

Exhibit No.:
Issue(s): *Formal Complaint*
Witness: *Contessa King*
Sponsoring Party: *MoPSC Staff*
Type of Exhibit: *Testimony*
Case No.: *EC-2019-0168*
Date Testimony Prepared: *April 9, 2019*

MISSOURI PUBLIC SERVICE COMMISSION

COMMISSION STAFF DIVISION

CUSTOMER EXPERIENCE

TESTIMONY

OF

CONTESSA KING

JILL COVINGTON BEATTY

V.

UNION ELECTRIC COMPANY

D/B/A AMEREN MISSOURI

CASE NO. EC-2019-0168

Jefferson City, Missouri
April 2019

1 The Report included copies of Staff Reports filed in two of Ms. Beatty's previous complaints, Case
2 Nos. EC-2017-0198 and EC-2010-0142.

3 Q. After Staff filed its Report on January 18, 2019, did Staff obtain information that
4 would amend the Staff Report?

5 A. No. Staff's findings and conclusions remain the same. However, Staff would like
6 to correct the third heading referenced on page two of the Staff Report. The Case No. should read
7 EC-2017-0198 instead of EC-2017-0142.

8 Q. Given there are no substantive changes to the Staff Report filed on January 18,
9 2019, does Staff support the Report as part of its pre-filed testimony?

10 A. Yes. This testimony supports the Staff Report filed on January 18, 2019. Staff
11 conducted an investigation and reported its findings in accordance with 4 CSR 240-2.070(11),
12 therefore Staff is recommending that the Commission accept Staff's Report in this case as its
13 testimony. A copy of the Report is attached as Schedule CK-c2 to this testimony.

14 Q. Does this conclude your testimony?

15 A. Yes it does.

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

Jill Covington Beatty,

Complainant

v.

Union Electric Company d/b/a
Ameren Missouri,

Respondent

Case No. EC-2019-0168

AFFIDAVIT OF CONTESSA KING

State of Missouri)

) ss.

County of Cole)

COMES NOW Contessa King, and on her oath declares that she is of sound mind and lawful age; that she contributed to the attached *Testimony*; and that the same is true and correct according to her best knowledge and belief.

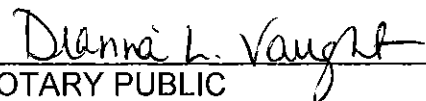
Further the Affiant sayeth not.


Contessa King

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 8th day of April, 2019.

DIANNA L. VAUGHT
Notary Public - Notary Seal
State of Missouri
Commissioned for Cole County
My Commission Expires: June 28, 2019
Commission Number: 15207377


NOTARY PUBLIC

Contessa J. King
Customer Experience Department
Commission Staff Division

Professional Experience:

Utility Regulatory Manager, Staff Division (November 2017-current)

Outreach and Diversity Officer, Administration (2015-2017)

Consumer Outreach Coordinator, Administration (2013-2015)

Utility Policy Analyst I, Operations (2012-2013)

Consumer Services Coordinator-Assistant Manager, Administration & Staff Counsel (2007-2012)

Consumer Services Specialist II, Administration (2005-2007)

Senior Office Support Assistant, Adjudication (2002-2005)

Secretary of State's Office, Corporations Unit (2000-2002)

KMIZ TV-FOX 11, Benedek Broadcasting Company (1994-2000)

I graduated from the University of Missouri-Columbia with a Bachelor of General Studies (a multidisciplinary degree) areas of study: Communications, Mass Communications and Humanities. In October 2011, I attended the Center for Public Utilities regulatory training at New Mexico State University.

Participant in the first, second, and fourth partnership exchange between the Missouri Public Service Commission ("Commission") and the National Energy Regulatory Agency of Moldova ("ANRE"), traveled to Chisinau, Moldova June 2010. Contributions include a two-part presentation on consumer affairs, trained ANRE delegates, assisted with the re-engineering of the Commission's Electronic Filing Information System (EFIS) capability, developed a new workflow procedure for ANRE's petitions/complaints process and assisted with partnership coordination efforts. Partnership supported by National Association of Regulatory Utility Commissioners ("NARUC") and the United States Agency for International Development (USAID).

Selected to participate in a partnership exchange between NARUC and the Nigerian Electric Regulatory Commission (NERC); traveled to Abuja, Nigeria October 2012 (partnership exchange supported by USAID). Invited to participate in a partnership exchange between NARUC and the Kenya Energy Regulatory Commission ("ERC"); traveled to Nairobi, Kenya May 2016 (partnership exchange supported by USAID and Power Africa).

Schedule CK-c1

Case Participation:

The following is a listing of cases before the Commission in which I provided testimony, Staff recommendation or significant analysis:

| Date Filed in EFIS | Case Number | Company Name – Type of Case | Contribution |
|---------------------------|------------------------------|--|---------------------------------------|
| 6/14/2017 | AW-2017-0336 | General Review of Commission Rules | Analysis |
| 6/27/2018 | AW-2018-0393 | Working Case for the Writing of a New Rule on the Treatment of Customer Information by Regulated Utilities and Their Affiliates and Nonaffiliates | Analysis |
| 2/9/2011 | AW-2011-0252 | Working File to Consider Changes to Chapter 13 Service and Billing Practice Rules | Analysis |
| 11/9/2018 | AX-2018-0395 | Proposed Revisions to Improve the Commission's Rules (Chapter 13 Rules) | Analysis |
| 8/29/2012 | AX-2013-0091 | Proposed Rulemaking to Amend 4 CSR 240-13 Service and Billing Practices for Residential Customers | Analysis |
| 8/20/2009 | AX-2010-0061 | Public Counsel's Petition for Promulgation of Rules Relating to Billing and Payment Standards for Residential Customers | Analysis |
| 11/12/2012 | CA-2013-0271 | New Horizons Communications Corp. - Application for Certificate | Staff Recommendation |
| 5/9/2013 | CA-2013-0492 | Giant Communications, Inc. - Application for Certificate | Staff Recommendation |
| 6/28/2013 | CA-2013-0548 | FidelityLink, LLC - Application for Certificate | Staff Recommendation |
| 7/30/2013 | CO-2014-0025 | Metropolitan Telecommunications of Missouri, Inc. – Application to Expand Certificate of Basic Local Service Authority | Staff Recommendation |
| 1/18/2019 | EC-2019-0168 | Jill Covington Beatty v. Ameren Missouri - Complaint Case | Staff Report and Testimony |
| 10/31/2017 | EC-2018-0113 | Anthony R. Granillo v. Ameren Missouri - Complaint Case | Analysis |
| 11/6/2018 | EO-2019-0132 EO-2019-0133 | Kansas City Power & Light Company's Notice of Intent to File an Application for Authority to Establish a Demand-Side Programs Investment Mechanism | Analysis |
| 8/25/2014 | EO-2015-0055 | Ameren Missouri's 2nd Filing to Implement Regulatory Changes in Furtherance of Energy Efficiency as Allowed by MEEIA - Flex Pay Application Filed 11/30/2017 | Analysis |
| 6/18/2018 | ER-2018-0145 | Kansas City Power & Light Company - General Rate Case | Direct – Cost of Service Staff Report |

| Date Filed in EFIS | Case Number | Company Name – Type of Case | Contribution |
|---------------------------|--|--|---------------------------------------|
| 6/18/2018 | ER-2018-0146 | KCP&L Greater Missouri Operations Company - General Rate Case | Direct – Cost of Service Staff Report |
| 12/1/2011 | ER-2012-0174 | Kansas City Power & Light Company - General Rate Case | Direct, Rebuttal, Surrebuttal |
| 12/1/2011 | ER-2012-0175 | KCP&L Greater Missouri Operations Company - General Rate Case | Direct, Rebuttal, Surrebuttal |
| 8/6/2012 | EW-2013-0045 GW-2013-0046 WW-2013-0047 | Working Case (Consolidated) to Consider the Establishment of a Low-Income Customer Class or Other Means to Help Make Utility Services Affordable | Analysis |
| 6/15/2018 | GC-2018-0377 | Imri Meiron v. Spire - Complaint Case | Analysis |
| 12/6/2017 | GC-2018-0159 | Lisa Lambert v. Spire - Complaint Case | Analysis |
| 1/22/2013 | GC-2013-0361 | William Wehrle v. Laclede Gas Company – Complaint Case | Analysis |
| 2/2/2006 | GC-2006-0318 | Staff v. Laclede Gas Company - Complaint Case | Analysis |
| 3/16/2018 | GO-2018-0251 | Investigation of Customer Service Issues at Spire Missouri, Inc. | Staff Report |
| 1/17/2018 | GO-2018-0195 | Investigation into the Interruption Of Summit's Gas Deliveries in the Lebanon, Missouri Region | Analysis |
| 4/13/2018 | GR-2018-0013 | Liberty Utilities (Misstates Natural Gas) Corp. d/b/a Liberty Utilities – General Rate Case | Analysis |
| 1/24/2013 | TA-2013-0363 | Matrix Telecom, Inc. d/b/a VarTec Telecom – Application for Certificate | Staff Recommendation |
| 1/24/2013 | TA-2013-0364 | Matrix Telecom, Inc. d/b/a Excel Telecommunications – Application for Certificate | Staff Recommendation |
| 4/23/2013 | TA-2013-0464 | TNCI Operating Company LLC – Application for Certificate | Staff Recommendation |
| 9/24/2013 | TA-2014-0083 | Angel Americas, LLC – Application for Certificate | Staff Recommendation |
| 11/15/2012 | TD-2013-0275 | 360networks (USA), Inc. - Cancellation of Certificate of Service Authority | Staff Recommendation |
| 11/15/2012 | TD-2013-0276 | AboveNet Communications, Inc. - Cancellation of Certificate of Service Authority | Staff Recommendation |
| 3/3/2006 | WC-2006-0345 | Dione C. Joyner v. Missouri-American Water Company - Complaint Case | Staff Recommendation |
| 12/15/2017 | WR-2018-0170 SR-2018-0171 | Liberty Utilities (Missouri Water) - Small Utility Rate Case | Analysis |

SCHEDULE CK-c2

HAS BEEN DEEMED

CONFIDENTIAL

IN ITS ENTIRETY