T I O N

13 BY MR. MEYER:

14 Q Mr. Wrabec, how many -- are there other tenants at  
15 the Raytown building?

16 A There are other spaces, yes.

17 Q All right. So there's other spaces.

18 You're in Space C, correct?

19 A Yes.

20 Q And are those other spaces inhabited by other  
21 businesses?

22 A They are.

23 Q Have you had occasion to speak to those other  
24 tenants about their gas bills?

25 A I have.

1 Q And what have they told you about their gas bills,  
2 what their average gas bills are?

3 MR. ARIAS: Your Honor, I'm going to  
4 object to him saying what other people -- I think  
5 this is a -- a hearsay objection.

6 JUDGE KEELING: Sustained.

7 BY MR. MEYER:

8 Q The other spaces within this complex, are they of  
9 comparable size to yours?

10 A Some are, yes.

11 Q All right. And to your knowledge, have any of the  
12 other tenants been presented with a \$7,000 bill for  
13 gas service from Spire?

14 MR. ARIAS: I think that's another  
15 hearsay objection, your Honor.

16 MR. MEYER: I'm not asking for a  
17 statement. I'm asking if they -- he has knowledge  
18 about whether they've presented with such a bill.

19 JUDGE KEELING: I'll overrule that.

20 THE WITNESS: To my knowledge, nobody's  
21 received a bill of that nature, no.

22 MR. MEYER: All right. Thank you.

23 Nothing further.

24 JUDGE KEELING: Okay. If there's no  
25 other questions, you are dismissed.

1 Mr. Meyer, your -- your second  
2 witness, is -- is she not going to be here?

3 MR. MEYER: No further witnesses for the  
4 complainant.

5 JUDGE KEELING: Thank you very much.  
6 Then we'll move on to Spire.

7 Mr. Arias, do you have any  
8 witnesses?

9 MR. ARIAS: I -- I do, your Honor. Can I  
10 just make -- just very briefly, can I -- Spire  
11 would like to admit the stack of bills -- the --  
12 complainant's bills from December 10, 2021 to April  
13 -- a bill dated April 11, 2023 as Spire Exhibit 1.

14 JUDGE KEELING: Is Exhibit 1 your number?

15 MR. ARIAS: Or -- actually, I don't think  
16 we discussed numbers.

17 JUDGE KEELING: Wasn't it on the  
18 procedural schedule?

19 MR. ARIAS: Oh. Oh, my Exhibit 1, yes,  
20 it was. My understanding is it was. But I will  
21 check here.

22 It was, your Honor.

23 JUDGE KEELING: Your Exhibit 1?

24 MR. ARIAS: Yes.

25 JUDGE KEELING: Okay. Well, I'll -- we

1 already have 1 through 17 on the record now. We're  
2 going to go ahead and give you 101. Is that okay?

3 MR. ARIAS: Yes.

4 JUDGE KEELING: Okay. So your  
5 Exhibit 101, which is -- which is the document  
6 stack that -- that Mr. Wrabec was -- was just  
7 reading from, you want that to be admitted as -- as  
8 Exhibit 101; is that correct?

9 MR. ARIAS: That's correct, your Honor.

10 JUDGE KEELING: Okay. Are there any  
11 objections to that?

12 MR. MEYER: -- to those electronically or  
13 some other fashion?

14 MR. ARIAS: Yeah. Yes, your Honor.

15 JUDGE KEELING: Good.

16 MR. ARIAS: I will -- I will send an  
17 email after the hearing with -- with that exhibit  
18 and any other exhibits I don't have copies for to  
19 the parties and your -- your Honor.

20 JUDGE KEELING: Very good.

21 Mr. Meyer, are you okay with that?

22 MR. MEYER: Yeah. No objection.

23 JUDGE KEELING: Okay. If there's no  
24 other objections, then Exhibit 101 is -- is  
25 received into evidence on the record.



1 (Exhibit 101 received into evidence.)

2 JUDGE KEELING: So, Mr. Arias, do you  
3 have any witnesses?

4 MR. ARIAS: Yes, your Honor. Spire would  
5 like to call Ms. Alexis Johnson to testify.

6 ALEXIS JOHNSON, called as a witness  
7 herein, having been first duly sworn on oath, was  
8 examined and testified as follows:

9 E X A M I N A T I O N

10 BY MR. ARIAS:

11 Q Good morning, Ms. Johnson. Could you please  
12 provide your name and business address for the  
13 record.

14 A Alexis Johnson. 700 Market Street, St. Louis,  
15 Missouri, 63101.

16 Q Yeah.

17 By whom are you employed and in what  
18 capacity?

19 A Spire employs me. I am in their community services  
20 department as a community services partner.

21 Q Okay. And what are your job responsibilities as a  
22 community services partner?

23 A My primary responsibility was the handling of  
24 complaints, so -- from any fashion, including the  
25 Missouri Public Service Commission and legal, and

1 collecting data for legal requests.

2 Q And as -- and in that position, what was your  
3 involvement in this case, Docket No. GC-2023-0143?

4 A To compile the documents for the data request.

5 Q And some of the -- and were you able to answer all  
6 of the -- were you able to put together all of the  
7 data responses to the data requests from the PSC  
8 based on information available to the consumer  
9 services department?

10 A No. We did have to reach out to numerous  
11 departments.

12 Q So you have to -- okay. Thank you.

13 And just looking at the rebilling  
14 process, are you familiar with Spire's rebilling  
15 process?

16 A Yes.

17 Q And that's for when Spire either overbills or  
18 underbills a customer?

19 A Yes.

20 Q And was -- and as a community services partner, was  
21 this -- was the rebilling of Structural Glass for  
22 the usage between November 24, 2021 to April 12,  
23 2022, done in accordance with Spire's processes and  
24 procedures for rebilling a customer?

25 A Yes.

1 Q Thank you.

2 MR. ARIAS: No further questions, your  
3 Honor.

4 JUDGE KEELING: Any questions from staff?

5 MR. IRVING: Yes, your Honor.

6 E X A M I N A T I O N

7 BY MR. IRVING:

8 Q Ms. Johnson, can you explain what I just handed  
9 you?

10 A This is the differential meter test that we  
11 submitted with the Missouri Public Service  
12 Commission per their request for a meter test. The  
13 information listed in the email was provided by our  
14 large volume meter departments. And that is all  
15 the information I have towards it.

16 Q Okay. It's -- does this -- was it found that the  
17 meter was to be accurate and working?

18 A From the information provided by the large volume  
19 meter departments, yes.

20 Q Okay.

21 All right. Your Honor, I would like  
22 to enter Staff Exhibit 201.

23 JUDGE KEELING: Are there any objections  
24 to receiving Exhibit 201 on the record as evidence?

25 MR. MEYER: No, your Honor.

1 MR. ARIAS: No -- no objection, your  
2 Honor. I would just like to note for staff and  
3 your Honor that Spire's next witness, James Rieske,  
4 is the director of measurement, and any additional  
5 questions that staff has, he will be able to answer  
6 those.

7 JUDGE KEELING: Very good. Thank you.  
8 Exhibit No. 201 is received into evidence.

9 (Exhibit 201 received into evidence.)

10 MR. IRVING: Ms. Johnson, I don't have  
11 any other questions for you. Thank you.

12 JUDGE KEELING: Mr. Meyer, do you have  
13 any questions?

14 MR. MEYER: Briefly.

15 E X A M I N A T I O N

16 BY MR. MEYER:

17 Q Ms. Johnson, you -- did you look at this meter  
18 yourself?

19 A No.

20 Q Did you do any of the testing on it?

21 A No.

22 Q You compiled information from others?

23 A Yes.

24 MR. MEYER: Nothing further.

25 JUDGE KEELING: Thank you. We'll move on

1 to the commissioners.

2 Chairman Rupp?

3 Commissioner Coleman, do you have  
4 any questions for the witness?

5 COMMISSIONER COLEMAN: No questions.  
6 Thank you.

7 JUDGE KEELING: Very good. I don't have  
8 any questions myself, so -- do you have any re --  
9 re -- or redirect?

10 MR. ARIAS: Nothing from Spire, your  
11 Honor. Thank you.

12 JUDGE KEELING: Okay. If we're done with  
13 this witness, you are dismissed. Thank you.

14 MR. ARIAS: Your Honor, at this time,  
15 Spire would like to call Mr. James Rieske to  
16 testify.

17 JAMES RIESKE, called as a witness herein,  
18 having been first duly sworn on oath, was examined  
19 and testified as follows:

20 E X A M I N A T I O N

21 BY MR. ARIAS:

22 Q Mr. Rieske, could you please provide your name and  
23 business address for the record.

24 A Yeah. My name is Jim Rieske. I am -- James  
25 Rieske. I am the measurement director. My

1 business address is 700 Market Street, St. Louis,  
2 Missouri, 63101.

3 Q And by whom are you employed?

4 A Spire.

5 Q And what are your responsibilities as the  
6 measurement director?

7 A I am responsible for all customer metering for all  
8 Spire customers and for providing our billing  
9 system timely and accurate reads for customer  
10 bills.

11 Q And those are both residential and commercial  
12 customers, correct?

13 A That's correct.

14 Q And how many years have you been with Spire and --  
15 how many years have you been with Spire in this  
16 position?

17 A I've been with Spire for 33 years in various  
18 positions. I have been the measurement director  
19 for four and a half years.

20 Q Thank you.

21 And in preparation for your  
22 testimony today, have you reviewed the materials in  
23 this docket?

24 A I have.

25 Q Okay. So turning to the PTZ corrector

1 configuration. So the root cause of this complaint  
2 is that Spire set an incorrect PTZ corrector  
3 configuration for complainant -- the -- Structural  
4 Glass's meter, and this is an undisputed fact of  
5 this complaint. Could you explain the purpose of  
6 the PTZ corrector configuration.

7 A Yes. So we have been in the process of modernizing  
8 our large volume meter technology. We'd gone from  
9 a -- traditionally we've used meters that have  
10 mechanical indexes on them, and the movement of the  
11 meter is tracked for mechanical indexes. The PTZ  
12 is an electronic index that goes on the meter that  
13 also has a pressure and temperature sensor, so it's  
14 continuously measuring the gas flowing through the  
15 meter and correcting it in real time for both  
16 pressure and temperature. We introduced that  
17 technology company wide in 2021, and we began to  
18 deploy it in -- in Missouri West in the fall of  
19 2021.

20 Q And what were the issues with the PTZ corrector  
21 configuration on complainant's meter in this case?

22 A So the -- the meter records the information, and on  
23 a monthly basis, it sends the current reading  
24 through a communication module to our billing  
25 system. The -- in Kansas City, the configuration

1 that they used was concatenating the first digit of  
2 the read. When it was -- the PTZ -- because --  
3 I'll explain. I got a look there, so let me  
4 explain that.

5 So on a traditional mechanical meter  
6 with a -- with a -- a mechanical index, there's  
7 always a dial that is below the billing unit of  
8 measure of hundreds of cubic feet. So when the ERT  
9 sends a reading to the billing system, it knows  
10 that first dial is not a billing dial, so it  
11 concatenates that digit from the read.

12 When we went to the PTZ, the PTZ  
13 sends a reading that is in hundreds of cubic feet.  
14 Unfortunately our billing system was still  
15 concatenating that first digit, so it moved the --  
16 the reading one decimal place to the left. This  
17 was unique to Kansas City. When we started  
18 installing them in Kansas City, we were watching  
19 the reads on these instruments, and we saw the  
20 readings that didn't make sense to us. We  
21 investigated it and we discovered that this was  
22 happening. The reading on the meter was still  
23 accurately being recording. The reading being sent  
24 by the ERT device was accurately being recorded.  
25 The billing system was dropping a decimal. When we



1 discovered that, we notified customers and went  
2 back through several dozen customers that we had to  
3 correct the bill because of that issue.

4 Q So if I'm understanding you correctly, the meter is  
5 registering natural gas usage properly?

6 A That's correct.

7 Q And the meter reads that can and were pulled  
8 from -- directly from the meter were accurate?

9 A That's correct.

10 Q Okay. Thank you.

11 So I am going to pass out Spire  
12 Exhibit 102.

13 Spire Exhibit 102 is an out of reads  
14 report, an excerpt of the out of reads report that  
15 was provided to complainant in response to data  
16 requests from complainant to Spire and circulated  
17 also to staff with Spire's responses. So this is  
18 an excerpt targeting the time in question, the  
19 period in question, November 24, 2021 to -- and it  
20 goes up till May -- May 11, 2022, but it  
21 incorporate -- captures the 4/12/2022, the end of  
22 the period in question in this case.

23 Mr. Rieske, are you familiar with  
24 this out of reads report?

25 A Yes, I am.

1 Q What information does this -- does -- does this  
2 report show?

3 A So it's a record of readings collected over time  
4 for a particular meter. And what it will show for  
5 each reading collected, it'll show what the raw  
6 read is, and then it'll show if it was a four-dial  
7 meter, what the usage would be, what a five-dial  
8 meter was, what the reading would be, six-dial, and  
9 then correctors, in each column.

10 Q Okay. So the raw reads would be what the meter was  
11 registering at the customer's service address?

12 A That's correct.

13 Q Okay. And could you explain the difference between  
14 the six-dial read column and the 6C 6U PTZ  
15 corrector column?

16 A Yes. That -- that shows or demonstrates what I was  
17 saying we had revealed as the problem.

18 So the raw read was 171 on  
19 December 10 of 2021, and because it was assuming it  
20 had a dial that was below a hundred cubic feet, it  
21 dropped the one and made the reading 17, when in  
22 fact the reading was 171, because the reading was  
23 being broadcast in hundreds of cubic feet.

24 Q So the number in the raw read column is the same as  
25 the number in the 6C 6U PTZ corrector number --

1 A That's correct.

2 Q -- column? Okay.

3 In looking at this spreadsheet, was  
4 the -- and I -- I know we don't have November 24,  
5 '21 -- 2021 on there, but on -- I think it's -- I  
6 can count, but -- on November 11, 2021, what was  
7 the raw read for this meter?

8 A Zero.

9 Q Zero. Thank you.

10 And was the meter brand new?

11 A It was.

12 Q Thank you.

13 And -- and is the zero reading on  
14 November 11 consistent with a brand new meter?

15 A Yes, it is.

16 Q Yes, it is. Thank you.

17 And now looking at the read on  
18 April 12, 20 -- 2022, which is the end of the  
19 period in question, what was the raw read that --  
20 that day?

21 A 7,022.

22 Q 7,022. Okay. Thank you.

23 And what was the 6C 6U PTZ corrector  
24 reading for that day?

25 A 7,022.

1 Q Thank you.

2 So would you agree that based on  
3 those -- the usage being zero on November 11, 2021,  
4 and the usage being 7,022 -- 7,022 on April 12,  
5 2022, would you agree the use -- the total usage  
6 would be 7,022 CCFs?

7 A That's correct.

8 Q Over the period of November 24, 2021 to April 12,  
9 2022?

10 A Yes, that's correct.

11 Q Okay. Thank you.

12 And now turning -- so now I'll pass  
13 on -- actually, at this time, your Honor, Spire  
14 would like to admit Exhibit 102 into the record.

15 JUDGE KEELING: Mr. Irving, do you have  
16 any objections to that?

17 MR. IRVING: No, your Honor.

18 JUDGE KEELING: Mr. Meyer?

19 MR. MEYER: No objection.

20 JUDGE KEELING: Well, I have a question  
21 before I admit that.

22 Mr. Arias, what -- what did you say  
23 this was? When you handed this to me, what did you  
24 characterize this document as?

25 MR. ARIAS: This is the -- this out of

1 reads report was -- is the out of reads report for  
2 this meter reflecting all the reads. It was  
3 provided to complainant in response to  
4 complainant's -- that first set of data requests to  
5 Spire, as an attachment.

6 JUDGE KEELING: Mr. Rieske, do you  
7 believe -- do you -- do you agree with that?

8 THE WITNESS: Yes.

9 JUDGE KEELING: Thank you.

10 MR. ARIAS: I apologize, your Honor.

11 JUDGE KEELING: Exhibit -- Exhibit 102 is  
12 received into evidence.

13 (Exhibit 102 received into evidence.)

14 JUDGE KEELING: Thank you.

15 BY MR. ARIAS:

16 Q Mr. Rieske, you have a document in front of you  
17 that's been marked Exhibit 103; is that correct?

18 A Yes.

19 Q Thank you.

20 And is that the complainant's  
21 responses to Spire's data request?

22 A Yes.

23 Q And Data Request No. 2 asks -- could you -- could  
24 you say what -- could you state what Data Request  
25 No. 2 requests.

1 A What is the total square footage of the building  
2 located at the address at 9700 East 56th Street, C,  
3 Raytown, Missouri, 64113 -- 133, occupied by  
4 Structural Glass Systems, Incorporated.

5 Q And could you state what that -- the complainant's  
6 response was for the total square footage of their  
7 building.

8 A 15,204 square feet.

9 Q Thank you.

10 And -- and another of the data  
11 requests was the technical specifications of  
12 complainant's natural gas appliances. What is  
13 the BTU rating of complainant's furnace?

14 A 25,000 -- 250,000 BTU.

15 Q Thank you.

16 And what is the size of the meter  
17 that was installed and is currently in place at  
18 complainant's service address?

19 A It is a 1,500 CCF C -- CFH meter. So 1.5 million  
20 cubic feet per hour.

21 Q Thank you.

22 And your testimony from a couple  
23 minutes ago is that based on the meter reads, that  
24 meter report, complainant used 7,022 CCF of natural  
25 gas from November 24, 2021 to April 12, 2022.

1 Looking at complainant's square footage of their  
2 building and meter size, is this the amount of  
3 natural gas that you would expect to be used with  
4 complainant's building's square footage?

5 A So every property is different, and depending on  
6 the characteristics of the structure and the height  
7 of the ceilings and how often they're opening and  
8 closing doors, overhead doors, all can impact what  
9 a facility would use. But generally speaking, in  
10 my experience, when we look at warehouses, you can  
11 expect that you're going to use about 250 CCF for  
12 every 3,000 square feet of a warehouse space.  
13 Taller the ceilings are, generally the more that  
14 is, because it's about heating a volume of air.

15 So on a facility like this, I would  
16 expect in their -- their wintertime for their usage  
17 to be somewhere around 1500 CCF a month, in  
18 wintertime heating usage. And that's just heating.

19 Q And so looking at their usage from, I guess,  
20 November 24, 2021, to April 12, 2022, for the usage  
21 that they were -- that the customer was rebilled  
22 for, would you agree that it is a reasonable amount  
23 of natural gas to be used to heat their facility?

24 A In my experience, it is very consistent with that  
25 size facility and the general nature of what I knew

1 that facility to be.

2 Q And have you reviewed the customer's bills for the  
3 period -- I -- the customer had restarted their gas  
4 service on December 23, 2022, and -- so in the --  
5 in the months of January and February, would you  
6 agree that the usage in those months is also  
7 reasonable, in your experience?

8 A Yes.

9 Q Okay. And now I just wanted to turn very quickly  
10 to Exhibit -- do I have it in front of me again?  
11 Exhibit 7, or complainant's Exhibit 7.

12 A Uh-huh.

13 Q So in the chart at the top of the itemized -- not  
14 the itemized portion of bill, but the chart above,  
15 on Exhibit 7, and that's complainant's bill,  
16 correct, from -- could you state the statement date  
17 on the bill.

18 A It is June 13 of 2022.

19 Q And there is -- in the chart above the itemized  
20 bill, there's two lines, which shows two -- two  
21 previous reading and two present readings. Could  
22 you explain why the second line is on that bill?

23 A Yes. So Missouri West has traditionally used, as I  
24 said, a -- an older billing configuration. When we  
25 introduced the PTZs, there's a line of data in our



1 billing system that isn't billing data that now  
2 shows up on the report, because in Missouri West  
3 they never recognized having the data the way that  
4 we do, so it -- it's a -- it's a meaningless row of  
5 data.

6 Q So it's a Legacy issue from incorporating a  
7 different --

8 A Yes.

9 Q -- system?

10 A It's incorporating new technology and new data from  
11 new technology that revealed itself on the bill  
12 that we didn't -- in a way that we didn't realize  
13 it would.

14 Q And this new technology that has been incorporated  
15 into Missouri West, does it provide more accurate  
16 data, usage data, for the company?

17 A So the -- the meter itself records for six months,  
18 hourly readings, including the compensation factors  
19 for the customer, so, yes, we have a -- a grain of  
20 data with that that is far greater than what we've  
21 had in the past.

22 Q Thank you.

23 MR. ARIAS: No further questions, your  
24 Honor.

25 JUDGE KEELING: Very good. Right now it

1 is -- it's about -- it's 10:44. I think that we  
2 need to take a break and give our court reporter a  
3 rest, and so before we continue with cross  
4 examination, I want to take a break until 11:00.  
5 So please be back in the room and be ready to  
6 proceed at 11:00.

7 MR. ARIAS: Thank you, your Honor.

8 (Recess taken from 10:44 a.m. until 11:00 a.m.)

9 JUDGE KEELING: It is 11:00, and we will  
10 resume our hearing. Right now we left off with  
11 Mr. Arias and his direct examination of -- of  
12 Mr. James Rieske.

13 Mr. Arias, proceed.

14 BY MR. ARIAS:

15 Q Just -- just one brief question, your Honor.  
16 Looking at Exhibit 7, that -- that -- the bill that  
17 we had touched on right before we broke,  
18 Mr. Rieske, was there anything else you wanted to  
19 add to clarify that second line on --

20 A Yeah.

21 Q -- the -- on the bill?

22 A Yeah. I -- I would just -- so I just wanted to  
23 provide a little clarity around what that number  
24 is, right? And so the PTZ, as I said, measures the  
25 gas and it corrects for pressure and temperature,

1 and we bill on the corrected read. The instrument  
2 provides an uncorrected read that allows us to  
3 validate that corrected read. We had never  
4 collected those reads in Missouri West before, and  
5 so when we started collecting them, they showed up  
6 on the bill and that's what that line is, and so --  
7 again, it was a discovery when we used the new  
8 pieces of equipment, so --

9 MR. ARIAS: Thank you.

10 Your Honor, at this time, Spire has  
11 no other direct examination. Mr. Rieske's  
12 available for cross.

13 JUDGE KEELING: Very good.

14 Mr. Irving, do you have any cross  
15 examination for Mr. Rieske?

16 MR. IRVING: Yes, your Honor.

17 E X A M I N A T I O N

18 BY MR. IRVING:

19 Q Mr. Rieske, does -- does Spire actually test  
20 Structural Glass's meter?

21 A Yes. We performed an on-site differential pressure  
22 test.

23 Q What were the results of that test?

24 A The meter was tested at three different flow rates,  
25 and those flow rates -- the test results were

1 compared against accuracy curves and all of them  
2 were found to be accurate.

3 Q Okay.

4 MR. IRVING: All right. I have no other  
5 questions at this point.

6 JUDGE KEELING: Thank you, Mr. Irving.

7 Mr. Meyer, do you have any  
8 questions?

9 MR. MEYER: Yes, your Honor.

10 E X A M I N A T I O N

11 BY MR. MEYER:

12 Q Mr. Rieske, when this meter was replaced in October  
13 of 2021, how is that done; what does that look  
14 like?

15 A So it wasn't a replacement. It was an  
16 installation.

17 Q All right.

18 A And so they will come out and connect. Typically  
19 we have a standpipe or a riser coming up off the  
20 surface line, and they will come out and use  
21 threaded fittings to create -- in this case I  
22 believe it was an inline connection, so they create  
23 an inlet and outlet pipe, and it's a threaded  
24 connection into that. Now, when they set the  
25 meter, we also then have to inspect the customer

1 facility, fuel runs and appliances before we turn  
2 it on. So typically we would set it, in this case  
3 we did set it and performed a turn on at a later  
4 date, when the customer's ready for gas.

5 Q So this installation was of one of these -- and  
6 what type of meter was installed, the PTZ --

7 A It's a -- it's a Romet rotary meter with a PTZ  
8 electronic index and pressure corrector connected  
9 to it.

10 Q And these were relatively new at the time of this  
11 installation?

12 A Yeah. We had started using the technology in 2021.

13 Q Okay. Now, when I look at Exhibit 102, I see the  
14 six-dial read and then the 6C PTZ correctors  
15 column, and the -- is it correct that with a -- a  
16 rotary dial, the -- the maximum number of digits is  
17 six?

18 A It -- it collects the reads in six digits, that's  
19 correct.

20 Q Okay. And then the PTZ also collects the reads in  
21 six digits?

22 A So the -- the PTZ is the only device collecting  
23 reads.

24 Q Okay.

25 A It's collecting the reads off of the movement of

1 the meter.

2 Q Okay.

3 A And so it's collecting -- it is the sole collection  
4 of the reads, is the PTZ.

5 Q So on the sheet, when we see the read for the  
6 six-dial read, is that number meaningless or why is  
7 it one tenth of the PTZ corrector's number?

8 A So the -- that line of data has suffered the same  
9 fate of our original meter reads. It also has a  
10 digit concatenated. So there's a significant digit  
11 beyond 611 that's not showing on there.

12 Q Okay. And is that to the left or the right?

13 A So the reading was moved one digit to the left.

14 Q Okay. And in the case of the Structural Glass  
15 Systems' meter, for how many months was this -- did  
16 this concatenation continue?

17 A So it was from November 2021 to April 12, 2022.

18 Q Six months -- five?

19 A Five months, yes.

20 Q Is it timely and accurate to permit that sort of --  
21 that discrepancy in billing for five months?

22 A We had to discover the issue, and then we had to  
23 figure out how to remediate it in our company  
24 systems, right. Meanwhile we knew we were  
25 accurately recording the usage. So yes, it took

1 five months from the time we put that meter in  
2 until we had a solution for fixing the way that the  
3 reads were presented to our billing system.

4 Q But in the interim, the bills for the lower amount  
5 were sent -- mailed to the customer?

6 A To -- to customers that had that device, yes.

7 Q And those customers, including Structural Glass  
8 Systems, Inc., paid those bills in reliance on  
9 their accuracy --

10 A That's correct.

11 Q -- would you agree with that?

12 A Yes.

13 Q All right. And then after you discovered your  
14 error, you sent the updated newer bills?

15 A We followed our tariff provisions for providing a  
16 rebill to those customers for the --

17 Q And sent Structural Glass Systems a bill for \$7,000  
18 in gas usage that they had not been informed of in  
19 the prior five months, right?

20 A I can't speak to what you knew or didn't know, but  
21 I do know we issued you a rebill on April 12.

22 Q When did Spire first know about this issue?

23 A I'm not sure of the exact date.

24 Q How many other customers had this issue?

25 A There were several dozen.

1 Q All right. In the Kansas City area?

2 A Yes.

3 Q Okay. Were they all commercial?

4 A Yes.

5 Q Okay. And you kind of gave what I'd call a -- back  
6 of the napkin estimate of how many cubic -- or CCFs  
7 are used in --

8 A Right.

9 Q -- a comparable warehouse. There are a lot of  
10 factors that could play into that estimate,  
11 correct?

12 A Yes.

13 Q Ambient temperature outside versus inside, correct?

14 A Yes.

15 Q The -- the setting that the customer sets their  
16 thermostat at?

17 A The location, yes. Sure. The location of the  
18 thermostat, sure.

19 Q Yeah. And -- and the efficiency and age of the  
20 heating unit involved?

21 A Somewhat, yes.

22 Q If you have an older one, they might use a little  
23 more --

24 A Yeah.

25 Q -- or might be dirty or --



1 A Yeah.

2 Q -- inefficient?

3 Okay. So this estimate of 250 CCFs  
4 per 3,000 square footage, what -- how hot would  
5 that get your building if they were using that much  
6 gas?

7 A I -- that -- I couldn't begin to speculate on that,  
8 but it's -- but let me give you a more precise  
9 answer to the question you're asking.

10 When Structural Glass Systems  
11 applied for gas service, they supplied us with the  
12 equipment that they were going to need to serve  
13 that building. When they did, they provided a list  
14 of equipment that totaled to 1.6 million BTUs of  
15 equipment at 2 pounds of delivery pressure.

16 Q Okay.

17 A So that is generally a mechanical contractor's  
18 estimate of what will be required to heat that  
19 facility. That kind of equipment on a normal  
20 winter month for heating would produce a bill in  
21 excess of 2,000 CCF. That's a -- that's an  
22 engineering fact.

23 Q If it's 1.6 million --

24 A BTUs, yes.

25 Q -- BTUs of natural gas?

1 A Yes.

2 Q Now I want to -- do you still have 103 in front of  
3 you?

4 A Uh-huh.

5 Q All right. The -- this is Structural Glass's  
6 responses to the data request.

7 A Uh-huh.

8 Q And it was -- they asked the -- for the gas  
9 appliances, and the sole gas appliance was the  
10 Reznor heater, and do you see a BTU rating on that  
11 heater?

12 A I do.

13 Q What is that?

14 A 250,000 BTUs.

15 Q So that's significantly less than the 1.6 million  
16 you just mentioned?

17 A That's correct.

18 Q So assuming for purposes of my question that the  
19 sole natural gas appliance within Structural Glass  
20 System's facility is this heater at 250,000 BTU,  
21 what would an average CCF per month usage be?

22 A So a couple things. In the testimony today, I  
23 heard contradiction to that. I believe I heard  
24 that there were two furnaces at this address.

25 Q Correct.

1 A So this -- would you agree this is not accurate?

2 Q There were two of these. All right. So that's  
3 500,000.

4 A Okay. So here's the deal. So this is -- this is  
5 baked in science. So the space that you have to  
6 heat has a volume of air, and your heating unit  
7 will produce heated air, it has to fill that volume  
8 of space to the temperature that your thermostat  
9 sets it at. So when you don't put sufficient  
10 heating equipment to move the air sufficiently in  
11 the space, it will just run more and it will run  
12 inefficiently and it will burn more gas. So the  
13 fact that this didn't have adequate heating  
14 equipment for the space doesn't actually help the  
15 usage to heat the space, it actually makes it  
16 worse. And so it will consume what it needs to  
17 heat that space, and it just means it runs more.

18 Q How many CCFs would two of these units use per  
19 month to heat 15,000 square foot space?

20 A It depends on how often they run, and I have no way  
21 of speculating on how often they run. Although if  
22 there were two trying to heat 15,000 square feet,  
23 they were running all the time, especially if there  
24 were garage doors and those sorts of things that  
25 would be open and create ambient outside air into

1 the space.

2 Q Now, you heard the testimony that the property  
3 wasn't being used and the heat was set at  
4 55 degrees, correct?

5 A That's correct.

6 Q Okay. And during these five months, Spire didn't  
7 inform SGS of its alleged gas usage that it was  
8 later billed for, correct? It wasn't until April  
9 that the -- got sent out?

10 A It was -- yes.

11 Q All right. Is there someone else affiliated with  
12 Spire who would know when this problem was  
13 discovered?

14 A I -- I would know when that problem was discovered;  
15 however, I -- I don't have that information with me  
16 today.

17 Q But you --

18 A I was directly in -- no. I was directly in the  
19 conversations about the problem they had discovered  
20 and trying to figure out what it was, why it was  
21 happening and how to fix it. That all -- that all  
22 came through me.

23 Q Do you have a ballpark recollection of when?

24 A My recollection was that -- that we really started  
25 to discover the problem in February of 2022. It

1 was after we had had meters in for a couple months.

2 Q Okay. So you were installing them in October, and  
3 then the issue came to light in February?

4 A I think we really realized that -- the nature of  
5 the issue in -- in February, yes.

6 MR. MEYER: No further questions.

7 JUDGE KEELING: Okay. Then we'll move to  
8 questions by the commissioners.

9 Commissioner Coleman, are you there  
10 and do you have any questions?

11 COMMISSIONER COLEMAN: No questions,  
12 Judge. Thank you.

13 JUDGE KEELING: Thank you.

14 Chairman Rupp has stepped out. He  
15 may return.

16 But I have some questions.

17 THE WITNESS: Sure.

18 E X A M I N A T I O N

19 BY JUDGE KEELING:

20 Q Okay. Are you aware that -- what the monthly usage  
21 or usage volume since the correct meter readings  
22 have been -- have been established and -- and how  
23 did those compare -- compare with the usage volumes  
24 alleged in the complaint in this case?

25 A So you're talking at this specific address?

1 Q Yes.

2 A Yes.

3 So the -- by comparison during the  
4 period that we had the reading issue, in February  
5 or March, we were using -- they were using around  
6 1800 cubic CCF a month. Again, I don't have it  
7 exactly in front of me. I looked at it by month  
8 over month when I was looking at the -- the data.  
9 In 2023, we have a bill here that it was -- I  
10 believe it was 15 -- over 1500 CCF. So it was very  
11 consistent between '22 and '23.

12 Q Okay. But why did the -- why did the remedy or the  
13 fix not occur until -- until after the April  
14 reading if the -- if the issue or the problem was  
15 discovered in January?

16 A Yeah. So we -- we had -- couple things. We had to  
17 go back through the -- the accounts that -- and  
18 find the accounts that we felt like had an issue,  
19 and we had to start working through those to  
20 correct the bills and go through the mechanics of  
21 contacting the customer and so forth, and that took  
22 a period of time.

23 The other thing we wanted to do is  
24 we had to make a patch to our billing system, to be  
25 able to prevent this from happening in the future.

1 And so we tried to coincide doing the rebills with  
2 a time we knew they wouldn't get any subsequent  
3 bills that we would have to correct.

4 Q Are you aware what the -- the gas usage -- usage at  
5 this address was with -- with the prior owner or  
6 occupant?

7 A I am not aware of that information.

8 Q Okay. And, I guess, had -- why did it take until  
9 January to figure out that the readings were wrong?

10 A So unfortunately, we don't get readings in our  
11 billing system more frequently than once a month,  
12 and so in this -- for instance, in this example, it  
13 was a new meter, so we didn't have any history on  
14 that meter, right, so it actually took us having a  
15 few of them where we questioned the lower readings  
16 on new meters to start investigating and  
17 discovering that this was happening, right. So  
18 we're getting very infrequent data with new  
19 customers. So it just took us a while to recognize  
20 the pattern in the bills and then connect it to  
21 that equipment, right.

22 Q When was that meter new?

23 A It was installed November, I believe, 24 of 2021.

24 Q So it has -- has it been tested since -- since May  
25 of 2022?

1 A No.

2 Q When was it tested --

3 A It was tested -- I believe it was tested in August  
4 of '22.

5 Q Regarding the -- the new meter technology, the PTZ  
6 technology, did you -- did you test that new meter  
7 technology with its billing software before  
8 deploying it?

9 A Yes, we did.

10 Q What steps did you take in testing it?

11 A So -- so we went through a -- a series of tests,  
12 first of the actual equipment itself and confirming  
13 the registration and the way that it calculated the  
14 usage, and then we had a number of beta units that  
15 we installed and tested the technology in our  
16 billing system. So to be able to use it, we didn't  
17 actually have to -- we were reusing configurations  
18 we already had, and so we tested it in a number of  
19 locations. All of them, unfortunately, were not in  
20 Kansas City, and we had literally hundreds of these  
21 devices installed before we installed the first one  
22 in Kansas City. And what got us in Kansas City is  
23 we didn't realize they had a Legacy billing  
24 configuration that was different than what we were  
25 using in other regions of the -- the company. So



1 we thought we had adequately tested it not only in  
2 beta but in production before we started using them  
3 in Kansas City, and it was a very technical setup  
4 that caused this issue. Unfortunately, we didn't  
5 realize it was there.

6 JUDGE KEELING: Okay. I have no other  
7 questions.

8 Is there any recross by staff?

9 MR. IRVING: No, your Honor.

10 MR. MEYER: Mr. Meyer, do you have any  
11 recross?

12 E X A M I N A T I O N

13 BY MR. MEYER:

14 Q When did Spire know that this sort of error was  
15 possible?

16 A I -- I don't know what that question means.

17 Q You stated that this problem arose because Kansas  
18 City had a Legacy billing system and you didn't  
19 realize that, correct?

20 A They had a Legacy configuration. It's the same  
21 billing system we use everywhere else.

22 Q Had a Legacy configuration. When did you realize  
23 that the Legacy configuration would create this  
24 problem with the PTZ connectors?

25 A We -- we discovered it when we were seeing the

1 reads in our billing system in the spring of '22.

2 Q And -- but -- again, it's your testimony that Spire  
3 didn't realize that Kansas City had that Legacy  
4 billing setup?

5 A I don't -- can you restate.

6 Q They had the Legacy configuration?

7 A They had a configuration that was different than  
8 what we used in other regions of the company for  
9 the same type of metering equipment.

10 Q All right. And how long had Kansas City been using  
11 that configuration?

12 A I have no idea, but for years.

13 Q All right.

14 MR. MEYER: I have no further questions.

15 JUDGE KEELING: Mr. Arias, do you have  
16 any redirect?

17 MR. ARIAS: Yes, your Honor, just  
18 briefly. I'm going to jump around here.

19 E X A M I N A T I O N

20 BY MR. ARIAS:

21 Q Mr. Rieske, you mentioned that it's -- the  
22 customer's meter's a Romet rotary meter and that  
23 this was a new meter -- a new meter to Spire's  
24 system, correct?

25 A So the -- the PTZ electronic index was new to

1 Spire's system. The Romet rotary meter we have  
2 used for years.

3 Q Thank you -- no, thank you for that clarification.

4 And we were discussing this Legacy  
5 configuration. Why wasn't the Legacy configuration  
6 discovered until spring of 2022?

7 A So -- so the -- the -- the configuration -- Kansas  
8 City didn't use this type of equipment very often,  
9 right, and so they had done what I would call a  
10 technical change to the configuration. It wasn't  
11 apparent in the configuration. It was in the  
12 programming of the configuration that we didn't  
13 know existed until these reads from these new  
14 instruments started coming and we saw how it  
15 behaved. So it was -- it was a Legacy  
16 configuration in programming, right, computer code,  
17 so --

18 Q And -- and -- and so the configuration -- the  
19 Legacy configuration issue wasn't discovered  
20 because we just weren't using technology at that  
21 point -- up till that point that it would affect?

22 A That's 100 percent correct.

23 Q Thank you.

24 And just looking at the -- back to  
25 the -- the BTUs necessary to heat 1500 square feet.

1 So is it your testimony and would you agree that  
2 regardless of the size of furnace or number of BTUs  
3 your furnaces have or -- or can -- can --  
4 regardless of the output of the furnaces you have,  
5 the total BTU output, would -- so even if you had  
6 250,000 BTUs of output or a million BTUs output,  
7 those furnaces are going to use the same amount of  
8 natural gas to heat the same size of space?

9 A Yes. They are going to run as long as it takes to  
10 heat that space, that's correct.

11 Q Okay. So regardless of the size, those -- those --  
12 whether it's one furnace using X number -- a  
13 thousand CCFs to heat a -- a specific sized space  
14 or five furnaces trying to heat that same sized  
15 space to the same temperature, they're going to use  
16 the same amount of natural gas?

17 A That -- yes. I -- well, let -- let me just give a  
18 technical clarification.

19 Q And that's fine. That's fine.

20 A So -- so generally speaking, that will be true, but  
21 it -- how they operate and how much gas they use  
22 and how much they run can greatly be impacted by  
23 their ability to push the air into the volumes of  
24 the room. So depending on where the thermostat is,  
25 then how you heat the space can dramatically impact

1           how much energy you use, because you have to run  
2           longer to get the air to where the thermostat's  
3           measuring the temperature, right? So -- so there  
4           are some -- there are actually some tricky things  
5           about how -- that's why there's so much work that's  
6           done around the mechanical design of how to heat a  
7           space, because it can dramatically have a negative  
8           impact.

9    Q       Okay. Thank you.

10                           And just one more thing, just  
11           turning to Spire's Exhibit 102, that out of reads  
12           report.

13   A       Uh-huh.

14   Q       When you are saying the digit moves to the left --  
15           or the -- the -- how did you characterize it again?

16   A       Yes, I did say -- so -- so let me be very precise  
17           in how I say it.

18                           It's where it concatenates the  
19           number, and so it concatenated one digit to the  
20           left. So it dropped the first digit.

21   Q       Okay. Thank you.

22                           So if we're looking at December 10,  
23           2021, the issue in question would force -- or would  
24           make the raw read showing 171 to appear as 17 in  
25           the billing system; is that correct?

1 A That's correct.

2 Q Even though it should report in the billing system  
3 171?

4 A That's correct.

5 Q Okay. Thank you.

6 MR. ARIAS: Your Honor, at this time,  
7 Spire has no further questions.

8 JUDGE KEELING: Very good.

9 Mr. Irving, do you have any other  
10 questions?

11 MR. IRVING: No, your Honor.

12 JUDGE KEELING: Mr. Meyer?

13 MR. MEYER: No, your Honor.

14 JUDGE KEELING: I have no further  
15 questions, so, sir, you are dismissed.

16 THE WITNESS: Thank you.

17 MR. ARIAS: Your Honor, just one  
18 housekeeping issue. I don't believe I moved  
19 Exhibit 103 into the record. I'd like to admit  
20 Exhibit -- Spire Exhibit 103, which is  
21 complainant's responses to Spire's first set of  
22 data requests.

23 JUDGE KEELING: Mr. Irving, have you any  
24 -- had an opportunity to examine Exhibit 103 and do  
25 you have any objections?

1 MR. IRVING: No objections, your Honor.

2 JUDGE KEELING: Mr. Meyer?

3 MR. MEYER: No objection.

4 JUDGE KEELING: Exhibit 103 is received  
5 into evidence.

6 (Exhibit 103 received into evidence.)

7 JUDGE KEELING: Mr. Irving, you may  
8 proceed.

9 MR. IRVING: Thank you, your Honor.

10 At this time I would like to call  
11 Mr. -- staff witness Mr. Cunigan to the stand.

12 CEDRIC CUNIGAN, called as a witness  
13 herein, having been first duly sworn on oath, was  
14 examined and testified as follows:

15 JUDGE KEELING: Proceed.

16 E X A M I N A T I O N

17 BY MR. IRVING:

18 Q Good morning, Mr. Cunigan.

19 A Good morning.

20 Q Could you please state your full name for the  
21 record and spell your last name.

22 A Cedric Cunigan. And Cunigan is spelled  
23 C-U-N-I-G-A-N.

24 Q Okay. Thank you.

25 How long have you been employed by

1 the Commission?

2 A Since 2017.

3 Q Okay. What is your job title?

4 A Senior professional engineer.

5 Q Okay. You're the staff's expert witness on matters  
6 related to gas meters; is that correct?

7 A I provide testimony on that in this case, yes.

8 Q Okay.

9 MR. IRVING: Your Honor, I would like to  
10 tender the witness for cross examination.

11 THE WITNESS: Mr. Arias.

12 MR. ARIAS: Thank you, your Honor.

13 E X A M I N A T I O N

14 BY MR. ARIAS:

15 Q Could you just provide your last name one more time  
16 for me.

17 A Cunigan is C-U-N-I-G-A-N.

18 Q So Cunigan?

19 A Cunigan, yes.

20 Q Thank you.

21 Mr. Cunigan, did you review Spire's  
22 meter test report?

23 A Yes.

24 Q And I think that was staff Exhibit -- Staff  
25 Exhibit 201?



1 A Yes.

2 Q And did that meter test report find that the meter  
3 was operating within the standards required by the  
4 Commission's rules?

5 A Yes. The test results showed that the flow rates  
6 they expected were in the correct ranges.

7 Q Okay. Thank you.

8 MR. ARIAS: No -- no further questions  
9 from Spire. Thank you.

10 JUDGE KEELING: Mr. Meyer, do you have  
11 any questions?

12 MR. MEYER: Yes.

13 E X A M I N A T I O N

14 BY MR. MEYER:

15 Q Mr. Cunigan, did you look at the meter at issue  
16 yourself?

17 A I did not.

18 Q Okay. So you reviewed a report that was provided  
19 to you by Spire?

20 A That is correct.

21 Q Okay. And do you have any knowledge or information  
22 about the volume of gas that was used by Structural  
23 Glass in the time frame in question?

24 A Just the information that was provided in the  
25 course of this case.

1 Q Okay. So just the evidence that's come in today?

2 A Through data requests and the informal complaint.

3 Q Okay. Do you have any -- through the course of  
4 this case, have you gained some information about  
5 the issue of the PTZ connectors and the -- the SGS  
6 meter?

7 A Yes.

8 Q What has -- information have you gained about how  
9 that was installed and what the issue was?

10 A The issue that I was made aware of was not related  
11 to the installation of it --

12 Q Oh, okay.

13 A -- but more of the programming.

14 Q And what was that issue?

15 A If you give me just a moment.

16 Q Certainly.

17 A So on page 4 of the staff report, it's discussed  
18 there that the coding was entered as 06 instead of  
19 the 6U or 6C, and that would correspond to the  
20 chart that was previously entered. I don't have  
21 that exhibit in front of me.

22 Q Okay. But it -- that would correspond to those  
23 numbers we saw earlier?

24 A Yes. And from that, the digits that were entered  
25 into the billing system were off by one.

1 Q All right. So that was a programming error by  
2 Spire?

3 A Yes.

4 Q All right. Are you aware of whether that error was  
5 repeated with any other customers of Spire's?

6 A We have a data request that had a list of customers  
7 that suffered a similar error.

8 Q Okay.

9 A I don't have the number off the top of my head.

10 Q Was it more than ten?

11 A Yes.

12 Q Okay. And -- well, strike that.

13 MR. MEYER: No further questions of this  
14 witness.

15 JUDGE KEELING: Thank you, Mr. Meyer.

16 I'll turn to the commissioners then.

17 Commissioner Coleman, do you have  
18 any questions for this witness?

19 COMMISSIONER COLEMAN: No questions.

20 JUDGE KEELING: Okay. Then I have some  
21 questions myself.

22 E X A M I N A T I O N

23 BY JUDGE KEELING:

24 Q First of all, in your investigation, did you note  
25 what gas consuming appliances there are at the

1 service address and do you know the maximum gas  
2 usage for those appliances?

3 A I do not have that specific information in front of  
4 me. I believe it was provided at some point during  
5 the case though.

6 Q Did -- okay. Did -- did you -- did you note  
7 whether those -- whether the -- the gas usage was  
8 consistent with the type of -- of equipment that  
9 was on the -- on the premises?

10 A And so I believe the last witness spoke to this as  
11 well, but gas usage is not just the -- dependent on  
12 the type of equipment, but it would be dependent on  
13 the total volume that's being heated, circulation,  
14 and then one thing that wasn't brought up is  
15 losses, depending on how well your building is  
16 insulated, how often the doors are open, it can  
17 vary widely depending on the kind of operations  
18 you're having in a different -- different  
19 facilities.

20 Q Did -- did you note the -- the existence or  
21 shortage of air handling units in the building?

22 A I did not actually visit this site.

23 Q Okay. Did staff recalculate the bills?

24 A Yes. As -- Miss Bernsen can speak a little bit  
25 more on the actual recalculation.

1 Q Is staff aware of why the -- the fix to this  
2 problem didn't occur until after April, if --  
3 reading if Spire -- until after the April reading  
4 if Spire found the problem in January?

5 A The only thing I could say would be to repeat what  
6 the company has said, that they didn't know the  
7 extent of it. But staff isn't -- we don't have any  
8 additional information outside of what's been  
9 provided.

10 JUDGE KEELING: Okay. Thank you. That's  
11 all I have.

12 I have -- do we have any recross by  
13 Spire?

14 MR. ARIAS: Yes, your Honor. Hold on one  
15 second.

16 E X A M I N A T I O N

17 BY MR. ARIAS:

18 Q Mr. Cunigan, how many complaint cases -- I guess,  
19 how many meter reports have you reviewed in your  
20 time with the Commission, ballpark?

21 A That's a hard one to ballpark. I'd say less than  
22 50.

23 Q Less than 50.

24 But -- so is the meter report that  
25 you reviewed from Spire consistent with those other

1 meter reports that you've reviewed?

2 A It's similar. I do gas, water and electric, so  
3 each one will have different things they're looking  
4 for.

5 MR. ARIAS: Okay. No further questions,  
6 your Honor. Thank you.

7 JUDGE KEELING: Thank you, Mr. Arias.

8 Mr. -- Mr. Meyer, do you have any  
9 other questions?

10 MR. MEYER: No, your Honor.

11 JUDGE KEELING: Okay. With that, if  
12 there's no other questions, then I think we're  
13 done.

14 MR. IRVING: I'm sorry, your Honor, could  
15 I redirect?

16 JUDGE KEELING: Mr. Irving, did I -- did  
17 I miss you? I -- I apologize.

18 MR. IRVING: No, no, I -- I just wanted  
19 him --

20 JUDGE KEELING: Could you please --

21 MR. IRVING: Yes.

22 JUDGE KEELING: -- please proceed, yeah.

23 MR. IRVING: Okay. I actually just have  
24 one question.

25 E X A M I N A T I O N

1 BY MR. IRVING:

2 Q You were asked before, did you look at the meters  
3 yourself, and you indicated that -- no, and that  
4 you relied on the information from Spire. Is this  
5 typical procedure, for staff to do that?

6 A Yes. For most of our complaints we don't actually  
7 have commission staff go out and view the meters or  
8 test the meters ourselves. We rely on the company  
9 experts to do that.

10 MR. IRVING: Thank you. That's all the  
11 questions I had.

12 JUDGE KEELING: Thank you.

13 Mr. Arias, do you have anything else  
14 on top of that?

15 MR. ARIAS: No, your Honor. Thank you.

16 JUDGE KEELING: Mr. Meyer?

17 MR. MEYER: Nothing further.

18 JUDGE KEELING: Okay then. Mr. Cunigan,  
19 you are excused.

20 Mr. Irving, do you have another  
21 witness?

22 MR. IRVING: Yes, your Honor.

23 At this point, I would like to call  
24 Ms. Deborah Bernsen -- Bernsen. Sorry.

25 DEBORAH BERNSEN, called as a witness

1           herein, having been first duly sworn on oath, was  
2           examined and testified as follows:

3                         JUDGE KEELING: Proceed.

4                         Excuse me. Before we do proceed, I  
5           would like to -- I would like to congratulate you  
6           on your upcoming retirement and thank you for your  
7           years of service with the Commission.  
8           Chairman Rupp sent down a note to make sure that  
9           we -- that we mentioned that and -- and I second  
10          that. And thank you very much.

11                        So --

12                        THE WITNESS: Thank you. This is my --  
13          this is my last time testifying.

14                        JUDGE KEELING: Very good.

15                        Mr. Irving, proceed.

16                        MR. IRVING: All right. Thank you, your  
17          Honor.

18                                       E X A M I N A T I O N

19          BY MR. IRVING:

20          Q        Ms. Bernsen, could you please state -- could you  
21                    please state your full name and your last -- and  
22                    spell your last name for the record.

23          A        Yes. Deborah Ann Bernsen. Last name is

24                    B-E-R-N-S-E-N.

25          Q        Okay. It was mentioned that you are in the process



1 of retiring and this is your last testimony. How  
2 long have you been employed by the Commission, if  
3 you don't mind me asking that?

4 A Let's just say over 40 years.

5 Q Okay.

6 All right. What is your job title?

7 A My job title is senior research data analyst.

8 Q Okay. Are you the same Deborah Bernsen that caused  
9 to be prepared testimony in staff's report?

10 A Yes, I am.

11 Q Okay. Do you have any corrections to your staff  
12 report at this time?

13 A No, I do not.

14 Q Okay. Is the information contained in your staff  
15 report true and correct to your best information  
16 and belief?

17 A Yes, it is.

18 Q Okay.

19 MR. IRVING: Your Honor, I would like to  
20 admit into the record Ms. Bernsen's staff report,  
21 which is Exhibit 2,000 -- or, I'm sorry, 200 --  
22 Exhibit 200 and C, 200C.

23 JUDGE KEELING: 200C?

24 MR. IRVING: Yes. One's public and --  
25 200 is public and Exhibit 200C is confidential.

1 JUDGE KEELING: Is there any objection to  
2 the admission of -- of the staff report, Staff's  
3 Exhibit 200C?

4 MR. MEYER: No, your Honor.

5 MR. ARIAS: No objection -- no objection  
6 from Spire.

7 JUDGE KEELING: Okay. Okay. So Staff's  
8 Exhibit 200C is received on the record, and C  
9 signifies that that is a confidential document.  
10 Please take note of that and treat that  
11 accordingly.

12 (Exhibit 200C received into evidence.)

13 MR. IRVING: Okay. I would also like to  
14 -- to submit staff report -- Exhibit 200 as well,  
15 which is staff report -- which is a public staff  
16 report.

17 JUDGE KEELING: Are there any objections  
18 to the admission of -- of Staff Exhibit 200, which  
19 is the public report?

20 MR. MEYER: No objection.

21 MR. ARIAS: No objection.

22 JUDGE KEELING: Staff Exhibit -- Staff  
23 Exhibit 200 is received into evidence.

24 (Exhibit 200 received into evidence)

25 MR. IRVING: At this time, I would like

1 to tender the witness for cross examination.

2 JUDGE KEELING: Mr. Arias?

3 MR. ARIAS: Thank you, your Honor.

4 E X A M I N A T I O N.

5 BY MR. ARIAS:

6 Q Ms. Bernsen?

7 A Bernsen.

8 Q Bernsen. First, congratulations.

9 A Thank you.

10 Q Are you familiar with the -- in your experience,  
11 are you familiar with the Commission's customer  
12 service rules?

13 A Yes, I am.

14 Q And I think that's Chapter 13; is that correct?

15 A Chapter 13 applies to residential customers.

16 Q Okay. Okay. Thank you.

17 Do commission rules allow Spire to  
18 rebill customers for over and underbilled natural  
19 gas usage?

20 A Commission rules do allow that. Specifically the  
21 tariffs in this case for a large gas -- this --  
22 this company is considered an LGS customer, and so  
23 there are specific tariffs that apply to that  
24 regarding rebilling customers.

25 Q Okay. And those are the Spire Missouri's tariffs?

1 A Those are.

2 Q And they are on file with the Commission?

3 A They are.

4 Q And are those tariffs approved by -- or are those  
5 tariffs reviewed by staff prior to Commission  
6 approval?

7 A Yes, they are. Although I am not the individual  
8 that reviews them.

9 Q Nope, that's okay.

10 And -- and leading into my next  
11 question, does the Commission approve Spire  
12 Missouri's tariffs?

13 A Yes, they do.

14 Q Okay. Thank you.

15 And I don't know if you've  
16 officially said this, but do Spire Missouri's  
17 tariffs in this case allow Spire to rebill  
18 customers for over or underbilled natural gas  
19 usage?

20 A Yes. The rules, and I think they were noted  
21 earlier, but I can recite them if you wish, is  
22 specifically -- in terms of the -- the  
23 rebilling, the ability to rebill if there's been a  
24 problem or over -- underbill or overbill, they can  
25 rebill, and that's under the rules and regulations

1 PSC MO No. 9, Sheet No. R-8-R8.2. It addresses the  
2 ability to rebill.

3 Q Thank you.

4 And turning to my next question, do  
5 commission rules require that Spire alert customer  
6 -- actually, let me back that up.

7 I -- you had made a series of  
8 recommendations on how Spire can improve their  
9 customer contacts; is that correct?

10 A I did.

11 Q Do commission rules require Spire Missouri to alert  
12 customers to issues necessitating a rebill ahead of  
13 the rebill date?

14 A I don't believe that the tariff specifically  
15 addresses that.

16 Q Okay. Thank you.

17 And Mr. Cunigan noted that you had  
18 performed a rebill -- a -- a recalculation of the  
19 -- the rebilling that the company performed; is  
20 that correct?

21 A I did look over the usage and wanted to be sure  
22 that they had used the correct rates in effect at  
23 the time, so I did run through those -- those  
24 calculations and they appeared to be using the  
25 correct tariff sheets.

1 Q And that's to calculate the amount -- the -- the --  
2 Spire Missouri used the correct tariff sheets to  
3 calculate the rebill for the natural gas usage it  
4 is saying the customer used from the period of  
5 November 24, 2021 to April 12, 2022?

6 A I checked those to make sure that the dollar  
7 amounts --

8 Q The dollar amounts, yes.

9 A -- and that they were reflected accurately in the  
10 rebill.

11 Q And -- and just one more time, the answer to that  
12 question is yes?

13 A Yes.

14 Q Thank you.

15 MR. ARIAS: No further questions from  
16 Spire. Thank you.

17 MR. MEYER: No questions, your Honor.

18 JUDGE KEELING: I'm sorry, I was out.  
19 Let me repeat that.

20 Mr. Meyer, do you have any  
21 questions?

22 MR. MEYER: Pardon me. No questions,  
23 your Honor.

24 JUDGE KEELING: Okay. Thank you.

25 If -- if there's no cross by

1 Structural Gas -- Glass Systems, I'll turn to the  
2 commissioners.

3 Chairman Rupp has not returned.

4 Commissioner Coleman, are you still  
5 there and -- and do you have any questions for the  
6 witness?

7 COMMISSIONER COLEMAN: No questions.

8 I only offer my congratulations on  
9 40-plus years of service. Thank you very much.

10 THE WITNESS: Thank you.

11 JUDGE KEELING: I have no questions  
12 myself.

13 So I'll turn to -- to Mr. Irving.  
14 Do you have any -- do you have any -- do you have  
15 any re -- do you have any questions, Mr. Irving?

16 MR. IRVING: Yes.

17 E X A M I N A T I O N

18 BY MR. IRVING:

19 Q Mr. Arias asked you about staff's recommendations  
20 in this report, correct?

21 A Yes, he did.

22 Q Okay. What was staff like the Commission to take  
23 -- what if any action would staff like the  
24 Commission to take on these recommendations?

25 A Staff made these recommendations to encourage the

1 company to see if it can further improve its  
2 practices when these kinds of things occur. They  
3 did follow the rules on what they were to do, but  
4 we think these kind of situations can bring forth  
5 -- maybe we need to look at this again and see if  
6 we can do some improvement in -- in trying to help  
7 the customer understand. There was a lot of  
8 contact between the customer and the company and  
9 this is -- you know, it is a difficult thing to  
10 understand. I think they attempted very well to --  
11 to explain it. But I think we can look at these  
12 things afterwards and say could we have done things  
13 a little differently, and so that is the purpose of  
14 our recommendations. And in order for that to  
15 actually happen, we are asking that the Commission  
16 request the company to actually look at making some  
17 improvements to that process, if it were to happen  
18 again, you'd be prepared, and also to report to  
19 staff or in the filing or whatever method they deem  
20 appropriate, what your actions were and what the  
21 results were.

22 MR. IRVING: Thank you. I have no other  
23 questions at this point.

24 JUDGE KEELING: Mr. Arias, do you have  
25 any questions?



1 MR. ARIAS: No other questions, your  
2 Honor. Thank you.

3 JUDGE KEELING: Mr. Meyer?

4 MR. MEYER: No other questions.

5 JUDGE KEELING: Well, then that is --  
6 that is the end of our -- end of our witnesses, and  
7 that's -- I guess now we need to make sure that all  
8 of our -- of our exhibits have been entered.

9 Mr. Meyer, I have it that you -- you  
10 submitted and -- and the Commission received  
11 Exhibits 1 through 17; is that correct?

12 MR. MEYER: That is correct, your Honor.

13 JUDGE KEELING: Mr. Arias, I have that --  
14 that Spire submitted Exhibits 101, 102 and 103, and  
15 those were received on the record; is that correct?

16 MR. ARIAS: That's -- that's correct,  
17 your Honor.

18 JUDGE KEELING: Okay.

19 Mr. Irving, I have that staff has  
20 submitted and -- Exhibits 200, 200C and 201, and  
21 those were -- those were admitted; is that correct?

22 MR. IRVING: That is correct.

23 JUDGE KEELING: Good. There won't be any  
24 late filings then. And --

25 Are there any other matters that

1 need to be addressed before we adjourn?

2 MR. MEYER: None from complainant, your  
3 Honor.

4 MR. ARIAS: Just briefly -- just -- I  
5 guess just for scheduling purposes, are -- are --  
6 are we filing briefs, is that still the --

7 JUDGE KEELING: Yeah. We -- we --

8 MR. ARIAS: I have it on -- it's on the  
9 schedule, I think, but I just --

10 JUDGE KEELING: It is on the schedule for  
11 June 7.

12 MR. ARIAS: June 7. Okay. And we can  
13 expect the transcripts -- is it ten days; is that  
14 correct?

15 JUDGE KEELING: I think ten days is a  
16 reasonable estimate.

17 MR. ARIAS: Okay. Great. No, thank you.

18 JUDGE KEELING: So the transcript should  
19 be filed on or about May 20, 2023. The proposed  
20 procedural schedule filed by the parties indicates  
21 an agreement to limit briefing to a single round,  
22 so we'll file simultaneous briefs, due by June 7  
23 without reply briefs.

24 Any questions or comments?

25 MR. ARIAS: None from Spire. Thank you,

1 your Honor.

2 JUDGE KEELING: Hearing none, this  
3 hearing is adjourned.

4 (Hearing adjourned at 11:50 a.m.)

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25


1 STATE OF WISCONSIN )  
2 ) SS:  
3 DANE COUNTY )

4 I, Shelly Loniello, Registered  
5 Professional Reporter and Notary Public in and for  
6 the State of Wisconsin, do hereby certify that the  
7 preceding hearing was recorded by me and reduced to  
8 writing under my personal direction.

9 I further certify that said hearing  
10 was taken remotely, on the 10th day of May, 2023,  
11 commencing at 9:15 a.m.

12 I further certify that I am not a  
13 relative or employee or attorney or counsel of any  
14 of the parties, or a relative or employee of such  
15 attorney or counsel, or financially interested,  
16 directly or indirectly, in this action.

17 In witness whereof, I have hereunto  
18 set my hand and affixed my seal of office on this  
19 18th day of May, 2023.

20 

21 \_\_\_\_\_  
22 SHELLY LONIELLO, RPR  
23 Notary Public

24 My commission expires July 01, 2025.  
25

<u>\$</u>	<u>1</u>	<u>11th</u>	<u>171</u>
<b>\$1,306.47</b> 48:23	<b>1</b> 20:7 32:22,24	<b>12</b> 10:12 20:9,23	66:18,22
<b>\$107.53</b> 36:19	33:9,11 39:13,15	23:12 29:11,12	93:24 94:3
<b>\$11,197</b> 32:9	45:19 47:6 55:13,	30:19 38:19	<b>18</b> 30:19
<b>\$127.83</b> 27:7	14,19,23 56:1	40:15,20 42:7,15,	<b>1800</b> 86:6
<b>\$132</b> 20:15	113:11	18 43:10,11,19	<b>19</b> 48:19
<b>\$132.45</b> 38:6	<b>1,500</b> 70:19	52:25 58:22 67:18	<b>199</b> 22:9
<b>\$161.39</b> 36:15	<b>1.5</b> 70:19	68:4,8 70:25	<b>1st</b> 29:25
<b>\$167.33</b> 36:12	<b>1.6</b> 81:14,23 82:15	71:20 78:17 79:21	<u>2</u>
<b>\$2,341.51</b> 49:18	<b>1/19/2023</b> 45:1,12	110:5	<b>2</b> 20:19,20 29:15
<b>\$300</b> 25:14	<b>10</b> 5:3 20:10 23:2	<b>12/9/2021</b> 40:3	69:23,25 81:15
<b>\$302</b> 26:8	27:4,5 36:22,25	<b>12th</b> 26:20 42:14	<b>2,000</b> 23:23 81:21
<b>\$302.22</b> 36:8	38:11 55:12 66:19	<b>13</b> 20:13 21:9	105:21
<b>\$305.44</b> 23:15	93:22	29:18,19 40:5	<b>2/9/2023</b> 49:2
<b>\$361</b> 23:8	<b>10,000</b> 21:22	47:18 72:18	<b>20</b> 11:7 41:9 67:18
<b>\$4,000</b> 32:11,14	<b>100</b> 91:22	107:14,15	114:19
<b>\$400</b> 8:24 22:13	<b>101</b> 56:2,5,8,24	<b>130</b> 38:5	<b>200</b> 105:21,22,25
<b>\$402</b> 22:13	57:1 113:14	<b>1300</b> 48:22	106:14,18,23,24
<b>\$422</b> 21:2	<b>102</b> 65:12,13	<b>133</b> 70:3	113:20
<b>\$500</b> 25:22	68:14 69:11,13	<b>138</b> 47:17	<b>200C</b> 105:22,23,25
<b>\$6,579</b> 37:7	77:13 93:11	<b>138.9</b> 47:23	106:3,8,12 113:20
<b>\$6,801</b> 41:17 44:4	113:14	<b>13th</b> 25:10	<b>201</b> 59:22,24 60:8,
<b>\$600</b> 25:22	<b>10203</b> 45:20	<b>14</b> 29:18,25 31:23	9 96:25 113:20
<b>\$7,000</b> 8:23 27:2	<b>1023</b> 45:19	<b>15</b> 30:3,5,6 47:21	<b>2017</b> 96:2
54:12 79:17	<b>103</b> 69:17 82:2	86:10	<b>2021</b> 8:12 10:11
<b>\$7,168</b> 23:21	94:19,20,24 95:4,	<b>15,000</b> 17:5 21:21	16:22 19:7 38:19
26:12	6 113:14	83:19,22	40:15 41:9 43:10,
<b>\$7400</b> 29:21	<b>10:44</b> 74:1,8	<b>15,023</b> 49:14	11,19 52:25 55:12
<b>\$7500</b> 29:20	<b>11</b> 28:11,12 38:1	<b>15,204</b> 70:8	58:22 63:17,19
<b>\$8,061</b> 32:5	41:23 42:13,23	<b>1500</b> 71:17 86:10	65:19 66:19 67:5,
	47:6 55:13 65:20	91:25	6 68:3,8 70:25
	67:6,14 68:3	<b>1523</b> 49:11	71:20 76:13 77:12
	<b>11/24/2021</b> 41:2	<b>16</b> 30:5,7	78:17 87:23 93:23
	<b>11/24/21</b> 41:17	<b>161</b> 23:6	110:5
	<b>11/25/2021</b> 40:3	<b>167</b> 38:9	<b>2022</b> 10:12 19:22
	<b>11:00</b> 74:4,6,8,9	<b>17</b> 29:22 31:21,22,	20:23 25:10 27:18
	<b>11:50</b> 115:4	23 32:22,24 33:9,	29:15 31:2 36:25
		11 56:1 66:21	38:1,19 40:15,20,
		93:24 113:11	22 41:23 42:13,
			19,23 43:11,20
<u>0</u>			
<b>06</b> 98:18			

47:5 48:8 53:1 58:23 65:20 67:18 68:5,9 70:25 71:20 72:4,18 78:17 84:25 87:25 91:6 110:5 <b>2023</b> 5:3 31:25 44:17 47:6 50:1 55:13 86:9 114:19 <b>21</b> 9:1 67:5 <b>21st</b> 31:17 <b>22</b> 8:21 29:3,5,8, 14 31:18 86:11 88:4 90:1 <b>220</b> 21:6,9 <b>23</b> 47:5 72:4 86:11 <b>233</b> 21:10 22:8 <b>23rd</b> 26:24 <b>24</b> 10:11 30:19 38:18 39:24 40:15,20 41:8,9 43:10,11,19 45:20 52:25 58:22 65:19 67:4 68:8 70:25 71:20 87:23 110:5 <b>25,000</b> 17:3,7 70:14 <b>250</b> 71:11 81:3 <b>250,000</b> 70:14 82:14,20 92:6 <b>26</b> 48:8,12 <b>28</b> 32:5 <b>29</b> 36:25 <b>29th</b> 27:7 <b>2nd</b> 28:13 <hr/> <b>3</b> <hr/> <b>3</b> 21:25 22:1	<b>3,000</b> 71:12 81:4 <b>3-</b> 8:24 <b>3/11/2022</b> 40:13 <b>300</b> 25:19,22 26:2 <b>310</b> 5:12 <b>33</b> 62:17 <b>3rd</b> 29:19 <hr/> <b>4</b> <hr/> <b>4</b> 22:22 98:17 <b>4-</b> 17:17 <b>4.2</b> 12:5 <b>4/12/2022</b> 40:13 41:10 65:21 <b>4/12/22</b> 41:2,17 <b>40</b> 105:4 <b>40-plus</b> 111:9 <b>400</b> 25:22 <b>4240-13.025(B)</b> 11:8 <b>432</b> 22:11 <hr/> <b>5</b> <hr/> <b>5</b> 23:9 39:13 40:12 41:5 <b>5-</b> 17:17 <b>50</b> 101:22,23 <b>500,000</b> 83:3 <b>55</b> 18:21 22:20 84:4 <b>56th</b> 16:15 17:22 18:23 45:24 46:10 48:19 70:2 <b>593</b> 42:15	<hr/> <b>6</b> <hr/> <b>6</b> 23:16,17,18 37:25 40:25 41:16 42:1,2,3 <b>6,579</b> 27:14 37:4 <b>6/13/2022</b> 35:12 <b>6/13/22</b> 35:17,23 <b>600</b> 17:17 <b>611</b> 78:11 <b>63101</b> 57:15 62:2 <b>64113</b> 70:3 <b>65</b> 37:7 <b>6579</b> 27:13 <b>68</b> 44:4 <b>6C</b> 66:14,25 67:23 77:14 98:19 <b>6th</b> 30:6 <b>6U</b> 66:14,25 67:23 98:19 <hr/> <b>7</b> <hr/> <b>7</b> 25:8 35:18,24 41:4 72:11,15 74:16 114:11,12, 22 <b>7,022</b> 43:22 44:8 67:21,22,25 68:4, 6 70:24 <b>7,190</b> 46:15 <b>700</b> 57:14 62:1 <b>702</b> 41:6,10 42:8, 20,25 43:9,19 44:7 <b>7022</b> 42:24,25 <b>7168</b> 26:10	<b>78</b> 47:11,13,20 <b>787.1</b> 47:20,23 <hr/> <b>8</b> <hr/> <b>8</b> 26:18,20 <b>8,116</b> 46:17 49:6,8 <b>80</b> 9:22 <hr/> <b>9</b> <hr/> <b>9</b> 12:5,6 22:6 26:18,22,23 47:17 109:1 <b>9,639</b> 49:9 <b>926</b> 46:20 47:1,2, 11 48:1,10,20 <b>9700</b> 16:14 17:22 18:23 45:24 46:8 48:19 70:2 <b>9:15</b> 5:3 <hr/> <b>A</b> <hr/> <b>a.m.</b> 74:8 115:4 <b>ability</b> 92:23 108:23 109:2 <b>accordance</b> 58:23 <b>account</b> 28:14 31:13 50:20,21 <b>accounts</b> 86:17,18 <b>accuracy</b> 76:1 79:9 <b>accurate</b> 22:14 34:16 50:6 59:17 62:9 65:8 73:15 76:2 78:20 83:1 <b>accurately</b> 11:5 64:23,24 78:25 110:9
--	---	--	--

<b>acronyms</b> 6:24	<b>affiliated</b> 84:11	<b>Apologies</b> 41:21	41:21,22 44:14,23
<b>action</b> 111:23	<b>afternoon</b> 10:7	<b>apologize</b> 6:12	45:6,9 48:4,16
<b>actions</b> 112:20	<b>age</b> 80:19	42:17 45:3 69:10	50:12 52:20,24
<b>active</b> 19:16	<b>agree</b> 40:1,9 41:11	102:17	53:6 54:3,14 55:7,
<b>actual</b> 52:6 88:12	43:8,17 44:1	<b>apparent</b> 91:11	9,15,19,24 56:3,9,
100:25	45:10 48:17 50:5	<b>appearance</b> 5:18	14,16 57:2,4,10
<b>add</b> 47:23 74:19	68:2,5 69:7 71:22	<b>appeared</b> 109:24	59:2 60:1 61:10,
<b>adding</b> 38:24 44:4	72:6 79:11 83:1	<b>appears</b> 51:22	14,21 68:22,25
<b>additional</b> 17:4	92:1	<b>appliance</b> 82:9,19	69:10,15 73:23
26:9 45:3 60:4	<b>agreement</b> 114:21	<b>appliances</b> 70:12	74:7,11,13,14
101:8	<b>ahead</b> 14:17 56:2	77:1 82:9 99:25	75:9 90:15,17,20
<b>address</b> 10:25	109:12	100:2	94:6,17 96:11,12,
16:23 28:14 34:2	<b>air</b> 71:14 83:6,7,	<b>applicable</b> 12:13,	14 97:8 101:14,17
40:8 45:18,23	10,25 92:23 93:2	17	102:5,7 103:13,15
46:8 47:8 48:19	100:21	<b>applied</b> 81:11	106:5,21 107:2,3,
57:12 61:23 62:1	<b>alert</b> 109:5,11	<b>applies</b> 107:15	5 110:15 111:19
66:11 70:2,18	<b>Alexis</b> 57:5,6,14	<b>apply</b> 107:23	112:24 113:1,13,
82:24 85:25 87:5	<b>alleged</b> 84:7 85:24	<b>approach</b> 20:5	16 114:4,8,12,17,
100:1	<b>alleging</b> 8:22	<b>approval</b> 108:6	25
<b>addressed</b> 114:1	<b>allowed</b> 28:10	<b>approve</b> 108:11	<b>arises</b> 11:17
<b>addresses</b> 45:14	<b>aluminum</b> 16:3,7	<b>approved</b> 108:4	<b>arose</b> 89:17
109:1,15	<b>ambient</b> 80:13	<b>approximately</b>	<b>arrangement</b>
<b>adequate</b> 83:13	83:25	29:2	29:13 30:13,18
<b>adequately</b> 89:1	<b>amount</b> 9:8 11:24	<b>April</b> 8:21 10:12	<b>arrangements</b>
<b>adjourn</b> 114:1	12:11 20:14 21:3,	23:12 31:23 32:5	12:14
<b>adjourned</b> 115:3,4	11,16 23:4,15	38:19 40:15,20,	<b>ascribed</b> 8:24
<b>adjustment</b> 11:9	24:21 25:1 26:9	22,23 42:6,7,14,	<b>asks</b> 69:23
12:11	27:2,20 29:20,22	15,18 43:10,11,19	<b>assembly</b> 16:3
<b>adjustments</b> 12:7,	32:7 34:25 50:7,9	44:7,17 52:25	<b>assistant</b> 24:15
12	51:22 71:2,22	55:12,13 58:22	31:7
<b>admission</b> 32:24	79:4 92:7,16	67:18 68:4,8	<b>assuming</b> 66:19
106:2,18	110:1	70:25 71:20 78:17	82:18
<b>admit</b> 32:22 55:11	<b>amounts</b> 110:7,8	79:21 84:8 86:13	<b>attachment</b> 69:5
68:14,21 94:19	<b>analyst</b> 105:7	101:2,3 110:5	<b>attempt</b> 31:7
105:20	<b>Ann</b> 104:23	<b>area</b> 80:1	32:13
<b>admitted</b> 56:7	<b>announce</b> 14:16	<b>Arias</b> 5:23,24 7:4,	<b>attempted</b> 25:2
113:21	<b>Antonio</b> 5:24	14 10:7 33:3,15,	112:10
<b>affect</b> 91:21	<b>anybody's</b> 6:13	16,18 35:15,17,	<b>attempts</b> 30:14
		19,21,23 36:2,3	<b>attendance</b> 5:14
			<b>attention</b> 25:24

<b>attorney</b> 36:4	104:20,23 105:8 107:6,7,8	44:11,15,16,17 49:21,23 50:5 51:15 53:24 54:1, 2 55:11,12 62:10 72:2 79:4,8,14 86:20 87:3,20 100:23	<b>bulk</b> 36:17
<b>August</b> 28:12 29:14,15,19,22 88:3	<b>Bernsen's</b> 105:20	<b>bit</b> 14:2,5 18:25 19:9 100:24	<b>burn</b> 83:12
<b>average</b> 17:13,16 51:16,18,24 54:2 82:21	<b>beta</b> 88:14 89:2	<b>bottom</b> 36:9 46:6, 7,10	<b>business</b> 16:1 19:1 50:19,21 57:12 61:23 62:1
<b>aware</b> 6:5,15 85:20 87:4,7 98:10 99:4 101:1	<b>bill</b> 8:22 12:24 20:3,14 21:12 23:20,21 24:1,13, 19,25 25:18,22 26:8 27:7 30:1 32:11 34:15 35:11 37:7,8,25 38:4,12 39:11 40:13,24 41:1,16,20,23 42:13 43:4,7,20 44:3 45:1,7,11 46:3,7,11,23 49:1 51:15,18 54:12, 18,21 55:13 65:3 72:14,15,17,20,22 73:11 74:16,21 75:1,6 79:17 81:20 86:9	<b>bought</b> 18:15	<b>businesses</b> 53:21
<b>B</b>	<b>billed</b> 9:14,22 20:12 21:3 22:5, 12 23:14 34:13, 14,16,17 37:6,7, 14,19 38:22 43:12,18 46:18,23 47:9,10,13 48:9, 18 49:25 50:4 84:8	<b>bounce</b> 33:24	<b>C</b>
<b>B-E-R-N-S-E-N</b> 104:24	<b>billing</b> 9:25 10:23 11:20 12:7,12 62:8 63:24 64:7,9, 10,14,25 72:24 73:1 78:21 79:3 86:24 87:11 88:7, 16,23 89:18,21 90:1,4 93:25 94:2 98:25	<b>brand</b> 67:10,14	<b>C-U-N-I-G-A-N</b> 95:23 96:17
<b>back</b> 9:21 19:20 31:5 35:14 39:22 41:5 45:17 65:2 74:5 80:5 86:17 91:24 109:6	<b>bills</b> 8:17,18 17:13 20:1 25:20 35:1, 10 40:18 42:4	<b>break</b> 38:4 74:2,4	<b>C-Y-R-I-L</b> 15:21
<b>baked</b> 83:5	<b>billings</b> 12:8	<b>Brianna</b> 7:17 24:15 31:7 32:18	<b>calculate</b> 110:1,3
<b>ballpark</b> 84:23 101:20,21	<b>billings</b> 12:8	<b>briefing</b> 114:21	<b>calculated</b> 88:13
<b>based</b> 34:13,17,18 46:19 58:8 68:2 70:23	<b>billings</b> 12:8	<b>briefly</b> 8:8 55:10 60:14 90:18 114:4	<b>calculations</b> 109:24
<b>basic</b> 16:8 48:17	<b>billings</b> 12:8	<b>briefs</b> 114:6,22,23	<b>calculator</b> 47:24
<b>basically</b> 14:1 19:3 49:5	<b>billings</b> 12:8	<b>bring</b> 7:22,23 112:4	<b>call</b> 15:9 57:5 61:15 80:5 91:9 95:10 103:23
<b>basis</b> 63:23	<b>billings</b> 12:8	<b>broadcast</b> 66:23	<b>called</b> 15:13 24:14 30:19 57:6 61:17 95:12 103:25
<b>began</b> 63:17	<b>billings</b> 12:8	<b>broke</b> 48:10 74:17	<b>capacity</b> 57:18
<b>begin</b> 19:19 81:7	<b>billings</b> 12:8	<b>brought</b> 7:21 100:14	<b>captioned</b> 5:5
<b>begun</b> 28:23	<b>billings</b> 12:8	<b>BTU</b> 70:13,14 82:10,20 92:5	<b>captures</b> 65:21
<b>behalf</b> 5:24	<b>billings</b> 12:8	<b>BTUS</b> 81:14,24,25 82:14 91:25 92:2, 6	<b>case</b> 5:5 9:13,15 58:3 63:21 65:22 76:21 77:2 78:14 85:24 96:7 97:25 98:4 100:5 107:21 108:17
<b>behaved</b> 91:15	<b>billings</b> 12:8	<b>bucks</b> 17:17	<b>cases</b> 101:18
<b>belief</b> 105:16	<b>billings</b> 12:8	<b>building</b> 5:13 34:6,9,11,18 53:15 70:1,7 71:2 81:5,13 100:15,21	<b>catch</b> 25:23
<b>believes</b> 12:19	<b>billings</b> 12:8	<b>building's</b> 71:4	<b>caused</b> 10:20 89:4 105:8
<b>Bernsen</b> 13:12 100:24 103:24,25	<b>billings</b> 12:8		<b>CCF</b> 21:3 37:4,8 38:9 47:2,17,20 48:1,20 49:11



70:19,24 71:11,17 81:21 82:21 86:6, 10	<b>Charm(phonetic)</b> 30:23	<b>collection</b> 78:3	109:19 112:1,8,16
<b>CCFS</b> 9:17,23 20:13 21:6 22:7,9 23:4,6 25:15,17 27:12,14 35:3 38:21 39:1 41:10, 13,18 43:9,19,22 46:18 47:13 68:6 80:6 81:3 83:18 92:13	<b>chart</b> 39:16 72:13, 14,19 98:20	<b>collects</b> 77:18,20	<b>comparable</b> 54:9 80:9
<b>cease</b> 10:1	<b>check</b> 25:24 38:19 47:25 55:21	<b>column</b> 66:9,14, 15,24 67:2 77:15	<b>compare</b> 37:25 38:11 85:23
<b>Cedric</b> 13:9 95:12, 22	<b>checked</b> 110:6	<b>comments</b> 114:24	<b>compared</b> 76:1
<b>ceilings</b> 71:7,13	<b>Christmas</b> 31:16 48:15	<b>commercial</b> 8:10 16:4 62:11 80:3	<b>comparison</b> 86:3
<b>cell</b> 6:5	<b>circulate</b> 7:24	<b>commission</b> 5:3, 12 6:1 11:5,7,13, 16 12:3,17 28:24 30:16,20,22 31:3 57:25 59:12 96:1 101:20 103:7 104:7 105:2 107:17,20 108:2, 5,11 109:5,11 111:22,24 112:15 113:10	<b>compensation</b> 73:18
<b>cents</b> 47:18,21	<b>circulated</b> 65:16	<b>Commission's</b> 97:4 107:11	<b>compile</b> 58:4
<b>certainty</b> 31:4	<b>circulation</b> 100:13	<b>Commissioner</b> 5:15 13:19,20 14:6 51:3,5,7 52:3,10,13,15,17 61:3,5 85:9,11 99:17,19 111:4,7	<b>compiled</b> 60:22
<b>CFH</b> 70:19	<b>City</b> 5:13 63:25 64:17,18 80:1 88:20,22 89:3,18 90:3,10 91:8	<b>commissioners</b> 5:14 10:8 50:25 61:1 85:8 99:16 111:2	<b>complainant</b> 5:6 7:3,15 8:9,11 10:10,13 11:10 55:4 63:3 65:15, 16 69:3 70:24 114:2
<b>chairman</b> 5:14 10:8 11:12 51:1 52:9,15 61:2 85:14 104:8 111:3	<b>claiming</b> 27:13 32:8	<b>communication</b> 12:19 14:5 28:9 63:24	<b>complainant's</b> 8:13 9:7 10:20 11:6,9 55:12 63:21 69:4,20 70:5,12,13,18 71:1,4 72:11,15 94:21
<b>chairmen</b> 10:8	<b>clarification</b> 91:3 92:18	<b>communications</b> 13:8 24:25	<b>complaint</b> 11:17 12:1 30:15 63:1,5 85:24 98:2 101:18
<b>change</b> 91:10	<b>clarify</b> 74:19	<b>community</b> 57:19, 20,22 58:20	<b>complaints</b> 57:24 103:6
<b>Chapter</b> 107:14,15	<b>clarity</b> 9:11 48:5, 13 52:22 74:23	<b>company</b> 12:24 13:23 52:5,16 63:17 73:16 78:23 88:25 90:8 101:6 103:8 107:22	<b>complex</b> 16:18 34:8 54:8
<b>characteristics</b> 71:6	<b>closing</b> 50:10 71:8		<b>computer</b> 91:16
<b>characterize</b> 68:24 93:15	<b>code</b> 91:16		<b>concatenated</b> 78:10 93:19
<b>charge</b> 36:12,14, 17,18 37:14,17 47:4,15 49:13,16	<b>coding</b> 98:18		<b>concatenates</b> 64:11 93:18
<b>charged</b> 23:7 48:11,12 49:14	<b>coincide</b> 87:1		<b>concatenating</b> 64:1,15
<b>charges</b> 13:4 21:14 23:21 26:8 36:8 48:9,22 49:18,24	<b>cold</b> 29:1		<b>concatenation</b> 78:16
	<b>coldest</b> 17:18		
	<b>Coleman</b> 5:15 52:10,13 61:3,5 85:9,11 99:17,19 111:4,7		
	<b>collected</b> 66:3,5 75:4		
	<b>collecting</b> 10:1 58:1 75:5 77:22, 25 78:3		

<b>concern</b> 31:10	<b>contact</b> 12:22 25:4 112:8	80:11,13 82:17,25 84:4,5,8 85:21 86:20 87:3 89:19 90:24 91:22 92:10 93:25 94:1,4 96:6 97:6,20 105:15 107:14 109:9,20, 22,25 110:2 111:20 113:11,12, 15,16,21,22 114:14	<b>Counselor</b> 7:18 10:5 35:16
<b>conclusion</b> 19:21	<b>contacted</b> 30:22		<b>counsels</b> 44:24
<b>confidential</b> 105:25 106:9	<b>contacting</b> 86:21		<b>count</b> 67:6
<b>configuration</b> 10:15,20 63:1,3,6, 21,25 72:24 88:24 89:20,22,23 90:6, 7,11 91:5,7,10,11, 12,16,18,19	<b>contacts</b> 109:9		<b>couple</b> 30:14 32:2 33:23 70:22 82:22 85:1 86:16
<b>configurations</b> 88:17	<b>contained</b> 105:14		<b>court</b> 6:11 7:22 14:8,14,22 15:1, 20 74:2
<b>confirming</b> 88:12	<b>contest</b> 49:23		<b>cover</b> 45:18
<b>confused</b> 27:22	<b>continue</b> 24:24 74:3 78:16	<b>corrected</b> 8:22 9:20 24:1,25 43:7 44:3 75:1,3	<b>create</b> 76:21,22 83:25 89:23
<b>confusing</b> 43:15	<b>continuous</b> 8:1	<b>correcting</b> 63:15	<b>crew</b> 22:17
<b>congratulate</b> 104:5	<b>continuously</b> 63:14	<b>correction</b> 20:9 24:1,3 40:21 41:1, 17 43:3	<b>cross</b> 74:3 75:12, 14 96:10 107:1 110:25
<b>congratulations</b> 107:8 111:8	<b>contractor's</b> 81:17	<b>corrections</b> 105:11	<b>CSR</b> 11:7
<b>connect</b> 76:18 87:20	<b>contradiction</b> 82:23	<b>correctly</b> 11:24 40:25 65:4	<b>cubic</b> 64:8,13 66:20,23 70:20 80:6 86:6
<b>connected</b> 77:8	<b>conversations</b> 84:19	<b>corrector</b> 10:15,19 62:25 63:2,6,20 66:15,25 67:23 77:8	<b>Cunigan</b> 13:9 95:11,12,18,22 96:17,18,19,21 97:15 101:18 103:18 109:17
<b>connection</b> 76:22, 24	<b>conveyed</b> 13:1	<b>corrector's</b> 78:7	<b>current</b> 23:21 26:8 36:8 47:4 48:22 49:16,18 63:23
<b>connectors</b> 89:24 98:5	<b>cooling</b> 31:9	<b>correctors</b> 66:9 77:14	<b>curtain</b> 16:5
<b>considerations</b> 13:7	<b>copies</b> 44:18 45:3 56:18	<b>corrects</b> 74:25	<b>curves</b> 76:1
<b>considered</b> 107:22	<b>copy</b> 30:11 51:15	<b>correspond</b> 98:19, 22	<b>customer</b> 12:10, 20,23 13:1,4,8 14:2,3 36:14 37:14 58:18,24 62:7,9 71:21 72:3 73:19 76:25 79:5 80:15 86:21 107:11,22 109:5,9 110:4 112:7,8
<b>consistent</b> 8:18 13:1 21:12 25:19 26:2 40:7 67:14 71:24 86:11 100:8 101:25	<b>correct</b> 10:1 12:4 16:25 17:20 18:2, 9 20:3,18,25 21:18,24 22:19,21 24:3,4,22,23 26:14 27:1,3 31:20 32:1 34:3,4 36:6,12,15,19 37:1,4,15,19 38:7, 10 39:20,24,25 40:6,16 41:3,7 42:8,9 43:1,2 45:15,20,25 46:9 47:12,18 49:7,10 53:18 56:8,9 62:12,13 65:3,6,9 66:12 67:1 68:7, 10 69:17 72:16 77:15,19 79:10	<b>correspondence</b> 28:12 30:15,20 31:3	
<b>consume</b> 83:16	<b>corrector's</b> 78:7	<b>Corso</b> 7:17	
<b>consumer</b> 58:8	<b>correctors</b> 66:9 77:14	<b>cost</b> 38:5,6,12 46:23	
<b>consuming</b> 99:25	<b>corrects</b> 74:25	<b>costs</b> 51:15	
	<b>correspond</b> 98:19, 22	<b>counsel</b> 5:17 6:2 10:6 11:14	

**customer's** 12:24  
66:11 72:2 77:4  
90:22

**customers** 62:8,  
12 65:1,2 79:6,7,  
16,24 87:19 99:5,  
6 107:15,18,24  
108:18 109:12

**Cyril** 7:16 15:9,13,  
21

---

## D

---

**d/b/a** 5:7

**data** 58:1,4,7  
65:15 69:4,21,23,  
24 70:10 72:25  
73:1,3,5,10,16,20  
78:8 82:6 86:8  
87:18 94:22 98:2  
99:6 105:7

**date** 6:15 23:19  
30:7 35:12 38:1  
40:1,20 72:16  
77:4 79:23 109:13

**dated** 28:12 29:19  
30:6 31:23 45:1,  
12 55:13

**dates** 31:2

**day** 29:19 67:20,  
24

**days** 27:5 114:13,  
15

**deal** 39:1 83:4

**Debbie** 13:11

**Deborah** 103:24,  
25 104:23 105:8

**December** 19:15  
20:9,10 29:1,3,5,8  
31:12,17 47:5  
48:8,12,18 55:12  
66:19 72:4 93:22

**decimal** 64:16,25

**deem** 112:19

**degrees** 18:21  
22:20 84:4

**delay** 6:13

**delivery** 36:12  
37:17 47:14 48:9  
81:15

**demonstrates**  
66:16

**department** 57:20  
58:9

**departments**  
58:11 59:14,19

**dependent**  
100:11,12

**depending** 71:5  
92:24 100:15,17

**depends** 83:20

**deploy** 63:18

**deploying** 88:8

**design** 93:6

**detailed** 13:3

**determined** 12:23  
27:20

**develop** 12:25

**device** 64:24  
77:22 79:6

**devices** 6:5 88:21

**diagnosed** 10:24

**dial** 64:7,10 66:20  
77:16

**difference** 24:8  
66:13

**differential** 59:10  
75:21

**differently** 112:13

**difficult** 112:9

**digit** 9:12 64:1,11,  
15 78:10,13  
93:14,19,20

**digits** 10:21,22,23  
77:16,18,21 98:24

**direct** 74:11 75:11

**directly** 65:8 84:18

**director** 60:4  
61:25 62:6,18

**dirty** 80:25

**disagreed** 28:10

**disappeared** 14:9

**disconnection**  
29:21

**discover** 78:22  
84:25

**discovered** 11:21  
64:21 65:1 79:13  
84:13,14,19 86:15  
89:25 91:6,19

**discovering** 87:17

**discovery** 75:7

**discrepancy**  
78:21

**discussed** 55:16  
98:17

**discussing** 91:4

**dismissed** 54:25  
61:13 94:15

**dispute** 28:23

**divided** 34:18

**docket** 58:3 62:23

**document** 56:5  
68:24 69:16 106:9

**documents** 58:4

**dollar** 23:15 110:6,  
8

**door** 25:24 34:23

**doors** 16:5 50:9  
71:8 83:24 100:16

**double** 12:12

**dozen** 65:2 79:25

**dozens** 34:21

**dramatically**  
92:25 93:7

**drills** 16:8

**dropped** 66:21  
93:20

**dropping** 64:25

**due** 10:14 11:18  
114:22

**duly** 15:14 57:7  
61:18 95:13 104:1

---

## E

---

**earlier** 21:13 25:20  
98:23 108:21

**early** 19:22

**easier** 14:2

**East** 16:14 17:22  
18:23 45:20,24  
46:10 48:19 70:2

**effect** 12:5 28:1  
48:7 109:22

**efficiency** 80:19

**electric** 102:2

**electronic** 63:12  
77:8 90:25

**electronically**  
7:24 44:20 56:12

**eligibility** 29:13

**eligible** 30:22

**email** 7:25 56:17  
59:13

<b>employed</b> 57:17 62:3 95:25 105:2	57:1 59:24 60:8,9 69:12,13 95:5,6 98:1 106:12,23,24	<b>existence</b> 100:20	<b>familiar</b> 58:14 65:23 107:10,11
<b>employees</b> 18:18, 23 19:2,23 22:17	<b>evidentiary</b> 5:4	<b>expect</b> 71:3,11,16 114:13	<b>fashion</b> 56:13 57:24
<b>employs</b> 57:19	<b>exact</b> 31:4 79:23	<b>expected</b> 97:6	<b>fate</b> 78:9
<b>empty</b> 19:7	<b>examination</b> 74:4, 11 75:11,15 96:10 107:1	<b>expensive</b> 51:23	<b>favor</b> 30:16
<b>encourage</b> 111:25	<b>examine</b> 94:24	<b>experience</b> 21:16 71:10,24 72:7 107:10	<b>February</b> 19:15 22:6 23:5,6 50:1 51:23 72:5 84:25 85:3,5 86:4
<b>end</b> 19:14 65:21 67:18 113:6	<b>examined</b> 15:14 57:8 61:18 95:14 104:2	<b>expert</b> 96:5	<b>feet</b> 17:1,4,5,7 21:21,22 64:8,13 66:20,23 70:8,20 71:12 83:22 91:25
<b>energy</b> 93:1	<b>excerpt</b> 65:14,18	<b>experts</b> 103:9	<b>fellow</b> 16:17
<b>engineer</b> 96:4	<b>excess</b> 81:21	<b>explain</b> 10:18 27:19 28:15 32:14 59:8 63:5 64:3,4 66:13 72:22 112:11	<b>felt</b> 86:18
<b>engineering</b> 81:22	<b>Excuse</b> 104:4	<b>explained</b> 24:9,10 32:10	<b>figure</b> 78:23 84:20 87:9
<b>ensure</b> 12:25 13:4	<b>excused</b> 103:19	<b>explanations</b> 25:6	<b>file</b> 5:7 44:19 108:2 114:22
<b>enter</b> 28:5,6 29:5 30:12,17 59:22	<b>exhibit</b> 20:7,19,20 21:25 22:1 23:9, 16,17,18 29:11,25 30:7 31:22,23 35:18,24 36:22,25 37:22,25 38:11 39:13,15 40:12,25 41:5,16 42:1,2,3 55:13,14,19,23 56:5,8,17,24 57:1 59:22,24 60:8,9 65:12,13 68:14 69:11,13,17 72:10,11,15 74:16 77:13 93:11 94:19,20,24 95:4, 6 96:24,25 98:21 105:21,22,25 106:3,8,12,14,18, 22,23,24	<b>extent</b> 101:7	<b>filed</b> 7:10 114:19, 20
<b>entered</b> 98:18,20, 24 113:8	<b>exhibits</b> 7:20,21, 25 32:24 33:9,11 35:10,14 39:8 44:13 56:18 113:8,11,14,20	<hr/> <b>F</b> <hr/>	<b>file</b> 5:7 44:19 108:2 114:22
<b>entire</b> 14:21	<b>existed</b> 91:13	<b>facilities</b> 100:19	<b>filed</b> 7:10 114:19, 20
<b>entries</b> 5:17		<b>facility</b> 8:19 9:10 16:14 17:1,8,11, 14,21,23,25 18:1, 3,6,22 19:6,7 20:1,2 21:13,20, 23 31:10 34:6 71:9,15,23,25 72:1 77:1 81:19 82:20	<b>file</b> 5:7 44:19 108:2 114:22
<b>equal</b> 12:11 48:1		<b>fact</b> 28:3 30:24 63:4 66:22 81:22 83:13	<b>filed</b> 7:10 114:19, 20
<b>equipment</b> 16:6 75:8 81:12,14,15, 19 83:10,14 87:21 88:12 90:9 91:8 100:8,12		<b>factors</b> 73:18 80:10	<b>filed</b> 7:10 114:19, 20
<b>erroneously</b> 9:12		<b>failed</b> 13:23	<b>filing</b> 112:19 114:6
<b>error</b> 8:24,25 9:25 11:19,21 12:24 25:21 30:11 79:14 89:14 99:1,4,7		<b>fall</b> 63:18	<b>filings</b> 113:24
<b>ERT</b> 64:8,24		<b>fallow</b> 19:24	<b>fill</b> 83:7
<b>established</b> 85:22			<b>final</b> 30:6,7
<b>estimate</b> 80:6,10 81:3,18 114:16			<b>finally</b> 13:2 31:12
<b>estimates</b> 51:14			<b>find</b> 12:1 42:3 86:18 97:2
<b>event</b> 13:3			<b>fine</b> 44:22 92:19
<b>evidence</b> 9:19 12:1 33:11 56:25			<b>fire</b> 16:17 18:25 19:12
			<b>fittings</b> 76:21
			<b>five-dial</b> 66:7
			<b>five-digit</b> 9:6
			<b>fix</b> 84:21 86:13 101:1

<b>fixing</b> 79:2		16,20 11:20,22	100:21
<b>fixture</b> 8:14	<b>G</b>	12:14 15:23 16:1, 13 18:24 19:5	<b>happen</b> 31:14 112:15,17
<b>fixtures</b> 9:9 18:6 22:16	<b>gained</b> 98:4,8	21:17 32:25 33:8	<b>happening</b> 64:22 84:21 86:25 87:17
<b>flow</b> 75:24,25 97:5	<b>garage</b> 83:24	38:22 39:22 44:17	<b>hard</b> 24:10 51:19 101:21
<b>flowing</b> 63:14	<b>gas</b> 8:13,15,23	45:19 50:19 53:1	<b>head</b> 99:9
<b>follow</b> 112:3	9:5,8,17 10:10,14, 20 11:3,10,18,24	58:21 70:4 78:14	<b>hear</b> 6:18
<b>foot</b> 83:19	17:8,11,13,15	79:7,17 81:10	<b>heard</b> 24:21 51:21 82:23 84:2
<b>footage</b> 21:19	18:4,5,8 20:1,10	82:19 97:23 111:1	<b>hearing</b> 5:4,10,11, 12 6:10 7:25
34:18 70:1,6 71:1, 4 81:4	22:5,16,18 23:22	<b>Glass's</b> 44:25 63:4 75:20 82:5	56:17 74:10 115:2,3,4
<b>forages</b> 16:10	24:18,20 25:18	<b>glazing</b> 16:4	<b>hearsay</b> 54:5,15
<b>force</b> 93:23	26:4 27:20,25	<b>good</b> 5:2,23 6:3	<b>heart</b> 24:14
<b>foreman</b> 19:3	28:2,3,13,16,20, 24 30:4 32:6,15	10:7 11:13 33:19,	<b>heat</b> 17:16 18:1 53:1,3,4 71:23
<b>forklift</b> 16:8	38:5,6,12 46:23	20 40:10 51:8,9	81:18 83:6,15,17, 19,22 84:3 91:25
<b>form</b> 29:13	53:24 54:1,2,13	56:15,20 57:11	92:8,10,13,14,25 93:6
<b>format</b> 45:5	63:14 65:5 70:12, 25 71:3,23 72:3	60:7 61:7 73:25	<b>heated</b> 83:7 100:13
<b>forward</b> 52:15	74:25 77:4 79:18	75:13 94:8 95:18, 19 104:14 113:23	<b>heater</b> 27:16,18,21 28:16 82:10,11,20
<b>found</b> 11:3 30:16	81:6,11,25 82:8,9, 19 83:12 84:7	<b>Governor</b> 5:12	<b>heaters</b> 8:16 18:4, 8,11,16 22:16,18 26:6,7,14
59:16 76:2 101:4	87:4 92:8,16,21	<b>grain</b> 73:19	<b>heating</b> 18:3 71:14,18 80:20 81:20 83:6,10,13
<b>four-dial</b> 66:6	96:6 97:22 99:25	<b>Great</b> 114:17	<b>heck</b> 24:15
<b>frame</b> 16:3 22:15 97:23	100:1,7,11 102:2	<b>greater</b> 73:20	<b>height</b> 71:6
<b>freezing</b> 31:11	107:19,21 108:18	<b>greatly</b> 92:22	<b>helped</b> 19:4
<b>frequently</b> 87:11	110:3 111:1	<b>green</b> 6:7,9	<b>higher</b> 32:11
<b>front</b> 41:25 47:24	<b>gave</b> 16:23 47:3 80:5	<b>guess</b> 48:4 52:3	<b>Highway</b> 45:20
69:16 72:10 82:2	<b>GC-2023-0143</b> 5:8 58:3	71:19 87:8 101:18	
86:7 98:21 100:3	<b>general</b> 71:25	113:7 114:5	
<b>fuel</b> 77:1	<b>generally</b> 71:9,13 81:17 92:20	<b>guy</b> 34:23	
<b>full</b> 20:24 95:20 104:21	<b>Gentlemen</b> 14:7	<b>guys</b> 45:8	
<b>furnace</b> 70:13	<b>give</b> 14:15 25:19		
92:2,12	36:23 39:7 44:10, 19 45:2 51:14	<b>H</b>	
<b>furnaces</b> 82:24	56:2 74:2 81:8	<b>half</b> 46:7,11 62:19	
92:3,4,7,14	92:17 98:15	<b>hand</b> 31:21 33:6	
<b>future</b> 12:20 86:25	<b>giving</b> 20:7	<b>handed</b> 21:25	
	<b>glass</b> 5:5,18,21	22:22 25:8 26:18	
	8:5,9,11,12 9:5,	28:11 59:8 68:23	
		<b>handle</b> 7:19	
		<b>handling</b> 57:23	



<b>history</b> 87:13	<b>impacted</b> 92:22	15,18 60:22 63:22	<b>investigated</b>
<b>hold</b> 39:8 101:14	<b>implemented</b>	66:1 84:15 87:7	64:21
<b>honest</b> 51:20	10:25	97:21,24 98:4,8	<b>investigating</b>
<b>Honor</b> 5:23 7:7,13,	<b>important</b> 6:16	100:3 101:8 103:4	87:16
14,15 8:8 10:7	<b>improve</b> 12:19	105:14,15	<b>investigation</b>
32:20 33:2,3,4,16	13:8 109:8 112:1	<b>informed</b> 79:18	11:25 99:24
35:13 41:21 44:14	<b>improvement</b>	<b>infrequent</b> 87:18	<b>involved</b> 80:20
48:4 50:12,15	112:6	<b>inhabited</b> 53:20	<b>involvement</b> 58:3
54:3,15 55:9,22	<b>improvements</b>	<b>initial</b> 30:15 44:12	<b>Irving</b> 6:2 7:13
56:9,14,19 57:4	112:17	46:1	11:12,14 13:25
59:3,5,21,25 60:2,	<b>inaccurate</b> 30:21	<b>initially</b> 6:23	33:2 50:14,15,18,
3 61:11,14 68:13,	<b>includes</b> 44:15	43:12,18	23 53:7,9 59:5,7
17 69:10 73:24	<b>including</b> 57:24	<b>initiate</b> 12:22	60:10 68:15,17
74:7,15 75:10,16	73:18 79:7	<b>inlet</b> 76:23	75:14,16,18 76:4,
76:9 89:9 90:17	<b>inconsistent</b> 9:9	<b>inline</b> 76:22	6 89:9 94:9,11,23
94:6,11,13,17	<b>incorporate</b> 65:21	<b>inside</b> 80:13	95:1,7,9,17 96:9
95:1,9 96:9,12	<b>incorporated</b> 5:6,	<b>inspect</b> 76:25	102:14,16,18,21,
101:14 102:6,10,	7,19,21 32:25	<b>inspected</b> 11:2	23 103:1,10,20,22
14 103:15,22	70:4 73:14	<b>installation</b> 9:1	104:15,16,19
104:17 105:19	<b>incorporating</b>	16:4 19:16 76:16	105:19,24 106:13,
106:4 107:3	73:6,10	77:5,11 98:11	25 111:13,15,16,
110:17,23 113:2,	<b>incorrect</b> 10:15,19	<b>installed</b> 18:4,16	18 112:22 113:19,
12,17 114:3 115:1	42:14 63:2	70:17 77:6 87:23	22
<b>hope</b> 6:13	<b>incorrectly</b> 11:20	88:15,21 98:9	<b>issue</b> 9:20 10:18,
<b>hot</b> 81:4	<b>increase</b> 8:20	<b>installing</b> 64:18	24 65:3 73:6
<b>hour</b> 70:20	23:22 48:7	85:2	78:22 79:22,24
<b>hourly</b> 73:18	<b>index</b> 63:12 64:6	<b>installments</b>	85:3,5 86:4,14,18
<b>housekeeping</b>	77:8 90:25	12:11	89:4 91:19 93:23
94:18	<b>indexes</b> 63:10,11	<b>instance</b> 87:12	94:18 97:15 98:5,
<b>hundred</b> 9:22	<b>individual</b> 108:7	<b>instrument</b> 75:1	9,10,14
66:20	<b>industrial</b> 34:7	<b>instruments</b> 64:19	<b>issued</b> 79:21
<b>hundreds</b> 64:8,13	<b>inefficient</b> 81:2	91:14	<b>issues</b> 7:11 63:20
66:23 88:20	<b>inefficiently</b> 83:12	<b>insulated</b> 100:16	109:12
<hr/>	<b>inform</b> 84:7	<b>interim</b> 79:4	<b>itemized</b> 46:3,23
<b>I</b>	<b>informal</b> 98:2	<b>interrupt</b> 14:12	49:13 72:13,14,19
<hr/>	<b>information</b> 13:3	<b>introduced</b> 63:16	<hr/>
<b>idea</b> 26:15 38:23	28:1 58:8 59:13,	72:25	<b>J</b>
90:12	93:8		<b>James</b> 10:17 60:3
<b>identified</b> 10:24			61:15,17,24 74:12
<b>idle</b> 19:8			<b>January</b> 19:15
<b>impact</b> 71:8 92:25			20:23 22:13 31:6
93:8			47:6 48:19 50:1

<p>51:23 72:5 86:15 87:9 101:4</p> <p><b>Jefferson</b> 5:13</p> <p><b>Jim</b> 61:24</p> <p><b>job</b> 57:21 96:3 105:6,7</p> <p><b>Johnson</b> 57:5,6, 11,14 59:8 60:10, 17</p> <p><b>joint</b> 7:11</p> <p><b>judge</b> 5:2,10,22,25 6:3 7:5,8,18 8:7 10:5 14:7,15 15:4, 10 32:23 33:6,14 50:14,24 51:4 52:9,17 53:5,7,10 54:6,19,24 55:5, 14,17,23,25 56:4, 10,15,20,23 57:2 59:4,23 60:7,12, 25 61:7,12 68:15, 18,20 69:6,9,11, 14 73:25 74:9 75:13 76:6 85:7, 12,13,19 89:6 90:15 94:8,12,14, 23 95:2,4,7,15 97:10 99:15,20,23 101:10 102:7,11, 16,20,22 103:12, 16,18 104:3,14 105:23 106:1,7, 17,22 107:2 110:18,24 111:11 112:24 113:3,5, 13,18,23 114:7, 10,15,18 115:2</p> <p><b>July</b> 26:20 29:3</p> <p><b>jump</b> 90:18</p> <p><b>jumped</b> 14:14</p> <p><b>June</b> 25:10 26:2 72:18 114:11,12, 22</p>	<p style="text-align: center;"><b>K</b></p> <hr/> <p><b>Kansas</b> 63:25 64:17,18 80:1 88:20,22 89:3,17 90:3,10 91:7</p> <p><b>Keeling</b> 5:2,9,22, 25 6:3 7:5,8,18 8:7 10:5 11:12 14:7,15 15:4,10 32:23 33:6,14 50:14,24 52:9,17 53:5,7,10 54:6,19, 24 55:5,14,17,23, 25 56:4,10,15,20, 23 57:2 59:4,23 60:7,12,25 61:7, 12 68:15,18,20 69:6,9,11,14 73:25 74:9 75:13 76:6 85:7,13,19 89:6 90:15 94:8, 12,14,23 95:2,4,7, 15 97:10 99:15, 20,23 101:10 102:7,11,16,20,22 103:12,16,18 104:3,14 105:23 106:1,7,17,22 107:2 110:18,24 111:11 112:24 113:3,5,13,18,23 114:7,10,15,18 115:2</p> <p><b>kind</b> 19:20 22:17 80:5 81:19 100:17 112:4</p> <p><b>kinds</b> 112:2</p> <p><b>knew</b> 31:8 71:25 78:24 79:20 87:2</p> <p><b>knowledge</b> 54:11, 17,20 97:21</p>	<p style="text-align: center;"><b>L</b></p> <hr/> <p><b>L-O-N-I-E-L-L-O</b> 15:3</p> <p><b>laborer</b> 19:4</p> <p><b>lack</b> 9:11</p> <p><b>lacking</b> 25:6</p> <p><b>laid</b> 19:23</p> <p><b>landlord</b> 18:4,13 34:15 35:6 51:14</p> <p><b>large</b> 29:20 34:7 41:15 59:14,18 63:8 107:21</p> <p><b>larger</b> 8:19</p> <p><b>late</b> 29:1 36:18 113:24</p> <p><b>law</b> 5:10</p> <p><b>lay</b> 19:1</p> <p><b>leading</b> 108:10</p> <p><b>lease</b> 17:24 51:13</p> <p><b>leave</b> 16:19 32:18</p> <p><b>left</b> 9:13 16:16 64:16 74:10 78:12,13 93:14,20</p> <p><b>Legacy</b> 73:6 88:23 89:18,20,22,23 90:3,6 91:4,5,15, 19</p> <p><b>legal</b> 57:25 58:1</p> <p><b>letter</b> 11:22 29:12, 19 31:23 32:4,8</p> <p><b>LGS</b> 107:22</p> <p><b>light</b> 6:7,9 85:3</p> <p><b>limit</b> 114:21</p> <p><b>lines</b> 37:3,12 38:4 52:14 72:20</p> <p><b>list</b> 7:11 81:13</p>	<p>99:6</p> <p><b>listed</b> 47:14,17 59:13</p> <p><b>literally</b> 88:20</p> <p><b>live</b> 14:17</p> <p><b>located</b> 70:2</p> <p><b>location</b> 16:16,19 17:3 19:12 20:11 45:21 51:10,11 53:2 80:17</p> <p><b>locations</b> 88:19</p> <p><b>long</b> 28:20 90:10 92:9 95:25 105:2</p> <p><b>longer</b> 93:2</p> <p><b>Loniello</b> 14:13 15:2,5</p> <p><b>looked</b> 51:19 86:7</p> <p><b>loss</b> 26:13</p> <p><b>losses</b> 100:15</p> <p><b>lost</b> 18:25</p> <p><b>lot</b> 80:9 112:7</p> <p><b>loudly</b> 6:19</p> <p><b>Louis</b> 57:14 62:1</p> <p><b>lower</b> 79:4 87:15</p> <hr/> <p style="text-align: center;"><b>M</b></p> <hr/> <p><b>machine</b> 16:8</p> <p><b>machines</b> 16:10</p> <p><b>made</b> 11:8 12:18 13:22,24 18:1,3 25:4 30:14 31:7 32:13 36:14 66:21 98:10 109:7 111:25</p> <p><b>mail</b> 32:17</p> <p><b>mailed</b> 79:5</p>
---	--	--	---

<b>majority</b> 17:6	<b>mentioned</b> 82:16 90:21 104:9,25	99:13,15 102:8,10 103:16,17 106:4, 20 110:17,20,22 113:3,4,9,12 114:2	12,14,19,23 25:13,18 26:1,20, 23 27:9,12,21 30:1 35:3 36:5 40:3 44:5 47:5 52:1 71:17 81:20 82:21 83:19 86:6, 7,8 87:11
<b>make</b> 5:17 6:17 12:7,14 14:1,2,3,4 31:13 55:10 64:20 86:24 93:24 104:8 110:6 113:7	<b>message</b> 12:25	<b>Meyer's</b> 44:12	<b>month's</b> 25:11
<b>makes</b> 83:15	<b>meter</b> 8:25 9:1 10:21 11:3,19,23 21:14 24:5,8 34:11 40:9 59:10, 12,14,17,19 60:17 63:4,8,11,12,15, 21,22 64:5,22 65:4,7,8 66:4,7,8, 10 67:7,10,14 69:2 70:16,19,23, 24 71:2 73:17 75:20,24 76:12,25 77:6,7 78:1,9,15 79:1 85:21 87:13, 14,22 88:5,6 90:22,23 91:1 96:22 97:2,15 98:6 101:19,24 102:1	<b>microphone</b> 6:7, 17	<b>monthly</b> 20:3 63:23 85:20
<b>making</b> 13:21 112:16	<b>meter's</b> 90:22	<b>microphones</b> 6:6 14:19	<b>months</b> 8:21 17:18 19:24 26:23 29:2 30:19 50:6 72:5,6 73:17 78:15,18,19,21 79:1,19 84:6 85:1
<b>March</b> 23:2 49:21 86:5	<b>metering</b> 62:7 90:9	<b>million</b> 70:19 81:14,23 82:15 92:6	<b>morning</b> 5:2,23 6:3 11:13 33:19, 20 51:8,9 57:11 95:18,19
<b>Mark</b> 5:20	<b>meters</b> 13:11 34:21 47:7 63:9 85:1 87:16 96:6 103:2,7,8	<b>mind</b> 105:3	<b>motions</b> 7:1
<b>marked</b> 20:7 22:1 69:17	<b>method</b> 112:19	<b>minimal</b> 20:13	<b>move</b> 14:10 16:14, 20 19:1,4,10 32:22 55:6 60:25 83:10 85:7
<b>Market</b> 57:14 62:1	<b>Meyer</b> 5:20 7:3,7, 15 8:6,8 15:7,9, 16,18 20:6 32:20 33:4,12 35:11 36:4 44:16 53:10, 13 54:7,16,22 55:1,3 56:12,21, 22 59:25 60:12, 14,16,24 68:18,19 76:7,9,11 85:6 89:10,13 90:14 94:12,13 95:2,3 97:10,12,14	<b>minute</b> 14:16	<b>move-in</b> 19:21
<b>materials</b> 62:22		<b>minutes</b> 70:23	<b>moved</b> 8:11 16:19 17:21,25 18:22 19:6,25 20:17 51:10 64:15 78:13 94:18
<b>maternity</b> 32:18		<b>mirror</b> 49:5	<b>movement</b> 63:10 77:25
<b>matter</b> 7:2		<b>misinterpreted</b> 6:21,23	<b>moves</b> 32:17 93:14
<b>matters</b> 7:6 96:5 113:25		<b>missing</b> 30:7	<b>moving</b> 35:8
<b>maximum</b> 77:16 100:1		<b>Missouri</b> 5:6,13 8:10 11:15,18 12:5,6 16:15 57:15,25 59:11 62:2 63:18 70:3 72:23 73:2,15 75:4 109:11 110:2	<hr/> <b>N</b> <hr/>
<b>meaningless</b> 73:4 78:6		<b>Missouri's</b> 107:25 108:12,16	<b>names</b> 6:22
<b>means</b> 83:17 89:16		<b>mitigated</b> 26:13	
<b>measure</b> 64:8		<b>MO</b> 109:1	
<b>measurement</b> 60:4 61:25 62:6, 18		<b>mobile</b> 6:5	
<b>measures</b> 74:24		<b>modernizing</b> 63:7	
<b>measuring</b> 63:14 93:3		<b>module</b> 63:24	
<b>mechanical</b> 63:10, 11 64:5,6 81:17 93:6		<b>moment</b> 98:15	
<b>mechanics</b> 86:20		<b>month</b> 8:24 9:18, 23 17:19 20:16,24 22:6,13 23:3,4,5,	
<b>melt</b> 16:10			



<b>napkin</b> 80:6	<b>November/december</b> 19:10	<b>officially</b> 108:16	<b>Pardon</b> 110:22
<b>natural</b> 8:15,23 10:10,14,20 11:3, 9 17:8,11,13 18:5, 8 23:22 28:13,16 30:3 38:5,6,12 46:22 65:5 70:12, 24 71:3,23 81:25 82:19 92:8,16 107:18 108:18 110:3	<b>number</b> 19:24 27:8 35:2,25 55:14 66:24,25 74:23 77:16 78:6, 7 88:14,18 92:2, 12 93:19 99:9	<b>older</b> 72:24 80:22	<b>part</b> 44:12
<b>nature</b> 54:21 71:25 85:4	<b>numbers</b> 52:6 55:16 98:23	<b>on-site</b> 6:11 75:21	<b>partial</b> 20:16
<b>necessitating</b> 109:12	<b>numerous</b> 25:2,4 58:10	<b>One's</b> 105:24	<b>parties</b> 5:17 7:10 56:19 114:20
<b>negative</b> 93:7	<hr/> <b>O</b> <hr/>	<b>ongoing</b> 26:9	<b>partner</b> 57:20,22 58:20
<b>negotiating</b> 27:24	<b>oath</b> 15:14 57:7 61:18 95:13 104:1	<b>online</b> 14:9	<b>pass</b> 65:11 68:12
<b>newer</b> 79:14	<b>object</b> 54:4	<b>open</b> 31:13 83:25 100:16	<b>past</b> 73:21
<b>nice</b> 48:14	<b>objection</b> 54:5,15 56:22 60:1 68:19 95:3 106:1,5,20, 21	<b>opening</b> 8:4 10:4 50:9 71:7	<b>patch</b> 86:24
<b>nobody's</b> 54:20	<b>objections</b> 32:23 56:11,24 59:23 68:16 94:25 95:1 106:17	<b>operate</b> 92:21	<b>pattern</b> 87:20
<b>normal</b> 81:19	<b>occasion</b> 53:23	<b>operated</b> 21:16	<b>pay</b> 12:10 32:5 52:1
<b>note</b> 60:2 99:24 100:6,20 104:8 106:10	<b>occupant</b> 87:6	<b>operating</b> 97:3	<b>payment</b> 28:5,6 29:6,12 30:2,12, 17
<b>noted</b> 11:23 108:20 109:17	<b>occupied</b> 8:19 70:3	<b>operations</b> 100:17	<b>payments</b> 12:15
<b>notes</b> 24:3	<b>occupies</b> 8:10	<b>opportunity</b> 94:24	<b>pending</b> 7:1
<b>notice</b> 8:20 30:6,7 40:21 48:6	<b>occupy</b> 17:2	<b>opposed</b> 8:23	<b>people</b> 54:4
<b>noticed</b> 28:13	<b>occur</b> 86:13 101:2 112:2	<b>order</b> 7:9 13:8 112:14	<b>percent</b> 23:23 91:22
<b>notified</b> 65:1	<b>occurring</b> 19:17	<b>original</b> 78:9	<b>performed</b> 75:21 77:3 109:18,19
<b>November</b> 8:12 10:11 16:20 19:7 31:8,11 38:18 39:24 40:15,20 41:8,9 43:10,11, 19 52:25 58:22 65:19 67:4,6,14 68:3,8 70:25 71:20 78:17 87:23 110:5	<b>October</b> 9:1 76:12 85:2	<b>originally</b> 9:22	<b>period</b> 10:11,14 12:12 19:9,21 22:4 38:22 40:14, 18 41:1,17 43:3, 21 47:5 52:25 65:19,22 67:19 68:8 72:3 86:4,22 110:4
	<b>offer</b> 111:8	<b>outlet</b> 76:23	<b>permitted</b> 75:21 77:3 109:18,19
	<b>office</b> 5:13 32:17 45:21	<b>output</b> 92:4,5,6	<b>periods</b> 38:17,18
		<b>overbill</b> 108:24	<b>permit</b> 78:20
		<b>overbills</b> 58:17	<b>phone</b> 24:17
		<b>overhead</b> 71:8	<b>phones</b> 6:5
		<b>override</b> 54:19	<b>picked</b> 14:23
		<b>owe</b> 32:9	<b>pieces</b> 16:3,7 75:8
		<b>owner</b> 15:25 87:5	
		<hr/> <b>P</b> <hr/>	
		<b>packet</b> 44:15	
		<b>paid</b> 21:12 25:25 29:21,22 30:2 79:8	
		<b>paper</b> 7:20	

<b>pipe</b> 76:23	18 46:16 49:9 72:21	15 63:7 104:25 112:17	<b>public</b> 5:11 11:16 57:25 59:11 105:24,25 106:15, 19
<b>pipes</b> 31:11	<b>presentation</b> 6:12	<b>processes</b> 58:23	<b>pull</b> 39:13 41:19 45:2
<b>place</b> 5:11 9:9 64:16 70:17	<b>presented</b> 54:12, 18 79:3	<b>produce</b> 81:20 83:7	<b>pulled</b> 65:7
<b>plan</b> 10:25 28:5,6 29:6	<b>president</b> 15:25	<b>production</b> 89:2	<b>purportedly</b> 25:20
<b>play</b> 80:10	<b>presiding</b> 5:10	<b>products</b> 16:4	<b>purpose</b> 63:5 112:13
<b>podium</b> 8:6	<b>pressure</b> 63:13,16 74:25 75:21 77:8 81:15	<b>professional</b> 96:4	<b>purposes</b> 48:6,13 52:22 82:18 114:5
<b>point</b> 13:18 16:13 27:22 28:22 40:10 76:5 91:21 100:4 103:23 112:23	<b>prevent</b> 86:25	<b>programming</b> 11:19 91:12,16 98:13 99:1	<b>push</b> 92:23
<b>points</b> 12:25	<b>previous</b> 16:16 18:20 21:9 22:8 39:18 40:4,7 41:4 42:7,10,14,22 46:14,15 49:6 72:21	<b>propane</b> 8:15	<b>put</b> 15:7 16:6,7 58:6 79:1 83:9
<b>policy</b> 18:20	<b>previously</b> 9:14 98:20	<b>properly</b> 10:9,21 11:10 65:5	<b>putting</b> 14:10
<b>portion</b> 14:21 48:11 72:14	<b>primary</b> 57:23	<b>property</b> 71:5 84:2	<b>Q</b>
<b>position</b> 8:14 9:7 10:9 13:22 43:8, 16,18,23,24 58:2 62:16	<b>prior</b> 17:1,8,11,14 21:7,23 34:1 48:11 79:19 87:5 108:5	<b>proposed</b> 114:19	<b>question</b> 20:11 37:24 40:17,19 43:13 45:23 48:5 50:16 52:20 65:18,19,22 67:19 68:20 74:15 81:9 82:18 89:16 93:23 97:23 102:24 108:11 109:4 110:12
<b>positions</b> 62:18	<b>problem</b> 66:17 84:12,14,19,25 86:14 89:17,24 101:2,4 108:24	<b>provide</b> 13:2 57:12 61:22 73:15 74:23 96:7,15	<b>questioned</b> 87:15
<b>pounds</b> 81:15	<b>procedural</b> 55:18 114:20	<b>provided</b> 35:11 59:13,18 65:15 69:3 81:13 97:18, 24 100:4 101:9	<b>questions</b> 13:10, 12,17 33:12,23 50:13,23 51:2 52:4,12,16,18 54:25 59:2,4 60:5, 11,13 61:4,5,8 73:23 76:5,8 85:6, 8,10,11,16 89:7 90:14 94:7,10,15 97:8,11 99:13,18, 19,21 102:5,9,12 103:11 110:15,17, 21,22 111:5,7,11,
<b>practices</b> 112:2	<b>procedure</b> 103:5	<b>provider</b> 17:10 34:2	
<b>precise</b> 81:8 93:16	<b>procedures</b> 58:24	<b>providing</b> 62:8 79:15	
<b>preliminary</b> 7:6	<b>proceed</b> 74:6,13 95:8,15 102:22 104:3,4,15	<b>provision</b> 18:1,3	
<b>premarked</b> 8:1	<b>proceeding</b> 14:21	<b>provisions</b> 79:15	
<b>premises</b> 18:17 100:9	<b>PROCEEDINGS</b> 5:1	<b>PSC</b> 12:4,6 58:7 109:1	
<b>prenumbered</b> 7:23	<b>process</b> 12:20 14:1 19:14 58:14,	<b>PTZ</b> 10:15,19 62:25 63:2,6,11, 20 64:2,12 66:14, 25 67:23 74:24 77:6,7,14,20,22 78:4,7 88:5 89:24 90:25 98:5	
<b>preowned</b> 18:15		<b>PTZS</b> 72:25	
<b>preparation</b> 62:21			
<b>prepared</b> 105:9 112:18			
<b>presence</b> 14:16			
<b>present</b> 21:8,10 22:11 39:18 40:4 41:6,9 42:15,17,			

15 112:23,25 113:1,4 114:24 <b>quickly</b> 72:9	<b>readings</b> 24:5,8 25:16 46:19 64:20 66:3 72:21 73:18 85:21 87:9,10,15	24:12 28:1,9 30:14,20 33:9,11 40:21 41:15 45:12 49:1 54:21 56:25 57:1 60:8,9 69:12, 13 95:4,6 106:8, 12,23,24 113:10, 15	<b>recross</b> 52:19 53:8 89:8,11 101:12 <b>recrossed</b> 52:22 <b>redirect</b> 53:11 61:9 90:16 102:15 <b>reflect</b> 26:25 <b>reflected</b> 21:1 110:9 <b>reflecting</b> 69:2 <b>reflects</b> 26:9 43:5 <b>regions</b> 88:25 90:8 <b>register</b> 10:21 <b>registering</b> 11:6 65:5 66:11 <b>registration</b> 88:13 <b>regulations</b> 108:25 <b>regulatory</b> 5:10 <b>related</b> 96:6 98:10 <b>relationship</b> 15:23 <b>reliance</b> 79:8 <b>relied</b> 103:4 <b>rely</b> 103:8 <b>remaining</b> 19:2,22 <b>remains</b> 9:13 <b>remediate</b> 78:23 <b>remedy</b> 86:12 <b>remind</b> 21:19 <b>rent</b> 17:23 <b>repeat</b> 40:17 101:5 110:19 <b>repeated</b> 99:5 <b>replaced</b> 76:12 <b>replacement</b>
<b>R</b>	<b>reads</b> 62:9 64:19 65:7,13,14,24 66:10 69:1,2 70:23 75:4 77:18, 20,23,25 78:4,9 79:3 90:1 91:13 93:11 <b>ready</b> 74:5 77:4 <b>real</b> 63:15 <b>realize</b> 73:12 88:23 89:5,19,22 90:3 <b>realized</b> 85:4 <b>reason</b> 49:23 <b>reasonable</b> 71:22 72:7 114:16 <b>rebill</b> 13:3 27:2 79:16,21 107:18 108:17,23,25 109:2,12,13,18 110:3,10 <b>rebilled</b> 10:10 11:10,22 40:14,19 41:14 43:20,21 71:21 <b>rebilling</b> 11:18 13:14 58:13,14, 21,24 107:24 108:23 109:19 <b>rebills</b> 87:1 <b>recalculate</b> 100:23 <b>recalculation</b> 100:25 109:18 <b>recap</b> 30:10 <b>receive</b> 20:1 30:2 <b>received</b> 8:17,18, 22 20:3 23:18	<b>receiving</b> 39:23 59:24 <b>recess</b> 74:8 <b>recite</b> 108:21 <b>recognize</b> 20:19, 20 22:2,24 23:9 87:19 <b>recognized</b> 73:3 <b>recollection</b> 84:23,24 <b>recommendation</b> 13:6 <b>recommendations</b> 12:18,21 13:7,15, 21,24,25 109:8 111:19,24,25 112:14 <b>record</b> 11:23 14:24 15:6 33:1, 10 51:5 56:1,25 57:13 59:24 61:23 66:3 68:14 94:19 95:21 104:22 105:20 106:8 113:15 <b>recorded</b> 6:10 64:24 <b>recorder</b> 14:22 <b>recording</b> 6:15 11:5,6 64:23 78:25 <b>records</b> 63:22 73:17	

76:15	<b>responsibilities</b> 57:21 62:5	<b>riser</b> 76:19	<b>scheduling</b> 114:5
<b>reply</b> 114:23	<b>responsibility</b> 57:23	<b>Romet</b> 77:7 90:22 91:1	<b>science</b> 83:5
<b>report</b> 13:5 65:14, 24 66:2 69:1 70:24 73:2 93:12 94:2 96:22 97:2, 18 98:17 101:24 105:9,12,15,20 106:2,14,15,16,19 111:20 112:18	<b>responsible</b> 62:7	<b>Ron</b> 6:2 11:14	<b>send</b> 56:16
<b>reported</b> 9:6,12	<b>rest</b> 74:3	<b>room</b> 5:12 74:5 92:24	<b>sends</b> 63:23 64:9, 13
<b>reporter</b> 6:11 7:22 14:8,14,22 15:1 74:2	<b>restart</b> 43:12	<b>root</b> 63:1	<b>senior</b> 96:4 105:7
<b>reporting</b> 9:4	<b>restarted</b> 72:3	<b>Ross</b> 5:9	<b>sense</b> 64:20
<b>reports</b> 101:19 102:1	<b>restate</b> 90:5	<b>rotary</b> 77:7,16 90:22 91:1	<b>sensor</b> 63:13
<b>representative</b> 28:15	<b>result</b> 18:25	<b>roughly</b> 19:22 23:8 28:25 29:20 31:1	<b>September</b> 26:24 27:7,18 29:25 30:3,6 31:2 36:25
<b>representing</b> 11:15	<b>resulted</b> 8:25 9:25	<b>round</b> 114:21	<b>sequentially</b> 8:1
<b>request</b> 58:4 59:12 69:21,23,24 82:6 99:6 112:16	<b>results</b> 75:23,25 97:5 112:21	<b>row</b> 73:4	<b>series</b> 88:11 109:7
<b>requests</b> 58:1,7 65:16 69:4,25 70:11 94:22 98:2	<b>resume</b> 74:10	<b>rule</b> 11:7 12:3,17	<b>serve</b> 81:12
<b>require</b> 109:5,11	<b>retirement</b> 104:6	<b>rules</b> 11:4 97:4 107:12,17,20 108:20,25 109:5, 11 112:3	<b>service</b> 5:11 8:13, 17 11:16,18 17:8, 11 20:1 28:17 29:23 39:23 40:8 45:14 46:8 54:13 57:25 59:11 66:11 70:18 72:4 81:11 100:1 104:7 107:12 111:9
<b>required</b> 81:18 97:3	<b>retiring</b> 105:1	<b>run</b> 83:11,20,21 92:9,22 93:1 109:23	<b>services</b> 57:19,20, 22 58:9,20
<b>research</b> 105:7	<b>return</b> 85:15	<b>running</b> 22:17 83:23	<b>set</b> 5:4 11:4 18:17, 19 22:20 63:2 69:4 76:24 77:2,3 84:3 94:21
<b>residential</b> 50:19 62:11 107:15	<b>returned</b> 111:3	<b>runs</b> 77:1 83:17	<b>sets</b> 80:15 83:9
<b>respond</b> 28:7	<b>reusing</b> 88:17	<b>Rupp</b> 5:14 11:12 13:19,20 14:6 51:1,3,5,7 52:3,15 61:2 85:14 104:8 111:3	<b>setting</b> 80:15
<b>respondent</b> 5:7	<b>revealed</b> 66:17 73:11	<hr/>	<b>setup</b> 19:4,16 89:3 90:4
<b>response</b> 13:5 65:15 69:3 70:6	<b>revenue-generating</b> 19:17	<b>S</b>	<b>SGS</b> 84:7 98:5
<b>responses</b> 58:7 65:17 69:21 82:6 94:21	<b>review</b> 96:21	<b>sat</b> 19:23	<b>sheet</b> 12:5,6,10 45:18 78:5 109:1
	<b>reviewed</b> 62:22 72:2 97:18 101:19,25 102:1 108:5	<b>save</b> 52:4	<b>sheets</b> 109:25 110:2
	<b>reviews</b> 108:8	<b>Saws</b> 16:8	
	<b>Reznor</b> 18:11 82:10	<b>schedule</b> 55:18 114:9,10,20	
	<b>Rieske</b> 10:17 60:3 61:15,17,22,24,25 65:23 69:6,16 74:12,18 75:15,19 76:12 90:21		
	<b>Rieske's</b> 75:11		

<b>Shelly</b> 14:13 15:2	<b>six-dial</b> 66:8,14 77:14 78:6	<b>speculate</b> 81:7	<b>spreadsheet</b> 67:3
<b>shifted</b> 42:4	<b>six-digit</b> 9:3	<b>speculating</b> 83:21	<b>spring</b> 19:22 90:1 91:6
<b>shop</b> 8:11,12 16:8 17:6 18:18,21 19:2,3,16,18,19, 23 50:7	<b>size</b> 54:9 70:16 71:2,25 92:2,8,11	<b>spell</b> 6:22 15:19 95:21 104:22	<b>sprinklers</b> 31:9
<b>shortage</b> 100:21	<b>sized</b> 92:13,14	<b>spelled</b> 95:22	<b>square</b> 17:1,3,5,7 21:19,21,22 34:18 70:1,6,8 71:1,4,12 81:4 83:19,22 91:25
<b>show</b> 9:19 21:7 25:12 27:8 30:9 45:6 66:2,4,5,6	<b>skeleton</b> 22:17	<b>Spire</b> 5:6,7,22,24 7:4 9:2,11,25 10:1,6,24 11:2,8, 18,21 12:2,3,7,13, 16,18,22 13:2,6, 13 17:12 20:10,23 23:3 24:11,17,25 26:21 27:11,19,24 28:12,14,15,21 30:13,17,19 31:23 32:4,10 34:2 38:21 39:23 40:14,19 41:13 43:8,11 45:1,11 46:23 49:25 52:19 54:13 55:6,10,13 57:4,19 58:17 61:10,15 62:4,8, 14,15,17 63:2 65:11,13,16 68:13 69:5 75:10,19 79:22 84:6,12 89:14 90:2 94:7, 20 97:9,19 99:2 101:3,4,13,25 103:4 106:6 107:17,25 108:11, 16,17 109:5,8,11 110:2,16 113:14 114:25	<b>St</b> 57:14 62:1
<b>showed</b> 46:2 75:5 97:5	<b>smaller</b> 21:22	<b>Spire's</b> 8:16 10:9, 16,23 32:7 43:8, 16,18,23 50:5 58:14,23 60:3 65:17 69:21 90:23 91:1 93:11 94:21 96:21 99:5	<b>stack</b> 42:4 44:11 55:11 56:6
<b>showing</b> 35:2 78:11 93:24	<b>smartest</b> 26:16	<b>split</b> 34:22	<b>staff</b> 5:25 6:2 11:14,15 12:1,3, 18 13:7,9,11,22 19:2 59:4,22 60:2, 5 65:17 89:8 95:11 96:24 98:17 100:23 101:1,7 103:5,7 105:11, 14,20 106:2,14, 15,18,22 108:5 111:22,23,25 112:19 113:19
<b>shows</b> 26:8 46:2 66:16 72:20 73:2	<b>smelt</b> 16:11	<b>spoke</b> 100:10	<b>staff's</b> 13:5,14 96:5 105:9 106:2, 7 111:19
<b>shut</b> 28:20	<b>software</b> 88:7		<b>stand</b> 6:24 15:11 95:11
<b>side</b> 46:8	<b>sole</b> 78:3 82:9,19		<b>standards</b> 11:4 97:3
<b>signed</b> 51:13	<b>solution</b> 79:2		<b>standpipe</b> 76:19
<b>significant</b> 78:10	<b>sort</b> 16:6 78:20 89:14		<b>start</b> 5:18 8:3,4 14:17 31:8 34:1 35:9 38:20 39:21 40:1,20 86:19 87:16
<b>significantly</b> 82:15	<b>sorts</b> 83:24		<b>started</b> 8:12 16:19 17:3 28:25 39:23 41:8 64:17 75:5 77:12 84:24 89:2 91:14
<b>signifies</b> 106:9	<b>space</b> 8:10 17:5 53:18 71:12 83:5, 8,11,14,15,17,19 84:1 92:8,10,13, 15,25 93:7		
<b>silence</b> 6:4	<b>spaces</b> 53:16,17, 20 54:8		
<b>similar</b> 12:9 99:7 102:2	<b>speak</b> 6:16,17,18 14:18 51:24 53:23 79:20 100:24		
<b>simply</b> 9:8 27:2	<b>speaking</b> 71:9 92:20		
<b>simultaneous</b> 114:22	<b>specific</b> 39:11 41:20 85:25 92:13 100:3 107:23		
<b>single</b> 114:21	<b>specifically</b> 107:20 108:22 109:14		
<b>sir</b> 15:19 51:8 94:15	<b>specifications</b> 70:11		
<b>sit</b> 19:7,8			
<b>site</b> 100:22			
<b>situation</b> 19:11			
<b>situations</b> 12:9 112:4			



<b>starting</b> 40:8,10	97:22 111:1	<b>T</b>	<b>tested</b> 75:24 87:24 88:2,3,15,18 89:1
<b>state</b> 6:23 15:19 43:23 69:24 70:5 72:16 95:20 104:20,21	<b>structure</b> 71:6		<b>testified</b> 15:15 57:8 61:19 95:14 104:2
<b>stated</b> 89:17	<b>stuff</b> 16:9	<b>takes</b> 92:9	<b>testify</b> 10:17 57:5 61:16
<b>statement</b> 20:10, 23 22:5,6 23:2,13, 18 25:11 26:20 35:12 36:7 38:1 41:15 42:7 43:5, 24 44:2,3,25 45:1, 11 48:21 49:1,12 54:17 72:16	<b>subject</b> 38:19 47:25	<b>taking</b> 5:11 14:17	<b>testifying</b> 104:13
<b>statements</b> 8:4	<b>submit</b> 9:10,24 33:4 44:20 106:14	<b>talking</b> 12:25 85:25	<b>testimony</b> 14:18 33:25 51:21 62:22 70:22 82:22 84:2 90:2 92:1 96:7 105:1,9
<b>stating</b> 32:4	<b>submitted</b> 32:25 59:11 113:10,14, 20	<b>Taller</b> 71:13	<b>testing</b> 60:20 88:10
<b>statute</b> 12:2	<b>subsequent</b> 87:2	<b>targeting</b> 65:18	<b>tests</b> 88:11
<b>STENOGRAPHER</b> 14:11 15:2	<b>suffered</b> 78:8 99:7	<b>tariff</b> 12:2,4,9,18 13:14 79:15 109:14,25 110:2	<b>That'll</b> 44:22
<b>stepped</b> 85:14	<b>sufficient</b> 83:9	<b>tariffs</b> 107:21,23, 25 108:4,5,12,17	<b>thermostat</b> 18:17 80:16,18 83:8 92:24
<b>steps</b> 88:10	<b>sufficiently</b> 83:10	<b>taxes</b> 36:18 37:19	<b>thermostat's</b> 93:2
<b>stopped</b> 24:14	<b>Suite</b> 16:15	<b>technical</b> 70:11 89:3 91:10 92:18	<b>thing</b> 5:16 26:16 86:23 93:10 100:14 101:5 112:9
<b>storage</b> 17:5 19:11	<b>supplied</b> 81:11	<b>technology</b> 63:8, 17 73:10,11,14 77:12 88:5,6,7,15 91:20	<b>things</b> 8:16 13:23 82:22 83:24 86:16 93:4 102:3 112:2, 12
<b>storefront</b> 16:5	<b>surface</b> 76:20	<b>temperature</b> 50:8 63:13,16 74:25 80:13 83:8 92:15 93:3	<b>thinking</b> 52:14
<b>straight</b> 27:23	<b>Sustained</b> 54:6	<b>ten</b> 9:5 99:10 114:13,15	<b>thought</b> 14:8 89:1
<b>Street</b> 16:15 17:22 18:23 46:10 48:20 57:14 62:1 70:2	<b>sworn</b> 15:14 57:7 61:18 95:13 104:1	<b>tenant</b> 16:17 34:5	<b>thousand</b> 92:13
<b>strike</b> 99:12	<b>system</b> 10:24 11:20 45:7 62:9 63:25 64:9,14,25 73:1,9 79:3 86:24 87:11 88:16 89:18,21 90:1,24 91:1 93:25 94:2 98:25	<b>tenants</b> 17:24 34:9 53:14,24 54:12	<b>thousands</b> 9:17
<b>Structural</b> 5:5,18, 20 8:5,9 9:4,16,20 11:20,22 12:13 15:23 16:1,13 18:24 19:5 21:17 32:25 33:8 38:22 39:22 44:17,25 45:19 50:19 53:1 58:21 63:3 70:4 75:20 78:14 79:7, 17 81:10 82:5,19	<b>System's</b> 33:9 82:20	<b>tender</b> 96:10 107:1	<b>threaded</b> 76:21,23
	<b>systems</b> 5:5,19,21 8:5,9 9:5,17 15:24 16:2,14 18:24 19:6 21:17 32:25 45:19 70:4 78:24 79:8,17 81:10 111:1	<b>tenth</b> 78:7	<b>threaten</b> 27:25
	<b>Systems'</b> 9:21 78:15	<b>terms</b> 10:4 28:22 108:22	<b>till</b> 48:15 65:20 91:21
		<b>test</b> 59:10,12 75:19,22,23,25 88:6 96:22 97:2,5 103:8	<b>time</b> 5:3,4 6:13 8:13 12:6 14:21

22:15 24:10 28:21,25 38:17 52:7 61:14 63:15 65:18 66:3 68:13 75:10 77:10 79:1 83:23 86:22 87:2 94:6 95:10 96:15 97:23 101:20 104:13 105:12 106:25 109:23 110:11	<b>transcripts</b> 114:13 <b>transition</b> 19:9 <b>transmitted</b> 10:23 <b>treat</b> 106:10 <b>treated</b> 9:3 <b>tremendous</b> 8:20 <b>tricky</b> 93:4 <b>true</b> 92:20 105:15 <b>turn</b> 27:25 28:2,3 29:22 30:3 32:6, 15 35:11 40:12,24 46:1 48:25 72:9 77:1,3 99:16 111:1,13 <b>turned</b> 24:20 26:4, 6,7 27:16 28:4,17 29:8 31:5 <b>turned-off</b> 27:21 <b>turning</b> 26:13,14 41:5 62:25 68:12 93:11 109:4 <b>type</b> 16:8 77:6 90:9 91:8 100:8, 12 <b>typical</b> 103:5 <b>typically</b> 76:18 77:2	<b>underbilling</b> 11:1 <b>underbills</b> 58:18 <b>underneath</b> 41:18 <b>understand</b> 13:4 14:4 39:6 112:7, 10 <b>understandable</b> 13:2 <b>understanding</b> 34:20 55:20 65:4 <b>undisputed</b> 63:4 <b>unique</b> 64:17 <b>unit</b> 18:23 64:7 80:20 83:6 <b>units</b> 83:18 88:14 100:21 <b>unsuccessful</b> 31:11 <b>unusual</b> 21:16 <b>upcoming</b> 104:6 <b>updated</b> 79:14 <b>usage</b> 8:20 9:13, 21 10:11,14,21, 22,23 11:6,10 20:12 21:1,4,6,9 22:7 23:3,22 24:22 25:19 26:1, 4,25 27:8,13 34:17 36:5,11 37:3,6,10 38:8,12 39:15 46:3,25 47:10,11,20 48:18 49:11,14,24 58:22 65:5 66:7 68:3,4,5 71:16,18,19,20 72:6 73:16 78:25 79:18 82:21 83:15 84:7 85:20,21,23 87:4 88:14 100:2, 7,11 107:19 108:19 109:21	110:3 <b>usages</b> 47:14,16 49:24 <b>utility</b> 36:18 51:15 <hr/> <b>V</b> <hr/> <b>validate</b> 75:3 <b>variation</b> 7:12 <b>vary</b> 100:17 <b>verified</b> 12:3 <b>versus</b> 5:6 80:13 <b>victim</b> 16:17 <b>view</b> 103:7 <b>violate</b> 12:16 <b>violated</b> 12:2 <b>visit</b> 100:22 <b>volume</b> 59:14,18 63:8 71:14 83:6,7 85:21 97:22 100:13 <b>volumes</b> 85:23 92:23 <hr/> <b>W</b> <hr/> <b>W-R-A-B-E-C</b> 15:22 <b>waited</b> 48:14 <b>wall</b> 16:5 <b>wanted</b> 72:9 74:18,22 86:23 102:18 109:21 <b>warehouse</b> 71:12 80:9 <b>warehouses</b> 71:10 <b>waste</b> 6:13 <b>watching</b> 64:18
<b>timely</b> 62:9 78:20 <b>times</b> 9:5 12:14 22:18 25:2,4 50:9 <b>title</b> 96:3 105:6,7 <b>today</b> 5:2 7:19 13:10,12 62:22 82:22 84:16 98:1 <b>Today's</b> 6:10 <b>told</b> 30:21 54:1 <b>top</b> 30:8 37:2 39:16 41:1 46:13 49:7 72:13 99:9 103:14 <b>total</b> 20:15 32:7 34:17 36:8 38:23 47:4 48:22 49:11, 16,18 68:5 70:1,6 92:5 100:13 <b>totaled</b> 81:14 <b>touched</b> 74:17 <b>tracked</b> 63:11 <b>traditional</b> 64:5 <b>traditionally</b> 63:9 72:23 <b>transcribed</b> 6:14 <b>transcribing</b> 14:20 <b>transcript</b> 5:1 114:18 <b>transcription</b> 6:22	<hr/> <b>U</b> <hr/> <b>U.S.</b> 45:20 <b>Uh-huh</b> 27:6 37:13 38:2 49:3 72:12 82:4,7 93:13 <b>uncorrected</b> 75:2 <b>underbill</b> 108:24 <b>underbilled</b> 10:10, 13 11:9,21 107:18 108:18		

**water** 31:9 102:2**Webex** 6:12**week** 31:16**weeks** 32:2**West** 63:18 72:23  
73:2,15 75:4**What'd** 52:1**wide** 63:17**widely** 100:17**windows** 16:5**winter** 81:20**wintertime** 17:15  
71:16,18**witnesses** 7:10,  
11,16 14:10 55:3,  
8 57:3 113:6**words** 6:20,22**work** 19:17 50:7  
93:5**worked** 17:6**working** 11:4  
59:17 86:19**world** 39:1**worse** 83:16**worth** 8:23 25:14**Wrabec** 7:17 15:9,  
10,13,21 33:19,21  
45:10 53:14 56:6**wrong** 87:9

---

**Y**

---

**year** 29:1 31:24  
50:8**years** 62:14,15,17,  
19 90:12 91:2  
104:7 105:4 111:9

---

**Z**

---

**Zoom** 14:14