

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

STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
  
TRANSCRIPT OF PROCEEDINGS  
  
Local Public Hearing  
June 18, 2014  
West Plains Civic Center  
West Plains, Missouri

In The Matter Of Summit )  
Natural Gas Of Missouri ) File No. GR-2014-0086  
Inc.'s Filing Of Revised )  
Tariffs To Increase Its )  
Annual Revenues For Natural )  
Gas Service )

DANIEL JORDAN, Presiding  
SENIOR REGULATORY LAW JUDGE

SCOTT T. RUPP,  
COMMISSIONER

REPORTED BY:

Jo Ann E. Kramer, RPR, CSR, CCR  
Missouri CCR #1369  
Arizona CSR #50388  
Midwest Litigation Services  
2422 East Madrid Street  
Springfield, Missouri 65804  
417.877.9700  
1.800.280.DEPO

1 APPEARANCES:

2 For Summit Natural Gas:

3 BRYDON SWEARENGEN & ENGLAND, PC

DIANA CARTER, ESQ.

4 312 East Capitol Avenue

Jefferson City, Missouri 65102

5

6 For Office of Public Counsel:

7 STATE OF MISSOURI

DEPARTMENT OF ECONOMIC DEVELOPMENT

8 OFFICE OF THE PUBLIC COUNSEL

MARK D. POSTON, ESQ.

9 Governor Office Building, Suite 650

200 Madison Street

10 PO Box 2230

Jefferson City, Missouri 65102

11 573.751.5558

marc.poston@ded.mo.gov

12

13 Public Service Commission Staff Counsel:

14 MISSOURI PUBLIC SERVICE COMMISSION

WHITNEY HAMPTON, ESQ.

15 200 Madison Street, PO Box 360

Jefferson City, Missouri 65102

16 1.800.392.4211

17

18

19

20

21

22

23

24

25

1 P R O C E E D I N G S

2 JUDGE JORDAN: Missouri Public Service  
3 Commissioner calls the case in file number  
4 GR-2014-0086. This is a general rate action for Summit  
5 Natural Gas of Missouri, Incorporated.

6 My name is Daniel Jordan. I'm the  
7 regulatory law judge assigned to this action, and we  
8 are conducting the local public hearing for this  
9 action.

10 With us present in the room is Commissioner  
11 Scott Rupp.

12 Would you like to make an opening  
13 statement?

14 COMMISSIONER RUPP: Sure. Welcome,  
15 everyone. Thank you for being here. I'm one of the  
16 five commissioners. Just because there's only one of  
17 us here tonight doesn't mean anything onto the  
18 seriousness of the matters before us. We have public  
19 hearings all over the state. We have other hearings.  
20 So we always try to have one commissioner at all the  
21 different hearings.

22 My fellow commissioners will get a  
23 transcript from the court reporter, so they will get to  
24 read all of your comments as well, and then there's  
25 also the video being taken, and I discuss the event

1 with them as well.

2 One interesting thing is that I can ask you  
3 questions to clarify your statements; however, you  
4 cannot ask me any questions. I am not allowed to  
5 respond to anything. So I am here to listen, and  
6 that's what I will do. And thank you very much for  
7 coming. And I look forward to hearing what you have to  
8 say.

9 JUDGE JORDAN: I will take appearance now  
10 from the parties. We'll start with the applicant.

11 MS. CARTER: Diana Carter with Brydon,  
12 Swaengen & England for Summit Natural Gas.

13 JUDGE JORDAN: Thank you. For staff?

14 MS. HAMPTON: Whitney Hampton for the  
15 staff.

16 JUDGE JORDAN: For the office the public  
17 counsel.

18 MR. POSTON: Mark Poston, office of public  
19 counsel.

20 JUDGE JORDAN: I will be calling names from  
21 this list. I'll be administering an oath, or  
22 affirmation, if you wish, to persons presenting  
23 testimony. I'll ask that you be concise, but do be  
24 complete. And if you said something during the  
25 question-and-answer session and you want the Commission

1 to consider it, come up to the podium and say it again.  
2 Feel free to do so. If you agree with something that  
3 someone else had said, you don't have to repeat that,  
4 but do tell us that you endorse that position, please.

5 It is also possible to have input by the  
6 filing of written comments. And the Commission can  
7 examine those also. Remember, too, that you can  
8 contact staff, and you also have a lawyer who  
9 represents the rate payers of the state, and that is  
10 the Office of the Public Counsel.

11 Any questions about this procedure before  
12 we begin? I am not seeing any, so I will call the  
13 first name on my list, which is Terry Sanders.

14 Please raise your right hand.

15 TERRY SANDERS,  
16 of lawful age, produced and sworn, says:

17 (Starting time of the proceedings: 6:49 p.m.)

18 JUDGE JORDAN: Mr. Sanders, are you a  
19 customer of the utility?

20 MR. SANDERS: I am not a customer.

21 JUDGE JORDAN: Okay. Will you give us an  
22 idea of what your perspective is?

23 MR. SANDERS: Okay. I'm Terry Sanders.  
24 I'm the housing division director for Ozark Action,  
25 located here in West Plains.

1                   We're a community action agency serving  
2 primarily low-income residents throughout Howell,  
3 Douglas, Oregon, Ozark, Texas and Wright Counties. A  
4 significant portion of the job that I'm responsible for  
5 is the low-income organization persistence program. So  
6 that's the perspective I'm bringing.

7                   JUDGE JORDAN: Very good. What would you  
8 like the commission to know?

9                   MR. SANDERS: Well, first off, I know  
10 absolutely nothing about running a natural gas or any  
11 utility company. So my perspective is going to focus  
12 on the impact on consumers, particularly elderly and  
13 disabled, who often or usually live on lower fixed  
14 incomes as well as other low-income consumers.

15                   Low-income households typically spend about  
16 14 percent of their total annual income on energy  
17 compared to about 3.3 percent as the national average  
18 for everyone.

19                   Low-income families often cut back on other  
20 necessities to pay energy bills. That's partially due  
21 to their lower income level, but also to the fact that  
22 they live in older, less efficient homes with less  
23 efficient heating and mechanical systems.

24                   One example of that is a home that Ozark  
25 Action recently weatherized here in West Plains. The

1 homeowner is a 75-year-old widow. The 1,100 square  
2 foot home was heated with an older, inefficient natural  
3 gas furnace. The home also had a natural gas water  
4 heater and cook stove.

5 During 2012, this customer used over 900ccf  
6 of natural gas for the 12-month period. Her annual gas  
7 cost was a little over \$1,100, or 11 percent of her  
8 gross income. This was just the gas, not including  
9 electric, water, sewer, any other essential utilities.

10 With the proposed increase, I've  
11 recalculated, and by my calculation this lady's bill  
12 would climb to over \$1,500 a year, or slightly over  
13 15 percent of her annual income.

14 As part of weatherization, we did a  
15 comprehensive energy audit. Part of that audit was the  
16 inspection and safety testing and efficiency testing of  
17 all mechanical equipment in the house. The furnace was  
18 producing in excess of 3,000 parts per million of  
19 carbon monoxide; cook stove was also producing high  
20 levels of CO.

21 After some adjustment and repair on the  
22 furnace, we determined it couldn't be made to operate  
23 safe, so weatherization consisted of replacing that  
24 furnace with a more efficient model. The oven was  
25 cleaned and adjusted to reduce the CO level. The home

1 was insulated, air sealed, and the ductwork was sealed  
2 and insulated. The heating load of her home was  
3 reduced by 45 percent, the cooling load reduced by  
4 24 percent, and the home is now healthier and much more  
5 comfortable.

6 Weatherization reduces home energy  
7 consumption and lowers energy bills for low-income  
8 families across the state and across the nation,  
9 equating to a 35 percent reduction in primary heating  
10 fuel use. The average family saves \$437 in heating and  
11 cooling costs every year, along with increased cost and  
12 increased savings as utilities go up. This helps to  
13 alleviate the heavy energy burden on these low-income  
14 consumers, helps them become more self-sufficient, and  
15 the weatherization measures that are installed provide  
16 long-term relief for low-income families and protect  
17 them against future fluctuations in energy costs.

18 Weatherization is a cost-effective  
19 investment for taxpayer dollars. Every dollar invested  
20 in the program, weatherization returns \$2.51 to the  
21 household and society. The dollar and 80 cents of that  
22 return is directly in the form of reduced energy bills,  
23 71 percent is returned to the rate payers and other  
24 households throughout the community through increased  
25 local employment, reduced uncollectible utility bills,

1 improved housing quality, better health and safety, and  
2 reduction in heat and other weather-related illnesses  
3 and deaths.

4 Utility companies benefit from  
5 weatherization through reduced arrearages, reduced  
6 uncollectible bills, reduced disconnect and reconnect  
7 costs, and improved public image, particularly when  
8 they financially invest in the program.

9 I'm respectfully asking that, if approved,  
10 the rate increase require a specific portion of the  
11 increase to be utilized to fund the weatherization of  
12 low-income customers' homes; I'm asking the funds to be  
13 administered by the Missouri Department of Economic  
14 Develop Division of Energy, following the same rules  
15 and regulations and requirements as the Department of  
16 Energy Low-Income Weatherization assistance program.

17 And I do have these comments in printed  
18 form if you would like them.

19 JUDGE JORDAN: Sure, yes.

20 If the court reporter would mark those,  
21 please.

22 (Exhibit 1 marked for identification)

23 JUDGE JORDAN: Any questions from  
24 utilities?

25 MS. CARTER: No questions. Thank you.

1 JUDGE JORDAN: From staff?

2 MS. HAMPTON: No questions.

3 JUDGE JORDAN: Office of the local counsel?

4 MR. POSTON: No, thank you.

5 JUDGE JORDAN: Commissioner, do you have  
6 any questions?

7 COMMISSIONER RUPP: I have none, thank you.

8 JUDGE JORDAN: The next name on my list is  
9 Don Wells.

10 MR. WELLS: Thank you, Mr. Jordan.

11 JUDGE JORDAN: You're quite welcome.

12 Please raise your right hand.

13 (Witness sworn)

14 JUDGE JORDAN: Thank you.

15 DON WELLS,  
16 of lawful age, produced and sworn, says:

17 (Starting time of the proceedings: 6:56 p.m.)

18 MR. WELLS: I come -- I didn't find out  
19 about this right off, not until I read one of these  
20 that were inserted in each bill. And most folks just  
21 pay their bill and don't read the propaganda. And  
22 that's why this room isn't bulging at the seams  
23 tonight.

24 But we have small business that this is  
25 going to affect. They heat with gas. This is a low

1 margin profit area in southern Missouri. We're in a  
2 depressed area. If you guys want to see a depressed  
3 area, drive through downtown Willow Springs or Cabool,  
4 Norwood, all the way to Springfield, any of the little  
5 towns. And all these folks make much less money than  
6 they do in most of the places in the state.

7           This rate, I think, the Summit Natural Gas  
8 is asking for is exorbitant. I'm a businessman, and I  
9 understand profit and having to make a profit to be in  
10 business. But this is going to put a great hardship on  
11 small business and folks who have retired, drawing only  
12 a Social Security check or just a small retirement.  
13 And a lot of times folks have to choose, do they pay  
14 their bills or do they cut back on their medication, do  
15 they buy less groceries. And that's the kind of area  
16 that we live in.

17           People associate poverty with big cities  
18 and blighted cities. That isn't necessarily true. We  
19 live in an impoverished area. I think every town in  
20 this district has a high LMI, or low to moderate  
21 income.

22           I just ask that the Commission really take  
23 a hard look at this and not put the people in these  
24 communities at more hardship than they have already.

25           Now, as far as I'm concerned, the Summit

1 Natural Gas, all their employees in the area are great.  
2 They're good people. And nothing I say is anything to  
3 do with the folks working. It's to represent the  
4 people who don't work anymore or the small business  
5 that's struggling. And they just struggle to keep  
6 their doors open, like the restaurants. You go to one  
7 of the little ma and pop restaurants in the area. And  
8 they just barely make a living, you know, wages. They  
9 struggle to keep their doors open. We're not talking  
10 about a 12 percent profit margin for a big  
11 conglomerate. You know, if you go and borrow money at  
12 the bank, you can borrow money for 3 and a half,  
13 4 percent. Why would a company ask for 12 percent  
14 margin on their return?

15 That's really all I have to say. I really  
16 appreciate you guys coming down to hear our concerns.  
17 Thank you.

18 JUDGE JORDAN: You're quite welcome.  
19 Questions for this witness from Summit?

20 MS. CARTER: No questions. Thank you.

21 JUDGE JORDAN: Staff?

22 MS. HAMPTON: No questions.

23 JUDGE JORDAN: Office of the Public  
24 Counsel?

25 MR. POSTON: No questions. Thank you.

1 JUDGE JORDAN: Sir?

2 COMMISSIONER RUPP: No questions.

3 JUDGE JORDAN: That's the last name that I  
4 have on my list. But as long as we're here, if  
5 somebody else is inspire to make some comments for the  
6 Commission, come on up. This is a particularly good  
7 time to mention service and billing issues because  
8 staff can't be everywhere to do that, and this is a  
9 good way to collect that.

10 Sir, your name place?

11 MR. WAKE: My name is Dean Wake, D-e-a-n,  
12 W-a-k-e.

13 JUDGE JORDAN: Mr. Wake, please raise your  
14 right hand.

15 (Witness sworn)

16 JUDGE JORDAN: Thank you.

17 DEAN WAKE,  
18 of lawful age, produced and sworn, says:

19 (Starting time of the proceedings: 7:00 p.m.)

20 JUDGE JORDAN: Are you a customer the  
21 Summit?

22 MR. WAKE: Yes, sir. I'm a customer and  
23 also a past employee of Southern Missouri Natural Gas.  
24 And I was surprised when I got the letter showing a  
25 large increase, \$289 increase, what my gas bill is

1 going to be this next year. And I fully, what  
2 Mr. Wells, what he was stating, as I traveled through  
3 the system, you know, I back him a hundred percent of  
4 what he said. Low income, small businesses. And I  
5 know they had offered, or still offering, a rate or  
6 optional rate, but have it within reason that if they  
7 just had a thermos only, like most of your small  
8 businesses, because they only heat their office during  
9 the weekdays, so they don't use that much gas. So for  
10 them to pay \$20 a month year round, that's going to put  
11 a big hurt on some of these smaller businesses. Plus,  
12 back what he was saying about the low-income people  
13 that's on a fixed income. I really want to stress  
14 that. It's going to put a world of hurt to these  
15 gentlemen, these people, as we do of that.

16 And what I couldn't understand was that  
17 since Summit has been in business and bought out  
18 Southern Missouri Natural Gas, they've downsized, and  
19 downsized, and downsized. They do not have an  
20 operational office in any of these towns anymore. They  
21 used to have a lot of employees that brought in a lot  
22 of tax money for the area. All of that has done away  
23 with. Just a very few, I call it, just a small crew to  
24 maintain. And they're good workers, I knew them, I  
25 worked with them, and they're very devoted to their

1 jobs to do the best jobs they know how, but they're  
2 limited on what they can do because there's so few of  
3 them.

4 So they've taken out a lot of employment  
5 out of this area? They've closed the offices. They've  
6 got the building still here, but they're not  
7 operational.

8 So that's why I thought, well, I would just  
9 state my opinion, though, that over 20 years this  
10 company has been in business here, this pipeline should  
11 have had itself pretty well paid for, or any way, if  
12 not the cost, that they have to double cost now, the  
13 way they downsized the company. That's the reason I  
14 thought I would come and say, you know, hey, something  
15 to me wasn't looking right, and I thought I just got to  
16 say something about it. The way it is being run now  
17 with such a small crew that the expenses cannot be like  
18 it was ten years ago. When they were offering all  
19 those services, they used to offer services, they come  
20 out, work on appliances and stuff like this, and  
21 they've done away with all that.

22 So that's why I had to come down tonight to  
23 find out why was the reason, the main reason that they  
24 want such a tremendous increase. And I think that's  
25 what I've got to say.

1 JUDGE JORDAN: Okay. Thank you. Questions  
2 for this witness from Summit?

3 MS. CARTER: No questions. Thank you.

4 JUDGE JORDAN: Staff?

5 MS. HAMPTON: No questions.

6 JUDGE JORDAN: Office of the Public  
7 Counsel?

8 MR. POSTON: No.

9 JUDGE JORDAN: Commissioner?

10 COMMISSIONER RUPP: I have none.

11 JUDGE JORDAN: Thank you.

12 Anyone else want to speak, come forward.

13 Please state your name.

14 MS. WATSON: Laura Watson, L-a-u-r-a,  
15 W-a-t-s-o-n.

16 JUDGE JORDAN: Thank you. And please raise  
17 your right hand.

18 LAURA WATSON,  
19 of lawful age, produced and sworn, says:

20 (Starting time of the proceeding: 7:03 p.m.)

21 JUDGE JORDAN: Ms. Watson, are you a  
22 customer of Summit?

23 MS. WATSON: Yes, I am.

24 I also received that notice in the mail.

25 And I was actually very alarmed at the rate increase.

1 I do understand that they do need to raise their rates  
2 to cover administrative costs, every business needs to  
3 do that, and they do have a lot of costs maintaining  
4 lines and updating with the equipment. But the \$20 a  
5 month fee to me was very excessive. I am a heat-only  
6 customer. And so for five months out of the year, that  
7 means we're going to be paying \$20 a month for no  
8 service.

9 I do agree with the last two gentlemen.  
10 It's going to be really hard on the elderly. Both my  
11 mother and father-in-law are in their 80s, and they  
12 couldn't come tonight because of health reasons. But  
13 they were really upset about the bill, and what it's  
14 going to do to their monthly bill. They actually  
15 prorate to where they don't just pay in the wintertime,  
16 they pay all yearlong, but they're very concerned about  
17 that.

18 And it's just, I think, you know, a  
19 moderate rate increase would be acceptable and the  
20 public wouldn't be so upset, but that much -- on the  
21 news, they listed it was a 26 percent rate increase.  
22 And to me, that's just really a lot. So I just think  
23 it's really going to hurt the public, hurt the older  
24 consumer.

25 And one more thing. In the past, when we

1 first moved into our house, we did have a gas water  
2 heater. And at the time we had a problem with the  
3 venting. So we had called Summit to have them come out  
4 and shut off the gas, cap off the pipe, and they said,  
5 you know, they didn't do that, we would have to call  
6 the water heater people, which we did. But I felt very  
7 uncomfortable with another company coming out and  
8 messing with the gas lines that shouldn't be. And I  
9 know in the past with Southern Missouri, they would  
10 come out and do those type of services. So I feel like  
11 the service in the area has been lessened since we  
12 can't pay our bills here and since there is no service  
13 unless there's an emergency situation. That's all I  
14 have to say.

15 JUDGE JORDAN: Thank you. Questions from  
16 Summit?

17 MS. CARTER: No, thank you.

18 JUDGE JORDAN: Questions from staff?

19 MS. HAMPTON: No questions.

20 JUDGE JORDAN: Questions from --

21 MR. POSTON: No.

22 JUDGE JORDAN: From you, sir?

23 COMMISSIONER RUPP: No questions.

24 JUDGE JORDAN: I have no questions for you.

25 Thank you.

1 Yes, ma'am. Step forward.

2 MS. JACKSON: It's Kathy, with a K,  
3 Jackson, and I am a customer.

4 JUDGE JORDAN: Thank you. Please raise  
5 your right hand.

6 MS. JACKSON: And I agree -- I forgot about  
7 that part.

8 (Witness sworn)

9 JUDGE JORDAN: Go right ahead.

10 KATHY JACKSON,  
11 of lawful age, produced and sworn, says:

12 (Starting time of the proceeding: 7:06 p.m.)

13 MS. JACKSON: I agree with Laura about the  
14 cost of the monthly charge. I, too, am just a  
15 heat-only person. Even when I first moved here ten  
16 years ago and became a customers, I called and  
17 questioned that. I go, Why are you doing that? And I  
18 says -- well, they says, Well, you could turn it off  
19 during the summer, but we'll charge you the same amount  
20 to turn it back on. So it was defeating. Now, I don't  
21 know if it would be the same if they did the same thing  
22 to us since it's going to be \$20 a month now instead of  
23 10. So it's very excessive.

24 And I'm getting at the age where I'm going  
25 to be retiring soon. I've already started working on

1 things trying to get things reduced. I called my cell  
2 phone to get it reduced. I get -- you know, anything I  
3 can get a 20 or 30 dollar a month savings, I do, and  
4 then you turn around, and this is something you can't  
5 do anything about. It just comes at you and you have  
6 to deal with it.

7 So I can see myself where it's really going  
8 to hurt me. I can't imagine what it's going to do to  
9 the people, the elderly that are on a really fixed  
10 income, because some of them get just Medicare. And I  
11 just feel like it was really excessive, too. I agree  
12 that they probably need to have a rate increase, they  
13 haven't had one in a long time. It's like electricity  
14 or anything else, somewhere along the lines you have to  
15 pay more, gasoline for your car or whatever, but I do  
16 feel like it's very excessive as well. And that's  
17 everything I have to say.

18 JUDGE JORDAN: Okay. Thank you.

19 Questions for this witness, Summit?

20 MS. CARTER: No.

21 JUDGE JORDAN: Staff?

22 MS. HAMPTON: No.

23 JUDGE JORDAN: Office of the public?

24 MR. POSTON: No.

25 JUDGE JORDAN: None for me. Thank you.

1                   Anyone else wish to speak this evening?

2                   Do remember that you can file written  
3                   comments with the Commission, you can contact staff,  
4                   and you do have the representation of the Office of the  
5                   Public Counsel, which represents the rate payers in the  
6                   state of Missouri. So keep that in mind. And the same  
7                   for anyone who is unable to attend this meeting, if you  
8                   have neighbors who wanted to, they can use those  
9                   channels also.

10                   Thank you for coming out and informing the  
11                   Commission. And we appreciate your attendance.

12                   Any closing remarks, Commissioner?

13                   COMMISSIONER RUPP: None.

14                   JUDGE JORDAN: Very good. Then on behalf  
15                   of the Public Service Commission, thank you for  
16                   attending this evening. We will adjourn and we go off  
17                   the record. Thank you, everyone.

18                   (Proceedings adjourned at 7:09 p.m.)

19   \* \* \*

20

21

22

23

24

25

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

I N D E X

WITNESS:

PAGE:

TERRY SANDERS

5

DON WELLS

10

DEAN WAKE

13

LAURA WATSON

16

KATHY JACKSON

19

E X H I B I T S

EXHIBIT

MARKED

1 June 18, 2014 Community Action letter 9



<b>A</b>	11:19 12:1,7 14:22 15:5 18:11 <b>Arizona</b> 1:22 <b>arrearages</b> 9:5 <b>asking</b> 9:9,12 11:8 <b>assigned</b> 3:7 <b>assistance</b> 9:16 <b>associate</b> 11:17 <b>attend</b> 21:7 <b>attendance</b> 21:11 <b>attending</b> 21:16 <b>attorney</b> 23:15 <b>audit</b> 7:15,15 <b>Avenue</b> 2:4 <b>average</b> 6:17 8:10 <b>AZ</b> 23:5,5,21	<b>burden</b> 8:13 <b>business</b> 10:24 11:10,11 12:4 14:17 15:10 17:2 <b>businesses</b> 14:4,8 14:11 <b>businessman</b> 11:8 <b>buy</b> 11:15	<b>cleaned</b> 7:25 <b>climb</b> 7:12 <b>closed</b> 15:5 <b>closing</b> 21:12 <b>collect</b> 13:9 <b>come</b> 5:1 10:18 13:6 15:14,19 15:22 16:12 17:12 18:3,10 <b>comes</b> 20:5 <b>comfortable</b> 8:5 <b>coming</b> 4:7 12:16 18:7 21:10 <b>comments</b> 3:24 5:6 9:17 13:5 21:3 <b>commission</b> 1:2 2:13,14 4:25 5:6 6:8 11:22 13:6 21:3,11,15 <b>commissioner</b> 1:17 3:3,10,14 3:20 10:5,7 13:2 16:9,10 18:23 21:12,13 <b>commissioners</b> 3:16,22 <b>communities</b> 11:24 <b>community</b> 6:1 8:24 22:11 <b>companies</b> 9:4 <b>company</b> 6:11 12:13 15:10,13 18:7 <b>compared</b> 6:17 <b>complete</b> 4:24 <b>comprehensive</b> 7:15 <b>concerned</b> 11:25 17:16 <b>concerns</b> 12:16 <b>concise</b> 4:23 <b>conducting</b> 3:8 <b>conglomerate</b> 12:11 <b>consider</b> 5:1	<b>consisted</b> 7:23 <b>consumer</b> 17:24 <b>consumers</b> 6:12 6:14 8:14 <b>consumption</b> 8:7 <b>contact</b> 5:8 21:3 <b>cook</b> 7:4,19 <b>cooling</b> 8:3,11 <b>cost</b> 7:7 8:11 15:12,12 19:14 <b>costs</b> 8:11,17 9:7 17:2,3 <b>cost-effective</b> 8:18 <b>counsel</b> 2:6,8,13 4:17,19 5:10 10:3 12:24 16:7 21:5 23:12,15 <b>Counties</b> 6:3 <b>COUNTY</b> 23:3 <b>court</b> 3:23 9:20 23:4 <b>cover</b> 17:2 <b>crew</b> 14:23 15:17 <b>CSR</b> 1:21,22 23:20 <b>customer</b> 5:19,20 7:5 13:20,22 16:22 17:6 19:3 <b>customers</b> 9:12 19:16 <b>cut</b> 6:19 11:14
<b>B</b>	<b>B</b> 22:8 <b>back</b> 6:19 11:14 14:3,12 19:20 <b>bank</b> 12:12 <b>barely</b> 12:8 <b>behalf</b> 21:14 <b>benefit</b> 9:4 <b>best</b> 15:1 23:10 <b>better</b> 9:1 <b>big</b> 11:17 12:10 14:11 <b>bill</b> 7:11 10:20,21 13:25 17:13,14 <b>billing</b> 13:7 <b>bills</b> 6:20 8:7,22 8:25 9:6 11:14 18:12 <b>blighted</b> 11:18 <b>borrow</b> 12:11,12 <b>bought</b> 14:17 <b>Box</b> 2:10,15 <b>bringing</b> 6:6 <b>brought</b> 14:21 <b>Brydon</b> 2:3 4:11 <b>building</b> 2:9 15:6 <b>bulging</b> 10:22	<b>C</b>	<b>D</b>	
		<b>C</b> 3:1 <b>Cabool</b> 11:3 <b>calculation</b> 7:11 <b>call</b> 5:12 14:23 18:5 <b>called</b> 18:3 19:16 20:1 <b>calling</b> 4:20 <b>calls</b> 3:3 <b>cap</b> 18:4 <b>Capitol</b> 2:4 <b>car</b> 20:15 <b>carbon</b> 7:19 <b>Carter</b> 2:3 4:11 4:11 9:25 12:20 16:3 18:17 20:20 <b>case</b> 3:3 <b>CCR</b> 1:21,22 23:20 <b>cell</b> 20:1 <b>Center</b> 1:8 <b>cents</b> 8:21 <b>CERTIFICATE</b> 23:1 <b>Certified</b> 23:4,5 <b>certify</b> 23:7 <b>channels</b> 21:9 <b>charge</b> 19:14,19 <b>check</b> 11:12 <b>choose</b> 11:13 <b>cities</b> 11:17,18 <b>City</b> 2:4,10,15 <b>Civic</b> 1:8 <b>clarify</b> 4:3	<b>D</b> 2:8 3:1 22:1 <b>Daniel</b> 1:15 3:6 <b>deal</b> 20:6 <b>Dean</b> 13:11,17 22:5 <b>deaths</b> 9:3 <b>defeating</b> 19:20 <b>Department</b> 2:7 9:13,15 <b>deposition</b> 23:8 23:13 <b>depressed</b> 11:2,2 <b>determined</b> 7:22	
<b>ability</b> 23:10 <b>absolutely</b> 6:10 <b>acceptable</b> 17:19 <b>action</b> 3:4,7,9 5:24 6:1,25 22:11 23:13,17 <b>adjourn</b> 21:16 <b>adjourned</b> 21:18 <b>adjusted</b> 7:25 <b>adjustment</b> 7:21 <b>administered</b> 9:13 <b>administering</b> 4:21 <b>administrative</b> 17:2 <b>affect</b> 10:25 <b>affirmation</b> 4:22 <b>age</b> 5:16 10:16 13:18 16:19 19:11,24 <b>agency</b> 6:1 <b>ago</b> 15:18 19:16 <b>agree</b> 5:2 17:9 19:6,13 20:11 <b>ahead</b> 19:9 <b>air</b> 8:1 <b>alarmed</b> 16:25 <b>alleviate</b> 8:13 <b>allowed</b> 4:4 <b>amount</b> 19:19 <b>Ann</b> 1:21 23:4,20 <b>annual</b> 1:13 6:16 7:6,13 <b>anymore</b> 12:4 14:20 <b>appearance</b> 4:9 <b>APPEARANC...</b> 2:1 <b>appears</b> 23:8 <b>appliances</b> 15:20 <b>applicant</b> 4:10 <b>appreciate</b> 12:16 21:11 <b>approved</b> 9:9 <b>area</b> 11:1,2,3,15				

<p><b>Develop</b> 9:14  <b>DEVELOPME...</b>                  2:7  <b>devoted</b> 14:25  <b>Diana</b> 2:3 4:11  <b>different</b> 3:21  <b>direction</b> 23:11  <b>directly</b> 8:22  <b>director</b> 5:24  <b>disabled</b> 6:13  <b>disconnect</b> 9:6  <b>discuss</b> 3:25  <b>district</b> 11:20  <b>division</b> 5:24                  9:14  <b>doing</b> 19:17  <b>dollar</b> 8:19,21                  20:3  <b>dollars</b> 8:19  <b>Don</b> 10:9,15 22:4  <b>doors</b> 12:6,9  <b>double</b> 15:12  <b>Douglas</b> 6:3  <b>downsized</b> 14:18                  14:19,19 15:13  <b>downtown</b> 11:3  <b>drawing</b> 11:11  <b>drive</b> 11:3  <b>ductwork</b> 8:1  <b>due</b> 6:20  <b>duly</b> 23:8  <b>D-e-a-n</b> 13:11</p> <hr/> <p style="text-align: center;"><b>E</b></p> <p><b>E</b> 1:21 3:1,1 22:1                  22:8 23:4,20  <b>East</b> 1:23 2:4  <b>Economic</b> 2:7                  9:13  <b>efficiency</b> 7:16  <b>efficient</b> 6:22,23                  7:24  <b>elderly</b> 6:12                  17:10 20:9  <b>electric</b> 7:9  <b>electricity</b> 20:13  <b>emergency</b> 18:13</p>	<p><b>employed</b> 23:12                  23:15  <b>employee</b> 13:23                  23:14  <b>employees</b> 12:1                  14:21  <b>employment</b> 8:25                  15:4  <b>endorse</b> 5:4  <b>energy</b> 6:16,20                  7:15 8:6,7,13                  8:17,22 9:14,16  <b>England</b> 2:3 4:12  <b>equating</b> 8:9  <b>equipment</b> 7:17                  17:4  <b>ESQ</b> 2:3,8,14  <b>essential</b> 7:9  <b>evening</b> 21:1,16  <b>event</b> 3:25  <b>examine</b> 5:7  <b>example</b> 6:24  <b>excess</b> 7:18  <b>excessive</b> 17:5                  19:23 20:11,16  <b>Exhibit</b> 9:22 22:9  <b>exorbitant</b> 11:8  <b>expenses</b> 15:17</p> <hr/> <p style="text-align: center;"><b>F</b></p> <p><b>fact</b> 6:21  <b>families</b> 6:19 8:8                  8:16  <b>family</b> 8:10  <b>far</b> 11:25  <b>father-in-law</b>                  17:11  <b>fee</b> 17:5  <b>feel</b> 5:2 18:10                  20:11,16  <b>fellow</b> 3:22  <b>felt</b> 18:6  <b>file</b> 1:11 3:3 21:2  <b>filing</b> 1:12 5:6  <b>financially</b> 9:8                  23:16  <b>find</b> 10:18 15:23</p>	<p><b>first</b> 5:13 6:9                  18:1 19:15  <b>five</b> 3:16 17:6  <b>fixed</b> 6:13 14:13                  20:9  <b>fluctuations</b> 8:17  <b>focus</b> 6:11  <b>folks</b> 10:20 11:5                  11:11,13 12:3  <b>following</b> 9:14  <b>foot</b> 7:2  <b>foregoing</b> 23:8  <b>forgot</b> 19:6  <b>form</b> 8:22 9:18  <b>forward</b> 4:7                  16:12 19:1  <b>free</b> 5:2  <b>fuel</b> 8:10  <b>fully</b> 14:1  <b>fund</b> 9:11  <b>funds</b> 9:12  <b>furnace</b> 7:3,17                  7:22,24  <b>further</b> 23:14  <b>future</b> 8:17</p> <hr/> <p style="text-align: center;"><b>G</b></p> <p><b>G</b> 3:1  <b>gas</b> 1:11,13 2:2                  3:5 4:12 6:10                  7:3,3,6,6,8                  10:25 11:7 12:1                  13:23,25 14:9                  14:18 18:1,4,8  <b>gasoline</b> 20:15  <b>general</b> 3:4  <b>gentlemen</b> 14:15                  17:9  <b>getting</b> 19:24  <b>give</b> 5:21  <b>go</b> 8:12 12:6,11                  19:9,17 21:16  <b>going</b> 6:11 10:25                  11:10 14:1,10                  14:14 17:7,10                  17:14,23 19:22                  19:24 20:7,8</p>	<p><b>good</b> 6:7 12:2                  13:6,9 14:24                  21:14  <b>Governor</b> 2:9  <b>great</b> 11:10 12:1  <b>GREENE</b> 23:3  <b>groceries</b> 11:15  <b>gross</b> 7:8  <b>GR-2014-0086</b>                  1:11 3:4  <b>guys</b> 11:2 12:16</p> <hr/> <p style="text-align: center;"><b>H</b></p> <p><b>H</b> 22:8  <b>half</b> 12:12  <b>Hampton</b> 2:14                  4:14,14 10:2                  12:22 16:5                  18:19 20:22  <b>hand</b> 5:14 10:12                  13:14 16:17                  19:5  <b>hard</b> 11:23 17:10  <b>hardship</b> 11:10                  11:24  <b>health</b> 9:1 17:12  <b>healthier</b> 8:4  <b>hear</b> 12:16  <b>hearing</b> 1:6 3:8                  4:7  <b>hearings</b> 3:19,19                  3:21  <b>heat</b> 9:2 10:25                  14:8  <b>heated</b> 7:2  <b>heater</b> 7:4 18:2,6  <b>heating</b> 6:23 8:2                  8:9,10  <b>heat-only</b> 17:5                  19:15  <b>heavy</b> 8:13  <b>helps</b> 8:12,14  <b>hey</b> 15:14  <b>high</b> 7:19 11:20  <b>home</b> 6:24 7:2,3                  7:25 8:2,4,6  <b>homeowner</b> 7:1</p>	<p><b>homes</b> 6:22 9:12  <b>house</b> 7:17 18:1  <b>household</b> 8:21  <b>households</b> 6:15                  8:24  <b>housing</b> 5:24 9:1  <b>Howell</b> 6:2  <b>hundred</b> 14:3  <b>hurt</b> 14:11,14                  17:23,23 20:8</p> <hr/> <p style="text-align: center;"><b>I</b></p> <p><b>idea</b> 5:22  <b>identification</b>                  9:22  <b>illnesses</b> 9:2  <b>image</b> 9:7  <b>imagine</b> 20:8  <b>impact</b> 6:12  <b>impoverished</b>                  11:19  <b>improved</b> 9:1,7  <b>including</b> 7:8  <b>income</b> 6:16,21                  7:8,13 11:21                  14:4,13 20:10  <b>incomes</b> 6:14  <b>Incorporated</b> 3:5  <b>increase</b> 1:12                  7:10 9:10,11                  13:25,25 15:24                  16:25 17:19,21                  20:12  <b>increased</b> 8:11                  8:12,24  <b>inefficient</b> 7:2  <b>informing</b> 21:10  <b>input</b> 5:5  <b>inserted</b> 10:20  <b>inspection</b> 7:16  <b>inspire</b> 13:5  <b>installed</b> 8:15  <b>insulated</b> 8:1,2  <b>interested</b> 23:16  <b>interesting</b> 4:2  <b>invest</b> 9:8  <b>invested</b> 8:19</p>
--	--	---	---	---

investment 8:19	15:1,14 17:18	14:4	23:7	offered 14:5
issues 13:7	18:5,9 19:21	lower 6:13,21	MO 23:5,20	offering 14:5
	20:2	lowers 8:7	model 7:24	15:18
<hr/> <b>J</b> <hr/>	Kramer 1:21	low-income 6:2,5	moderate 11:20	office 2:6,8,9
Jackson 19:2,3,6	23:4,20	6:14,15,19 8:7	17:19	4:16,18 5:10
19:10,13 22:7		8:13,16 9:12,16	money 11:5	10:3 12:23 14:8
Jefferson 2:4,10	<hr/> <b>L</b> <hr/>	14:12	12:11,12 14:22	14:20 16:6
2:15	lady's 7:11	L-a-u-r-a 16:14	monoxide 7:19	20:23 21:4
Jo 1:21 23:4,20	large 13:25		month 14:10	offices 15:5
job 6:4	Laura 16:14,18	<hr/> <b>M</b> <hr/>	17:5,7 19:22	Okay 5:21,23
jobs 15:1,1	19:13 22:6	ma 12:7	20:3	16:1 20:18
Jordan 1:15 3:2	law 1:15 3:7	Madison 2:9,15	monthly 17:14	older 6:22 7:2
3:6 4:9,13,16	lawful 5:16 10:16	Madrid 1:23	19:14	17:23
4:20 5:18,21	13:18 16:19	mail 16:24	months 17:6	open 12:6,9
6:7 9:19,23	19:11	main 15:23	mother 17:11	opening 3:12
10:1,3,5,8,10	lawyer 5:8	maintain 14:24	moved 18:1	operate 7:22
10:11,14 12:18	lessened 18:11	maintaining 17:3	19:15	operational
12:21,23 13:1,3	letter 13:24	marc.poston@...		14:20 15:7
13:13,16,20	22:11	2:11	<hr/> <b>N</b> <hr/>	opinion 15:9
16:1,4,6,9,11	level 6:21 7:25	margin 11:1	N 3:1 22:1	optional 14:6
16:16,21 18:15	levels 7:20	12:10,14	name 3:6 5:13	Oregon 6:3
18:18,20,22,24	limited 15:2	mark 2:8 4:18	10:8 13:3,10,11	organization 6:5
19:4,9 20:18,21	lines 17:4 18:8	9:20	16:13	outcome 23:17
20:23,25 21:14	20:14	marked 9:22	names 4:20	oven 7:24
judge 1:15 3:2,7	list 4:21 5:13	22:9	nation 8:8	Ozark 5:24 6:3
4:9,13,16,20	10:8 13:4	Matter 1:11	national 6:17	6:24
5:18,21 6:7	listed 17:21	matters 3:18	natural 1:11,13	
9:19,23 10:1,3	listen 4:5	ma'am 19:1	2:2 3:5 4:12	<hr/> <b>P</b> <hr/>
10:5,8,11,14	Litigation 1:23	mean 3:17	6:10 7:2,3,6	P 3:1
12:18,21,23	little 7:7 11:4	means 17:7	11:7 12:1 13:23	PAGE 22:2
13:1,3,13,16,20	12:7	measures 8:15	14:18	paid 15:11
16:1,4,6,9,11	live 6:13,22	mechanical 6:23	necessarily 11:18	part 7:14,15 19:7
16:16,21 18:15	11:16,19	7:17	necessities 6:20	partially 6:20
18:18,20,22,24	living 12:8	Medicare 20:10	need 17:1 20:12	particularly 6:12
19:4,9 20:18,21	LMI 11:20	medication 11:14	needs 17:2	9:7 13:6
20:23,25 21:14	load 8:2,3	meeting 21:7	neighbors 21:8	parties 4:10
June 1:7 22:11	local 1:6 3:8 8:25	mention 13:7	neither 23:12	23:13,15
	10:3	messaging 18:8	news 17:21	parts 7:18
<hr/> <b>K</b> <hr/>	located 5:25	Midwest 1:23	Norwood 11:4	pay 6:20 10:21
K 19:2	long 13:4 20:13	million 7:18	Notary 23:6	11:13 14:10
Kathy 19:2,10	long-term 8:16	mind 21:6	notice 16:24	17:15,16 18:12
22:7	look 4:7 11:23	Missouri 1:1,9	number 3:3	20:15
keep 12:5,9 21:6	looking 15:15	1:11,22,24 2:4		payers 5:9 8:23
kind 11:15	lot 11:13 14:21	2:7,10,14,15	<hr/> <b>O</b> <hr/>	21:5
knew 14:24	14:21 15:4 17:3	3:2,5 9:13 11:1	O 3:1	paying 17:7
know 6:8,9 12:8	17:22	13:23 14:18	oath 4:21	PC 2:3
12:11 14:3,5	low 10:25 11:20	18:9 21:6 23:2	offer 15:19	people 11:17,23

<p>12:2,4 14:12,15 18:6 20:9 <b>percent</b> 6:16,17 7:7,13 8:3,4,9 8:23 12:10,13 12:13 14:3 17:21 <b>period</b> 7:6 <b>persistence</b> 6:5 <b>person</b> 19:15 <b>persons</b> 4:22 <b>perspective</b> 5:22 6:6,11 <b>phone</b> 20:2 <b>pipe</b> 18:4 <b>pipeline</b> 15:10 <b>place</b> 13:10 <b>places</b> 11:6 <b>Plains</b> 1:8,9 5:25 6:25 <b>please</b> 5:4,14 9:21 10:12 13:13 16:13,16 19:4 <b>Plus</b> 14:11 <b>PO</b> 2:10,15 <b>podium</b> 5:1 <b>pop</b> 12:7 <b>portion</b> 6:4 9:10 <b>position</b> 5:4 <b>possible</b> 5:5 <b>Poston</b> 2:8 4:18 4:18 10:4 12:25 16:8 18:21 20:24 <b>poverty</b> 11:17 <b>present</b> 3:10 <b>presenting</b> 4:22 <b>Presiding</b> 1:15 <b>pretty</b> 15:11 <b>primarily</b> 6:2 <b>primary</b> 8:9 <b>printed</b> 9:17 <b>probably</b> 20:12 <b>problem</b> 18:2 <b>procedure</b> 5:11 <b>proceeding</b> 16:20</p>	<p>19:12 <b>proceedings</b> 1:4 5:17 10:17 13:19 21:18 <b>produced</b> 5:16 10:16 13:18 16:19 19:11 <b>producing</b> 7:18 7:19 <b>profit</b> 11:1,9,9 12:10 <b>program</b> 6:5 8:20 9:8,16 <b>propaganda</b> 10:21 <b>proposed</b> 7:10 <b>prorate</b> 17:15 <b>protect</b> 8:16 <b>provide</b> 8:15 <b>public</b> 1:2,6 2:6,8 2:13,14 3:2,8 3:18 4:16,18 5:10 9:7 12:23 16:6 17:20,23 20:23 21:5,15 23:6 <b>put</b> 11:10,23 14:10,14 <b>p.m</b> 5:17 10:17 13:19 16:20 19:12 21:18</p> <hr/> <p style="text-align: center;"><b>Q</b></p> <p><b>quality</b> 9:1 <b>questioned</b> 19:17 <b>questions</b> 4:3,4 5:11 9:23,25 10:2,6 12:19,20 12:22,25 13:2 16:1,3,5 18:15 18:18,19,20,23 18:24 20:19 <b>question-and-a...</b> 4:25 <b>quite</b> 10:11 12:18</p> <hr/> <p style="text-align: center;"><b>R</b></p>	<p><b>R</b> 3:1 <b>raise</b> 5:14 10:12 13:13 16:16 17:1 19:4 <b>rate</b> 3:4 5:9 8:23 9:10 11:7 14:5 14:6 16:25 17:19,21 20:12 21:5 <b>rates</b> 17:1 <b>read</b> 3:24 10:19 10:21 <b>really</b> 11:22 12:15,15 14:13 17:10,13,22,23 20:7,9,11 <b>reason</b> 14:6 15:13,23,23 <b>reasons</b> 17:12 <b>recalculated</b> 7:11 <b>received</b> 16:24 <b>reconnect</b> 9:6 <b>record</b> 21:17 <b>reduce</b> 7:25 <b>reduced</b> 8:3,3,22 8:25 9:5,5,6 20:1,2 23:11 <b>reduces</b> 8:6 <b>reduction</b> 8:9 9:2 <b>regulations</b> 9:15 <b>regulatory</b> 1:15 3:7 <b>related</b> 23:12 <b>relative</b> 23:14 <b>relief</b> 8:16 <b>remarks</b> 21:12 <b>remember</b> 5:7 21:2 <b>repair</b> 7:21 <b>repeat</b> 5:3 <b>replacing</b> 7:23 <b>REPORTED</b> 1:20 <b>reporter</b> 3:23 9:20 23:1,5,5 <b>represent</b> 12:3 <b>representation</b></p>	<p>21:4 <b>represents</b> 5:9 21:5 <b>require</b> 9:10 <b>requirements</b> 9:15 <b>residents</b> 6:2 <b>respectfully</b> 9:9 <b>respond</b> 4:5 <b>responsible</b> 6:4 <b>restaurants</b> 12:6 12:7 <b>retired</b> 11:11 <b>retirement</b> 11:12 <b>retiring</b> 19:25 <b>return</b> 8:22 12:14 <b>returned</b> 8:23 <b>returns</b> 8:20 <b>Revenues</b> 1:13 <b>Revised</b> 1:12 <b>right</b> 5:14 10:12 10:19 13:14 15:15 16:17 19:5,9 <b>room</b> 3:10 10:22 <b>round</b> 14:10 <b>RPR</b> 1:21 23:20 <b>rules</b> 9:14 <b>run</b> 15:16 <b>running</b> 6:10 <b>Rupp</b> 1:16 3:11 3:14 10:7 13:2 16:10 18:23 21:13</p> <hr/> <p style="text-align: center;"><b>S</b></p> <p><b>s</b> 1:12 3:1 22:8 <b>safe</b> 7:23 <b>safety</b> 7:16 9:1 <b>Sanders</b> 5:13,15 5:18,20,23,23 6:9 22:3 <b>saves</b> 8:10 <b>savings</b> 8:12 20:3 <b>saying</b> 14:12 <b>says</b> 5:16 10:16</p>	<p>13:18 16:19 19:11,18,18 <b>Scott</b> 1:16 3:11 <b>sealed</b> 8:1,1 <b>seams</b> 10:22 <b>Security</b> 11:12 <b>see</b> 11:2 20:7 <b>seeing</b> 5:12 <b>self-sufficient</b> 8:14 <b>SENIOR</b> 1:15 <b>seriousness</b> 3:18 <b>service</b> 1:2,13 2:13,14 3:2 13:7 17:8 18:11 18:12 21:15 <b>services</b> 1:23 15:19,19 18:10 <b>serving</b> 6:1 <b>session</b> 4:25 <b>sewer</b> 7:9 <b>Shorthand</b> 23:5 <b>showing</b> 13:24 <b>shut</b> 18:4 <b>significant</b> 6:4 <b>sir</b> 13:1,10,22 18:22 <b>situation</b> 18:13 <b>slightly</b> 7:12 <b>small</b> 10:24 11:11,12 12:4 14:4,7,23 15:17 <b>smaller</b> 14:11 <b>Social</b> 11:12 <b>society</b> 8:21 <b>somebody</b> 13:5 <b>soon</b> 19:25 <b>southern</b> 11:1 13:23 14:18 18:9 <b>speak</b> 16:12 21:1 <b>specific</b> 9:10 <b>spend</b> 6:15 <b>Springfield</b> 1:24 11:4 <b>Springs</b> 11:3 <b>square</b> 7:1</p>
--	---	--	--	---

ss 23:2	<b>taken</b> 3:25 15:4 23:10,14	15:24	<b>Watson</b> 16:14,14 16:18,21,23 22:6	<hr/> <b>Y</b> <hr/>
<b>staff</b> 2:13 4:13,15 5:8 10:1 12:21 13:8 16:4 18:18 20:21 21:3	<b>talking</b> 12:9	<b>true</b> 11:18	<b>way</b> 11:4 13:9 15:11,13,16	<b>year</b> 7:12 8:11 14:1,10 17:6
<b>start</b> 4:10	<b>Tariffs</b> 1:12	<b>try</b> 3:20	<b>weatherization</b> 7:14,23 8:6,15 8:18,20 9:5,11 9:16	<b>yearlong</b> 17:16
<b>started</b> 19:25	<b>tax</b> 14:22	<b>trying</b> 20:1	<b>weatherized</b> 6:25	<b>years</b> 15:9,18 19:16
<b>Starting</b> 5:17 10:17 13:19 16:20 19:12	<b>taxpayer</b> 8:19	<b>turn</b> 19:18,20 20:4	<b>weather-related</b> 9:2	<hr/> <b>\$</b> <hr/>
<b>state</b> 1:1 2:7 3:19 5:9 8:8 11:6 15:9 16:13 21:6 23:2,6	<b>tell</b> 5:4	<b>two</b> 17:9	<b>weekdays</b> 14:9	<b>\$1,100</b> 7:7
<b>statement</b> 3:13	<b>ten</b> 15:18 19:15	<b>type</b> 18:10	<b>welcome</b> 3:14 10:11 12:18	<b>\$1,500</b> 7:12
<b>statements</b> 4:3	<b>Terry</b> 5:13,15,23 22:3	<b>typewriting</b> 23:11	<b>Wells</b> 10:9,10,15 10:18 14:2 22:4	<b>\$2.51</b> 8:20
<b>stating</b> 14:2	<b>testimony</b> 4:23 23:8,9	<b>typically</b> 6:15	<b>West</b> 1:8,9 5:25 6:25	<b>\$20</b> 14:10 17:4,7 19:22
<b>Step</b> 19:1	<b>testing</b> 7:16,16	<hr/> <b>U</b> <hr/>	<b>we'll</b> 4:10 19:19	<b>\$289</b> 13:25
<b>stove</b> 7:4,19	<b>Texas</b> 6:3	<b>unable</b> 21:7	<b>we're</b> 6:1 11:1 12:9 13:4 17:7	<b>\$437</b> 8:10
<b>Street</b> 1:23 2:9 2:15	<b>thank</b> 3:15 4:6 4:13 9:25 10:4 10:7,10,14 12:17,20,25 13:16 16:1,3,11 16:16 18:15,17 18:25 19:4 20:18,25 21:10 21:15,17	<b>uncollectible</b> 8:25 9:6	<b>Whitney</b> 2:14 4:14	<hr/> <b>#</b> <hr/>
<b>stress</b> 14:13	<b>thereto</b> 23:16	<b>uncomfortable</b> 18:7	<b>widow</b> 7:1	<b>#1369</b> 1:22 23:20
<b>struggle</b> 12:5,9	<b>thermos</b> 14:7	<b>understand</b> 11:9 14:16 17:1	<b>Willow</b> 11:3	<b>#50388</b> 1:22 23:21
<b>struggling</b> 12:5	<b>thing</b> 4:2 17:25 19:21	<b>updating</b> 17:4	<b>wintertime</b> 17:15	<hr/> <b>1</b> <hr/>
<b>stuff</b> 15:20	<b>things</b> 20:1,1	<b>upset</b> 17:13,20	<b>wish</b> 4:22 21:1	<b>19:22</b> 22:11
<b>Suite</b> 2:9	<b>think</b> 11:7,19 15:24 17:18,22	<b>use</b> 8:10 14:9 21:8	<b>witness</b> 10:13 12:19 13:15 16:2 19:8 20:19 22:2 23:7,9	<b>1,100</b> 7:1
<b>summer</b> 19:19	<b>thought</b> 15:8,14 15:15	<b>usually</b> 6:13	<b>work</b> 12:4 15:20	<b>1.800.280.DEPO</b> 1:25
<b>Summit</b> 1:11 2:2 3:4 4:12 11:7 11:25 12:19 13:21 14:17 16:2,22 18:3,16 20:19	<b>time</b> 5:17 10:17 13:7,19 16:20 18:2 19:12 20:13	<b>utilities</b> 7:9 8:12 9:24	<b>worked</b> 14:25	<b>1.800.392.4211</b> 2:16
<b>Sure</b> 3:14 9:19	<b>things</b> 20:1,1	<b>utility</b> 5:19 6:11 8:25 9:4	<b>workers</b> 14:24	<b>10</b> 19:23 22:4
<b>surprised</b> 13:24	<b>think</b> 11:7,19 15:24 17:18,22	<b>utilized</b> 9:11	<b>working</b> 12:3 19:25	<b>11</b> 7:7
<b>Swearingen</b> 2:3 4:12	<b>thought</b> 15:8,14 15:15	<hr/> <b>V</b> <hr/>	<b>world</b> 14:14	<b>12</b> 12:10,13
<b>sworn</b> 5:16 10:13 10:16 13:15,18 16:19 19:8,11 23:9	<b>time</b> 5:17 10:17 13:7,19 16:20 18:2 19:12 20:13	<b>venting</b> 18:3	<b>wouldn't</b> 17:20	<b>12-month</b> 7:6
<b>system</b> 14:3	<b>times</b> 11:13	<b>video</b> 3:25	<b>Wright</b> 6:3	<b>13</b> 22:5
<b>systems</b> 6:23	<b>tonight</b> 3:17 10:23 15:22 17:12	<hr/> <b>W</b> <hr/>	<b>written</b> 5:6 21:2	<b>14</b> 6:16
<hr/> <b>T</b> <hr/>	<b>total</b> 6:16	<b>wages</b> 12:8	<b>W-a-k-e</b> 13:12	<b>15</b> 7:13
<b>T</b> 1:16 22:8	<b>town</b> 11:19	<b>Wake</b> 13:11,11 13:13,17,22 22:5	<b>W-a-t-s-o-n</b> 16:15	<b>16</b> 22:6
<b>take</b> 4:9 11:22	<b>towns</b> 11:5 14:20	<b>want</b> 4:25 11:2 14:13 15:24 16:12	<hr/> <b>X</b> <hr/>	<b>18</b> 1:7 22:11
	<b>transcript</b> 1:4 3:23	<b>wanted</b> 21:8	<b>X</b> 22:1,8	<b>19</b> 22:7
	<b>traveled</b> 14:2	<b>wasn't</b> 15:15		<hr/> <b>2</b> <hr/>
	<b>tremendous</b>	<b>water</b> 7:3,9 18:1 18:6		<b>20</b> 15:9 20:3

Local Public Hearing 6/18/2014

<b>26</b> 17:21				
<hr/> <b>3</b> <hr/>				
<b>3</b> 12:12				
<b>3,000</b> 7:18				
<b>3.3</b> 6:17				
<b>30</b> 20:3				
<b>312</b> 2:4				
<b>35</b> 8:9				
<b>360</b> 2:15				
<hr/> <b>4</b> <hr/>				
<b>4</b> 12:13				
<b>417.877.9700</b>				
1:24				
<b>45</b> 8:3				
<hr/> <b>5</b> <hr/>				
<b>5</b> 22:3				
<b>573.751.5558</b>				
2:11				
<hr/> <b>6</b> <hr/>				
<b>6:49</b> 5:17				
<b>6:56</b> 10:17				
<b>650</b> 2:9				
<b>65102</b> 2:4,10,15				
<b>65804</b> 1:24				
<hr/> <b>7</b> <hr/>				
<b>7:00</b> 13:19				
<b>7:03</b> 16:20				
<b>7:06</b> 19:12				
<b>7:09</b> 21:18				
<b>71</b> 8:23				
<b>75-year-old</b> 7:1				
<hr/> <b>8</b> <hr/>				
<b>80</b> 8:21				
<b>80s</b> 17:11				
<hr/> <b>9</b> <hr/>				
<b>9</b> 22:11				
<b>900ccf</b> 7:5				