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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
April 16, 2009
Raytown, Missouri

Volume 1

In the Matter of a Small Company Rate)Case No. WR-2009-0098
Increase By Raytown Water Company)

HAROLD STEARLEY, PRESIDING
SENIOR REGULATORY LAW JUDGE
ROBERT M. CLAYTON, III
CHAIRMAN

1 APPEARANCES:
2 MARC POSTON
3 Office of the Public Counsel
4 P.O. Box 2230
5 Jefferson City, Missouri, 65102
6
7 ERIC DEARMONT
8 Staff Attorney
9 P.O. Box 360
10 Jefferson City, Missouri, 65109
11 NEAL CLEVINGER
12 General Manager
13 Raytown Water Company
14 9820 East 63rd Street
15 Raytown, Missouri, 64133
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1 P R O C E E D I N G S

2 (Starting time of the Hearing: 6:00
3 p.m.)

4 JUDGE STEARLEY: Good evening. This
5 evening is Thursday, April 16th, 2009. The
6 Missouri Public Service Commission has set this
7 time for a local public hearing in case number WR-
8 2009-0098, in which Raytown Water Company seeks to
9 implement a general rate increase for its water
10 service in Missouri.

11 My name is Harold Stearley and I'm the
12 Regulatory Law Judge that will preside over
13 tonight's hearing. With me this evening is
14 Chairman Clayton.

15 This is an official hearing of the
16 Missouri Public Service Commission and the
17 statements and testimony of the witnesses will be
18 recorded by a court reporter and must be given
19 under oath. All of the Commissioners, even if
20 they're not present tonight, will be reviewing your
21 remarks and your testimony will be part of the
22 official record in this case.

23 I have been presented with a witness
24 list, and I will be calling the names of the people
25 who have signed up on our list, and I will ask you

1 to come forward to the podium. I will have you
2 state and spell your name for our court reporter so
3 it can be recorded correctly, and then I may ask
4 you a couple of preliminary statements, and you may
5 give your testimony. After that, the attorneys
6 that are here representing parties tonight may have
7 some questions for you, and the Chairman may have
8 some questions for you or I might, as well, so
9 please remain at the podium until all our questions
10 have been asked.

11 Does anyone have any questions about
12 the procedure we're going to follow tonight?
13 Seeing none, we will begin with the entry of
14 appearance by counsel for the parties, starting
15 with the Staff of the Missouri Public Service
16 Commission.

17 MR. DEARMONT: My name is Eric Dearmont,
18 on behalf of Staff, P.O. Box 360, Jefferson City,
19 Missouri 65102.

20 JUDGE STEARLEY: Thank you, Mr.
21 Dearmont. Office of the Public Counsel?

22 MR. POSTON: Thank you. Marc Poston,
23 appearing for the Office of Public Counsel, P.O.
24 Box 2230, Jefferson City, Missouri 65102.

25 JUDGE STEARLEY: Thank you, Mr. Poston.

1 Is there counsel present for Raytown Water Company?

2 MR. CLEVINGER: No. Neal Clevenger,
3 General Manager of Raytown Water Company, 9820 East
4 63rd.

5 JUDGE STEARLEY: Alright. Are you an
6 attorney, Mr. Clevenger?

7 MR. CLEVINGER: No. I'm just

8 JUDGE STEARLEY: That's alright. I'm
9 glad to see the company's represented, but I wanted
10 to be sure, we were needing entries from attorneys.

11 MR. CLEVINGER: No attorney is present.

12 JUDGE STEARLEY: Alright, thank you very
13 much. Chairman Clayton, would you like to make any
14 opening remarks?

15 CHAIRMAN CLAYTON: Let's hear it from
16 the witness.

17 JUDGE STEARLEY: Alright, very well. I
18 have a witness list with one name, thus far, a Mr.
19 Roy Escue. Did I pronounce that correctly?

20 MR. ESCUE: It's Ray, sir.

21 JUDGE STEARLEY: Ray, I'm sorry.

22 MR. ESCUE: Yes, sir.

23 JUDGE STEARLEY: And if you will please
24 come forward and spell your name for our court
25 reporter?

1 MR. ESCUE: R-A-Y-M-O-N-D, E-S-C-U-E.

2 JUDGE STEARLEY: And Mr. Escue, are you
3 a customer of Raytown Water Company?

4 MR. ESCUE: Yes, sir.

5 JUDGE STEARLEY: Alright. You may
6 proceed with your comments. Hold on one moment. I
7 do need to swear you in.

8 MR. ESCUE: Yes, sir.

9 RAYMOND ESCUE, being sworn-in by Judge
10 Stearley, testified as follows,

11 JUDGE STEARLEY: You may proceed.

12 MR. ESCUE: About my comments, first
13 off, I should say that I've been a customer from
14 since October of 99. I've had nothing but good
15 service with Raytown Water Company, people are
16 friendly and I usually don't have any problems and
17 when I pay my bill, I don't have any problems.
18 They take good care of me.

19 However, my one question is, or
20 comment, is that at this time, since you've decided
21 to raise taxes in Raytown, KCP&L is raising taxes,
22 the economy is hurting, and would this be better
23 off set aside for another year or two until we see
24 how the economy is going? I know that they have
25 things that they want to do, but at the same time,

1 the people of Raytown and actually the people in
2 America are hurting too. That's probably it.

3 JUDGE STEARLEY: Alright, then. Well,
4 we appreciate your comments. Let me ask of
5 counsel, Mr. Dearmont, have any questions?

6 MR. DEARMONT: No.

7 JUDGE STEARLEY: Is there anyone around
8 here? If you want to go right now, you, by all
9 means

10 CHAIRMAN CLAYTON: Mind if I ask some
11 questions, Judge?

12 JUDGE STEARLEY: Please go right ahead.

13 CHAIRMAN CLAYTON: Mr. Escue, thank you
14 very much for coming out tonight. You made some
15 comments starting off and I'd like you to elaborate
16 just a little bit on them. When you said the
17 service was good, do you mean that the water
18 pressure is good, taste is good, smells good, all
19 of that?

20 MR. ESCUE: I have no problems with
21 that, sir.

22 CHAIRMAN CLAYTON: And you said the
23 people are friendly. Do you deal with the folks at
24 Raytown Water very often?

25 MR. ESCUE: Whenever I used to - I pay

1 online right now, but when I used to go into the
2 office and pay my bill, the people were very
3 friendly, very nice to work with. I had no
4 problems.

5 CHAIRMAN CLAYTON: Have you ever had any
6 problems that they've had to fix for you?

7 MR. ESCUE: No, sir.

8 CHAIRMAN CLAYTON: No, alright. How
9 about billing issues? Do the bills come in timely
10 or you've got plenty of time?

11 MR. ESCUE: Yes.

12 CHAIRMAN CLAYTON: And no errors on
13 them?

14 MR. ESCUE: No, sir.

15 CHAIRMAN CLAYTON: I can't say I've ever
16 had such positive testimony ever on service from a
17 utility before. It's crazy to hear.

18 MR. ESCUE: It's a no-brainer, I mean.
19 They just send you the bill, pay the bill.

20 CHAIRMAN CLAYTON: I don't think I have
21 any other questions. I appreciate you coming out
22 tonight.

23 MR. ESCUE: Yes, sir.

24 JUDGE STEARLEY: Mr. Dearmont, any
25 follow up?

resolve them for you, as well. If there's no one
else that would like to give any testimony, the

1 MR. DEARMONT: I have no questions,
2 thank you.

3 JUDGE STEARLEY: Mr. Poston?

4 MR. POSTON: No questions.

5 JUDGE STEARLEY: Alright, I have none
6 either. Thank you.

7 MR. ESCUE: Thank you, sir.

8 JUDGE STEARLEY: Now, I only had one
9 person actually sign up on my witness list, but I'd
10 like to ask at this time if there's anyone else who
11 would like to make any comments for the Commission?
12 Well, I'm seeing none.

13 CHAIRMAN CLAYTON: Can I just make one
14 comment?

15 JUDGE STEARLEY: Certainly.

16 CHAIRMAN CLAYTON: Judge, thank you. It
17 doesn't appear that we have any other witnesses and
18 I'm not sure - I don't know the company officials
19 from - just regular customers of Raytown Water, but
20 I do want to thank the Staff of the Company coming
21 out tonight, making time. I think these local
22 public hearings are very important.

23 Raytown Water, I think, is our second
24 largest water company in the State, and that this
25 case is following through with, I don't know, it's

resolve them for you, as well. If there's no one
else that would like to give any testimony, the

1 been a relatively smooth operating case, and it's
2 had some hiccups here and there, but I appreciate
3 you all coming in, and I want to thank the Staff,
4 Public Counsel, and all the other folks that are
5 here because I know it's difficult and I think
6 these hearings are important and it's important
7 that we give the folks of Raytown an opportunity to
8 chime in with opinions on their service. Having
9 said that, I'll just say thanks.

10 JUDGE STEARLEY: And I would like to
11 remind the, any other person who came tonight that
12 declined to give testimony, if they've picked up a
13 flyer from our Staff, there is information on there
14 on how you can follow with written comments with
15 the Commission, and I believe there's phone
16 numbers, as well, if you'd like to call and still
17 make comments about the case, and I'd like to
18 local public hearing in case number WR-2009-0098 is
19 hereby adjourned. Thank you all very much.

20 (WHEREIN, the Hearing is concluded at
21 6:08 p.m.)

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resolve them for you, as well. If there's no one
else that would like to give any testimony, the

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1 CERTIFICATE OF REPORTER

2

3 STATE OF MISSOURI) ss

4 COUNTY OF CLAY)

5

6 I, JANET H. WIMER, Certified Court
7 Reporter, the officer before whom the foregoing
8 hearing was taken, do hereby certify that the
9 testimony in said hearing was taken by me to the
10 best of my ability and thereafter reduced to
11 typewriting under my direction; that I am neither
12 counsel for, related to, nor employed by any of the
13 parties to the action in which this hearing was
14 taken, and further, that I am not a relative or
15 employee of any attorney or counsel employed by the
16 parties thereto, nor financially or otherwise
17 interested in the outcome of the action.

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Notary Public in and for

23

the State of Missouri

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25 My Commission Expires: 9/29/11