

Exhibit No.:
Issues: Alteration of Manufactured Home
Witness: Ronnie Mann
Sponsoring Party: MO PSC
Type of Exhibit: Surrebuttal Testimony
Case No.: MC-2000-660
Date Testimony Prepared: July 13, 2001

MISSOURI PUBLIC SERVICE COMMISSION

UTILITY OPERATIONS DIVISION

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Missouri Public
Service Commission

SURREBUTTAL TESTIMONY

OF

RONNIE MANN

CASE NO. MC-2000-660

Jefferson City, Missouri

July, 2001

1 SURREBUTTAL TESTIMONY

2 OF

3 RONNIE MANN

4 DISCOUNT MANUFACTURED HOUSING, INC.

5 CASE NO. MC-2000-660

6
7 Q. Please state your name.

8 A. Ronnie Mann

9 Q. Where are you employed?

10 A. I am employed by the Missouri Public Service Commission
11 (Commission).

12 Q. What is your business address?

13 A. My business address is P. O. Box 360, Jefferson City, MO 65102.

14 Q. What is your position?

15 A. My position is Manufactured Housing Field Inspector for the
16 Manufactured Housing and Modular Units Program (Department).

17 Q. Are you the same Ronnie Mann that prepared Direct Testimony for
18 MC-2000-660 on June 12, 2001?

19 A. Yes I am.

20 Q. Do you have any comments concerning the Rebuttal Testimony of
21 Mr. Larry Meyer dated June 30, 2001?

22 A. Yes. I do not agree with some of the statements made by Mr. Meyer.

23 Q. What are the statements that you do not agree with?

Surrebuttal Testimony of
Ronnie Mann

1 A. On pages 6 and 7 of Mr. Meyer's Rebuttal Testimony he states that
2 Mr. Tague had contacted him concerning problems with his home. He further states that
3 the problems were mostly manufacturer related with only a couple of minor problems
4 being the responsibility of Discount Manufactured Housing. The Inspection Report noted
5 as Schedule A-1 and A-2 in my Direct Testimony lists nine set up related issues, some
6 relating to the support of the home. I do not consider these to be minor problems.

7 Q. Are there other issues in Mr. Meyer's Rebuttal Testimony that you do not
8 agree with?

9 A. Yes there are other issues. On page 8 of Mr. Meyer's Testimony, he
10 mentions that the request for inspection (Schedule C of Mr. Meyer's Rebuttal Testimony)
11 did not include any request for the inspection of the beams under the home.

12 Q. Why are you concerned with that statement?

13 A. It is the policy of this Department to do a thorough inspection of the home
14 and the set up of the home when a request for inspection is received. We certainly make
15 note of all issues listed on the request, but do not base the inspection solely on the issues
16 listed by the homeowner.

17 Q. Why are inspections done in that manner?

18 A. We have found that often times a problem within a home is a result of a
19 set up deficiency. Therefore we do a complete inspection of the home.

20 Q. Are there any other statements made by Mr. Meyer that you are not in
21 agreement with?

Surrebuttal Testimony of
Ronnie Mann

1 A. Yes. Mr. Meyer stated on page 14 of his Rebuttal Testimony that he has
2 never been provided with guidelines regarding chassis alteration or any other set up
3 directives.

4 Q. Have you or any other members of the Manufactured Housing Department
5 ever provided such assistance to Mr. Meyer?

6 A. Yes we have.

7 Q. Could you recall some of those instances?

8 A. On May 16, 1997 Gene Winn of this Department and myself met with
9 Mr. Meyer at his request to discuss set-up and anchoring issues. I have discussed set-up
10 issues with Mr. Meyer and his employees on various occasions since that time.

11 Q. Did Mr. Meyer make any other statements in rebuttal regarding
12 Department policy that you do not agree with?

13 A. Yes. He stated on page 14 of his Rebuttal Testimony that we do not come
14 out before the home is set, that we only come out after the fact and tell dealers what they
15 have done wrong. On February 7, 2001, Gene Winn and I visited a site near Holt,
16 Missouri (Thompson home) at Mr. Meyer's request. His service manager, Jeff Martin,
17 was having trouble getting the home to go together properly. We contacted the
18 manufacturer and the third party agency to get the problems resolved.

19 Q. Was there a request for inspection filed by the consumer (Thompson)
20 regarding this home?

21 A. No.

22 Q. Did Mr. Meyer make any other statements regarding the Department
23 policy that you do not agree with?

Surrebuttal Testimony of
Ronnie Mann

1 A. Yes. On page 14 of his Rebuttal Testimony Mr. Meyer mentions that he
2 does not know of any branch of the Department that would answer questions or make
3 approvals. As I have mentioned before, we have answered questions for Mr. Meyer. In
4 addition to that, Mr. Meyer has applied to the Department with an application for
5 Permission to Alter a Manufactured Home and received written approval to make such
6 alterations.

7 Q. Do you have any further comments regarding Mr. Meyer's Rebuttal
8 Testimony?

9 A. No.

10 Q. Does this conclude your surrebuttal testimony in this matter?

11 A. Yes it does.
12
13

My commission expires Jan 9, 2005