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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing  
April 15, 2014  
Bonne Terre City Hall  
Bonne Terre, Missouri  
Volume 1

In The Matter of a Request )  
of a Rate Increase )  
) File No. WR-2014-0104  
By Terre Du Lac Utilities ) Tracking No. YW-2014-0368  
Corporation )  
  
In The Matter of a Request )  
of a Rate Increase )  
)File No. SR-2014-0105  
By Terre Du Lac Utilities )Tracking No. YS-2014-0369  
Corporation )

DANIEL JORDAN, Presiding  
SENIOR REGULATORY LAW JUDGE  
STEPHEN M. STOLL,  
COMMISSIONER

REPORTED BY:  
AMANDA N. FARRAR, CCR  
MIDWEST LITIGATION SERVICES

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APPEARANCES

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

2 (The hearing commenced at 6:47 p.m.)

3 JUDGE JORDAN: The Missouri Public

4 Service Commission is calling the actions in File

5 No. WR-2014-0104 and SR-2014-0105. These are rate

6 actions on the application of Terre Duc Lac

7 Utilities Incorporated.

8 This is the local public hearing for

9 those actions. We are here to record the testimony

10 of witnesses on the proposed rate increases.

11 My name is Daniel Jordan. I am not a

12 commissioner. I am the Regulatory Law Judge

13 assigned to this action and my job here is to

14 conduct this proceeding in an orderly fashion. I

15 will eventually recommend a decision to the

16 commissioners and they will make the decision, the

17 final decision, by voting.

18 This is Commissioner Stephen Stoll who

19 is with us. His office is in Jefferson City, but he

20 is a resident of Jefferson County, Missouri.

21 Commissioner, would you like to say

22 something?

23 COMMISSIONER STOLL: Just briefly wanted

24 to welcome everyone here tonight. I do appreciate

25 everyone coming out. I think, as you were told

1 earlier, there are five members of the Public  
2 Service Commission, and I live in Festus, and so I  
3 told the Commission that I would come down here to  
4 represent all of them. Tomorrow we'll have our  
5 agenda meeting, a weekly meeting in Jefferson City,  
6 and the fact that others haven't shown up doesn't  
7 really diminish the importance of this. The other  
8 commissioners will have access to the transcript.  
9 They also have access to the written materials that  
10 have been filed in the case.

11 And I think with that, I just wanted to  
12 tell you your testimony is important. If you wanted  
13 to make comment and you didn't want to stand up here  
14 tonight and do that, you also have the opportunity  
15 to do that in writing, but I think I'll just stop  
16 there and tell you I look forward to hearing your  
17 testimony.

18 JUDGE JORDAN: Thank you. I'm going to  
19 begin by taking entries of appearance from the  
20 parties. First for the utility Terre Duc Lac, is  
21 there a representative?

22 MR. TILLEY: Yeah.

23 JUDGE JORDAN: Yes. And will you state  
24 your name so that the reporter can hear it.

25 MR. TILLEY: Mike Tilley.

1 JUDGE JORDAN: Did you hear that? Very  
2 good. Thank you.

3 From the staff of the Public Service  
4 Commission?

5 MR. OPITZ: Tim Opitz, P.O. Box 360,  
6 Jefferson City, Missouri 65102, and I am the  
7 attorney on behalf of the staff of the Missouri  
8 Public Commission.

9 JUDGE JORDAN: Thank you, counselor.  
10 For the Office of the Public Counsel?

11 MS. BAKER: Thank you. Christina Baker,  
12 P.O. Box 2230 Jefferson City, Missouri 65102,  
13 appearing on behalf of the Office of the Public  
14 Counsel and the customers.

15 JUDGE JORDAN: Thank you. And I believe  
16 we have an intervene in the Department of Natural  
17 Resources. Is there anyone here representing the  
18 Department? Not seeing anyone.

19 The purpose of this hearing is to hear  
20 testimony that will become part of the official file  
21 in this action. Court reporter will record your  
22 testimony under oath, or if you have a conviction  
23 against taking an oath for religious reasons, just  
24 let me know, I will administer an affirmation in  
25 lieu of an oath. I will be happy to do that. Other

1 commissioners will, indeed, be able to review the  
2 written transcript of what you have to say before  
3 they make their decision in this action.

4 Now a little bit about our procedure.

5 If you want to testify on the proposed rate  
6 increases for this company, I will call you from the  
7 sign-up list. One person at a time will testify.  
8 We have a microphone that will be circulating  
9 throughout the audience for that purpose. So please  
10 use the microphone and that way you can simply  
11 testify from where you're sitting or come to it.

12 I will administer the oath or  
13 affirmation. I may ask you a few questions to get  
14 you started like your name, spell it for the court  
15 reporter, what your connection is to the utility.  
16 Do speak clearly. Try to be brief for the sake of  
17 respecting everybody else's time, be concise. If  
18 someone else has already said what you want to say,  
19 you can just say that you agree with what they said,  
20 but do feel free to go ahead and tell us that.

21 And if you've said something in the  
22 question and answer session that preceded this, feel  
23 free to say it again so that it is on the record and  
24 the commissioners will read it, okay, because the  
25 Commission wants to hear your testimony.

1                   The company's not going to be presenting  
2 evidence here. It's not here to answer questions.  
3 This is for you to give your testimony, for you to  
4 say what you want all the commissioners to hear.

5                   I think I mentioned earlier, but I will  
6 say it again on the record, this is a good time to  
7 mention service issues. If there are problems with  
8 billing, if there is a problem with water or sewer  
9 quality of service, this is a good time to get that  
10 in the record.

11                  And also there may be questions for you.  
12 So, the commissioner may have some questions for  
13 clarifications. The parties have a right to ask you  
14 a few questions to clarify your testimony or to  
15 prove it more deeply. And I think you've already  
16 been introduced to staff representatives and to the  
17 Office of the Public Counsel. So you may certainly  
18 contact them with issues as well.

19                  Any questions before I begin taking  
20 testimony? Any questions on the procedure that  
21 we're going to go through? I'm not seeing any  
22 questions.

23                  Though the lighting is kind of dim in  
24 here, I will take it that we are okay on the  
25 procedure and I will go ahead and call the first

1 witness on my list and that is Sue Lawrence. Sue  
2 Lawrence. Is Sue Lawrence here to testify?

3 Then I will proceed to the next name on  
4 my list which looks like Diane Denum or Deneen.

5 MS. DUNCAN: Diane Duncan.

6 JUDGE JORDAN: Duncan. I see that.

7 DIANE DUNCAN,  
8 was sworn to tell the truth and testified as  
9 follows:

10 JUDGE JORDAN: Thank you. I'll ask you  
11 to spell your name for the court reporter, please.

12 MS. DUNCAN: D-I-A-N-E D-U-N-C-A-N.

13 JUDGE JORDAN: Thank you. Are you a  
14 customer of this company?

15 MS. DUNCAN: I am.

16 JUDGE JORDAN: Then please tell the  
17 Commission what you would like it to hear.

18 MS. DUNCAN: My problem is with water,  
19 the lack of water. In the wintertime, the pipes  
20 freeze, the main freezes in the street,  
21 consequently, my pipes freeze going to my house, and  
22 this has been happening for the last six years.  
23 Four years the pipes froze. Two years they did not.

24 This year we had a particularly bad  
25 winter and I was without water for ten days. Some



1 of the other years that I've been without water have  
2 been like a week, nine days, and now this year was  
3 the best or the worst, whichever way you look at it,  
4 ten days without water.

5 JUDGE JORDAN: If I may ask a question  
6 to clarify. Are you saying that the mains under the  
7 streets froze?

8 MS. DUNCAN: Correct.

9 JUDGE JORDAN: Okay.

10 MS. DUNCAN: And there are a number of  
11 reasons for that I guess. I think the depth of the  
12 pipe is primary, but the fact that I'm the only one  
13 on that road leads into it. I'm by myself, so I  
14 don't use a whole lot of water, so that contributes  
15 to it.

16 They did try working on the road and  
17 they added dirt and they added gravel thinking that  
18 would insulate, but -- and it worked for two years,  
19 but it didn't work for this year and this year was  
20 an especially brutal year, I admit that, but I still  
21 should have water. I pay my bills every month.

22 JUDGE JORDAN: Commissioner, any  
23 questions for this witness?

24 COMMISSIONER STOLL: How often in the  
25 past did you say this has happened?

1 MS. DUNCAN: I think it's four times in  
2 six years.

3 COMMISSIONER STOLL: Four times in six  
4 years. And the water pipes to your house, your  
5 service, that doesn't freeze up --

6 MS. DUNCAN: Oh, yes. It all freezes.

7 COMMISSIONER STOLL: Everything freezes  
8 up?

9 MS. DUNCAN: Everything freezes  
10 including the fire hydrant.

11 COMMISSIONER STOLL: Okay. Thank you.

12 MS. DUNCAN: No problem.

13 JUDGE JORDAN: Any questions from the  
14 parties?

15 MR. OPITZ: I have none, Your Honor.

16 MS. BAKER: No. Thank you, Your Honor.

17 JUDGE JORDAN: Thank you very much. You  
18 are excused.

19 I have a name that's crossed out here  
20 that is Sherry Carter, so I assume that Sherry  
21 Carter is not interested in testifying.

22 The next name I have here looks like  
23 Sandy Bender. Sandy Bender. Ma'am.

24

25

1 SANDY BENDER,  
2 was sworn to tell the truth and testified as  
3 follows:

4 JUDGE JORDAN: I'll go ahead and spell  
5 your name for the reporter. It's just like it  
6 sounds, S-A-N-D-Y B-E-N-D-E-R.

7 Ma'am, are you a customer of Terre Duc  
8 Lac --

9 MS. BENDER: Yes.

10 JUDGE JORDAN: -- Sewer or Water?

11 MS. BENDER: Yes, both.

12 JUDGE JORDAN: Okay. And what would you  
13 like the Commission to know?

14 MS. BENDER: Well, I think most of us  
15 came here this evening in favor of a rate increase  
16 because we'd like to see some improvements, but as  
17 we've learned from the question and answer session  
18 prior, that this will only go to pay prior  
19 obligations, improvements that have been made. So I  
20 think we were a little disillusioned to learn that  
21 we're still at square one where we are now. And  
22 we're all concerned about the quality of water in  
23 Terre Duc Lac, we're concerned about the sewer waste  
24 disposal in Terre Duc Lac and I don't think any of  
25 us are going to object to a rate increase if those

1 things are going to improve.

2 I think there are service issues. I had  
3 a service issue that's been resolved, but it was  
4 sort of painful to do. They responded right away  
5 when I called, but it took a long time to resolve,  
6 but we did resolve it.

7 I don't know, but I think maybe how they  
8 process the work orders or track their work orders  
9 might be an issue. Maybe there was some  
10 misunderstanding with who was going to do what, but  
11 ultimately, it got resolved, but I think the paper  
12 flow maybe didn't work well in the office.

13 JUDGE JORDAN: Okay. Thank you.

14 Commissioner, any questions?

15 COMMISSIONER STOLL: Yes. Ma'am, on the  
16 issue of the rate increase, what was it that you  
17 were told about that rate increase? It's to take  
18 care of past, what was that?

19 MS. BENDER: As we understand the way it  
20 was explained, this rate increase will cover repairs  
21 or improvements that have already been done.

22 COMMISSIONER STOLL: Okay. But then the  
23 rates will continue into the future.

24 MS. BENDER: Yes.

25 COMMISSIONER STOLL: And that should

1 help take care of issues so that you don't have  
2 these reoccurring problems.

3 MS. BENDER: Then I would ask the  
4 Commission if they really think it's enough money.

5 COMMISSIONER STOLL: Okay. I appreciate  
6 that. I'm going to write that down. Could I also  
7 ask, have you ever had any problems with frozen  
8 water pipes or is it kind of specific to some of the  
9 areas that maybe have fewer residents or?

10 MS. BENDER: I have not had personally  
11 problems with frozen water pipes.

12 COMMISSIONER STOLL: And the quality of  
13 service, again, you said was?

14 MS. BENDER: When I called, they  
15 responded right away, but evidently, there was some  
16 misunderstanding about what was going to do what  
17 when.

18 COMMISSIONER STOLL: Okay. Okay. Thank  
19 you for your testimony.

20 JUDGE JORDAN: Any questions from the  
21 parties?

22 MR. OPITZ: No, Your Honor.

23 MS. BAKER: No, thank you.

24 JUDGE JORDAN: Very good. Thank you.  
25 Thank you for your testimony.

1 I have one more name on my list and it  
2 looks like Rita Drochelman; is that correct? Am I  
3 close?

4 MS. DROCHELMAN: Rita Drochelman,  
5 D-R-O-C-H-E-L-M-A-N.

6 JUDGE JORDAN: Very good. Thank you.

7 RITA DROCHELMAN,  
8 was sworn to tell the truth and testified as  
9 follows:

10 JUDGE JORDAN: Thank you. Well, you  
11 spelled your name for our reporter, so why don't you  
12 tell the Commission what you would like it to hear.

13 MS. DROCHELMAN: Okay. I think my main  
14 concern is with the sewage system. I don't know if  
15 you're familiar with how it works. We have -- we  
16 don't have septic systems, we have holding tanks,  
17 and there's a light on the top of the holding tank  
18 and if anything happens and it doesn't work  
19 properly, the light is supposed to come on.

20 We've lived in Terre Duc Lac for ten  
21 years. We were weekenders for some period of time.  
22 Over the ten years, probably on three occasions our  
23 septic, the holding tank has failed. One occasion  
24 years ago I called after hours and told the people  
25 that there was a problem. They came out and just

1 turned off the light.

2 And so a week or so later there was  
3 waste water draining in -- first of all, I live on  
4 one of the lakes, and so I called them back and I  
5 said the water is overflowing, it's going into the  
6 lake. The gentleman, this was probably five years  
7 ago, said, ma'am, let me take a shower and then I'll  
8 be right out and he never came. So it wasn't  
9 repaired until probably a week or so later.

10 This last winter, we called because  
11 there was -- it was not our sewer system, it was our  
12 next door neighbor who is higher than we are. We  
13 had what looked like a frozen Niagara Fall coming  
14 down the side. I called the utility company because  
15 at one point we thought it might even be from the  
16 fire hydrant. It was coming down our front yard,  
17 going around our garage and down into the lake.  
18 They never came out.

19 We finally our neighbor came out and he  
20 looked. His light was not on. He looked into his  
21 holding tank. It was completely overflowing down  
22 across the road into our yard, around our house,  
23 down into the lake. Now, this is the lake where we  
24 swim and where we fish and to me that is just a huge  
25 concern.

1 JUDGE JORDAN: Thank you.

2 Commissioner?

3 COMMISSIONER STOLL: First, thank you  
4 for your testimony. Did the Department of Natural  
5 Resources, do you know did you contact them or did  
6 someone contact them?

7 MS. DROCHELMAN: No, we did not. Should  
8 we do that in the future?

9 COMMISSIONER STOLL: I'll let Office of  
10 Public Counsel.

11 MS. BAKER: I'll go on the record and  
12 say, yes, that is exactly who you should call.

13 MS. DROCHELMAN: Okay.

14 COMMISSIONER STOLL: And then would it  
15 also be appropriate to call the Commission regarding  
16 such a complaint?

17 MS. BAKER: Yes, that would probably be  
18 the second place that you call.

19 MS. DROCHELMAN: Okay. And then we are  
20 also dog walkers and so very often, you know, walk  
21 around the neighborhoods and if we smell a bad odor  
22 coming from the holding tanks, should we also call  
23 about that? Because that happens very often.

24 MR. OPITZ: Yes. And that's an instance  
25 where you would call that number, I believe it's on



1 the back of one of these sheets, to get to the  
2 Public Service Commission.

3 MS. DROCHELMAN: Okay. Thank you.

4 COMMISSIONER STOLL: So I'm assuming  
5 then that the sewer company pumps and hauls the  
6 waste from the holding tank?

7 MS. DROCHELMAN: Yes. The holding tank,  
8 it's held in the holding tank and then it's pumped  
9 up and then it goes to the sewer treatment plant.

10 COMMISSIONER STOLL: Okay.

11 MS. DROCHELMAN: And then I think  
12 eventually --

13 COMMISSIONER STOLL: Yeah. I know what  
14 you mean.

15 MS. DROCHELMAN: -- it's released into  
16 the river, yeah.

17 COMMISSIONER STOLL: Okay. Thank you  
18 for your testimony.

19 MS. DROCHELMAN: You're welcome.

20 JUDGE JORDAN: Anything from either of  
21 the parties?

22 MR. OPITZ: No, Your Honor.

23 MS. BAKER: No, thank you.

24 JUDGE JORDAN: That's the last name I  
25 have on the list, but our microphone is still

1 available to anyone else who wants to make a  
2 comment.

3 MR. DALAVIRAS: Ken Dalaviras. I'm a  
4 resident of Terre Duc Lac and I'm also a  
5 member of -- I'm a paying person to the utility  
6 company.

7 JUDGE JORDAN: Okay. Very good. And  
8 will you spell your name for the reporter please.

9 MR. DALAVIRAS: Dalaviras,  
10 D-A-L-A-V-I-R-A-S, Ken.

11 KEN DALAVIRAS,  
12 was sworn to tell the truth and testified as  
13 follows:

14 JUDGE JORDAN: Thank you very much. Go  
15 ahead and give your testimony then.

16 MR. DALAVIRAS: I'm here to support an  
17 increase for the utility company because it's been  
18 so long since they've got any money and with the  
19 price of gasoline and labor going up, they should  
20 have got an increase years ago, but through some  
21 reasons that the Commission didn't see fit years ago  
22 to give them money, I don't know what happened, if  
23 there is a grudge between the Commission people on  
24 the board at the time and the utility company. If  
25 that's their problem, I hope that's cleared up.

1                   But I'm in favor of giving them a rate  
2   increase of what they're asking for. Even if the  
3   board feels that they need more money, I'm in favor  
4   of that, because I've been paying the same rate for  
5   so long it's ridiculous and it's not right.

6                   But I would like to say this, if the  
7   commissioners can get on the people that they have  
8   working for them and make sure that the work is  
9   being done in a proper order, though the sewage is  
10   being taken care of the way it should be and if it's  
11   going to take the DNR to come out or whoever else  
12   from the commissions, but don't let it go easy.  
13   Give them the money and then walk away from it,  
14   don't do that. Keep on them so everything is kept  
15   up to date. That's all I got.

16                  Oh, yes. He was supposed to have gotten  
17   an increase in 2009, but they turned it down, the  
18   Commission -- Mr. Tilley turned it down. Tilley  
19   turned it down. And at that point, you know, is  
20   there some kind of mismanagement in the company? If  
21   you ask for money and then you decide, no, you don't  
22   want it, and that was back in 2009, you know,  
23   something doesn't jive here. I think it's probably  
24   a lot of mismanagement in that company, and I don't  
25   know if your staff can go out and monitor what

1 happens in that company, how things are being done.

2 That's all.

3 JUDGE JORDAN: Thank you.

4 Commissioner?

5 COMMISSIONER STOLL: I have no  
6 questions, but I thank you for your testimony.

7 JUDGE JORDAN: Anything from the  
8 parties?

9 MS. BAKER: Not from Public Counsel.

10 MR. OPITZ: Just a point, Your Honor, a  
11 point of clarification about the 2009 rate case.

12 JUDGE JORDAN: If you please.

13 MR. OPITZ: That was -- my understanding  
14 is that was voluntary withdrawn by the company. So  
15 there was never a hearing about it, it never went.  
16 That's the reason there was never any rate increase  
17 as a result of that because it was voluntarily  
18 withdrawn.

19 JUDGE JORDAN: Okay. So the rate, so  
20 the --

21 MR. OPITZ: In 2009.

22 JUDGE JORDAN: The company had filed a  
23 request for a rate increase in one or both of its  
24 services of the services of the companies, but  
25 withdrew, dismissed those actions; is that correct?

1 MR. OPITZ: Yes, Your Honor.

2 JUDGE JORDAN: Very good. Thank you.

3 And who else would like to speak?

4 MS. DROCHELMAN: I guess in all  
5 fairness, I should have mentioned that the last time  
6 I had a problem I called them and they came right  
7 out and they did repair the problem.

8 JUDGE JORDAN: Will you identify  
9 yourself for the reporter?

10 MS. DROCHELMAN: Rita Drochelman. So  
11 that was -- the very last time it was an issue with  
12 a piece of equipment and they did repair it. They  
13 came right out and they did repair it. The time  
14 before with the neighbor's water coming, they never  
15 came out.

16 JUDGE JORDAN: Okay.

17 MS. DROCHELMAN: It was my neighbor who  
18 discovered what the problem was and he reset the  
19 motor.

20 JUDGE JORDAN: Thank you.

21 And does that generate any questions  
22 from the Commissioner?

23 COMMISSIONER STOLL: No.

24 JUDGE JORDAN: From the parties?

25 Who else? Yes, ma'am.

1 MS. DUNCAN: I would like to add a  
2 statement.

3 JUDGE JORDAN: Wait for the microphone  
4 please.

5 MS. DUNCAN: I'm sorry. I would like to  
6 add a statement to my testimony that I've already  
7 given. My name is Diane Duncan.

8 I talked to Mike about this problem this  
9 year, and to give him credit that he is due, he did  
10 admit to me that the problem was his, he recognized  
11 that and he promised that he would fix it this year.  
12 My comment to him was I want a witness, and that's  
13 part of why I'm here. I just want it put on the  
14 record that he did say it was his problem and that  
15 he would take care of it. I just can't go through  
16 many more years like this with no water.

17 COMMISSIONER STOLL: Thank you.

18 JUDGE JORDAN: Questions from the  
19 Commissioner or from the parties?

20 MR. OPITZ: No, Your Honor.

21 JUDGE JORDAN: Very good. Anyone else?

22 And I'm not seeing anyone else. So I  
23 will remind you that if you or your neighbors think  
24 of anymore -- sir.

25 MR. HITE: I'm Richard Hite, customer of

1 Terre Duc Lac. I was quite surprised to see --

2 JUDGE JORDAN: Hang on a second, if you  
3 please. Will you spell your name for the reporter  
4 please.

5 MR. HITE: Oh, yes. Sorry. Richard,  
6 R-I-C-H-A-R-D, Hite is H-I-T-E.

7 RICHARD HITE,  
8 was sworn to tell the truth and testified as  
9 follows:

10 JUDGE JORDAN: Thank you. Go right  
11 ahead.

12 MR. HITE: Okay. As I reviewed the  
13 staff's report, to me there are two major issues.  
14 One is customer service or lack of customer service  
15 and the other is violations of Clean Water Act.  
16 This has come up earlier, a little bit earlier in  
17 the question and answer session, but I was quite  
18 surprised to see that no one from DNR is  
19 represented, there's no one here tonight.

20 And I'm just wondering at what point in  
21 time that DNR is going to do something about these  
22 violations, violations of the lakes and primarily  
23 the area of Big River. We were told that they are  
24 involved and I just wonder at some point are they  
25 going to impose fines or do something about this.

1 JUDGE JORDAN: Okay. I'm going to  
2 address that by clarifying something I said a little  
3 earlier. I mentioned that DNR may have intervened  
4 in this action. I don't see where DNR has  
5 intervened in this action. What I was thinking of  
6 is a related action in circuit court involving Terre  
7 Duc Lac, but not in this action. So I just wanted  
8 to clarify that on the record.

9 Commissioner, anything?

10 COMMISSIONER STOLL: I might ask Office  
11 of Public Counsel, do you know anything about the  
12 DNR's activities regarding Clean Water Act and  
13 violations or?

14 MS. BAKER: I do believe that DNR has  
15 been in contact with Mr. Tilley and has been looking  
16 into several of the situations here, yes.

17 COMMISSIONER STOLL: Okay. Thank you.  
18 So the Office of Public Counsel said and that may  
19 have been part of your conversation here that the  
20 Department of Natural Resources they understand has  
21 been involved and I probably should say if you --  
22 when we conclude the public testimony, if you want  
23 to talk to staff or the Office of Public Counsel,  
24 that would be a great time to ask a couple of those  
25 questions.



1 JUDGE JORDAN: Anything from the  
2 parties?

3 MR. OPITZ: No, Your Honor.

4 MS. BAKER: No.

5 JUDGE JORDAN: Anything else then?

6 Okay. Well, thank you all very much for  
7 showing up. Remember, if you do think of something  
8 further or your neighbors do, they may certainly be  
9 in contact with staff or with the Office of Public  
10 Counsel.

11 This is an important function for the  
12 Commission because this is where they get to get  
13 down to the very customers themselves who are, but  
14 for representation of public counsel, not heard  
15 ordinarily at the Commission.

16 And on behalf of the Commission, I thank  
17 you for attending and I thank you for your patience  
18 this evening with its delays and thank you for  
19 sticking through to give the Commission your input.  
20 With that, we will go off the record and this  
21 meeting is adjourned. Thank you.

22 (The hearing concluded at 7:15 p.m.)

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25

1	INDEX	
2	Witness Name	Page
3	Ms. Diane Duncan	8
4	Ms. Sandy Bender	11
5	Ms. Rita Drochelman	14
6	Mr. Ken Dalaviras	18
7	Continuation of Ms. Rita Drochelman	21
8	Continuation of Ms. Diana Duncan	22
9	Mr. Richard Hite	23
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		

1 CERTIFICATE OF REPORTER

2

3 I, Amanda N. Farrar, a Certified Court

4 Reporter for the State of Missouri, do hereby

5 certify that the witnesses whose testimony appears

6 in the foregoing transcript were duly sworn; the

7 testimony of said witnesses was taken by me to the

8 best of my ability and thereafter reduced to

9 typewriting under my direction; that I am neither

10 counsel for, related to, nor employed by any of the

11 parties to the action in which this hearing was

12 taken, and further that I am not a relative or

13 employee of any attorney or counsel employed by the

14 parties thereto, nor financially or otherwise

15 interested in the outcome of the action.

16

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Certified Court Reporter

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<b>A</b>	<b>assume</b> 10:20	15:14 21:6	17:2 18:21,23	<b>conviction</b> 5:22
<b>ability</b> 27:8	<b>assuming</b> 17:4	<b>calling</b> 3:4	19:18 25:12,15	<b>Corporation</b>
<b>able</b> 6:1	<b>attending</b> 25:17	<b>care</b> 12:18 13:1	25:16,19	1:15,18 2:2
<b>access</b> 4:8,9	<b>attorney</b> 5:7	19:10 22:15	<b>commissioner</b>	<b>correct</b> 9:8 14:2
<b>Act</b> 23:15 24:12	27:13	<b>Carter</b> 10:20,21	1:22 3:12,18,21	20:25
<b>action</b> 3:13 5:21	<b>audience</b> 6:9	<b>case</b> 4:10 20:11	3:23 7:12 9:22	<b>counsel</b> 2:6,13
6:3 24:4,5,6,7	<b>available</b> 18:1	<b>CCR</b> 1:24	9:24 10:3,7,11	5:10,14 7:17
27:11,15	<b>B</b>	<b>certainly</b> 7:17	12:14,15,22,25	16:10 20:9
<b>actions</b> 3:4,6,9	<b>back</b> 15:4 17:1	25:8	13:5,12,18 16:2	24:11,18,23
20:25	19:22	<b>CERTIFICATE</b>	16:3,9,14 17:4	25:10,14 27:10
<b>activities</b> 24:12	<b>bad</b> 8:24 16:21	27:1	17:10,13,17	27:13
<b>add</b> 22:1,6	<b>Baker</b> 2:7 5:11	<b>Certified</b> 27:3,19	20:4,5 21:22,23	<b>counselor</b> 5:9
<b>added</b> 9:17,17	5:11 10:16	<b>certify</b> 27:5	22:17,19 24:9	<b>County</b> 3:20
<b>address</b> 24:2	13:23 16:11,17	<b>Christina</b> 2:7	24:10,17	<b>couple</b> 24:24
<b>adjourned</b> 25:21	17:23 20:9	5:11	<b>commissioners</b>	<b>court</b> 5:21 6:14
<b>administer</b> 5:24	24:14 25:4	<b>christina.bake...</b>	3:16 4:8 6:1,24	8:11 24:6 27:3
6:12	<b>behalf</b> 5:7,13	2:9	7:4 19:7	27:19
<b>admit</b> 9:20 22:10	25:16	<b>circuit</b> 24:6	<b>commissions</b>	<b>cover</b> 12:20
<b>affirmation</b> 5:24	<b>believe</b> 5:15	<b>circulating</b> 6:8	19:12	<b>credit</b> 22:9
6:13	16:25 24:14	<b>City</b> 1:9 2:8,14	<b>companies</b> 20:24	<b>crossed</b> 10:19
<b>agenda</b> 4:5	<b>Bender</b> 10:23,23	3:19 4:5 5:6,12	<b>company</b> 6:6	<b>customer</b> 8:14
<b>ago</b> 14:24 15:7	11:1,9,11,14	<b>clarification</b>	8:14 15:14 17:5	11:7 22:25
18:20,21	12:19,24 13:3	20:11	18:6,17,24	23:14,14
<b>agree</b> 6:19	13:10,14 26:4	<b>clarifications</b>	19:20,24 20:1	<b>customers</b> 5:14
<b>ahead</b> 6:20 7:25	<b>best</b> 9:3 27:8	7:13	20:14,22	25:13
11:4 18:15	<b>Big</b> 23:23	<b>clarify</b> 7:14 9:6	<b>company's</b> 7:1	<b>D</b>
23:11	<b>billing</b> 7:8	24:8	<b>complaint</b> 16:16	<b>D 3:1</b>
<b>Amanda</b> 1:24	<b>bills</b> 9:21	<b>clarifying</b> 24:2	<b>completely</b> 15:21	<b>Dalaviras</b> 18:3,3
27:3	<b>bit</b> 6:4 23:16	<b>Clean</b> 23:15	<b>concern</b> 14:14	18:9,9,11,16
<b>answer</b> 6:22 7:2	<b>board</b> 18:24 19:3	24:12	15:25	26:6
11:17 23:17	<b>Bonne</b> 1:9,10 2:4	<b>cleared</b> 18:25	<b>concerned</b> 11:22	<b>Daniel</b> 1:20 3:11
<b>anymore</b> 22:24	<b>Box</b> 5:5,12	<b>clearly</b> 6:16	11:23	<b>date</b> 19:15
<b>appearance</b> 4:19	<b>brief</b> 6:16	<b>close</b> 14:3	<b>concise</b> 6:17	<b>days</b> 8:25 9:2,4
<b>APPEARANC...</b>	<b>briefly</b> 3:23	<b>come</b> 4:3 6:11	<b>conclude</b> 24:22	<b>decide</b> 19:21
2:1	<b>brutal</b> 9:20	14:19 19:11	<b>concluded</b> 25:22	<b>decision</b> 3:15,16
<b>appearing</b> 5:13	<b>Building</b> 2:7,13	23:16	<b>conduct</b> 3:14	3:17 6:3
<b>appears</b> 27:5	<b>B-E-N-D-E-R</b>	<b>coming</b> 3:25	<b>connection</b> 6:15	<b>deeply</b> 7:15
<b>application</b> 3:6	11:6	15:13,16 16:22	<b>consequently</b>	<b>delays</b> 25:18
<b>appreciate</b> 3:24	<b>C</b>	21:14	8:21	<b>Deneen</b> 8:4
13:5	<b>C 3:1</b>	<b>commenced</b> 3:2	<b>contact</b> 7:18 16:5	<b>Denum</b> 8:4
<b>appropriate</b>	<b>call</b> 6:6 7:25	<b>comment</b> 4:13	16:6 24:15 25:9	<b>Department</b> 5:16
16:15	16:12,15,18,22	18:2 22:12	<b>Continuation</b>	5:18 16:4 24:20
<b>April</b> 1:8	16:25	<b>Commission</b> 1:3	26:7,8	<b>depth</b> 9:11
<b>area</b> 23:23	<b>called</b> 12:5 13:14	2:11 3:4 4:2,3	<b>continue</b> 12:23	<b>Diana</b> 26:8
<b>areas</b> 13:9	14:24 15:4,10	5:4,8 6:25 8:17	<b>contributes</b> 9:14	<b>Diane</b> 8:4,5,7
<b>asking</b> 19:2		11:13 13:4	<b>conversation</b>	22:7 26:3
<b>assigned</b> 3:13		14:12 16:15	24:19	

<p><b>dim</b> 7:23  <b>diminish</b> 4:7  <b>direction</b> 27:9  <b>dirt</b> 9:17  <b>discovered</b> 21:18  <b>disillusioned</b> 11:20  <b>dismissed</b> 20:25  <b>disposal</b> 11:24  <b>DNR</b> 19:11 23:18 23:21 24:3,4,14  <b>DNR's</b> 24:12  <b>dog</b> 16:20  <b>door</b> 15:12  <b>draining</b> 15:3  <b>Drochelman</b> 14:2,4,4,7,13 16:7,13,19 17:3 17:7,11,15,19 21:4,10,10,17 26:5,7  <b>Du</b> 1:14,18 2:2  <b>Duc</b> 3:6 4:20 11:7,23,24 14:20 18:4 23:1 24:7  <b>due</b> 22:9  <b>duly</b> 27:6  <b>Duncan</b> 8:5,5,6,7 8:12,15,18 9:8 9:10 10:1,6,9 10:12 22:1,5,7 26:3,8  <b>D-A-L-A-V-I...</b> 18:10  <b>D-I-A-N-E</b> 8:12  <b>D-R-O-C-H-E...</b> 14:5  <b>D-U-N-C-A-N</b> 8:12</p> <hr/> <p><b>E</b></p> <p><b>E</b> 3:1,1  <b>earlier</b> 4:1 7:5 23:16,16 24:3  <b>easy</b> 19:12  <b>either</b> 17:20</p>	<p><b>else's</b> 6:17  <b>employed</b> 27:10 27:13  <b>employee</b> 27:13  <b>entries</b> 4:19  <b>equipment</b> 21:12  <b>especially</b> 9:20  <b>evening</b> 11:15 25:18  <b>eventually</b> 3:15 17:12  <b>everybody</b> 6:17  <b>evidence</b> 7:2  <b>evidently</b> 13:15  <b>exactly</b> 16:12  <b>excused</b> 10:18  <b>explained</b> 12:20</p> <hr/> <p><b>F</b></p> <p><b>fact</b> 4:6 9:12  <b>failed</b> 14:23  <b>fairness</b> 21:5  <b>Fall</b> 15:13  <b>familiar</b> 14:15  <b>Farrar</b> 1:24 27:3  <b>fashion</b> 3:14  <b>favor</b> 11:15 19:1 19:3  <b>feel</b> 6:20,22  <b>feels</b> 19:3  <b>Festus</b> 4:2  <b>fewer</b> 13:9  <b>file</b> 1:14,17 3:4 5:20  <b>filed</b> 4:10 20:22  <b>final</b> 3:17  <b>finally</b> 15:19  <b>financially</b> 27:14  <b>finer</b> 23:25  <b>fire</b> 10:10 15:16  <b>first</b> 4:20 7:25 15:3 16:3  <b>fish</b> 15:24  <b>fit</b> 18:21  <b>five</b> 4:1 15:6  <b>fix</b> 22:11  <b>flow</b> 12:12</p>	<p><b>follows</b> 8:9 11:3 14:9 18:13 23:9  <b>foregoing</b> 27:6  <b>forward</b> 4:16  <b>four</b> 8:23 10:1,3  <b>Francois</b> 2:3  <b>free</b> 6:20,23  <b>freeze</b> 8:20,21 10:5  <b>freezes</b> 8:20 10:6 10:7,9  <b>front</b> 15:16  <b>froze</b> 8:23 9:7  <b>frozen</b> 13:7,11 15:13  <b>function</b> 25:11  <b>further</b> 25:8 27:12  <b>future</b> 12:23 16:8</p> <hr/> <p><b>G</b></p> <p><b>G</b> 3:1  <b>garage</b> 15:17  <b>gasoline</b> 18:19  <b>generate</b> 21:21  <b>gentleman</b> 15:6  <b>give</b> 7:3 18:15,22 19:13 22:9 25:19  <b>given</b> 22:7  <b>giving</b> 19:1  <b>go</b> 6:20 7:21,25 11:4,18 16:11 18:14 19:12,25 22:15 23:10 25:20  <b>goes</b> 17:9  <b>going</b> 4:18 7:1,21 8:21 11:25 12:1 12:10 13:6,16 15:5,17 18:19 19:11 23:21,25 24:1  <b>good</b> 5:2 7:6,9 13:24 14:6 18:7 21:2 22:21  <b>gotten</b> 19:16</p>	<p><b>Governor</b> 2:7,13  <b>gravel</b> 9:17  <b>great</b> 24:24  <b>grudge</b> 18:23  <b>guess</b> 9:11 21:4</p> <hr/> <p><b>H</b></p> <p><b>Hall</b> 1:9  <b>Hang</b> 23:2  <b>happened</b> 9:25 18:22  <b>happening</b> 8:22  <b>happens</b> 14:18 16:23 20:1  <b>happy</b> 5:25  <b>hauls</b> 17:5  <b>hear</b> 4:24 5:1,19 6:25 7:4 8:17 14:12  <b>heard</b> 25:14  <b>hearing</b> 1:7 3:2,8 4:16 5:19 20:15 25:22 27:11  <b>held</b> 17:8  <b>help</b> 13:1  <b>higher</b> 15:12  <b>Hite</b> 22:25,25 23:5,6,7,12 26:9  <b>holding</b> 14:16,17 14:23 15:21 16:22 17:6,7,8  <b>Honor</b> 10:15,16 13:22 17:22 20:10 21:1 22:20 25:3  <b>hope</b> 18:25  <b>hours</b> 14:24  <b>house</b> 8:21 10:4 15:22  <b>huge</b> 15:24  <b>hydrant</b> 10:10 15:16  <b>H-I-T-E</b> 23:6</p> <hr/> <p><b>I</b></p> <p><b>identify</b> 21:8</p>	<p><b>importance</b> 4:7  <b>important</b> 4:12 25:11  <b>impose</b> 23:25  <b>improve</b> 12:1  <b>improvements</b> 11:16,19 12:21  <b>including</b> 10:10  <b>Incorporated</b> 3:7  <b>increase</b> 1:13,17 11:15,25 12:16 12:17,20 18:17 18:20 19:2,17 20:16,23  <b>increases</b> 3:10 6:6  <b>INDEX</b> 26:1  <b>input</b> 25:19  <b>instance</b> 16:24  <b>insulate</b> 9:18  <b>interested</b> 10:21 27:15  <b>intervene</b> 5:16  <b>intervened</b> 24:3 24:5  <b>introduced</b> 7:16  <b>involved</b> 23:24 24:21  <b>involving</b> 24:6  <b>issue</b> 12:3,9,16 21:11  <b>issues</b> 7:7,18 12:2 13:1 23:13</p> <hr/> <p><b>J</b></p> <p><b>Jefferson</b> 2:8,14 3:19,20 4:5 5:6 5:12  <b>jive</b> 19:23  <b>job</b> 3:13  <b>Jordan</b> 1:20 3:3 3:11 4:18,23 5:1,9,15 8:6,10 8:13,16 9:5,9 9:22 10:13,17 11:4,10,12 12:13 13:20,24</p>
---	--	--	--	---

14:6,10 16:1 17:20,24 18:7 18:14 20:3,7,12 20:19,22 21:2,8 21:16,20,24 22:3,18,21 23:2 23:10 24:1 25:1 25:5 <b>Judge</b> 1:21 3:3 3:12 4:18,23 5:1,9,15 8:6,10 8:13,16 9:5,9 9:22 10:13,17 11:4,10,12 12:13 13:20,24 14:6,10 16:1 17:20,24 18:7 18:14 20:3,7,12 20:19,22 21:2,8 21:16,20,24 22:3,18,21 23:2 23:10 24:1 25:1 25:5	<b>Law</b> 1:21 3:12 <b>Lawrence</b> 8:1,2,2 <b>leads</b> 9:13 <b>learn</b> 11:20 <b>learned</b> 11:17 <b>Legal</b> 2:13 <b>lieu</b> 5:25 <b>light</b> 14:17,19 15:1,20 <b>lighting</b> 7:23 <b>list</b> 6:7 8:1,4 14:1 17:25 <b>LITIGATION</b> 1:25 <b>little</b> 6:4 11:20 23:16 24:2 <b>live</b> 4:2 15:3 <b>lived</b> 14:20 <b>local</b> 1:7 3:8 <b>long</b> 12:5 18:18 19:5 <b>look</b> 4:16 9:3 <b>looked</b> 15:13,20 15:20 <b>looking</b> 24:15 <b>looks</b> 8:4 10:22 14:2 <b>lot</b> 9:14 19:24	21:5 24:3 <b>microphone</b> 6:8 6:10 17:25 22:3 <b>MIDWEST</b> 1:25 <b>Mike</b> 2:3 4:25 22:8 <b>mismanagement</b> 19:20,24 <b>Missouri</b> 1:2,10 2:4,8,11,14 3:3 3:20 5:6,7,12 27:4 <b>misunderstand...</b> 12:10 13:16 <b>money</b> 13:4 18:18,22 19:3 19:13,21 <b>monitor</b> 19:25 <b>month</b> 9:21 <b>motor</b> 21:19	<b>O</b> <b>O</b> 3:1 <b>oath</b> 5:22,23,25 6:12 <b>object</b> 11:25 <b>obligations</b> 11:19 <b>occasion</b> 14:23 <b>occasions</b> 14:22 <b>odor</b> 16:21 <b>office</b> 2:6,7,13 3:19 5:10,13 7:17 12:12 16:9 24:10,18,23 25:9 <b>official</b> 5:20 <b>Oh</b> 10:6 19:16 23:5 <b>okay</b> 6:24 7:24 9:9 10:11 11:12 12:13,22 13:5 13:18,18 14:13 16:13,19 17:3 17:10,17 18:7 20:19 21:16 23:12 24:1,17 25:6 <b>Opitz</b> 2:12 5:5,5 10:15 13:22 16:24 17:22 20:10,13,21 21:1 22:20 25:3 <b>opportunity</b> 4:14 <b>order</b> 19:9 <b>orderly</b> 3:14 <b>orders</b> 12:8,8 <b>ordinarily</b> 25:15 <b>outcome</b> 27:15 <b>overflowing</b> 15:5 15:21	<b>particularly</b> 8:24 <b>parties</b> 4:20 7:13 10:14 13:21 17:21 20:8 21:24 22:19 25:2 27:11,14 <b>patience</b> 25:17 <b>pay</b> 9:21 11:18 <b>paying</b> 18:5 19:4 <b>people</b> 14:24 18:23 19:7 <b>period</b> 14:21 <b>person</b> 6:7 18:5 <b>personally</b> 13:10 <b>piece</b> 21:12 <b>pipe</b> 9:12 <b>pipes</b> 8:19,21,23 10:4 13:8,11 <b>place</b> 16:18 <b>plant</b> 17:9 <b>please</b> 6:9 8:11 8:16 18:8 20:12 22:4 23:3,4 <b>point</b> 15:15 19:19 20:10,11 23:20,24 <b>preceded</b> 6:22 <b>presenting</b> 7:1 <b>Presiding</b> 1:20 <b>price</b> 18:19 <b>primarily</b> 23:22 <b>primary</b> 9:12 <b>prior</b> 11:18,18 <b>probably</b> 14:22 15:6,9 16:17 19:23 24:21 <b>problem</b> 7:8 8:18 10:12 14:25 18:25 21:6,7,18 22:8,10,14 <b>problems</b> 7:7 13:2,7,11 <b>procedure</b> 6:4 7:20,25 <b>proceed</b> 8:3 <b>proceeding</b> 3:14 <b>PROCEEDIN...</b>
<b>K</b> <b>Keep</b> 19:14 <b>Ken</b> 18:3,10,11 26:6 <b>kept</b> 19:14 <b>kind</b> 7:23 13:8 19:20 <b>know</b> 5:24 11:13 12:7 14:14 16:5 16:20 17:13 18:22 19:19,22 19:25 24:11	<b>M</b> <b>M</b> 1:22 <b>Madison</b> 2:8,14 <b>main</b> 8:20 14:13 <b>mains</b> 9:6 <b>major</b> 23:13 <b>materials</b> 4:9 <b>Matter</b> 1:13,16 <b>ma'am</b> 10:23 11:7 12:15 15:7 21:25 <b>mean</b> 17:14 <b>meeting</b> 4:5,5 25:21 <b>member</b> 18:5 <b>members</b> 4:1 <b>mention</b> 7:7 <b>mentioned</b> 7:5	<b>N</b> <b>N</b> 1:24 3:1 27:3 <b>name</b> 3:11 4:24 6:14 8:3,11 10:19,22 11:5 14:1,11 17:24 18:8 22:7 23:3 26:2 <b>Natural</b> 5:16 16:4 24:20 <b>need</b> 19:3 <b>neighbor</b> 15:12 15:19 21:17 <b>neighborhoods</b> 16:21 <b>neighbors</b> 22:23 25:8 <b>neighbor's</b> 21:14 <b>neither</b> 27:9 <b>never</b> 15:8,18 20:15,15,16 21:14 <b>Niagara</b> 15:13 <b>nine</b> 9:2 <b>number</b> 9:10 16:25	<b>P</b> <b>P</b> 3:1 <b>Page</b> 26:2 <b>painful</b> 12:4 <b>paper</b> 12:11 <b>part</b> 5:20 22:13 24:19	

<p>1:5  <b>process</b> 12:8  <b>promised</b> 22:11  <b>proper</b> 19:9  <b>properly</b> 14:19  <b>proposed</b> 3:10  6:5  <b>prove</b> 7:15  <b>public</b> 1:3,7 2:6  2:11 3:3,8 4:1  5:3,8,10,13  7:17 16:10 17:2  20:9 24:11,18  24:22,23 25:9  25:14  <b>pumped</b> 17:8  <b>pumps</b> 17:5  <b>purpose</b> 5:19 6:9  <b>put</b> 22:13  <b>p.m</b> 3:2 25:22  <b>P.O</b> 5:5,12</p> <hr/> <p><b>Q</b></p> <p><b>quality</b> 7:9 11:22  13:12  <b>question</b> 6:22 9:5  11:17 23:17  <b>questions</b> 6:13  7:2,11,12,14,19  7:20,22 9:23  10:13 12:14  13:20 20:6  21:21 22:18  24:25  <b>quite</b> 23:1,17</p> <hr/> <p><b>R</b></p> <p><b>R</b> 3:1  <b>rate</b> 1:13,17 3:5  3:10 6:5 11:15  11:25 12:16,17  12:20 19:1,4  20:11,16,19,23  <b>rates</b> 12:23  <b>read</b> 6:24  <b>really</b> 4:7 13:4  <b>reason</b> 20:16</p>	<p><b>reasons</b> 5:23 9:11  18:21  <b>recognized</b> 22:10  <b>recommend</b> 3:15  <b>record</b> 3:9 5:21  6:23 7:6,10  16:11 22:14  24:8 25:20  <b>reduced</b> 27:8  <b>regarding</b> 16:15  24:12  <b>Regulatory</b> 1:21  3:12  <b>related</b> 24:6  27:10  <b>relative</b> 27:12  <b>released</b> 17:15  <b>religious</b> 5:23  <b>Remember</b> 25:7  <b>remind</b> 22:23  <b>reoccurring</b> 13:2  <b>repair</b> 21:7,12,13  <b>repaired</b> 15:9  <b>repairs</b> 12:20  <b>report</b> 23:13  <b>REPORTED</b>  1:24  <b>reporter</b> 4:24  5:21 6:15 8:11  11:5 14:11 18:8  21:9 23:3 27:1  27:4,19  <b>represent</b> 4:4  <b>representation</b>  25:14  <b>representative</b>  4:21  <b>representatives</b>  7:16  <b>represented</b>  23:19  <b>representing</b>  5:17  <b>request</b> 1:13,16  20:23  <b>reset</b> 21:18  <b>resident</b> 3:20</p>	<p>18:4  <b>residents</b> 13:9  <b>resolve</b> 12:5,6  <b>resolved</b> 12:3,11  <b>Resources</b> 5:17  16:5 24:20  <b>respecting</b> 6:17  <b>responded</b> 12:4  13:15  <b>result</b> 20:17  <b>review</b> 6:1  <b>reviewed</b> 23:12  <b>Richard</b> 22:25  23:5,7 26:9  <b>ridiculous</b> 19:5  <b>right</b> 7:13 12:4  13:15 15:8 19:5  21:6,13 23:10  <b>Rita</b> 14:2,4,7  21:10 26:5,7  <b>river</b> 17:16 23:23  <b>road</b> 2:3 9:13,16  15:22  <b>R-I-C-H-A-R-D</b>  23:6</p> <hr/> <p><b>S</b></p> <p><b>S</b> 3:1  <b>sake</b> 6:16  <b>Sandy</b> 10:23,23  11:1 26:4  <b>saying</b> 9:6  <b>second</b> 16:18  23:2  <b>see</b> 8:6 11:16  18:21 23:1,18  24:4  <b>seeing</b> 5:18 7:21  22:22  <b>SENIOR</b> 1:21  <b>septic</b> 14:16,23  <b>service</b> 1:3 2:11  3:4 4:2 5:3 7:7  7:9 10:5 12:2,3  13:13 17:2  23:14,14  <b>services</b> 1:25</p>	<p>20:24,24  <b>session</b> 6:22  11:17 23:17  <b>sewage</b> 14:14  19:9  <b>sewer</b> 7:8 11:10  11:23 15:11  17:5,9  <b>sheets</b> 17:1  <b>Sherry</b> 10:20,20  <b>shower</b> 15:7  <b>showing</b> 25:7  <b>shown</b> 4:6  <b>side</b> 15:14  <b>sign-up</b> 6:7  <b>simply</b> 6:10  <b>sir</b> 22:24  <b>sitting</b> 6:11  <b>situations</b> 24:16  <b>six</b> 8:22 10:2,3  <b>smell</b> 16:21  <b>sorry</b> 22:5 23:5  <b>sort</b> 12:4  <b>sounds</b> 11:6  <b>speak</b> 6:16 21:3  <b>specific</b> 13:8  <b>spell</b> 6:14 8:11  11:4 18:8 23:3  <b>spelled</b> 14:11  <b>square</b> 11:21  <b>SR-2014-0105</b>  1:17 3:5  <b>St</b> 2:3  <b>staff</b> 2:11 5:3,7  7:16 19:25  24:23 25:9  <b>staff's</b> 23:13  <b>stand</b> 4:13  <b>started</b> 6:14  <b>state</b> 1:2 4:23  27:4  <b>statement</b> 22:2,6  <b>Stephen</b> 1:22  3:18  <b>sticking</b> 25:19  <b>Stoll</b> 1:22 3:18,23  9:24 10:3,7,11</p>	<p>12:15,22,25  13:5,12,18 16:3  16:9,14 17:4,10  17:13,17 20:5  21:23 22:17  24:10,17  <b>stop</b> 4:15  <b>street</b> 2:8,14 8:20  <b>streets</b> 9:7  <b>Sue</b> 8:1,1,2  <b>Suite</b> 2:7,13  <b>support</b> 18:16  <b>supposed</b> 14:19  19:16  <b>sure</b> 19:8  <b>surprised</b> 23:1  23:18  <b>swim</b> 15:24  <b>sworn</b> 8:8 11:2  14:8 18:12 23:8  27:6  <b>system</b> 14:14  15:11  <b>systems</b> 14:16  <b>S-A-N-D-Y</b> 11:6</p> <hr/> <p><b>T</b></p> <p><b>take</b> 7:24 12:17  13:1 15:7 19:11  22:15  <b>taken</b> 19:10 27:7  27:12  <b>talk</b> 24:23  <b>talked</b> 22:8  <b>tank</b> 14:17,23  15:21 17:6,7,8  <b>tanks</b> 14:16  16:22  <b>tell</b> 4:12,16 6:20  8:8,16 11:2  14:8,12 18:12  23:8  <b>ten</b> 8:25 9:4  14:20,22  <b>Terre</b> 1:9,10,14  1:18 2:2,4 3:6  4:20 11:7,23,24</p>
---	---	---	--	--

14:20 18:4 23:1 24:6 <b>testified</b> 8:8 11:2 14:8 18:12 23:8 <b>testify</b> 6:5,7,11 8:2 <b>testifying</b> 10:21 <b>testimony</b> 3:9 4:12,17 5:20,22 6:25 7:3,14,20 13:19,25 16:4 17:18 18:15 20:6 22:6 24:22 27:5,7 <b>thank</b> 4:18 5:2,9 5:11,15 8:10,13 10:11,16,17 12:13 13:18,23 13:24,25 14:6 14:10 16:1,3 17:3,17,23 18:14 20:3,6 21:2,20 22:17 23:10 24:17 25:6,16,17,18 25:21 <b>thereto</b> 27:14 <b>things</b> 12:1 20:1 <b>think</b> 3:25 4:11 4:15 7:5,15 9:11 10:1 11:14 11:20,24 12:2,7 12:11 13:4 14:13 17:11 19:23 22:23 25:7 <b>thinking</b> 9:17 24:5 <b>thought</b> 15:15 <b>three</b> 14:22 <b>Tilley</b> 2:3 4:22,25 4:25 19:18,18 24:15 <b>Tim</b> 2:12 5:5 <b>time</b> 6:7,17 7:6,9 12:5 14:21 18:24 21:5,11	21:13 23:21 24:24 <b>times</b> 10:1,3 <b>timothy.opitz...</b> 2:15 <b>told</b> 3:25 4:3 12:17 14:24 23:23 <b>Tomorrow</b> 4:4 <b>tonight</b> 3:24 4:14 23:19 <b>top</b> 14:17 <b>track</b> 12:8 <b>Tracking</b> 1:14,18 <b>transcript</b> 1:5 4:8 6:2 27:6 <b>treatment</b> 17:9 <b>truth</b> 8:8 11:2 14:8 18:12 23:8 <b>try</b> 6:16 9:16 <b>turned</b> 15:1 19:17,18,19 <b>two</b> 8:23 9:18 23:13 <b>typewriting</b> 27:9	<b>W</b> <b>Wait</b> 22:3 <b>walk</b> 16:20 19:13 <b>walkers</b> 16:20 <b>want</b> 4:13 6:5,18 7:4 19:22 22:12 22:13 24:22 <b>wanted</b> 3:23 4:11 4:12 24:7 <b>wants</b> 6:25 18:1 <b>wasn't</b> 15:8 <b>waste</b> 11:23 15:3 17:6 <b>water</b> 7:8 8:18,19 8:25 9:1,4,14 9:21 10:4 11:10 11:22 13:8,11 15:3,5 21:14 22:16 23:15 24:12 <b>way</b> 6:10 9:3 12:19 19:10 <b>week</b> 9:2 15:2,9 <b>weekenders</b> 14:21 <b>weekly</b> 4:5 <b>welcome</b> 3:24 17:19 <b>went</b> 20:15 <b>we'll</b> 4:4 <b>we're</b> 7:21 11:21 11:22,23 <b>we've</b> 11:17 14:20 <b>whichever</b> 9:3 <b>winter</b> 8:25 15:10 <b>wintertime</b> 8:19 <b>withdrawn</b> 20:14 20:18 <b>withdrew</b> 20:25 <b>witness</b> 8:1 9:23 22:12 26:2 <b>witnesses</b> 3:10 27:5,7 <b>wonder</b> 23:24 <b>wondering</b> 23:20	<b>work</b> 9:19 12:8,8 12:12 14:18 19:8 <b>worked</b> 9:18 <b>working</b> 9:16 19:8 <b>works</b> 14:15 <b>worst</b> 9:3 <b>write</b> 13:6 <b>writing</b> 4:15 <b>written</b> 4:9 6:2 <b>WR-2014-0104</b> 1:14 3:5	<b>3</b> <b>360</b> 5:5 <b>5</b> <b>573)358-3376</b> 2:4 <b>573)751-4227</b> 2:15 <b>573)751-5565</b> 2:9 <b>6</b> <b>6:47</b> 3:2 <b>63628</b> 2:4 <b>650</b> 2:7 <b>65102</b> 2:8,14 5:6 5:12 <b>7</b> <b>7:15</b> 25:22 <b>8</b> <b>8</b> 26:3 <b>800</b> 2:13
	<b>U</b> <b>ultimately</b> 12:11 <b>understand</b> 12:19 24:20 <b>understanding</b> 20:13 <b>use</b> 6:10 9:14 <b>Utilities</b> 1:14,18 2:2 3:7 <b>utility</b> 4:20 6:15 15:14 18:5,17 18:24	<b>V</b> <b>violations</b> 23:15 23:22,22 24:13 <b>Volume</b> 1:11 <b>voluntarily</b> 20:17 <b>voluntary</b> 20:14 <b>voting</b> 3:17	<b>Y</b> <b>yard</b> 15:16,22 <b>yeah</b> 4:22 17:13 17:16 <b>year</b> 8:24 9:2,19 9:19,20 22:9,11 <b>years</b> 8:22,23,23 9:1,18 10:2,4 14:21,22,24 15:6 18:20,21 22:16 <b>YS-2014-0369</b> 1:18 <b>YW-2014-0368</b> 1:14	<b>1</b> <b>1</b> 1:11 <b>11</b> 26:4 <b>14</b> 26:5 <b>15</b> 1:8 <b>1628</b> 2:3 <b>18</b> 26:6 <b>2</b> <b>200</b> 2:8,14 <b>2009</b> 19:17,22 20:11,21 <b>2014</b> 1:8 <b>21</b> 26:7 <b>22</b> 26:8 <b>2230</b> 5:12 <b>23</b> 26:9