

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

February 17, 2010

Sedalia, Missouri

Volume 4

In the Matter of the Application of Ozark)
Meadows, Aqua Development Company, dba)
Aqua Missouri, Inc. Request for Increase)File No.
in Annual Sewer System Operating Revenues)SR-2010-0023
MPC Sewer Utility Small Company Rate)
Increase Procedures)

In the Matter of Aqua RU, Inc., dba Aqua)
Missouri Request for Increase in Annual)
Water System Operating Revenues MPSC Water)File No.
Utility Small Company Rate Increase)WR-2010-0025

In the Matter of Aqua Missouri, Inc (CU))
Request for Increase in Annual Sewer)
System Operating Revenue MPSC Sewer)File No.
Utility Small Company Rate Increase)SR-2010-0026
Procedures)

In the Matter of Aqua Missouri, Inc. (CU))
Request for an Increase in the Annual)
Water System Operating Revenues MPSC Water)File No.
Utility Small Company Rate Increase)WR-2010-0027
Procedures)

HAROLD STEARLEY, Presiding
SENIOR REGULATORY LAW JUDGE

TERRY M. JARRETT

COMMISSIONER

Reported by:

Janet H. Wimer, CCR

1 APPEARANCES:

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

2 (Starting time of the Hearing: 6:00
3 p.m.)

4 JUDGE STEARLEY: Good evening. It's
5 Wednesday, February 17th, 2010. The Missouri
6 Public Service Commission has set this time for a
7 local public hearing in four cases that are before
8 the Commission involving Aqua Missouri, seeking to
9 implement a general rate increase for its water and
10 sewer service in Missouri. The file numbers for
11 these cases are SR-2010-0023, WR-2010-0025, SR-
12 2010-0026, and WR-2010-0027.

13 My name is Harold Stearley. I'm the
14 Regulatory Law Judge that will be presiding over
15 tonight's hearing. I know Commissioner Jarrett is
16 present on the site. The way we will proceed is
17 staff should have a witness list for us of people
18 who signed up to give testimony. I will swear
19 those witnesses in and they will give their
20 testimony, it will be recorded by the court
21 reporter who's present, and made part of the
22 official record of this case.

23 While the other Commissioners couldn't
24 be even on site or here in Jefferson City tonight,
25 they will be reviewing all the comments and

1 testimony of any participants when considering this
2 matter and making their decisions. Commissioner
3 Jarrett, would you like to make any opening remarks
4 before I take entries of appearance?

5 COMMISSIONER JARRETT: Yes, thank you,
6 Judge. As Judge Stearley indicated, I am Terry
7 Jarrett. I'm one of five commissioners on the
8 Missouri Public Service Commission and I want to,
9 on behalf of all the Commissioners, thank you for
10 coming out tonight. All of us view these local
11 public hearings as very important in our rate
12 cases.

13 Normally, at least one of us tries to
14 be at every local public hearing. I'm the one here
15 tonight, so I'm glad to be here in Sedalia. Again,
16 the ones who are not here, you shouldn't take that
17 as their not viewing this as important. Certainly
18 we get a transcript of everyone's comments and we
19 do read those as part of the rate case. So your
20 comments are very important and we do consider them
21 in the case.

22 So again, welcome. I look forward to
23 hearing your comments. And back to you, Judge.

24 JUDGE STEARLEY: Thank you, Commissioner,
25 and I'd also like to thank our hosts here in

1 Sedalia. It helps us tremendously to be able to
2 reach out through the web casting as well.

3 I will now take entries of appearance
4 of the attorneys from parties, starting with Aqua
5 Missouri, Incorporated. Is there any attorney
6 present for Aqua Missouri? Hearing no response,
7 we'll let the record reflect that no attorney has
8 entered an appearance for Aqua Missouri.

9 The Office of Public Counsel? Is
10 anyone present tonight for the Office of the Public
11 Counsel?

12 MR. OCHOA: No, Your Honor.

13 JUDGE STEARLEY: Very well. Let the
14 record reflect the Office of the Public Counsel is
15 also not present.

16 The Staff of the Missouri Public
17 Service Commission?

18 MR. DEARMONT: Thank you, Judge. This is
19 Eric Dearmont on the behalf of the Staff of the
20 Missouri Public Service Commission, P.O. Box 360,
21 Jefferson City, Missouri, 65102.

22 JUDGE STEARLEY: Thank you, Mr. Dearmont.
23 Mr. Ochoa, do you have a witness list?

24 MR. OCHOA: I do, Judge. The first
25 witness is Mr. Robert Vedder. If I could ask you

1 to come to one of the tables over there with the
2 microphone.

3 MR. VEDDER: Right here?

4 MR. OCHOA: Yes, that would be great.
5 And you may have to push the button.

6 JUDGE STEARLEY: Alright, Mr. Ochoa,
7 could you please repeat the gentleman's name for
8 me?

9 MR. OCHOA: Sure, Mr. Robert Vedder.

10 JUDGE STEARLEY: Alright, is he present?

11 MR. OCHOA: Yes, he is. We're-

12 JUDGE STEARLEY: Can he raise his right
13 hand and I'll swear him in.

14 MR. VEDDER: Alright.

15 (WHEREIN, Robert Vedder was duly sworn
16 by Judge Stearley.)

17 JUDGE STEARLEY: Alright, would you
18 please state and spell your name for our court
19 reporter?

20 MR. VEDDER: It's Robert C. Vedder, last
21 name spelling is V as in Victor, E-D-D as in dog,
22 E-R, Warsaw, Missouri, 65355.

23 JUDGE STEARLEY: You may proceed with
24 your comments.

25 MR. VEDDER: My comments in this public

1 hearing for Aqua Missouri Water are the proposed
2 increase of \$35.19 per month to \$53 per month is
3 absolutely absurd. Asking for, in a percentage, of
4 51 percent increase since approximately two years
5 ago, I believe is when I last remember an increase.
6 I may not be right but please don't quote me on it,
7 but it's in that area.

8 This is a luxurious decision especially
9 in a time of economic hardship for many and the
10 rate increase proposed greatly exceeds the
11 inflation rate over that period of time. I
12 personally am sick of corporate executives
13 continuously putting profits before people. And I
14 will finally say that I personally don't want to be
15 subsidized to undocumented capital expenditures due
16 to mistakes made by the company of Aqua Missouri
17 buying into an antiquated system. That's all I
18 have.

19 JUDGE STEARLEY: And sir, if you will
20 please remain standing there, we may have some
21 questions for you. I'll start with Staff's
22 attorney, Mr. Dearmont, do you have any questions
23 for this witness?

24 MR. DEARMONT: I have no questions.
25 Thank you, Judge. Thank you.

1 JUDGE STEARLEY: Commissioner Jarrett,
2 would you have any questions for this gentleman?

3 COMMISSIONER JARRETT: I don't have any
4 questions for you, Mr. Vedder, but I thank you for
5 your testimony.

6 MR. VEDDER: Thank you.

7 COMMISSIONER JARRETT: Appreciate it.

8 JUDGE STEARLEY: I do have just a couple
9 of quick questions, Mr. Vedder. Have you had any
10 service quality issues with Aqua Missouri?

11 MR. VEDDER: No, I haven't. I don't have
12 any complaints about the service whatsoever.

13 JUDGE STEARLEY: Have you had any talk-

14 MR. VEDDER: Your question again?

15 JUDGE STEARLEY: Have you have problems
16 with their billing or with customer service?

17 MR. VEDDER: No, sir, I don't.

18 JUDGE STEARLEY: Well, that's all the
19 questions-

20 MR. VEDDER: The only other problem, I
21 do-

22 JUDGE STEARLEY: I'm sorry, could you
23 repeat that?

24 MR. VEDDER: Well, I was going to say,
25 the only other thing I can comment on is that we're

1 by Judge Stearley.)

2 JUDGE STEARLEY: Very well, and you may
3 proceed with your comments.

4 MR. GORDON: Thank you. We see today in
5 many levels of society, the extreme right and the
6 extreme left, with no middle ground. I'd like to
7 offer a balanced opinion of my personal opinion of
8 the situation with Aqua Missouri.

9 We have a family household of two
10 people who live in the Maple Wood area just east of
11 Sedalia, Missouri. Our current bill is
12 approximately \$35 which is fairly standard for us.
13 The arithmetic on \$35 a month for two people is
14 just a little over 50 cents a day to have running
15 water. I think that's one of the best values in
16 the world today.

17 Equate that with - there's a bottle of
18 water over here on the counter. I'm sure that
19 probably cost 99 cents to \$1.29 for a pint. Here,
20 we get bathtubs full. My wife and I take a bath
21 everyday. And I think that's a wonderful value.

22 The service is impeccable. The one
23 man, Aqua Missouri employee, who meticulously
24 cruises our neighborhood, looks for problems, I
25 only know by his first name, Jim. I've only met

1 him once. I'm very impressed with his
2 professionalism. I had a personal contact with him
3 when we had a pipe breakage outside our home with
4 him on our property, very efficient, very
5 courteous, very professional. I want to compliment
6 him. It reflects well on your training program and
7 your hiring practices at Aqua Missouri. Those are
8 the good things and there's several more good
9 things.

10 The bad things that I feel are two
11 things. Number one, in the Maple Wood area, we
12 have had more than one water main breaks somewhere
13 between the pipe itself that pumps the water
14 through the home, so it's not within the homes, or
15 the residences, or the businesses, it's in Aqua
16 Missouri's piping system. My wife will give more
17 details and specifics that should substantiate that
18 comment. The materials used seemed to be put in
19 with planned obsolescence. The rate increase of
20 the past, we would have like to have seen go to
21 better materials, better state of the art materials
22 that might be available today.

23 I'm curious to know how much of these
24 cost increases go for executive pay, staff
25 increases, bonus, travel expenses, hotel

1 accommodations, you know, expenses that every non-
2 profit organization has, but they can be
3 substantial and, as we've seen in national news,
4 way, way excessive for what is really required for
5 utilities or non-profit organizations. I
6 understand that this is a profit-making
7 organization, but I have thoughts of this increase
8 of 51 percent or whatever it turned out to be going
9 directly for executive bonuses, and we've all heard
10 the excess - executive bonuses on Wall Street and
11 others, so that concerns me.

12 I don't see the increase as going
13 toward improvement of products or retrenching to
14 put in the piping that's needed to eliminate the
15 cold weather and warm weather water main breaks
16 being replaced with the same old materials that are
17 planned to break again.

18 So that coupled with, as was stated
19 earlier, the rate of inflation which is verging on
20 a period of deflation concerns me. Why is this?
21 We don't see it in product improvement. We see it
22 not in staffing. We still have Jim going the
23 neighborhood. It hasn't increased to three
24 vehicles and three people. So that's what concerns
25 me.

1 Are these rate increases going to
2 please stockholders and employees and
3 subcontractors or are they going for improved
4 services and benefits for the customers? I believe
5 that's all I have to say. Those are my concerns.

6 I would be curious, if it's public
7 information, what the pay structure and bonus
8 increases and expense accounts are with the top
9 executives at Aqua Missouri. Are they having their
10 annual meetings in the Caribbean and having a great
11 time at our expense while we are suffering under
12 reduced buying capacity with our dollars. I'm on a
13 fixed income, Social Security, so any rate increase
14 does literally come right out of my pocket, when it
15 could be going to other necessities for my family.

16 Thank you for your courtesy in hearing
17 my comments. Do you have further questions for me?

18 JUDGE STEARLEY: Thank you Mr. Gordon,
19 let me ask Mr. Dearmont. Mr. Dearmont, do you have
20 any questions following this?

21 MR. DEARMONT: Not at this time, Judge,
22 thank you.

23 MR. GORDON: My name is William Gordon,
24 last name is spelled G-O-R-D-O-N. I'm a resident
25 at 2803 Monsees Drive in Sedalia, Missouri, 65301.

1 Thank you.

2 JUDGE STEARLEY: Commissioner Jarrett,
3 would you have any questions for Mr. Gordon?

4 COMMISSIONER JARRETT: Mr. Gordon, I
5 don't have any questions, but I do appreciate your
6 comments and appreciate you coming out tonight.
7 You've indicated you might have some questions.
8 You might check with our staff that is here after
9 the hearing to see if they can answer any of your
10 questions or provide you with any information.

11 MR. GORDON: Thank you.

12 JUDGE STEARLEY: I, too, thank you for
13 your testimony, sir. Mr. Ochoa, do we have anyone
14 else on our witness list?

15 MR. OCHOA: Yes, Elayne Gordon.

16 MS. GORDON: I'm Elayne Gordon. My name
17 is spelled E-L-A-

18 JUDGE STEARLEY: Would you please raise
19 your hand for me, your right hand?

20 MS. GORDON: Uh huh.

21 (WHEREIN, Elayne Gordon was duly sworn
22 by Judge Stearley.)

23 JUDGE GORDON: Thank you. I apologize if
24 I interrupted you there. We have a little lag in
25 time on the audio here, so I apologize for that.

1 Would you please state and spell your name for our
2 court reporter?

3 MS. GORDON: My name is Elayne Gordon.
4 E-L-A-Y-N-E, G-O-R-D-O-N.

5 JUDGE STEARLEY: You may proceed with
6 your comments.

7 MS. GORDON: No one here is contesting
8 that water service is important, because obviously,
9 it is. Water quality is important. The continuous
10 service is important, and good service and repairs
11 is important. But I'm not certain that another
12 increase, and an increase of 51 percent at that, is
13 really what's needed here. We're not receiving a
14 51 percent increase in water quality, nor in the
15 infrastructure, the piping and the pumping and so
16 forth, or in the service that we're experiencing
17 from this company.

18 I've lived in Maple Wood at my current
19 address a little less than ten years and in that
20 time frame, we've received letters of notification
21 that water quality has been substandard and what
22 they've done to fix that. But, of course, that
23 letter came about a month or maybe even a month and
24 a half after the actual experience and so none of
25 us had the opportunity to do anything about the

1 poor water quality at the time.

2 We've had a couple of water main breaks
3 with only signage on the roads to let people know
4 if there was a boiling order and at one point,
5 there was. But we have a middle-aged to elderly
6 community and maybe many of those folks don't drive
7 or don't get out of their house or maybe just
8 didn't leave the house that day. How would they
9 know that water quality was poor enough and even
10 potentially dangerous enough that it needed to be
11 boiled before we would use it. I have a major
12 problem with that because of the contamination that
13 could have happened at that time and could have
14 endangered people's lives at that time.

15 Let's see, there have been three breaks
16 in the same footage of pipe in a neighbor's yard
17 within the past year. I think that that's
18 excessive and is another example of the poor
19 infrastructure and possibly the poor replacement
20 parts that are going into place whenever these
21 repairs do have to happen.

22 Again, water is really important to us.
23 We have to have it to live. We have to have it to
24 be hygienic. We have to have it to wash our house,
25 our clothing, et cetera, and it's also important

1 that it be of good quality. However, I don't feel
2 like a 51 percent increase in the bill is going to
3 make a 51 percent increase in quality or service or
4 infrastructure. Especially since, again, I've been
5 a fairly long term person living in this
6 neighborhood and we've had a couple of increases in
7 the past and we're still not seeing any increase in
8 the quality or the service that we're receiving.
9 And that's my comment.

10 JUDGE STEARLEY: Thank you. Mr.
11 Dearmont, do you have questions for this witness?

12 MR. DEARMONT: I have a few questions,
13 Judge. How would you characterize your quality of
14 service overall?

15 MS. GORDON: I would say probably, I'm
16 about 75 percent satisfied with the quality of
17 service. I do have to say that when I looked at my
18 bill that I received today, that every one of the
19 readings over the past year have been a manual
20 reading. It wasn't a guesstimation. We have had a
21 couple of those in the past, but over the past
22 year, we did not have any guesstimations about what
23 our water usage was.

24 We have had some water stoppages that
25 weren't announced. Thankfully, they didn't last

1 more than a few hours. If you were in the shower,
2 however, that would not have been a good place to
3 be when the water quits. So I would say yes, that
4 I'm about 75 percent satisfied with the services
5 that I get.

6 MR. DEARMONT: Do you know if those water
7 stoppages were related to a broken main?

8 MS. GORDON: I would say a couple of
9 times, they have been. Sometimes, we hear nothing.
10 It just stops and then in a couple hours, it starts
11 back up again and unless we actually see the water
12 flowing through our yard or a place where they have
13 to tear up the road to fix the pipe that's going
14 underneath, most of the time, we don't know what
15 has caused the water stoppage.

16 I do know that - I think, what was it,
17 Christmas Eve this year, we got up and wanted a
18 glass of water and just look at the snow because it
19 was coming down intensely, and there was no water
20 and we didn't ever hear as to why there was no
21 water. And we thought maybe we had a broken pipe
22 somewhere because that's a reason why you wouldn't
23 have water service, and we went all through the
24 house, but we didn't find anything.

25 So it's sort of a worry. Is it us? Is

1 it Aqua Missouri that's causing the stoppage? Then
2 you have to make sure if it is you, how to get it
3 stopped. The one time that we did have a water
4 breakage, we were able to stop it and then get a
5 hold of Jim and he was able to tell us whether it
6 was a service problem in our property or in Aqua
7 Missouri's.

8 MR. DEARMONT: Outside of Jim, have you
9 ever tried to contact the company call center or
10 the local office?

11 MS. GORDON: I did try to call, it seems
12 like it was on a holiday and it was quite hard to
13 get hold of anyone. I'm just trying to remember
14 when that was. It has been in the last year, it
15 was in the last couple of years. We had a major
16 water break, so that you could actually see the
17 water flowing on top of the ground, through, over
18 the road and down the park into our little lake out
19 there. I don't know how many water breakages there
20 have been. I don't know the answer to that
21 questions.

22 MR. DEARMONT: That's all I have. Thank
23 you very much.

24 JUDGE STEARLEY: Commissioner Jarrett, do
25 you have any questions for this witness?

1 COMMISSIONER JARRETT: I don't have any
2 questions. Ma'am, thank you for your testimony. I
3 appreciate it.

4 MS. GORDON: You're welcome.

5 JUDGE STEARLEY: I wanted to clarify
6 something with you. You mentioned getting a notice
7 about improved water quality and some concern about
8 not receiving a boil order. Was the water
9 contaminated that that water needed to be boiled?

10 MS. GORDON: I don't know what caused
11 them to put out the boil order. I just know that
12 one time when I came home from work, there was a
13 sign as I was coming into the neighborhood that
14 said boil order. And I'm not even certain how long
15 it lasted. It seemed like maybe it was a day or
16 two, but the sign stayed out.

17 I would have thought that maybe a door
18 to door notification in our small little
19 neighborhood might have been a better way to get
20 the word out maybe to find out whether or not it
21 was a bacterial contamination or maybe it was a
22 chemical contamination, something like that would
23 have also been helpful information. I never ever
24 heard as to, other than just a main breakage, why
25 there was a boil order.

1 JUDGE STEARLEY: So there was a sign
2 posted for you?

3 MS. GORDON: Yes, and it was handwritten.

4 JUDGE STEARLEY: And did you know - okay.
5 And were you notified some way when the boil order
6 was lifted?

7 MS. GORDON: The sign disappeared.

8 JUDGE STEARLEY: Or did the sign just
9 disappeared?

10 MS. GORDON: That's correct, the sign
11 disappeared.

12 JUDGE STEARLEY: Okay. So you assumed
13 the water was safe at that point?

14 MS. GORDON: I assumed that. That may
15 have been a poor assumption to make. I guess kids
16 could have taken the sign and I would never have
17 known that it was still unsafe to drink.

18 JUDGE STEARLEY: I'm just trying to
19 clarify regarding the type of notice you received
20 and what you were aware of. Were there any other
21 incidents similar to this or was this a one time
22 incident?

23 MS. GORDON: This was a one time
24 incident, as far as I know.

25 JUDGE STEARLEY: Okay. Well, I thank you

1 very much for your testimony.

2 MS. GORDON: You're welcome.

3 JUDGE STEARLEY: Mr. Ochoa, do we have
4 anyone else signed on our list?

5 MR. OCHOA: Yes, Your Honor. Duane
6 Weston or Barb? There are two names. I don't know
7 if you both want to testify?

8 MR. WESTON: No.

9 MS. WESTON: No.

10 MR OCHOA: Okay. Mr. Preston, Bob
11 Preston?

12 MR. PRESTON: Yes.

13 JUDGE STEARLEY: Could you repeat that
14 name for me again?

15 MR. OCHOA: Sure. Bob Preston.

16 JUDGE STEARLEY: Alright, sir. If you
17 could please raise your right hand for me?

18 (WHEREIN, Bob Preston was duly sworn by
19 Judge Stearley.)

20 JUDGE STEARLEY: If you will please state
21 and spell your name for our court reporter.

22 MR. PRESTON: My name is Bob Preston, B-
23 O-B P-R-E-S-T-O-N.

24 JUDGE STEARLEY: Alright. You may
25 proceed with your statement, sir.

1 MR. PRESTON: Okay. Well, I just, you
2 know, like the Gordons, you know, I'm basically
3 satisfied with - by the way, I live out at Maple
4 Wood Subdivision and I'm the president of the
5 homeowner's association, just newly president this
6 year. But, you know, water service - water
7 quality, sewer basically is good. I don't have any
8 issues with that. I would trade my bill with the
9 Gordons. Mine's a little bit higher than theirs.

10 MR. GORDON: You bathe more frequently.

11 MR. PRESTON: You know mine runs about 50
12 bucks a month, which is not bad. It's about double
13 what it was when I moved out there four years ago.
14 It would run twenty - upper twenties. But the
15 breaks are a concern. I don't think they're as bad
16 as they were. Actually I'm the new president out
17 there, so I'm not real familiar with the past
18 breakage. There was quite a few.

19 The winter of last year, I think was
20 pretty bad, like three or four breaks, and I'm not
21 aware of all of them. And I have heard, don't know
22 first hand, when they're repaired, they are
23 repaired with a quality product that's not - could
24 be better, let's put it that way.

25 Personally, you know, I don't - one

1 day, I do have a - my main comments is going to be
2 on the fire hydrants. And we happen to have one in
3 our front yard, which I was very pleased, you know,
4 when I bought the house, you know, to have a fire
5 hydrant right in the front yard, you know. I did
6 come home one day last year and my front yard was
7 dug up. Never did hear why. And of course, they
8 repaired it and smoothed it out and everything. I
9 don't have a problem with that. Just kind of
10 wondered what was going on there. No notice or
11 anything about that.

12 But the fire hydrants, from what I've
13 been told by the fire department, we have had three
14 fires out there this winter. One house burned to
15 the ground. They say they can't hook onto the fire
16 hydrants out there because their equipment will
17 pull more than what the system can produce and the
18 lines will collapse. So I think that's a concern
19 of mine. Is it because of a pressure situation or
20 of the quality of lines or - I'd just like to know
21 more about why we have fire hydrants that can't be
22 used. That's really my main question, about the
23 fire hydrants, and I guess-

24 JUDGE STEARLEY: Mr. Dearmont, do you
25 have any questions?

1 MR. PRESTON: The one thing I was going
2 to add is, you know, the increases, you know, I
3 understand, you know, in order to improve and do
4 things, you know, it has to be paid for. You know,
5 it has to come from somewhere and I certainly
6 understand that. But I'm like some of the others
7 have voiced, you know, we see continual increases
8 out there and, to my knowledge, there's been zero
9 improvements in the four to five years I've lived
10 out there. But maybe there are improvements that
11 I'm unaware of.

12 JUDGE STEARLEY: Mr. Dearmont, do you
13 have any questions for this witness?

14 MR. DEARMONT: Just one, Judge. For the
15 purposes of contacting them, can you tell us who
16 provides your area with fire protection services?
17 Is it city or county?

18 MR. PRESTON: It's county, Benton County,
19 yeah.

20 MR. DEARMONT: County? Thank you.

21 JUDGE STEARLEY: Commissioner Jarrett,
22 any questions?

23 COMMISSIONER JARRETT: I don't have any
24 questions, but I do thank you for your testimony
25 tonight.

1 MR. PRESTON: Okay. Thanks.

2 JUDGE STEARLEY: Sir, I would like to
3 point out we do have, as you know, staff members
4 present and I believe there are some
5 representatives from Aqua Missouri here that may be
6 able to directly either answer your question
7 regarding fire hydrants or perhaps we can figure
8 out who we need to contact with regard to if
9 there's a water pressure issue that could be
10 resolved there. So I would encourage you to take -
11 when we're done with the formal part of this
12 hearing and taking testimony, I would encourage you
13 to speak with the staff members who are present
14 regarding that question. And I thank you for your
15 testimony. Mr. Ochoa, do we have anyone else on
16 our witness list?

17 MR. OCHOA: Judge, that was the last name
18 on the sign up sheet. Is there anyone else that
19 wishes to testify?

20 MR. GORDON: My name is William Gordon.
21 I'm speaking for the second time here tonight. I
22 do want it noted that part of the service area of
23 Aqua Missouri in our neighborhood is the Senior
24 Center associated with the Four Seasons Nursing
25 Home and their retirement community for people over

1 the age of 55, I believe, 50, many - all of whom
2 are not here. There's not a single representative.
3 I think they need a voice here tonight and I hope
4 I'm speaking for them when I say there are many
5 fixed income people living in the community in and
6 around the Maple Wood development who I'm sure
7 would like to be here tonight, but for health and
8 weather and other related information, they can't
9 attend.

10 But some concern must be given to
11 seniors, many of whom are single and on a very
12 limited fixed income, a high percentage of which
13 goes to medications and simply existing, not
14 necessarily living. So please take into
15 consideration the hardships that this poses,
16 especially here during very difficult economic
17 times for every Missouri family who works to keep
18 their family intact. So please give special
19 consideration to those low income people. Thank
20 you.

21 JUDGE STEARLEY: Thank you, again, Mr.
22 Gordon. Is there anyone else who wished to
23 testify? Hearing nothing further, I would like to
24 remind those who are present and those who may be
25 watching on our webcast that there are many ways to

1 get in contact with the Commission to provide
2 comments for these matters. You can call us, mail
3 us, email us, you can post comments on our web
4 page, or you can contact the Office of the Public
5 Counsel. Commissioner Jarrett, would you like to
6 make any closing remarks?

7 COMMISSIONER JARRETT: I would just like
8 to quickly again thank everyone for coming tonight,
9 especially everyone who testified. You all did
10 very well, lots of good comments, and we will
11 consider every one of them in the case. So thank
12 you again.

13 JUDGE STEARLEY: Thank you, Commissioner,
14 and since we have no further witnesses, I will
15 bring this local public hearing to adjournment. I
16 thank you all for coming.

17 (WHEREIN, the Hearing is concluded at
18 6:37 p.m.)
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1 CERTIFICATE OF REPORTER

2 STATE OF MISSOURI) ss

3 COUNTY OF CLAY)

4 I, JANET H. WIMER, Certified Court
5 Reporter, the officer before whom the foregoing
6 hearing was taken, do hereby certify that the
7 testimony in said hearing was taken by me to the
8 best of my ability and thereafter reduced to
9 typewriting under my direction; that I am neither
10 counsel for, related to, nor employed by any of the
11 parties to the action in which this hearing was
12 taken, and further, that I am not a relative or
13 employee of any attorney or counsel employed by the
14 parties thereto, nor financially or otherwise
15 interested in the outcome of the action.

16
17 _____
18 Notary Public in and for
19 the State of Missouri
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