

1 STATE OF MISSOURI
2 PUBLIC SERVICE COMMISSION

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5 TRANSCRIPT OF PROCEEDINGS

6 Public Hearing

7 October 15, 2003
8 Riverside, Missouri
9 Volume 2

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11 In the Matter of Missouri-American) Case Number
12 Water Company's Tariff to Revise) WR-2003-0500
13 Water and Sewer Rate Schedules)

14 - - -

15 KEVIN A. THOMPSON, Presiding,
16 DEPUTY CHIEF REGULATORY LAW JUDGE

17 STEVE GAW, COMMISSIONER

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22 REPORTED BY: James A. Leacock, CCR
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1 JUDGE THOMPSON: Let's go on the record.
2 We are here in the matter of the tariffs of Missouri
3 American Water Company seeking a general rate
4 increase for water and sewer service. Case number
5 WR-2003-0500. With me today is Mr. Steve Gaw,
6 member of the Public Service Commission.
7 Commissioner Gaw.

8 MR. GAW: Thank you, Judge. If I could
9 just for a moment. On behalf of the Missouri Public
10 Service Commission I want to thank each of you for
11 coming today. Pardon my voice, I've got a cold. We
12 very much appreciate you taking time out to come in
13 here and express your opinion. That's what this
14 part of the process is for, so that we can hear what
15 you all have to say about this proposal from the
16 company.

17 It's very important that we get your
18 perspective. Your opinion will be transcribed
19 today. It will be written down and typed out for
20 those -- for all of us that are on the commission to
21 review.

22 And so taking the time out to come in here
23 and express your opinion will be recorded, and it
24 will be something that the Commission will consider
25 as it is looking through the record in this case.

1 So thank you for doing that. I know it's not easy
2 to take time away in the middle of the day to come
3 out for something.

4 I also want to thank the City of Riverside
5 for providing an access to its facilities. It is
6 very nice of them to do that for us, and I want to
7 express my thanks. I turn this back over to the
8 Judge, because it's more important that we hear from
9 you today and that's the purpose of us being here.
10 Thank you again for coming.

11 JUDGE THOMPSON: Thank you, Commissioner.
12 The tariffs at issue in this case seek approximately
13 a 12.2 percent increase in water service revenues
14 for the entire state to yield an additional \$20
15 million annually and a 3.3 percent increase in sewer
16 service revenues from the Parkville Sewer District
17 alone, yielding an increase of \$1,637 annually.

18 In addition, the Commission staff has
19 filed an overearnings complaint against the company
20 charging that the company is already earning
21 approximately \$20 million in excess of what its
22 water service revenues should be.

23 The Public Service Commission regulates
24 rates charged by investor-owned utilities in
25 Missouri in order to ensure that the rates are just

1 and reasonable and that facilities are safe and
2 adequate. The Commission regulates quality and
3 safety of operations of such utilities.

4 The Commission consists of five
5 commissioners, one of whom is here today. The
6 commissioners are appointed by the governor to fixed
7 terms and confirmed by the Missouri Senate. The
8 Commission employs a staff of trained engineers,
9 accountants, attorneys, financial analysts and other
10 specialists who provide technical expertise in the
11 area of utility regulation.

12 This is, as I said, an official hearing of
13 the Missouri Public Service Commission. The
14 statements and testimony of witnesses will be
15 recorded verbatim by the court reporter and will be
16 given under oath. All of the commissioners are
17 required to read your testimony. So the four that
18 are not here today will have to read your testimony
19 when it's produced in written form.

20 In addition to this hearing, there are
21 going to be nine other local public hearings in this
22 case, as well as an evidentiary hearing which will
23 be held in Jefferson City beginning on December
24 15th. That is a trial type hearing at which the
25 company and the various intervenors and other

1 parties will put on witnesses and produce evidence
2 in support of the positions that they take in this
3 case. That hearing is open to the public and you're
4 welcome to attend if you would like.

5 The purpose of the hearing today is to
6 hear from you on the subject of the proposed rate
7 increase and also on the subject of the quality of
8 service you're receiving, the safety and adequacy of
9 the company's facilities. This is your opportunity
10 to give testimony to the Commission on those topics.

11 We will end when everyone who has a desire
12 to speak has had an opportunity to do so. Very
13 well. I will call the first witness at this time.
14 Well, wait. First we will take entries of
15 appearance of the attorneys. I apologize. Why
16 don't we begin with staff.

17 MR. KREUGER: My name is Keith Kreuger,
18 and I'm the Deputy General Counsel for the
19 Commission. And I represent the staff in this
20 proceeding.

21 MR. COFFMAN: My name is John Coffman. I
22 represent the Office of the Public Counsel and the
23 rate paying public. Our address is P.O. Box 7800,
24 Jefferson City, Missouri, 65102.

25 MR. FINNEGAN: My name is Jeremiah

1 Finnegan. I'm the attorney for the City of
2 Riverside in this matter. The City of Riverside is
3 an intervenor on behalf of the citizens and the
4 City. And we wish to thank the Commission for
5 coming to Riverside to hear our citizens speak.
6 Thank you.

7 MR. ENGLAND: Thank you, Judge. Let the
8 record reflect the appearance of W.R. England and
9 David Abernathy on behalf of the Missouri American
10 Water Company.

11 JUDGE THOMPSON: Thank you, Mr. England.
12 I apologize for attempting to plunge right into the
13 hearing and skipping the attorneys. Simply not
14 fair. Very well.

15 Can we hear from Lucian Kaiser. Lucian
16 Kaiser. Mr. Kaiser, if you would step to the
17 podium, sir?

18 MR. KAISER: I came to see why --

19 JUDGE THOMPSON: Mr. Kaiser, would you
20 raise your right hand.

21 (The oath was administered.)

22 JUDGE THOMPSON: Thank you, sir. Please
23 spell your last name for the reporter.

24 MR. KAISER: Beg your pardon?

25 JUDGE THOMPSON: Spell your last name,

1 sir.

2 MR. KAISER: K-a-i-s-e-r.

3 JUDGE THOMPSON: Thank you. Are you
4 presently a resident of Riverside?

5 MR. KAISER: Parkville.

6 JUDGE THOMPSON: Parkville. And you're a
7 customer of Missouri American Water Company?

8 MR. KAISER: Correct.

9 JUDGE THOMPSON: Please proceed.

10 MR. KAISER: I was questioning why this
11 raise was needed. I have here one of my water bills
12 from back a few -- 7/9/01, and at that time it was
13 before the water company collected the sewer bill
14 for Parkville. We were paying direct to Parkville
15 at that time.

16 Since that time, there is a customer
17 charge been added to both the water and the sewer
18 bill. What does this customer charge -- is it
19 processing of the bills or the reading of the meters
20 or what?

21 Customer charge here, \$7.08 on the water
22 bill, \$6.50 on the sewage bill. On the water bill,
23 that's approximately one-third increase in price
24 between there and the bill before you had that
25 collected. Then on the sewer bill, of course, it's

1 the same, \$6.50 per month. That also amounts to
2 about a 30 percent increase in price.

3 So I don't see -- it looks to me like a
4 right good increase in price in two years. I don't
5 see why an additional one is required. Thank you.

6 JUDGE THOMPSON: Thank you, Mr. Kaiser.
7 Before you step down. Are there questions from the
8 bench for Mr. Kaiser? Counsel, any questions for
9 Mr. Kaiser? Mr. England.

10 MR. ENGLAND: No questions. But for Mr.
11 Kaiser's and others' benefit, if there are questions
12 with respect to your bill, we have a representative
13 from the company who can answer those after the
14 hearing, Cindy Baker. She is in the back of the
15 room. So hopefully we can answer that question for
16 you here today.

17 JUDGE THOMPSON: Gregg, did you introduce
18 Mr. Nichols to everyone?

19 MR. OCHOA: Yes, I did.

20 JUDGE THOMPSON: Very good. You also have
21 a staff specialist here that you can inquire of
22 after the hearing.

23 Jean Morgan. Call Jean Morgan. Ms.
24 Morgan, nice to see you. Please raise your right
25 hand.

1 (The oath was administered.)

2 JUDGE THOMPSON: Are you presently a
3 resident of Riverside?

4 MS. MORGAN: No. I reside just on the
5 west edge of Riverside, unincorporated Platte
6 County.

7 JUDGE THOMPSON: I guess more to the
8 point, are you a customer of Missouri American Water
9 Company?

10 MS. MORGAN: Yes, I am.

11 JUDGE THOMPSON: Please proceed.

12 MS. MORGAN: Please excuse this lady
13 wearing this hat.

14 JUDGE THOMPSON: You're excused.

15 MS. MORGAN: Gentlemen usually remove
16 their hats. First of all, I have two issues: one
17 is the water, the second is the sewer. I live on
18 the west edge of Riverside in an area that is
19 unincorporated Platte County. There are
20 approximately 100 homes in that area, residential
21 area.

22 In regard to the water, I doubt very
23 seriously if Missouri City would consider lowering
24 the amount that we're charged, but I think I speak
25 for myself as well as my other resident friends that

1 we feel we should not pay more. I would ask
2 Missouri City to explain -- I haven't really read
3 their answers here too thoroughly, but I wonder,
4 what are our benefits that we could expect from
5 raising these rates?

6 Number two, I think probably the largest
7 problem that I have is with the sewer. The sewer is
8 -- it's my understanding that every resident is
9 charged exactly the same amount. That sewer is
10 owned by Missouri City and maintained by them. No
11 problem with the maintenance, only a problem with
12 their charge. The sewer bill runs about \$48 plus
13 per month. I saw that. Believe me, we all have a
14 grimace with \$48 plus per month.

15 I've lived in that community since 1965.
16 It has always been high, but it just keeps getting
17 higher and higher. And I really feel that that is
18 an unfair situation that Missouri City should
19 address. I would welcome any of my residents that
20 are my friends that would be willing to speak
21 against the increase, both the water, but
22 particularly on the sewer. Thank you.

23 JUDGE THOMPSON: Thank you very much.
24 Questions from the bench? Counsel? You're
25 excused.

1 Jean Hallauer. Excuse me if I
2 mispronounce your name.

3 MS. HALLAUER: I have no questions.

4 JUDGE THOMPSON: You have nothing to say?

5 MS. HALLAUER: No.

6 JUDGE THOMPSON: Thank you. Leta Rose.

7 MS. ROSE: I have nothing to say. They
8 just told us to sign in and I signed in.

9 JUDGE THOMPSON: Very well. Gwen or Chuck
10 VanVickle.

11 MS. VANVICKLE: That was the same
12 situation for us.

13 JUDGE THOMPSON: Okay. Very well. Pat
14 Wessol. Raise your right hand, ma'am.

15 (The oath was administered.)

16 JUDGE THOMPSON: Would you please spell
17 your last name for the reporter.

18 MS. WESSOL: W-e-s-s-o-l.

19 JUDGE THOMPSON: Thank you. Are you
20 currently a customer of Missouri American Water
21 Company?

22 MS. WESSOL: Yes.

23 JUDGE THOMPSON: Please proceed.

24 MS. WESSOL: In the year 2000 a 270
25 percent rate increase was imposed upon our water

1 district. As a result, rates to the district water
2 users were substantially increased. In the past
3 year the cost of water to the district has averaged
4 \$2.55 per 1,000 gallons.

5 It is the understanding of the district
6 that the average percentage decrease proposed by the
7 company is 11.6 percent and that the staff proposes
8 a decrease of 7.9 percent. However, which plan will
9 benefit the district will depend upon the
10 allocations of the various rate decreases in the
11 block charges.

12 At this time, until these figures become
13 more certain, it is difficult for the district to
14 determine which plan will best serve. The district
15 is asking that the largest possible percentage
16 decrease be granted to it. It serves 742 customers
17 that have had to absorb the increase granted in the
18 year 2000. We believe that they are entitled to a
19 substantial amount of relief at this time.

20 We are asking the Public Service
21 Commission to take a cognizance of the unfair rates
22 presently being paid by our water users and grant
23 them meaningful relief. Thank you.

24 JUDGE THOMPSON: Thank you, ma'am. I have
25 a question before you leave. You referred to the

1 district. Are you representing --

2 MS. WESSOL: I represent -- I'm the
3 district clerk at Platte County Water District
4 Number 6. We buy water from Missouri American for
5 our customers. And as I said, in the year 2000 we
6 were hit 270 percent.

7 JUDGE THOMPSON: Okay. Questions,
8 Commissioner Gaw?

9 MR. GAW: That is the question I had.

10 JUDGE THOMPSON: Counsel? Mr. Coffman.

11 MR. COFFMAN: Yes. Ms. Wessol, if you
12 would know at the time or if you can tell me what
13 that increase in the year 2000 translated towards
14 the residential customers that you serve as opposed
15 to the other customers? Do you know the relative
16 impact --

17 MS. WESSOL: Dollars?

18 MR. COFFMAN: -- in the district?
19 Percentages or amounts?

20 MS. WESSOL: I don't quite understand.

21 MR. COFFMAN: Were the rates of each
22 customer class within the district raised as a
23 result of the wholesale increase?

24 MS. WESSOL: Oh, definitely. Because we
25 only have 742 customers. When you want to raise our

1 cost 270 percent, we've got to pass that on.

2 MR. COFFMAN: I was simply trying to get
3 an understanding if the residential customers within
4 the district received more of an increase than the
5 average or do you have a different rate within the
6 district?

7 MS. WESSOL: We had a different rate,
8 yeah. We had to make -- we had to break even.

9 MR. COFFMAN: Was the increase on a
10 percentage basis equal to all the customer classes
11 within the district as a result of that?

12 MS. WESSOL: Yes. We just have
13 residential customers.

14 MR. COFFMAN: Okay. That was my question.
15 Thank you.

16 MS. WESSOL: I'm sorry. I
17 misunderstood.

18 MR. COFFMAN: That helps. Thank you.

19 MS. WESSOL: They are residential. But
20 Missouri American broke it down into five different
21 groups at that time, and we as a resale customer of
22 Missouri American really got hit hard.

23 MR. COFFMAN: I understand.

24 MS. WESSOL: It was us and Lake
25 Waukomis.

1 JUDGE THOMPSON: Further questions?

2 You're excused, ma'am. Thank you.

3 JUDGE THOMPSON: John Ponzo. Raise your
4 right hand.

5 (The oath was administered.)

6 JUDGE THOMPSON: Mr. Ponzo, could you
7 spell your last name for the reporter?

8 MR. PONZO: P., as in Peter, o-n-z-o.

9 JUDGE THOMPSON: Are you presently a
10 customer of Missouri American Water Company?

11 MR. PONZO: Yes, I am.

12 JUDGE THOMPSON: Please proceed.

13 MR. PONZO: I reside in the most southern
14 edge of an unincorporated sliver of Platte County,
15 1.8 miles from where we stand.

16 Firstly, I would like to object to the
17 timing of this hearing, that being midday, to where
18 most individuals cannot attend. I think this
19 meeting should be rescheduled to an evening hour,
20 perhaps 6:00 or 7:00 p.m., to where those
21 individuals who are working will have time to get
22 home, have their dinner and address this issue as
23 well as I and these fine folks can.

24 Subsequent hearings, for example, one to
25 be held in St. Joseph at 5:00 p.m., are also

1 inadequate because people are just getting off of
2 work at 5:00. How can they possibly attend?

3 My water/sewer bill is just shy of \$50
4 each month. That's without using one drop of
5 water. I could be gone for a month, turn the main
6 off and I will still come home to a \$48 and change
7 water/sewer bill. I think it's sheer piracy. I
8 think it's piracy also that that rate should be
9 increased.

10 Again, I live in one of the most southern
11 portions of Platte County, unincorporated, 1.8 miles
12 from here. I understand that the bulk of that bill
13 is for sewer hookup. If anything, these rates
14 should be reduced, not increased.

15 I think Missouri American Water Company's
16 executive management should take other means to
17 increase their revenue base or to keep their
18 bonuses, whatever the case may be. Follow suit as
19 the rest of America is. Cease giving raises to
20 employees, lay employees off, but don't take
21 advantage of the consumer which is already
22 overburdened with extremely high water/sewer rates.
23 It's sheer piracy. Thank you.

24 JUDGE THOMPSON: Thank you, sir.
25 Questions from the bench? Counsel? There are none.

2 MR. FINNEGAN: I've got a question.

4 MR. FINNEGAN: Yes. Are you in Missouri
5 American's sewer district?

7 MR. FINNEGAN: Missouri American sends
8 you the bill?

12 MR. FINNEGAN: Do you have any problems
13 with the water pressure or brown water or staining
14 or anything?

15 MR. PONZO: No. No. The water quality
16 has always been okay. In the six years I've been
17 residing at my residence, the only improvement, if
18 you will, that I've noticed is that our water meter
19 covers have been replaced. That's it. Come on,
20 gentlemen, 50 bucks a month. Let's get real. Thank
21 you.

22 JUDGE THOMPSON: You're excused. Ray

23 Uh1. U-h-l, Ray?

24 MR. UHL: Yes.

25 JUDGE THOMPSON: Am I mispronouncing your

1 name?

2 MR. UHL: No. That's right. That's
3 right. We were just here to listen. I just signed
4 in. I guess I would just ask the question: Is
5 Riverside's sewers still on Kansas City, the
6 maintenance under Kansas City, Missouri?

7 JUDGE THOMPSON: I have no idea. You will
8 have to ask the company or staff representative
9 after the hearing.

10 MR. UHL: Okay. We had just signed in
11 like this other person. Thank you, sir.

12 JUDGE THOMPSON: So Janet, you don't have
13 anything to say either?

14 MRS. UHL: That's right, sir.

15 JUDGE THOMPSON: Thank you. Nancy Jack.
16 Please raise your right hand.

17 (The oath was administered.)

18 JUDGE THOMPSON: Are you presently a
19 customer of Missouri American?

20 MS. JACK: Yes. I live in Parkville.

21 JUDGE THOMPSON: Please proceed.

22 MS. JACK: Okay. The requested increase
23 seems to be kind of large. And an average water
24 bill, my water/sewer bill in Parkville is about 20
25 to \$22 a month for a household of one. And \$5.07

1 increase per month is 25 percent of my current bill,
2 and I think that it's far too much.

3 Those are -- I never expected to grow old,
4 but I did, and I'm on a badly fixed income. And the
5 water rates and everything else, utilities, is just
6 getting to where you do have to decide whether it's
7 groceries or utility bills. Okay. So much for
8 that.

9 Can you tell me what the -- what year the
10 last water rate increase was granted? I think maybe
11 two or three years ago at the most.

12 JUDGE THOMPSON: It would have been in
13 2001, I believe.

14 MR. ENGLAND: I believe it was November of
15 2000.

16 JUDGE THOMPSON: November of 2000, ma'am.

17 MS. JACK: Okay. Very close to three
18 years ago. I forget how much that one was, but
19 naturally, I thought it was too much anyhow. But if
20 we're going to be looking at new increases for such
21 a basic substance as water every few years, I think
22 there is something wrong somewhere.

23 And one comment. Since the '93 flood,
24 I've only had one local manager who was quite good,
25 became part of the community. There have been,

1 what, five local managers in ten years. I think if
2 you've got management problems, they shouldn't be
3 the problems of the customers.

4 I had something else, but I can't think of
5 what it was. So that's it.

6 JUDGE THOMPSON: Thank you, ma'am.
7 Questions from the bench?

8 MR. GAW: Just briefly. Ms. Jack, is
9 that correct?

10 MS. JACK: Correct.

11 MR. GAW: You said that you've noticed a
12 number of management changes since '93. Are you
13 expressing dissatisfaction with the way that the
14 company locally has been managed? Do you know of
15 anything or are you expressing concern about the
16 number of management changes?

17 MS. JACK: Just the turnover. The
18 turnover. I guess I'm a little old fashioned, but
19 before '93 the local manager was part of the
20 community and he stayed longer than a year or two.
21 And just has been one guy after another. I just met
22 Gary at the Missouri River cleanup a few Saturdays
23 ago. I didn't know he was here. I didn't know the
24 other guy was gone, but that's too low a profile.

25 MR. GAW: I understand. That's all I

1 have.

2 JUDGE THOMPSON: Thank you, Commissioner.

3 MR. COFFMAN: I'm not sure I got your

4 name.

5 MS. JACK: Nancy Jack, J-a-c-k.

6 MR. COFFMAN: Thank you. Thanks for

7 coming.

8 JUDGE THOMPSON: Other questions from

9 counsel? Thank you, ma'am. You're excused. Jim

10 Looker.

11 MR. LOOKER: I don't have any questions.

12 JUDGE THOMPSON: Thank you, sir. Toni

13 Looker. Please raise your right hand.

14 (The oath was administered.)

15 JUDGE THOMPSON: Please spell your last

16 name for the reporter.

17 MS. LOOKER: L-o-o-k-e-r.

18 JUDGE THOMPSON: Ms. Looker, are you

19 presently a customer of Missouri American Water

20 Company?

21 MS. LOOKER: I am.

22 JUDGE THOMPSON: Please proceed.

23 MS. LOOKER: I'm a resident of

24 Riverside. I am also on the board of alderman.

25 However, I am here today as a private citizen. We

1 own a commercial business. I am aware that
2 continuously business must increase to a degree to
3 keep up with the marketplace. However, owning a
4 business, we try to keep our costs down for the
5 citizens, and I feel that we are somewhat of a
6 public service nature as well.

7 The City of Riverside has been alone
8 recently in fighting the water district, and I guess
9 at this point I want to make a statement. Some of
10 you are from other cities. Please contact your
11 cities, ask them to join with the City of Riverside
12 to help us get a fair and equitable rate and not
13 have price gouging as very many of you feel we are
14 getting today.

15 Although the price may not have been
16 raised since November of 2000, the rate at that time
17 was increased enough that we feel if management is
18 handled correctly -- you must continue to manage
19 with the funds that you have.

20 There are additional rate increases that
21 come to the city and to commercial businesses, and
22 I'm not sure I fully understand the last one that
23 came before this counsel. And that had to do with
24 every fire hydrant and the fact that we were going
25 to be charged \$250 for every fire hydrant that we

1 had in the community.

2 At some point I need some answers as to
3 why that has happened. That is an annual increase
4 that has not been there before that I was aware of.
5 I could be misinformed, but \$250 for every fire
6 hydrant to provide the citizens with the protection
7 that they need just seems outrageous.

8 JUDGE THOMPSON: Thank you, ma'am.

9 Questions from the bench?

10 MR. GAW: Alderman Looker, is that charge,
11 is that an annual charge that you're referring to?

12 MS. LOOKER: Correct.

13 MR. GAW: Do you know when it started?

14 MS. LOOKER: I would say within the last
15 90 days.

16 MR. GAW: So there has been a bill sent?

17 MS. LOOKER: That I don't know. It was
18 brought before us. We had to vote on it. I don't
19 know if the other cities were aware of that yet.

20 MR. GAW: That was presented by the
21 company to the City?

22 MS. LOOKER: Correct.

23 MR. GAW: Thank you.

24 JUDGE THOMPSON: Questions from counsel?
25 Hearing none, you're excused. Thank you, ma'am.

1 Laura Gust. Ms. Gust, please raise your right
2 hand.

3 (The oath was administered.)

4 JUDGE THOMPSON: Could you please spell
5 your last name for the reporter?

6 MS. GUST: G-u-s-t.

7 JUDGE THOMPSON: Ms. Gust, are you
8 presently a customer of Missouri American Water
9 Company?

10 MS. GUST: Yes.

11 JUDGE THOMPSON: Please proceed.

12 MS. GUST: I want to add my objections to
13 any additional raises for the water. From a quick
14 look at the paper when I came in, I see one of the
15 justifications is for safety measures due to the
16 9/11 emergency. And I haven't seen anything extra,
17 and I don't these are warranted. I think the raise
18 a few years ago should be enough to cover anything
19 that should come up in that instance, and I think
20 good business practices should be used instead of
21 charging the individuals more money.

22 I think that since I live in an
23 unincorporated area too, that when it was built had
24 its own sewer lagoon, and one of the things when
25 that was closed down was that everything would be

1 more efficient, would cost less, et cetera, et
2 cetera. And I did not see any kind of a rebate come
3 to us from that, which would have been nice and I
4 think would have been a good customer service thing.

5 I had understood from the sewer -- from
6 recently that the sewer charges, our sewers would be
7 going through a Riverside -- be connected to a
8 Riverside sewer on North Wood Road, and I don't know
9 if that happened or not. But if that has happened,
10 I would think that would even make costs even less
11 for the water company and that they would not need
12 to charge us for that.

13 I think that it is -- I don't think -- I
14 can't think of the right word, but it's not a good
15 practice for a company to charge people more for
16 something that they are not using.

17 In general, and like Ms. Jack referred to,
18 in a one-person household there are many ways that
19 you can adjust your budget. If you use too much
20 water, I can be a little more careful in how much
21 water I use. However, there is not much you can do
22 about the sewer.

23 Other things, you can cut down on your
24 other expenses by watching your spending, which we
25 all do. I just believe the Missouri City Water

1 Company should do that also, and I do not want to
2 pay any additional for the services I'm now
3 receiving.

4 JUDGE THOMPSON: Thank you, ma'am.
5 Questions from the bench? Commissioner Gaw?
6 Questions from counsel? Hearing none, you're
7 excused. Thank you, ma'am.

8 Russell Wojtkiewicz, and I apologize if
9 I've garbled your name.

10 MR. WOJTKIEWICZ: Wojtkiewicz is the
11 name.

12 JUDGE THOMPSON: Wojtkiewicz. Very well.
13 Would you raise your right hand, sir.

14 (The oath was administered.)

15 JUDGE THOMPSON: Could you please spell
16 your last name?

17 MR. WOJTKIEWICZ: W-o-j-t-k-i-e-w-i-c-z.

18 JUDGE THOMPSON: Mr. Wojtkiewicz, are you
19 presently a customer of Missouri American Water
20 Company?

21 MR. WOJTKIEWICZ: I am.

22 JUDGE THOMPSON: Please proceed.

23 MR. WOJTKIEWICZ: I'm not only of the
24 water company, I'm a customer of the Platte County
25 PCRSD Sewer Company. I don't know whether it runs

1 through the American Water Company, but I have two
2 separate bills on that. I think some of our
3 witnesses today live in the same area that I do.

4 I came not really prepared for testimony,
5 but I've listened to several of the witnesses here
6 and each of the representatives. I agree with my
7 fellow county residents. Whoever allowed the times
8 of these meetings puts this whole procedure under
9 great suspicion by the citizens of this state.

10 If you want -- I think it's great that
11 we're living in a country where we have a voice and
12 we should exercise that, but most people work for a
13 living. I own my own business, I can take time
14 off. Hold them at 6:00 or 7:00 o'clock in the
15 evening like we do school district meetings and
16 everything else.

17 I didn't bring any bills with me. I
18 didn't look that up, but I noticed that my water
19 rates have gone up. I'm opposed to this water rate
20 increase because I don't feel it's necessary. We
21 should be billed on our usage, not on basic minimum
22 amounts that are not -- that are whether we use the
23 water or not.

24 Mine would be in excess of 18 to \$20 a
25 month. It doesn't seem to matter whether I use any,

1 whether I'm on vacation or away for extended periods
2 of time, my water bill hasn't changed, and we have a
3 family of three. I find that a bit ludicrous, and
4 that's across all utilities. It doesn't seem like
5 there is a lot of change in my utilities.

6 Not to be laying a lot of the blame on the
7 Missouri American Water Company, the Public Service
8 Commission has allowed in recent years charges on
9 the bills to these minimums. Energy charges come to
10 mind. Customer charges for water that are, when you
11 call the company, they are very, very vague. They
12 cannot tell you -- you get three different answers.
13 You will get one answer from the Commission, you
14 will get another answer from the particular utility
15 company.

16 They are also making it, seems to me, a
17 standard operating procedure in both utility
18 companies and the health care industry, let's make
19 the invoicing difficult, terribly hard to understand
20 and follow and therefore it confuses the customer.
21 It raises suspicion, but then you don't get a lot of
22 questions and gripes and you can easily explain away
23 the charges. If I did an invoice like any utility
24 company did, I wouldn't have any clients period.
25 They would not pay that bill period.

1 Rate increases. I work in an industry
2 that has not been able to raise a rate since, and
3 I've been in business since 1990, but we haven't
4 been able to raise rates for probably 15 years.
5 This is due to technology, some to demand, general
6 economy.

7 It's apparent, but all of our operating
8 expenses, water, electricity, taxes continue to go
9 up. And anything associated with the government or
10 regulated by the government, utilities that are
11 needed for quality of life, get a raise at any time
12 that they need one for any particular reason rather
13 than have to look to technology, implement
14 technology, implement different employment schemes
15 to provide a good service at a reasonable cost.

16 I have the highest praise for the quality
17 of our water. During '93 I don't believe we lost
18 water. We were about six blocks away from the
19 Missouri River at that time when it was at its
20 highest. We might have lost water for just a short
21 period of time. The workings and the operation have
22 been excellent. We rarely get a water main break.
23 In that, I'm sure that there is preventive
24 maintenance being done, and that should lower the
25 overall cost.

1 I notice in your rate -- in the Missouri
2 American Water's rate case fact sheet it says, that
3 talks about the rate increase, it states, "This
4 means that costs incurred in a specific district are
5 to be borne by the customers within that operation."

6 Then, sirs, I ask, why were we, and I
7 believe this was last year, maybe 18 months ago,
8 might even have been longer, I lose track of time,
9 why are we paying for a water treatment plant in St.
10 Joseph, Missouri, that was fought by the Office of
11 Public Counsel but gives us absolutely no benefit?

12 That was a \$25 million installation if I
13 remember correct, and I may have my figures all
14 wrong. I didn't run them down. I didn't do any
15 research, but we are paying for that by a lot of
16 counties that have no use of that water treatment
17 plant. We shouldn't have to pay for that. I
18 realize it's a huge capital expense that probably
19 needed to be put in, but if this is the policy of
20 it, we should not pay for that.

21 Most of you here, if you're aldermen,
22 business people, this area is growing. As we grow,
23 demand gets higher on needing these utilities. That
24 also means more customers. More customers means
25 more revenues. And surely over, you know, how long

1 those customers are going to be there, a profit can
2 be made.

3 I am pro business. I feel that you have
4 the right to make a profit, but in the case of where
5 it's a utility that we cannot -- I cannot pick any
6 particular water company, there is no competition, I
7 have to go with you or not at all, I believe that
8 the margin of profit should be kept to a reasonable
9 rate. And that should probably be actually in the
10 five to ten percent rates. Our rates are
11 reasonable, and that's over and above your expenses
12 for that.

13 You also state that the rate increase will
14 also provide for public fire protection services.
15 I'm assuming that means fire hydrants and water. I
16 would like to know how that -- how are those paid
17 for? I mean, you don't have a meter on each
18 hydrant, and we rarely have a fire in our area,
19 fortunately. Does the county or the fire district
20 pay for that water that's used in those hydrants?
21 I'm asking a question. I wonder if it could be
22 answered.

23 JUDGE THOMPSON: You will have to address
24 that question after the hearing to either the staff,
25 technical expert or company representative.

1 MR. WOJTKIEWICZ: Okay. So we're not
2 here necessarily to get answers, it's just to give
3 testimony in our --

4 JUDGE THOMPSON: You're here to give
5 testimony.

6 MR. WOJTKIEWICZ: -- or objection to
7 that. Okay. The current rates the way it is, it's
8 not based on -- since the rates are not based on
9 usage to an extent, we have the minimums, I'm not an
10 environmentalist per se, but it gives me no
11 incentive to put in water recycling means within my
12 dwelling. And I would like to, but I cannot do that
13 -- I do that on an economic sense that I can make it
14 pay for itself down the road and also help the
15 district in general.

16 I would like to say again, state that I'm
17 opposed to this. This is too much of a rate
18 increase if it's needed at all.

19 JUDGE THOMPSON: Thank you, sir.
20 Questions from the bench? Commissioner Gaw.

21 MR. GAW: Mr. -- is it Wojtkiewicz?

22 MR. WOJTKIEWICZ: Thank you. Yes, sir.

23 MR. GAW: I'm curious about the -- you
24 made some statements in regard to the form of the
25 invoice. Can you hear me okay?

1 MR. WOJTKIEWICZ: Yes.

2 MR. GAW: Is that a criticism of Missouri
3 American's invoice specifically or is it more of a
4 general criticism?

5 MR. WOJTKIEWICZ: It's a general
6 utilities, and that -- I lay that both on them and
7 on the Commission for that. I have complained about
8 that before, not formally, but brought that to their
9 attention.

10 MR. GAW: Is there something specific
11 about Missouri American's invoice that you could
12 point to?

13 MR. WOJTKIEWICZ: Not that I could point
14 to right off. I apologize. I don't have it right
15 in front of me.

16 MR. GAW: That's okay.

17 MR. WOJTKIEWICZ: It's the customer
18 charge, and we would like to know what the customer
19 charge is. And I guess to be frank, I would like to
20 see all utilities based on a usage basis. Mark up
21 that energy use, that water use by three, five, ten,
22 15 percent, whatever is needed to cover it, and if
23 you don't use any, don't pay for it. If you're
24 using a lot, you pay for it, but if you reach up
25 above certain tiers, perhaps you should use more.

1 If you fill a swimming pool one month,
2 that's fine. I have no problem with that particular
3 usage. Then you will find a way to use more or use
4 less, but the usage side of utilities is becoming
5 less and less a percentage of the bill.

6 MR. GAW: In regard to the format of the
7 billing itself, is it the lack of explanation about
8 what the charge is that is one of your concerns?

9 MR. WOJTKIEWICZ: Yes.

10 MR. GAW: And you say you have gotten
11 different answers from the water company than --

12 MR. WOJTKIEWICZ: Not necessarily the
13 water company.

14 MR. GAW: No. It could be about some
15 other utility?

16 MR. WOJTKIEWICZ: Other utilities, the
17 electric company and gas company. Especially
18 Missouri Gas Energy is -- they are very vague. They
19 have two charges on there, and they are very vague
20 about -- and it depends on who I get that day what
21 they tell me those charges cover or what they are
22 for and how they are implemented.

23 MR. GAW: I think that's all I have, but
24 thank you. Thank you for your comments.

25 JUDGE THOMPSON: Questions from counsel?

1 Mr. Kreuger, do you happen to know whether
2 or not this district is paying any part of the St.
3 Joseph plant?

4 MR. KREUGER: No, they are not. In the
5 last rate case the costs of the St. Joe plant were
6 allocated exclusively to the customers in the St.
7 Joseph district, and this district is not
8 subsidizing St. Joseph.

9 MR. WOJTKIEWICZ: I take that -- I will
10 accept that. I will look at that. We were -- I
11 remember talking to a woman at the Office of Public
12 Counsel where the meetings were handed out. And we
13 at that time were, and as I followed up, we lost, we
14 the people lost the case on that.

15 MR. KREUGER: This was an issue that was
16 heavily litigated in the last case. It was called
17 Single Tariff Pricing, which would be the same
18 tariff for everybody whether in St. Joseph or Joplin
19 or here or any of the other districts, versus
20 District Specific Pricing, where the customers in
21 each district would bear all of the costs that that
22 district generated.

23 This created a big controversy in the
24 case, especially between St. Joseph and Joplin.
25 Because the people in Joplin said they were willing

1 to pay for their own costs but not for St. Joseph's
2 new treatment plant. And the people in St. Joseph
3 thought that it ought to be shared because they had
4 subsidized the other districts in previous years.
5 And it was probably the central issue in that case,
6 other than the overall rates.

7 And the Commission's determination was
8 basically to go with what is called District
9 Specific Pricing whereby each district pays its own
10 cost. There was a little bit of subsidy to the
11 Brunswick District because the rates there would
12 have been so high if they had borne all their own
13 costs. And that was paid primarily by the Joplin
14 district.

15 MR. FINNEGAN: Can I add something?

16 JUDGE THOMPSON: We opened a can of worms
17 with that one. Mr. Coffman.

18 MR. COFFMAN: Just a brief clarification
19 from my perspective. I think I essentially agree
20 with what Mr. Kreuger said. There -- the argument
21 about whether the single tariff pricing should
22 average rates across the state was an issue that the
23 company lost.

24 Depending on your perspective and how you
25 allocate things, you could argue that there is still

1 some sharing going on between districts, definitely
2 with the Brunswick area. But my understanding that
3 none of the large water plant costs, as far as the
4 new water plant in St. Joseph, is spread at all, and
5 I think I can confirm that.

6 JUDGE THOMPSON: Mr. Finnegan.

7 MR. FINNEGAN: I would like to add, the
8 City of Riverside fought that issue very strongly
9 over several rate cases and we were pleased that we
10 succeeded.

11 MR. WOJTKIEWICZ: Then what I understand
12 is not hearing the final. I had heard the one
13 judgment on that, and I didn't hear a later final
14 case on that. I stand corrected on that.

15 JUDGE THOMPSON: I didn't want you to feel
16 that you weren't getting any answers here.

17 MR. WOJTKIEWICZ: No. Again, it's great
18 that we can -- everything that's going on, we can be
19 here and to be able to talk, at least get an input.
20 Now whether we're heard and whether it goes the way
21 that we want, but I think we need to -- we as
22 citizens of the state want to help out, like at
23 Brunswick and people that would be getting into the
24 rural areas.

25 But at the same -- and businesses need to

1 make a profit to their shareholders, but when we're
2 heavily regulated and there is no competition or a
3 chance for competition, it needs to be held to the
4 minimum and brought to that so that we don't price
5 ourselves out of existence.

6 JUDGE THOMPSON: Thank you, sir. Further
7 questions from the bench? Counsel? Hearing
8 nothing, you're excused, sir. Thank you very much.

9 That is the list of all the persons who
10 have signed up. Is there anyone else who would like
11 to testify who didn't get an opportunity to sign
12 up? Please come forward. Yes, sir. Now you
13 already I think spoke once.

14 MS. MORGAN: I did. I just want to make
15 a clarification to say that the area that I live in
16 in unincorporated Platte County is called Ridgewood
17 Estates.

18 JUDGE THOMPSON: Very well. Let the
19 reporter know your name so he knows who you are.

20 MS. MORGAN: I'm sorry. Jean Morgan.

21 JUDGE THOMPSON: Jean Morgan. Thank you,
22 ma'am. Sir, I think you indicated you wanted to
23 speak and you had not had a chance to sign up.
24 State your name, please.

25 MR. SAGER: My name is Ed Sager.

1 JUDGE THOMPSON: Would you raise your
2 right hand.

3 (The oath was administered.)

4 JUDGE THOMPSON: Sir, are you presently a
5 customer of Missouri American Water Company?

6 MR. SAGER: Yes, sir.

7 JUDGE THOMPSON: Please proceed.

8 MR. SAGER: Okay. I would like to
9 reiterate what the gentleman said over here. I
10 think this is very timely that you had a meeting at
11 12:00 o'clock when all the working people are at
12 work and all you see is retired people. These are
13 the people that pay the same water bill that people
14 that work.

15 Twenty percent of my Social Security goes
16 to the water company. My water bill runs, nobody
17 said, I don't believe, I haven't heard, but my water
18 bill runs around 65 to \$70 a month including the
19 sewer and all the other little things that's on
20 there.

21 It used to be that I could leave home and
22 be gone for 30, 60, 90 days in the wintertime and
23 enjoy our retirement and I would have my water shut
24 off, but now I come back, and like the gentleman
25 said over here again, he comes back and he has got a

1 \$50 water bill and he hasn't used a drop of water.

2 I do not wash my car so my wife can have
3 water to water her flowers because we're on a fixed
4 income. Like a company is -- they have to have
5 money, but they can work it around so they get rate
6 increases. I can't. My Social Security went up \$6
7 last year.

8 The other thing I can't understand is I
9 went along for years and my water bill came on
10 either the first or the last of the month. All at
11 once this month it came in the middle of the month.
12 So it looks lower, but I pay around -- last year I
13 paid \$826 in water and sewer.

14 If this increase goes in effect, it will
15 add another month of water bill to me, because it
16 will be \$77.04. I'll have 13 months of water bill
17 to pay instead of 12. It's these little things that
18 we have to watch also. I thank you.

19 JUDGE THOMPSON: Thank you, sir.

20 Questions from the bench? Commissioner Gaw.

21 MR. GAW: Mr. Sager. What is it -- Mr.
22 Sager?

23 MR. SAGER: Yes, sir.

24 MR. GAW: I'm sorry. I looked down at my
25 notes and didn't realize you had walked away.

1 MR. SAGER: Excuse me, sir.

2 MR. GAW: That's all right. What is your
3 -- what is your approximate monthly bill on water?

4 MR. SAGER: I have one right here. I
5 will offer it in evidence if you want it.

6 JUDGE THOMPSON: We certainly can receive
7 it or you can read the figure.

8 MR. SAGER: My water bill, I say this
9 month it's different, it's \$58.08.

10 JUDGE THOMPSON: You say that's less than
11 it usually is?

12 MR. SAGER: Much less, yes. I have a
13 list of my bills for the entire month here -- or for
14 the year, each month.

15 MR. GAW: Do you want to read that? If
16 you want to.

17 MR. SAGER: Certainly.

18 MR. GAW: I'm not going to force you to
19 turn over your private bills, but if you want to do
20 it.

21 MR. SAGER: Well, like I said, my bill
22 comes due sometimes the end of the month, sometimes
23 the first. So in January my bill was \$62.52.

24 JUDGE THOMPSON: Is that combined water
25 and sewer?

1 MR. SAGER: That's water and sewer. It's
2 total. It's all in one bill. The month of February
3 I didn't get a bill, but the month of March I got
4 two bills, one which was for February was \$68.48 and
5 then the other one was \$58.77. All in the same
6 month. I had 116, 18 dollars in there in one month.

7 April and May were both \$59. One was 23
8 cents, the other was 81. June was 59.12. July was
9 61.20. August was 69.18. September was 68.48. And
10 then to pick it up, I went back to 2002, which
11 October was 62.24. November I didn't get a bill.
12 December it was \$59.76, December was also 60.85.

13 I had personal property tax to pay. I had
14 all the things that everybody has at the end of the
15 year including Christmas. Came to a total of
16 749.64, 12 month average is \$62.47. I'm retired.

17 MR. GAW: Mr. -- I'm sorry. I didn't mean
18 to interrupt you. What year was that that you were
19 reading from?

20 MR. SAGER: I dropped back one year to
21 pick up October, November and December.

22 MR. GAW: Okay.

23 MR. SAGER: Because I don't have those
24 yet for this year.

25 MR. GAW: I'm following you. So this was

1 all of those months from 2003 except the October,
2 November and December months --

3 MR. SAGER: Correct.

4 MR. GAW: -- of 2002?

5 MR. SAGER: Correct.

6 MR. GAW: And do you live in Riverside?

7 MR. SAGER: No, sir. I live in the
8 unincorporated portion in Ridgewood Estates.

9 MR. GAW: Do you receive your water and
10 sewer bill together?

11 MR. SAGER: Correct.

12 MR. GAW: And is it from Missouri
13 American?

14 MR. SAGER: Correct.

15 MR. GAW: Okay.

16 MR. SAGER: They took our lagoon out, I
17 don't know whether it was a physical problem or
18 what, several years ago, about five years ago or
19 something like that, maybe longer. We had a lagoon
20 when they made this housing development, and they
21 hooked into Kansas City sewer. So all our water,
22 all our waste and everything goes to Kansas City.

23 MR. GAW: I see.

24 MR. SAGER: So we pay them, and where
25 it's at, Indiana or whatever. We send them a check

1 and they turn around and send it to Kansas City I
2 suppose.

3 MR. GAW: Yeah. But you're paying
4 Missouri American?

5 MR. SAGER: Yes. Correct.

6 MR. GAW: Thank you very much, Mr.
7 Sager. I don't know if anyone else --

8 JUDGE THOMPSON: Counsel. Mr. England?

9 MR. ENGLAND: Mr. Sager, can you tell
10 from that bill what portion was water? The one --
11 the most recent one, what portion was water and what
12 portion was sewer?

13 MR. SAGER: Well, it has got the customer
14 charge on there 7.08, which I never noticed before.
15 I talked to Jim Jenkins there and he said that's a
16 standard, you're going to pay that regardless.

17 MR. ENGLAND: That's for water, correct?

18 MR. SAGER: That's on water. Then you
19 got \$10.06 for the usage of water. I guess the 7.08
20 is just for being hooked up to the line. And then
21 \$40.94 was my sewer charge.

22 MR. ENGLAND: Okay. Thank you.

23 JUDGE THOMPSON: Further questions? Mr.
24 Kreuger.

25 MR. KREUGER: Mr. Sager, I'm still a

1 little uncertain about who provides the sewer
2 service. You send the bill -- the payment to
3 Missouri American. Do they provide the service?

4 MR. SAGER: Correct. Well, I guess they
5 do. I mean, the lines were there all along. They
6 just interceded with them down at the lagoon that we
7 had and transmitted them right down to the Kansas
8 City's line.

9 MR. PONZO: I believe that's correct,
10 Counselor. As I mentioned earlier in my
11 testimony --

12 JUDGE THOMPSON: Mr. Ponzo, if you want to
13 add to your testimony, why don't I ask you to come
14 to the podium. Thank you.

15 MR. PONZO: John Ponzo, P-o-n-z-o.

16 JUDGE THOMPSON: You're still under oath,
17 sir.

18 MR. PONZO: Ridgewood Estates, it's a tiny
19 sliver of unincorporated Platte County 1.8 miles
20 from here. As I mentioned earlier, without one drop
21 of water being used, so we can -- we could
22 essentially say that this is a sewer bill, not a
23 water bill that comes to just under \$50 a month
24 including all the miscellaneous charges as customer
25 charge and/or whatever.

1 Forty-eight and change a month without
2 using a drop. Drinking a glass of water or flushing
3 the bowl once, \$48 and change. For the privilege of
4 being hooked up, so to speak, via Riverside, I
5 believe, to Kansas City, if I understand the
6 schematics of the sewer line. Not one drop of
7 water, \$48 and change a month.

8 Also, I was wondering regarding my
9 objection concerning the planning of these hearings
10 and my peer over here. Will it be addressed? When
11 will we know if that concern will be addressed?
12 Will this meeting be rescheduled to a better time
13 when the residents affected can attend? I know
14 you're not going to answer that now. When will you
15 be able to answer it if you plan on answering it?

16 Also, I have no confidence at all in our
17 judicial system, whether it be on a federal level or
18 a local level. I personally believe everybody is on
19 the take. And the only way I will be convinced
20 otherwise is if these meetings are rescheduled to
21 where everyone can attend and if deductive reasoning
22 prevails and this rate increase is not pushed
23 through and in fact these outrageous rates are
24 lowered. Thank you.

25 JUDGE THOMPSON: Further questions for Mr.

1 Sager? Hearing none, you're excused.

2 MR. KREUGER: Was that bill marked as an
3 exhibit?

4 JUDGE THOMPSON: No, it was not.

5 MR. KREUGER: Will it be?

6 JUDGE THOMPSON: I believe that the
7 particulars have been received. Do you want it as
8 an exhibit, Mr. Kreuger?

9 MR. KREUGER: I would, yes.

10 JUDGE THOMPSON: Okay. Is that
11 acceptable, Mr. Sager?

12 MR. SAGER: Do you want both sheets?

13 MR. KREUGER: I don't need your
14 handwritten summary, but I would like to see the
15 bill itself.

16 JUDGE THOMPSON: Is that acceptable to
17 you?

18 MR. SAGER: That's fine with me.

19 JUDGE THOMPSON: Very well. Why don't you
20 hand it to the reporter. You can go ahead and mark
21 that as Exhibit 1. If you would mark it as
22 Riverside Exhibit No. 1.

23 (Whereupon, Riverside Exhibit No. 1 was
24 marked.)

25 JUDGE THOMPSON: Do I hear any objections

1 to the receipt of Riverside Exhibit No. 1, being Mr.
2 Sager's bill for what month, sir?

3 MR. SAGER: That's the one I just got.
4 There again, I just got it last week, and it was
5 due -- I mailed it yesterday.

6 JUDGE THOMPSON: Very well. Any
7 objections to the receipt of this exhibit? Hearing
8 none, Riverside Exhibit No. 1 is received and made a
9 part of the record of this proceeding. Thank you,
10 sir. You may step down.

11 MR. SAGER: Thank you.

12 JUDGE THOMPSON: Is there anyone else who
13 would like an opportunity to testify but did not get
14 a chance to sign up? Sir, please step to the
15 podium. State your name, please.

16 MR. GARRISON: Dan Garrison,
17 G-a-r-r-i-s-o-n.

18 JUDGE THOMPSON: Mr. Garrison, could you
19 raise your right hand.

20 (The oath was administered.)

21 JUDGE THOMPSON: Sir, are you presently a
22 customer of Missouri American Water Company?

23 MR. GARRISON: I'm presently an alderman
24 for the City of Lake Waukomis and the City is the
25 customer.

1 JUDGE THOMPSON: Very well. Please
2 proceed.

3 MR. GARRISON: As such, we purchase the
4 water. We pass -- we sell it to our residents. In
5 November of the year 2000 we received a 116 percent
6 rate increase at that time which we had to pass on
7 of course to our citizens. Being a strictly
8 residential community, that is our city's only
9 source of income. We have no businesses.

10 And I just wanted to go on record as
11 saying that I think it's an unfair burden to our
12 city and to our residents to have to experience
13 another increase this soon.

14 JUDGE THOMPSON: Does that complete your
15 statement, sir?

16 MR. GARRISON: Yes.

17 JUDGE THOMPSON: Thank you. Questions
18 from the bench? Commissioner Gaw.

19 MR. GAW: I didn't quite catch the city.

20 MR. GARRISON: Lake Waukomis. Just a
21 couple miles north of here.

22 MR. GAW: Does the City receive both water
23 and sewer service?

24 MR. GARRISON: No, sir. We have our own
25 sewer system. It's strictly water.

1 MR. GAW: Do you have any figures about
2 what the water service might average for a
3 residential customer of the City?

4 MR. GARRISON: Average? No. I'm sorry.
5 I don't have. I know mine personally averages just
6 over \$50 a month.

7 MR. GAW: For water alone?

8 MR. GARRISON: Yes, sir.

9 MR. GAW: Do you know what the city is
10 paying for water service, if you can say?

11 MR. GARRISON: Well, I don't have that
12 information with me. I know -- no, I can't. I
13 don't know that.

14 MR. GAW: That's okay. That's all I
15 have. Thank you for coming.

16 JUDGE THOMPSON: Questions from counsel?

17 MR. FINNEGAN: I have some.

18 JUDGE THOMPSON: Mr. Finnegan, please.

19 MR. FINNEGAN: Mr. Garrison, how many
20 residential customers are there?

21 MR. GARRISON: We have approximately 435
22 homes.

23 MR. FINNEGAN: Do you know what rates
24 you're on? Is it the resale rate or --

25 UNIDENTIFIED SPEAKER: Yes, you're on the

1 resale rate.

2 MR. GARRISON: Yes, the resale rate.

3 MR. FINNEGAN: Okay. That's all the
4 questions.

5 MR. GARRISON: Okay. Actually, I have
6 one other thing if I may.

7 JUDGE THOMPSON: Sir.

8 MR. GARRISON: I have spoken with our
9 city clerk and a representative of I believe -- of
10 Missouri American had told her that this rate was
11 not going to affect us specifically. I was
12 wondering if it's not, why not and who could I
13 verify that with?

14 JUDGE THOMPSON: Well, again, I would have
15 to instruct you to speak to staff's representative
16 or the company's representative after the hearing.
17 Perhaps counsel can answer that for you.

18 MR. GARRISON: I'm just curious.

19 JUDGE THOMPSON: I think that's the best
20 we can do at this point. Thank you, sir. Further
21 questions? Hearing none, you may step down, Mr.
22 Garrison. Thank you very much for your testimony.

23 Anyone else who would like to testify and
24 has not had an opportunity to sign up? Going once.
25 Going twice. Very well. That will close the

1 recorded portion of the local public hearing. We
2 will adjourn at this time. Let me thank each and
3 every one of you for coming out here today and
4 offering testimony to assist the Commission in this
5 matter. Thank you.

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1 C E R T I F I C A T E

2

3 I, JAMES A. LEACOCK, Certified Court Reporter,
4 do hereby certify that I appeared at the time and
5 place hereinbefore set forth; I took down in
6 shorthand the entire proceedings had at said time
7 and place, and the foregoing fifty-two pages
8 constitute a true, correct and complete transcript
9 of my said shorthand notes.

10 Certified to this 27th day of October, 2003.

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James A. Leacock, CCR.

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Certified Court Reporter No. 662 (G)

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Notary Public, State of Missouri

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