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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
October 12, 2017

Kansas City Public Library - Plaza Branch
4801 Main Street
Cohen Center
Kansas City, Missouri 64112

VOLUME 12

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

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

DANIEL JORDAN, SENIOR REGULATORY LAW JUDGE
WILLIAM P. KENNEY, COMMISSIONER

A P P E A R A N C E S

FOR SPIRE/MGE:
Mr. Rick Zucker
Spire, Inc.
700 Market Street
St. Louis, Missouri 63101

FOR OFFICE OF THE PUBLIC COUNSEL:
Mr. Timothy Opitz
Senior Counsel
Department of Economic Development
200 Madison Street, Suite 800
PO Box 2230
Jefferson City, Missouri 65102

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A P P E A R A N C E S (continued)

FOR THE MISSOURI PUBLIC SERVICE COMMISSION:

Ms. Whitney Payne
Assistant Staff Counsel
Department of Economic Development
200 Madison Street, Suite 800
PO Box 360
Jefferson City, Missouri 65102-0360

COURT REPORTER:

Lea Ann Martin, CCR, CSR, RPR
Midwest Litigation Services
1608 Locust Street
Kansas City, Missouri 64108
816-221-1160
1-800-280-DEPO

* * * * *

1 (The hearing commenced at 1:00 p.m.)

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

3

4 JUDGE JORDAN: The Missouri Public
5 Service Commission is calling the action in File
6 Number GR-0 -- sorry, GR-2017-0216, In the Matter
7 of Laclede Gas Company, doing business as Missouri
8 Gas Energy Company's Request to Increase Its
9 Revenues for Gas Service.

10 This action is traveling with the action
11 in File Number GR-2017-0215, which is In The
12 Matter of Laclede Gas Company's Request to
13 Increase Its Revenues for Gas Service.

14 This is the Missouri Public Service
15 Commission's local public hearing on the rate
16 increases proposed for the territory formerly
17 served by Missouri Gas Energy Company, later
18 bought by Laclede Gas Company, now a subsidiary of
19 Spire.

20 My name is Daniel Jordan. I'm a
21 regulatory law judge presiding over this portion
22 of the local public hearing. My job will be
23 simply to conduct an orderly proceeding and make
24 sure that people get heard.

25 When all the proceedings are done,

1 including any evidentiary hearing like a trial on
2 these matters, a judge more experienced than I am
3 is assigned to draft a decision which will go to
4 the commissioners for a final vote and a decision.

5 And speaking of commissioners, with us
6 today is Commissioner Bill Kenny.

7 Any opening remarks, Commissioner?

8 COMMISSIONER KENNY: Yes. Thank
9 you.

10 I'd just like to thank each and every one
11 of you for attending this public hearing. We
12 have -- I'm sure our excellent staff has done a
13 good job of answering your questions along with
14 the company and Office of Public Counsel.

15 I'm one of five commissioners. The other
16 commissioners -- any of you who have decided to
17 offer some testimony, the other commissioners will
18 have a chance to read that as it becomes part of
19 the record.

20 I've lived in the Kansas City area for 36
21 years and been a rate payer so any decision we
22 make effects me also.

23 But again, I just want to thank you for
24 coming and expressing your concerns or sharing
25 your thoughts. Thank you very much.

1 JUDGE JORDAN: Let's take entries
2 of appearance and we'll begin with the applicant.

3 MR. ZUCKER: Thank you, judge.
4 I'm Rick Zucker, Z-u-c-k-e-r, here representing
5 Missouri Gas Energy, now known as Spire.

6 JUDGE JORDAN: Thank you. And for
7 staff.

8 MS. PAYNE: Whitney Payne for the
9 staff of Missouri Public Service Commission, and I
10 previously provided my information to the court
11 reporter.

12 JUDGE JORDAN: Thank you. And for
13 the Office of Public Counsel.

14 MR. OPITZ: Thank you, judge. For
15 the Office of Public Counsel and my name is Tim
16 Opitz and my address is PO Box 2230, Jefferson
17 City, Missouri 65102.

18 JUDGE JORDAN: Thank you. And do
19 we have any interveners present this afternoon?
20 Any interveners? I'm not seeing any, all right.

21 The purpose of this proceeding is to hear
22 testimony, specifically your testimony. It will
23 be sworn testimony. The commissioners will
24 consider that when they make their decision. This
25 is not question and answer time so the company and

1 staff and Office of Public Counsel aren't going to
2 address any questions. This is -- the time for
3 them to talk is done. Now it's your turn to talk
4 and for us to listen.

5 The commissioner won't be answering any
6 questions or making any statements like that
7 because he is still deciding like the rest of his
8 colleagues, still taking in information to decide
9 the issues that are before him.

10 The court reporter is here to record your
11 testimony and here's what to do if you'd like to
12 testify. What I'm going to do is call names from
13 the list of people who signed up, and when I call
14 your name, come up to the podium to use the
15 microphone. If you can't hear yourself through
16 these really good speakers, then we can't hear you
17 through the speakers either. That's important for
18 the court reporter to take down what you're
19 saying.

20 I will administer an oath and if
21 religious convictions prohibit you from taking an
22 oath, I will administer an affirmation, just --
23 just tell me.

24 I will ask you a few questions to get
25 started, clarify the spelling of your name, what

1 your relationship is to the company, and then
2 we'll just hear your statements.

3 When you make your statement, some --
4 some tips on testifying. Be concise, speak
5 clearly, all right. If someone has already said
6 something on the record here that you agree with,
7 you can just say I agree with the previous
8 speaker. If -- if that's the case, just -- just
9 do that. By "do that," I mean the Commission
10 wants to know that you agree with what's been
11 said. That's why we're here, to know what you
12 think.

13 When you're done with your statement,
14 hang on at the podium for a while. There may be
15 questions, clarifications from the parties or from
16 the commissioner or from me. And when that's
17 done, I'll excuse you and that's how it works.

18 Any questions about this part of the
19 proceedings? Any questions about our procedures
20 right now?

21 (no response)

22 JUDGE JORDAN: And I'm not seeing
23 any so I will go to my list. And I see that we
24 have an elected official who desires to testify.
25 That is Representative Richard Brown from District

1 27.

2 REPRESENTATIVE BROWN: Good
3 afternoon, judge.

4 JUDGE JORDAN: Good afternoon,
5 Representative Brown. Will you please raise your
6 right hand.

7 (Representative Brown was duly sworn.)

8 JUDGE JORDAN: Let's hear your
9 statement.

10 REPRESENTATIVE BROWN: Good
11 afternoon. I'm here today because I've heard from
12 constituents in my district that are concerned
13 about this proposed rate increase. This rate
14 increase in their opinion is not necessarily true
15 as far as the average of the five dollars and some
16 odd cents. They believe disproportionately they
17 are going to pay more money on their bills. They
18 feel it's going to be harder for working families
19 to pay their bill. Especially in the state of
20 Missouri which refuses to raise minimum wage,
21 'cause many of these families, that's what they
22 make, they make the minimum wage. Okay.

23 I've got elderly homeowners in my
24 district that are concerned because of increases
25 locally in their water rates. And many of them

1 voted against those geo bonds that we passed in
2 Kansas City and they're going to begin to see
3 increases in their property taxes. Homes that
4 they worked so many years to pay off, now they're
5 afraid they may not be able to make those tax
6 payments at the end of December each year because
7 of the passage of those local bonds.

8 Many homeowners have issues of
9 weatherization and they cannot afford to
10 participate in programs that are available out
11 there or they cannot meet the guidelines in which
12 they could be eligible to receive free services.
13 Nor can they afford to buy the products that you
14 spoke of that provide rebates for them.

15 The cut-off and re-connect fees, many of
16 these citizens feel are excessive. I know that I
17 co-sponsored a bill in the house this year that
18 would allow customers to re-connect for \$25.
19 Well, we couldn't even get a hearing on the bill.

20 Although agreements can be entered into
21 with the utility companies in order to arrange
22 payments, I often get phone calls and letters from
23 constituents who have entered into these
24 agreements and still they have difficulty in
25 making payments just because they don't have the

1 financial ability to meet this.

2 As I was reading this letter that was put
3 out by the Office of Public Counsel dated
4 September 19th to customers of Laclede Gas Company
5 and Missouri Gas Energy, it states in paragraph
6 four that the Office of Public Counsel's position
7 is that Laclede and MGE's rates are currently
8 higher than what's reasonable and rate decreases
9 should be ordered for both operating units. I
10 feel that the money that is within the companies,
11 the companies should keep a better eye of managing
12 their money, of being a better steward of it and
13 seeing how that money is spent.

14 I represent people from a wide range of
15 income from my district so I don't think that
16 these are necessarily all low income people but I
17 am hearing from my constituents that they are
18 against the proposed rate increase. Thank you.

19 JUDGE JORDAN: Thank you. Thank
20 you, Representative Brown.

21 COMMISSIONER KENNY: Representativ
22 e Brown, I just want to thank you for the
23 sacrifices you make 'cause I know it's a trek to
24 Jefferson City for 20 weeks and then the special
25 sessions, but also for the service you do for your

1 community.

2 REPRESENTATIVE BROWN: Well, I
3 appreciate that you served in the Senate for many
4 years so -- legislature, so, you know as well as I
5 do. So thank you so much.

6 COMMISSIONER KENNY: It's good
7 service. Thank you.

8 REPRESENTATIVE BROWN: Thank you.

9 JUDGE JORDAN: Anything from the
10 other parties?

11 (no response)

12 JUDGE JORDAN: Seeing none.

13 The next name from this list will be John
14 Stegner, S-t-e-g-n-e-r I believe.

15 MR. JOHN STEGNER: My name is John
16 Stegner.

17 JUDGE JORDAN: Mr. Stegner, will
18 you please raise your right hand.

19 (Mr. Stegner was duly sworn.)

20 MR. JOHN STEGNER: At the end of
21 the day, the bottom line is, while ensuring safe
22 delivery and supplies, that there's a profit for
23 the company. I have not been able to determine
24 what is considered an acceptable amount of profit
25 but I propose that the profit level at this point

1 is already excessive. I can't get that anyplace.
2 The numbers that I've seen about in the 10 to
3 12 percent range, I -- I can't get that. So the
4 idea that they're asking for a rate increase is
5 ludicrous. Because they have to pay the other
6 bills before they get to that, and if it's too big
7 and the bills have been paid, they don't need
8 anymore.

9 And in conjunction with that, I have seen
10 enough cooperative utilities that don't have to
11 pay dividends to know that that's a viable option.
12 And so, I have to ask, why do we need that profit
13 to pay those dividends? Thank you.

14 JUDGE JORDAN: Thank you, sir.

15 COMMISSIONER KENNY: Thank you,
16 sir.

17 JUDGE JORDAN: Any questions from
18 the parties? Is there anything?

19 (no response)

20 JUDGE JORDAN: I have nothing
21 further.

22 The next name on my list is Paul Butler.

23 MR. PAUL BUTLER: Good afternoon.

24 I need an affirmation.

25 JUDGE JORDAN: You desire

1 affirmation, sir?

2 MR. PAUL BUTLER: Yes.

3 (Mr. Butler was administered an
4 affirmation.)

5 JUDGE JORDAN: Go ahead.

6 MR. PAUL BUTLER: First, I'd just
7 like to make a comment on the previous person. I
8 do believe that is a viable option in these types
9 of things to put caps on the profits because we
10 found out from Obamacare what happens when you
11 don't, when you take insurance companies and put
12 them in charge of regulating everybody else but
13 there's no regulation of them and they can get
14 whatever profit they'll get. You can see what's
15 happened with the rates and the loss of insurance
16 that people have done. So I see in any business
17 really in a situation where you're trying to
18 control costs, profits have to be also considered
19 as a cost and should be controlled within the
20 range of what is, like he says, typical of what
21 investments should be able to get. Otherwise, if
22 I can't get any more than 1 percent in putting my
23 money into an account, or investing in stocks and
24 maybe make only 4 or 5 percent, then for somebody
25 in a company to say, well, we won't do anything

1 unless we get 15 percent or more is a little bit
2 outrageous. But anyway, that's that.

3 Now, my purpose here is to -- I've been
4 to several of these kinds of things with different
5 utilities and so forth and what I found is there
6 are two problems. One is that generally
7 companies -- and there was actual -- an admission
8 to that here today, don't tend to -- when they put
9 service in, take all the costs of not only putting
10 it in but maintenance, repair, and replacement
11 into consideration when they set up their rates.
12 So they tend to have them lower than what will
13 actually allow them to cover these things. And
14 then at a time later, like he was saying, the
15 electric company made up that difference by the
16 increase in the amount of people using
17 electricity. And so, new people coming on line
18 aren't going to use as much right away and so they
19 were able to take and keep their business going
20 that way until people stopped using more and more
21 electricity.

22 Well, this type of a thing is not the way
23 the businesses should be run. When a business
24 starts -- you know, it starts to provide service,
25 they need to take into consideration all of these

1 things, the initial cost of being able to provide
2 the service, putting in whatever infrastructure is
3 necessary, the costs over the years of lifetime of
4 maintenance, and then the ultimate cost of
5 repairs. So when each of those things come dues
6 and is necessary, they've got the money there to
7 pay for it. Then you wouldn't run into these kind
8 of problems.

9 Okay. Now, in addition to this, the main
10 problem behind all of this is the social structure
11 in the United States basically where -- see, it's
12 happened before in the 1900s and the way it was
13 taken care of was during -- after the depression
14 and also in the '40s and '50s and '60s, the
15 large -- the taxes were paid on 90 percent of
16 income and that tax money was used then to hire
17 out people to put all this infrastructure in,
18 including the highway system in the '50s and '60s.
19 And all that money came from the fact that they
20 were able to take these tax -- this tax money in
21 on the upper income people. Well, after the '60s
22 and '70s, these people began to lobby to get taxes
23 lowered to the point where there's not enough
24 money in the government to apply these things
25 which is, you know, the easiest way to do it,

1 right?

2 So we now have a situation where to the
3 average person's wages have been kept low for over
4 the last 40-some years to the point where it
5 hasn't really gone up appreciably and yet all the
6 costs have still been going up. And there's a
7 point -- tipping point at which you end up with a
8 lot of social, you know, rebellion against it.
9 And we're getting close to that point now. So
10 it's not a sustainable thing otherwise to give the
11 top, you know, 1 percent or less, most of all the
12 new money that comes in and give the other people
13 nothing and then expect them to pay increased
14 costs, also. You can't continue to do it.

15 What will happen for the gas company is
16 eventually they will lose a lot of their business
17 because all these people won't be able to afford
18 to buy gas. And it works that way with all
19 companies in the long run. It's a non-sustainable
20 thing, plus the fact the social unrest that you'll
21 develop that way when you automatically end up in,
22 you know, a collapse of the system. So some way
23 or other people have to be able to get to the
24 understanding -- I'm not saying you need a
25 90 percent tax on the rich, but it needs to be

1 high enough to give everybody adequate incomes
2 for, you know, a reasonable living to be able to
3 afford these costs and so forth. And if they can
4 -- you know, that's not done ultimately, this
5 whole thing is just kind of delaying things and it
6 will ultimately collapse.

7 For the companies, what they need to do
8 is begin to lobby the government both in terms of
9 getting taxes raised on the upper incomes and
10 also, then once that's accomplished, to get money
11 from the government to put the infrastructure in
12 just like it was done back in the '50s and '60s.
13 If they don't do something like that they're sort
14 of participating in the thing. And the problem
15 you have of course is that -- convincing them to
16 willingly do that is of course the companies are
17 owned by all these people at the top that have the
18 greatest amount of money, right? So those people
19 don't see that they would gain from having this
20 happen and so you've got a situation where you're
21 going to have to have a public uprising of people
22 first understanding what the problem is and then
23 being willing to confront the government and say
24 these changes need to be made in large scale so
25 that it will actually be accomplished. That's it

1 at this time.

2 JUDGE JORDAN: Thank you.

3 Questions from the parties?

4 MR. ZUCKER: No questions.

5 COMMISSIONER KENNY: I have none.

6 JUDGE JORDAN: Thank you.

7 The next name on my list is Willie
8 Jackson and it's Willie with an i-e, Jackson with
9 a c-k-s. Willie Jackson.

10 MR. WILLIE JACKSON: I wish to
11 withdraw my name. I don't want to testify.

12 JUDGE JORDAN: Thank you for
13 attending today.

14 COMMISSIONER KENNY: Thank you,
15 Mr. Jackson.

16 JUDGE JORDAN: The next name on my
17 list is Armondo Rauras. Have I got that right?
18 Please come forward.

19 First let me do justice by the proper
20 pronunciation of your name.

21 MR. ARMANDO RAURAS: Armando
22 Rauras. Armando.

23 JUDGE JORDAN: Armando?

24 MR. ARMANDO RAURAS: Yes.

25 JUDGE JORDAN: Rauras?

1 MR. ARMANDO RAURAS: Rauras.

2 I'm -- I'm from Mexico.

3 JUDGE JORDAN: All right. Would
4 you spell that for the court reporter, please.

5 MR. ARMANDO RAURAS: Yeah, it's
6 okay. I agree with previous speaker.

7 JUDGE JORDAN: Okay. Looks like
8 A-r-m-a-n-d-o.

9 MR. ARMANDO RAURAS: Yes.

10 JUDGE JORDAN: Armando. Rauras is
11 R-a-u-r-a-s; is that correct?

12 MR. ARMANDO RAURAS: Yes.

13 JUDGE JORDAN: Please raise your
14 right hand.

15 (Mr. Rauras was duly sworn.)

16 JUDGE JORDAN: Go ahead and tell
17 the Commission what you would like us to hear.

18 MR. ARMANDO RAURAS: This is my
19 first time. I guess I agree with the previous
20 speaker.

21 JUDGE JORDAN: Very good. Well,
22 thank you for mentioning that.

23 MR. ARMANDO RAURAS: Okay.

24 JUDGE JORDAN: Thank you. Thank
25 you for showing up.

1 Anything from anyone on that?

2 (no response)

3 JUDGE JORDAN: No. Good. Thank
4 you.

5 The next name on that list is Evaline
6 Taylor. And that's Taylor with a T-a-y-l-o-r.
7 Evaline is E-v-a-l-i-n-e.

8 Good afternoon.

9 MS. EVALINE TAYLOR: Good
10 afternoon.

11 JUDGE JORDAN: Please raise your
12 right hand.

13 (Ms. Taylor was duly sworn.)

14 JUDGE JORDAN: Let me hear your
15 statement. Go ahead.

16 MS. EVALINE TAYLOR: Good
17 afternoon. My name is Evaline Taylor and I am a
18 community advocate and an information specialist.
19 And on behalf of the Noble Neighborhood
20 Association and the Human Dignity and Economic
21 Justice Coalition and six other community groups
22 who are on the same page, we are concerned about
23 the gas increase and what it would do the seniors
24 that on fixed incomes like Social Security and the
25 people who are living on unemployment. We

1 understand that there are two sides, one being
2 that the gas company is trying to get more
3 revenue, but at the same time the people who are
4 supplying the revenue should not be taken
5 advantage of to the point that they can't afford
6 to pay and possibly have to move out of their
7 homes. Some of the conversations in the urban
8 core of the city are that this is a way to bring
9 back gentrification and run people out of their
10 homes who have been there for many years and their
11 homes are paid for. The AARP also has concerns
12 about new laws coming to lower the Social Security
13 that seniors receive. We are asking that you
14 think about these issues and about standing on
15 moral ground and not so much about capital greed.
16 Thank you.

17 And I do have a copy for anyone who would
18 like this.

19 COMMISSIONER KENNY: Ms. Taylor,
20 if you'd like to present that, we can put that in
21 the record --

22 MS. EVALINE TAYLOR: Okay.

23 COMMISSIONER KENNY: -- so that
24 everyone can see that. Thank you very much.

25 JUDGE JORDAN: Hand it to the

1 court reporter and she will mark it.

2 (Exhibit 1 was marked for
3 identification.)

4 JUDGE JORDAN: Were there any
5 questions of this witness from the parties?

6 (no response)

7 JUDGE JORDAN: I have Ms. Taylor's
8 exhibit marked Exhibit 1. This is a document
9 marked October 12, 2017. Are there any objections
10 to this exhibit?

11 (no response)

12 JUDGE JORDAN: No objections.
13 This document, Exhibit 1, is entered into the
14 record.

15 The next name on my list is Janet Ross.
16 That's spelled pretty much the way it sounds.

17 Please raise your right hand.

18 (Ms. Ross was duly sworn.)

19 JUDGE JORDAN: Go ahead.

20 MS. JANET ROSS: I have one
21 comment really quickly, again, about the
22 management of the utility. And as my neighbor,
23 Mr. Jackson, will attest, we had a neighbor who
24 ran up a bill in the thousands of dollars and why
25 should I have to pay for this person who has been

1 allowed to get free gas while I am and my
2 neighbors and other constituents are paying for
3 it?

4 My main point is about the logo design.
5 I have seen two ads during prime time television
6 that are announcing the ad change from the
7 Spire -- logo from MGE to Spire. That is ad time
8 on TV, that's production costs. And in that ad
9 you show an office and a woman that has got old
10 MGE mugs. Well, in the next ad they suddenly
11 become Spire mugs and the office changes as well.
12 And that is very, very expensive. I've been
13 through a corporate rebranding and know it costs
14 hundreds of thousands of dollars. It includes
15 changing business cards, letterhead, and inserts.
16 It includes changing badges, perhaps uniforms. It
17 means hiring somebody to change your website. It
18 means hiring somebody to go out and change all of
19 the trucks. I see all of these trucks in my
20 neighborhood and they're all going to be changed.
21 And the design of the logo itself is very, very
22 expensive. I don't understand why I'm having to
23 pay for something that has absolutely no benefit
24 whatsoever to me as a customer. Doesn't make my
25 gas any better and why should I have to pay for

1 that. And if you have the money to waste on
2 something stupid like that, then why should you be
3 getting a rate increase.

4 JUDGE JORDAN: Okay. Any
5 questions from the parties for this witness? Is
6 there any questions?

7 (no response)

8 COMMISSIONER KENNY: Thank you,
9 ma'am.

10 MS. JANET ROSS: Thank you.

11 JUDGE JORDAN: Thank you.

12 The last name on my list is Tom Gear.
13 That's Gear like shifting gears.

14 Good afternoon, sir. Will you please
15 raise your right hand.

16 (Mr. Gear was duly sworn.)

17 MR. TOM GEAR: I think at least
18 one of the different parties in this whole process
19 ought to have the goal of just keeping folks warm
20 and not delivering natural gas. There are a
21 number of problems with natural gas. It involves
22 fracking, which has health consequences and
23 pollution. It's a fossil fuel which contributes
24 to the global warming. I have children, hopefully
25 they're going to have children and the world is

1 going to look very -- it's going to be a very dire
2 place as global warming continues to have an
3 affect on people's lives.

4 I see one of the main problems with
5 the -- that I've heard from my neighbors today. I
6 think the root of the problem is that we have a
7 state-sponsored monopoly and I think that's really
8 bad economics. I think that the state tries to
9 make incentives so the company will be efficient,
10 innovative and deliver a product at the lowest
11 price but I'm a student of communist countries who
12 tried to do the same thing and usually it's not a
13 very efficient process. Not effective for the
14 state to say this is how much profit you're
15 entitled to, we want you to do this, we want you
16 to do that. The market is a much more efficient
17 way for the companies to deliver a product at the
18 lowest prices and be the best supplier of product
19 to their customers. So I would just encourage
20 whoever can, of the interested parties, to see
21 that somehow competition is introduced into this
22 company.

23 I also would like to agree with the --
24 with the gentleman who said that coops are a good
25 model. I agree. I would love to be an owner of

1 my gas company, make the investments necessary to
2 deliver product efficiently and to be able to
3 profit from it.

4 Finally, I would ask that -- well,
5 actually, I have two more things. A rate
6 increase, in all honesty, is not going to be
7 burdensome to me. I do have compassion for my
8 neighbors that it's going to be more onerous. I
9 would encourage the company to put things in place
10 so that people that are not going to suffer from a
11 rate increase, can help the neighbors who -- who
12 are. I would voluntarily participate in a program
13 like that.

14 Let's see, what was my other point. When
15 you talk about costs, I would really encourage the
16 company to invest in research and development that
17 would essentially put themselves out of business
18 with the goal of keeping folks warm but not using
19 natural gas, investing in renewable energy,
20 investing in the infrastructure for that so that
21 we -- so that they can stop buying natural gas,
22 stop having it mined out of the ground using the
23 fracking, which again is a terrible process. I
24 would just encourage all the parties here that
25 have some influence in the situation to encourage

1 the company to invest their resources that way.

2 Thank you.

3 JUDGE JORDAN: Thank you.

4 COMMISSIONER KENNY: Thank you,

5 sir.

6 JUDGE JORDAN: Thank you for your

7 comments.

8 Any questions from the parties?

9 (no response)

10 JUDGE JORDAN: I have nothing for

11 this witness.

12 That is the last name that's on my list

13 but while we're all here, is there someone else

14 who would like to speak? Yes, ma'am.

15 MS. TERESA PERRY: Good afternoon.

16 JUDGE JORDAN: Good afternoon.

17 Please state your name and spell it for the court

18 reporter.

19 MS. TERESA PERRY: Teresa,

20 T-e-r-e-s-a, Perry, P as in Paul, e-r-r-y.

21 JUDGE JORDAN: Thank you. Please

22 raise your right hand.

23 (Ms. Perry was duly sworn.)

24 MS. TERESA PERRY: I just want to

25 add a little bit more to it. I heard him discuss

1 investors. I think if you go and you research --
2 'cause you know you can go to the webpage and see
3 how you can invest in KCP&L, probably a couple
4 dollars. I don't know about MGE, I'm not sure of
5 that yet, but if you want to invest in your
6 company and be, you know, vital and assisting in
7 different things, I believe you all might have a
8 website to give people that information. I know
9 KCP&L do.

10 And then I want to make clear, when
11 someone asked, you know, about going up in the
12 urban core, there was a research study done, and I
13 think it was over at UMKC, that they showed that
14 they were charging more in the urban core in about
15 10 different zip codes than they were other
16 places. That's why I said I'm here, you know, on
17 behalf of our community and for our seniors
18 because when you have to pay lights, water, gas,
19 right now I'm dealing with people that are
20 thinking about committing suicide or have tried to
21 commit suicide because they can't pay these and
22 meet all their medical bills. I just ask that you
23 all please take that into consideration. Thank
24 you.

25 JUDGE JORDAN: Thank you. Any

1 questions for this witness?

2 (no response)

3 COMMISSIONER KENNY: Thank you.

4 JUDGE JORDAN: All right. Anyone
5 else wish to speak today before we go off the
6 record?

7 Yes, sir. Please state your name and
8 spell it for the court reporter.

9 MR. RUSSELL BENNETT: Yeah, it's
10 Russell Bennett, R-u double s, e, double l.
11 Bennett, B-e, double N, e, double t.

12 (Mr. Bennett was duly sworn.)

13 JUDGE JORDAN: Go right ahead.

14 MR. RUSSELL BENNETT: Part of the
15 discussion here today, I was a little bit taken
16 aback first by the fact, as you can see, I grew up
17 in another country and the lack of competition
18 seems to be a key factor here being so stuck in a
19 monopoly as a consumer. You know, we heard MGE
20 explain about a finite lifetime of their pipes, 50
21 years, 30 years, this kind of thing. My immediate
22 thought coming from a commercial environment was
23 there appears to be bad management in this company
24 because they haven't built a war chest previously
25 to replace these known costs, these costs that are

1 on the horizon that are coming up. With their
2 expansion to Alabama and Mississippi they've got a
3 larger base so they can make much better pricing
4 from their suppliers, much better pricing for
5 their consumables. So part of my I guess
6 misunderstanding is they knew this -- this
7 precipice was coming with regards to
8 infrastructure and it seems to be a big surprise.
9 One rate increase four years ago, another rate
10 increase proposed coming up, and these numbers
11 aren't small, \$50 million and \$58 million. I'm
12 not exactly sure of the total turnover of these
13 companies but these numbers are fairly
14 significant.

15 Second thing I'd like to talk about, I
16 definitely agree with Mr. Brown's earlier
17 testimony around constituents potentially having
18 difficulties with this. And I am particularly
19 sensitive to the older folks in my community who
20 typically live in old houses and they don't have
21 resource for insulation repair, high efficiency
22 boilers even with rebates. A new furnace is
23 probably seven thousand bucks. \$200 is not going
24 to work. So I am really concerned that with
25 utilities -- for example, a lot of them don't even

1 have cable television. Utilities like water
2 utilities, like you have a certain degree of
3 flexibility about your water usage. You don't
4 have to have the TV on if you can't afford it, you
5 don't have to use the oven if you can't afford it,
6 but with gas, particularly in Missouri winters,
7 you need heat. It's something that the human body
8 needs. It's a basic necessity to them. To have
9 to make a decision between medication, you know,
10 watching television or staying warm, you know,
11 again, a monopoly always wins. Because they can
12 decide to lower their consumption from electric,
13 lower consumption of water usage, but ultimately
14 they have no real choice when it comes to the
15 monopoly that MGE has.

16 So I encourage the Commission to look all
17 the older generation, the people that built this
18 city that I enjoy as a newcomer, that you look at
19 the older generation who built the community, who
20 built the city. And we have a lot of
21 hundred-year-old houses in Kansas City that are
22 leaky. There are holes and it costs a lot of
23 money to heat them. Even in my community which is
24 sort of -- you know, Brookside, it's not an
25 affluent community. There are older families who

1 have to put towels at the bottom of their doors
2 just to keep warm just so they can pay their bill.
3 And -- and it's disheartening that in 2017 we're
4 treating the greatest generation like this.
5 Particularly, as someone who wants to make an
6 impact on the city, I encourage you to think about
7 the guys who built the city and -- and, you know,
8 be their voice. Be their voice, guys.

9 JUDGE JORDAN: Thank you.

10 COMMISSIONER KENNY: Thank you,
11 sir.

12 JUDGE JORDAN: Are there any
13 questions?

14 MR. ZUCKER: I have a question if
15 you don't mind.

16 MR. RUSSELL BENNETT: Sure.

17 MR. ZUCKER: You mentioned that
18 the rebate of \$200 sounded too low to you.

19 MR. RUSSELL BENNETT: Correct.

20 MR. ZUCKER: Do you have a -- any
21 suggestions --

22 MR. RUSSELL BENNETT: 50 percent.

23 MR. ZUCKER: 50 percent?

24 MR. RUSSELL BENNETT: At least.

25 And even, you know, \$3,000 is -- I mean, that's

1 probably a lifetime amount of money. I don't -- I
2 don't see that -- I see that being a nice thing.
3 In the corporate world, it's a token, you can
4 check it off in a box. In practical terms, short
5 of giving them a new efficient boiler, no one's
6 going to -- I don't know what the percent uptake
7 is but I can't imagine it's high.

8 MR. ZUCKER: 50 percent of the
9 entire furnace --

10 MR. RUSSELL BENNETT: Yes.

11 MR. ZUCKER: -- or 50 percent of
12 the difference between the --

13 MR. RUSSELL BENNETT: No, the
14 entire furnace.

15 MR. ZUCKER: Thank you.

16 MR. RUSSELL BENNETT: Yes.

17 JUDGE JORDAN: Anyone else?

18 (no response)

19 JUDGE JORDAN: All right. Well,
20 thank you very much for your attendance. Thanks
21 to everyone. Thanks for your testimony, and for
22 those who did not testify, thank you for listening
23 and learning something. On behalf of the Public
24 Service Commission, thank you all very much.

25 I will adjourn this public hearing and we

1 are off the record.

2 (Hearing concluded at 1:38 p.m.)

3

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5

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Taylor

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Reporter's Note: Exhibit 1 retained by Judge

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Jordan.

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C E R T I F I C A T E

I, LEA ANN MARTIN, CSR, CCR and RPR, hereby
certify:

That said proceedings were taken down by
me in shorthand at the time and place hereinbefore
stated and was thereafter reduced to writing under
my direction:

That I am not a relative or employee or
attorney or counsel of any of the parties, or a
relative or employee of such attorney or counsel,
or financially interested in the action.

IN WITNESS WHEREOF, I have hereunto set my
hand this 26th day of October, 2017.

Lea Ann Martin

Lea Ann Martin, CCR No. 688
State of Missouri

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