

STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

In the matter of )  
 )  
USW Local 11-6, ) GC-2006-0390  
 )  
and )  
 )  
Laclede Gas Company )

**TESTIMONY OF ROBERT LEONBERGER**

Comes now USW Local 11-6 and for the written testimony of Robert Leonberger incorporates by reference relevant portions of his deposition. A copy of those portions of the transcript is attached hereto. Specifically, that testimony can be found as follows:

p. 4, l. 1 to p. 7, l. 8

p. 40, l. 21 to p. 41, l. 20

p. 43, l. 18 to p. 44, l. 16

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Respectfully submitted,

/s/ Sherrie A. Schroder

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### Certificate of Service

The undersigned certifies that a true and correct copy of the foregoing was served on September 25, 2006, by United States mail, hand-deliver, email, or facsimile upon:

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**PUBLIC SERVICE COMMISSION  
STATE OF MISSOURI**

**IN THE MATTER OF:  
USW LOCAL 11-6 AND LACLEDE GAS COMPANY**

**Case Nos. GC-2006-0313 and GC-2006-0390**

**DEPOSITION OF ROBERT LEONBERGER**

**JULY 6, 2006**

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1 STATE OF MISSOURI  
 2 PUBLIC SERVICE COMMISSION  
 3 In the Matter of: )  
 4 USW LOCAL 11-6, )  
 5 and ) Case Nos. GC-2006-0313  
 6 ) GC-2006-0390  
 7 LACLEDE GAS COMPANY. )  
 8 DEPOSITION OF ROBERT LEONBERGER,  
 9 a witness, produced, sworn and examined on the 6th day of  
 10 July, 2006, between the hours of 8:00 a.m. and 6:00 p.m.  
 11 of that day at the offices of the Missouri Public Service  
 12 Commission, 200 Madison Street, in the City of Jefferson,  
 13 County of Cole, State of Missouri, before  
 14  
 15 KELLENE K. FEDDERSEN, RPR, CSR, CCR  
 16 MIDWEST LITIGATION SERVICES  
 17 3432 West Truman Boulevard, Suite 207  
 18 Jefferson City, MO 65109  
 19 (573)636-7551  
 20 and Notary Public within and for the State of Missouri,  
 21 commissioned in Cole County, Missouri, in the  
 22 above-entitled cause, on the part of USW Local 11-6,  
 23 pursuant to Notice.  
 24  
 25

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 EXHIBIT INSTRUCTIONS:  
 Attached to original.

Page 4

1 ROBERT LEONBERGER, being sworn, testified as follows:  
 2 DIRECT EXAMINATION BY MS. MARTIN:  
 3 Q. Would you state your name, please.  
 4 A. Robert Leonberger.  
 5 Q. And you are aware that you've been noticed  
 6 for deposition in connection with two separate complaints  
 7 filed by USW Local 11-6; is that correct?  
 8 A. Yes.  
 9 Q. And one of them is 2006-0313, which  
 10 involves the Grunsky bag method, and the other is  
 11 2006-0390, which involves the automated meter reading  
 12 program, correct?  
 13 A. Yes.  
 14 Q. Mr. Leonberger, who is your employer?  
 15 A. Missouri Public Service Commission.  
 16 Q. And how long have you been with that  
 17 employer?  
 18 A. Got to calculate this. 25 years.  
 19 Q. What is your present position?  
 20 A. I'm the assistant manager of the gas safety  
 21 engineering area.  
 22 Q. What are your duties in that position?  
 23 A. Overseeing the gas safety program of the  
 24 Commission. We inspect all the gas utilities in the  
 25 state, the -- all the regulated utilities and the

Page 5

1 municipal utilities for gas safety.

2 **Q. And have you had those same duties the**

3 **entire time that you've been employed by the PSC?**

4 A. I've had the supervisor's job since about

5 1991.

6 **Q. Okay.**

7 A. Before that, I was an inspector with the

8 department.

9 **Q. Were you always in gas safety?**

10 A. Yes, I've always been in the gas safety

11 area.

12 **Q. Do you belong to any professional**

13 **organizations whose focus are issues of gas distribution**

14 **or safety?**

15 A. I'm a member of the National Association of

16 Corrosion Engineers.

17 **Q. And what is that?**

18 A. It's a -- NACE is the acronym. It's a

19 national -- it's an international association of corrosion

20 technicians and engineers that corrosion, one of the

21 aspects is the corrosion of pipelines.

22 **Q. Do you have annual meetings or --**

23 A. There's annual meetings, but I haven't

24 attended one of those for a while.

25 **Q. Okay. Any other professional organizations**

Page 6

1 **related to gas distribution or safety?**

2 A. I was -- associations, the National

3 Association of Pipeline Safety Representatives.

4 **Q. National Association of?**

5 A. Pipeline Safety Representatives. It's an

6 organization of state pipeline safety managers like

7 myself.

8 **Q. Does that have a short thing?**

9 A. NAPSAR.

10 **Q. NAPSAR. Does that association hold any**

11 **meetings?**

12 A. Yes, there's regional meetings and national

13 meetings.

14 **Q. Do you attend those at all?**

15 A. Yes.

16 **Q. How often?**

17 A. I attend basically all the regional

18 meetings annually and all the national meetings annually.

19 **Q. And what regional meeting is that? What**

20 **region is covered by the region?**

21 A. The NAPSAR is broken up into regions the

22 same as the Federal Pipeline Safety regions. They have

23 different -- the Federal Pipeline Safety Organization has

24 different regions, and Missouri's in the central region.

25 129 states in the central region. So we just mirror their

Page 7

1 breakup of the states.

2 **Q. And so the people you meet with are your**

3 **counterparts in other states?**

4 A. Yes, as well as the federal office of the

5 Pipeline Safety people.

6 **Q. Okay. And those people work for the**

7 **Federal Government?**

8 A. Right.

9 **Q. Now, I wanted to ask you a couple of**

10 **questions about gas incident reporting. The PSC, does the**

11 **PSC receive reports of gas incidents from gas utilities in**

12 **the state of Missouri?**

13 A. Yes.

14 **Q. And how does that -- what is the -- is**

15 **there a regulation in the State Code of Regulations that**

16 **requires that sort of reporting?**

17 A. It requires a notification to the Staff of

18 certain incidents.

19 **Q. What are the incidents that need to be**

20 **reported?**

21 A. There's if it involves injury requiring

22 hospitalization, if it involves a death, if it involves

23 property damage more than \$10,000.

24 **Q. Greater than 10,000. So if there is a gas**

25 **incident that does not cause any property damage, say for**

Page 8

1 **example there's a gas leak and the utility finds it, fixes**

2 **the problem, nobody's hurt, that's not something that**

3 **would come to the attention of the PSC?**

4 A. Often we have calls that we consider a

5 courtesy call, if the media is involved or something like

6 that, but it's not required that they call unless it meets

7 one of those criteria. There's another criteria, if it

8 doesn't meet any of those specific criteria I just gave

9 you, that if it is significant, quote, in the eyes of the

10 operator, that you call.

11 **Q. Okay.**

12 A. But a lot of times we'll get calls from

13 different operators because there's media involved. They

14 just want us to know about it.

15 **Q. Okay.**

16 A. That's not an incident report. It doesn't

17 meet the definition of incident.

18 **Q. When incident reports are filed on the**

19 **ones -- on the incidents that meet the qualifications**

20 **you've just described to me, are those maintained by the**

21 **PSC?**

22 A. An incident report will be something

23 that -- a Staff incident report is a report that the Staff

24 would file with the Commission. We would open a docket or

25 open a case number, and we would do an investigation and

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1 A. The actual transfer of taking the index  
 2 off, putting a new index on, no. I guess there are rate  
 3 implications that sometimes they come in and talk to us  
 4 about the rate implications that may -- not me  
 5 particularly, but our rate staff of rate implications of a  
 6 large project, but --  
 7 **Q. So just to make sure I understand this, if**  
 8 **Laclede just wanted to take the dial that was on their**  
 9 **meters and change it to this AMR dial, this device to do**  
 10 **the reading, that's not something they would need approval**  
 11 **for, but there may be other implications of that they**  
 12 **would need approval for?**  
 13 A. Correct. Specifically their tariff, they  
 14 were changing the way that AMR was going to be used to do  
 15 certain things, and the tariff required them to do certain  
 16 things, so the tariff was changed.  
 17 **Q. Okay. And so I think one of the things**  
 18 **we're all familiar with from one of the other issues that**  
 19 **arose was the variance case where they needed to have a --**  
 20 **they wanted a change in how the meters were replaced or**  
 21 **selected for replacement as a result of AMR?**  
 22 A. Right.  
 23 **Q. But that was a separate matter?**  
 24 A. Right.  
 25 **Q. Okay. Did you have any discussions with**

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1 **anybody from Laclede about their implementation of AMR or**  
 2 **their plan to implement AMR?**  
 3 A. Over the years? yes.  
 4 **Q. Yes, over the years. Let's just go back,**  
 5 **though, to when you first learned about it. Do you recall**  
 6 **having discussions with folks at Laclede about their plan**  
 7 **to implement AMR?**  
 8 A. Yes, we had discussions about it.  
 9 **Q. Okay. Do you know who you discussed it**  
 10 **with?**  
 11 A. Various people. The person that was the  
 12 head of that was Bo Matisziw, M-a-t-i-s-z-i-w.  
 13 M-a-t-i-s-z-i-w.  
 14 **Q. Were you provided any documents from**  
 15 **Laclede about AMR?**  
 16 A. I can't recall if we had documents or not.  
 17 **Q. Well, did the PSC Staff do a formal**  
 18 **investigation of the AMR project?**  
 19 A. Did our Staff?  
 20 **Q. Yeah.**  
 21 A. No.  
 22 **Q. So --**  
 23 A. I know that our engineering analysis or our  
 24 people had back, I think in the mid '80s had done a  
 25 recommendation that Laclede actually go to AMR. So our

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1 one area where Staff had made a recommendation in one of  
 2 our audits that Laclede should consider using AMR, I think  
 3 it was a 1985 case.  
 4 **Q. And that's a case with a 1985 dash --**  
 5 A. It's a management audit case.  
 6 **Q. What's a management audit?**  
 7 A. The PSC has a section that does management  
 8 audits and looks at the efficiency of the operations. In  
 9 this case they looked at using AMR as one of the aspects  
 10 of that particular audit.  
 11 **Q. So when a management audit is done and a**  
 12 **gas utility or another utility, but we're talking about**  
 13 **gas utilities, so --**  
 14 A. Right. Not only gas utilities, I think,  
 15 but in this case, that's the one they did on Laclede.  
 16 **Q. Other than that, did the PSC Staff prepare**  
 17 **any written documents discussing the benefits or costs of**  
 18 **AMR?**  
 19 A. No, my staff didn't.  
 20 **Q. Do you know whether or not there was a test**  
 21 **program with Laclede for the AMR implementation?**  
 22 A. I think they had a pilot program, but I  
 23 don't know when it exactly was.  
 24 **Q. There are other gas utilities in Missouri**  
 25 **that have AMR on their gas meters; is that correct?**

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1 A. Yes.  
 2 **Q. Do you know which ones they are?**  
 3 A. I know MGE has a form of AMR. It's not  
 4 quite the same as what Laclede is using, and then AmerenUE  
 5 has the -- basically used the same Celnet technology, I  
 6 believe.  
 7 **Q. And do either MGE or AmerenUE have to**  
 8 **provide statistics or reports to the PSC about their**  
 9 **automated meter reading programs?**  
 10 A. To my group specifically about safety or --  
 11 **Q. Well, safety effectiveness, how well it**  
 12 **works, problems that are associated with it.**  
 13 A. They may be required in a rate case or some  
 14 other case, but I'm not aware. It's not given to me.  
 15 **Q. They don't have to report anything to you**  
 16 **about how well the system's working?**  
 17 A. Correct. There may be other things in like  
 18 a rate case that a management audit looks at or something  
 19 like that, but I'm not aware of it. My staff does not  
 20 have anything.  
 21 **Q. Now, if a -- hypothetically, if a gas leak**  
 22 **occurred at a Celnet, when the Celnet device was put in,**  
 23 **it would be reported should it fall into the categories we**  
 24 **talked about earlier where it caused property damage over**  
 25 **a certain amount or loss of life or injury or something**

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1 **like that; is that correct?**  
 2 A. Well, if there's a gas leak, that should be  
 3 reported to Laclede that there was a gas leak and they  
 4 would respond to that leak. Now, reported, do you mean  
 5 reported to the PSC?  
 6 **Q. Yes.**  
 7 A. Like I said, that criteria, it wouldn't  
 8 necessarily be reported to the PSC.  
 9 **Q. And that's what I was trying -- I mean, my**  
 10 **question was just, you would hear about the results of it**  
 11 **only if it fell within those, the loss of life, damage to**  
 12 **property that we talked about earlier; is that correct?**  
 13 A. Well, I become aware of some that there has  
 14 been allegations that there has been some leaks on some,  
 15 but we've looked into those addresses and those meters,  
 16 yes.  
 17 **Q. How would you hear about those?**  
 18 A. Through complaints.  
 19 **Q. From the public you mean?**  
 20 A. Yes.  
 21 **Q. Let me just -- before I ask you about that,**  
 22 **when you get the other report, we had talked about annual**  
 23 **report, and on there the annual amount of gas leaks is**  
 24 **reported. It doesn't break it down by where it was?**  
 25 A. No.

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1 **Q. So it just would say 100 gas leaks were**  
 2 **found this year?**  
 3 A. Corrosion leak, a leak due to material  
 4 defect, leak due to outside force damage, those kind of  
 5 categories.  
 6 **Q. So there are categories. It's just you**  
 7 **wouldn't say we had a leak at the meter?**  
 8 A. Right.  
 9 **Q. That would maybe fall within the equipment,**  
 10 **the second one you mentioned?**  
 11 A. It would depend on what the particular leak  
 12 was.  
 13 **Q. So what are the categories on that annual**  
 14 **report for gas leak, if you know?**  
 15 MR. FRANSON: Mr. Leonberger, if you're  
 16 going to cite a specific regulation, please do that when  
 17 you answer.  
 18 THE WITNESS: There's a specific form from  
 19 the -- it's actually the Pipeline Hazard Materials Safety  
 20 Administration of the Department of Transportation, the  
 21 cause of the leaks. There are corrosion, natural forces,  
 22 excavation, other outside force damage, material or wells,  
 23 equipment, operations and other.  
 24 BY MS. MARTIN:  
 25 **Q. Okay. And that's something we could find**

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1 **in the public domain and looks like in the regulations**  
 2 **that you've got?**  
 3 A. Right. I mean, there's --  
 4 **Q. It's one of the forms?**  
 5 A. It's a form -- it's a federal form that's  
 6 required to be turned in to the Federal Department of  
 7 Transportation annually.  
 8 **Q. Okay. And now, you also say that**  
 9 **occasionally you get, I guess, calls from the public**  
 10 **reporting problems directly to the PSC; is that correct?**  
 11 A. Correct.  
 12 **Q. Now, do you-all have a hotline for that?**  
 13 A. We have a consumer services line.  
 14 **Q. And the public takes advantage of this, I**  
 15 **gather?**  
 16 A. We have -- they have all sorts of  
 17 complaints from all sorts of different utilities.  
 18 **Q. When you receive a complaint from a gas**  
 19 **utility customer -- we'll hear speak specifically about**  
 20 **AMR since that's the subject of the complaint. Say**  
 21 **somebody called in, said somebody came over and stuck this**  
 22 **AMR device on my meter, now I have this nasty gas odor and**  
 23 **I called the people and complained. Does the PSC do**  
 24 **anything about that?**  
 25 A. I'm not sure how I got this, but we've

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1 looked at a couple of addresses where there's a --  
 2 supposedly a severe leak caused and we checked with  
 3 Laclede about what they -- they wanted to test that meter.  
 4 **Q. And is a formal investigation done at that**  
 5 **time?**  
 6 A. We just ask them if they tested that meter  
 7 and what the specifically was the problem with that meter.  
 8 **Q. You're talking about you asked Laclede?**  
 9 A. Yes.  
 10 **Q. Okay. So the consumer would call the PSC**  
 11 **and then the PSC calls Laclede?**  
 12 A. I don't know if it's a consumer or if it's  
 13 someone else.  
 14 **Q. Someone else?**  
 15 A. Could be an employee or something. I'm not  
 16 sure.  
 17 MR. ZUCKER: Excuse me a minute. This is  
 18 Rick Zucker. We're talking hypothetically now, or are we  
 19 talking about an actual complaint?  
 20 MS. MARTIN: Well, I was actually asking  
 21 about a hypothetical, just generally what the PSC would do  
 22 in that situation, and I think he's just mentioned a  
 23 couple of addresses but we haven't specifically asked  
 24 about those addresses.  
 25 MR. ZUCKER: He's mentioned a couple of

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1 addresses?  
 2 MS. MARTIN: He just mentioned that he  
 3 looked at a couple of addresses.  
 4 MR. FRANSON: Rick, he has not said it's  
 5 123 Laclede Building in St. Louis, Missouri or something  
 6 like that. No, he has not named a specific address yet.  
 7 MS. MARTIN: Does that answer your  
 8 question?  
 9 MR. ZUCKER: Sort of. Go ahead.  
 10 BY MS. MARTIN:  
 11 **Q. Okay. So in any event, somebody called.**  
 12 **We don't know if it's a consumer or an employee. They**  
 13 **tell you there's a problem, and you-all will call Laclede**  
 14 **to ask Laclede to give you information about it; is that**  
 15 **correct?**  
 16 A. Yes.  
 17 **Q. And that would be the general process when**  
 18 **a customer calls in with a leak or an employee or**  
 19 **whoever's calling it in, that's the normal process you-all**  
 20 **would follow?**  
 21 A. It depends on what the allegation is.  
 22 **Q. Okay. So for other sorts of allegations**  
 23 **you would perhaps follow a different path?**  
 24 A. Perhaps we would -- in the course if we're  
 25 going to do an inves-- we do our annual inspections of

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1 Laclede at different times. We would maybe incorporate  
 2 looking at that in the course of our normal looking at  
 3 records. So we wouldn't just ask them what it is, we may  
 4 try to find it ourselves, or we may actually do a special  
 5 inspection, go up there and say, we want to see the leak  
 6 records for an area. So it depends on what the allegation  
 7 is.  
 8 **Q. Okay. Now, going more specifically to AMR,**  
 9 **have you had occasion to call Laclede about complaints**  
 10 **you've received on the consumer hotline about AMR**  
 11 **installation?**  
 12 A. I think it was the consumer hotline, but I  
 13 can't remember what it was about, but we had a couple of  
 14 addresses we wanted to check on.  
 15 **Q. When you say couple, do you mean three?**  
 16 A. Two.  
 17 **Q. Two. And in those specific cases, what was**  
 18 **the process that you followed?**  
 19 A. We asked them to -- if they were aware that  
 20 the meter was leaking, and they weren't aware that -- one  
 21 of them they went out and found the meter and tested it.  
 22 **Q. And when you say they, you mean Laclede?**  
 23 A. Yes.  
 24 **Q. And then Laclede called you back with the**  
 25 **results of the test?**

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1 A. Yes.  
 2 **Q. And can you tell me in each case what the**  
 3 **results were?**  
 4 A. One of them they couldn't find a leak. One  
 5 of them they tested the meter to five pounds before it --  
 6 they found a very small leak. It's five -- you can  
 7 normally operate at about a quarter pound, and they had to  
 8 test it to five pounds before they found a small leak.  
 9 **Q. So at normal operating pressure, there**  
 10 **wasn't a leak?**  
 11 A. Right.  
 12 **Q. And those are the only calls that you're**  
 13 **aware of from the public about AMR installation?**  
 14 A. Yes. Well, I mean, we've had some other  
 15 calls, people who said that they didn't want the -- they  
 16 didn't want Ce:net to -- no. There's been other calls.  
 17 **Q. Well, let's stick -- I'm asking you about**  
 18 **safety of the AMR installation, not people not wanting it,**  
 19 **so --**  
 20 A. No, not wanting -- they wanted Laclede to  
 21 install them.  
 22 **Q. Right. In terms of calls about problems**  
 23 **caused by it being placed in there, you've not received**  
 24 **calls other than the two you just talked about?**  
 25 A. Specifically we've heard allegations from

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1 the -- I believe in the letters from the representatives  
 2 of the ex parte comments that there were leakage caused.  
 3 We called and contacted Laclede once we saw those to say,  
 4 in general, have you -- do you have any that you know of,  
 5 these severe leaks they're talking about? And there was  
 6 no -- they have no knowledge of those severe leaks,  
 7 allegations there are leaks.  
 8 **Q. Is AMR -- has AMR been addressed in any of**  
 9 **the meetings that you've gone to, either regional or**  
 10 **annual of the NAPSRS?**  
 11 A. Not that I'm aware of. We discuss the fact  
 12 that a lot of people are going to AMR, going to using the  
 13 method.  
 14 **Q. Any discussions about how effective it's**  
 15 **been at the NAPSRS meetings?**  
 16 A. Effective how?  
 17 **Q. Well, in terms of streamlining the billing**  
 18 **process.**  
 19 A. Just the method of --  
 20 **Q. Saving money, time?**  
 21 A. Not having -- the AMR process of not having  
 22 to go read individual meters and that kind of thing.  
 23 **Q. Any discussion of safety problems connected**  
 24 **with AMR installation at the NAPSRS meetings?**  
 25 A. No. There would be no regulatory



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1 requirements addressing change out of meters, so it's not  
 2 really a safety issue, as far as safety regulations  
 3 requiring change out of meters.  
 4 **Q. So has there been any -- I guess I want to**  
 5 **make sure, has there been any anecdotal discussions with**  
 6 **these other folks that you were at these NASR meetings**  
 7 **with about experiences they've had with AMR installation**  
 8 **in their states related to safety?**  
 9 A. I haven't heard any problems, no.  
 10 **Q. Just briefly going back to the pilot**  
 11 **program, AMR program, do you know how extensive that was,**  
 12 **Laclede's pilot program on AMR?**  
 13 A. No.  
 14 **Q. Do you know if it was?**  
 15 A. I probably did at one time, but I don't  
 16 remember.  
 17 **Q. Okay. So you might have --**  
 18 MR. ZUCKER: I'm sorry. Are you talking  
 19 about the pilot program with AMR or the pilot program with  
 20 the Grunsky method?  
 21 MS. MARTIN: AMR.  
 22 MR. ZUCKER: Did we establish a pilot  
 23 program with AMR?  
 24 MS. MARTIN: He testified there was a --  
 25 THE WITNESS: I testified that I believe

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1 there was some kind of pilot program. That was many years  
 2 ago, so I --  
 3 MR. FRANSON: The answer to your question,  
 4 Rick, is yes, we did establish that.  
 5 MR. ZUCKER: All right. Thank you.  
 6 BY MS. MARTIN:  
 7 **Q. Well, do you recall whether or not you**  
 8 **would have received any sort of written report of the**  
 9 **success of the pilot program or the test program of AMR?**  
 10 A. I don't believe I received -- that's not to  
 11 say, again, that another section or another department may  
 12 not have seen a report.  
 13 **Q. You didn't get one?**  
 14 A. No.  
 15 **Q. And you didn't see one?**  
 16 A. I may have -- in meetings we had I may have  
 17 seen one, but I don't have one, no.  
 18 **Q. But do you recall whether there was one**  
 19 **that you did see?**  
 20 A. No.  
 21 **Q. At the time that AMR -- that Laclede began**  
 22 **implementing AMR on a system-wide basis, did the Staff**  
 23 **have any concerns about its safety?**  
 24 A. Specifically installing AMR on a meter?  
 25 **Q. Yeah.**

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1 A. No. We were aware of, again, that this had  
 2 been done in other utilities and what had happened there,  
 3 so we weren't concerned that another utility was going to  
 4 install AMR using a similar method, no.  
 5 **Q. Had you received reports from other**  
 6 **utilities that they were experiencing any problems with**  
 7 **AMR?**  
 8 A. What kind of problems?  
 9 **Q. Well, I guess I was going to have you tell**  
 10 **me when you received reports and then ask you what sort of**  
 11 **problems.**  
 12 A. The only problems that I was aware of that  
 13 was installation of the AMRs were installed to -- the  
 14 index was installed too tightly and they were not  
 15 functioning correctly. It wasn't any safety problems. It  
 16 was more of a -- they had to go back out and reinstall the  
 17 index.  
 18 **Q. And --**  
 19 A. That wasn't Laclede. That was with another  
 20 utility.  
 21 **Q. Is the index the thing that gives you the**  
 22 **reading?**  
 23 A. The index is the plastic little box that  
 24 sits on the outside of the meter that has the dials.  
 25 **Q. Okay. But you weren't receiving reports**

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1 **from other utilities that there were leaks associated with**  
 2 **the actual installation or other problems associated with**  
 3 **the actual installation of the device?**  
 4 A. I received no reports like that.  
 5 **Q. No safety complaints; is that correct?**  
 6 A. Correct.  
 7 **Q. If a meter was damaged at the time of**  
 8 **installation of AMR, would that be reported by the utility**  
 9 **to the PSC?**  
 10 A. Not necessarily.  
 11 **Q. And under what circumstances would that be**  
 12 **reported?**  
 13 A. If it met one of the criteria of an  
 14 accident or if they felt we were having all these  
 15 discussions about AMR that they would want just to tell us  
 16 about that, possibly.  
 17 **Q. Okay. So the mandatory reporting would be**  
 18 **if it fell within one of those incidents we talked about**  
 19 **earlier?**  
 20 A. Yes.  
 21 **Q. Otherwise it would be a voluntary report by**  
 22 **Laclede --**  
 23 A. Right.  
 24 **Q. -- because they think you should know; is**  
 25 **that correct?**

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1 A. Yeah.

2 Q. Does the PSC -- does Laclede provide

3 reports or other sorts of written documents to the PSC

4 relating to complaints it might be receiving from its

5 customers in regard to AMR installation?

6 A. Not that I'm aware of.

7 Q. So if a customer complains to Laclede, oh,

8 I hate this, it's not working right, come out here and fix

9 it, you're not going to get here at the PSC any sort of

10 report of that?

11 A. Not unless we have a case going that's

12 asking those specific questions.

13 Q. Okay. In the absence of that sort of

14 thing, that kind of a complaint's not passed on to the PSC

15 by Laclede?

16 A. Not to me, no.

17 Q. Okay. Does the PSC impose any training or

18 qualification requirements on the individuals who install

19 and service residential gas meters?

20 A. Say that again.

21 Q. Does the PSC impose any training or

22 qualification requirements on individuals who install and

23 service residential gas meters?

24 A. Yes, there's operator qualification

25 requirements.

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1 Q. Are those contained in the regulations?

2 A. Yes.

3 Q. Does the PSC -- I'm sorry. Other than

4 what's in the regulations, are there any rules or

5 otherwise from the PSC specifically discussing training

6 and qualification for individuals who install and service

7 residential gas meters?

8 A. There's the old operator requirements if

9 you're working with gas, like changing out a meter, those

10 kind of things, there's certain requirements, certain

11 tasks you have to be trained to do.

12 Q. No, but is all of that contained in the

13 regulations?

14 A. If you're asking if there's individual

15 requirements for the meter change-out people, for people

16 who do leak investigations, no. There's a generic

17 basically operator qualification.

18 Q. Okay. So more what I was trying to get to

19 is whether or not you've got those sort of qualification

20 requirements in a place other than in the regulations or

21 if they're all set forth in the --

22 A. The regulations set forth the operator is

23 supposed to develop an operator qualification plan that

24 would set out the specific covered actions that would have

25 to be -- that would be covered by the rule and the

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1 training that those individuals would have to have.

2 Q. Okay.

3 A. So the rule requires that the company make

4 a plan and a program, and then that program becomes what

5 they have to train people on. So the rule requires to

6 make the plan, then the plan is a training method.

7 Q. Okay. And does the PSC review the plan

8 that the company --

9 A. Yes.

10 Q. -- develops?

11 Can the company change the plan without PSC

12 approval?

13 A. They have -- any change to the plan have to

14 be given to us in a specified amount of time.

15 Q. And then the PSC reviews those changes?

16 A. Right.

17 Q. Does the PSC or has the PSC been monitoring

18 the field installation of the AMR devices by Laclede?

19 A. Have we been, like, going out in the field

20 and looking at them?

21 Q. Yes.

22 A. No.

23 Q. Do you receive any reports from Laclede

24 updating the PSC as to the status of the implementation of

25 AMR?

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1 A. Over the course of time, we've had some

2 reports of how far along they are, but I don't look at

3 those on a regular basis. That's not to say that someone

4 else in the Commission would not be getting those.

5 Q. But you're not. And those reports you just

6 mentioned, are those generally we've now finished X amount

7 in this amount of time in this area or is there more

8 detail?

9 A. Basically how many they've gotten done and

10 where they are.

11 Q. Do those reports indicate whether they've

12 had any problems with the installation of any?

13 A. In general, I've asked that -- I've asked

14 that general question about problems and there wasn't.

15 Q. But it's not contained in the report?

16 A. There's no report necessary. Just more of

17 a phone call or discussions. There's no formal report.

18 Q. This isn't a written report?

19 A. No.

20 MR. FRANSON: When you're at a good

21 stopping point, can we stop?

22 MS. MARTIN: We can stop right now.

23 (A BREAK WAS TAKEN.)

24 BY MS. MARTIN:

25 Q. After -- has the PSC at this time, after

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1 some good part of the installation of AMR's been completed  
 2 have any safety concerns about the AMR installation?  
 3 A. Do we have any concerns, specific concerns  
 4 at this point?  
 5 Q. At this point.  
 6 A. No.  
 7 MR. FRANSON: Okay. I should have made  
 8 this clear a long time ago. There is a distinction  
 9 between the PSC and the PSC Staff. And when you say does  
 10 the PSC have some concerns as an example, that would  
 11 suggest maybe that the PSC has held some kind of hearings  
 12 and made a determination. I think every question like  
 13 that's going to be no. However, Mr. Leonberger represents  
 14 the PSC Staff, and so when he's been saying the PSC, he's  
 15 really meaning the PSC Staff; is that correct?  
 16 THE WITNESS: Yes. Sorry. I apologize.  
 17 MS. MARTIN: No. Because I think some of  
 18 the questions will sometimes say PSC or PSC Staff, and  
 19 then sometimes I've gotten sloppy and just said PSC. I  
 20 always mean PSC Staff.  
 21 MR. FRANSON: I should have made that  
 22 clear.  
 23 THE WITNESS: And many times, like I said  
 24 before, as far as the AMR, AMR is basically a  
 25 metering-type function, not necessarily a safety function,

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1 so there may be other areas of the Staff, like the  
 2 engineering analysis section that may be doing things that  
 3 I'm not necessarily aware of. I'm not saying I'm speaking  
 4 for the whole Staff in most cases that aren't involving  
 5 safety.  
 6 BY MS. MARTIN:  
 7 Q. Now, is it your understanding that once an  
 8 AMR device is on a gas meter, that Laclede no longer has  
 9 to visit the customer home to obtain a meter reading?  
 10 A. Yes.  
 11 Q. That's the premise of AMR, correct?  
 12 A. Right.  
 13 Q. So Laclede no longer has to turn off gas  
 14 service when a transfer of service is made; is that  
 15 correct?  
 16 A. If they're doing a transfer they would not  
 17 have to go there to read the meter, no.  
 18 Q. Because they could get their reading for  
 19 the final bill and start -- when the new customer comes  
 20 in, they can get the remote read?  
 21 A. There would be no requirement from the  
 22 safety regulations for them to go physically to the site,  
 23 no.  
 24 Q. Okay. And if they're not having to turn  
 25 off the gas and then turn the gas back on, Laclede does

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1 not have to do a gas safety inspection at the time a new  
 2 customer gets their service; is that correct?  
 3 A. According to our regulations.  
 4 Q. According to your regulations. I just  
 5 wanted to ask you one more question about Union Exhibit 1,  
 6 which was the Report and Order in Case No. 95-320. You've  
 7 got it in front of you. On page 6 of the Order, and the  
 8 numbers are at the bottom left, pages 1 of 8, 2 of 8, 6 of  
 9 8. I'm at page 6 of 8. Actually, I think what I want is  
 10 the very bottom. Do you recall that in this Order the  
 11 Commission suggested a, what they were calling a  
 12 recapturing the safety inspections that were lost by the  
 13 change in method of meter replacement?  
 14 A. I'm aware of that, yes.  
 15 Q. Do you know whether or not Laclede has ever  
 16 implemented a program to recapture those lost  
 17 opportunities as the Commission calls it on page 6?  
 18 A. At the time, right about this time in  
 19 1997?  
 20 Q. I'm not sure when it was.  
 21 MR. FRANSON: What is the date on the  
 22 Order?  
 23 THE WITNESS: Issue date of May 13 of 1997.  
 24 The Staff had -- was talking to -- there was concern about  
 25 the leaking of the copper service lines and replacement of

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1 the copper service lines. I think at the time Laclede was  
 2 replacing less than a thousand of those. So we had had a  
 3 very big safety concern about leaking copper service lines  
 4 because of some incidents we'd had.  
 5 So at that time, there was a specific  
 6 program that was implemented to do inspections, but we  
 7 had -- the Laclede was ramping -- we were having them or  
 8 discussing with them doing more replacements of copper  
 9 service lines and doing more leak surveys over copper  
 10 service lines because that was a very big safety concern.  
 11 So at that point a lot of their resources  
 12 were going to that particular issue, going from replacing  
 13 less than a thousand to replacing thousands, about the  
 14 '97, '98, '99 time frame.  
 15 BY MS. MARTIN:  
 16 Q. All right. So the Order we're talking  
 17 about, the Commission's talking about again on page 6,  
 18 that as a result of the change in the way meters are going  
 19 to be selected for replacement, there's going to be an  
 20 average of 20,000 fewer meter visits. Do you see where  
 21 I'm looking at? It's the second full paragraph,  
 22 second-to-last paragraph.  
 23 A. Yes.  
 24 Q. And in this Order, they're talking about  
 25 finding a way to -- well, let me rephrase that.

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1           **The Commission suggested that the**  
 2 **appropriate response would be to implement a program to**  
 3 **recapture those lost opportunities, do you recall that? I**  
 4 **think we just talked about that.**  
 5           A. There's discussion about recapturing those  
 6 opportunities elsewhere in Laclede's safety inspection  
 7 program.  
 8           **Q. Right. And so is your testimony that you**  
 9 **believe that moving the safety, the lost opportunity to**  
 10 **the corrosion inspection and inspection you just talked**  
 11 **about would satisfy this? Is that --**  
 12           MR. FRANSON: Objection, that calls for a  
 13 legal conclusion. No. 1, you're assuming that the  
 14 Commission ordered Laclede to do something.  
 15           MS. MARTIN: No. I don't mean to be  
 16 suggesting I think it was an Order. I think I said  
 17 suggestion.  
 18           MR. FRANSON: And, okay, moving on, then.  
 19 Next part of the objection is, what would satisfy this  
 20 would be if there was some problem with the -- with  
 21 Laclede not complying with a Commission Order. That would  
 22 be an entirely different proceeding. And I can tell you  
 23 that since this isn't part of the order paragraph, there  
 24 would be a big question at best whether this was an actual  
 25 order of the Commission for Laclede to do something.

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1           So I guess my main objection is to the way  
 2 your question is phrased about would it satisfy this. So  
 3 I'm asking -- you can probably get around my objection by  
 4 just rephrasing the question.  
 5           MS. MARTIN: Yeah, let me do that.  
 6 BY MS. MARTIN:  
 7           **Q. At the bottom of page 6 of the Commission's**  
 8 **Order, the Commission -- I certainly don't mean to be**  
 9 **suggesting that the Commission's ordering anything, but**  
 10 **they're suggesting that Laclede's -- the appropriate**  
 11 **response by Laclede to this variance it's granting in the**  
 12 **way it's left in this replacement, would be to recapture**  
 13 **the lost opportunities to observe and remedy potentially**  
 14 **unsafe conditions in other aspects of its safety**  
 15 **inspection program. Is that what you understood?**  
 16           A. This said lost opportunity. It said  
 17 recapture lost opportunities elsewhere in the safety  
 18 inspection programs.  
 19           **Q. Right. So what I'm asking -- what I was**  
 20 **asking then was if you knew whether or not Laclede had**  
 21 **implemented a program to recapture the lost opportunities**  
 22 **that are discussed in this Order, and you then answered --**  
 23           A. What I said was that right about that same  
 24 time period, the corrosion of copper service lines and  
 25 replacement of copper service lines became a large issue

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1 because of incidents we'd had. So at that point there was  
 2 a lot more activity that Laclede was going from replacing,  
 3 like I said, less than 1,000 service lines to more and  
 4 more and more, up to where in 2000 they started replacing  
 5 8,000 service lines a year.  
 6           So they had a -- there's a safety  
 7 initiative that took a lot of man hours, a lot of work  
 8 both doing the annual surveys over those and doing  
 9 replacement. So I don't know if it specifically  
 10 recaptured lost opportunities for inside work, but we  
 11 believe because of the leaks in -- the number of leaks and  
 12 the incidents we've had, that that particular effort was  
 13 very important.  
 14           **Q. I guess the question I'm asking is kind of**  
 15 **simpler. Was that corrosion -- upping the corrosion**  
 16 **inspection process and replacement process, was that in**  
 17 **response to this suggestion?**  
 18           A. No.  
 19           **Q. It was separate from that?**  
 20           A. Yes.  
 21           **Q. Do you know whether or not Laclede has set**  
 22 **up any other sort of inside inspection program on its own**  
 23 **voluntarily to recapture the lost opportunity to inspect**  
 24 **20,000?**  
 25           A. Not that I'm aware of.

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1           MS. MARTIN: Okay. That was the only  
 2 question I have, and I am finished.  
 3           MR. FRANSON: I think I'm going to be last,  
 4 if I've got any questions for Mr. Leonberger.  
 5           MR. POSTON: May I ask a clarifying  
 6 question? Bob's saying, no, I can't.  
 7 CROSS-EXAMINATION BY MR. POSTON:  
 8           **Q. You had -- when you were talking about the**  
 9 **Grunsky bags earlier, there had been questions about load**  
 10 **differences?**  
 11           A. Right.  
 12           **Q. I just want to clarify. Were you saying**  
 13 **that a greater load could cause the Grunsky method to be**  
 14 **unsafe?**  
 15           A. No, I didn't say that at all. I said that  
 16 there may be some appli-- I'm just not aware of the  
 17 specific, you know, where you -- at what time, what -- how  
 18 big of BTU furnace or BTU appliance could be operating,  
 19 but there's -- if you took a long time to do that method,  
 20 I assume there could be some -- depends on the amount of  
 21 gas and pressure in the tank. I'm not aware of the  
 22 specific specifications on that, no.  
 23           MR. POSTON: That's all.  
 24           THE WITNESS: I'm just saying in general,  
 25 that's my thought that I guess you'd want to look at those