

Exhibit No.:
Issue(s): Reliability,
Customer Service
Witness: David C. Roos
Sponsoring Party: MoPSC Staff
Type of Exhibit: Rebuttal Testimony
Case No.: WR-2018-0170
Date Testimony Prepared: July 20, 2018

MISSOURI PUBLIC SERVICE COMMISSION

COMMISSION STAFF DIVISION

WATER AND SEWER DEPARTMENT

REBUTTAL TESTIMONY

OF

DAVID C. ROOS

**LIBERTY UTILITIES (MISSOURI WATER), LLC
D/B/A LIBERTY UTILITIES**

CASE NO. WR-2018-0170

*Jefferson City, Missouri
July 2018*

Rebuttal Testimony of
David C. Roos

1 Q. What information does Mr. Allsbury provide regarding the water system's
2 equipment issues?

3 A. Mr. Allsbury describes water system issues from 2009 to 2018 that include a
4 series of discrete events and one ongoing multi-week incident that occurred in 2015. Based
5 on Mr. Allsbury's testimony, I have briefly summarized these events below:

<u>Year</u>	<u>Incident</u>
2009	Five Water Main Breaks
2010	Several Water Meters Freeze
2011	One Valve Malfunction
2012	One Loss of Water Pressure
2013	No Incidents Reported
2014	No Incidents Reported
2015	Several Frozen Water Meters
2015	Over 42 days of high, low and no water pressure
2016	No Incidents Reported
2017	No Incidents Reported
2018	2 water meters freeze

6
7 Q. What information does Mr. Allsbury provide regarding Liberty's customer
8 service during this time period?

9 A. Based on Mr. Allsbury's testimony, I have summarized the following
10 operational observations:

- 11 • Liberty personnel were slow to respond to main breaks in 2009. There was
12 no back-up for critical Liberty personnel.
- 13 • Liberty personnel were slow to resolve the water pressure issues in 2015.
- 14 • Liberty personnel passively responded to water meter issues in 2015 and
15 2018.

16 Q. Was Staff aware of the issues raised by Mr. Allsbury prior to Mr. Allsbury's
17 filed testimony?

18 A. Yes. Public comments filed in this case detailed many of the issues. Staff met
19 with Paul Carlson, Liberty's Missouri Operations Manager at Ozark Mountain Resort on

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1 February 9, 2018. At that meeting, Staff discussed the past service and equipment issues with
2 Mr. Carlson. Staff also sent DR 110 and DR 111 to Liberty regarding the events in 2015.

3 Q. From information received through the meeting on February 9, 2018, Liberty's
4 response to Staff DRs 110 and 111, and from Mr. Allsbury's Direct Testimony, what is
5 Staff's understanding of the water pressure events in 2015 and Liberty's response to these
6 events?

7 A. Staff believes that the water pressure events in 2015 were caused by a
8 combination of equipment failure and operator error. The water-pressure events did not end
9 until a pressure relief valve (PRV) was replaced with a new PRV and the new PRV was
10 properly adjusted. Staff understands that some of the reliability issues were exacerbated, if
11 not directly caused, by operator error. Staff also understands that the contract operator had
12 attempted to work directly with customers, and did not relay all customer inquiries back to
13 Liberty. Since the events in 2015, Liberty has replaced the contract operators with Liberty
14 employees located close to Ozark Mountain Resort.

15 Q. What is Staff's conclusion regarding the incidents recounted in Mr. Allsbury's
16 Direct Testimony?

17 A. Staff concludes that incidents recounted in Mr. Allsbury's Direct Testimony
18 have been resolved. The water system has been repaired and is currently a reliable source of
19 water. Staff is not aware of any current operational issues with the Ozark Mountain Resort's
20 water system. As part of Staff's investigation, Staff determined that Liberty was not aware of
21 all customer inquiries received by the contract operator. In order to resolve the customer
22 inquiry issues noted by Staff (along with other issues), Liberty agreed to institute changes to

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1 bring it into compliance with 4 CSR 240-13.040 as part of the partial disposition agreement¹
2 filed in this docket. Liberty has stated it is modifying contract procedures, and referring all
3 customer inquiries to its call center so that all customer inquiries are logged and properly
4 responded to in a timely manner. In Staff's opinion, replacement of both the PRV, the
5 contract operator, and Liberty's recent customer service changes have led to more reliable
6 service.

7 Q. Does this conclude your rebuttal testimony?

8 A. Yes.

¹ See, WR-2018-0170, EFIS Item 34, *Partial Disposition Agreement*, p. 2, Condition (2)(d), "Liberty agrees to comply with Commission rule 4 CSR 240-13.040." Liberty, OPC, and Staff signed the Partial Disposition Agreement, which should resolve customer communication concerns going forward. Ozark Mountain Condominium Association, Orange Lake County Club, Inc. and Silverleaf Resorts, Inc., did not sign, but did not oppose, the Partial Disposition Agreement.

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

In The Matter of the Application of Rate Increase for)
Liberty Utilities (Missouri Water), LLC d/b/a)
Liberty Utilities) Case No. WR-2018-0170

AFFIDAVIT OF DAVID C. ROOS

State of Missouri)
) ss
County of Cole)

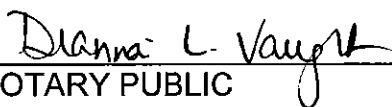
COMES NOW David C. Roos, and on his oath declares that he is of sound mind and lawful age; that he contributed to the foregoing *Rebuttal Testimony*; and that the same is true and correct according to his best knowledge and belief. Further the Affiant sayeth not.



David C. Roos

JURAT

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 11th day of July, 2018.



NOTARY PUBLIC

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

David C. Roos

Present Position:

I am a Utility Engineering Specialist III in the Water and Sewer Department, Commission Staff Division for the Missouri Public Service Commission, and formerly a Regulatory Economist III in the Energy Resources Department, Commission Staff Division for the Missouri Public Service Commission. I transferred to the position of Utility Engineering Specialist III in the Water and Sewer Department in August 2017.

Educational Background and Work Experience:

In May 1983, I graduated from the University of Notre Dame, Notre Dame, Indiana, with a Bachelor of Science Degree in Chemical Engineering. I also graduated from the University of Missouri in December 2005, with a Master of Arts in Economics. I have been employed at the Missouri Public Service Commission as a Regulatory Economist III from March 2006 through July 2017. Since August 2017, I have been employed at the Missouri Public Service Commission as a Utility Engineering Specialist III. I began my employment with the Commission in the Economics Analysis section where my responsibilities included class cost of service and rate design. In 2008, I moved to the Energy Resource Analysis section where my testimony and responsibility topics include energy efficiency, resource analysis, and fuel adjustment clauses. In 2017, I transferred to the Water and Sewer Department as a Utility Engineering Specialist III. My responsibilities include performing system inspections for rate and acquisition cases and performing special investigations related to the various regulatory requirements that affect Missouri's investor-owned water and sewer utilities and their customers.

Prior to joining the Missouri Public Service Commission, I taught introductory economics and conducted research as a graduate teaching assistant and graduate research assistant at the University of Missouri. Prior to the University of Missouri, I was employed by several private firms where I provided consulting, design, and construction oversight of environmental projects for private and public sector clients.

Previous Cases

<u>Company</u>	<u>Case No.</u>
Empire District Electric Company	ER-2006-0315
AmerenUE	ER-2007-0002
Aquila Inc.	ER-2007-0004
Kansas City Power and Light Company	ER-2007-0291
AmerenUE	EO-2007-0409
Empire District Electric Company	ER-2008-0093
Kansas City Power and Light Company	ER-2008-0034
Greater Missouri Operations	HR-2008-0340
Greater Missouri Operations	ER-2009-0091
Greater Missouri Operations	EO-2009-0115
Greater Missouri Operations	EE-2009-0237
Greater Missouri Operations	EO-2009-0431
Empire District Electric Company	ER-2010-0105
Greater Missouri Operations	EO-2010-0002
AmerenUE	ER-2010-0036
AmerenUE	ER-2010-0044
Empire District Electric Company	EO-2010-0084
Empire District Electric Company	ER-2010-0105
AmerenUE	ER-2010-0165
Greater Missouri Operations	EO-2010-0167
AmerenUE	EO-2010-0255
Greater Missouri Operations (Aquila)	EO-2008-0216
Ameren Missouri	ER-2011-0028
Empire District Electric Company	EO-2011-0066
Empire District Electric Company	EO-2011-0285
Ameren Missouri	EO-2012-0074
Greater Missouri Operations	EO-2012-0009
Ameren Missouri	EO-2012-0142
Ameren Missouri	ER-2012-0166
Greater Missouri Operations	EO-2013-0325
Ameren Missouri	EO-2013-0407
Empire District Electric Company	EO-2014-0057
Greater Missouri Operations	EO-2014-0256
Empire District Electric Company	ER-2014-0351
Greater Missouri Operations	EO-2015-0252
Kansas City Power and Light Company	EO-2015-0254
Empire District Electric Company	ER-2015-0214
Greater Missouri Operations	EO-2016-0053
Empire District Electric Company	ER-2016-0023
KCP&L Greater Missouri Operations Company	ER-2016-0156
KCPL	ER-2016-0285
Empire District Electric Company	EO-2017-0065
Greater Missouri Operations	EO-2017-0231