		Page 1
1	BEFORE THE PUBLIC SERVICE COMMISSION	
	OF THE STATE OF MISSOURI	
2		
3	TRANSCRIPT OF PROCEEDINGS	
4	PUBLIC HEARING	
5	JUNE 11, 2014	
6		
7	East Central College	
	1964 Prairie Dell Drive	
8	Training Center Building, Conference Room A	
	Union, Missouri	
9		
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11	IN THE MATTER OF M.P.B.,	
	Inc.'s, Request for Increase File No. SR-2014-0067	
12	in Annual Sewer System	
	Operating Revenues	
13		
14	IN THE MATTER OF P.C.B.,	
	Inc.'s Request for Increase File No. SR-2014-0068	
15	in Annual Sewer System	
	Operating Revenues	
16		
17		
	RONALD D. PRIDGIN, Presiding	
18	DEPUTY CHIEF REGULATORY LAW JUDGE	
	STEPHEN STOLL	
19	COMMISSIONER	
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22		
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     APPEARANCES:
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         Ms. Christina Baker
         Office of the Public Counsel
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 5
 6
         Ms. Whitney Hampton
         Public Service Commission Staff Counsel
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10
     The Court Reporter:
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     Midwest Litigation Services
     711 North 11th Street
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     St. Louis, MO 63101
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Fax: 314.644.1334

1	PROCEEDINGS
2	CHAIRMAN PRIDGIN: All right, good
3	evening. Let me take just a moment and introduce
4	myself, I'm Ron Pridgin, I'm one of the judges with
5	the Missouri Public Service Commission, and with me
6	is Commissioner Stoll, he's one of the five
7	commissioners on the Missouri Public Service
8	Commission. As you well know, you've had a pretty
9	lengthy question and answer session, and the purpose
10	of the rest of the hearing is to hear your comments,
11	if any, to the Commission about the proposed rate
12	increase. If you have continued questions or
13	service complaints, you can see any of the members
14	of staff you've been talking to for the last several
15	minutes, or anybody from the Office of the Public
16	Counsel. I have a few people who have signed up to
17	testify, and I'll call those names from the list,
18	and then I'll see if there's anyone else who wishes
19	to testify.
20	We will be on the record, as you can
21	see, we have a court reporter, so when I call you to
22	testify, I'll ask you to come to the microphone and
23	I'll ask you to spell your name for the court
24	reporter so she can spell it correctly in the

record, and if somebody else before you has said

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- 1 something that you want to say you can simply say,
- 2 you know, somebody else has already said what I'd
- 3 like to say, I really don't have anything to add.
- I will give an opening statement here,
- 5 I'll see if Commissioner Stoll has any opening
- 6 remarks, and then we will begin taking testimony.
- 7 All right, good evening, the Missouri
- 8 Public Service Commission has set this time for a
- 9 local public hearing in Case Numbers SR-2014-0067
- 10 and 0068. The Commission regulates the rates
- 11 charged by investor-owned utility companies in
- 12 Missouri to ensure that those rates are just and
- 13 reasonable. The Commission also regulates the
- 14 quality of service and the safety of the operations
- of investor-owned utilities. The Commission is made
- 16 up of five commissioners, one of whom is with me
- 17 here this evening, Commissioner Stoll, and
- 18 Commissioner, do you have any opening remarks before
- 19 I continue?
- 20 COMMISSIONER STOLL: I would just like
- 21 to welcome everyone, I do appreciate you coming out
- 22 tonight. The fact that the other four commissioners
- 23 aren't here does not imply the importance of this
- 24 case; actually, there's a local public hearing going
- 25 on in Jefferson City tonight regarding Noranda

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- 1 Aluminum and Ameren, and since I live in Jefferson
- 2 County, I get to go home after this, so I am pleased
- 3 to be here and look forward to hearing your
- 4 comments. Thank you.
- 5 CHAIRMAN PRIDGIN: All right,
- 6 Commissioner, thank you. These Commissioners are
- 7 appointed by the governor to fixed terms and
- 8 confirmed by the Senate and the Commissioners also
- 9 employ a staff of engineers, accountants, attorneys,
- 10 financial analysts, and other specialists in the
- 11 field of utility regulation. This is an official
- 12 hearing of the Commission, and the statements and
- 13 testimony of the witnesses will be recorded by the
- 14 court reporter and must be given under oath.
- 15 All of the commissioners will have a
- 16 chance to read your remarks. The purpose of this
- 17 hearing is to hear from you. The company will not
- 18 present witnesses and will not answer questions
- 19 during this portion of the hearing. I will call the
- 20 name of each witness who has signed up to speak, and
- 21 again, I would ask you to please spell your name for
- 22 the court reporter so she can put it in the record
- 23 correctly. I will probably have a few preliminary
- 24 questions for you, such as whether you, which
- 25 company you are a customer of, and simply ask you to

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- 1 make your statement for the Commission. When you
- 2 are finished, if you will please stay at the
- 3 microphone in case the Commissioner has any
- 4 questions, or in case I have any questions.
- If someone wishes to testify, but for
- 6 religious reasons cannot take an oath, please let me
- 7 know, and I will ask your testimony to be affirmed
- 8 instead of sworn.
- 9 Does anyone have any questions before we
- 10 go any further?
- 11 (No response.)
- 12 CHAIRMAN PRIDGIN: All right, seeing
- 13 none, let me ask for entries of appearance from
- 14 Counsel, please. Is there an entry on behalf of the
- 15 staff of the Commission? Counsel.
- 16 MS. HAMPTON: Whitney Hampton for staff,
- 17 200 Madison Street, Jefferson City, Missouri, 65102.
- 18 CHAIRMAN PRIDGIN: Ms. Hampton, thank
- 19 you. On before of the Office of Public Counsel.
- MS. BAKER: Thank you, Christina Baker,
- 21 PO Box 2230, Jefferson City, Missouri 65102,
- 22 appearing on behalf of the Office of the Public
- 23 Counsel and the customers.
- 24 CHAIRMAN PRIDGIN: Ms. Baker, thank you.
- 25 Anyone else wishing to enter an appearance?

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- 1 All right. Let me call the first
- 2 witness, and I apologize, I don't think I'm reading
- 3 the last name correctly, it is a Robert E., and I'm
- 4 going to ask that person to tell me the last name,
- 5 yes, sir.
- 6 MR. GRAYSON: Grayson.
- 7 CHAIRMAN PRIDGIN: Grayson, thank you.
- 8 I'm so sorry. If you'll please come up to be sworn.
- 9 If you'll raise your right hand.
- 10 ROBERT E. GRAYSON,
- 11 of lawful age, having been first duly sworn to
- 12 testify the truth, the whole truth, and nothing but
- 13 the truth in the case aforesaid, deposes and says in
- 14 reply to oral interrogatories propounded as follows,
- 15 to-wit:
- 16 EXAMINATION
- 17 OUESTIONS BY CHAIRMAN PRIDGIN
- 18 Q. Thank you very much, sir. Again, if
- 19 you'll please state your name and spell your name
- 20 for the court reporter.
- 21 A. Robert E. Grayson, G-R-A-Y-S-O-N.
- 22 Q. And are you a customer of MPB?
- 23 A. Yes.
- Q. All right. Do you have a statement for
- 25 the Commission, sir?

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1	MR. GRAYSON: I have a statement, I have
2	some concerns. I've been here 14 and a half years
3	in Villa Ridge at Bridgewater, and for the first 13,
4	13 and a half, we paid 13.91, and then for some
5	unknown reason, like we've covered tonight, we
6	didn't get a bill for months, and then we started
7	getting one for 26 for a few months, now we're up to
8	34, so basically within a year to year and a half
9	we're up from 13 to 34, forgetting about the 26 in
10	the middle, that was just a small period of time.
11	But of more concern, which I stated
12	several times before you were in here, is before
13	anybody, whether you get another receiver or not,
14	before you get any more rate increases or approve
15	any more, they need to know 100 percent who's on the
16	system. I mean there might be 20, 30 people in this
17	area, there probably are, that aren't paying. And
18	it's not right for everybody else to have to pay for
19	them. Even if they have to go door to door, they
20	need to find out 100 percent who is on the system.
21	And, I mean can't expect everybody to come forward
22	and say they're not going to be. They need to
23	find out who's on the system. Bottom line. Because
24	they, they already stated if another receiver comes
25	in, they can ask for another increase. I don't

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- 1 think another increase should be granted until they
- 2 know who all is paying. And that, that was my main
- 3 concern. I mean I don't know how you can honestly
- 4 grant another increase unless you know who all is on
- 5 the system so that, so to be fair to everybody.
- 6 COMMISSIONER STOLL: So at the current
- 7 time is, is the receiver attempting to find out
- 8 exactly who's on the system?
- 9 MR. GRAYSON: Well, I think so. But --
- 10 COMMISSIONER STOLL: Okay, well --
- 11 MR. GRAYSON: It's not really clear what
- 12 method he's trying to use. I don't see -- I mean
- 13 there were three or four different methods mentioned
- 14 to try to find out who's actually living on this
- 15 system. What he's going to take and use, I have no
- 16 idea. I don't know how anything could really be
- 17 accurate other than going door to door. And people
- 18 do that all the time in our subdivision over here,
- 19 so I don't know why they couldn't do it, too, just
- 20 to find out who's actually living in each residence.
- 21 Like I said, they mentioned several other systems,
- 22 you know, check this computer check the Franklin
- 23 County Assessor, check our, the people who live in
- 24 our subdivision, you know, they can check a number
- 25 of things, but they need to do something before they

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- 1 grant any more increases. That wouldn't be fair at
- 2 all.
- 3 COMMISSIONER STOLL: Okay. Thank you
- 4 for your testimony. I won't ask anything else at
- 5 this time, but I did make note of your remarks,
- 6 so...
- 7 MR. GRAYSON: Okay.
- 8 COMMISSIONER STOLL: And you're in the
- 9 record.
- MR. GRAYSON: All right, thank you.
- 11 CHAIRMAN PRIDGIN: Mr. Grayson, thank
- 12 you very much, sir.
- MR. GRAYSON: All right.
- 14 CHAIRMAN PRIDGIN: All right, the next
- 15 person who signed up is James, is it Branscum?
- MR. BRANSCUM: Branscum?
- 17 CHAIRMAN PRIDGIN: I'm sorry.
- 18 MR. BRANSCUM: Yeah, my question is
- 19 already answered.
- 20 CHAIRMAN PRIDGIN: All right. So you
- 21 don't want to testify, is that correct?
- MR. BRANSCUM: No.
- 23 CHAIRMAN PRIDGIN: All right. Thank you
- 24 very much.
- 25 All right, the next person is Mark

Page 11 Wilson, I believe. If you'll come forward to be 2 sworn. 3 (Witness complies.) CHAIRMAN PRIDGIN: If you'll raise your 4 5 right hand and be sworn, please? 6 MARK WILSON, 7 of lawful age, having been first duly sworn to testify the truth, the whole truth, and nothing but 8 the truth in the case aforesaid, deposes and says in reply to oral interrogatories propounded as follows, 10 to-wit: 11 12 EXAMINATION QUESTIONS BY CHAIRMAN PRIDGIN 13 14 Q. Thank you very much, sir, if you would please state your name and spell it for the court 15 16 reporter. 17 Α. Mark Wilson, M-A-R-K, W-I-L-S-O-N. 18 And Mr. Wilson, are you a customer of Q. 19 MPB? Yes, sir. 20 Α. 21 All right. Do you have a statement for 22 the Commission, sir? Yes, sir. First of all, thank you for 23 24 your time. During the question and answer session,

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it appears that there was some processes that are

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- 1 sorely missing. There's been no audit done with the
- 2 housing for the system. I'm unsure if the former
- 3 company or the receivership has any idea where the
- 4 boundaries are. There was a number given out of 160
- 5 some odd customers in which there's, you know, our
- 6 subdivision, Bridgewater High, or Bridgewater
- 7 Subdivision, there is approximately 125 homes. So
- 8 where the other 30, 40 houses are from, the 160
- 9 number that was given to us seems to be very very
- 10 low. So I also want to go on record saying that I
- 11 find it a sad affair when the people here in this
- 12 room is having to spell out the different processes
- 13 on how to check for individuals living in homes.
- 14 Going door to door, yes, that's always an option,
- 15 but as usual, you can always get someone that will
- 16 say yes when they're not. The assessor, there's,
- 17 there's multiple ways. The homework was not done,
- 18 and before you folks grant the okay to effectively
- 19 raise our bill, I believe that there's a lot of
- 20 homework that needs to be completed.
- 21 CHAIRMAN PRIDGIN: Mr. Wilson, thank
- 22 you. Commissioner Stoll.
- 23 COMMISSIONER STOLL: I don't believe I
- 24 have any questions at this time, but I do you
- 25 understand the situation that you described, and the

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- 1 staff and Office of Public Counsel will look into
- 2 these matters, and I'll just leave it at that for
- 3 right now.
- 4 A. All right, thank you, sir.
- 5 CHAIRMAN PRIDGIN: Mr. Wilson, thank you
- 6 for your testimony. And I think, I hope I'm
- 7 pronouncing this next name correctly, is it Don, is
- 8 it Wengler am I pronouncing that correctly.
- 9 MR. WENGLER: Yes, sir.
- 10 CHAIRMAN PRIDGIN: All right, sir, if
- 11 you'll come up?
- MR. WENGLER: I don't have anything to
- 13 say, it's pretty well been covered.
- 14 CHAIRMAN PRIDGIN: All right, and I
- 15 think the court reporter will want to know how to
- spell your last name; could you spell that, please?
- 17 MR. WENGLER: W-E-N-G-L-E-R.
- 18 CHAIRMAN PRIDGIN: And first name Don,
- 19 D-O-N, is that correct?
- MR. WENGLER: That's correct.
- 21 CHAIRMAN PRIDGIN: All right, thank you,
- 22 Mr. Wengler, thank you.
- 23 Well, those are all the folks I have who
- 24 signed up to testify. Is there anyone else who
- 25 wishes to testify? I see a couple of hands.

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1	All right. Ma'am, if you'd like to come	
2	up first.	
3	(Witness complies.)	
4	CHAIRMAN PRIDGIN: If you'll state your	
5	name?	
6	MS. CABRERA: Brenda Cabrera,	
7	B-R-E-N-D-A, C-A-B-R-E-R-A.	
8	CHAIRMAN PRIDGIN: All right, if you'll	
9	raise your right hand and be sworn, please.	
10	BRENDA CABRERA,	
11	of lawful age, having been first duly sworn to	
12	testify the truth, the whole truth, and nothing but	
13	the truth in the case aforesaid, deposes and says in	
14	reply to oral interrogatories propounded as follows,	
15	to-wit:	
16	EXAMINATION	
17	QUESTIONS BY CHAIRMAN PRIDGIN	
18	Q. Thank you so much, ma'am; again, if	
19	you'll state your name and spell it again for the	
20	court reporter.	
21	A. Brenda Cabrera, B-R-E-N-D-A,	
22	C-A-B-R-E-R-A.	
23	Q. And are you a customer of MPB?	
24	A. I am.	
25	Q. All right. Do you have a statement for	

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the Commissioner?

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- 2 A. I do. I understand that the previous
- 3 owners walked away, and it was a pretty dire
- 4 situation to try to find a receivership. And, and I
- 5 appreciate that Mr. Johanssen, I believe his name
- 6 is, is doing the best of his abilities. My concern
- 7 is whoever it was, and I apologize, I don't know all
- 8 the processes, but whoever it was that made him the
- 9 receivership, I don't know that they, that they
- 10 vetted him very well. It just seems like there's a
- 11 lot of things missing, as have been mentioned
- 12 before, people that haven't had bills the whole time
- 13 they've lived there and such, and so what we need is
- 14 money. We need money, I understand that there are
- 15 bills that need to be paid and there are things that
- 16 have to be done to keep this system running so that
- 17 we have sewer services to our homes. I'm not
- 18 disputing that, but there seems to be many people
- 19 out there that aren't paying their bill, and if we
- 20 had more money coming in from those people who are
- 21 in arrears, you know, we probably wouldn't need a
- 22 rate increase. And it just doesn't seem like
- 23 there's a sense of urgency to go out and find out
- 24 who's not paying. And that is, that's a huge
- 25 concern to me, because I feel like even

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- 1 Mr. Johanssen is not seeing that sense of urgency,
- 2 as much as we've told him that seems to being the
- 3 number one thing he should be trying to do.
- 4 So I'm disappointed in who they chose to
- 5 take over this process, and I understand they were
- 6 probably desperate, I wouldn't want the job, I don't
- 7 know many people that would be lining up to do it,
- 8 but I think that needs to be considered. We're in
- 9 essence being held hostage. There's, there's really
- 10 no other choices, and the money has to come, and we
- 11 have to have sewer services to our house, so I just
- 12 wish there was more communication, and I wish that
- 13 somebody somewhere would say before we turn this
- 14 over, there's processes that need to be addressed
- 15 immediately. And, and like another woman stated,
- she owns a business, and if she knows she has
- 17 customers out there that owe her money, she's going
- 18 to do what she needs to do to find out who those
- 19 customers are. And to me, there's money being left
- 20 on the table, and nobody's going back to pick it up.
- 21 So I think that really needs to be considered.
- 22 COMMISSIONER STOLL: I have no
- 23 questions, but I do appreciate your testimony
- 24 tonight.
- MS. CABRERA: Thank you.

Page 17 1 COMMISSIONER STOLL: Thank you. 2 CHAIRMAN PRIDGIN: Ms. Cabrera, thank 3 you, and I think I saw somebody else raise -- yes, sir. If you'd like to state and spell your name for 5 the court reporter, please, sir. 6 MR. PARENT: My name is Don Parent, 7 P-A-R-E-N-T. CHAIRMAN PRIDGIN: All right, if you'll 8 raise your right hand and be sworn, Mr. Parent. 10 DON PARENT, 11 of lawful age, having been first duly sworn to 12 testify the truth, the whole truth, and nothing but the truth in the case aforesaid, deposes and says in 13 reply to oral interrogatories propounded as follows, 14 15 to-wit: 16 EXAMINATION 17 OUESTIONS BY CHAIRMAN PRIDGIN 18 All right, thank you, Mr. Parent. 19 you would again please state your name and spell it 20 for the court reporter? 21 Α. My he name is Don Parent. We're billed by the MPB, I believe it is. 22 23 Q. Okay. 24 After listening to a lot of the Α. information that was provided tonight, I'm very 25

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- 1 concerned about the billing process, there
- 2 definitely is some huge gaps and lack of knowledge
- 3 of how to obtain the information of the residents in
- 4 the billing district. My gosh, it almost made me
- 5 want to get out there and say: Listen, I'll give
- 6 you a hand, you know, because there's, he certainly
- 7 didn't know -- he certainly didn't know what to do.
- 8 I appreciate a lot of the comments from the business
- 9 owners, because they certainly understand the
- 10 business processes. What really concerns me,
- 11 though, is okay, I understand they went into, the
- 12 previous owner went into receivership and revenue,
- 13 the revenue gaps existed there, and of course, I
- 14 feel like, like she said, we are kind of like the
- 15 hostage, because we're in Bridgewater Chase Estates,
- 16 and okay, we're better homes, and so I feel like
- 17 they're going to probably going to try to get a
- 18 little revenue out of us because they think that we
- 19 have more money available for this process.
- 20 And another thing that really bothers
- 21 me, too, is if the next company or companies or
- 22 individuals who are going to run our septic, or our
- 23 sewer system, what's our guarantees that they're not
- 24 going to be able to do what the previous, previous
- 25 company did, you know? So I worry about that.

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- 1 So those are just some of the things I
- 2 just feel that should be addressed. And I really
- 3 don't understand why they can't figure out what the
- 4 customer base is, because I deal with some systems
- 5 in another home I have in High Ridge, and they have
- 6 a real good idea of who's on the septic system and
- 7 who is not. So I thank you for listening to me.
- 8 CHAIRMAN PRIDGIN: Thank you very much.
- 9 Commissioner Stoll, any questions?
- 10 COMMISSIONER STOLL: No questions, I
- 11 understand that, your issues, and appreciate your
- 12 expressing those here this evening.
- MR. PARENT: Okay, thank you.
- 14 CHAIRMAN PRIDGIN: All right, thank you
- 15 for your testimony, sir.
- 16 All right. Anyone else that wishes to
- 17 testify? Another volunteer? Yes, sir.
- 18 CHAIRMAN PRIDGIN: All right. If you'll
- 19 state and spell your name for the court reporter,
- 20 please?
- 21 MR. KIRBY CABRERA: I'm Kirby Cabrera,
- 22 K-I-R-B-Y, Cabrera, C-A-B-R-E-R-A.
- 23 CHAIRMAN PRIDGIN: All right, if you'll
- 24 raise right hand and be sworn, please, sir?
- 25 KIRBY CABRERA,

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- 1 of lawful age, having been first duly sworn to
- 2 testify the truth, the whole truth, and nothing but
- 3 the truth in the case aforesaid, deposes and says in
- 4 reply to oral interrogatories propounded as follows,
- 5 to-wit:
- 6 EXAMINATION
- 7 QUESTIONS BY CHAIRMAN PRIDGIN
- 8 Q. All right, thank you very much, sir.
- 9 Again, if you'll state your name for the record.
- 10 A. Kirby Cabrera.
- 11 Q. And are you a customer of MPB?
- 12 A. Yes, I am.
- 13 Q. All right. Do you have a estimate for
- 14 the Commissioner, sir?
- 15 A. My statement is going back to Mr.
- 16 Johanssen and the billing process. I mean the last
- 17 bill I got, and I believe I'm current, I'm still
- 18 five months behind. If our billing process was, was
- 19 better addressed and we were all current, would we
- 20 still need these increases to where they are? And
- 21 the other thing is I pay an average of, I don't know
- 22 what the, the cost per thousand, but let's say
- 23 10,000 gallons of water for 25 bucks a month. I'm
- 24 going to pay \$36.00 a month to get rid of \$25.00
- 25 worth of water? I don't understand that process,

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- 1 I've never seen it happen like that before. And I
- 2 understand that for about a year and a half MPB
- 3 didn't bill any of us, so if there was no money
- 4 going into the coffer, no money to address the
- 5 problems that we were having, and when you called
- 6 them you couldn't get answers, when you mailed
- 7 checks in they would get mailed back, they wouldn't
- 8 return your calls, and we need to catch that up; but
- 9 also I mean we're getting 71 to 75 percent
- 10 participation, and it just doesn't seem right,
- 11 there's got to be a better way to address this whole
- 12 thing and keep our rates at a more, more cost
- 13 efficient than what they're going in. And that's
- 14 it.
- 15 **Q.** Okay.
- 16 COMMISSIONER STOLL: Would you restate
- 17 the -- how much water did you say you --
- 18 MR. KIRBY CABRERA: My average water
- 19 bill in the winter, and where I lived at before what
- 20 they did was they would take your March water bill,
- 21 they would average that out for the year, and that's
- 22 what they charged you for your sewer, you know, per
- 23 month, or they would, there was a formula that they
- 24 used. So right now my average water bill is about
- 25 26, \$27.00 a month, but yet they're wanting to

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- 1 charge me \$37.00, \$36.00 to get rid of that \$25.00
- 2 worth of water.
- 3 COMMISSIONER STOLL: I appreciate that,
- 4 I wanted you to restate that. I don't have answers
- 5 to any questions, nor am I supposed to do that, but
- 6 I do appreciate your, your comments.
- 7 MR. KIRBY CABRERA: Okay, thank you.
- 8 COMMISSIONER STOLL: Thank you.
- 9 CHAIRMAN PRIDGIN: All right. Thank
- 10 you. Anyone else?
- 11 MS. FREIERMUTH: Yeah.
- 12 CHAIRMAN PRIDGIN: Yes, ma'am. If
- 13 you'll state your name and spell it for the court
- 14 reporter.
- 15 MR. FR: My name is Marilyn, and my last
- 16 name is Freiermuth, it's F-R-E-I-E-R-M-U-T-H. And
- 17 my comment, my --
- 18 CHAIRMAN PRIDGIN: Could you get you to
- 19 take a --
- MS. FREIERMUTH: Again?
- 21 CHAIRMAN PRIDGIN: I need to swear you
- 22 in first.
- MS. FREIERMUTH: Oh, okay.
- 24 MARILYN FREIERMUTH,
- of lawful age, having been first duly sworn to

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- 1 testify the truth, the whole truth, and nothing but
- 2 the truth in the case aforesaid, deposes and says in
- 3 reply to oral interrogatories propounded as follows,
- 4 to-wit:
- 5 EXAMINATION
- 6 OUESTIONS BY CHAIRMAN PRIDGIN
- 7 Q. All right, thank you. And again, if
- 8 you'll state your name for the record?
- 9 A. Okay, it's Marilyn Freiermuth.
- 10 Q. And are you a customer of MPB?
- A. Mm-hmm.
- 12 Q. All right. Do you have a statement for
- 13 the Commission?
- 14 A. Yeah, this goes back into history.
- 15 We've been out here nine years, we got one water
- 16 bill the first year we lived here, we got none for
- 17 years later. Then all of a sudden we get a bill for
- 18 some \$500.00, and then the Commission steps in and
- 19 says you don't have to pay that, because they can't
- 20 go back more than a year. Has the Commission been
- 21 watching these people? MPB? That we're in such a
- 22 mess? My concern is with the Commission not
- 23 watching what's going on.
- 24 COMMISSIONER STOLL: I'm not here to
- 25 answer questions, I'm here to listen.

Page 24 1 MS. FREIERMUTH: Right. 2 COMMISSIONER STOLL: And I don't have 3 the answer to that anyway. MS. FREIERMUTH: Right, you know. My 4 5 concern is we're in a bad shape now -- not a question, but statement -- is like these other 6 7 people said, how do we know this isn't going to 8 happen to us again? 9 COMMISSIONER STOLL: Okay. I appreciate your testimony, and all this is very important, and 10 11 I'm taking notes, and we'll make sure that my 12 colleagues, fellow commissioners read the 13 transcript, too, so we can address those. Thank 14 you. 15 CHAIRMAN PRIDGIN: All right, ma'am, thank you for your time and testimony. Anyone else? 16 17 (No response.) 18 CHAIRMAN PRIDGIN: All right. Commissioner Stoll, do you have any closing remarks? 19 20 COMMISSIONER STOLL: I, once again, will 21 just thank you for coming out tonight. The reason we have these public hearings is to hear from folks, 22 whether it's, you know, regarding a rate increase or 23 24 the service that you receive, and these are important, and I'm glad you came out, took the time 25

Page 25 to come out and express your views to me and to the 2 other commissioners tonight, so thank you. 3 CHAIRMAN PRIDGIN: All right. And I would echo Commissioner Stoll's comments, thank you 4 5 for your participation, thank you for caring enough to come out and ask questions and to talk to people 6 7 and to talk to us. If there's nothing further, anything from Counsel? 8 9 MS. BAKER: No. 10 CHAIRMAN PRIDGIN: All right. Then that concludes this evening's local public hearing. 11 12 Thank you very much; we are off the record. 13 (Off the record at 7:43 p.m.) 14 15 16 17 18 19 20 21 22 23 24 25

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1	CERTIFICATE OF REPORTER	
2	I, Pamela K. Needham, Certified Court Reporter,	
3	Notary Public within and for the State of Missouri,	
4	do certify that the witness whose testimony appears	
5	in the foregoing deposition was duly sworn by me;	
6	the testimony of said witness was taken by me to the	
7	best of my ability and thereafter reduced to	
8	typewriting under my direction; that I am neither	
9	counsel for, related to, nor employed by any of the	
10	parties to the action in which this deposition was	
11	taken, and further, that I am not a relative or	
12	employee of any attorney or counsel employed by the	
13	parties thereto, nor financially or otherwise	
14	interested in the outcome of the action.	
15		
16		
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18	Pamela K. Needham, CSR, CCR	
	Illinois CSR No. 084-002247	
19	Missouri CCR No. 505	
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