

STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
- - -  
TRANSCRIPT OF PROCEEDINGS

Public Hearing

November 7, 2001  
Raytown, Missouri  
Volume 4

- - -

Case No. ER-2001-672

In the Matter of the Tariff Filing of )  
Missouri Public Service (MPS), a )  
Division of UtiliCorp United, Inc., to )  
Implement a General Rate Increase for )  
Retail Electric Service Provided to )  
Customers in the Missouri Service Area )  
of MPS )

- - -

KEVIN A. THOMPSON, Presiding,  
Deputy Chief Regulatory Law Judge

CONNIE MURRAY,  
Commissioner.

- - -

REPORTED BY: James A. Leacock, RMR

## 1        APPEARANCES:

2                DEAN L. COOPER, Attorney at Law  
3                Brydon, Swearingen & England, P.C.  
4                312 East Capitol Avenue  
5                P.O. Box 456  
6                Jefferson City, Missouri 65102

7                        FOR: UtiliCorp United Inc. d/b/a Missouri  
8                        Public Service

9                JEREMIAH D. FINNEGAN, Attorney at Law  
10                Finnegan, Conrad & Peterson  
11                3100 Broadway Street, Suite 1209  
12                Kansas City, Missouri 64111

13                        FOR: County of Jackson, Missouri.

14                NATHAN WILLIAMS, Attorney at Law  
15                P.O. Box 360  
16                Jefferson City, Missouri 65102

17                        FOR: Staff of the Missouri Public Service  
18                        Commission

19                STUART W. CONRAD  
20                3100 Broadway, Suite 1209  
21                Kansas City, Missouri 64111

22                        FOR: Sedalia Industrial Energy Users  
23                        Association

24                M. RUTH O'NEILL, Assistant Public Counsel  
25                Department of Economic Development  
26                Office of the Public Counsel  
27                Governor Office Building, Suite 650  
28                200 Madison Street  
29                P.O. Box 7800  
30                Jefferson City, Missouri 65102

31                        FOR: Office of Public Counsel

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1 JUDGE THOMPSON: Good morning ladies and  
2 gentlemen. We are here in the matter of the tariff  
3 filing of Missouri Public Service, a division of  
4 UtiliCorp United, Inc. to implement a general rate  
5 increase for retail electric service provided to  
6 customers in Missouri service area of Missouri  
7 Public Service. Case number ER-2001-672.

8 My name is Kevin Thompson. I'm a  
9 regulatory law judge employed with the Missouri  
10 Public Service Commission assigned to preside over  
11 this hearing today. With me is Commissioner Connie  
12 Murray, one of five commissioners on the Public  
13 Service Commission.

14 This is a hearing in the course of this  
15 legal proceeding to determine what sort of rate  
16 increase UtiliCorp United will receive. Therefore,  
17 testimony will be recorded verbatim by the court  
18 reporter. All testimony must be given under oath or  
19 affirmation just as in a court of law.

20 I will call the witnesses one by one from  
21 the sign-up sheet. When I call your name, please  
22 step up to the podium. I will ask you some  
23 preliminary questions, place you under oath or take  
24 your affirmation and then you will be permitted to  
25 give your statement. Your statement may be in your

1 own words as long as you happen to take.

2 If someone has already made remarks with  
3 which you agree, you may simply step to the podium  
4 and state that you agree with those remarks already  
5 made. We are not here to answer your questions, but  
6 we are here to record your testimony which will  
7 become part of the permanent record of this case and  
8 which will be considered by the commission in  
9 reaching its decision in this matter.

10 At this time I will take oral entries of  
11 appearance of counsel, beginning with the staff of  
12 the Missouri Public Service Commission.

13 MR. WILLIAMS: Nathan Williams for the  
14 Staff of the Missouri Public Service Commission.  
15 P.O. Box 360, Jefferson City, Missouri, 65102.

16 JUDGE THOMPSON: Thank you. Public  
17 counsel.

18 MS. O'NEILL: Yes. Ruth O'Neill for the  
19 Office of the Public Counsel and the public. My  
20 address is P.O. Box 7800, Jefferson City, Missouri,  
21 65102.

22 JUDGE THOMPSON: Thank you. Company.

23 MR. COOPER: Dean Cooper from the law firm  
24 of Brydon, Swearngen & England, P.O. Box 456,  
25 Jefferson City, Missouri, 65102, appearing on behalf

1 of UtiliCorp United, Inc. doing business as Missouri  
2 Public Service.

3 JUDGE THOMPSON: Thank you, Mr. Cooper.  
4 Mr. Finnegan.

5 MR. FINNEGAN: Yes. Jeremiah D. Finnegan,  
6 3100 Broadway, Suite 1209, Kansas City, Missouri,  
7 64111, appearing on behalf of Jackson County.

8 And I also have been asked by Mr. Conrad  
9 to enter his appearance. He is in Jefferson City at  
10 this point in another matter similar to this. So he  
11 is appearing on behalf of the Sedalia Electrical  
12 Industrial Users Association, I believe is the  
13 title.

14 JUDGE THOMPSON: Thank you, Mr. Finnegan.  
15 We will go ahead and take the first witness at this  
16 time, Patricia Owens. Ms. Owens, if you would step  
17 to the podium. May I say that when you're done with  
18 your statement, if you would remain there, there  
19 might be questions from counsel, from the  
20 commissioner or myself. Okay. Please raise your  
21 right hand.

22 (The oath was administered.)

23 JUDGE THOMPSON: Thank you. Please state  
24 your name.

25 MS. OWENS: Patricia Owens.

1 JUDGE THOMPSON: How do you spell your  
2 last name?

3 MS. OWENS: O-w-e-n-s.

4 JUDGE THOMPSON: Are you a customer of  
5 Missouri Public Service?

6 MS. OWENS: Yes, I am.

7 JUDGE THOMPSON: Please proceed.

8 MS. OWENS: I'm here to represent the  
9 customers who did not see the notice and the people  
10 who have to work and could not attend. I find that  
11 it is inappropriate to send a notice with six other  
12 inserts. I also find it is a poor day to have this  
13 meeting as the people who are fortunate enough to  
14 have a job are at work. Also, I feel that it is  
15 inappropriate for them to have to drive 30 miles or  
16 more to attend a meeting because of lack of  
17 transportation for seniors and others.

18 My daughter has four children and one with  
19 leukemia. She still owes \$200 on her last bill.  
20 She is working two jobs to survive. The people of  
21 Missouri are on oxygen support now. Let's not pull  
22 the plug on the struggling single parents trying to  
23 raise children, the elderly on fixed income and our  
24 struggling families. Thank you.

25 JUDGE THOMPSON: Thank you, ma'am.

1 Questions from counsel? Questions from the bench?

2 MS. MURRAY: I have no questions. Thank  
3 you.

4 JUDGE THOMPSON: No further questions,  
5 ma'am. You may be seated. Thank you.

6 MS. OWENS: Thank you.

7 JUDGE THOMPSON: Thomas Blakely. Raise  
8 your right hand, sir.

9 (The oath was administered.)

10 JUDGE THOMPSON: Thank you, sir. Please  
11 state your name.

12 MR. BLAKELY: Thomas Blakely.

13 JUDGE THOMPSON: Could you spell your last  
14 name?

15 MR. BLAKELY: B-l-a-k-e-l-y.

16 JUDGE THOMPSON: Thank you. Are you a  
17 customer of UtiliCorp?

18 MR. BLAKELY: Yes.

19 JUDGE THOMPSON: Please proceed.

20 MR. BLAKELY: Yes. I'm a resident of  
21 John Knox Village, and our monthly rate incorporates  
22 the electric bill, actually all basic utilities, the  
23 gas and water. And what I would like to ask is  
24 maybe a revisit of the tariff.

25 I understand the tariff that in the State

1 of Missouri they have to have a meter for each unit,  
2 and I live in a four-plex, people live in duplexes.  
3 And they have every individual meter is kind of  
4 grouped together and billed to John Knox.

5 Well, some of these are vacant units, a  
6 death or in the hospital or whatever. Anyway, we  
7 are paying minimum charge on that. Since there is  
8 just one entry, I would like to have a division  
9 where we can change back to one meter and release  
10 the other meters for the public use since it's all  
11 billed to one.

12 I think it would -- this would kind of  
13 isolate us from the rate increase because we would  
14 have higher usage and probably a lower kilowatt  
15 hour. That would be my request, but I don't know  
16 whether this Committee can do anything about that.

17 JUDGE THOMPSON: Thank you, sir.  
18 Questions from counsel? Questions from the bench?

19 MS. MURRAY: Just one. Have you spoken  
20 to the company at all about whether that is  
21 possible?

22 MR. BLAKELY: I have not, but I  
23 understand that John Knox has, and they tell me  
24 there is a tariff problem. I'm just repeating what  
25 I've heard.



1 MS. MURRAY: John Knox is the owner of the

2 --

3 MR. BLAKELY: Yes. It's a retirement  
4 community. There is about 2000 Missouri residents  
5 there.

6 MS. MURRAY: Okay. Thank you.

7 JUDGE THOMPSON: Thank you, sir. Marcia  
8 Hatfield. Good afternoon, ma'am. Please raise your  
9 right hand.

10 (The oath was administered.)

11 JUDGE THOMPSON: Thank you, ma'am.  
12 Please state your name.

13 MS. HATFIELD: Marcia Hatfield.

14 JUDGE THOMPSON: Could you please spell  
15 your last name?

16 MS. HATFIELD: H-a-t-f-i-e-l-d.

17 JUDGE THOMPSON: Are you a customer of  
18 Missouri Public Service?

19 MS. HATFIELD: Have been for 34 years.

20 JUDGE THOMPSON: Please proceed, ma'am.

21 MS. HATFIELD: First of all, basic  
22 comment. I find humor in the use of the word  
23 "tariff" in defining rates. I pretty much thought  
24 that NAFTA and GAT had done away with those nasty  
25 charges. Primarily I'm here today speaking on

1       behalf of my parents who are also customers of  
2       Missouri Public and unable to show up for this  
3       meeting.

4               Their monthly income is \$1,400 before  
5       taxes, before allowing for taxes. Considering all  
6       utilities, medications, et cetera, their total costs  
7       are \$1,034. This is before taxes. This leaves them  
8       roughly \$400 a month to exist on. I think nearly 17  
9       percent increase is unconscionable for our senior  
10      citizens, people who are on very fixed incomes.

11             Also, because considering the fact that  
12      there have been multiple layoffs. People who will  
13      have no income or wondering where their next meal  
14      will be coming from for their children. I think  
15      it's ludicrous that Missouri Public would be asking  
16      for this type of increase.

17             Also, I notice in the green handout  
18      presenting their case they state, according to the  
19      company filing, electric service demand during the  
20      periods of highest consumer usage has grown by  
21      approximately 18 percent since the last rate  
22      increase. I find that really interesting because it  
23      makes it sound like they haven't had -- they are  
24      getting no money from these people who are using  
25      this additional service.

1                   Missouri Public is already getting a  
2                   seasonal increase, seasonal adjustment, to account  
3                   for those extra costs. That's number one, but  
4                   primarily, yeah, they've got 18 percent more going  
5                   out, but is it not being paid for by somebody?

6                   Right now I'm working. We have a two  
7                   income household. Hopefully in 20 years I won't be  
8                   having to work, but if we keep this up, there is  
9                   going to be no hope for people on limited or single  
10                  incomes. And I just think that the Missouri Public  
11                  Service Commission should consider that. Thank  
12                  you.

13                 JUDGE THOMPSON: Thank you, ma'am. Excuse  
14                 me. If you could wait at the podium for a moment?  
15                 Questions from counsel? Questions from the bench?

16                 MS. MURRAY: No questions. Thank you.

17                 JUDGE THOMPSON: You are excused, ma'am.  
18                 Thank you. Mary Miller. Please raise your right  
19                 hand, ma'am.

20                 (The oath was administered.)

21                 JUDGE THOMPSON: Please state your name.

22                 MS. MILLER: My name is Mary Miller,  
23                 M-i-l-l-e-r.

24                 JUDGE THOMPSON: Are you presently a  
25                 customer of Missouri Public Service?

1 MS. MILLER: Yes, I am.

2 JUDGE THOMPSON: Please proceed.

3 MS. MILLER: I'm here to represent the  
4 people who are seniors on disability and have low  
5 income. I receive \$531 a month SSI. I have a  
6 granddaughter living with me and I also receive food  
7 stamps of \$124.

8 It's very difficult for those of us who  
9 have disabilities and are trying or have found  
10 themselves in a situation where they need to raise a  
11 child to survive. We're paying \$400 a month. I'm  
12 not able to get into low income housing because of  
13 my granddaughter and because there are lists two  
14 years long in other places. They won't even put you  
15 on a list.

16 And I would just like to request that you  
17 consider people like us that a rate increase will be  
18 fair. I know that they have shareholders, they need  
19 to make some money, but I would like for our  
20 situation to be considered.

21 I also would like to mention that there  
22 was erroneous information given on the times and  
23 places of these meetings. I know the one that's  
24 supposed to be in Warrensburg was listed as to be  
25 here. I think more people planned to attend the

1 meeting at six o'clock, those that are employed.  
2 And I feel that gives them an unfair advantage.  
3 They will not be allowed to state their position.  
4 So I wondered if it could be considered that they  
5 might have some additional hearings to compensate  
6 for the one tonight or the one today.

7 Also, on the Internet, if you researched  
8 it or looked for other sources, was listed an  
9 address down by Swope Park. Of course, we will  
10 never know how many people went someplace else to  
11 attend meetings. I just would like that to be  
12 considered also. Thank you very much.

13 JUDGE THOMPSON: Thank you, ma'am.  
14 Questions from counsel?

15 MR. COOPER: I do real briefly. You  
16 talked about the erroneous information with the  
17 Warrensburg time being in error?

18 MS. MILLER: The place being in error for  
19 today and then the time tonight.

20 MR. COOPER: It's my understanding that  
21 that was in a newspaper article; is that correct?

22 MS. MILLER: Yes and on the Internet.

23 MR. COOPER: Thank you.

24 MS. MILLER: Could I add one more thing?

25 MR. COOPER: Yes, ma'am.

1 MS. MILLER: I'm sorry I didn't include  
2 this. I'm required to use a pulmonary machine at  
3 least four times a day for breathing treatments.  
4 And when the power goes out -- it went out I guess  
5 it was last Monday -- and when the power is out, I  
6 can't do my breathing machine. Which if I can't do  
7 them frequently enough, I usually end up in the  
8 emergency room.

9 But I will say on behalf of them that I  
10 tell the company when there is a power outage, when  
11 I call, what time I need to do a treatment. I do  
12 feel that they do their best to get it back on as  
13 soon as they can.

14 JUDGE THOMPSON: Anything further, ma'am?

15 MS. MILLER: That's it.

16 JUDGE THOMPSON: Further questions from  
17 counsel?

18 MS. O'NEILL: Ma'am, on the erroneous  
19 information on the address. Can you tell the  
20 commissioners what -- where that information came  
21 from?

22 MS. MILLER: The information was in the  
23 paper where the meeting would be and then it was on  
24 the Internet. The -- it gave like an Internet  
25 address that you could research it further where it

1 was going to be held and when.

2 MS. O'NEILL: Did you look at inserts on  
3 your bill?

4 MS. MILLER: Yes, I did.

5 MS. O'NEILL: Was that correct?

6 MS. MILLER: The one I had, this was  
7 correct.

8 MS. O'NEILL: Were all the telephone  
9 numbers correct?

10 MS. MILLER: I didn't check out the phone  
11 numbers, just the location.

12 MS. O'NEILL: Thank you.

13 JUDGE THOMPSON: Further questions from  
14 counsel? Questions from the bench?

15 MS. MURRAY: Yes. On the Internet site  
16 that was given, do you know whose Web site that  
17 was?

18 MS. MILLER: No, I don't. It was on the  
19 bill, but I'm not sure what it was. I mean, there  
20 was an insert in the bill.

21 MS. MURRAY: So it was not from the  
22 newspaper article that you got the Internet Web  
23 site?

24 MS. MILLER: The wrong information, no.  
25 No. The wrong information about the location was

1 published in the newspaper.

2 MS. MURRAY: Was the correct information  
3 on the Web site?

4 MS. MILLER: On where it was?

5 MS. MURRAY: On the Internet Web site?

6 MS. MILLER: Not where -- it wasn't the  
7 correct information for this meeting, this one now,  
8 the one that's being held now.

9 MS. MURRAY: I just want to make sure I  
10 understand. You're saying that the Internet Web  
11 site contained the same incorrect information that  
12 the newspaper article contained?

13 MS. MILLER: It had erroneous times and  
14 places.

15 MS. MURRAY: Thank you.

16 JUDGE THOMPSON: Thank you, Commissioner.  
17 Thank you, ma'am. You're excused. Mary Finley.

18 MS. FINLEY: Marty Finley.

19 JUDGE THOMPSON: Marty Finley. Excuse me,  
20 ma'am.

21 MS. FINLEY: It's really Martha.

22 JUDGE THOMPSON: Please step forward.

23 (The oath was administered.)

24 JUDGE THOMPSON: Could you please state  
25 your name?



1 MS. FINLEY: Martha Finley.

2 JUDGE THOMPSON: Would you spell your last  
3 name, please.

4 MS. FINLEY: F-i-n-l-e-y. F. as in  
5 Frank.

6 JUDGE THOMPSON: Are you a customer of  
7 Missouri Public Service?

8 MS. FINLEY: Yes, I am.

9 JUDGE THOMPSON: Please proceed.

10 MS. FINLEY: Okay. I wanted to address  
11 the higher fuel costs. It's my belief that the  
12 wholesale price of the fuels are for the most part  
13 cheaper now than they were at any time in the last  
14 two years. I know that kerosene is down at least 40  
15 cents a gallon and natural gas is down two dollars  
16 MMCF. I don't know about the price of coal.

17 If any of those products are being used to  
18 fuel the power plants, then I believe that this  
19 statement that they face higher fuel costs will be  
20 untrue.

21 Also, I have numerous power outages. They  
22 last from just a pause once or twice a week, just a  
23 pause to up to two or more hours. I don't feel  
24 confident leaving my electronic appliances on when I  
25 leave home, so I turn everything off.

1 JUDGE THOMPSON: Does that complete your  
2 statement, ma'am?

3 MS. FINLEY: Yes, it does.

4 JUDGE THOMPSON: We have a staff member  
5 here. Would you stand up. She will be happy to  
6 take your service complaints. If you have specific  
7 service complaints, please see her after the  
8 hearing.

9 MS. FINLEY: Okay.

10 JUDGE THOMPSON: Questions from counsel?  
11 Questions from the bench?

12 MS. MURRAY: No questions. Thank you.

13 JUDGE THOMPSON: You may be excused,  
14 ma'am. Thank you. David Todd. David Todd? Alfred  
15 McCaskey. Please raise your right hand, please.

16 (The oath was administered)

17 JUDGE THOMPSON: Please state your name.

18 MR. MCCASKEY: Alfred N. McCaskey.

19 JUDGE THOMPSON: Could you please spell  
20 your last name?

21 MR. MCCASKEY: M-c-C-a-s-k-e-y.

22 JUDGE THOMPSON: Mr. McCaskey, are you  
23 presently a customer of Missouri Public Service?

24 MR. MCCASKEY: I am.

25 JUDGE THOMPSON: Please proceed.

1                   MR. MCCASKEY: I have no doubt that the  
2                   Missouri Public Service Company needs an increase  
3                   after four years. However, to my notion this is an  
4                   excessive request in the amount of 16.86 percent of  
5                   which only 80 percent is to recoup -- of which 80  
6                   percent is to recoup the increase in higher fuel  
7                   costs. What is the extra 20 percent for, which has  
8                   not been made clear?

9                   JUDGE THOMPSON: Does that complete your  
10                  statement, sir?

11                 MR. MCCASKEY: It does.

12                 JUDGE THOMPSON: Questions from counsel?

13                 MR. WILLIAMS: No questions.

14                 JUDGE THOMPSON: Questions from the bench?

15                 MS. MURRAY: No questions. Thank you.

16                 JUDGE THOMPSON: You are excused, sir.

17                 Thank you. Dick Hankins. Please raise your right  
18                 hand, sir.

19                 (The oath was administered.)

20                 JUDGE THOMPSON: Mr. Hankins, could you  
21                 please remove your hat while you testify? Thank  
22                 you, sir. Would you spell your last name, please.

23                 MR. HANKINS: H-a-n-k-i-n-s.

24                 JUDGE THOMPSON: Are you presently a  
25                 customer of Missouri Public Service?

1 MR. HANKINS: I am.

2 JUDGE THOMPSON: Please proceed.

3 MR. HANKINS: I'm 71 years of age. I  
4 would submit to you one of the most feared things  
5 for seniors is not Osama bin Laden or anthrax, but  
6 it does arrive in my mailbox and it's utility bills.

7 I can pay for my house. I can acquire  
8 medical insurance that hedge for those costs, but  
9 with an escalating cost like this, every time the  
10 price goes up the standard of living goes down. It  
11 amounts to a poor people tax.

12 A 16.8 percent rate hike may stimulate the  
13 economy of Missouri during our recession, but it  
14 won't stimulate mine. According to yesterday's  
15 paper in the business section, Aquila's third  
16 quarter profits were up 37 percent. They deal in  
17 gas and electricity. I submit to you this is not  
18 justified. Thank you for an opportunity to input.

19 JUDGE THOMPSON: Thank you, sir.  
20 Questions from counsel? Questions from the bench?

21 MS. MURRAY: No questions. Thank you.

22 JUDGE THOMPSON: You're excused, sir.  
23 Thank you. John Shaffran. Do I have that correct?  
24 Would you raise your right hand, please.

25 (The oath was administered.)

1 JUDGE THOMPSON: Please state your name.

2 MR. SHAFFRAN: John Shaffran.

3 JUDGE THOMPSON: Could you please spell  
4 your last name?

5 MR. SHAFFRAN: S-h-a-f-f-r-a-n.

6 JUDGE THOMPSON: Are you presently a  
7 customer of Missouri Public Service?

8 MR. SHAFFRAN: I am.

9 JUDGE THOMPSON: Please proceed, sir.

10 MR. SHAFFRAN: Just a passing comment.  
11 In e-mail correspondence I've had with a supervisory  
12 person in the commission on an unrelated issue, the  
13 objective review of my correspondence reflected the  
14 person was a proponent of the regulated utility, an  
15 unbiased regulator.

16 A question here is: Why is a consumer not  
17 allowed to purchase from the most competitive  
18 supplier of product needed? An example last year of  
19 the natural gas problem. My brother in northern  
20 Michigan was paying one-third the rate we were. So  
21 there seems to be something wrong with the way these  
22 companies operate.

23 With respect to the request for a rate  
24 increase, one has to determine between need and  
25 greed. So one would like to look at the current

1 company's gross and net profits by the parent and  
2 the subsidiary companies and the related dividends  
3 to see where things are going. I don't have this  
4 information. I can't make a judgment call.

5 While I would encourage the Commission to  
6 look at these results very strongly to just decide  
7 whether this is a need issue or a greed issue, and I  
8 feel it is blatant greed.

9 The other question is -- other people have  
10 expressed is the -- my thought is, why isn't there a  
11 public service announcement on radio and T.V. the  
12 night before so people don't lose track of the date  
13 and time? Why aren't the meetings held at a  
14 convenient time and place for working people? I'm  
15 retired now. It's not a big problem for me, but for  
16 a worker it definitely is a problem. Thank you very  
17 much.

18 JUDGE THOMPSON: Thank you, sir.  
19 Questions from counsel? Questions from the bench?

20 MS. MURRAY: No questions. Thank you.

21 JUDGE THOMPSON: Thank you, sir. You're  
22 excused.

23 JUDGE THOMPSON: David Todd? Are there  
24 any other persons present who would like to testify  
25 and have not had an opportunity to sign up? Yes,

1           ma'am.

2                       MS. KESSLER: Can I just speak to you  
3           all?

4                       JUDGE THOMPSON: You need to come forward  
5           to the podium, ma'am. Please raise your right hand.

6                       (The oath was administered.)

7                       JUDGE THOMPSON: Please state your name.

8                       MS. KESSLER: Linda Kessler.

9                       JUDGE THOMPSON: Could you spell your last  
10          name?

11                      MS. KESSLER: K-e-s-s-l-e-r.

12                      JUDGE THOMPSON: Are you presently a  
13          customer of Missouri Public Service?

14                      MS. KESSLER: Have been for 35 years from  
15          my parent's house and ours.

16                      JUDGE THOMPSON: Please proceed, ma'am.

17                      MS. KESSLER: I just wanted to say that I  
18          came to talk about the hike. I mean, you know, just  
19          like you've heard here, everybody -- we can't afford  
20          it.

21                      I know that our bill last year -- I live  
22          in a two-bedroom ranch house here in Raytown. I  
23          know that last year our bill was \$100 and it was  
24          raised to \$150. And if you-all hike this, it's  
25          going to be \$200 for a two-bedroom ranch house. If

1           you bring it home and look at what we're looking at  
2           expense wise, we can't afford this.

3                       I understand that you all need to make  
4           money and how the economy works. I've been a social  
5           worker many years, but I'm just telling you our  
6           elderly here can't afford it.

7                       I heard you talk about a lady back here  
8           that can help us. My transformer is down at least  
9           three times a year. We have an elderly gentleman  
10          that has now passed on. They lived across the  
11          street from us. I'm the one that had 41 News come  
12          out because we didn't even have a work order for  
13          four days. And then we got a work order because 41  
14          News came out and got them to put it back up, and he  
15          is still on oxygen.

16                      My homeowner's insurance does not pay for  
17          a generator to plug in to not lose a freezer of meat  
18          when this happens and it goes down. And they want  
19          to hike it again, and I'm going just crazy. We lose  
20          \$300 or \$400 worth of fish in our 72-gallon fish  
21          tank every time it goes down. It goes down at least  
22          once a year if not three.

23                      Last year it was the first time it went  
24          down during a rainstorm. The rest of them have been  
25          snow. But I mean, they aren't even -- I don't even



1           feel like we're getting good service.

2                       My parents live in Lee's Summit, Raintree  
3           Lake. They don't have a bit of problem with your  
4           all's service, and they live on a limited income.  
5           If their house wasn't paid for, they wouldn't be  
6           able to afford this hike either. That's all I  
7           wanted to say. We can't afford it.

8                       JUDGE THOMPSON: Thank you, ma'am.  
9           Questions from counsel? Questions from the bench?

10                      MS. MURRAY: No questions. Thank you.

11                      JUDGE THOMPSON: Thank you. You're  
12           excused. Any other persons present who would like  
13           to testify and have not had an opportunity to sign  
14           up? Hearing none, we will adjourn this local  
15           public hearing at this time. Thank you very much  
16           for coming out. We appreciate hearing from all of  
17           you.

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## 1 C E R T I F I C A T E

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3 I, JAMES A. LEACOCK, Registered Merit Reporter,  
4 do hereby certify that I appeared at the time and  
5 place hereinbefore set forth; I took down in  
6 shorthand the entire proceedings had at said time  
7 and place, and the foregoing twenty-five pages  
8 constitute a true, correct and complete transcript  
9 of my said shorthand notes.

10 Certified to this 21st day of November, 2001.

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Registered Merit Reporter

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