

STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
TRANSCRIPT OF PROCEEDINGS

Public Hearing

June 25, 2007

Perryville, Missouri

Volume 1

In the Matter of S.K. & M. ) Case No. WR-2007-0460  
Water and Sewer Company's )  
Rate Increase Request )

In the Matter of S.K. & M. ) Case No. SR-2007-0461  
Water and Sewer Company's )  
Rate Increase Request )

Harold Stearly, Presiding,  
REGULATORY LAW JUDGE  
JEFF DAVIS, Chairman,  
CONNIE MURRAY,  
STEVE GAW,  
ROBERT M. CLAYTON III,  
LINWARD "LIN" APPLING,  
COMMISSIONERS

REPORTED BY:

Melissa A. Allen, CCR No. 1227

## A P P E A R A N C E S

S.K. & M. Water and Sewer Companys:

Mr. L. Russell Mitten

Office of Public Counsel:

Ms. Christina Baker

Public Service Commission Staff:

Mr. Keith R. Kreuger

Mr. Gregg Ochoa

The Court Reporter:

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

2 JUDGE STEARLEY: Hello Perryville. Can  
3 you all hear me in Perryville?

4 MR. OCHOA: Yes, Your Honor, we can.

5 JUDGE STEARLEY: All right. Who do we  
6 have on staff there in Perryville today?

7 MR. OCHOA: Judge, Gregg Ochoa.

8 JUDGE STEARLEY: Mr. Ochoa, do we have a  
9 court reporter present?

10 MR. OCHOA: Yes, we do.

11 JUDGE STEARLEY: All right. And witness  
12 lists?

13 MR. OCHOA: We have witness lists and we  
14 also have two representatives of counsel here in  
15 Perryville.

16 JUDGE STEARLEY: Okay. Great, thank you.  
17 All right. Let's go ahead and get started then.

18 Good evening. It's Monday, June 25, 2007,  
19 the Missouri Public Service Commission has set this  
20 time for a local hearing in Case Numbers  
21 WR-2007-0460 and SR-2007-0461 in which S.K. & M.  
22 Water and Sewer Company seek to implement a general  
23 rate increase for it's water and sewer service in  
24 Missouri.

25 My name is Harold Stearley, I'll be the

1 Regulatory Law Judge presiding over tonight's  
2 hearing. This is an official hearing of the Missouri  
3 Public Service Commission. The statements and  
4 testimony of witnesses will be recorded by the court  
5 reporter and they must be given under oath. All the  
6 commissioners will have the opportunity to read all  
7 witnesses remarks and some may be watching tonight  
8 on our video conference and webcast.

9           The purpose of the hearing tonight is to  
10 hear from you, the public members of Perryville, and  
11 your comments will be part of the official record in  
12 this case. Mr. Ochoa is going to be calling off the  
13 names from the witness list and at that time I will  
14 swear each witness in and ask them a couple of  
15 preliminary questions and then you'll give your  
16 statements.

17           Are there any questions about how we're  
18 going to proceed?

19           MR. OCHOA: No, Your Honor.

20           JUDGE STEARLEY: Okay. Well, hearing  
21 none, we'll begin the public hearing in the matter  
22 of S.K. & M. Water and Sewer Company's Rate Increase  
23 Request in Case Numbers: WR2007-0460 and  
24 SR2007-0461.

25           We'll begin by taking entries of

1 appearance by counsel starting with S.K. & M. Water  
2 and Sewer Company.

3 MR. MITTEN: Your Honor, appearing on  
4 behalf of S.K. & M. Water and Sewer Companys, Russ  
5 Mitten, BRYDON, SWEARENGEN & ENGLAND, 312 East  
6 Capitol Avenue, Jefferson City, Missouri 65102.  
7 Also, here for company is Theresa Suiter, the  
8 company president, Jennifer Hotop, the corporate  
9 secretary, and Christy Oswald, a member of the  
10 company's board of directors.

11 JUDGE STEARLEY: Thank you very much, Mr.  
12 Mitten. Staff of the Missouri Public Service  
13 Commission.

14 MR. KRUEGER: Keith R. Krueger for the  
15 Staff of the Missouri Public Service Commission. My  
16 address is P.O. Box 360, Jefferson City, Missouri  
17 65102.

18 JUDGE STEARLEY: And the Office of Public  
19 Counsel?

20 MS. BAKER: Christina Baker, Assistant  
21 Public Counsel, P.O. Box 2230, Jefferson City,  
22 Missouri 65102 appearing on behalf of the Office of  
23 Public Counsel and the Rate Payers.

24 JUDGE STEARLEY: All right. Thank you Mr.  
25 Krueger and Ms. Baker. Did I miss any parties?

1 MR. OCHOA: No.

2 JUDGE STEARLEY: All right then. It looks  
3 like we've got everybody then. I'd like to extend  
4 the commissions thanks to our host in Perryville  
5 tonight. Without the ability to do the video  
6 conferencing and webcasting, we wouldn't have the  
7 opportunity to reach so many people throughout the  
8 State in these types of cases so we'd like to thank  
9 our host there.

10 And Mr. Ochoa, if you would then begin by  
11 calling the first witness.

12 MR. OCHOA: Sure. John Versheldon.

13 JUDGE STEARLEY: Sir, if you would please  
14 state and spell your name for our court reporter.

15 MR. VERSHELDON: My name is John  
16 Versheldon, J-o-h-n, V as in Victor  
17 e-r-s-h-e-l-d-o-n.

18 JOHN VERSHELDON,  
19 after being first duly sworn to tell the truth  
20 testifies as follows:

21 JUDGE STEARLEY: All right. Thank you  
22 then. Mr. Versheldon are you a customer of S.K. &  
23 M. Water and Sewer?

24 MR. VERSHELDON: Yes, I am. Both  
25 services.

1 JUDGE STEARLEY: Both services. All  
2 right. You may proceed with your comments.

3 MR. VERSHELDON: I just had a brief  
4 comment, Your Honor. I've lived in Shakertown for  
5 approximately 10 years and during that time we've  
6 had no rate increases and it may be time for a rate  
7 increase to help improve the water and sewer  
8 systems, but I feel that 29 percent for the water  
9 and nearly 50 percent for the sewer is excessive.

10 I think it would be better to maybe have  
11 incremental rate increases over a given period of  
12 time rather than jump it up so high all at once.  
13 That's about all I have.

14 JUDGE STEARLEY: Have you had any problems  
15 with your quality of your service or with your  
16 billing?

17 MR. VERSHELDON: During given periods of  
18 the week -- let's say for instance, on any day of  
19 the week the water pressure varies at my house. I  
20 had a gentleman from the, I believe it was from the  
21 Public Service Commission, came late last year and  
22 tested the water pressure outside coming into my  
23 house and he told me that I had around 50 PSI, which  
24 was acceptable, but I told him to just spot test it  
25 at any given time.

1           It's not giving a true reading of how it  
2 varies during the day. Sometimes I don't even have  
3 enough water pressure to take a shower. It doesn't  
4 last for very long, but it can be aggravating. I'm  
5 assuming that may be peak usage times, but I'm not  
6 sure.

7           JUDGE STEARLEY: Have you addressed those  
8 concerns with the company?

9           MR. VERSHELDON: No, I have not.

10          JUDGE STEARLEY: Any billing problems at  
11 all?

12          MR. VERSHELDON: No billing problems, no.

13          JUDGE STEARLEY: Do you have anything else  
14 you would like to add?

15          MR. VERSHELDON: No, I don't believe so,  
16 sir.

17          JUDGE STEARLEY: I'm going to ask if the  
18 attorneys present tonight have any questions for you  
19 as well.

20          MR. VERSHELDON: Okay.

21          JUDGE STEARLEY: Counsel for Staff?

22          MR. KRUEGER: Thank you, Your Honor. You  
23 requested -- you mentioned this problem to the  
24 commission staff, is that right?

25          MR. VERSHELDON: About the water pressure?



1 MR. KRUEGER: Yes.

2 MR. VERSHELDON: I had a staff member stop  
3 by my home and actually test the pressure.

4 MR. KRUEGER: Okay. Because you had asked  
5 him to come or --

6 MR. VERSHELDON: No. They just showed up  
7 one day. I had spoken with --

8 MR. KRUEGER: Okay.

9 MR. VERSHELDON: -- I had spoken with  
10 Christina Baker on the phone and expressed that same  
11 comment to her and they just showed up one day and  
12 spoke with me about the problem and did a spot check  
13 of the pressure.

14 MR. KRUEGER: And did you ever get back in  
15 touch with Staff after that, to let them know  
16 whether the problem was resolved or not?

17 MR. VERSHELDON: Did I ever get back them?  
18 No, I did not.

19 MR. KRUEGER: Thank you.

20 JUDGE STEARLEY: Office of Public Counsel,  
21 Ms. Baker, any questions for Mr. Versheldon?

22 MS. BAKER: I just -- the main question  
23 that I have is: Do you find that the very low  
24 pressure -- when you barely have pressure, is that  
25 at a certain time of day? Does it vary?



1 That's K-e-n-n-e-t-h, M-a-r-t-e-n-s.

2 KENNETH MARTENS,

3 after being first duly sworn to tell the truth

4 testifies as follows:

5 JUDGE STEARLEY: And Mr. Martens, I'm

6 assuming you are also a customer of S.K. & M.?

7 MR. MARTENS: Yes, sir I am. Both water

8 and sewer.

9 JUDGE STEARLEY: Very well. Please go

10 ahead and give us your statement.

11 MR. MARTENS: My concern is that -- I know

12 that the cost of doing business -- the rate increase

13 is justified, as far as getting an increase. It's

14 the amount of increase, especially on the sewer

15 side, I think it's excessive. It's a 50 percent

16 increase. I don't think you can go anyplace today

17 and expect to get a 50 percent increase in any kind

18 of -- whether it's food you buy or salary that you

19 make or anything. I mean, that's a pretty big

20 increase, 50 percent.

21 I know that part of the rate is based upon

22 equipment that is there -- we're talking about

23 equipment that's already 30 years old or more. And

24 I just think it's an excessive rate on the sewer

25 side. It should be tied with the usage -- water

1 usage instead of just a flat rate is the way I see  
2 it. That's all I've got.

3 JUDGE STEARLEY: Let me ask you the same  
4 questions I asked Mr. Versheldon. Have you had any  
5 problems with the quality of your service or your  
6 billing?

7 MR. MARTENS: No. No. Not that I can  
8 think of.

9 JUDGE STEARLEY: Have you had any of the  
10 same water pressure problems that Mr. Versheldon  
11 mentioned?

12 MR. MARTENS: I've noticed a couple of  
13 times that the water pressure has been low as far as  
14 specific times, I can't remember any. We do live  
15 closer to the well than what John does, so our water  
16 pressure is pretty good all the time.

17 JUDGE STEARLEY: Very good. Then I will  
18 open this up for counsel for questions. Again, Mr.  
19 KRUEGER from Staff?

20 MR. KRUEGER: No questions, Your Honor.

21 JUDGE STEARLEY: Ms. Baker, Office of  
22 Public Counsel?

23 MS. BAKER: No questions, but I do want to  
24 thank you for coming today.

25 JUDGE STEARLEY: Mr. Mitten, for S.K. &

1 M.?

2 MR. MITTENS: No questions, Your Honor.

3 JUDGE STEARLEY: All right. Mr. Martens,  
4 I'd like to thank you also for your testimony and  
5 taking the time to appear before us this evening and  
6 the commissioners will be reviewing all these  
7 comments and you are now excused as a witness.

8 MR. MARTENS: Thank you.

9 JUDGE STEARLEY: Mr. Ochoa, if you'll  
10 please call our next witness?

11 MR. OCHOA: Sure. Mr. Garris.

12 MR.GARRIS: Hello. My name is --

13 JUDGE STEARLEY: If you would, please  
14 state and spell your name?

15 MR.GARRIS: Aladdin Garris, it's  
16 A-l-a-d-d-i-n, G-a-r-r-i-s.

17 ALADDIN GARRIS,  
18 after being first duly sworn to tell the truth  
19 testifies as follows:

20 JUDGE STEARLEY: Sir, I assume too, that  
21 you are also a customer of S.K. & M.

22 MR.GARRIS: Yes, I am.

23 JUDGE STEARLEY: Is that for both water  
24 and sewer services?

25 MR.GARRIS: Yes, it is.

1 JUDGE STEARLEY: Sorry about the little  
2 lag time here in our teleconference. Please go  
3 ahead and give us your testimony.

4 MR.GARRIS: Okay. The comment I have is:  
5 I'm also a customer of the Perryville Water and  
6 Sewer System and the rates are -- there's a big  
7 difference between the rates in Perryville versus  
8 Shakertown, which is two miles apart, basically.

9 An example of a bill here, the most recent  
10 month is a thousand gallons of water use and this  
11 was in Perryville, and the bill was \$6.41; the sewer  
12 charge on that was \$6.53. That was the Perryville  
13 bill. So my biggest concern is in Shakertown I  
14 didn't use a lot of water so I would like to see the  
15 sewer charge to be based upon water usage. They  
16 have all the water usage information.

17 Pretty much every customer in Shakertown  
18 that uses thensewer has Shakertown water so they  
19 have that number to base that upon. The thing is,  
20 if I'm only using 500,000 gallons a month, 3,000  
21 gallons a month at my place in Shakertown, my sewer  
22 bill is \$20 -- 19 whatever and can go up to 30. I'm  
23 only paying \$10 or less for water. I'd like to see  
24 it based off that. That's pretty much it.

25 JUDGE STEARLEY: Okay. And again, I would

1 ask you the same questions I've asked the other  
2 gentlemen. Have you had any problems with the  
3 quality of the service you receive or with your  
4 bill?

5 MR.GARRIS: On the water -- the problem  
6 I've had is surging. I don't if it's water  
7 pressure, but it seems like there's air in the line.  
8 It'll surge at certain times. You open up the water  
9 valve and air and water is trying to come out. I  
10 have a lot of problems with -- I've had several  
11 instances with problems with that in the past. It's  
12 never been resolved. It'll go away after a time  
13 after you bleed your water lines, wait a few hours  
14 it does go away.

15 Another problem I've had is sewer smell.  
16 I have vents and there's been a lot of sewage. I've  
17 had backup also. This has been over years of time.  
18 It happens periodically, don't know why. I have  
19 called and turned this information in before to S.K.  
20 & M., they have addressed it at times, but never  
21 really -- has the problem ever been fixed. Today  
22 it's good, you know, it might be a month or two  
23 before it ever has that problem again. I don't  
24 really know and they don't know.

25 The late Mike Suiter (phonetic sp) used to

1 be in charge of it and he's the one who put my sewer  
2 system in from the line to my residence and pretty  
3 much if I call now, it's not their problem because  
4 that was a separate corporation or something at the  
5 time. That's just some of the problems I've had.

6 JUDGE STEARLEY: Just so I'm clear, you're  
7 saying the people in charge now are not responding  
8 to your complaints?

9 MR.GARRIS: They can't -- they say there's  
10 nothing they can do about it from the water -- from  
11 the sewer system from their pipe to my residence and  
12 we don't know where the problem is coming from.

13 JUDGE STEARLEY: Okay. Let me ask if any  
14 of the attorneys have additional questions for you.  
15 Again, we'll start with Staff, Mr. Krueger?

16 MR. KRUEGER: Thank you, Your Honor. You  
17 mentioned the Perryville Water Supply, is that a  
18 municipal system?

19 MR.GARRIS: I guess, yes.

20 MR. KRUEGER: Okay. And did you mention  
21 anything about this problem -- the problems with the  
22 sewer treatment or the sewage smell to either the  
23 staff or the commission of the Office of Public  
24 Counsel?

25 MR.GARRIS: Yes, I've called it in before.



1 MR. KRUEGER: And did they respond?

2 MR.GARRIS: The most -- in the past they  
3 have come and worked on it before when Mike Suiter  
4 was still around. The most recent time I called in  
5 one of their staff members had come by but pretty  
6 much they can't -- there's nothing that they're  
7 willing to do about it because they don't know if  
8 it's my problem or their problem.

9 MR. KRUEGER: Okay. You mean you reported  
10 it to the company?

11 MR.GARRIS: Yes.

12 MR. KRUEGER: My question was: Did you  
13 report it to the commission --

14 MR.GARRIS: Oh, no.

15 MR. KRUEGER: -- or to the Office of  
16 Public --

17 MR.GARRIS: No.

18 MR. KRUEGER: Okay. And your problems are  
19 continuing?

20 MR.GARRIS: Yeah, but they're periodic.

21 MR. KRUEGER: Okay. Thank you, that's  
22 all.

23 JUDGE STEARLEY: Office of Public Counsel,  
24 Ms. Baker?

25 MS. BAKER: When do you think was the last

1 issue that you had with the surging?

2 MR.GARRIS: Probably a month to two months  
3 at the most, ago.

4 MS. BAKER: And how long does it last  
5 about?

6 MR.GARRIS: Six hours, possibly.

7 MS. BAKER: And how about sewer problems?  
8 When was the last time for that?

9 MR.GARRIS: Oh, probably a month ago.

10 MS. BAKER: Did you have to have someone  
11 come out to look at it for you?

12 MR.GARRIS: No. You just have to deal  
13 with it.

14 MS. BAKER: You cleaned it yourself?

15 MR.GARRIS: It just goes away.

16 MS. BAKER: All right. And I want to thank  
17 you for coming and making comments today. No  
18 further questions.

19 JUDGE STEARLEY: Thank you, Ms. Baker.  
20 Mr. Mitten, any questions?

21 MR. MITTENS: No questions, Your Honor.

22 JUDGE STEARLEY: Thank you, Mr. Garris for  
23 your testimony. Mr. Ochoa, if you'd please call our  
24 next witness?

25 MR. OCHOA: Mr. Pecaut.

1 MR. PECAUT: Good evening.

2 JUDGE STEARLEY: If you would please state  
3 and spell your name for our court reporter.

4 MR. PECAUT: Randy, R-a-n-d-y,  
5 P-e-c-a-u-t.

6 JUDGE STEARLEY: I'm sorry. I couldn't  
7 quite catch your last name.

8 MR. PECAUT: Pecaut.

9 JUDGE STEARLEY: Pecaut. Am I pronouncing  
10 that correctly?

11 MR. PECAUT: Yes.

12 RANDY PEACUT,  
13 after being first duly sworn to tell the truth  
14 testifies as follows:

15 JUDGE STEARLEY: All right. And are you a  
16 customer of S.K. & M.?

17 MR. PECAUT: Yes.

18 JUDGE STEARLEY: Is that for both water  
19 and sewer, sir?

20 MR. PECAUT: Yes.

21 JUDGE STEARLEY: All right. Please  
22 proceed with your testimony.

23 MR. PECAUT: My question is that I've been  
24 living there almost 18 almost 20 years and the bill  
25 has never been raised and as soon as their father

1 passes on it's a month or so and they want to jack  
2 it a 100 percent up. And I was the one that called  
3 and complained about the water pressure and they  
4 were going to come to my house and check it but I  
5 wasn't at home and I don't have a sprinkler outside  
6 so they went up to John's house and got it. But I'm  
7 the one that made the complaint on it and I've  
8 called them before about it and they just -- deal  
9 with it, you know.

10 We're kinda' like on a hill and I guess in  
11 the middle of the day all the other people are using  
12 it below us and it comes up. Because my house is  
13 below John's and then there's another house in front  
14 of his, or in front of mine and he has the same  
15 problem with his and I work swing-shift and there's  
16 a lot of times I get up to take a shower, don't have  
17 water pressure. You know, but I deal with it.

18 JUDGE STEARLEY: When you said you called  
19 to report that, did you call the company or the  
20 commission?

21 MR. PECAUT: Both.

22 JUDGE STEARLEY: Both?

23 MR. PECAUT: Yeah. When I moved in there  
24 it started about five years after that and I made a  
25 complaint and they tried to fix it. I guess it's

1 just that we're on a hill and to pump it up to us, I  
2 don't know but I made it to the commissioner too and  
3 there was a man that called and told me that he was  
4 coming out or he had come out and I wasn't at home  
5 so he went over to John's house and took John's  
6 reading. But he told me what John's reading was.

7 JUDGE STEARLEY: I see. Other than the  
8 water pressure issues are you having any other  
9 problems with the quality of your service?

10 MR. PECAUT: No.

11 JUDGE STEARLEY: Have you had any problems  
12 with billing?

13 MR. PECAUT: No.

14 JUDGE STEARLEY: All right. Very well.  
15 I'm going to ask counsel now if they would have  
16 additional questions for you. Again starting with  
17 staff, Mr. Krueger. Let me give Mr. Krueger just a  
18 moment here.

19 MR. KRUEGER: Mr. Pecaut did you talk with  
20 Arlene Smith?

21 MR. PECAUT: Yes.

22 MR. KRUEGER: The commission staff about  
23 this problem?

24 MR. PECAUT: Yes.

25 MR. KRUEGER: And did he discuss with you

1 a pressure recorder?

2 MR. PECAUT: Yes. He said he was going to  
3 take it to somebody else in the same area that had a  
4 problem and he said he was going to hook it up  
5 sometime this summer and take a reading off of it.  
6 But I have never heard back.

7 MR. KRUEGER: Okay. But you haven't made  
8 arrangements then for a particular time to do it.

9 MR. PECAUT: He said he was going to  
10 another house that had a little lower water pressure  
11 and he had never gotten back saying anything about  
12 readings or anything. He said he was going to do it  
13 like the first of the summer or you know, when it  
14 warmed up because it was done in, I'm saying in  
15 March, maybe.

16 MR. KRUEGER: Okay. When would be a good  
17 time to do that.

18 MR. PECAUT: Just tell him to give me a  
19 call.

20 MR. KRUEGER: Okay.

21 MR. PECAUT: 'Cause see, I don't have  
22 water -- I don't have a sprinkler, spicket outside.  
23 It's inside my garage and the doors were down that's  
24 why he couldn't get a reading at my place.

25 MR. KRUEGER: Is there a particular time

1 of the day that would be better for you?

2 MR. PECAUT: After three.

3 MR. KRUEGER: Okay. Thank you.

4 MR. PECAUT: You're welcome.

5 JUDGE STEARLEY: Thank you, Mr. Krueger.

6 Office of Public Counsel, Ms. Baker.

7 MS. BAKER: I have the same question. Is  
8 it about the same time frame as --

9 MR. PECAUT: I'm sure it probably is.  
10 It's not everyday. It seems like maybe Friday to  
11 Sunday it might be and then maybe one day during the  
12 week. Sometimes, sometimes, it don't. You know, it  
13 gets where you just turn the faucet on and it's just  
14 a sprinkle. You know --

15 MS. BAKER: I want to thank you for coming  
16 and making the comments today and I have no further  
17 questions.

18 JUDGE STEARLEY: Thank you, Ms. Baker.  
19 Mr. Mitten?

20 MR. MITTEN: No questions, Your Honor.

21 JUDGE STEARLEY: Thank you Mr. Mitten and  
22 Mr. Pecaut I'd like to thank you for your testimony  
23 this evening and you may be excused as a witness.

24 MR. PECAUT: Thank you.

25 JUDGE STEARLEY: Mr. Ochoa, please call

1 our next witness.

2 MR. OCHOA: Joann Hansen.

3 MS. HANSEN: My name is Joann Hansen,  
4 that's J-o-a-n-n, H-a-n-s-e-n.

5 JOANN HANSEN,  
6 after being first duly sworn to tell the truth  
7 testifies as follows:

8 JUDGE STEARLEY: All right. And, Ms.  
9 Hansen, you also, I assume are a customer of S.K. &  
10 M.?

11 MS. HANSEN: I own rental property at  
12 Shakertown and whenever I don't have a renter in the  
13 house I usually have the water turned off because  
14 the price of the sewer and there's absolutely no  
15 water being used at that time. And so again, I kind  
16 of have a problem with this big rate increase. I  
17 mean, I think that a rate increase is probably  
18 justified but I see this as being a bit excessive  
19 here.

20 And then my only complaint about the water  
21 system is a sewer lift station behind the house. It  
22 is probably a block or so away, maybe two blocks  
23 away and it makes a very annoying, whining noise. I  
24 can hear it from the backyard and I find the noise  
25 very annoying.



1 JUDGE STEARLEY: So that I understand you,  
2 you have rental property that receives water and  
3 sewer service?

4 MS. HANSEN: Yes.

5 JUDGE STEARLEY: Okay. And there are  
6 times when you may have it turned off between  
7 renters --

8 MS. HANSEN: Yes, because of the sewer.  
9 There is no water, no sewer being used at the time  
10 and I find the bill excessive when nobody's there  
11 and --

12 JUDGE STEARLEY: So you would be getting  
13 charged a flat fee with the service off, am I  
14 understanding you correctly?

15 MS. HANSEN: No. With the service off,  
16 no. But then I have to pay a reconnect fee and --

17 JUDGE STEARLEY: Okay. I understand. And  
18 how much is the reconnect fee?

19 MS. HANSEN: I'm trying to think. There's  
20 a deposit of \$65 and I don't know that I actually  
21 pay a reconnect fee because I do have it  
22 disconnected and then reconnected, but it was my  
23 understanding when this first came out that there  
24 was going to be a great increase in a reconnect fee.  
25 That would make it prohibitive to turn it off and

1 back on the way I have been doing it. But now I'm  
2 not sure that that is going -- happening now. I  
3 noticed it before whenever this rate increase was  
4 first proposed that there was going to be a big jump  
5 in the disconnect and reconnect fee.

6 JUDGE STEARLEY: Okay. And on your rental  
7 property, are you paying for the utilities or does  
8 the renter --

9 MS. HANSEN: The renter pays. When  
10 there's a renter there, the renter pays. When  
11 there's not, I pay or I have it turned off.

12 JUDGE STEARLEY: Okay. And you mentioned  
13 the problem with the sewer lift station being noisy?

14 CITIZEN: Mm-hmm.

15 JUDGE STEARLEY: Have there been any other  
16 problems with the quality of the service you receive  
17 or with the billing?

18 MS. HANSEN: No. But I don't live there  
19 so I can't speak to the water pressure. As far as I  
20 know, no one has ever complained about it.

21 JUDGE STEARLEY: All right. Very well. I  
22 will ask counsel if they have some additional  
23 questions for you. Again, let's start with Staff,  
24 Mr. Krueger?

25 MR. KRUEGER: Ms. Hansen, did you talk

1 with anyone from Staff about the noise problem?

2 MS. HANSEN: I did talk to the Public  
3 Water Commissioner. I e-mailed the last time  
4 whenever this was proposed. There was an e-mail  
5 address where you could send your complaints or  
6 questions and I did e-mail to the Public Water  
7 Commission and somebody did come out and listen --  
8 look and listen. And they said, you know, to them  
9 they said it wasn't that loud. I think they came  
10 about 10 a.m. which you could hear it but it wasn't  
11 bad. It gets louder in the evening and I said if  
12 you come back in the evening it's much more  
13 annoying. But he said, basically, he thought it was  
14 okay.

15 MR. KRUEGER: Do you know who that was?  
16 The name of that person?

17 MS. HANSEN: No, I can't remember.

18 MR. KRUEGER: And did the company do  
19 anything to control the noise?

20 MS. HANSEN: No.

21 MR. KRUEGER: Thank you. That's all of my  
22 questions.

23 JUDGE STEARLEY: Thank you, Mr. Krueger.  
24 Office of Public Counsel, Ms. Baker?

25 MS. BAKER: You said that the noise is

1     quieter in the morning and it gets loud in the  
2     afternoon --

3                 MS. HANSEN:   That's the way I find it. But  
4     I don't live there.   Whenever I'm there I find it  
5     much noisier in the afternoon than in the morning.

6                 MS. BAKER:   Is it something that starts  
7     and stops or is it just kind of gradually grows?

8                 MS. HANSEN:   They tell me that the lift  
9     station runs constantly, but there are times when I  
10    don't notice it period.   But when I do, I find it  
11    very annoying.

12                It's a high-pitched whining sound.   And in  
13    the backyard -- now if I'm in the front yard in the  
14    house with the windows closed, it's okay.   But  
15    outside in the backyard it drives me crazy.

16                MS. BAKER:   Well, I want to thank you for  
17    coming and making comments today.   No further  
18    questions, Your Honor.

19                MS. HANSEN:   Okay.

20                JUDGE STEARLEY:   And Mr. Mitten, from S.K.  
21    & M. would you have any questions for Ms. Hansen?

22                MR. MITTEN:   No questions, Your Honor.

23                JUDGE STEARLEY:   I thank you, Mr. Mitten.  
24    Ms. Hansen, I'd like to thank you for your testimony  
25    and you will be excused as a witness.

1 MS. HANSEN: All right. Thank you.

2 JUDGE STEARLEY: Mr. Ochoa would you call  
3 the next witness on our next witness?

4 MR. OCHOA: Your Honor, that was our last  
5 name on our witness sheet. Is there anyone else who  
6 would like to testify? I do not see anybody else,  
7 Your Honor.

8 JUDGE STEARLEY: I would like to encourage  
9 anyone else who is present, if you would like to  
10 make your comments, by all means, please feel free  
11 to come forward.

12 If not, I would remind you all that you  
13 can also make comments in writing by contacting the  
14 Office of Public Counsel or by going to the Public  
15 Service Commission's web page online.

16 Let me just ask one more time, is there  
17 anyone else who would like to give us testimony this  
18 evening?

19 MR. OCHOA: No, Your Honor.

20 JUDGE STEARLEY: Okay. While hearing  
21 none, I would like to thank all of our participants  
22 tonight for their testimony. And again, thank our  
23 office in Perryville for the ability to video  
24 conference this in the local hearing in Case Numbers  
25 WR-2007-0460 and CR-2007-0461 are hereby adjourned.

1                   Thank you all very much.

2                   (WHEREIN, the hearing was concluded at

3   6:40 p.m.)

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

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STATE OF MISSOURI )

) ss.

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COUNTY OF WASHINGTON )

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I, Melissa A. Allen, a Certified Court

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Reporter, CCR No. 1227, and Notary Public within and

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for the State of Missouri, do hereby certify that

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the witness whose testimony appears in the foregoing

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deposition was duly sworn by me; that the testimony

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of said witness was taken by me to the best of my

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ability and thereafter reduced to typewriting under

12

my direction; that I am neither counsel for, related

13

to, nor employed by any of the parties to the action

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in which this deposition was taken, and further that

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I am not a relative or employee of any attorney or

16

counsel employed by the parties thereto, nor

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financially or otherwise interested in the outcome

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of the action

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Melissa A. Allen, CCR

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1 My commission expires December 31, 2007

2 I N D E X

3	Witness Name	Page
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6	Aladdin Garris	13
7	Randy Pecaut	18
8	Joann Hansen	24

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