

MANAGEMENT AUDITS, OPERATIONAL AUDITS FOCUSING PRIMARILY ON MERGER AND ACQUISITION PARTICIPATION, CUSTOMER SERVICE, SPECIAL INVESTIGATIONS, AND PROJECTS

LISA A. KREMER

2017 - Formal Customer Complaint – conducted Staff investigation and authored report. Case No. EC-2018-0113.

2016 – Working Case to Consider Policies to Improve Electric Utility Regulation – authored section regarding performance metrics. Case No. EW-2016-0313.

2016 – Spire, Inc.’s Acquisition of Energy South – conducted analysis and authored section of Staff report regarding service quality detriments. Case No. GM-2016-0342.

2016 – Kansas City Power & Light Company – Management Audit (Staff Conducted). Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored sections of Staff’s investigation report. Case No. EO-2016-0124.

2016 – Great Plains Energy Acquisition of Westar Energy, Inc. Conducted analysis and authored section of Staff report regarding service quality detriments. Case No. EM-2016-0324.

2016 – Acquisition of Empire District Electric Company by Liberty Utilities Inc. Staff Lead in development of stipulation and agreement regarding customer detriments. Case No. EM-2016-0213.

2014 – Southern Union Company (d/b/a Missouri Gas Energy Company) and Laclede Gas. Lead Staff to ensure merger did not result in a service quality detriment to either Missouri Gas Energy or Laclede Gas customers. Conducted analysis, authored service quality provisions in stipulation and agreement. Case No. GM-3013-0254.

2014 – Mock Rate Case – Authored testimony and testified as Utility Expert Service Quality Witness.

2014 – Missouri American Water Company – Staff Report regarding an Office of Public Counsel’s Complaint. (Staff Conducted). Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored sections of report. WC-2014-0138.

2014 – Missouri American Water Company – Staff Report into the Adequacy of Call Centers Serving Missouri American. (Staff Conducted). Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored report. Case No. WO-2014-0362.

2014 – KCP&L – Report of Staff’s Investigation into Allconnect, Inc. Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored report. Case No. EO-2014-0306.

2013 – Missouri American Water – Formal Customer Complaint requiring investigation, Staff memorandum and testifying before the Commission. Lead Staff. Case No. WC-2013-0010.

2012 – Presenter to Lincoln University Audit/Accounting class upon request from the Central Missouri Institute of Internal Audit Chapter regarding audit process.

2010 – AmerenUE – Gas Operations – Formal Customer Complaint alleging mishandling of report of gas. Analyzed complaint and Company’s call center operations – reviewed recorded calls, account notes, interviewed utility personnel and customer, made recommendations. Complaint Number: C201006417.

2009 – KCP&L Greater Missouri Operations Company and Kansas City Power & Light Sponsored Staff complaint regarding name change after purchase of Aquila, Inc. Case No. EC-2009-0430.

2009 – Formal Customer Complaint against Ameren UE – Lead Staff. Conducted investigation and authored significant portions of the Staff Report. Case No. EC-2009-0112.

2008 – Missouri Gas Energy – Customer Service Process and Operations Audit (Staff Conducted). Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored sections of report.

2008 – Aquila, Inc. Storm Investigation – Project Manager – Lead Staff. Responsible for analysis, writing report sections and compiling report in its entirety. Case No EO-2008-0220.

2007 – Staff Report in Response to Great Plains Energy Incorporated Proposed Acquisition of Aquila, Inc. Analyzed and authored merger implications on service quality. Case No. EM-2007-0374.

2007 – Commissioner’s Report on the Status of Missouri Farm Taps – Requested by Commissioner Robert M. Clayton III. (Staff Conducted). Conducted analysis, developed findings and recommendations and authored report.

2006 – USAID – Served as One of a Two Member Team from the Missouri Public Service Commission Delegation to Kingston, Jamaica. Made three presentations to the Jamaican Office of Utilities Regulation.

2006 – Aquila, Inc. - Management Audit (Staff Conducted). Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored sections of report.

2005 – Kansas City Power & Light – Regulatory Plan – Prepared customer service standards for stipulation and agreement. Case No. EO-2005-0329.

2005 – Aquila, Inc. - Customer Service Process and Operations Audit (Staff Conducted). Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored sections of report.

2003 – Laclede Gas Company – Customer Service and Gas Supply Operations Audit (Staff Conducted). Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored sections of report.

2002 – Atmos Energy – Customer Service and Gas Supply Operations Audit (Staff Conducted) - Project Manager and Lead Staff. Conducted analysis, developed findings and recommendations and authored sections of report.

2002 – Aquila, Inc. –
Financial Review and Service Quality Implications Performed at Direction of Commission. (Staff Conducted). Directed department’s service quality analysis and report preparation.

2000 – Missouri Public Service Commission Baseline Awareness Survey – 2000 – Part of a Multi-Staff Team who worked with the University Missouri – Columbia to survey and assess public awareness of the Missouri PSC and other topics.

1999 – Union Electric Company (dba AmerenUE) – Customer Service Operations Audit (Staff Conducted). Lead Staff – Conducted analysis, developed findings and recommendations and authored sections of report.

1999 – Multi-State General Telephone Affiliate Transactions Audit (Lead Staff). Performed analysis, authored sections of the report, and responsible for Missouri's report portion.

1999 – Internal Review of Utility Services Training Opportunities (Team Member). Assisted in the conduct of analysis and report writing.

1999 – Internal Review of the Utility Operations Division Telecommunications Department (Lead Staff). Conducted analysis, developed findings and recommendations and authored report.

1996 – Internal Facilitator – Consistent Administration of Policies Team. Responsible for leading team to determine opportunities where the consistent administration of PSC Policies could be improved, authored report.

1995 – Missouri Gas Energy – Billing and Customer Service Investigation (Staff Conducted) Conducted analysis, developed findings and recommendations and authored sections of report.

1994 – Terre Du Lac Utilities Corporation – Management Audit (Staff Conducted) Lead Staff – conducted analysis, developed findings and recommendations and authored report. Case No. WO-94-10.

1993 – Associated Natural Gas Company – Management Audit (Consultant Conducted) Project Manager. Case No. GO-92-6.

1991 – Kansas Power & Light Company – Management Audit – (Staff Conducted) – Conducted analysis and authored portions of report. Case No. GO-89-252.

1990 – US Water Lexington Missouri, Inc. – Management Audit – (Staff Conducted) Lead Staff – conducted analysis, developed findings and recommendations and authored report.

1990 – PSC Organizational Review – (staff of three member team) – responsible for analyzing the organizational structure of the Missouri Public Service Commission and developing recommendations. Conducted 50 Staff interviews, authored portions of report as well as researched various organizational scenarios – developed and presented material for the Commission.

1988 – United Telephone Company of Missouri – Management Audit (Consultant Conducted) Staff Monitor and responsible for portions of implementation review. Case No. TR-85-179.

1986 – Union Electric Company (Ameren Missouri) – Management Audit (Consultant Conducted) – Staff monitor and responsible for portions of Implementation Review. – Case No. EO-84-73.

1986 – St. Louis County Water – Management Audit. Participated as Staff on Implementation Review. Case No. WO-85-156.

Responsible for Unit's yearly Telecommunications Universal Service Fund (USF) Audits regarding customer service and business office operations performed under my direction. Responsible for the conduct of numerous small water and sewer rate, merger and acquisition cases, performing Customer Service and Business Office Operations Reviews, authored various reports, and reviewed each report and work product prepared under my direction from 2001 through 2017 while employed at the Missouri Public Service Commission. Responsible for the development of the Unit's Work Plan, General Interview Questions and Initial Data Request List templates for such reviews.