

In the Matter of:

WILLIE J. HARRIS, JR.

v.

MISSOURI-AMERICAN WATER COMPANY

WC-2021-0129, VOL. IV

May 05, 2021



www.tigercr.com 573.999.2662

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

EVIDENTIARY HEARING VIA WEBEX

Willie J. Harris, Jr.,)	
)	
Complainant,)	
)	
v.)	File No. WC-2021-0129
)	
Missouri-American Water)	
Company,)	
)	
Respondent.)	

MAY 5, 2021

JEFFERSON CITY, MISSOURI

VOLUME 4

JANA JACOBS, Presiding
Regulatory Law Judge

MAIDA J. COLEMAN, Commissioner

REPORTED BY:
Beverly Jean Bentch, CCR No. 640
Tiger Court Reporting

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

A P P E A R A N C E S

FOR THE COMPANY:

JENNIFER HERNANDEZ

DEAN COOPER

BRYDON, SWEARENGEN & ENGLAND

312 East Capitol Avenue

Jefferson City, Missouri 65101

jhernandez@brydonlaw.com

and

TIMOTHY W. LUFT

Missouri-American Water Company

727 Craig Road

St. Louis, Missouri 53141

Timothy.Luft@amwater.com

FOR THE COMMISSION:

KAREN BRETZ

200 Madison Street, PO Box 360

Jefferson City, Missouri 65102-0360

Karen.Bretz@psc.mo.gov

ALSO PRESENT:

Willie J. Harris, Jr.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

I N D E X

Page

Respondent's Witness:

BONITA HARRIS
Questions by Judge Jacobs 264

Staff's Witness:

DEBORAH BERNSEN
Direct Examination by Ms. Bretz 272
Questions by Judge Jacobs 286
Cross-Examination by Ms. Hernandez 305
Cross-Examination by Mr. Harris 306

E X H I B I T I N D E X

Staff's Exhibits:

101 Staff's Report and Attachments 273
103 MAWC Response to DR #1 274
104 MAWC Response to DR #3 275
105 MAWC Response to DR #5 276
106 MAWC Response to DR #6 277
107 MAWC Response to DR #7 278
108 MAWC Response to DR #10 (skipped over)
109 MAWC Response to DR #13 (withdrawn)
110 MAWC Response to DR #14 285

P R O C E E D I N G S

1
2 JUDGE JACOBS: We are now going on the record
3 in this hearing. This is in Case No. WC-2021-0129. The
4 time is 8:21 a.m. Today is May 5, 2021. This concerns
5 Mr. Willie Harris, Jr.'s complaint before the Public
6 Service Commission in regard to Missouri-American Water
7 Company.

8 This hearing got underway yesterday, May 4,
9 and we were unable to hear from all witnesses before we
10 had to close the hearing. So before we closed the
11 hearing yesterday, we all agreed that the hearing would
12 resume this morning at 8:15 a.m. and the connection
13 information was provided to all parties by email. I
14 have now confirmed that that information did go out and
15 it was sent to Mr. Harris at the same email address
16 where he was receiving information yesterday during our
17 hearing.

18 Unfortunately it appears that Mr. Harris is
19 not yet connected to the call or to the conference. I
20 have attempted to reach Mr. Harris this morning by
21 phone. I called him at the phone number that is listed
22 on his complaint and I left a message there. I've also
23 forwarded to him again the email message that was sent
24 to him yesterday, and I copied that to all the parties
25 providing the connection information. So I do not know

1 if there's a technical problem that is preventing a
2 connection this morning or if Mr. Harris has decided not
3 to appear for some reason. I haven't received a reply
4 to the email and I haven't received a phone call. What
5 we're going to do is proceed to hear from witnesses this
6 morning.

7 We will be on the record this morning until
8 10:00 a.m. when we need to wrap things up so that our
9 court reporter can go to another proceeding and so that
10 the Commission can conduct its agenda at 10:15 this
11 morning. Let's see. I believe now I've officially
12 oriented everybody to where we are in this process. And
13 so because we don't have Mr. Harris with us and this
14 hearing is underway, Staff was the next party up to
15 present their evidence to the Commission.

16 So what we'll do is proceed with Staff's
17 witnesses. And we have confirmed that Ms. Bernsen is
18 available. She's on video and we can hear her. So Ms.
19 Bretz, can I swear in your witness and then pass her
20 over to you?

21 MS. BRETZ: Sure. Can we do one preliminary
22 housekeeping thing before that?

23 JUDGE JACOBS: Sure.

24 MS. BRETZ: Staff has a number of exhibits.
25 We've submitted them for the Commission. So I'm

1 wondering when would be the best time to introduce those
2 just as Mr. Harris introduced his exhibits yesterday? I
3 can go through them. These are exhibits that Ms.
4 Bernsen and Mr. Roos used in preparation of their
5 reports. I can through the exhibits with Ms. Bernsen
6 right now or how would you like to do that?

7 JUDGE JACOBS: Yeah. I think I just assumed
8 that you would decide when you wanted to offer them and
9 I wouldn't direct that process for you. So if you want
10 to offer them right now, I'm fine with that. I really
11 directed the process more with Mr. Harris because he's
12 pro se. So if you're ready to offer those and you think
13 that's appropriate, you can do that or you can do it
14 after we've heard from your witnesses, whatever you
15 think is appropriate.

16 MS. BRETZ: I'll do that right away and then
17 we'll get exhibit numbers and then if Ms. Bernsen needs
18 to refer to them during her testimony it will maybe make
19 things simpler.

20 JUDGE JACOBS: Thank you. That probably will
21 help quite a bit.

22 MS. BRETZ: Okay. Ms. Bernsen, please state
23 your name for the record and spell it.

24 THE WITNESS: My name is Deborah Bernsen,
25 D-e-b-o-r-a-h --

1 JUDGE JACOBS: I'm sorry. I think we have
2 some late arrivals. So I'm sorry. I'm going to
3 interrupt you, Ms. Bernsen, and I apologize.

4 MR. HARRIS: Hello.

5 JUDGE JACOBS: Hello. Has Mr. Harris joined
6 the call?

7 MR. HARRIS: Yeah. I'm having some problems
8 getting on.

9 JUDGE JACOBS: Okay. So it sounds like you
10 have a phone connection here this morning so you can
11 hear everything.

12 MR. HARRIS: Yeah, I do.

13 JUDGE JACOBS: Can we proceed in that manner,
14 sir, so that we can get going?

15 MR. HARRIS: Yes. My wife is still trying to
16 get on.

17 JUDGE JACOBS: So she was trying to get on
18 video and you are using the phone?

19 MR. HARRIS: Yes.

20 JUDGE JACOBS: So because you weren't here, I
21 did give you a phone call and then I also sent that
22 email message to you to try to make sure you could
23 connect with us. Okay?

24 MR. HARRIS: Okay.

25 JUDGE JACOBS: Now you've arrived and I

1 believe that you were going to offer testimony from your
2 wife; is that right?

3 MR. HARRIS: Yes.

4 JUDGE JACOBS: But you're having some
5 technical problems?

6 MR. HARRIS: Yeah. This computer is an older
7 one. It's very slow.

8 JUDGE JACOBS: So would it be possible for
9 your wife to give her testimony today by phone instead?

10 MR. HARRIS: Yeah, she can.

11 JUDGE JACOBS: Okay. So we did have some
12 testimony yesterday by phone. It seemed to work just
13 fine.

14 MR. HARRIS: Okay. Well, you want to talk to
15 her now?

16 JUDGE JACOBS: So did you want to -- Are you
17 guys going to share a phone for this process or are you
18 just going to hand the phone over to her?

19 MR. HARRIS: Okay. Could you kindly give her
20 some instructions on this? Maybe she can get it in
21 again.

22 JUDGE JACOBS: Is she trying to connect by the
23 computer, sir?

24 MR. HARRIS: Yes.

25 JUDGE JACOBS: Okay. I think this is what

1 we're going to do. Once again apologies to everyone who
2 showed up here this morning on time ready to go. We are
3 going to take a 10-minute recess while I help the
4 Harris' get connected to the call. So we will get back
5 on here at 8:37. We're off the record right now. Thank
6 you so much for your patience. Mr. Harris and
7 Mrs. Harris, please stay with me.

8 MR. HARRIS: Okay.

9 (Off the record.)

10 JUDGE JACOBS: Good morning, everyone. Back
11 on the record in WC-2021-0129. We have been able to
12 connect Ms. Harris to our call here this morning. We
13 also have Mr. Harris on the phone. Looks like I have
14 all the attorneys that I need to get going. So we can
15 proceed.

16 Where we left off yesterday was Mr. Harris was
17 going to offer his witness, his wife, Ms. Bonita Harris,
18 and Ms. Harris is with us right now. So unless anybody
19 else has any preliminaries to bring up before we get
20 going with Ms. Harris' testimony, we can go ahead and
21 hear from Ms. Harris. Did anyone have anything they
22 wanted to bring up before we get going today? I'm not
23 seeing anyone who needs to say anything. We will go
24 ahead with Ms. Harris' testimony. The way we've done it
25 with Mr. Harris' witnesses is I've essentially given

1 them a chance to make a statement and ask them questions
2 about whatever it is that they wanted to present today.
3 That's how I'll proceed with Ms. Harris this morning.

4 First of all, Ms. Harris, I need to swear you
5 in as a witness. So could you raise your right hand for
6 us, please?

7 (Witness sworn.)

8 JUDGE JACOBS: Okay. Thank you very much.

9 BONITA HARRIS, being sworn, testified as follows:

10 QUESTIONS BY JUDGE JACOBS:

11 Q. Could you state your name for the record and
12 spell it?

13 A. It's Bonita. It's B-o-n-i-t-a Harris,
14 H-a-r-r-i-s.

15 Q. Okay. So I'm going to go ahead and open the
16 floor to you to let you make whatever statement it was
17 that you wanted to make this morning and then I'll ask
18 some follow up questions. Okay? Was there something
19 that you wanted to let the Commission know after having
20 listened to all that testimony yesterday or something
21 else that you think the Commission needs to know about
22 the case?

23 A. I would like to say something about this
24 picture or something that you sent us about the house.
25 Wouldn't that be -- now, I know they was saying -- I

1 know Mr. Roos, he got this off of --

2 Q. So I actually don't want to address that right
3 now, because, in fact, you will have a chance to do that
4 again when Mr. Roos is a witness. So if you have
5 questions for Mr. Roos about that, then that is when you
6 can ask him questions then. So really what we need to
7 hear from you is whatever information that you have
8 about this case.

9 A. Well, I moved there in '05 February. And my
10 son, Antonio Bell, he built the closet for me that I
11 wanted downstairs in the basement because we just -- I
12 had so much stuff.

13 Q. And that's the closet where we saw pictures of
14 the water meter?

15 A. Yes. And only way you can get into it you got
16 to be in the basement in the closet and then you can get
17 to it, because it's got a hole that's cut in it so you
18 can get to the water meter. And my son, as far as being
19 leaks or anything, we haven't had no leaks in the house,
20 because I have him check certain stuff too sometimes.
21 My daughter checks it, whoever, my son-in-law. And they
22 check the house for us all the time. And if I think I
23 got a problem or something, I send one of them out
24 there. Or they'll call me if there's a problem. Other
25 than that, we haven't seen a whole lot of water or

1 nothing.

2 Q. I'm going to ask you a few questions and I
3 know that a lot of questions have been asked about your
4 family and your family relationships. I think that can
5 seem kind of invasive. The only reason we're asking
6 those questions is just because they've come up in the
7 timeline of the case in people's testimony. Okay?

8 All right. So Mr. Harris and you are married.
9 When were you married, ma'am?

10 A. 2015.

11 Q. Okay.

12 A. I think it was April 29, 2015.

13 Q. Okay. And when did you first live in the
14 Garham Drive house full time? I think you just told us
15 it was February of 2005; is that right?

16 A. Uh-huh, February 5, 2005.

17 Q. Okay. And you've told us that you wanted a
18 closet to be built in that house because you had a lot
19 of stuff?

20 A. Right.

21 Q. Okay. Shortly thereafter you and Mr. Harris
22 moved to Arkansas; is that right?

23 A. I think it was June or July. It was June or
24 July when we moved here in Arkansas.

25 Q. Of 2005?

1 A. Uh-huh.

2 Q. Okay. Do you ever visit the Garham Drive
3 house by yourself without Mr. Harris?

4 A. Most of the time we always go together. We
5 usually drive two cars or we drive one car.

6 Q. Okay. So do you ever go by yourself or no?

7 A. I can't remember any time I've been by myself.

8 Q. Are there certain times of year when you
9 typically visit St. Louis?

10 A. Most of the time it would be in December, the
11 first part of December, because I'd be just getting out
12 of classes, college classes.

13 Q. So when you moved to Arkansas, were you -- Are
14 you retired at this time, ma'am?

15 A. Yes, I'm retired.

16 Q. When did you retire?

17 A. When was it? Somewhere between '06 and '05,
18 somewhere between there.

19 Q. Were you retired when you moved to Arkansas or
20 did you have a job in Arkansas?

21 A. No, I didn't have a job in Arkansas and I had
22 worked at Siemens in Texas. When I left, I moved to St.
23 Louis, and then after that about a month or two I told
24 them I wasn't coming back. I told them I was going to
25 retire and so I did.

1 Q. You haven't been employed since you moved to
2 Arkansas and you moved to Arkansas in 2005?

3 A. Uh-huh. I was not employed in Arkansas at
4 all.

5 Q. So where do you typically spend Thanksgiving?

6 A. Most of the time here in Arkansas because I
7 was going to college for the last since 2016 and we go
8 home right after I get out in December. Most of the
9 time it's around the 8th or 10th of December.

10 Q. Okay. So I noticed that when the Company has
11 indicated that they did some meter work at the Garham
12 Drive house was November of 2009. That was quite a long
13 time ago. But it also appears that it was around
14 Thanksgiving. So did you ever spend your Thanksgivings
15 in St. Louis after you moved to Arkansas?

16 A. We didn't. We maybe spent one, but I'm not
17 for sure because, like I said, I was in school and I was
18 down here. We just moved in the house and I was trying
19 to get everything done down here.

20 Q. I thought you said that you started going to
21 college in 2016. When did you start going to college?

22 A. 2016.

23 Q. Okay. Because I'm asking about 2009.

24 A. 2009. I don't even think we went back home in
25 2009, because we was busy trying to get things fixed

1 down here. I know my husband was having some stuff done
2 to the house.

3 Q. The house in Arkansas or St. Louis?

4 A. The house in Arkansas.

5 Q. Okay. Do you know any of the people in the
6 neighborhood in the Garham Drive area?

7 A. Yes, uh-huh. I know at least several.

8 Q. Have you talked to them about this situation
9 with your high water bills in trying to figure out what
10 happened at your house?

11 A. No. The only one I kind of talked to was my
12 neighbor across the street. What is her last name?
13 It's Cynthia and Toyce. I talked to them. The lady
14 named Angela, she works all the time. So I didn't get a
15 chance to talk to her. The lady down the street, Joann,
16 I didn't get to work to her because she works all the
17 time too.

18 Q. Did you talk to any of your neighbors about
19 your concerns about high water bills at your house?

20 A. No. The only one I spoke with was Cynthia and
21 Toyce and asked them if they seen anything. We kind of
22 mentioned that we were having a problem with this water.

23 Q. Are those neighbors neighbors that are right
24 next to your property on Garham Drive?

25 A. No, they're across the street.

1 Q. Are you involved -- I'm sorry. Go ahead.

2 A. Mostly everybody over there works except maybe
3 two or three couples that's old and retired.

4 Q. Are you involved in paying for the expenses
5 for the Garham house? By that I mean do you get the
6 bills and look at them and make payments?

7 A. I make payments if he wants me to write the
8 checks out like that. I write the checks out.

9 Q. Did you notice any change in your other
10 utilities around the same time as the high water bills?

11 A. No.

12 JUDGE JACOBS: Okay. So those are all the
13 questions that I had for you, Ms. Harris.

14 THE WITNESS: Huh-uh.

15 JUDGE JACOBS: Was there anything else that
16 you wanted to say before I ask the attorneys for the
17 Staff of the Commission and the Company if they have any
18 questions for you?

19 THE WITNESS: No.

20 JUDGE JACOBS: Okay. So any cross-examination
21 from Staff?

22 MS. BRETZ: Nothing. Thank you.

23 JUDGE JACOBS: Any cross-examination from the
24 Company?

25 MS. HERNANDEZ: No questions. Thank you.

1 JUDGE JACOBS: Thank you. If I have any
2 questions from Commissioners, the floor is open for
3 those to come in now. I do not have any additional
4 questions for you, Ms. Harris. I appreciate your being
5 available this morning and figuring out the WebEx
6 challenges and giving your testimony this morning.
7 Okay?

8 THE WITNESS: Thank you so much.

9 JUDGE JACOBS: Thank you very much. Okay. So
10 Ms. Harris, you're now excused, and we can proceed to
11 Staff. And before the Harris' were able to get
12 connected this morning we were on the record and we were
13 talking to Ms. Bretz about how she wanted to proceed,
14 and I think we were getting ready to take Ms. Bernsen's
15 testimony. So I will hand it over to Staff counsel.
16 Let me know --

17 MS. HARRIS: Baby, you want to come in here?

18 JUDGE JACOBS: Ms. Harris, I'm going to ask
19 you to mute your line. I'm going to mute you right now.

20 MS. HERNANDEZ: Judge, I may have missed this
21 but I don't know if Ms. Bernsen was sworn in or not.

22 JUDGE JACOBS: She was not. I was just
23 getting ready to do that. We will make sure that
24 happens, and I appreciate everyone keeping me on track
25 today.

1 MS. HERNANDEZ: I thought I might have missed
2 it.

3 JUDGE JACOBS: That's okay. Please help me.
4 Okay. So Ms. Bretz, were you ready to proceed at this
5 time with Ms. Bernsen's testimony?

6 MS. BRETZ: Yes, yes, I am. Thank you.

7 JUDGE JACOBS: Okay. So then we will get Ms.
8 Bernsen sworn in. All right. Ms. Bernsen, would you
9 please state your name for the record and then I will
10 swear you in?

11 THE WITNESS: Yes. My name is Deborah
12 Bernsen, D-e-b-o-r-a-h B-e-r-n-s-e-n.

13 JUDGE JACOBS: Thank you very much. Would you
14 raise your right hand, please, ma'am?

15 (Witness sworn.)

16 JUDGE JACOBS: Thank you very much. You may
17 now proceed.

18 DEBORAH BERNSEN, being sworn, testified as follows:

19 DIRECT EXAMINATION BY MS. BRETZ:

20 Q. Good morning, again, Ms. Bernsen.

21 A. Good morning.

22 Q. Who employs you and what's your job title?

23 A. I work for the Missouri Public Service
24 Commission, and I am a Senior Research Data Analyst in
25 the Customer Experience Department.

1 Q. Are you the same Deborah Bernsen that
2 contributed to Staff's Report?

3 A. Yes, I am.

4 Q. Okay. Do you have any changes to your report?

5 A. No, I do not.

6 Q. Is your report true and correct, to the best
7 of your knowledge?

8 A. Yes, it is.

9 MS. BRETZ: Judge, we would offer Staff's
10 report which is pages 1 through 21 of our submitted
11 exhibits. We'll offer that as Exhibit 101.

12 JUDGE JACOBS: Thank you very much. Is there
13 any objection to Staff's offer of the report of Staff?

14 MS. HERNANDEZ: No objections.

15 JUDGE JACOBS: Okay. Hearing no objections,
16 Exhibit 101 will be admitted into the record.

17 (STAFF'S EXHIBIT 101 WAS RECEIVED INTO
18 EVIDENCE AND MADE A PART OF THIS RECORD.)

19 MS. BRETZ: As we just described earlier, I'll
20 go through the other exhibits except for Mr. Roos'
21 exhibit and ask for them to be introduced now.

22 BY MS. BRETZ:

23 Q. So the next exhibit is pages 25 through 30
24 that we submitted, Missouri-American Response to DR 1
25 selected pages. Could you please explain what those

1 are, Ms. Bernsen?

2 A. Yes. I'm flipping to it to make sure it's
3 absolutely a good definition here for you. Okay. Data
4 Request 1 had to do with billings and payment histories
5 that we requested from Missouri-American and received in
6 this data request response.

7 Q. And what dates are these billings?

8 A. The billings that we included here were
9 10/8/20 and 8/6/19.

10 MS. BRETZ: Okay. Thank you. Judge, I would
11 offer these exhibits as Exhibit 103.

12 JUDGE JACOBS: Okay. So we have 101 -- We
13 have 100, 101 and now we're going to 103 because you're
14 trying to keep the order with your spreadsheets; is that
15 right?

16 MS. BRETZ: Yes.

17 JUDGE JACOBS: Okay. All right. So these are
18 documents, Mr. Harris, that were mailed to you by the
19 Staff of the Commission in a packet that was delivered
20 to your house and Ms. Bretz is now offering these
21 statements into the record. Is there any objection from
22 any party to these exhibits being admitted to the
23 record? This is the responses to Data Request #1.

24 MS. HERNANDEZ: No objection.

25 JUDGE JACOBS: Hearing no objection, those

1 exhibits will be admitted. That was admitted as 103.

2 MS. BRETZ: Thank you.

3 (STAFF'S EXHIBIT 103 WAS RECEIVED INTO
4 EVIDENCE AND MADE A PART OF THIS RECORD.)

5 BY MS. BRETZ:

6 Q. So the next two pages -- And again, the page
7 numbers are at the bottom of the filing in black. So
8 the next one is pages 31 and 32 which are
9 Missouri-American responses to DR #3. Could you briefly
10 explain what these are, Ms. Bernsen?

11 A. Yes. DR #3 was requesting account notes that
12 were put in by the various representatives that spoke to
13 Mr. Harris. And so that's what those represent are some
14 specific pages 6-7 and some account notes.

15 MS. BRETZ: Okay. I would offer these as
16 Exhibit 104.

17 JUDGE JACOBS: Is there any objection to
18 Exhibit 104, which are customer service notations from
19 the Company provided in Staff's investigation?

20 MS. HERNANDEZ: No objection.

21 JUDGE JACOBS: Hearing no objection, Exhibit
22 104 will be admitted.

23 (STAFF'S EXHIBIT 104 WAS RECEIVED INTO
24 EVIDENCE AND MADE A PART OF THIS RECORD.)

25 BY MS. BRETZ:

1 Q. And then the next one is page 33, which is
2 Missouri-American's response to DR 5. Could you explain
3 what that is, Ms. Bernsen?

4 A. Yes. That was a request that Staff made for
5 some water meter numbers when they were installed and
6 what the serial numbers were.

7 MS. BRETZ: Judge, we would ask this be
8 introduced as Exhibit 105.

9 JUDGE JACOBS: So the offered exhibit is a
10 single page that constitutes a response to a request
11 from Staff to the Company in regard to installation of a
12 water meter?

13 MS. BRETZ: Yes.

14 JUDGE JACOBS: Any objection to that document
15 being admitted into the record as Exhibit 105?

16 MS. HERNANDEZ: No objection.

17 JUDGE JACOBS: Hearing no objections, Exhibit
18 105 will be admitted.

19 (STAFF'S EXHIBIT 105 WAS RECEIVED INTO
20 EVIDENCE AND MADE A PART OF THIS RECORD.)

21 BY MS. BRETZ:

22 Q. The next is three pages. It's pages 34
23 through 36, Missouri-American response to DR 6. Could
24 you please explain what that is, Ms. Bernsen?

25 A. The response to the -- The request was for

1 meter readings starting with 2015, dates of those
2 readings and the reasons for the reading, the type and
3 then what the meter actually read and it was three
4 pages.

5 Q. What are the second and third pages?

6 A. The second and third pages -- The Company uses
7 a meter reading reason and a meter reading type to
8 indicate how it was obtained and the reason why it was
9 obtained at that time. And these are code sheets that
10 help to interpret what those numbers are on the actual
11 response.

12 MS. BRETZ: Thank you. Judge, we would offer
13 this as Exhibit 106.

14 JUDGE JACOBS: Okay. So Exhibit 106, the
15 proposed exhibit constitutes what I would call a meter
16 reading log and then the two keys that go with it that
17 provide the reason code and the type code for that log.
18 Any objection to those documents being admitted into the
19 record as Exhibit 106?

20 MS. HERNANDEZ: No objection.

21 JUDGE JACOBS: Hearing no objections, that
22 exhibit will be admitted.

23 (STAFF'S EXHIBIT 106 WAS RECEIVED INTO
24 EVIDENCE AND MADE A PART OF THIS RECORD.)

25 BY MS. BRETZ:

1 Q. The next is page 37. It's Missouri-American
2 response to DR #7. Could you briefly explain that, Ms.
3 Bernsen?

4 A. Yes. This is again a one-page response, and
5 what the request was for asked a question were Mr.
6 Harris' meter readings were they actual or ever
7 estimated. This was a response to that data request.

8 Q. Okay. Thank you. And then the next is page
9 38 --

10 MS. BRETZ: Oh, I'm sorry. I would ask that
11 that be introduced as Staff Exhibit 107.

12 JUDGE JACOBS: Is there any objection to
13 admission of this document which is a response to a
14 request for information from Staff to the Company?

15 MS. HERNANDEZ: No objection.

16 JUDGE JACOBS: Thank you so much. Hearing no
17 objection, 107 will be admitted.

18 (STAFF'S EXHIBIT 107 WAS RECEIVED INTO
19 EVIDENCE AND MADE A PART OF THIS RECORD.)

20 BY MS. BRETZ:

21 Q. The next is page 38 which is Missouri-American
22 response to DR 10. Could you explain that too, Ms.
23 Bernsen?

24 A. DR 10 asks for the Company to describe its
25 investigation of high usage.

1 MS. BRETZ: Judge, we would ask it be
2 introduced as Staff Exhibit 108.

3 JUDGE JACOBS: Okay. I have a question about
4 this. Ms. Bernsen, can you tell me where these
5 documents talk about high usage and what's being offered
6 here?

7 THE WITNESS: Judge, let me go back to the
8 original data request that it should have.

9 JUDGE JACOBS: So the reason I'm asking is
10 because I see a request for information and then I see
11 attached to it the documents apparently concerning a
12 November 30, 2009 event. So I'm trying to confirm that
13 what is being offered here is what was intended.

14 THE WITNESS: Yes, Judge. Good catch. It
15 appears that the actual response sheet did not get
16 included in here as it should have. In some cases the
17 Company responded on a separate sheet. And in other
18 cases the Company responded with the actual request on
19 there. I do have a copy of what the actual response is
20 on it. This is DR 10. We can find a way to get this
21 into the record somehow. It should have been included
22 in here and I don't see it.

23 MS. BRETZ: Judge, I apologize. That's my
24 fault in preparing the exhibits. I printed off the
25 wrong sheet.

1 JUDGE JACOBS: I don't think there's anything
2 to offer here at this point. So could we put a pin in
3 this and give you an opportunity to figure out what was
4 supposed to be attached and then it could be shared with
5 the parties and we can take it up at that point.

6 MS. BRETZ: Sure, that would be great. Maybe
7 at a break I can print it out.

8 JUDGE JACOBS: We'll let you sort that out at
9 a break. Do you want to go ahead and move on to your
10 next one?

11 MS. BRETZ: Okay. So otherwise we would mark
12 that as Exhibit 108. We'll skip over that for now.
13 Let me get back to the exhibit list here.

14 BY MS. BRETZ:

15 Q. So our next is sheet 39. Could you please
16 explain what that is, Ms. Bernsen?

17 A. Yes. This is a work order for installation of
18 a new meter at the Harris' residence in St. Louis.

19 MS. BRETZ: Judge, we would ask that be
20 entered as Exhibit 109.

21 JUDGE JACOBS: Okay. Is there any objection
22 to what has been offered as Exhibit 109?

23 MS. HERNANDEZ: No objection.

24 MS. BRETZ: And then the last is Sheet 40.

25 JUDGE JACOBS: One moment.

1 MS. BRETZ: I'm sorry.

2 JUDGE JACOBS: Mr. Harris, Exhibit 109 has
3 been offered. It looked like you were not present at
4 that point. Once again, any objection to Exhibit 109,
5 which is a work order for a meter installation in
6 November 2009?

7 MR. HARRIS: Yes, I have an objection.

8 JUDGE JACOBS: What's your objection, sir?

9 MR. HARRIS: My objection is that was the
10 individual that was supposed to have done that work
11 order, is he present?

12 JUDGE JACOBS: So we will have an opportunity
13 to ask some more questions about the Company's
14 allegation that a meter was installed in 2009. But you
15 are essentially raising a question about the credibility
16 of the document itself.

17 MR. HARRIS: Yes, that's correct.

18 JUDGE JACOBS: Ms. Bernsen, would you please
19 explain to us how the Staff came to acquire this
20 document?

21 THE WITNESS: Yes, Judge. This is the --
22 Staff put a request in. It was DR 13 specifically to
23 please provide a copy of the work order or any other
24 type of record that documents the installation of a new
25 meter on 11/30/2009 at the customer's service address.

1 It goes on to ask for include information on the type
2 and manufacturer, also provide any account notes or
3 correspondence that may document MAWC's arrangement --

4 I'll start with the beginning of the sentence.
5 Also please provide any account notes or correspondence
6 that may document MAWC's arrangements for meeting with
7 the customer or any other authorized party to gain
8 access at the address.

9 JUDGE JACOBS: Ms. Bernsen, I'm sorry. What
10 you're reading from has not actually been included in
11 Staff's exhibits; is that right?

12 THE WITNESS: No, that would have actually --
13 That's actually the request and I think we tried to
14 include the documents themselves. So I don't know if
15 that's in the record.

16 MS. BRETZ: Maybe I can help a little bit.

17 JUDGE JACOBS: Actually there's something else
18 I'm driving at here that I don't want to let go of. I
19 think that this document that's been offered by Staff
20 here actually appears elsewhere in documents that have
21 been offered by the Company; isn't that correct?

22 MS. HERNANDEZ: That's correct. It should be
23 included in the affidavit of Ms. Figueroa.

24 JUDGE JACOBS: Okay. And so I think a witness
25 for the Company would be better positioned to answer

1 questions about the authenticity of the document and how
2 it was generated. So it may make sense to just let the
3 Company offer this document into evidence because that
4 witness can explain how these documents are generated.

5 MR. HARRIS: Judge, on that document it is
6 initiated by Willie Harris.

7 JUDGE JACOBS: Mr. Harris, you will have an
8 opportunity to talk about this document. So I posed an
9 issue here that I would like the parties to address
10 because we may not be dealing with this at this point.

11 MR. HARRIS: Okay.

12 JUDGE JACOBS: Ms. Bretz, there may be some
13 reason why you insist that this needs to be in your
14 exhibits at this time.

15 MS. BRETZ: No, I think your plan is good.
16 Staff has no objection to that. Of course, this is a
17 normal business record of Missouri-American. It's
18 something they routinely prepare during the course of
19 their business.

20 JUDGE JACOBS: But of course, we would prefer
21 to hear that testimony from a Company witness about
22 their process for generating records, right?

23 MS. BRETZ: Yes, that sounds reasonable. We
24 have no objection.

25 JUDGE JACOBS: Okay. So are you withdrawing

1 your offer of Exhibit 109 or should we phrase that
2 another way?

3 MS. BRETZ: We'll withdraw it and Ms. Figueroa
4 will introduce it later.

5 JUDGE JACOBS: Okay. I apologize for that
6 interruption. I think you had one more document you
7 wanted to offer. So you can go ahead, please.

8 MS. BRETZ: Sure.

9 BY MS. BRETZ:

10 Q. So the last one is page number 40. It's
11 Missouri-American's response to DR #14. Could you
12 briefly explain that, Ms. Bernsen?

13 A. Yes. In this case we had asked the Company
14 for a copy of the completed work order from October 18,
15 2019 when the Company met with Mr. Harris at his Garham
16 address and this is the service notes that were
17 responded.

18 MS. BRETZ: Thanks. Judge, we offer this as
19 Staff Exhibit 109.

20 JUDGE JACOBS: So could we call this one 110
21 just to keep things straight because 109 was withdrawn
22 and it will be complicated to explain that?

23 MS. BRETZ: Sure.

24 JUDGE JACOBS: This will be offered as 110
25 then. Is there any objection to this document being

1 included in the record?

2 MS. HERNANDEZ: No objection.

3 JUDGE JACOBS: Thank you very much. Exhibit
4 110 has been admitted to the record.

5 (STAFF'S EXHIBIT 110 WAS RECEIVED INTO
6 EVIDENCE AND MADE A PART OF THIS RECORD.)

7 MS. BRETZ: That's all that we have for
8 exhibits to come in through Ms. Bernsen. I tender Ms.
9 Bernsen for cross-examination.

10 JUDGE JACOBS: Okay. Thank you very much. So
11 is there any cross-examination from the Company for Ms.
12 Bernsen?

13 MS. HERNANDEZ: No questions. Thank you.

14 JUDGE JACOBS: And Mr. Harris, did you have
15 any questions that you wanted to ask Ms. Bernsen, and I
16 want to make sure that you understand her role. So I'm
17 going to help you with that a little bit. Ms. Bernsen
18 works for the Staff of the Commission, and part of her
19 job is working on complaints that people submit. So she
20 may be able to tell you more about that, but that is her
21 role. Okay. Do you have any questions for Ms. Bernsen?

22 MR. HARRIS: Not at this time. Could I
23 question her later?

24 JUDGE JACOBS: If you come up with some
25 questions based on additional questions that are asked

1 of her, then you would have an opportunity to do that.
2 Okay?

3 MR. HARRIS: Okay.

4 JUDGE JACOBS: I'm going to remind you, sir, I
5 need you to keep your line muted for us today if you're
6 not speaking. Thank you.

7 JUDGE JACOBS: Okay. So the floor is open to
8 questions from the Commission. I know that we have
9 Commissioner Coleman with us here this morning. I
10 invite her to speak up and ask questions at any point if
11 she would like to do so. I'm not aware if there are any
12 other Commissioners with us. If you'd like to be
13 recognized and you want to go ahead and speak up, please
14 do that. I may have had to mute your line because I did
15 have a noisy line or two. If you're on a call-in line,
16 you might have to press #6 in order to speak up. I do
17 have some questions for Ms. Bernsen today.

18 QUESTIONS BY JUDGE JACOBS:

19 Q. First of all, Ms. Bernsen, what does sewer
20 district billing tell us about Mr. Harris' water usage?
21 Do you know anything about that?

22 A. I really do not know much about the sewer
23 district and how they bill. I did put a request in for
24 some information from the Company just to confirm that
25 they do provide Metropolitan Sewer District with a

1 customer's water usage at various times during the year.
2 And on that basis, then the Company determines how they
3 will bill the customer for their wastewater usage. I
4 know at one point Mr. Harris and I had had a
5 conversation and he then sent in a copy of his sewer
6 bill, MSD bill, to illustrate what he had been paying.

7 Q. Okay. Based on your experience, what are the
8 different kinds of possible causes of a very high and
9 unusual water bill? Are you able to summarize what the
10 range of possible causes could be?

11 A. I have some experience in this area, but I'm
12 certainly not a water engineer. And Mr. Roos who will
13 be up later may have certainly much more technical
14 knowledge in that area about what can cause things.
15 Obviously I have over the years seen various situations.
16 I have even experienced one where I had a high water
17 bill and, you know, anything from leaving a tap on, to a
18 toilet running, people actually having a leak, finding a
19 leak in sometimes a yard. I know there are lots of
20 different things that could occur. In this case,
21 frankly, I cannot determine why the bill was so high.

22 Q. Right. And I really am not -- It would be
23 wonderful if someone was able to give us some testimony
24 about exactly what is happening in this case. I think
25 everyone would be really pleased if we could hear that

1 testimony. I just wanted to get an idea of what the
2 different possible causes are. You identified leaks, a
3 tap running. What about problems with meters? Is that
4 a possible source of a problem?

5 A. Meters can be a source. In my over 30 years
6 here at the Commission, I have witnessed meter tests,
7 actually even water meter tests at test sites. I have,
8 you know, I have never seen a meter fail a test. That
9 seems to be very infrequent. I've had no experience
10 with that. So I don't think -- It's a good idea to test
11 just to verify that, but I have personally not witnessed
12 any tests that came out that way.

13 Q. So I think I interrupted you. Did you say you
14 don't think it's a good idea to test or you do think
15 it's a good idea to test?

16 A. I think it's a good idea to test. I've been
17 involved in some other complaints. I was also a
18 customer services person in the past that took
19 complaints for the Commission. I think it's a good
20 idea. It sometimes can give some assurance to a
21 customer and to the Company what is going on. It checks
22 one thing off the box. I think it's a good idea to
23 test. I wish that, you know, the Company had tested the
24 meter or that Mr. Harris had asked to have that done.

25 Q. Can you describe the steps of Staff's

1 investigation in this case?

2 A. Staff, you know, our method of investigation,
3 I think we try to go through it in the front part of our
4 report and basically we were assigned to a case. We
5 review all the documents filed. We submit -- We contact
6 the customer who files a complaint. We then file what
7 are called data requests to get information from the
8 parties, and in some cases in the past before the
9 pandemic we may have even visited a site.

10 Q. Right. I'm asking you about your
11 investigation in this particular case. So this might be
12 a good opportunity for you to explain Staff, in fact,
13 did not visit the Garham Drive house?

14 A. Yes, Judge, we did not.

15 Q. And could you just explain the reasons for
16 that?

17 A. Well, normally our engineer, water and sewer
18 person would have done that, but there's been -- we're
19 not doing as much of that during the time of the
20 pandemic when it was at its height. It would have
21 required someone meeting someone there, either Mr.
22 Harris or a representative. And I just, you know, those
23 things, kind of things just were not happening as much
24 unless it was an emergency.

25 Q. Okay. Are you able to explain to us why the

1 review of the meter reads goes back to 2015 and doesn't
2 go back any farther than that?

3 A. I asked in the request to go back to 2015,
4 because I wanted to have enough years to look at trends
5 in the usage. And I believe that based upon what we saw
6 we could kind of get an idea of what Mr. Harris' usage
7 was at the residence. So we felt like that was an
8 adequate amount of billings to look at and readings.

9 Q. So I wanted to determine there whether there
10 was some kind of hard limit on the Company's records
11 that it still has that prevented you from asking for
12 more or if that was just a judgment call about what
13 would be adequate. It sounds like it was a judgment
14 call about what would be adequate?

15 A. I believe so. I believe that really drove
16 what we asked for. We felt like five years was -- We
17 frequently ask for three years. In this case I went
18 back a little farther. If we hadn't seen enough of a
19 trend there, we would have asked for more.

20 Q. Okay. So your intention there was to try to
21 get an idea of what ordinary use at that property looks
22 like? Typically you use three years for that. In this
23 case you went even longer?

24 A. That's right. And I think this is in
25 conjunction with Mr. Roos who's our water and sewer

1 engineer. We both looked at the usage factors.

2 Q. So if I want to find out more information
3 about what a Staff member who is actually visiting a
4 location would look at, should I direct those questions
5 to Mr. Roos?

6 A. Yes, please. He would be the expert in that
7 area.

8 Q. Okay. So in this case the Company after the
9 initial episode of very high water use ultimately
10 credited back the majority of those charges to the
11 customer. Is that process of review of high water bills
12 and potentially crediting some of that charge back, is
13 that required by the Commission's tariff -- or I'm
14 sorry. Is that required by the Commission approved
15 tariff for this Company?

16 A. No, Judge. This is what's called a courtesy
17 adjustment and these are not required under any of the
18 Company's tariffs or Commission rules.

19 Q. Okay. That was going to be my next question
20 whether Commission rule required that process at all?

21 A. No, Judge, it does not.

22 Q. Are you aware of Commission rules that require
23 the Company to do anything in particular when a customer
24 suddenly has a really high water usage?

25 A. The closest thing that comes to that is one of

1 the rules in Chapter 13 for upward or downward
2 adjustments, but it does not and it sets out some
3 guidelines. But in this case a meter was running. It
4 was offering an actual read. It doesn't really fit
5 that.

6 Q. So is that a situation where there are
7 estimates made that then have to be trued up after a
8 period of time?

9 A. Yes, Judge, or it sometimes is applied when a
10 meter stops and the Company would find a meter that had
11 stopped reading anything for a period of time. That
12 might be an adjustment then that would show up on the
13 customer's bill.

14 Q. All right. Okay. So Ms. Figueroa's affidavit
15 that has been filed in this case, paragraph 13, and Ms.
16 Figueroa is the witness that's going to be offered by
17 the Company, cites a number of meter studies.

18 A. Can I have a minute to get to it?

19 Q. Yes, I will wait for you to find that. The
20 Company filed the affidavit in this case?

21 A. Right.

22 Q. On April 26?

23 A. Yes, I have that in front of me.

24 Q. Okay. So are these meter studies the sort of
25 thing that you would consult when you're investigating a

1 complaint from a customer?

2 A. Again, this is Mr. Roos' area on meter
3 replacements and the studies that are done. He would be
4 best to address this. I can read it. He's really the
5 expert in that area.

6 Q. Okay. Thank you. So there were some
7 photographs that are included in Staff's report in this
8 case and that report is now an exhibit. I think it was
9 -- It's now Exhibit 101. I thought those photos were
10 included. Yes, they are part of Staff's Report and they
11 were attached to it. So are you familiar with the --
12 I'm addressing the two meter photos.

13 A. That's right. It's attachment 2 actually in
14 the report.

15 Q. Okay.

16 A. Attachment 2.

17 Q. Okay. I'm wondering what form did Staff
18 receive those photos in? Did you receive a paper copy,
19 an actual photocopy? Did you receive a digital image
20 file? I'm just wondering what Staff had to look at.

21 A. I believe those were received by a filing in
22 the case and so they were a digital photo.

23 Q. I don't recall any digital photos being filed
24 in this case.

25 A. I thought they were attached to one of

1 Mr. Harris' letters.

2 Q. Mr. Harris I believe mailed in his materials
3 to the Commission.

4 A. That can be true. But when I saw them, I saw
5 them on EFIS.

6 Q. Okay. So that does answer my question though.
7 If you saw them on EFIS, you weren't able to look at any
8 of the information that's generated in a digital file
9 when a digital photo is taken?

10 A. That's right.

11 Q. So you weren't able to look at a digital file
12 of the image and figure out what date it was taken, for
13 instance?

14 A. That's true.

15 Q. You haven't been able to do that for any of
16 the pictures in this case?

17 A. No, Judge.

18 Q. Okay. Did Staff's investigation gather any
19 information about the touchpad on the Garham Drive
20 house?

21 A. I did not personally. I would address that to
22 Mr. Roos to see if he has any more specifics on it.

23 Q. Okay. At one point I believe Mr. Harris had
24 indicated he thought the touchpad had been removed from
25 his house and then perhaps he thought that it hadn't. I

1 just wanted to clarify whether Staff is aware of whether
2 the touchpad was removed from the house by the Company?

3 A. I think Staff has also discussed that and I
4 think again ask Mr. Roos about it. Our understanding
5 was that it had been taken out.

6 Q. So Staff's understanding was that it may have
7 been removed?

8 A. That is correct.

9 Q. I will discuss it with Mr. Roos and, of
10 course, ask the Company as well. Okay. I wanted to
11 look at some of the documents. I believe that this is
12 DR 6 is probably the easiest way for you to find it.
13 It's now on the record as Exhibit 106.

14 There's a noisy line somewhere. I'm going to
15 try to figure out who it is.

16 All right. So when you are able to find that,
17 would you let me know, Ms. Bernsen?

18 A. Yes, Judge, I have it.

19 Q. Okay. So this is what I've been thinking of
20 as the meter reading log. It shows a device number,
21 dates of meter reads, then a reason code and a type code
22 and what the meter read is; is that correct?

23 A. Yes.

24 Q. And then attached to it are a couple of what
25 I've been thinking of as keys so they give you a number

1 that corresponds to either the reason code for the meter
2 read or the type code. Would you agree with that?

3 A. That's correct.

4 Q. Okay. So this can be kind of confusing when
5 you look at these, because they use, you know, one, two,
6 three, four, five, six, seven, eight, nine, ten for
7 reason codes and they use numerals for the type codes.
8 So it's very easy to get confused about which is which
9 I've noticed. So for the reasons in this case it looks
10 like there are four codes that are relevant. What are
11 the four reason codes that we see on the log from May
12 2019 through October 2020?

13 A. Judge, I can try to tell you what my
14 understanding is. Again, if you have further details,
15 Mr. Roos has done all the work on the usage and the
16 meter reading issues.

17 Q. I can defer these questions to Mr. Roos if you
18 think he's the best witness on that. That's fine. I
19 appreciate that information.

20 A. I feel badly. I can tell you but you might
21 have follow ups and I may not be able to answer them.

22 Q. That's perfectly appropriate. Thank you.
23 Okay. I noticed in Staff's Report there's a sentence
24 that says, and I hope I highlighted it so I can direct
25 you to it.

1 A. Okay.

2 Q. It says MAWC performed two additional meter
3 readings after the shutoff. One reading on October 7,
4 2020 and the second reading on October 28, 2020. I'm
5 going to try to find that in the report.

6 A. I believe it's at the bottom. Starts in the
7 bottom of page 6.

8 Q. That's right. Yes, thank you. I just found
9 it. Bottom of page 6 for everybody of Staff's Report.

10 A. It was the sentence MAWC performed two
11 additional meter readings after the shut-off, one
12 reading on October 7, 2020 and the second reading on
13 October 28, 2020.

14 Q. Okay. So my question about this is are we
15 able to tell from the meter log whether anyone went to
16 the property on those days and actually used a touchpad
17 to do a meter reading?

18 A. Give me a second, Judge, to look -- flip back
19 to.

20 Q. I think DR 6 again is what's going to help
21 with this.

22 A. Right. That's what I'm going back to here.
23 And my understanding from what was provided in DR 6 was
24 that the Company had gone out to take a reading. This
25 is when -- give me a second to get straight here on

1 this. Because the water was shut off on September 29,
2 2020, and a reading was taken at that time as would
3 normally occur at a disconnection. So if you are
4 looking at DR 6 again, you're seeing that number 13
5 reason meter reading on disconnection.

6 Q. Yes.

7 A. Okay. And then -- So then there was another
8 reading taken on the 7th and then the additional reading
9 taken on the 28th.

10 Q. Right. And I think my question is based on
11 the type codes for the 7th and the 28th. So type four
12 and type three, do you know if they indicate someone
13 went to the house and took a meter reading?

14 A. Let me double check here. I believe that they
15 did according to this. They would have gone and taken a
16 reading on the one, but I believe one of these was at
17 that one bill that showed an estimate the Company did
18 not go back out.

19 Q. So that would be October 28?

20 A. Right.

21 Q. Would that be a meter reading?

22 A. Well, that's when it periodically would have
23 been read normally.

24 Q. Okay. The type code for three is what type is
25 that?

1 A. Automatic estimation.

2 Q. So that doesn't sound like a meter reading?

3 A. The 28th was estimated because it was -- they
4 had just read it and the service had been off. So there
5 was an assumption made that there would be no further
6 usage on it. But because they didn't actually show up
7 there to take a reading, it needed to show as an
8 estimate.

9 Q. Right. The reason I'm asking about this is
10 because Staff's Report says neither reading showed water
11 use, which makes sense after water has been shut off.
12 We'd probably be surprised if there was water use after
13 water was shut off.

14 A. Can you direct me to what you're reading?

15 Q. Bottom of page 6 is the sentence we just
16 discussed and then the conclusion neither reading showed
17 water use. So figure out if I understand how this log
18 works trying to figure out if these were actual meter
19 readings especially given Mr. Harris' concern which is
20 unclear about whether a touchpad was removed.

21 A. Judge, I found you at the bottom of the page
22 here. Let me -- okay. So neither reading showed water
23 use which meant that after it had been disconnected
24 there was no further usage on it. Are you going back to
25 the reasons or the type?

1 Q. I was looking at the type codes for October 7
2 and October 28. So I think you've already told us with
3 October 28 that was an estimation. So then October 7
4 would be the other meter reading that's referenced by
5 the report and that type code is a different type code.
6 It's type four; isn't that right?

7 A. Yes. That type is type four and that is
8 defined as meter reading interpolated.

9 Q. Right. And I had to get the dictionary out to
10 try to figure out what that might mean. Do you know
11 what that means?

12 A. I think it simply means it's extended, and I
13 don't know what the Company's definition of interpolated
14 and estimated, I don't know what those differences are.

15 Q. Okay. I'm going to ask Ms. Figueroa about
16 this. Maybe she can explain it to us.

17 A. That would be good.

18 Q. Okay. Are you aware of any -- that the
19 Company provided information to Staff of any meter tests
20 at the Garham Drive meter?

21 A. I'm not aware they provided any information
22 about a meter test to us, no.

23 Q. I believe that Staff's exhibits include a
24 request for a meter testing information, right?

25 A. Again, check with Mr. Roos, but I'm pretty

1 sure he put a request in for that.

2 JUDGE JACOBS: So I think DR 5 would have
3 included that request. Can you look at -- I don't think
4 we actually got the language of the request to DR 5; is
5 that right, Ms. Bretz? That isn't part of the exhibit?
6 It's just what was produced.

7 MS. BRETZ: Yes, that's correct. At a break,
8 I can submit that to everybody though.

9 JUDGE JACOBS: I think if Mr. Roos tells us
10 that meter tests were asked for I think that will cover
11 that issue.

12 MS. BRETZ: Okay.

13 THE WITNESS: Judge, that is what we asked for
14 in that DR 5. So that is correct.

15 JUDGE JACOBS: Okay. Thank you.

16 BY JUDGE JACOBS:

17 Q. And I just have -- I'm looking at my notes. I
18 just have a couple more questions for you. Thank you
19 for your patience with me. I was wondering, I wasn't
20 able to tell from reviewing the documents, according to
21 Staff's investigation, what was the date of Mr. Harris'
22 first contact with the Company in regard to that water
23 bill in August 2019?

24 A. Let me flip through here, please. There were
25 so many dates. I have a correspondence file and it

1 should be marked in this and the account notes. I
2 believe that the Company -- the first thing that
3 occurred was that the Company sent the letter to Mr.
4 Harris indicating that it knew that there was -- it was
5 a high bill and encouraged him to look for any signs of
6 water leakage, et cetera, and then Mr. Harris I think
7 they sent several letters and then I'm looking at the
8 account notes here.

9 First contact that Mr. Harris had with the
10 Company, that would be a phone call and I have
11 transcripts of some of these phone contacts. I believe
12 according to this it would have been on 12/19.

13 MS. BRETZ: Judge --

14 JUDGE JACOBS: I wasn't able to hear that.
15 So Ms. Bernsen, you can feel free to take a minute and
16 just look for the information.

17 MS. BRETZ: Judge.

18 JUDGE JACOBS: Ms. Bretz, yes.

19 MS. BRETZ: A clarification. Is your question
20 when Missouri-American first tried to contact Mr. Harris
21 or when Mr. Harris and Missouri-American were
22 successfully able to get to talk with each other?

23 JUDGE JACOBS: I'm trying to find out when Mr.
24 Harris first contacted Missouri-American. According to
25 his testimony, he called the Company.

1 MS. BRETZ: Okay.

2 THE WITNESS: Give me a second. I believe
3 that was March. I'm checking to make sure. See
4 Mr. Harris' all about the change out of the meter. I
5 see a call on 9/20/2019 that Mr. Harris called about the
6 extremely high bill and there's some language in here
7 about what he and the representative talked about.

8 BY JUDGE JACOBS:

9 Q. Those customer service notes have not been
10 included in an exhibit; is that right?

11 A. Not the entire amount of them because they're
12 rather voluminous, but that is at least the first one
13 that I have here received in response to a request for
14 all the correspondence and the notes.

15 Q. So I was hoping to find the earliest date of a
16 contact from Mr. Harris about this high bill.

17 A. Judge, the other place I can check is the
18 correspondence that Mr. Harris had with the Company and
19 the Company had with him.

20 Q. Do you mean written correspondence there?

21 A. Written, uh-huh.

22 Q. Okay. All right.

23 A. And I can look at that if you want me to take
24 a minute now to do that.

25 Q. I think we've received a lot of the written

1 correspondence. I'm going to follow up on this issue
2 with the Company's witness.

3 A. Okay.

4 Q. Does Staff use a rule of thumb or a baseline
5 average for the average amount of water a person might
6 use in a day when they're evaluating how extreme a water
7 bill might appear to be?

8 A. I can't answer that. I think again that's a
9 Mr. Roos question.

10 Q. Okay. And did Mr. Roos prepare the
11 calculation that's included in Staff's Report that
12 discusses how much water can be used if a hose is left
13 running?

14 A. Yes, Judge, he did.

15 Q. Okay. Okay. Did Mr. Harris ever ask Staff to
16 visit the house or otherwise investigate his premises as
17 part of its investigation?

18 A. No, he did not. Not to my knowledge.

19 JUDGE JACOBS: All right. I don't have any
20 additional questions. Once again, the floor is always
21 open for questions from Commissioners. If you are a
22 Commissioner who connected by phone, you might have to
23 press *6 to be able to speak up and have us hear you.

24 We can now proceed to recross. So if there
25 are any questions for Ms. Bernsen from the Company, we

1 could do that now.

2 MS. HERNANDEZ: Yes, Judge.

3 CROSS-EXAMINATION BY MS. HERNANDEZ:

4 Q. Ms. Bernsen, the Judge asked you a question
5 about testing the meter and you made a statement about
6 how the Company would have tested the meter. Do you
7 recall that?

8 A. Yes.

9 Q. Would you agree with me that Mr. Harris would
10 need to allow the Company access to his home to be able
11 to test the meter?

12 A. Yes, absolutely.

13 Q. Okay. And you were asked some further
14 questions about or you had made a statement about meter
15 tests and you had not seen a meter fail in your
16 experience. Do you recall --

17 A. Yes.

18 Q. -- the statement that you made? Would you
19 agree with me that if a meter were to malfunction it
20 would typically read slower than in the customer's -- to
21 the customer's advantage?

22 A. You know, that would just be my personal
23 experience. I think Mr. Roos is much better at being
24 able to give you a good answer based upon a much broader
25 experience base.

1 Q. Okay. And do you have an opinion as to
2 whether a meter can self correct and I guess what I mean
3 by that is after -- if a meter were to malfunction and
4 read high, is it likely that a meter would self correct
5 and go back to reading normal without any type of
6 maintenance done on that meter?

7 A. Again, my knowledge of meters and what they
8 can do is fairly simplistic. I think Mr. Roos is
9 better, certainly more qualified to answer that.

10 MS. HERNANDEZ: Okay. Thank you. Nothing
11 further.

12 JUDGE JACOBS: Thank you very much, Ms.
13 Hernandez. Do we have any questions for Ms. Bernsen
14 from Mr. Harris?

15 MR. HARRIS: Yeah.

16 JUDGE JACOBS: We can hear you, sir. You can
17 go ahead if you have any questions for the witness.

18 CROSS-EXAMINATION BY MR. HARRIS:

19 Q. Yeah, Ms. Bernsen, so you're really not
20 familiar with the first time that I contacted the water
21 company because of the inability to really coordinate my
22 phone with my actual account?

23 A. Mr. Harris, I have asked the Company for some
24 account notes which would show like a transcript of each
25 time you had an interaction with the customer, with that

1 particular customer, and I didn't -- I did see on one,
2 and I can probably go to it fairly quickly, the notes
3 are very short and one said the customer rep had like
4 added a phone number for you and had asked if they could
5 change your mailing address for the bill and you had
6 told them not to.

7 That's the only thing -- only account note
8 that I found that had to do with, you know, the
9 telephone number and where to send the bill to and there
10 was like a red flag it said -- if I can find it very
11 quickly.

12 JUDGE JACOBS: So Ms. Bernsen, if you would
13 just take a minute and find that notation and provide
14 the date for it, please.

15 THE WITNESS: Sure. Okay. I do have it
16 tabbed. This is in response to Data Request 3 where I
17 asked the Company for account notes. This was on
18 7/23/2018 and it was at 10:40 in the morning. What is
19 written on it is the correspondence of red flag letter
20 for address change has been created and goes on to say
21 that Mr. Harris did not want to use the phone to do the
22 processing of his bill because they were going to charge
23 him for it.

24 JUDGE JACOBS: Okay. So you're providing
25 testimony about Mr. -- a contact that Mr. Harris had

1 with the Company before the high water bill in August
2 2019?

3 THE WITNESS: Right. And that's what I
4 believe Mr. Harris asked me about.

5 JUDGE JACOBS: Okay. So my question for you
6 is whether after the billing date in August 2019 you
7 have customer service notes indicating that Mr. Harris
8 was having trouble connecting on his account because
9 they had the wrong phone number for him which I thought
10 was where you were headed initially with your response.
11 And if such a thing doesn't exist, then you can just
12 tell us that it doesn't exist.

13 THE WITNESS: I'm not sure whose question I'm
14 answering. Let me first, as far as Mr. Harris talked
15 about is a change in address or telephone number, I see
16 then another note after the first 7/23/2018 this is
17 noted on 12/19/2018 where, and I paraphrase this,
18 calling to see what address to send bill to. Did not
19 see and record any changes but thinks he added an email
20 at that time. These were all showing his 314 telephone
21 number.

22 JUDGE JACOBS: Okay. So we have just a few
23 minutes before we have to break. So the question that I
24 was asking was whether your customer service notes that
25 you received from the Company indicated a contact from

1 Mr. Harris after the August 2019 billing date, which I
2 believed was August 1 of 2019, that indicated problems
3 with the Company's records on his phone number. So I
4 don't know if you'll be able to get that information
5 very quickly, but that is the pending question.

6 THE WITNESS: Judge, I can continue to look,
7 but I did check that the other day after it came up. I
8 saw, as it related, I saw -- in one case I saw two
9 telephone numbers noted, but it didn't explain why they
10 were both noted on it. I assume at that point Mr.
11 Harris had let me add, make sure you've got the right
12 number here. It doesn't say that.

13 Account notes tend to be very brief phrases.
14 And frankly, different representatives go into more
15 detail than others do.

16 JUDGE JACOBS: Okay. Mr. Harris, did you have
17 any other questions for Ms. Bernsen?

18 MR. HARRIS: Yeah.

19 BY MR. HARRIS:

20 Q. Did you get a call -- Also, do you have
21 anything about Channel 2 calling about my account?

22 A. Sir, I wouldn't -- I certainly didn't see
23 anything like that in any of the notes or documents I
24 received.

25 JUDGE JACOBS: That's the answer to the

1 question I think is that you didn't see anything. Did
2 you have any other questions, Mr. Harris?

3 MR. HARRIS: Yeah.

4 BY MR. HARRIS:

5 Q. Did you have any account of me calling the
6 dispute department about the account which is in Alton,
7 Missouri?

8 A. Sir, the account notes that I get that I asked
9 for and that I got, they would come from representatives
10 that would have taken phone calls from you at the
11 Company and that's one of their call centers is in
12 Alton, Missouri.

13 MR. HARRIS: I think we need that information.

14 JUDGE JACOBS: Mr. Harris, did you have any
15 other questions?

16 MR. HARRIS: No.

17 JUDGE JACOBS: Okay. Thank you very much.
18 All right. We only have a couple minutes before our
19 court reporter absolutely has to go. So unfortunately I
20 think what we'll have to do is give Ms. Bretz an
21 opportunity to do any recross with Ms. Bernsen when we
22 resume the hearing at one o'clock this afternoon.

23 So that is the plan that this hearing will
24 resume today at 1:00 p.m. sharp. You can go ahead and
25 maintain your connection, Mr. Harris, if that works for

1 you. Just make sure you've muted your line and cut your
2 video so you don't broadcast to everyone for the entire
3 lunch hour. So unless anyone has anything else to add
4 before we go off the record, I'm not seeing anything.
5 So we will now go off the record in this case. We will
6 reconvene at 1:00 p.m. Thank you very much.

7 (Off the record.)
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

I, Beverly Jean Bentch, RPR, CCR No. 640, Certified Court Reporter with the firm of Tiger Court Reporting, LLC, within the State of Missouri, do hereby certify that I was personally present at the proceedings had in the above-entitled cause at the time and place set forth in the caption sheet thereof; that I then and there took down in Stenotype the proceedings had; and that the foregoing is a full, true and correct transcript of such Stenotype notes so made at such time and place.

Beverly Jean Bentch

Beverly Jean Bentch, RPR, CCR No. 640

<p style="text-align: center;">#</p> <hr/> <p>#1 274:23 #14 284:11 #3 275:9,11 #6 286:16 #7 278:2</p> <hr/> <p style="text-align: center;">0</p> <hr/> <p>05 265:9 267:17 06 267:17</p> <hr/> <p style="text-align: center;">1</p> <hr/> <p>1 273:10,24 274:4 309:2 10 278:22,24 279:20 10-minute 263:3 10/8/20 274:9 100 274:13 101 273:11,16,17 274:12,13 293:9 103 274:11,13 275:1,3 104 275:16,18,22,23 105 276:8,15,18,19 106 277:13,14,19,23 295:13 107 278:11,17,18 108 279:2 280:12 109 280:20,22 281:2,4 284:1,19,21 10:00 259:8 10:15 259:10 10:40 307:18 10th 268:9 11/30/2009 281:25</p>	<p>110 284:20,24 285:4,5 12/19 302:12 12/19/2018 308:17 13 281:22 292:1,15 298:4 18 284:14 1:00 310:24 311:6</p> <hr/> <p style="text-align: center;">2</p> <hr/> <p>2 293:13,16 309:21 2005 266:15,16,25 268:2 2009 268:12,23,24,25 279:12 281:6,14 2015 266:10,12 277:1 290:1,3 2016 268:7,21,22 2019 284:15 296:12 301:23 308:2,6 309:1, 2 2020 296:12 297:4,12, 13 298:2 2021 258:4 21 273:10 25 273:23 26 292:22 28 297:4,13 298:19 300:2,3 28th 298:9,11 299:3 29 266:12 298:1</p> <hr/> <p style="text-align: center;">3</p> <hr/> <p>3 307:16 30 273:23 279:12 288:5 31 275:8 314 308:20</p>	<p>32 275:8 33 276:1 34 276:22 36 276:23 37 278:1 38 278:9,21 39 280:15</p> <hr/> <p style="text-align: center;">4</p> <hr/> <p>4 258:8 40 280:24 284:10</p> <hr/> <p style="text-align: center;">5</p> <hr/> <p>5 258:4 266:16 276:2 301:2,4,14</p> <hr/> <p style="text-align: center;">6</p> <hr/> <p>6 276:23 295:12 297:7, 9,20,23 298:4 299:15 304:23 6-7 275:14</p> <hr/> <p style="text-align: center;">7</p> <hr/> <p>7 297:3,12 300:1,3 7/23/2018 307:18 308:16 7th 298:8,11</p> <hr/> <p style="text-align: center;">8</p> <hr/> <p>8/6/19 274:9 8:15 258:12 8:21 258:4 8:37 263:5 8th 268:9</p>	<p style="text-align: center;">9</p> <hr/> <p>9/20/2019 303:5</p> <hr/> <p style="text-align: center;">A</p> <hr/> <p>a.m. 258:4,12 259:8 absolutely 274:3 305:12 310:19 access 282:8 305:10 account 275:11,14 282:2,5 302:1,8 306:22,24 307:7,17 308:8 309:13,21 310:5,6,8 acquire 281:19 actual 277:10 278:6 279:15,18,19 292:4 293:19 299:18 306:22 add 309:11 311:3 added 307:4 308:19 additional 271:3 285:25 297:2,11 298:8 304:20 address 258:15 265:2 281:25 282:8 283:9 284:16 293:4 294:21 307:5,20 308:15,18 addressing 293:12 adequate 290:8,13, 14 adjustment 291:17 292:12 adjustments 292:2 admission 278:13 admitted 273:16 274:22 275:1,22 276:15,18 277:18,22 278:17 285:4 advantage 305:21 affidavit 282:23 292:14,20</p>
--	--	--	--

afternoon 310:22	assumed 260:7	beginning 282:4	280:6,11,14,19,24
agenda 259:10	assumption 299:5	believed 309:2	281:1 282:16 283:12,
agree 296:2 305:9,19	assurance 288:20	Bell 265:10	15,23 284:3,8,9,18,23
agreed 258:11	attached 279:11	Bernsen 259:17	285:7 301:5,7,12
ahead 263:20,24	280:4 293:11,25	260:4,5,17,22,24	302:13,17,18,19 303:1
264:15 270:1 280:9	295:24	261:3 271:21 272:8,	310:20
284:7 286:13 306:17	attachment 293:13,	12,18,20 273:1 274:1	briefly 275:9 278:2
310:24	16	275:10 276:3,24	284:12
allegation 281:14	attempted 258:20	278:3,23 279:4 280:16	bring 263:19,22
Alton 310:6,12	attorneys 263:14	281:18 282:9 284:12	broadcast 311:2
amount 290:8 303:11	270:16	285:8,9,12,15,17,21	broader 305:24
304:5	August 301:23 308:1,	286:17,19 295:17	built 265:10 266:18
Analyst 272:24	6 309:1,2	302:15 304:25 305:4	business 283:17,19
Angela 269:14	authenticity 283:1	306:13,19 307:12	busy 268:25
answering 308:14	authorized 282:7	309:17 310:21	
Antonio 265:10	Automatic 299:1	Bernsen's 271:14	<hr/> C <hr/>
apologies 263:1	average 304:5	272:5	calculation 304:11
apologize 261:3	aware 286:11 291:22	bill 286:23 287:3,6,9,	call 258:19 259:4
279:23 284:5	295:1 300:18,21	17,21 292:13 298:17	261:6,21 263:4,12
apparently 279:11	<hr/> B <hr/>	301:23 302:5 303:6,16	265:24 277:15 284:20
appears 258:18	B-E-R-N-S-E-N	304:7 307:5,9,22	290:12,14 302:10
268:13 279:15 282:20	272:12	308:1,18	303:5 309:20 310:11
applied 292:9	B-O-N-I-T-A 264:13	billing 286:20 308:6	call-in 286:15
approved 291:14	Baby 271:17	309:1	called 258:21 289:7
April 266:12 292:22	back 263:4,10 267:24	billings 274:4,7,8	291:16 302:25 303:5
area 269:6 287:11,14	268:24 279:7 280:13	290:8	calling 308:18 309:21
291:7 293:2,5	290:1,2,3,18 291:10,	bills 269:9,19 270:6,	310:5
Arkansas 266:22,24	12 297:18,22 298:18	10 291:11	calls 310:10
267:13,19,20,21	299:24 306:5	bit 260:21 282:16	car 267:5
268:2,3,6,15 269:3,4	badly 296:20	285:17	cars 267:5
arrangement 282:3	base 305:25	black 275:7	case 258:3 264:22
arrangements 282:6	based 285:25 287:7	Bonita 263:17 264:9,	265:8 266:7 284:13
arrivals 261:2	290:5 298:10 305:24	13	287:20,24 289:1,4,11
arrived 261:25	baseline 304:4	bottom 275:7 297:6,	290:17,23 291:8
asks 278:24	basement 265:11,16	7,9 299:15,21	292:3,15,20 293:8,22,
assigned 289:4	basically 289:4	box 288:22	24 294:16 296:9 309:8
assume 309:10	basis 287:2	break 280:7,9 301:7	311:5
		308:23	cases 279:16,18
		Bretz 259:19,21,24	289:8
		260:16,22 270:22	catch 279:14
		271:13 272:4,6,19	centers 310:11
		273:9,19,22 274:10,	
		16,20 275:2,5,15,25	
		276:7,13,21 277:12,25	
		278:10,20 279:1,23	

cetera 302:6	Commissioner 286:9 304:22	connect 261:23 262:22 263:12	created 307:20
challenges 271:6	Commissioners 271:2 286:12 304:21	connected 258:19 263:4 271:12 304:22	credibility 281:15
chance 264:1 265:3 269:15	company 258:7 268:10 270:17,24 275:19 276:11 277:6 278:14,24 279:17,18 282:21,25 283:3,21 284:13,15 285:11 286:24 287:2 288:21, 23 291:8,15,23 292:10,17,20 295:2,10 297:24 298:17 300:19 301:22 302:2,3,10,25 303:18,19 304:25 305:6,10 306:21,23 307:17 308:1,25 310:11	connecting 308:8	credited 291:10
change 270:9 303:4 307:5,20 308:15	Company's 281:13 290:10 291:18 300:13 304:2 309:3	connection 258:12, 25 259:2 261:10 310:25	crediting 291:12
Channel 309:21	complaint 258:5,22 289:6 293:1	constitutes 276:10 277:15	cross-examination 270:20,23 285:9,11 305:3 306:18
Chapter 292:1	complaints 285:19 288:17,19	consult 292:25	customer 272:25 275:18 282:7 287:3 288:18,21 289:6 291:11,23 293:1 303:9 306:25 307:1,3 308:7, 24
charge 291:12 307:22	completed 284:14	contact 289:5 301:22 302:9,20 303:16 307:25 308:25	customer's 281:25 287:1 292:13 305:20, 21
charges 291:10	complicated 284:22	contacted 302:24 306:20	cut 265:17 311:1
check 265:20,22 298:14 300:25 303:17 309:7	computer 262:6,23	contacts 302:11	Cynthia 269:13,20
checking 303:3	concern 299:19	continue 309:6	
checks 265:21 270:8 288:21	concerns 258:4 269:19	contributed 273:2	D
cites 292:17	conclusion 299:16	conversation 287:5	
clarification 302:19	conduct 259:10	coordinate 306:21	D-E-B-O-R-A-H 260:25 272:12
clarify 295:1	conference 258:19	copied 258:24	data 272:24 274:3,6, 23 278:7 279:8 289:7 307:16
classes 267:12	confirm 279:12 286:24	copy 279:19 281:23 284:14 287:5 293:18	date 294:12 301:21 303:15 307:14 308:6 309:1
close 258:10	confirmed 258:14 259:17	correct 273:6 281:17 282:21,22 295:8,22 296:3 301:7,14 306:2, 4	dates 274:7 277:1 295:21 301:25
closed 258:10	confused 296:8	correspondence 282:3,5 301:25 303:14,18,20 304:1 307:19	daughter 265:21
closest 291:25	confusing 296:4	corresponds 296:1	day 304:6 309:7
closet 265:10,13,16 266:18	conjunction 290:25	counsel 271:15	days 297:16
code 277:9,17 295:21 296:1,2 298:24 300:5		couple 295:24 301:18 310:18	dealing 283:10
codes 296:7,10,11 298:11 300:1		couples 270:3	Deborah 260:24 272:11,18 273:1
Coleman 286:9		court 259:9 310:19	December 267:10,11 268:8,9
college 267:12 268:7, 21		courtesy 291:16	decide 260:8
Commission 258:6 259:10,15,25 264:19, 21 270:17 272:24 274:19 285:18 286:8 288:6,19 291:14,18, 20,22 294:3		cover 301:10	decided 259:2
Commission's 291:13			

defer 296:17	301:20 309:23	event 279:12	factors 291:1
defined 300:8	double 298:14	evidence 259:15 273:18 275:4,24 276:20 277:24 278:19 283:3 285:6	fail 288:8 305:15
definition 274:3 300:13	downstairs 265:11	EXAMINATION 272:19	fairly 306:8 307:2
delivered 274:19	downward 292:1	excused 271:10	familiar 293:11 306:20
department 272:25 310:6	drive 266:14 267:2,5 268:12 269:6,24 289:13 294:19 300:20	exhibit 260:17 273:11,16,17,21,23 274:11 275:3,16,18, 21,23 276:8,9,15,17, 19 277:13,14,15,19, 22,23 278:11,18 279:2 280:12,13,20,22 281:2,4 284:1,19 285:3,5 293:8,9 295:13 301:5 303:10	family 266:4
describe 278:24 288:25	driving 282:18	exhibits 259:24 260:2,3,5 273:11,20 274:11,22 275:1 279:24 282:11 283:14 285:8 300:23	farther 290:2,18
detail 309:15	drove 290:15	exist 308:11,12	fault 279:24
details 296:14	<hr/> E <hr/>	expenses 270:4	February 265:9 266:15,16
determine 287:21 290:9	earlier 273:19	experience 272:25 287:7,11 288:9 305:16,23,25	feel 296:20 302:15
determines 287:2	earliest 303:15	experienced 287:16	felt 290:7,16
device 295:20	easiest 295:12	expert 291:6 293:5	Figueroa 282:23 284:3 292:16 300:15
dictionary 300:9	easy 296:8	explain 273:25 275:10 276:2,24 278:2,22 280:16 281:19 283:4 284:12, 22 289:12,15,25 300:16 309:9	Figueroa's 292:14
differences 300:14	EFIS 294:5,7	extended 300:12	figure 269:9 280:3 294:12 295:15 299:17, 18 300:10
digital 293:19,22,23 294:8,9,11	email 258:13,15,23 259:4 261:22 308:19	extreme 304:6	figuring 271:5
direct 260:9 272:19 291:4 296:24 299:14	emergency 289:24	extremely 303:6	file 289:6 293:20 294:8,11 301:25
directed 260:11	employed 268:1,3	fact 265:3 289:12	filed 289:5 292:15,20 293:23
disconnected 299:23	employs 272:22		files 289:6
disconnection 298:3,5	encouraged 302:5	<hr/> F <hr/>	filing 275:7 293:21
discuss 295:9	engineer 287:12 289:17 291:1		find 279:20 291:2 292:10,19 295:12,16 297:5 302:23 303:15 307:10,13
discussed 295:3 299:16	entered 280:20		finding 287:18
discusses 304:12	entire 303:11 311:2		fine 260:10 262:13 296:18
dispute 310:6	episode 291:9		fit 292:4
district 286:20,23,25	essentially 263:25 281:15		fixed 268:25
document 276:14 278:13 281:16,20 282:3,6,19 283:1,3,5,8 284:6,25	estimate 298:17 299:8		flag 307:10,19
documents 274:18 277:18 279:5,11 281:24 282:14,20 283:4 289:5 295:11	estimated 278:7 299:3 300:14		flip 297:18 301:24
	estimates 292:7		flipping 274:2
	estimation 299:1 300:3		floor 264:16 271:2 286:7 304:20
	evaluating 304:6		

follow 264:18 296:21 304:1	hand 262:18 264:5 271:15 272:14	high 269:9,19 270:10 278:25 279:5 287:8, 16,21 291:9,11,24 302:5 303:6,16 306:4 308:1	individual 281:10
form 293:17	happened 269:10	highlighted 296:24	information 258:13, 14,16,25 265:7 278:14 279:10 282:1 286:24 289:7 291:2 294:8,19 296:19 300:19,21,24 302:16 309:4 310:13
forwarded 258:23	happening 287:24 289:23	histories 274:4	infrequent 288:9
found 297:8 299:21 307:8	hard 290:10	hole 265:17	initial 291:9
frankly 287:21 309:14	Harris 258:5,15,18,20 259:2,13 260:2,11 261:4,5,7,12,15,19,24 262:3,6,10,14,19,24 263:6,7,8,12,13,16,17, 18,21 264:3,4,9,13 266:8,21 267:3 270:13 271:4,10,17,18 274:18 275:13 281:2,7,9,17 283:5,6,7,11 284:15 285:14,22 286:3 287:4 288:24 289:22 294:2, 23 302:4,6,9,20,21,24 303:5,16,18 304:15 305:9 306:14,15,18,23 307:21,25 308:4,7,14 309:1,11,16,18,19 310:2,3,4,13,14,16,25	home 268:8,24 305:10	initially 308:10
free 302:15		hope 296:24	initiated 283:6
frequently 290:17		hoping 303:15	insist 283:13
front 289:3 292:23		hose 304:12	installation 276:11 280:17 281:5,24
full 266:14		hour 311:3	installed 276:5 281:14
<hr/> G <hr/>		house 264:24 265:19, 22 266:14,18 267:3 268:12,18 269:2,3,4, 10,19 270:5 274:20 289:13 294:20,25 295:2 298:13 304:16	instance 294:13
gain 282:7		housekeeping 259:22	instructions 262:20
Garham 266:14 267:2 268:11 269:6,24 270:5 284:15 289:13 294:19 300:20	Harris' 263:4,20,24, 25 271:11 278:6 280:18 286:20 290:6 294:1 299:19 301:21 303:4	Huh-uh 270:14	intended 279:13
gather 294:18		husband 269:1	intention 290:20
generated 283:2,4 294:8		<hr/> I <hr/>	interaction 306:25
generating 283:22	headed 308:10	idea 288:1,10,14,15, 16,20,22 290:6,21	interpolated 300:8, 13
give 261:21 262:9,19 280:3 287:23 288:20 295:25 297:18,25 303:2 305:24 310:20	hear 258:9 259:5,18 261:11 263:21 265:7 283:21 287:25 302:14 304:23 306:16	identified 288:2	interpret 277:10
giving 271:6	heard 260:14	illustrate 287:6	interrupt 261:3
good 263:10 272:20, 21 274:3 279:14 283:15 288:10,14,15, 16,19,22 289:12 300:17 305:24	hearing 258:3,8,10, 11,17 259:14 273:15 274:25 275:21 276:17 277:21 278:16 310:22, 23	image 293:19 294:12	interrupted 288:13
great 280:6	height 289:20	inability 306:21	interruption 284:6
guess 306:2	Hernandez 270:25 271:20 272:1 273:14 274:24 275:20 276:16 277:20 278:15 280:23 282:22 285:2,13 305:2,3 306:10,13	include 282:1,14 300:23	introduce 260:1 284:4
guidelines 292:3		included 274:8 279:16,21 282:10,23 285:1 293:7,10 301:3 303:10 304:11	introduced 260:2 273:21 276:8 278:11 279:2
guys 262:17		indicating 302:4 308:7	invasive 266:5
<hr/> H <hr/>			investigate 304:16
H-A-R-R-I-S 264:14			investigating 292:25
			investigation 275:19 278:25 289:1,2,11 294:18 301:21 304:17
			invite 286:10

<p>involved 270:1,4 288:17</p> <p>issue 283:9 301:11 304:1</p> <p>issues 296:16</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>JACOBS 258:2 259:23 260:7,20 261:1,5,9,13,17,20,25 262:4,8,11,16,22,25 263:10 264:8,10 270:12,15,20,23 271:1,9,18,22 272:3,7, 13,16 273:12,15 274:12,17,25 275:17, 21 276:9,14,17 277:14,21 278:12,16 279:3,9 280:1,8,21,25 281:2,8,12,18 282:9, 17,24 283:7,12,20,25 284:5,20,24 285:3,10, 14,24 286:4,7,18 301:2,9,15,16 302:14, 18,23 303:8 304:19 306:12,16 307:12,24 308:5,22 309:16,25 310:14,17</p> <p>Joann 269:15</p> <p>job 267:20,21 272:22 285:19</p> <p>joined 261:5</p> <p>Jr.'s 258:5</p> <p>Judge 258:2 259:23 260:7,20 261:1,5,9,13, 17,20,25 262:4,8,11, 16,22,25 263:10 264:8,10 270:12,15, 20,23 271:1,9,18,20, 22 272:3,7,13,16 273:9,12,15 274:10, 12,17,25 275:17,21 276:7,9,14,17 277:12, 14,21 278:12,16 279:1,3,7,9,14,23 280:1,8,19,21,25 281:2,8,12,18,21</p>	<p>282:9,17,24 283:5,7, 12,20,25 284:5,18,20, 24 285:3,10,14,24 286:4,7,18 289:14 291:16,21 292:9 294:17 295:18 296:13 297:18 299:21 301:2, 9,13,15,16 302:13,14, 17,18,23 303:8,17 304:14,19 305:2,4 306:12,16 307:12,24 308:5,22 309:6,16,25 310:14,17</p> <p>judgment 290:12,13</p> <p>July 266:23,24</p> <p>June 266:23</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>keeping 271:24</p> <p>keys 277:16 295:25</p> <p>kind 266:5 269:11,21 289:23 290:6,10 296:4</p> <p>kindly 262:19</p> <p>kinds 287:8</p> <p>knew 302:4</p> <p>knowledge 273:7 287:14 304:18 306:7</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>lady 269:13,15</p> <p>language 301:4 303:6</p> <p>late 261:2</p> <p>leak 287:18,19</p> <p>leakage 302:6</p> <p>leaks 265:19 288:2</p> <p>leaving 287:17</p> <p>left 258:22 263:16 267:22 304:12</p> <p>letter 302:3 307:19</p>	<p>letters 294:1 302:7</p> <p>limit 290:10</p> <p>list 280:13</p> <p>listed 258:21</p> <p>listened 264:20</p> <p>live 266:13</p> <p>location 291:4</p> <p>log 277:16,17 295:20 296:11 297:15 299:17</p> <p>long 268:12</p> <p>longer 290:23</p> <p>looked 281:3 291:1</p> <p>lot 265:25 266:3,18 303:25</p> <p>lots 287:19</p> <p>Louis 267:9,23 268:15 269:3 280:18</p> <p>lunch 311:3</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>made 273:18 275:4, 24 276:4,20 277:24 278:19 285:6 292:7 299:5 305:5,14,18</p> <p>mailed 274:18 294:2</p> <p>mailing 307:5</p> <p>maintain 310:25</p> <p>maintenance 306:6</p> <p>majority 291:10</p> <p>make 260:18 261:22 264:1,16,17 270:6,7 271:23 274:2 283:2 285:16 303:3 309:11 311:1</p> <p>makes 299:11</p> <p>malfunction 305:19 306:3</p> <p>manner 261:13</p>	<p>manufacturer 282:2</p> <p>March 303:3</p> <p>mark 280:11</p> <p>marked 302:1</p> <p>married 266:8,9</p> <p>materials 294:2</p> <p>MAWC 297:2,10</p> <p>MAWC's 282:3,6</p> <p>means 300:11,12</p> <p>meant 299:23</p> <p>meeting 282:6 289:21</p> <p>member 291:3</p> <p>mentioned 269:22</p> <p>message 258:22,23 261:22</p> <p>met 284:15</p> <p>meter 265:14,18 268:11 276:5,12 277:1,3,7,15 278:6 280:18 281:5,14,25 288:6,7,8,24 290:1 292:3,10,17,24 293:2, 12 295:20,21,22 296:1,16 297:2,11,15, 17 298:5,13,21 299:2, 18 300:4,8,19,20,22, 24 301:10 303:4 305:5,6,11,14,15,19 306:2,3,4,6</p> <p>meters 288:3,5 306:7</p> <p>method 289:2</p> <p>Metropolitan 286:25</p> <p>minute 292:18 302:15 303:24 307:13</p> <p>minutes 308:23 310:18</p> <p>missed 271:20 272:1</p> <p>Missouri 272:23 310:7,12</p> <p>Missouri-american</p>
---	---	---	--

<p>258:6 273:24 274:5 275:9 276:23 278:1,21 283:17 302:20,21,24</p> <p>Missouri-american's 276:2 284:11</p> <p>moment 280:25</p> <p>month 267:23</p> <p>morning 258:12,20 259:2,6,7,11 261:10 263:2,10,12 264:3,17 271:5,6,12 272:20,21 286:9 307:18</p> <p>move 280:9</p> <p>moved 265:9 266:22, 24 267:13,19,22 268:1,2,15,18</p> <p>MSD 287:6</p> <p>mute 271:19 286:14</p> <p>muted 286:5 311:1</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>named 269:14</p> <p>needed 299:7</p> <p>neighbor 269:12</p> <p>neighborhood 269:6</p> <p>neighbors 269:18,23</p> <p>noisy 286:15 295:14</p> <p>normal 283:17 306:5</p> <p>notation 307:13</p> <p>notations 275:18</p> <p>note 307:7 308:16</p> <p>noted 308:17 309:9, 10</p> <p>notes 275:11,14 282:2,5 284:16 301:17 302:1,8 303:9,14 306:24 307:2,17 308:7,24 309:13,23 310:8</p>	<p>notice 270:9</p> <p>noticed 268:10 296:9, 23</p> <p>November 268:12 279:12 281:6</p> <p>number 258:21 259:24 284:10 292:17 295:20,25 298:4 307:4,9 308:9,15,21 309:3,12</p> <p>numbers 260:17 275:7 276:5,6 277:10 309:9</p> <p>numerals 296:7</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>objection 273:13 274:21,24,25 275:17, 20,21 276:14,16 277:18,20 278:12,15, 17 280:21,23 281:4,7, 8,9 283:16,24 284:25 285:2</p> <p>objections 273:14,15 276:17 277:21</p> <p>obtained 277:8,9</p> <p>occur 287:20 298:3</p> <p>occurred 302:3</p> <p>October 284:14 296:12 297:3,4,12,13 298:19 300:1,2,3</p> <p>offer 260:8,10,12 262:1 263:17 273:9, 11,13 274:11 275:15 277:12 280:2 283:3 284:1,7,18</p> <p>offered 276:9 279:5, 13 280:22 281:3 282:19,21 284:24 292:16</p> <p>offering 274:20 292:4</p> <p>officially 259:11</p>	<p>older 262:6</p> <p>one-page 278:4</p> <p>open 264:15 271:2 286:7 304:21</p> <p>opinion 306:1</p> <p>opportunity 280:3 281:12 283:8 286:1 289:12 310:21</p> <p>order 274:14 280:17 281:5,11,23 284:14 286:16</p> <p>ordinary 290:21</p> <p>oriented 259:12</p> <p>original 279:8</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>p.m. 310:24 311:6</p> <p>packet 274:19</p> <p>pages 273:10,23,25 275:6,8,14 276:22 277:4,5,6</p> <p>pandemic 289:9,20</p> <p>paper 293:18</p> <p>paragraph 292:15</p> <p>paraphrase 308:17</p> <p>part 267:11 273:18 275:4,24 276:20 277:24 278:19 285:6, 18 289:3 293:10 301:5 304:17</p> <p>parties 258:13,24 280:5 283:9 289:8</p> <p>party 259:14 274:22 282:7</p> <p>pass 259:19</p> <p>past 288:18 289:8</p> <p>patience 263:6 301:19</p> <p>paying 270:4 287:6</p>	<p>payment 274:4</p> <p>payments 270:6,7</p> <p>pending 309:5</p> <p>people 269:5 285:19 287:18</p> <p>people's 266:7</p> <p>perfectly 296:22</p> <p>performed 297:2,10</p> <p>period 292:8,11</p> <p>periodically 298:22</p> <p>person 288:18 289:18 304:5</p> <p>personal 305:22</p> <p>personally 288:11 294:21</p> <p>phone 258:21 259:4 261:10,18,21 262:9, 12,17,18 263:13 302:10,11 304:22 306:22 307:4,21 308:9 309:3 310:10</p> <p>photo 293:22 294:9</p> <p>photocopy 293:19</p> <p>photographs 293:7</p> <p>photos 293:9,12,18, 23</p> <p>phrase 284:1</p> <p>phrases 309:13</p> <p>picture 264:24</p> <p>pictures 265:13 294:16</p> <p>pin 280:2</p> <p>place 303:17</p> <p>plan 283:15 310:23</p> <p>pleased 287:25</p> <p>point 280:2,5 281:4 283:10 286:10 287:4 294:23 309:10</p>
---	---	--	---

posed 283:8	provide 277:17 281:23 282:2,5 286:25 307:13	296:16 297:3,4,12,17, 24 298:2,5,8,13,16,21 299:2,7,10,14,16,22 300:4,8 306:5	red 307:10,19
positioned 282:25	provided 258:13 275:19 297:23 300:19, 21	readings 277:1,2 278:6 290:8 297:3,11 299:19	refer 260:18
potentially 291:12	providing 258:25 307:24	reads 290:1 295:21	referenced 300:4
prefer 283:20	Public 258:5 272:23	ready 260:12 263:2 271:14,23 272:4	regard 258:6 276:11 301:22
preliminaries 263:19	put 275:12 280:2 281:22 286:23 301:1	reason 259:3 266:5 277:7,8,17 279:9 283:13 295:21 296:1, 7,11 298:5 299:9	related 309:8
preliminary 259:21	<hr/> Q <hr/>	reasonable 283:23	relationships 266:4
premises 304:16	qualified 306:9	reasons 277:2 289:15 296:9 299:25	relevant 296:10
preparation 260:4	question 278:5 279:3 281:15 285:23 291:19 294:6 297:14 298:10 302:19 304:9 305:4 308:5,13,23 309:5 310:1	recall 293:23 305:7, 16	remember 267:7
prepare 283:18 304:10	questions 264:1,10, 18 265:5,6 266:2,3,6 270:13,18,25 271:2,4 281:13 283:1 285:13, 15,21,25 286:8,10,17, 18 291:4 296:17 301:18 304:20,21,25 305:14 306:13,17 309:17 310:2,15	receive 293:18,19	remind 286:4
preparing 279:24	quickly 307:2,11 309:5	received 259:3,4 273:17 274:5 275:3,23 276:19 277:23 278:18 285:5 293:21 303:13, 25 308:25 309:24	removed 294:24 295:2,7 299:20
present 259:15 264:2 281:3,11	<hr/> R <hr/>	receiving 258:16	rep 307:3
press 286:16 304:23	raise 264:5 272:14	recess 263:3	replacements 293:3
pretty 300:25	raising 281:15	recognized 286:13	reply 259:3
prevented 290:11	range 287:10	reconvene 311:6	report 273:2,4,6,10, 13 289:4 293:7,8,10, 14 296:23 297:5,9 299:10 300:5 304:11
preventing 259:1	reach 258:20	record 258:2 259:7 260:23 263:5,9,11 264:11 271:12 272:9 273:16,18 274:21,23 275:4,24 276:15,20 277:19,24 278:19 279:21 281:24 282:15 283:17 285:1,4,6 295:13 308:19 311:4, 5,7	reporter 259:9 310:19
print 280:7	read 277:3 292:4 293:4 295:22 296:2 298:23 299:4 305:20 306:4	records 283:22 290:10 309:3	reports 260:5
printed 279:24	reading 277:2,7,16 282:10 292:11 295:20	recross 304:24 310:21	represent 275:13
pro 260:12			representative 289:22 303:7
problem 259:1 265:23,24 269:22 288:4			representatives 275:12 309:14 310:9
problems 261:7 262:5 288:3 309:2			request 274:4,6,23 276:4,10,25 278:5,7, 14 279:8,10,18 281:22 282:13 286:23 290:3 300:24 301:1,3,4 303:13 307:16
proceed 259:5,16 261:13 263:15 264:3 271:10,13 272:4,17 304:24			requested 274:5
proceeding 259:9			requesting 275:11
process 259:12 260:9,11 262:17 283:22 291:11,20			requests 289:7
processing 307:22			require 291:22
produced 301:6			required 289:21 291:13,14,17,20
property 269:24 290:21 297:16			Research 272:24
proposed 277:15			

residence 280:18 290:7	sentence 282:4 296:23 297:10 299:15	site 289:9	276:19 277:23 278:18 282:11 285:5 288:25 293:7,10 294:18 295:6 296:23 297:9 299:10 300:23 301:21 304:11
responded 279:17, 18 284:17	separate 279:17	sites 288:7	
response 273:24 274:6 276:2,10,23,25 277:11 278:2,4,7,13, 22 279:15,19 284:11 303:13 307:16 308:10	September 298:1	situation 269:8 292:6	
responses 274:23 275:9	serial 276:6	situations 287:15	start 268:21 282:4
resume 258:12 310:22,24	service 258:6 272:23 275:18 281:25 284:16 299:4 303:9 308:7,24	skip 280:12	started 268:20
retire 267:16,25	services 288:18	slow 262:7	starting 277:1
retired 267:14,15,19 270:3	sets 292:2	slower 305:20	Starts 297:6
review 289:5 290:1 291:11	sewer 286:19,22,25 287:5 289:17 290:25	son 265:10,18	state 260:22 264:11 272:9
reviewing 301:20	share 262:17	son-in-law 265:21	statement 264:1,16 305:5,14,18
role 285:16,21	shared 280:4	sort 280:8 292:24	statements 274:21
Roos 260:4 265:1,4,5 287:12 290:25 291:5 294:22 295:4,9 296:15,17 300:25 301:9 304:9,10 305:23 306:8	sharp 310:24	sound 299:2	stay 263:7
Roos' 273:20 293:2	sheet 279:15,17,25 280:15,24	sounds 261:9 283:23 290:13	steps 288:25
routinely 283:18	sheets 277:9	source 288:4,5	stopped 292:11
rule 291:20 304:4	short 307:3	speak 286:10,13,16 304:23	stops 292:10
rules 291:18,22 292:1	Shortly 266:21	speaking 286:6	straight 284:21 297:25
running 287:18 288:3 292:3 304:13	show 292:12 299:6,7 306:24	specific 275:14	street 269:12,15,25
	showed 263:2 298:17 299:10,16,22	specifically 281:22	studies 292:17,24 293:3
S	showing 308:20	specifics 294:22	stuff 265:12,20 266:19 269:1
school 268:17	shows 295:20	spell 260:23 264:12	submit 285:19 289:5 301:8
selected 273:25	shut 298:1 299:11,13	spend 268:5,14	submitted 259:25 273:10,24
send 265:23 307:9 308:18	shut-off 297:11	spent 268:16	successfully 302:22
Senior 272:24	shutoff 297:3	spoke 269:20 275:12	suddenly 291:24
sense 283:2 299:11	Siemens 267:22	spreadsheets 274:14	summarize 287:9
	signs 302:5	St 267:9,22 268:15 269:3 280:18	supposed 280:4 281:10
	simpler 260:19	Staff 259:14,24 270:17,21 271:11,15 273:13 274:19 276:4, 11 278:11,14 279:2 281:19,22 282:19 283:16 284:19 285:18 289:2,12 291:3 293:17,20 295:1,3 300:19 304:4,15	surprised 299:12
	simplistic 306:8	staff's 259:16 273:2, 9,13,17 275:3,19,23	swear 259:19 264:4 272:10
	simply 300:12		sworn 264:7,9 271:21 272:8,15,18
	single 276:10		
	sir 261:14 262:23 281:8 286:4 306:16 309:22 310:8		

T	<p>things 259:8 260:19 268:25 284:21 287:14, 20 289:23</p> <p>thinking 295:19,25</p> <p>thinks 308:19</p> <p>thought 268:20 272:1 293:9,25 294:24,25 308:9</p> <p>thumb 304:4</p> <p>time 258:4 260:1 263:2 265:22 266:14 267:4,7,10,14 268:6,9, 13 269:14,17 270:10 272:5 277:9 283:14 285:22 289:19 292:8, 11 298:2 306:20,25 308:20</p> <p>timeline 266:7</p> <p>times 267:8 287:1</p> <p>title 272:22</p> <p>today 258:4 262:9 263:22 264:2 271:25 286:5,17 310:24</p> <p>toilet 287:18</p> <p>told 266:14,17 267:23, 24 300:2 307:6</p> <p>touchpad 294:19,24 295:2 297:16 299:20</p> <p>Toyce 269:13,21</p> <p>track 271:24</p> <p>transcript 306:24</p> <p>transcripts 302:11</p> <p>trend 290:19</p> <p>trends 290:4</p> <p>trouble 308:8</p> <p>true 273:6 294:4,14</p> <p>trued 292:7</p> <p>type 277:2,7,17 281:24 282:1 295:21 296:2,7 298:11,12,24 299:25 300:1,5,6,7</p>	<p>306:5</p> <p>typically 267:9 268:5 290:22 305:20</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>uh-huh 266:16 267:1 268:3 269:7 303:21</p> <p>ultimately 291:9</p> <p>unable 258:9</p> <p>unclear 299:20</p> <p>understand 285:16 299:17</p> <p>understanding 295:4,6 296:14 297:23</p> <p>underway 258:8 259:14</p> <p>unusual 287:9</p> <p>ups 296:21</p> <p>upward 292:1</p> <p>usage 278:25 279:5 286:20 287:1,3 290:5, 6 291:1,24 296:15 299:6,24</p> <p>utilities 270:10</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>verify 288:11</p> <p>video 259:18 261:18 311:2</p> <p>visit 267:2,9 289:13 304:16</p> <p>visited 289:9</p> <p>visiting 291:3</p> <p>voluminous 303:12</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>wait 292:19</p>	<p>wanted 260:8 263:22 264:2,17,19 265:11 266:17 270:16 271:13 284:7 285:15 288:1 290:4,9 295:1,10</p> <p>wastewater 287:3</p> <p>water 258:6 265:14, 18,25 269:9,19,22 270:10 276:5,12 286:20 287:1,9,12,16 288:7 289:17 290:25 291:9,11,24 298:1 299:10,11,12,13,17,22 301:22 302:6 304:5,6, 12 306:20 308:1</p> <p>WC-2021-0129 258:3 263:11</p> <p>Webex 271:5</p> <p>wife 261:15 262:2,9 263:17</p> <p>Willie 258:5 283:6</p> <p>withdraw 284:3</p> <p>withdrawing 283:25</p> <p>withdrawn 284:21</p> <p>witnessed 288:6,11</p> <p>witnesses 258:9 259:5,17 260:14 263:25</p> <p>wonderful 287:23</p> <p>wondering 260:1 293:17,20 301:19</p> <p>work 262:12 268:11 269:16 272:23 280:17 281:5,10,23 284:14 296:15</p> <p>worked 267:22</p> <p>working 285:19</p> <p>works 269:14,16 270:2 285:18 299:18 310:25</p> <p>wrap 259:8</p> <p>write 270:7,8</p>
----------	---	---	---

written 303:20,21,25
307:19

wrong 279:25 308:9

Y

yard 287:19

year 267:8 287:1

years 287:15 288:5
290:4,16,17,22

yesterday 258:8,11,
16,24 260:2 262:12
263:16 264:20