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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

April 5, 2010
Mexico, Missouri
Volume 6

In the Matter of Missouri-American)
Water Company's Request For)
Authority to Implement a General) File No. WR-2010-0131
Rate Increase for Water Service)
Provided in Missouri Service Areas)

DANIEL JORDAN, Presiding,
REGULATORY LAW JUDGE

ROBERT M. CLAYTON III, Chairman,
COMMISSIONER.

REPORTED BY:
KELLENE K. FEDDERSEN, CSR, RPR, CCR
MIDWEST LITIGATION SERVICES

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APPEARANCES:

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1 PROCEEDINGS

2 JUDGE JORDAN: The Commission is calling
3 Case No. WR-2010-0131. My name is Daniel Jordan. I'm
4 the Regulatory Law Judge assigned it this case, and that
5 means my job is to conduct an orderly proceeding. I'll be
6 conducting the taking of testimony during this
7 investigative hearing. I also run evidentiary hearings
8 and am assigned to the evidentiary hearing in this case as
9 well.

10 With us tonight is the Chairman of the
11 Missouri Public Service Commission, Robert Clayton.

12 CHAIRMAN CLAYTON: Thank you, Judge. I
13 want to welcome everyone who's here tonight. There's some
14 familiar faces. It's nice to see you again. Appreciate
15 you taking the time to come out. It's always nice to be
16 back in Mexico, and I'm always appreciative of the time
17 that citizens are willing to take to come out and comment
18 on the rate cases.

19 I wanted to comment on something because
20 there are some folks that have been to hearings before. I
21 wanted to make you aware of a few things. We are trying
22 to do things differently at the Commission to be more
23 informative and more helpful in how we do outreach to the
24 public. We have a responsibility not just at adjudicating
25 the cases that come before us, but we have a

1 responsibility to reach out to the public and take
2 testimony, which is what we generally do, but also to
3 provide more education and more information on what we
4 actually do and how we do business.

5 While tonight we did not actually execute
6 our new plan, the next time that you see us, which we
7 don't know when that will be, but the next time that we
8 will be in town for a local public hearing, hopefully
9 you're going to see a new format in how we're conducting
10 these local public hearings.

11 And it will encourage additional time
12 focused on the question and answer session where you had
13 an opportunity to ask the company questions, where you had
14 an opportunity to ask the Public Service Commission Staff
15 questions, and also the opportunity to ask the Office of
16 Public Counsel, Ms. Baker's here today, to find out what
17 positions each of those entities are taking in cases so
18 that you know as residential customers your attorney, the
19 Public Counsel, what positions are they advocating for
20 before the Public Service Commission. You can ask
21 specifically what type of positions the company's taking
22 on specific issues. You can also ask our Public Service
23 Commission Staff, who are also represented here and who
24 have been conducting this meeting.

25 So we are consciously making the effort to

1 make the Q and A session longer so that people have an
2 answer (sic) to exhaust the questions that they might
3 have, because there are a lot of people that come to a
4 hearing and want to offer testimony that simply say, we
5 don't like the company, so give them nothing. And the
6 thing is, we have a responsibility to follow the law, to
7 follow the statutes and the rules that are in place as we
8 adjudicate these cases and there are -- there is logic to
9 how we actually work through these processes, and we base
10 our decision based on audits that are conducted by the
11 Staff, by the Public Counsel, by the company, and all the
12 parties that practice before us.

13 So having said that, I just wanted to let
14 you know that we're trying to do things differently. Part
15 of that effort, and I meant to bring it up here, there are
16 surveys that are out on the desk. We really want to get
17 feedback on whether your questions are being answered,
18 whether the answers are coming in language that you
19 understand and are not overly regulatory in nature, that a
20 layperson can understand, and if you feel that this
21 process is not working out the way it should, we certainly
22 want to hear about that.

23 So having said that, we look forward to the
24 comments on the Missouri-American rate case. We have been
25 out around the state. We've already been to Kansas City,

1 St. Louis on several occasions, Jeff City, Joplin on
2 Wednesday and then back in St. Charles. It's been a very
3 busy year for rate cases. This is, I think, my second
4 trip here this year, and I think we may have another one
5 in the near future.

6 So it's nice to see you. With that, I'll
7 turn it back over to the judge, and let's hear from our
8 citizens here to testify.

9 JUDGE JORDAN: Thank you, Mr. Chairman.
10 Since there is somewhat of a degree of formality to this
11 proceeding, I will begin by taking entries of appearance
12 from the attorneys for the parties. We'll start with the
13 applicant, Missouri-American Water Company.

14 MR. REICHART: Thank you. Appearing on
15 behalf of Missouri-American Water Company, John J.
16 Reichart. My address is 727 Craig Road, St. Louis,
17 Missouri 63141.

18 JUDGE JORDAN: Thank you. And for Staff?

19 MR. DEARMONT: Thank you, Judge. Eric
20 Dearmont on behalf of the Staff of the Missouri Public
21 Service Commission, P.O. Box 360, Jefferson City, Missouri
22 65102.

23 JUDGE JORDAN: Thank you. And for the
24 Office of Public Counsel?

25 MS. BAKER: Thank you. Christina Baker,

1 P.O. Box 2230, Jefferson City, Missouri 65102, appearing
2 on behalf of the Office of the Public Counsel and the
3 ratepayers.

4 JUDGE JORDAN: Thank you. As I call your
5 name, please come forward to this chair where there's a
6 microphone that will help record your testimony. I will
7 administer an oath to you. Why? For two reasons. One,
8 because it is possible that the testimony you put into
9 this record will find its way into the record on which the
10 case will be decided. Also, the purpose of an oath is to
11 quicken the conscience, to make you think seriously about
12 what you're going to tell us, and we want to hear it.

13 So I will begin with the first name on my
14 list, which is Robert Marty. Robert Marty, come forward.

15 CHAIRMAN CLAYTON: He was ready ten minutes
16 ago and I started talking. Come on up.

17 MR. MARTY: You missed the good part,
18 Mr. Clayton. Good to see you again. Spend money, would
19 you please, in this town.

20 CHAIRMAN CLAYTON: You bet.

21 JUDGE JORDAN: Would you raise your right
22 hand.

23 (Witness sworn.)

24 ROBERT MARTY testified as follows:

25 JUDGE JORDAN: I have your card here, so I

1 won't ask you to spell your name or recite that for the
2 court reporter. I'll just give her your card.

3 Are you a customer of Missouri-American
4 Water?

5 MR. MARTY: Rate-paying customer of
6 American Water.

7 JUDGE JORDAN: Then please tell us what
8 you'd like the Commission to hear.

9 MR. MARTY: I want to say first that
10 Mexico, Missouri has the best water in the state of
11 Missouri. We've got deep wells, and we're proud of it. I
12 think our Chamber can do a better job of advertising it.
13 Poor Columbia gets their water out of the Missouri River,
14 not far from where they're dumping their sewage. The last
15 time we had a water hearing the guys from Jefferson City,
16 Missouri for some reason were in this issue, and they had
17 little frogs in their water. Maybe some people remember
18 that.

19 But we don't have that. We have excellent
20 water, and I want that to be clear, and we have reasonable
21 service. And I'm not against them having a reasonable
22 rate to continue to provide that service. We have some
23 old town that's been developed for some time, and some of
24 the pipes are old and have to be renovated, and we want
25 them to be able to do that.

1 What I was talking about, Mr. Clayton, and
2 you've heard this before, is that we want to make sure
3 that economies are made. I've said that the Missouri
4 Public Service Commission is sleepy, that I cited for you
5 in the past about 1980s where they missed the fact that
6 Union Electric was owning three corporations with only one
7 stockholder, and after bringing it to their attention,
8 they reduced 200 people and reduced the rates 5 percent.

9 I told you about the gas rate, the monthly
10 charge for gas and they wanted to go from 6 to 18. I
11 testified, well, now they're reading the meters from the
12 air, by satellite, and you call a number, you don't get a
13 human, you get a mechanical. Why wouldn't the rates go
14 down? And they did -- they said, you know what, instead
15 of 18 we really want 12, or a number like that. And when
16 asked, why didn't you do that before, they said, we used
17 the wrong numbers. We used the old numbers.

18 You've kind of heard me talk about this
19 before. My point is the Public Service Commission is not
20 aggressive in finding this stuff out. I think they're
21 looking at numbers given to them. I don't know this.

22 Before you came in the room, the nice
23 pretty young lady said that they have 200 people working
24 for the Public Service Commission. In the handout it says
25 they're neutral, but we were able to establish that all

1 the expenses of the Missouri Public Service Commission are
2 paid by the utilities. They're allowed so much according
3 to the utilities. So they may say they're neutral, but
4 they're being paid by the utilities. It's hard really to
5 be neutral, I'm saying. That's a hypothetical thing.

6 And I was after them before you showed up
7 to make sure that they really were aggressive in what
8 they're looking. And I have accused them, and you've
9 heard this before, of sometimes you have a stylized dance.
10 The utilities know about what you're going to give when
11 they ask, so they ask for double it. After great study by
12 200 people they come down and offer half of it. It's
13 granted, and then the Missouri Public Service Commission
14 can say, look what a good job we did by cutting it back,
15 and the utilities have got what they want. They say,
16 well, we take a beating like that.

17 I would really like it somewhere in the
18 middle. We're not buying cars where we're negotiating.
19 We just want the regular rate.

20 Again, I'm really delighted that you
21 yourself as chairman have come here. You've come before
22 you were chairman, as I recall. You've come here before
23 you were chairman. We're pleased that you're here, and
24 I'm pleased that everybody's here.

25 I want to close with saying that we're not

1 complaining about the water or the service. We're ahead
2 of everybody else in the state. But I'm worried about the
3 mechanism of how it's established and the number of people
4 that are used to establish it. They say we don't have
5 enough now, but lots of things have happened since
6 ratemaking was set. It's called computerization and all
7 the other things.

8 I want to make sure we -- I'd like to see
9 about a 40 percent cut, because if the Missouri Public
10 Service Commission was reduced, then the charges to the
11 utilities were reduced. We established here before you
12 came in the room that the utilities are able to use that
13 charge against them in our rates. So we ratepayers pay
14 for the Missouri Public Service Commission, not as
15 taxpayers but as ratepayers.

16 So if that's the case, it would behoove to
17 be as thrifty as you can. And if the hearing in the '80s
18 was able to reduce 200 people from Union Electric, why, we
19 wished we could be able to do something with that. Do you
20 have any questions?

21 CHAIRMAN CLAYTON: I do, if you're willing
22 to -- if you're willing to hang around for a minute.

23 MR. MARTY: I will.

24 CHAIRMAN CLAYTON: First of all, I want to
25 just make a couple of comments, and first is that I

1 appreciate the fact that you're willing to come back time
2 after time and bring up these issues and participate in
3 these hearings, because you have been -- frankly, it's
4 been the last two or three years you've been at every one
5 of them. I make it a point of being in Mexico.

6 MR. MARTY: We appreciate that.

7 CHAIRMAN CLAYTON: Whether it be Ameren,
8 Missouri-American. I'm not sure. Maybe Ameren Gas is the
9 gas provider here.

10 MR. MARTY: Yeah.

11 CHAIRMAN CLAYTON: So you have been here,
12 and I appreciate you doing that. I appreciate you keeping
13 an eye on our agency, because we are -- we work for the
14 people, and we want to be as transparent as possible.
15 That's part of the reason why we're doing our public
16 hearing process differently is to provide -- have our
17 staff and our people be here to answer the questions that
18 you're bringing up.

19 The only thing I just wanted to mention
20 relating to our assessment is that we tell the companies
21 to pay, all the companies, what they will pay to us. We
22 don't ask them to. It's not out of their --

23 MR. MARTY: It is assessed, I guess.

24 CHAIRMAN CLAYTON: It is an assessment.

25 MR. MARTY: Yeah.

1 CHAIRMAN CLAYTON: And there's actually a
2 proposal in the Legislature that we're going to testify on
3 Wednesday that actually changes the Public Counsel to an
4 assessed funding.

5 MR. MARTY: She mentioned that.

6 CHAIRMAN CLAYTON: Because she, her agency
7 has been cut, cut, cut every year since I've been on the
8 Commission because they're funded by general revenue. And
9 if they didn't have those types of pressures, they could
10 possibly be more aggressive or be more involved or try to
11 reach other decisions, and right now they just have
12 limited means.

13 I just wanted to mention that. It's not
14 that they're doing it out of the kindness of their heart.
15 We issue an assessment order and they have to pay us.

16 MR. MARTY: But they do pay you.

17 CHAIRMAN CLAYTON: You bet.

18 MR. MARTY: And they do charge us. It's
19 allowable in their rates.

20 CHAIRMAN CLAYTON: Yes.

21 MR. MARTY: So we get it no matter what.
22 We get to pay for the water and we get to pay for them.

23 CHAIRMAN CLAYTON: Yes. And that's why
24 it's very important that we be providing the services that
25 are being paid for.

1 MR. MARTY: I believe you're bringing new
2 light to the Commission. I'm delighted you're here.

3 CHAIRMAN CLAYTON: We're all about good
4 government at the PSC.

5 MR. MARTY: There we go.

6 CHAIRMAN CLAYTON: I did want to ask you,
7 relating to the specific rates that are here in Mexico,
8 you said the water's good, service is good. Billing and
9 customer service is all good? You don't have any problem
10 with that?

11 MR. MARTY: No.

12 CHAIRMAN CLAYTON: How about the rates, do
13 you think the rates are fair based on the standard of
14 living in the community?

15 MR. MARTY: I think the rates right now are
16 reasonable. The increase didn't sound reasonable, but I
17 said before you came in, I certainly want Mexico Missouri
18 Water to have the proper amount of money to make the
19 capital expansion and maintain capital goods so that we
20 can continue to have water. Lots of people have trouble
21 with water. Almost any community does. We do not.

22 So I'm not after a special rate. I'm after
23 a rate that's fair and keeps them in business. This looks
24 like a big jump, 25 percent, but -- and even though the
25 man in the back with the curly hair said, look, we're only

1 offering 93 cents a month. You see that, Mr. Clayton?
2 The Staff is only recommending 93 cents, but I've been
3 around this before.

4 CHAIRMAN CLAYTON: I was looking for curly
5 hair. I was trying to find curly hair when you mentioned
6 that.

7 MR. MARTY: I can't -- you know, eyes are
8 bad. Anyway, which is fine, but that isn't where it's
9 going to end.

10 CHAIRMAN CLAYTON: This sheet that is out
11 on the table really sets out the complexity of this
12 company, because there are all these different districts
13 that have different costs that go with them. I mean, if
14 you didn't get this sheet, you-all ought to take a look at
15 it because it sets out the rates that are being paid, and
16 there are some areas that are paying higher, some that are
17 lower, and it really sets out the challenges that the PSC
18 eventually has to decide. And then the Staff
19 recommendation is right here, which I think is based on
20 the actual district specific cost of service.

21 I mean, it sets out -- it's a very
22 interesting document if you didn't have a chance to see
23 that, but --

24 MR. MARTY: You know, Mr. Clayton, this
25 represents a victory for us, including myself as a

1 testifier. Some years back when the Missouri River
2 swamped the American Water Company's water company at
3 St. Joe, they wanted to build a new one up the hill where
4 it probably should have been built in the first place, and
5 they wanted to assess the cost of the entire water company
6 to all of us through the state.

7 And we said, no, if you're stupid, don't
8 know where to build it right, you ought to pay for it
9 yourself. And, I'm told now, this is the case. It is
10 district specific. As far as I'm concerned, that's a
11 victory for us. We'll take care of our own.

12 CHAIRMAN CLAYTON: Well, this is an ongoing
13 debate. Two prior commissions or several commissions ago
14 went to the single tariff pricing, which meant that
15 everybody pays the same rate, and then a subsequent
16 commission reversed it, went back to kind of a modified,
17 something like this. So, I mean, there are different
18 policy issues that are in this.

19 MR. MARTY: Well, let me encourage you to
20 go like you are. One of the most recent companies that
21 they obtained were the St. Louis water company, the
22 St. Louis water company. I don't know what its name was,
23 but the St. Louis water company.

24 CHAIRMAN CLAYTON: St. Louis County Water.

25 MR. MARTY: Yeah. And it was in terrible

1 shape. We out here in Mexico shouldn't be forced to pay
2 for that. The people there who hadn't been paying the
3 right rate all along need to pay to bring their own water
4 company up.

5 CHAIRMAN CLAYTON: Can I ask you a question
6 as a followup to that?

7 MR. MARTY: Yeah.

8 CHAIRMAN CLAYTON: On this sheet, the
9 bottom entry is a small company in Warren County, and did
10 you see the Staff recommended? It's the bottom right-hand
11 corner.

12 MR. MARTY: Yeah.

13 CHAIRMAN CLAYTON: Do you think the
14 Commission has a responsibility to address that monthly
15 rate?

16 MR. MARTY: It means to me, without knowing
17 any of the background, they have been underpaying for
18 years, and their thing has fallen into disrepair. And if
19 they're going to be -- I mean, there's nothing more
20 critical than sewer. Sewer's more critical than water. I
21 think at least they've got to tell them, this is where --
22 I assume that the Commission is telling them, listen, if
23 you're going to get up to code, this is what you've got to
24 do.

25 CHAIRMAN CLAYTON: If we were -- if the

1 Commission adopts that rate, that will be \$2,000 a year
2 for sewer service paid by these customers. Do you think
3 the Commission should do anything about that, or do you
4 think they ought to be paying that 2,000 a year?

5 MR. MARTY: I don't know enough about it,
6 but if their sewer is in that bad shape, I think so.
7 They've been getting by on somebody else taking care of
8 them. Can you imagine how bad shape that sewer must be?

9 CHAIRMAN CLAYTON: It was actually owned by
10 a prior company that Missouri-American took over.

11 MR. MARTY: That's one thing you didn't
12 want to do. Where's the water company guy? Don't buy
13 that sewer again. You remember Henrik Ibsen's Enemy of
14 the People? You remember the play, The Enemy of the
15 People?

16 CHAIRMAN CLAYTON: Yeah.

17 MR. MARTY: Henrik Ibsen? The little town
18 he lived in had public baths, and they made a lot of money
19 with public baths, but they came down with diphtheria or
20 some waterborne disease, and this doctor turned out that
21 it was the sewer was running into the public baths. So
22 when he said, you know, your sewer's in your public baths,
23 he became a public enemy.

24 Well, this looks to me they're close to
25 having a sewer in their bath if they need that kind of

1 money.

2 CHAIRMAN CLAYTON: We don't regulate public
3 baths. I don't even want to go down that road. Thank you
4 very much.

5 MR. MARTY: I appreciate you being here.
6 My greatest desire was that you guys have dinner here and
7 paid for it yourself, help the local economy. Judge, I'll
8 shake your hand. It's not illegal, is it?

9 JUDGE JORDAN: No.

10 MR. MARTY: Thank you for coming.

11 CHAIRMAN CLAYTON: Appreciate you coming.

12 JUDGE JORDAN: Any questions for this
13 witness from Missouri-American?

14 MR. REICHART: No questions. Thank you.

15 JUDGE JORDAN: Staff?

16 MR. DEARMONT: No.

17 JUDGE JORDAN: Office of Public Counsel?

18 MS. BAKER: No questions.

19 JUDGE JORDAN: The next name on my list is
20 Harold Enslen. Please raise your right hand.

21 (Witness sworn.)

22 HAROLD ENSLEN testified as follows:

23 JUDGE JORDAN: Please state your name and
24 spell it for our court reporter.

25 MR. ENSLEN: Harold S. Enslen, E-n-s-l-e-n.

1 JUDGE JORDAN: And are you a customer of
2 Missouri-American Water Company?

3 MR. ENSLEN: Yes, I am, in Mexico,
4 Missouri.

5 JUDGE JORDAN: And what would you like the
6 Commission to know?

7 MR. ENSLEN: Well, the last time I was here
8 was a year and a half ago, just to come and make the
9 Public Service Commission aware of these rates that go up
10 for the people that are not able to come to these
11 meetings. As you can see, they've got 4,500 customers.
12 Say 20 percent of them are senior citizens, and as I
13 pointed out before, they're saving water just like they're
14 saving electricity.

15 I'm not representing any organization, just
16 the people that I know in the community. I'm involved in
17 a number of organizations, but I'm not representing any of
18 them. I'm speaking for the people that are not able to
19 get out here to this meeting, that don't flush their
20 stools all day long. Now, people can't believe that. I
21 couldn't believe it, but I found out why.

22 I don't have any mothers or grandmothers or
23 great aunts left in the community that have problem paying
24 their utility bills. I'm the guy now. I'm down to that
25 point. I'm able to pay mine, and I'll probably be able to

1 pay mine with a 98 cent increase. But there are so many
2 people that are living, even with the utility rates have
3 gone up by living in one room and closing off the rest of
4 the house.

5 The -- the newspaper article about this
6 meeting, one of them, had the water company has an H2O
7 Help program. Are you familiar with H2O Help program, the
8 Public Service Commission?

9 CHAIRMAN CLAYTON: I am not personally.

10 MR. ENSLEN: I'm not either. I read this
11 in here. And I know the water company does have a program
12 for people that the water is turned off or getting ready
13 to turn off and they'll give them \$100, the way I
14 understand it, and it will help them get -- the customer
15 get back, maybe get back on their feet. I don't know what
16 they do about the next month.

17 The utility company, UE had -- or AmerenUE
18 had a program where they were giving \$100 gift cards to
19 customers in their area, and we checked around on that and
20 found out that nobody in Audrain County got one of these
21 gift cards. They all went to St. Louis, and a big part of
22 them went to Kirksville. I think there was one or two
23 cards went to Holts Summit according to the list that was
24 given out.

25 And I'm wondering how this -- if this

1 H2O -- is this the H2O program, do you know if it's like a
2 gift card?

3 CHAIRMAN CLAYTON: We'll get somebody to
4 talk to you after this about that. I don't know the
5 answer. I'm sorry that I don't know the answer.

6 MR. ENSLEN: That's all right. Well,
7 there's -- there's a couple organizations here in town
8 that I'm aware of. I've heard the people that are in
9 those organizations make presentations. One of them is
10 the Central Missouri Community Action, and also the Senior
11 Center has a care coordinator. Every senior center in the
12 state of Missouri has a care coordinator that works with
13 elderly and homebound people, and they get involved in the
14 utilities and their health care.

15 The Central Missouri Community Action, the
16 way I understood it, they don't do anything with the water
17 companies. They work with the utility companies that
18 furnish electricity and gas.

19 CHAIRMAN CLAYTON: Is it heat primarily,
20 like heating and cooling or --

21 MR. ENSLEN: Yes. Yes. And they -- they
22 do other things, too, about fixing their houses so that
23 they're more energy efficient. They've got a lot of
24 programs going. They serve an eight-county area. There's
25 other community action agencies in the state of Missouri

1 that do the same thing.

2 Now, this is the information that was given
3 at a presentation. An eight-county area, they had 17,000.
4 Now, this is a figure that was given, and I'll stand
5 corrected if that's not right. But 17,000 customers
6 asking, asking for help with their electric and gas rates,
7 their heat, not their water. So we wonder how many people
8 in this eight-county area are doing the same thing.

9 Now, the Community Action Agency said in
10 this presentation that they did not, was not able to help
11 the 17,000. In fact, they were able to help very few
12 because they didn't have enough money.

13 I had the question answered before about
14 the salary of the president and the -- about the lobbyist.
15 Also, this 98 cent increase, boy, this -- can we get this
16 in the newspaper tomorrow?

17 CHAIRMAN CLAYTON: The 98 cent?

18 MR. ENSLEN: Yes. This is what you
19 recommend.

20 CHAIRMAN CLAYTON: Keep in mind, it's not
21 recommended by me. This is one position taken by one
22 party in the case.

23 MR. ENSLEN: Well, that's all right. I'm
24 just asking the question of somebody. Can we get this in
25 the newspaper, that they're recommending a 98 cent one?

1 And then come along and after they have the meeting and
2 they raise it \$10 or whatever it is and an amount to more
3 than 98 cents. 98 cents we can handle.

4 Like Mr. Marty said, the water company's a
5 good company. Got good water. I've dealt with a number
6 of people in the water company for various things.

7 One other thing I might mention that --
8 about some of their senior citizens living in, that the
9 water company had to go back out to their house and check
10 their water meter to see if it was working because they
11 wasn't using enough water in a month. Now, that's really
12 hard to believe, but that's what they said.

13 That's all I have, sir.

14 JUDGE JORDAN: Thank you. Questions from
15 the Commission?

16 CHAIRMAN CLAYTON: Thank you, Judge.

17 Mr. Enslin, I just first of all want to thank you. This
18 is not your first local public hearing, and I appreciate
19 your dedication because you have said on each occasion
20 that you come out for people that are not able to come out
21 themselves. I appreciate you taking the time to do that.

22 Water is a different utility than electric
23 or gas. It tends to be a little more stable. It doesn't
24 shoot up like perhaps a cold winter would cause your
25 heating bill to go up. Aside from what you've already

1 discussed about people conserving and just not using
2 water, what complaints do you hear about the water bill?
3 Because it should be fairly constant that people receive.
4 Is it just that the dollar amount is too high? Do people
5 concern themselves specifically about how much they're
6 using, or is most of the discussion usually about the
7 heating and the gas bills because those tend to get really
8 high, especially during winter?

9 MR. ENSLEN: Probably the heating and gas
10 and then the water, but a little more to your question.
11 They don't believe that the Public Service Commission is
12 listening to anybody, any complaints. That's -- that's
13 the biggest.

14 CHAIRMAN CLAYTON: Do you know anyone who's
15 lodged a complaint at the Commission?

16 MR. ENSLEN: No. If they did, they -- I've
17 heard people say they have, but I don't know for sure they
18 did. I didn't see the complaint.

19 CHAIRMAN CLAYTON: When you say that the
20 Public Service Commission doesn't care or doesn't do
21 anything, is that basically just from seeing the company
22 make a proposal and then the Commission eventually
23 rendering a decision that --

24 MR. ENSLEN: Everybody's suspicious
25 anymore. I mean, not anymore. Just like they always have

1 been with government agencies.

2 CHAIRMAN CLAYTON: What steps could the
3 Commission take to improve what it communicates to the
4 people and how it -- in explaining how it reaches its
5 decision? What can we do other than say, you know, we're
6 not crooked?

7 MR. ENSLEN: Yeah, I know what you're
8 saying.

9 CHAIRMAN CLAYTON: What do you do to help
10 people understand what we do? They may not like the
11 rate -- they may not like rate increases. No one does.
12 What can we do to help them understand what we do, what
13 our folks do, what our auditors do, what our economists
14 do, what our lawyers do? What can we do?

15 MR. ENSLEN: Well, they invented this word
16 in the last few years in Washington being transparent.
17 That's all I really -- I don't know.

18 CHAIRMAN CLAYTON: Do you know --

19 MR. ENSLEN: Just make more publicity on
20 it, because newspapers get articles, but they don't print
21 them all the time. The radio stations get articles and
22 they don't print them all the time. So it doesn't -- the
23 word doesn't get out.

24 CHAIRMAN CLAYTON: I agree with that. We
25 don't control those people, so --

1 MR. ENSLEN: No. That's right.

2 CHAIRMAN CLAYTON: -- it's hard to get the
3 word out. The people that you deal with, do many of them
4 have computers?

5 MR. ENSLEN: Not many.

6 CHAIRMAN CLAYTON: Have access to Internet
7 or anything like that?

8 MR. ENSLEN: Not many.

9 CHAIRMAN CLAYTON: Do you have access to
10 the Internet?

11 MR. ENSLEN: Yes. Yes, I do.

12 CHAIRMAN CLAYTON: I would encourage you to
13 go to our website, if you haven't done it already, at
14 www.psc.mo.gov. You can look at every decision that we
15 make. Every meeting that we have where we make a decision
16 is online and available. You can watch it online either
17 real time or you can watch it after the fact. All of our
18 hearings are available online, and then there's a
19 transcript made, so you can read the entire transcript
20 about the positions the parties have taken and what our
21 Staff says, what Public Counsel says, what people argue.
22 You can see all that.

23 And then you can also see all the documents
24 that are filed in the case. Now, a lot of it's very
25 complicated, and if you don't have a computer, you can't

1 get to it. I would encourage you to take a look at it and
2 then give me some feedback on what else we can do, because
3 we can't -- we can't mail an entire file of what we do.
4 We could -- we could mail them a DVD of all of the
5 hearings we have if they have trouble sleeping at night.

6 MR. ENSLEN: That's right.

7 CHAIRMAN CLAYTON: It would help put them
8 to sleep. Anyway, I appreciate your comments, and any
9 thoughts that you would have after taking a look at that,
10 let me know.

11 MR. ENSLEN: Thank you.

12 JUDGE JORDAN: Any questions for this
13 witness from the company?

14 MR. REICHART: We have no questions. Thank
15 you, sir.

16 JUDGE JORDAN: Questions from Staff?

17 MR. DEARMONT: I have none. Thank you.

18 JUDGE JORDAN: Questions from Public
19 Counsel?

20 MS. BAKER: No questions, but thank you.

21 JUDGE JORDAN: Thank you.

22 MR. ENSLEN: One other thing. Can I use
23 that figure \$1.7 million salary for the water company? Is
24 that alleged? That can be an alleged figure that I can
25 use?

1 JUDGE JORDAN: You may make that
2 allegation.

3 CHAIRMAN CLAYTON: What's the dollar amount
4 you're talking about?

5 MR. ENSLEN: That the president of the
6 water company makes a year.

7 CHAIRMAN CLAYTON: You've got to ask him
8 that.

9 MR. ENSLEN: I did.

10 CHAIRMAN CLAYTON: Maybe ask our Staff.

11 MR. ENSLEN: He wouldn't tell us. I said
12 2.7. Somebody said it's too much, so I said, well, it's
13 1.7. I was comparing it to the Ameren.

14 CHAIRMAN CLAYTON: All I know is I don't
15 make 1.7 million. I don't make that. I would talk to the
16 Staff and maybe they can provide some information. Thank
17 you very much for coming.

18 JUDGE JORDAN: Thank you. That is all the
19 names that I have on my list, but that doesn't mean that
20 no one else can speak. We're here to listen to testimony,
21 so if anyone else wants to come up and testify, this is a
22 good time to do it. Anyone? Anyone feel like testifying?
23 Feel free. You don't have to, but you certainly may.
24 Going once. Going twice. Going three times.

25 Mr. Chairman, any closing remarks?

1 CHAIRMAN CLAYTON: Thanks to everyone for
2 being here, including the company, Staff, Public Counsel,
3 for coming out.

4 JUDGE JORDAN: Thank you on behalf of the
5 Commission, and we will adjourn this hearing and go off
6 the record.

7 WHEREUPON, the public hearing in this case
8 was concluded.

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C E R T I F I C A T E

STATE OF MISSOURI)
) ss.
COUNTY OF COLE)

I, Kellene K. Feddersen, Certified

Shorthand Reporter with the firm of Midwest Litigation
Services, do hereby certify that I was personally present
at the proceedings had in the above-entitled cause at the
time and place set forth in the caption sheet thereof;
that I then and there took down in Stenotype the
proceedings had; and that the foregoing is a full, true
and correct transcript of such Stenotype notes so made at
such time and place.

Given at my office in the City of
Jefferson, County of Cole, State of Missouri.

Kellene K. Feddersen, RPR, CSR, CCR