

1

STATE OF MISSOURI

2

PUBLIC SERVICE COMMISSION

3

4

5

TRANSCRIPT OF PROCEEDINGS

6

7

8

Prehearing

9

February 13, 2013

10

Wainwright State Office Building

11

111 North 7th Street

12

St. Louis, MO 63101

13

Volume 2

14

15

16 In the Matter of:

17 Marcia Eason)

)

18 vs.)

Case No. WC20130010

Missouri American)

19 Water Co., et al.)

20

21

22

23

24

25 KENNARD L. JONES, Presiding, Senior Regulatory Law Judge

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 MISSOURI AMERICAN WATER CO. (VIA TELEPHONE):

TIM LUFT, ESQ.

JOHN REICHERT, ESQ

CHELSIE HARMON, Customer Service

FOR THE COMMISSION (VIA TELEPHONE:

KEVIN THOMPSON, ESQ.

TONYA ALM, ESQ.

FOR THE COMPLAINANT (VIA TELEPHONE):

MARCIA EASON, Pro Se

COURT REPORTER:

ASHLEY C. HIGH, CCR(MO-1076), RPR

MIDWEST LITIGATION SERVICES

711 North Eleventh Street

St. Louis, MO 63101

(314) 644-2191

(800) 280-3376

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

2 (HEARING COMMENCED AT 9:03 A.M.)

3 JUDGE JONES: Let's go ahead and go on the record.

4 This is a prehearing conference, Case Number WC20130010,
5 Marcia Eason, Complainant versus Missouri American Water
6 Company.

7 Let's take entries of appearances, beginning with
8 Missouri American.

9 MR. LUFT: Thank you, Judge Tim Luft and John
10 Reichart. And we also have a Chelsie Harmon, Customer Service
11 with us.

12 JUDGE JONES: Okay. And from the staff of the
13 Commission?

14 MR. THOMPSON: Thank you, Judge. Kevin Thompson and
15 Tonya Alm for the staff of the Missouri Public Service
16 Commission, Post Office Box 360, Jefferson City, Missouri
17 65102.

18 JUDGE JONES: And Ms. Eason?

19 MS. EASON: Yes, Marcie Eason, Complainant.

20 JUDGE JONES: Okay. It's not Marcia, it's Marcia.

21 MS. EASON: It's Marcia, M-A-R-C-I-A.

22 JUDGE JONES: Okay. All right. Well, I know you
23 all have -- and I'm Kennard Jones, by the way, the judge
24 presiding over this matter.

25 I know you all have had an opportunity -- or taken

1 an effort to try to settle the matter and haven't. And in
2 your proposed procedural schedule this meeting was labeled as
3 prehearing conference or discovery issues. Do you have any
4 discovery issues?

5 MR. LUFT: Well, Judge, if I may -- Tim Luft,
6 Missouri American Water. I think one issue -- we propounded
7 some discovery back on January 4th, and we did receive some
8 responses. There's a few that were not as complete as we
9 would have liked.

10 But one of the issues was on November -- or
11 December 12th of last year we shut off her water for a short
12 period of time during one day, and we were asking about -- if
13 there were any damages with regard to that. The response was
14 there was none.

15 And then on February 6th she wrote a letter asking
16 to amend her complaint to include damages for that shut off,
17 which presumably would be in the form of water that was
18 flowing through a faucet that was left on.

19 And our response to that is we believe that may not
20 be timely to the discovery as shut off was -- it was already
21 passed.

22 JUDGE JONES: Well, the amended complaint, you're
23 correct is not timely. However, a complaint can be amended by
24 leave of the Commission, and you know, I don't know what the
25 five commissioners would want to do.

1 What I would propose to do in this case is give you
2 an opportunity to simply respond to her amended complaint and
3 then go from there, because if -- otherwise we have two
4 complaints running, and I'd rather this just be with this
5 complaint with this complainant.

6 I don't know what kind of prejudice or harm that
7 could cause you, maybe you'd like to share that with me.

8 MR. THOMPSON: Well, Judge, I think, you know, we
9 may be able to live with the amended complaint, but the
10 struggle or the concern that we have is difficulty in
11 ascertaining exactly what is being included, or what Ms.
12 Eason's theory of her case is, so we can prepare for hearing.

13 The discovery we propounded did not give a lot of
14 detail pertaining to exactly the amount of the damages she's
15 requesting, or what -- you know, it just said to include
16 damages, I -- we don't know, you know, if that's just the
17 water used for sure, or if there was some damage to some
18 facilities at her home, different things like that, so --

19 JUDGE JONES: Oh, I see.

20 MR. THOMPSON: -- I guess it would be helpful to, if
21 we could, get a little more detail so we could prepare for
22 hearing if -- you know, one of the other DRs that we asked
23 was: Did she have any objections to the findings of the staff
24 report. And I believe the response was no.

25 If that's the case, then I think we could go with

1 the facts from the staff report, but we just want to make sure
2 we know what the facts are that Ms. Eason is claiming before
3 we go into hearing.

4 JUDGE JONES: I understand. Ms. Eason?

5 MS. EASON: Yes.

6 JUDGE JONES: Well, I should have explained this to
7 you, first of all. I feel like we're so far in the process
8 that we've already hashed over this, but this is the first
9 time we've all gotten together, I believe.

10 You should know that the staff of the commission is
11 objective, they don't have a side. They simply try to look at
12 the case and figure out the best solution for it.

13 And I am telling you this because you're
14 representing yourself, and Missouri American Water is your
15 opponent in the case, particularly if we proceed to
16 evidentiary hearing.

17 At this point, it's possible that you all may be
18 able to work this out, and that's the purpose of this meeting.
19 I realize you've been contacted by Missouri American Water and
20 you weren't satisfied with whatever they were talking about,
21 so that's why we're here, so.

22 And did you understand what Missouri American's
23 concern is as just stated by their attorney?

24 MS. EASON: I'm listening, and I'm hearing, and like
25 I told them before, I'm learning as I go. I am representing

1 myself. And I -- like I -- the request that they made I
2 specified that weren't no damages except for that the water
3 usage had been running the full day --

4 JUDGE JONES: Right.

5 MS. EASON: -- so when they turned it on until I got
6 home at 9:30 to turn it off.

7 JUDGE JONES: I understand. And you said -- I'm
8 looking at your amended complaint -- you said that was in your
9 kitchen faucet?

10 MS. EASON: Yes.

11 JUDGE JONES: Did they have access to your kitchen?

12 MS. EASON: When they -- when -- I spoke with
13 someone at Missouri Public, which was -- I want to Fred Gay,
14 they were supposed to contact me to -- when they detected
15 water was on before they turned it on -- before they was to
16 turn my water back on -- my services back on.

17 JUDGE JONES: Right.

18 MS. EASON: And if so, they were supposed to contact
19 me, because I was at work when all of this took place.

20 JUDGE JONES: So you're saying when they cut the
21 water on, you would have maybe left work and went home and --

22 MS. EASON: Yes, or either had arrangements for
23 somebody -- you know, something. But nobody contacted me and
24 when I got home the water was going full force.

25 JUDGE JONES: I understand. Now, for Missouri

1 American, I do have a question. She filed this -- I'm
2 assuming your first formal notice of this concern, the amended
3 complaint, was the February 6th letter?

4 MR. LUFT: Correct.

5 JUDGE JONES: And the incident was on December 14th.
6 Did you take any effort to see what her water usage was like
7 on that day?

8 MR. LUFT: Yes, we did. And the process is our
9 folks are trained to not turn the water on -- keep it on if
10 they see movement on the meter, and they did not see any
11 movement on that meter.

12 And we talked to that individual that very same day,
13 because we were moving pretty quickly over here to get that
14 water turned back on, because to be perfectly honest, this
15 was -- we -- this was -- internally we did not want to turn
16 off her water, because she's got a pending complaint, even
17 though perhaps under the rule we have the right to do so. We
18 made it very clear that it was nothing that we wanted to do.

19 JUDGE JONES: So you -- it sounds like you turned
20 the water off for non-payment?

21 MR. LUFT: Correct.

22 JUDGE JONES: And you then you realized, Oh, crap,
23 turn it back on.

24 MR. LUFT: Well, and there was still some undisputed
25 bills that weren't paid, but we went ahead and turned it on

1 immediately within hours later. And then -- but we asked our
2 folks, When you turned it on, was there any movement on the
3 meter, and they said, Absolutely not. So we don't understand
4 how the kitchen faucet was left on full blast.

5 MS. EASON: Well, you should be able to detect that,
6 because when I came -- and it was off for a full day -- it was
7 for a full day, because I had to contact the public
8 commission. And it was also a full day. And when I came home
9 I spoke with one of your representatives, my water was shut
10 on about -- shut back on about 1:12, and it was left running
11 from 1:12 until 9:30 p.m. until I got home.

12 JUDGE JONES: Okay. So before you all start getting
13 into a tennis match, because I can feel that coming.

14 Ms. Eason, does anyone else live with you?

15 MS. EASON: No.

16 JUDGE JONES: Well, that's a mystery to me, and the
17 only way for me to get to the bottom would be through an
18 evidentiary hearing, so --

19 MS. EASON: Okay.

20 JUDGE JONES: -- I mean, on the fact of -- I
21 don't -- I don't think that you're lying that your water was
22 running, but if it was running, and they say it wasn't, then
23 -- well, I don't know how to figure that out right here.

24 MS. EASON: Okay.

25 JUDGE JONES: My concern -- and I want -- I'm

1 certain that Missouri American and staff is familiar with
2 this, but Ms. Eason I will tell you that the evidentiary
3 hearing serves a purpose of finding facts that are in dispute.

4 MS. EASON: Okay.

5 JUDGE JONES: If there are no facts in dispute, then
6 perhaps you all can work this out. I don't want -- I wouldn't
7 want our five commissioners to sit and listen to testimony
8 where there is no dispute, where we don't have to find that
9 one person is in favor of a fact and another isn't on certain
10 issues.

11 If there's an issue of law, then that can be decided
12 off the record -- I mean, without an evidentiary hearing. If
13 you all can settle the matter, then of course, that's the most
14 virtuous outcome for everyone, I would think.

15 I don't know what type of damages you're looking
16 for. It looks from your complaint that you dispute bills that
17 were unusually high during certain months.

18 MS. EASON: Right. With no meter movement again.
19 So I don't know, but --

20 MR. LUFT: Well, your Honor, I think the meter was
21 tested, I think it was okay. I would also add that we do not
22 dispute, though, that a significant amount of water was used
23 on that December 12th date when we turned it back -- the water
24 back on. There was, approximately, one unit of water, which
25 is a significant amount. There's no dispute to that.

1 MS. EASON: Okay. Well, I thought you said that
2 when they detect it, there was no movement on the meter is the
3 reason they turned it on.

4 MR. LUFT: That's correct.

5 MS. EASON: There was no usage, so.

6 MR. LUFT: There was no movement on the meter, but
7 we do agree that there was a significant amount of water
8 acceptable to that, and we don't know what happened, but
9 something was turned on later.

10 MS. EASON: Okay.

11 JUDGE JONES: Okay. So it sounds like there a's
12 disconnect between the meter and the water that's coming out
13 of the faucet. That's what I'm hearing. I don't know.

14 Does staff have a water person there with you, or is
15 it just you and Ms. Alm, Mr. Thompson?

16 MR. THOMPSON: Judge, it's just myself and Ms. Alm.

17 JUDGE JONES: Okay. Well, I don't -- it's not my
18 intention to meet outside during this proceeding. I would
19 rather you all take this opportunity to try to work on a
20 solution, and if you're unable to, that's fine, we'll have a
21 hearing.

22 MR. LUFT: Judge, on November 9th we extended an
23 offer Ms. Eason as a good faith --

24 JUDGE JONES: Well, before you -- I don't want to
25 hear about that.

1 MR. LUFT: Okay.

2 JUDGE JONES: I don't think I'm supposed to hear
3 about that. I'm aware that there were efforts to settle it,
4 but I feel like you were going to go into specifics about what
5 your offer was, and those things, I don't want to be privy to
6 that information.

7 MR. LUFT: Understood.

8 JUDGE JONES: Mr. Thompson, do you anything you'd
9 like to say on the record.

10 MR. THOMPSON: No, Judge. Thank you.

11 JUDGE JONES: Ms. Eason, are you aware of what's
12 happening right now?

13 MS. EASON: What do you mean am aware of what's
14 happening?

15 JUDGE JONES: Like the procedure -- I mean, we're on
16 the record right now, a transcript is being transcribed.

17 MS. EASON: Yes.

18 JUDGE JONES: And -- but when we go off the record,
19 then I will simply leave you, Missouri American and the staff
20 of the Commission to further discuss the matter and see if you
21 can come to a resolution. If you're unable to, then we'll
22 proceed with the proposed procedural schedule that you all
23 have sent.

24 MS. EASON: Okay.

25 JUDGE JONES: Do you have any questions?

1 MS. EASON: I don't. Not at this time.

2 JUDGE JONES: Are you certain?

3 MS. EASON: Yeah, I don't have any questions at this
4 time.

5 JUDGE JONES: Okay.

6 MS. EASON: And with the hearing, as -- when I've
7 always spoken with Missouri Public, and Missouri Water, I have
8 a deadline as to what time, because I didn't know -- I have to
9 go to work.

10 So with this -- after this, I don't have time -- we
11 can arrange a time, or arrange some time if they want to -- at
12 this time, I have to leave at 9:30.

13 JUDGE JONES: Okay. So you all won't have time to
14 talk. Well, it's 9:20 now, so what I suggest is I go ahead
15 and -- why don't you all try to figure out a time when the
16 three of you can have a conference call together.

17 I don't want to have to convene another prehearing
18 conference to facilitate your settlement discussions, so you
19 all can do that on your own.

20 I'm not -- you know, not unless you just want me to
21 do that. We can set it another, but it will throw your
22 procedural schedule off to some degree if we have to set up
23 another prehearing conference.

24 So is this the biggest problem with trying to settle
25 the matter is that you're unable to participate in settlement

1 conferences during the day?

2 MS. EASON: Well, I was told that this would be
3 arranged by phone.

4 JUDGE JONES: Right.

5 MS. EASON: And at the time at 9 o'clock, but I
6 didn't -- I mean, is this something that needs to be
7 scheduled, I can have that arranged, but I was under the
8 assumption that this would be like a half hour phone call.

9 JUDGE JONES: Well, yeah, it could have been
10 shorter. I tend to talk more than I should at times.

11 MS. EASON: That's okay.

12 JUDGE JONES: Well, let's just -- why don't I help
13 you all set up a time where the three of you can get together
14 and talk.

15 Mr. Thompson, will you be able to -- I don't know --
16 can you do three-way calls from there?

17 MR. THOMPSON: I'm sure we can arrange with the
18 state conference line.

19 JUDGE JONES: Okay. Well, Ms. Eason, when are you
20 able to take time to have a meaningful discourse to try to
21 work this out?

22 MS. EASON: Well, normally my schedule is --
23 normally I have to be at work at 11 o'clock, so I prepare
24 myself to get to work, to be there from 11 o'clock to 8:30.
25 However, if something, if I have a schedule, I can try and

1 arrange a time to see if maybe I can off or rearrange my
2 schedule.

3 JUDGE JONES: Well, I'm asking you because --

4 MS. EASON: I don't know -- well, at this time --

5 JUDGE JONES: I tell you what, why don't you do
6 this, why don't you think of -- let's see. We got a list of
7 issues due two days from now. And the hearing is March 26th.
8 So I don't know sometime before --

9 MS. EASON: I am aware of that date -- I am of the
10 March 26th date, so I did make arrangements for that.

11 JUDGE JONES: Okay. Well, why don't you take the
12 time today or tomorrow and just give me some times that -- you
13 know, maybe five or six days at different times. I'm not sure
14 how much time you will need, it depends on how complex your
15 discussions are, but some times that you'll be able, I can
16 forward that to the parties and then we can find a time and I
17 can let everyone know by e-mail.

18 MS. EASON: Okay. I can do that.

19 JUDGE JONES: Is that agreeable to everyone else?

20 MR. THOMPSON: That's fine with staff, Judge.

21 MR. LUFT: And that's fine with the company, Judge.
22 Can I just ask a quick question, it might eliminate some of
23 the confusion?

24 JUDGE JONES: Yes.

25 MR. THOMPSON: Ms. Eason, you mentioned that you

1 know in your letter to amend the complaint you wanted to
2 include the cost of the water associated with that time frame
3 in question. I understand there's a question from us of, you
4 know, who turned on the tap, but we have estimated that one --
5 one unit of usage which is what was used is worth about \$3.

6 That said, if we took that \$3 off the table, is
7 there anything else in the staff report that you take issue
8 with? Again, we're just trying to frame what the issues are
9 in the case and maybe that would be helpful --

10 MS. EASON: Not pertaining to -- okay, yes,
11 pertaining to that particular day, that's what I'm asking.

12 MR. LUFT: Okay.

13 MS. EASON: That's usage that I -- that's water that
14 I wasn't using that particular day that was left running.

15 MR. LUFT: So --

16 MS. EASON: I mean, I don't understand the process
17 of your system and how it works.

18 MR. LUFT: Well, I can get into that, but I guess
19 maybe for \$3, what I'm suggesting is if we were able to give
20 you a credit for \$3, is the use on that day, is there anything
21 else in the staff report from the facts that you take issue
22 with?

23 So we -- I guess, what we're trying from the
24 company's standpoint and to prepare for the hearing is just to
25 kind of know what the scope of what the -- what you're

1 claiming the additional issues are?

2 JUDGE JONES: Do you understand where he's coming
3 from, Ms. Eason? Hello? I think she may have hung up.

4 MR. LUFT: Oh. Well, the company's still here.
5 Judge, that's kind of what we were trying to get at. We're
6 just --

7 JUDGE JONES: Hang on just a moment.

8 MR. LUFT: Okay.

9 JUDGE JONES: Ms. Eason? Well, I don't know
10 what beeping noise was. Ms. Eason?

11 Well, she's not here, there's no point in us
12 discussing anything further.

13 MR. THOMPSON: Thank you, Judge.

14 JUDGE JONES: I'll think on this and try to figure
15 out a way to proceed expeditiously and without pain.

16 MR. LUFT: Yeah, Judge, I just -- you know, on the
17 schedule --

18 JUDGE JONES: Don't worry about talking about
19 anything else without her here.

20 MR. LUFT: Okay.

21 JUDGE JONES: Okay? All right. With that, we'll go
22 off the record. And you have a Happy Valentine's Day.

23 (HEARING CONCLUDED AT 9:23 A.M.)

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

STATE OF MISSOURI)
) ss.
CITY OF ST. LOUIS)

I, Ashley C. High, a Registered Professional Reporter,
Certified Shorthand Reporter (IL) and a Certified Court
Reporter (MO) do hereby certify that the hearing
aforementioned was held on the time and in the place
previously described.

IN WITNESS WHEREOF, I have hereunto set my hand and seal.

Ashley C. High, RPR, CSR(IL), CCR(MO)

A	Ashley 13:16 29:6,19 asked 16:22 20:1 asking 15:12 15:15 26:3 27:11 associated 27:2 assuming 19:2 assumption 25:8 attorney 17:23 aware 23:3,11 23:13 26:9 a's 22:11 A.M 14:2 28:23	CCR(MO-10... 13:16 certain 21:1,9 21:17 24:2 CERTIFICA... 29:1 Certified 29:7 29:7 certify 29:8 Chelsie 13:5 14:10 City 14:16 29:3 claiming 17:2 28:1 clear 19:18 come 23:21 coming 20:13 22:12 28:2 COMMENC... 14:2 commission 12:2 13:7 14:13,16 15:24 17:10 20:8 23:20 commissioners 15:25 21:7 company 14:6 26:21 company's 27:24 28:4 complainant 13:11 14:5,19 16:5 complaint 15:16,22,23 16:2,5,9 18:8 19:3,16 21:16 27:1 complaints 16:4 complete 15:8 complex 26:14 concern 16:10 17:23 19:2 20:25 CONCLUDED	28:23 conference 14:4 15:3 24:16,18,23 25:18 conferences 25:1 confusion 26:23 contact 18:14 18:18 20:7 contacted 17:19 18:23 convene 24:17 correct 15:23 19:4,21 22:4 cost 27:2 course 21:13 Court 13:15 29:7 crap 19:22 credit 27:20 CSR(IL) 29:19 Customer 13:5 14:10 cut 18:20	degree 24:22 depends 26:14 described 29:10 detail 16:14,21 detect 20:5 22:2 detected 18:14 different 16:18 26:13 difficulty 16:10 disconnect 22:12 discourse 25:20 discovery 15:3 15:4,7,20 16:13 discuss 23:20 discussing 28:12 discussions 24:18 26:15 dispute 21:3,5 21:8,16,22,25 DRs 16:22 due 26:7
B	back 15:7 18:16,16 19:14,23 20:10 21:23 21:24 beeping 28:10 beginning 14:7 believe 15:19 16:24 17:9 best 17:12 biggest 24:24 bills 19:25 21:16 blast 20:4 bottom 20:17 Box 14:16 Building 12:10	C C 13:1,16 14:1 29:6,19 call 24:16 25:8 calls 25:16 case 12:18 14:4 16:1,12,25 17:12,15 27:9 cause 16:7 CCR(MO) 29:19	D D 14:1 damage 16:17 damages 15:13 15:16 16:14 16:16 18:2 21:15 date 21:23 26:9 26:10 day 15:12 18:3 19:7,12 20:6 20:7,8 25:1 27:11,14,20 28:22 days 26:7,13 deadline 24:8 December 15:11 19:5 21:23 decided 21:11	E E 13:1,1 14:1,1 Eason 12:17 13:12 14:5,18 14:19,19,21 17:2,4,5,24 18:5,10,12,18 18:22 20:5,14 20:15,19,24 21:2,4,18 22:1,5,10,23 23:11,13,17 23:24 24:1,3 24:6 25:2,5 25:11,19,22 26:4,9,18,25 27:10,13,16 28:3,9,10 Eason's 16:12 effort 15:1 19:6

efforts 23:3	five 15:25 21:7	17:16,24	Jones 12:25	28:5
either 18:22	26:13	20:18 21:3,12	14:3,12,18,20	kitchen 18:9,11
Eleventh 13:17	flowing 15:18	22:13,21 24:6	14:22,23	20:4
eliminate 26:22	folks 19:9 20:2	26:7 27:24	15:22 16:19	know 14:22,25
entries 14:7	force 18:24	28:23 29:8	17:4,6 18:4,7	15:24,24 16:6
ESQ 13:4,4,8,9	form 15:17	held 29:9	18:11,17,20	16:8,15,16,16
estimated 27:4	formal 19:2	Hello 28:3	18:25 19:5,19	16:22 17:2,10
et 12:19	forward 26:16	help 25:12	19:22 20:12	18:23 20:23
evidentiary	frame 27:2,8	helpful 16:20	20:16,20,25	21:15,19 22:8
17:16 20:18	Fred 18:13	27:9	21:5 22:11,17	22:13 24:8,20
21:2,12	full 18:3,24	hereunto 29:12	22:24 23:2,8	25:15 26:4,8
exactly 16:11	20:4,6,7,8	high 13:16	23:11,15,18	26:13,17 27:1
16:14	further 23:20	21:17 29:6,19	23:25 24:2,5	27:4,25 28:9
expeditiously	28:12	home 16:18	24:13 25:4,9	28:16
28:15		18:6,21,24	25:12,19 26:3	
explained 17:6	G	20:8,11	26:5,11,19,24	L
extended 22:22	G 14:1	honest 19:14	28:2,7,9,14	L 12:25
e-mail 26:17	Gay 18:13	Honor 21:20	28:18,21	labeled 15:2
	getting 20:12	hour 25:8	judge 12:25	law 12:25
F	give 16:1,13	hours 20:1	14:3,9,12,14	21:11
facilitate 24:18	26:12 27:19	hung 28:3	14:18,20,22	learning 17:25
facilities 16:18	go 14:3,3 16:3		14:23 15:5,22	leave 15:24
fact 20:20 21:9	16:25 17:3,25	I	16:8,19 17:4	23:19 24:12
facts 17:1,2	23:4,18 24:9	IL 29:7	17:6 18:4,7	left 15:18 18:21
21:3,5 27:21	24:14 28:21	immediately	18:11,17,20	20:4,10 27:14
faith 22:23	going 18:24	20:1	18:25 19:5,19	letter 15:15
familiar 21:1	23:4	incident 19:5	19:22 20:12	19:3 27:1
far 17:7	good 22:23	include 15:16	20:16,20,25	let's 14:3,7
faucet 15:18	gotten 17:9	16:15 27:2	21:5 22:11,16	25:12 26:6
18:9 20:4	guess 16:20	included 16:11	22:17,22,24	liked 15:9
22:13	27:18,23	individual	23:2,8,10,11	line 25:18
favor 21:9		19:12	23:15,18,25	list 26:6
February 12:9	H	information	24:2,5,13	listen 21:7
15:15 19:3	half 25:8	23:6	25:4,9,12,19	listening 17:24
feel 17:7 20:13	hand 29:12	intention 22:18	26:3,5,11,19	LITIGATION
23:4	Hang 28:7	internally	26:20,21,24	13:16
figure 17:12	happened 22:8	19:15	28:2,5,7,9,13	little 16:21
20:23 24:15	happening	issue 15:6	28:14,16,18	live 16:9 20:14
28:14	23:12,14	21:11 27:7,21	28:21	look 17:11
filed 19:1	Happy 28:22	issues 15:3,4,10		looking 18:8
find 21:8 26:16	harm 16:6	21:10 26:7	K	21:15
finding 21:3	Harmon 13:5	27:8 28:1	keep 19:9	looks 21:16
findings 16:23	14:10		Kennard 12:25	lot 16:13
fine 22:20	hashed 17:8	J	14:23	Louis 12:12
26:20,21	hear 22:25 23:2	January 15:7	Kevin 13:8	13:17 29:3
first 17:7,8	hearing 14:2	Jefferson 14:16	14:14	Luft 13:4 14:9
19:2	16:12,22 17:3	John 13:4 14:9	kind 16:6 27:25	14:9 15:5,5

19:4,8,21,24 21:20 22:4,6 22:22 23:1,7 26:21 27:12 27:15,18 28:4 28:8,16,20 lying 20:21	movement 19:10,11 20:2 21:18 22:2,6 moving 19:13 mystery 20:16 M-A-R-C-I-A 14:21	opportunity 14:25 16:2 22:19 outcome 21:14 outside 22:18 o'clock 25:5,23 25:24	previously 29:10 privy 23:5 Pro 13:12 problem 24:24 procedural 15:2 23:22 24:22 procedure 23:15 proceed 17:15 23:22 28:15 proceeding 22:18 PROCEEDI... 12:5 process 17:7 19:8 27:16 Professional 29:6 propose 16:1 proposed 15:2 23:22 propounded 15:6 16:13 public 12:2 14:15 18:13 20:7 24:7 purpose 17:18 21:3 p.m 20:11	record 14:3 21:12 23:9,16 23:18 28:22 regard 15:13 Registered 29:6 Regulatory 12:25 Reichart 14:10 REICHERT 13:4 report 16:24 17:1 27:7,21 Reporter 13:15 29:1,6,7,8 representativ... 20:9 representing 17:14,25 request 18:1 requesting 16:15 resolution 23:21 respond 16:2 response 15:13 15:19 16:24 responses 15:8 right 14:22 18:4,17 19:17 20:23 21:18 23:12,16 25:4 28:21 RPR 13:16 29:19 rule 19:17 running 16:4 18:3 20:10,22 20:22 27:14
M	N	P		
March 26:7,10 Marcia 12:17 13:12 14:5,20 14:20,21 Marcie 14:19 match 20:13 matter 12:16 14:24 15:1 21:13 23:20 24:25 mean 20:20 21:12 23:13 23:15 25:6 27:16 meaningful 25:20 meet 22:18 meeting 15:2 17:18 mentioned 26:25 meter 19:10,11 20:3 21:18,20 22:2,6,12 MIDWEST 13:16 Missouri 12:1 12:18 13:3 14:5,8,15,16 15:6 17:14,19 17:22 18:13 18:25 21:1 23:19 24:7,7 29:2 MO 12:12 13:17 29:8 moment 28:7 months 21:17	N 13:1 14:1 need 26:14 needs 25:6 noise 28:10 non-payment 19:20 normally 25:22 25:23 North 12:11 13:17 notice 19:2 November 15:10 22:22 Number 14:4	P 13:1,1 14:1 paid 19:25 pain 28:15 participate 24:25 particular 27:11,14 particularly 17:15 parties 26:16 passed 15:21 pending 19:16 perfectly 19:14 period 15:12 person 21:9 22:14 pertaining 16:14 27:10 27:11 phone 25:3,8 place 18:19 29:9 point 17:17 28:11 possible 17:17 Post 14:16 prehearing 12:8 14:4 15:3 24:17,23 prejudice 16:6 prepare 16:12 16:21 25:23 27:24 presiding 12:25 14:24 presumably 15:17 pretty 19:13		
	O		Q	
	O 14:1 objections 16:23 objective 17:11 offer 22:23 23:5 Office 12:10 14:16 Oh 16:19 19:22 28:4 okay 14:12,20 14:22 20:12 20:19,24 21:4 21:21 22:1,10 22:11,17 23:1 23:24 24:5,13 25:11,19 26:11,18 27:10,12 28:8 28:20,21 opponent 17:15		question 19:1 26:22 27:3,3 questions 23:25 24:3 quick 26:22 quickly 19:13	
			R	S
			R 13:1 14:1 realize 17:19 realized 19:22 rearrange 26:1 reason 22:3 receive 15:7	S 13:1 14:1 satisfied 17:20 saying 18:20 schedule 15:2 23:22 24:22 25:22,25 26:2

28:17 scheduled 25:7 scope 27:25 Se 13:12 seal 29:12 see 16:19 19:6 19:10,10 23:20 26:1,6 Senior 12:25 sent 23:23 serves 21:3 Service 12:2 13:5 14:10,15 services 13:16 18:16 set 24:21,22 25:13 29:12 settle 15:1 21:13 23:3 24:24 settlement 24:18,25 share 16:7 short 15:11 shorter 25:10 Shorthand 29:7 shut 15:11,16 15:20 20:9,10 side 17:11 significant 21:22,25 22:7 simply 16:2 17:11 23:19 sit 21:7 six 26:13 solution 17:12 22:20 somebody 18:23 sounds 19:19 22:11 specifics 23:4 specified 18:2 spoke 18:12 20:9 spoken 24:7	ss 29:3 St 12:12 13:17 29:3 staff 14:12,15 16:23 17:1,10 21:1 22:14 23:19 26:20 27:7,21 standpoint 27:24 start 20:12 state 12:1,10 25:18 29:2 stated 17:23 Street 12:11 13:17 struggle 16:10 suggest 24:14 suggesting 27:19 supposed 18:14 18:18 23:2 sure 16:17 17:1 25:17 26:13 system 27:17 <hr/> T table 27:6 take 14:7 19:6 22:19 25:20 26:11 27:7,21 taken 14:25 talk 24:14 25:10,14 talked 19:12 talking 17:20 28:18 tap 27:4 TELEPHONE 13:3,7,11 tell 21:2 26:5 telling 17:13 tend 25:10 tennis 20:13 tested 21:21 testimony 21:7 Thank 14:9,14	23:10 28:13 theory 16:12 things 16:18 23:5 think 15:6 16:8 16:25 20:21 21:14,20,21 23:2 26:6 28:3,14 Thompson 13:8 14:14,14 16:8,20 22:15 22:16 23:8,10 25:15,17 26:20,25 28:13 thought 22:1 three 24:16 25:13 three-way 25:16 throw 24:21 Tim 13:4 14:9 15:5 time 15:12 17:9 24:1,4,8,10 24:11,11,12 24:13,15 25:5 25:13,20 26:1 26:4,12,14,16 27:2 29:9 timely 15:20,23 times 25:10 26:12,13,15 today 26:12 told 17:25 25:2 tomorrow 26:12 Tonya 13:9 14:15 trained 19:9 transcribed 23:16 transcript 12:5 23:16 try 15:1 17:11 22:19 24:15	25:20,25 28:14 trying 24:24 27:8,23 28:5 turn 18:6,16 19:9,15,23 turned 18:5,15 19:14,19,25 20:2 21:23 22:3,9 27:4 two 16:3 26:7 type 21:15 <hr/> U unable 22:20 23:21 24:25 understand 17:4,22 18:7 18:25 20:3 27:3,16 28:2 Understood 23:7 undisputed 19:24 unit 21:24 27:5 unusually 21:17 usage 18:3 19:6 22:5 27:5,13 use 27:20 <hr/> V Valentine's 28:22 versus 14:5 virtuous 21:14 Volume 12:13 vs 12:18 <hr/> W Wainwright 12:10 want 15:25 17:1 18:13 19:15 20:25 21:6,7 22:24 23:5 24:11,17	24:20 wanted 19:18 27:1 wasn't 20:22 27:14 water 12:19 13:3 14:5 15:6,11,17 16:17 17:14 17:19 18:2,15 18:16,21,24 19:6,9,14,16 19:20 20:9,21 21:22,23,24 22:7,12,14 24:7 27:2,13 way 14:23 20:17 28:15 WC20130010 12:18 14:4 went 18:21 19:25 weren't 17:20 18:2 19:25 we'll 22:20 23:21 28:21 we're 17:7,21 23:15 27:8,23 28:5 we've 17:8,9 WHEREOF 29:12 WITNESS 29:12 work 17:18 18:19,21 21:6 22:19 24:9 25:21,23,24 works 27:17 worry 28:18 worth 27:5 wouldn't 21:6 wrote 15:15 <hr/> Y yeah 24:3 25:9 28:16
---	---	---	---	---

year 15:11	9:30 18:6 20:11 24:12			
\$				
\$3 27:5,6,19,20				
1				
1:12 20:10,11				
11 25:23,24				
111 12:11				
12th 15:11				
21:23				
13 12:9				
14th 19:5				
2				
2 12:13				
2013 12:9				
26th 26:7,10				
280-3376 13:18				
3				
314 13:18				
360 14:16				
4				
4th 15:7				
6				
6th 15:15 19:3				
63101 12:12				
13:17				
644-2191 13:18				
65102 14:17				
7				
7th 12:11				
711 13:17				
8				
8:30 25:24				
800 13:18				
9				
9 25:5				
9th 22:22				
9:03 14:2				
9:20 24:14				
9:23 28:23				