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A P P E A R A N C E S

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PROCEEDINGS

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JUDGE JORDAN: Let's go on the record.
Good evening, everyone. Thank you for attending.
Commission is calling the action in File Number
WR-2015-0301. This is the general rate action for
Missouri -American Water Company.

I'll start with introductions. I'm
Daniel Jordan, I'm a regulatory law judge who's
assigned to conduct this hearing. I am not the
regulatory law judge that is assigned to this case.
That is someone more experienced than I am. For your
records, the judge assigned to this case is Kennard
Jones. Kennard is K-e-n-n-a-r-d. He is stationed in
the City of St. Louis, but the Commission understands
that Missouri -American has customers across the state
and so they have brought this part of the hearing
process to you in Mexico, Missouri.

With us this evening are two of the
Commissioners at the Public Service Commission. To my
left is Chairman Daniel Hall, to my right is
Commissioner Mayda Coleman.

Opening remarks, Mr. Chairman?

CHAIRMAN HALL: Sure. Very brief. Good
evening. I want to thank you for coming out to speak
to us tonight. This is a very important portion of --

1 of this process. This is the ninth of twelve local
2 public hearings. At these local public hearings, we
3 give customers the opportunity to provide their
4 thoughts, to provide testimony that becomes part of the
5 record when the Commission considers the rate request
6 sought by Missouri-American. The evidentiary hearing
7 in this matter will be in Jeff City the third week into
8 the fourth week of March.

9 Again, thank you for joining us tonight
10 and we look forward to hearing your thoughts.

11 JUDGE JORDAN: Commissioner Coleman?

12 COMMISSIONER COLEMAN: Thank you. We
13 thank you for being here tonight to give us an
14 opportunity to hear and listen to your concerns or
15 comments regarding service or the rate case that's
16 before the Missouri Public Service Commission.

17 Our goal is to make sure that all voices
18 are heard and that you are given the opportunity to
19 voice whatever those concerns, if any, that there may
20 be. A written transcript of this meeting will be
21 available at some point for you to have access to in
22 some manner. The judge probably knows more about that
23 than I.

24 But I'm glad you're here. We appreciate
25 what it is that you're going to have to say. Thank you

1 so much.

2 JUDGE JORDAN: I will now take entries of
3 appearance and beginning with the applicant.

4 MR. LUFT: Thank you, Judge. Tim Luft
5 with Missouri-American Water, and I gave the court
6 reporter my information.

7 JUDGE JORDAN: Thank you. For the
8 Commission Staff?

9 MS. MYERS: Yes, I'm Jamie Myers with
10 Staff Counsel, Missouri Public Service Commission.

11 JUDGE JORDAN: And for the Office of
12 Public Counsel.

13 MR. POSTON: Marc Poston for the Office
14 of the Public Counsel and the public.

15 JUDGE JORDAN: Thank you. And are there
16 any interveners who wish to make an entry of
17 appearance?

18 All right. Hearing none, then as the
19 Commission has explained to you, the purpose of this
20 proceeding is to hear testimony that will be part of
21 the Commission record that the Commission will consider
22 when making this decision, and this is why we
23 transcribe it through the court reporter.

24 I have a couple of names on my list for
25 testifying. I'll give you a few pointers on giving

1 testimony. When I call your name, come on up to the
2 podium. There's a microphone there so everyone can
3 hear what you're saying. Just one at a time. I will
4 administer an oath, unless you tell me that religious
5 convictions prohibit you from taking an oath. If you
6 prefer an affirmation, I will administer an
7 affirmation.

8 I will get you started with a few
9 questions like state your name, spell it for the court
10 reporter, things like that. Make sure that you speak
11 clearly. Be concise, but do be complete. And when I
12 say that, I mean if there was something that you said
13 or heard during the presentation that we just got
14 through, that's not on the record. If you want the
15 Commission to consider it, say it again, say it now so
16 that the Commission knows what you think.

17 And if somebody said something that you
18 agree with, well, come up and tell us that. You don't
19 have to repeat what they said, but add your voice to
20 that thought. Do remember that if you think of
21 something else afterwards, or your neighbors do, Staff,
22 the Office of the Public Counsel are ready to hear what
23 you have to say.

24 Stay at the podium until I've excused
25 you, because I might have some clarifying questions for

1 you, one of the lawyers might, the Commissioners might
2 want to inquire deeper, and that's about what I have to
3 say about our procedure. Any questions before I start
4 calling names from my list?

5 Okay. Not seeing or hearing any, so I
6 will start with the first witness will be Harold S
7 Ensley [phonetic].

8 MR. ENSLEY: Thank you for letting me
9 come before you.

10 JUDGE JORDAN: Oh, it's our pleasure,
11 Mr. Ensley. Will you please raise your right hand and
12 I will administer the oath?

13 (The witness was sworn.)

14 JUDGE JORDAN: Thank you very much. And
15 I'll be giving this brief list to our court reporter,
16 so I'm not going to ask you to spell your name.

17 MR. ENSLEY: Okay.

18 JUDGE JORDAN: And what would you like
19 the Commission to know?

20 (Microphone difficulties.)

21 MR. ENSLEY: Well, does it work now?
22 Okay. Well, we've been here several years to these
23 hearings, and some of my friends want to know why I
24 come. I said, well, somebody's got to represent the
25 old people that don't come to these meetings. And

1 they'll say, well, what do you mean by old? Okay. I'm
2 one of them. And I'm interested in what goes on in the
3 community and I'm interested in what folks in Jeff City
4 are doing, and raising rates, whether it's water or
5 electric or whatever.

6 Anyway, we got this letter, the water
7 customers got this letter, and you heard it mentioned
8 before, but I'll mention it here as part of the record.
9 It says Public Service Commission's seeking to increase
10 base rates by \$51 million or 19 percent. Well, that's
11 what the customers that read the letter saw.

12 And I've had several of them mention that
13 and I've talked to several that -- in my age group that
14 do see that, yes. But then when I come here tonight,
15 there's something else here that these other things
16 talk about that they don't understand, and I'm not sure
17 I understand them completely as long as I've been
18 coming.

19 Mexico has probably 25 percent of seniors
20 in the community. They have over 200 housing units,
21 and that's just in public housing units. I mean, what
22 I'm talking about, public housing, government public
23 housing. And these -- these rates, like this that
24 show, that scares them to death.

25 And I talked to the care coordinator that

1 operates in the counties -- every county has a care
2 coordinator. If you're familiar with that. And so
3 I'll ask her, I said, are you having discussions with
4 some of your clients about rate increases? And she
5 said, oh, yes. Well, I said, I don't want to know who
6 they are, and she won't tell me, which is naturally,
7 but she says it is -- it's a concern every year. And
8 it just gets worse. And I can -- I don't know who all
9 her clients are, I don't want to know, but if somebody
10 took it upon themselves, they could find out. This
11 would be in any county in the state, as far as that's
12 concerned, with the care coordinator.

13 And -- because lots of people don't like
14 to hear this, but people that have water increases,
15 they flush the stool once a day, they use water very
16 sparingly in order to get by with their income. And
17 I'm almost to that ways myself. But I'm not quite.

18 Anyway, I'm interested in it and I'm
19 concerned about the increase and the information you
20 put out, like this one the 19 percent on this one page
21 and the paper was handed out here tonight, I haven't
22 had the time to look at all of it, it doesn't show a 19
23 percent, and that is really confusing. It's really
24 confusing. And I'll be glad to answer any questions I
25 can, if you want -- if you have any questions.

1 JUDGE JORDAN: Thank you, Mr. Ensley.
2 Would you like the Commission to have that -- the
3 documents that you've been referring to? Would you
4 like the Commission to look at those?

5 MR. ENSLEY: The letter?

6 JUDGE JORDAN: You don't have to, if you
7 don't want to, but we could mark it and give it to them
8 as an exhibit.

9 MR. ENSLEY: I'm sorry, I couldn't hear
10 you.

11 JUDGE JORDAN: We could mark it as an
12 exhibit and make it part of the record, if you wish.

13 MR. MARTY: I'll give them mine.

14 MR. ENSLEY: Whatever. You don't have a
15 copy of that?

16 MR. MARTY: I'll give them my copy.

17 MR. ENSLEY: Anyway, that's why I'm here
18 before to represent the people who can't come, and you
19 can see they're not here.

20 JUDGE JORDAN: Right.

21 MR. ENSLEY: And --

22 JUDGE JORDAN: Any questions from any
23 counsel? No?

24 Commissioners, any questions for this
25 witness?

1 CHAIRMAN HALL: Sir, thank you for your
2 testimony.

3 COMMISSIONER COLEMAN: Thank you, sir.

4 MR. ENSLEY: Thank you.

5 JUDGE JORDAN: The next name on my list
6 is Robert H. Marty. Mr. Marty, would you like to
7 testify?

8 (The witness was sworn.)

9 MR. MARTY: It's my best intention, I
10 secure this information off of newspapers and printed
11 documents. Some of it's in conflict, but it's my best
12 intention to give you what I know and what I think is
13 right.

14 JUDGE JORDAN: So noted.

15 MR. MARTY: First of all, I do want to
16 welcome you-all here to the glorious city of Mexico,
17 Missouri. I hope you spend some money here. Spend
18 some money here. Among other things, we have three
19 excellent Mexican restaurants. And one is on the way
20 out, not far from here on Highway 22, Monroe Street,
21 Dos Arcos. The other one is in the center of town, a
22 half of block off on the west side, Las Vegas Burrito,
23 which is my preference, and then there's one on the
24 edge of town going out on Highway 54. You don't have
25 to go to those, but I sure wish you'd spend some

1 money here. We appreciate it.

2 Also, I want to say, Ms. Coleman, I don't
3 mean to be rude, but I think we've met before when I
4 was on the Missouri -- for the trust fund. I think you
5 might have come to a meeting or something and I saw
6 you. Were you a representative at one time?

7 COMMISSIONER COLEMAN: Yes, sir.

8 MR. MARTY: And I think that's where I
9 met you at some time. I think I was on the board
10 longer than I should have been. But I was on the
11 board, and that's why I think I met you before.

12 I just want to tell you, Harold and I
13 have been coming to these over 35 years. That's why
14 when some people tell me oh, no, you can't, I know you
15 can. Harold, we're not bragging, Ms. Coleman, but
16 Harold has served on the city counsel for 11 years and
17 was mayor. I served on the city counsel for six years
18 and was mayor. Harold served on the school board for
19 four years, I served seven years and was president of
20 the school board.

21 Not that we're heroes, but this will show
22 that we care about this community and have a long-time
23 caring for it. As a matter of fact, the last time we
24 were here on the water company, which I guess is four
25 years ago, why Harold brought up the point that there

1 was a continuous leak across the street from the water
2 company plant on the corner of Historical Society on
3 Monroe and had been leaking for months, and he couldn't
4 get it fixed. Well, it was fixed the next day, but
5 that's the testimony Harold made four years ago.

6 I want to tell you it has been confusing.
7 I assume you can hear me no matter what. The notice of
8 public hearing regarding rate increases we got, and the
9 first paragraph is difficult to read, like Harold said.
10 It says 19 percent and then it uses an abbreviation,
11 ISRS, which is not explained at all, and then it goes
12 on down to say that will be 9.7 percent increase. It's
13 poor work. I'll give this to you, ma'am. We'll put
14 this as an exhibit.

15 JUDGE JORDAN: Madam Court Reporter,
16 would you please mark these exhibits as LPH-9 and then
17 the sequence number for exhibits. So that will be
18 LPH-9-1.

19 (Exhibit Number LPH-9-1 was marked for
20 identification by the court reporter.)

21 JUDGE JORDAN: And that was accompanied
22 with the notice you received?

23 MR. MARTY: Pardon me?

24 JUDGE JORDAN: That accompanied the
25 notice you received?

1 MR. MARTY: Yeah, that was mailed to all
2 people and Harold had one in his hands. I assume it
3 was mailed statewide, but it was difficult to
4 understand no matter who you are. You'll see it says
5 19 percent increase and then it says 9 percent
6 increase, and then it uses abbreviations, so who can
7 figure it out.

8 JUDGE JORDAN: I just wanted to clarify
9 it.

10 MR. MARTY: It was a mailing. I got mine
11 the 16th of January.

12 JUDGE JORDAN: Very good. Any objections
13 to that exhibit? I'm not hearing any, so that will be
14 admitted into the record. Thank you.

15 MR. MARTY: So then when we walked in the
16 door, we were given this sheet, which I'm going to put
17 as an exhibit as well, saying the water rates. And
18 Mexico, Missouri -- it says the water rates. And in
19 Mexico, Missouri, here is the difference between -- I
20 did a quick calculation in my head -- is about 6.8
21 percent increase. If you subtract 41.11 minus 38.49,
22 divide -- I came up with 6.8. So it's none of the
23 figures that we had on this sheet here.

24 (Exhibit Number LPH-9-2 was marked for
25 identification by the court reporter.)

1 JUDGE JORDAN: Any objections to that
2 exhibit?

3 MR. MARTY: We learned from the newspaper
4 in Vandalia, our local newspaper didn't publish it, but
5 ISRS stands for Infrastructure System Replacement
6 Surcharge. But that wasn't made to us by the water
7 company. We had to get out of the newspaper.

8 So tonight I've walked in, I've given you
9 these two different things. I got another thing from
10 the water company. And it says Mexico's fixed customer
11 charge will increase 30 percent. Now, this is the
12 first notice we have of that. And everything that we
13 got, which Missy has, I've given her, it doesn't say
14 anything about fixed customer water charge.

15 So we're walking in here, and you talk
16 about 19 percent Harold, you talk about 9 percent, you
17 talk about 6 percent, and this is going up 30 percent.
18 With no notice. We have no notice of this. Now, I had
19 an argument with a nice young man, I don't see him
20 anymore, he left probably, I argued him out of here.
21 Is he way in back?

22 UNIDENTIFIED SPEAKER: Yes, I am.

23 MR. MARTY: I was under the impression,
24 and he says I'm wrong, but we'll find out. I'm a lot
25 older than he is, is that you had to have a special

1 hearing for one, the rate increase on the usage and a
2 special hearing on the fixed customer charge. I know
3 that -- I know the gas company did that, and we have
4 appeared that, Harold and I have appeared before that.
5 Incidentally, Harold and I, did I say we've been here
6 30 years off and on. We'll probably come in here and
7 be the judge one time later. So this is what we get
8 now, right now tonight. It's the first information we
9 had that they're going to increase the thing 30
10 percent. Nineteen is nothing compared to 30 percent.
11 I'll give you this, and this is theirs as well.

12 JUDGE JORDAN: And we'll have that marked
13 as Number 3.

14 MR. MARTY: So.

15 (Exhibit Number LPH-9-3 was marked for
16 identification by the court reporter.)

17 JUDGE JORDAN: Any objection to that?

18 MR. MARTY: So we're not begging poor.
19 I'm not talking poor. I'm talking fair. That's what
20 we want to do is fair. And so it's difficult to find
21 out anything about American Water Company. Years ago,
22 we had our own water company. It was bought by
23 Missouri Water Company, and Missouri Water Company
24 apparently was bought by American Water Company. Then
25 American Water Company was bought by a German company.

1 I think, with the initials RWE, and then it's come back
2 to this water company.

3 So I tried to find out the figures having
4 to do with Missouri-American. So I bought stock in
5 American Water Company, I think, and I can't find any
6 figures. I can't find how you can prove any of your
7 costs in this area. I met the president, nice looking
8 young lady, which is probably an excellent thing
9 compared to us old guys, but I don't know what big an
10 area she is, but I couldn't find any figures on it.

11 But I do have a financial report here
12 from, which you're going to get, morning side --
13 Morningstar rating. And they say much of American
14 Water infrastructure is old and poorly maintained. Old
15 and poorly maintained. And it's always our worry,
16 Judge, or Commissioners, that the city of Mexico will
17 be responsible for fixing somebody else's sewer,
18 somebody else's water.

19 Now, I recall for you, and as Yogi Bear
20 says, you can look this up, in the Flood of 1993, give
21 me a year or two, the water works at St. Joe, Missouri
22 was destroyed. And the water company tried to make all
23 its users through the state of Missouri pay for the
24 water plant, water plant in St. Joseph, Missouri.

25 But we appeared, Harold and I and others

1 said no, we want to pay for our own water company and
2 the Public Service Commission upheld what we said and
3 made them pay for their own, made St. Joe. But they
4 tried to make us pay across the state for it. And I
5 can't figure it out now what part we got.

6 We certainly don't want to pick up some
7 old company. And that list that you had, that you gave
8 me on sewers, you list a sewer in there that was for
9 Branson, which I'm sure they've just bought within the
10 last couple years, and we always read in the paper that
11 the sewer system in Branson was one good toilet flush
12 away from exploding. So they're -- well, that's not a
13 warning, but it looks to me like you buy worn down
14 water companies, you ask for rate increases, you get
15 the rate increases, you fix them up, and then you get a
16 double flush, if you excuse the expression. You get
17 the rate increase, but you get a higher cash flow. I
18 think you should fix them up before you ask for the
19 rate increase.

20 Well, anyway, I'm going to give this to
21 you, what it said their stuff is in bad repair. It
22 also on the second page, it describes the RWE purchased
23 by the Germans. I don't know what it stands for. They
24 call it a debacle. A debacle. Now, I hope there's no
25 lingering charges that we're getting in Mexico,

1 Missouri to pay for the German company's debacle. I'll
2 give you this, you can have the whole thing. The first
3 two pages are what's pertinent.

4 (Exhibit Number LPH-9-4 was marked for
5 identification by the court reporter.)

6 JUDGE JORDAN: Any objection to that
7 document? No objection. That's admitted into the
8 record also.

9 MR. MARTY: Continuing, please. I tried
10 to determine the water loss here on the meeting before,
11 asking questions before, and I got it figured that the
12 water loss not counted for is not charged, not priced,
13 is about 15 percent. The president of the -- whatever
14 this company is called here is it's typical. It's a
15 typical loss that doesn't get charged. I find that
16 hard to believe. Maybe within their system, but I
17 would think you would want to have about 90, 92 percent
18 of all the water you produce charged. If Mexico is at
19 15 to 20 percent not being charged, that's -- if they
20 charge for all the water, they might not even need a
21 rate increase.

22 The city of Mexico really cares about how
23 much water you have by volume because that's how they
24 figure the sewer rates. They don't do it by the rate,
25 but they take the volume that you use, like Mr. Kent

1 asked, and it's the top three months. But if you don't
2 have the right amount, the city gets short-changed for
3 its sewer charges. On the other part of it, gross
4 receipts tax, which is vicious. It goes through the
5 water company and the water company immediately charges
6 us, Harold. Immediately charges us. So we pay the 7
7 percent.

8 I think it's outrageous to be that high,
9 but it's been established a long time and it's nothing
10 the Commission can do. I'll deal with the public
11 people here on that separately. But that means if you
12 don't charge the right amount, their 7 percent is not
13 charged right. So they're losing -- the city of Mexico
14 loses on not the right count on the water and not the
15 right count on the money.

16 I think that if you knew how much money
17 you're using -- losing, you probably would not -- the
18 city estimates, this -- you can write this down, I
19 talked to the city manager this afternoon, this is my
20 best impression. He thinks the water company is losing
21 \$30,000 a month -- a month -- by not counting the water
22 properly.

23 Also there does appear to be a problem
24 with the meters. And even though the president said
25 oh, that's what we do all the time, we're always

1 changing meters, I think she's underestimating the
2 meters. Some lady told me that -- the city manager
3 told me there are 20 clients that have the meter
4 misread or not read at all, and they mentioned the
5 company ADM -- Archer Daniel Midland -- has several
6 different meters and they were registering no charge at
7 all, no water charge at all.

8 And the questions today, we found out
9 that the meter hadn't been changed at ADM from one
10 flavor to another flavor to the third flavor, but there
11 was a problem there. And it's the city of Mexico that
12 called it to the water company's attention. When he
13 told me that this afternoon, I got my own water bill
14 out, and you have to understand, I don't want to cry
15 poor. I'm not crying poor. I'm crying fair.

16 I've been using -- like Ron says, I've
17 been using about 2,000 gallons or less, plus or minus,
18 for years, and then one month came along and I got
19 7,000 gallons. I've got a new home. I'd have to have
20 every faucet, every toilet running 24/7 to get to 7,000
21 gallons. So something's wrong. Now --

22 JUDGE JORDAN: I think we're up to
23 Exhibit 5.

24 MR. MARTY: Yeah, you can have the whole
25 thing.

1 (Exhibit Number LPH-9-5 was marked for
2 identification by the court reporter.)

3 JUDGE JORDAN: Any objections? Very
4 good.

5 MR. MARTY: So I think you've got several
6 problems there. You're not able to count the water for
7 whatever reason it is. You don't have control of it,
8 and despite the fact what the president says, that 15
9 percent is standard. That's an outrageous loss. I
10 think you ought to fire anybody that's losing 15
11 percent of their product out there. We know it does
12 leak all around, last time we told you about Harold.

13 There is something wrong with the meters,
14 and I heard, I believe, that the Public Service
15 Commission is going to have an audit. And they do have
16 an audit. And I would formally request that you audit
17 this Mexico plant and see how this goes. See about the
18 meters, see if I'm right about the meters, see if I'm
19 right about the loss.

20 Now, I want to tell you this: The water
21 we have here is the best water in Missouri. It comes
22 from the St. James underground -- flowing up from
23 St. James to us. We have deep wells, deep wells, and
24 the water's the best in the state of Missouri. Not
25 like Columbia where they take it out of the Missouri

1 River not far from where they put their sewage, or Jeff
2 City where they have little green frogs when they turn
3 on the knob. I've heard that in testimony in the water
4 company hearings. Ours is really good, so I'm not
5 complaining about the water. I'm complaining about the
6 fact that we don't think we've got this figured out
7 financially correctly. If you're losing \$30,000 a
8 month, I'd like you to see if I'm right or wrong.

9 Also, you're talking about increasing
10 costs. What costs would those be? The price of
11 gasoline is down sharply. Every day it's down. Even
12 from the time this was filed July 15th, it's dropped.
13 The price of natural gas has dropped. Copper is at a
14 15-, 10-, 20- -- 15- or 20-year low. Coal, steel is
15 way down, and money. It costs them money to finance
16 things is really low. I just saw tonight that a
17 five-year treasury note went below 1.3. It's 1.27
18 interest rate. So these costs, what are the costs that
19 they're talking about? I think if you considered the
20 proper costs, got your water loss under control, and
21 found out what was wrong with your meters and your
22 computer, you'd probably decrease the rates.

23 Now, this gentleman who left, when you go
24 to the back of the room, did you tell me? He's a smart
25 guy to get out of the way. Some years ago, the gas

1 company at this very stage that -- we don't always meet
2 here, Dr. Coleman, we don't always meet here, we meet
3 at other places that are just as awkward. We've got
4 them all over town. When we met on their charge, their
5 monthly charge, they only showed up just for the
6 monthly charge, not for the gas rate or anything else.
7 And to give you an example, they said, well, I want to
8 tell you, they were charging \$8 a household,
9 approximately. They wanted to raise it to \$18 a
10 household, which is like this increase we have,
11 something like this, or much worse.

12 So Harold and I testified. We said
13 that's kind of unusual because since the last time you
14 had a rate increase, you're now reading these by
15 remote. You've got a satellite reading these meters.
16 You don't have a guy in overalls come around reading
17 gas meters anymore. And when you call the gas company,
18 well, you don't get a human. You got some other
19 mechanical voice. I said really, you ought to be
20 reducing the charge.

21 Well, time passes. Finally AmerenUE
22 said, oh, you know what, we don't want \$18, we want
23 \$12, which is still more than \$8 but less than \$18. So
24 the papers asked them, the papers and like Yogi Bear
25 says, you can look this up. They said how come you

1 want less? They said, well, we used the old figures.
2 They used the old figures. This is public testimony.
3 Ameren did not -- didn't use the right figures. You
4 worry about fraud or incompetence. I worry about these
5 figures. I'm not charging anybody with that. But I
6 would formally request we do have an audit to see about
7 the water loss, to see about the computer or system
8 they had.

9 You know, the most gutted word you ever
10 hear when you come into a savings and loan or any
11 company that said, you know, we got a little trouble
12 here, we got a new computer. And I think they may have
13 had trouble with the new computer or a new meter. So I
14 think I'm done. I've thought of as much as I can, and
15 I thank you for hearing me, and I thank you for hearing
16 Harold. Harold, how old are you? You told me 84?

17 MR. ENSLEY: Older than you are, 86

18 MR. MARTY: He's 86, I'm 82. The next
19 time we come here, we will be in gurneys, but we're
20 going to come. Can I help you anymore? Any questions?

21 MR. LUFT: Did you see where
22 Missouri-American is requesting a decrease --

23 MR. MARTY: I did, and I had a hard time
24 getting the people to acknowledge that. The water's
25 down, do you understand the economy of this, Doctor, is

1 that you send us a notice that you're raising the price
2 of water, raising the price of water. We get in here,
3 we're reducing the water, but you're really kicking up
4 the unit cost of the service, which you didn't tell us
5 at all. You ought to be ashamed for that.

6 But I'm glad to see the decrease. I'm
7 not complaining. Imagine how much you could decrease
8 if you counted all the water. You got to like a guy
9 like that. Listen, I've spoken rather vociferously.
10 That doesn't mean I don't love you. We're just out to
11 being fair here. Are there any questions?

12 JUDGE JORDAN: Further questions from
13 Counsel? Commissioners?

14 CHAIRMAN HALL: Sir, thank you for your
15 testimony and thank you for your service.

16 MR. MARTY: Okay. Thank you.

17 COMMISSIONER COLEMAN: Mr. Marty, I do
18 remember you. I always remember a good-looking man.

19 MR. MARTY: You rock my boat. Whatever
20 you run for, I'm voting.

21 COMMISSIONER COLEMAN: You caught my
22 attention the moment I walked up here, and I also want
23 you to know, one, I appreciate your testimony, and the
24 testimony of Mr. Ensley. Secondly, I'm going to drink
25 a lot of water from that water fountain down the hall

1 before I leave because I think the city of St. Louis
2 has the best water in the state, but if you claim
3 you-all do, I want to taste it. And thirdly, I filled
4 up the gas tank since I've been here --

5 MR. MARTY: That's wonderful.

6 COMMISSIONER COLEMAN: -- and spent \$44,
7 so I want you to know that I have dumped some money
8 into Mexico, Missouri.

9 MR. MARTY: Dr. Coleman, this is going to
10 go into your personnel file.

11 COMMISSIONER COLEMAN: My boss is here,
12 so I need someone to speak highly of me. Thank you,
13 Mr. Marty.

14 MR. MARTY: Thank you very much.

15 JUDGE JORDAN: And those are the only
16 names that I have on my list, but if someone else wants
17 to testify, we can certainly hear you. We're all here
18 now.

19 MR. KENT: I'd like to just make a couple
20 of brief comments.

21 JUDGE JORDAN: Very good. Come up to the
22 podium and make sure you're speaking into the
23 microphone. And first, what's your name, please?

24 MR. KENT: I'm Ron Kent.

25 JUDGE JORDAN: And that's K-e-n-t?

1 MR. KENT: K-e-n-t. I'm a resident here
2 in Mexico, Missouri.

3 (The witness was sworn.)

4 MR. KENT: When I came, I didn't intend
5 to make any comments, and I'll try not to take too much
6 more time. Bob likes to do this, and he took plenty of
7 your time, but I think all he was saying was very
8 worthwhile.

9 I do agree with Bob also that the water
10 in Mexico is excellent water, and so I'm not here to
11 try to beat up on the water company. I've lived in
12 Mexico for many, many years. I've held a real estate
13 license for 50 years, and I sent it in Monday. I
14 decided to -- since I didn't need to be doing that
15 anymore. I'll be 72, not near the age of these -- the
16 experience of these gentlemen, but I'll be 72 this
17 February.

18 But my main concern, first, I understand
19 from the -- some of the staff, that the water company
20 has had one increase in the last four years, and I
21 don't know what before that, but since 2008, the
22 economy in the country plus the economy in Mexico has
23 been fairly flat, and as Bob pointed out, a lot of
24 stuff has gone down.

25 I would ask you public servants to really

1 consider very closely the economic situation since 2008
2 before you hand out any increases. I know in running a
3 business, a real estate business, I wasn't able to
4 increase charges for appraisals and commissions and so
5 forth. If the economy -- in fact, I had to negotiate
6 commissions down in these kind of economies, so it
7 seems like the -- the tax authorities, the water
8 people, the Ameren, all of them seem to be able to just
9 continuously raise the cost to the public, but the
10 public's not getting any more income, I guess I'm going
11 on fixed income now, but anyway, please ask,
12 Commissioners, before you approve this. Or before you
13 decide what to approve, think about the economy, and
14 how it's been pretty flat for the last several years.
15 And other businesses can't just go to somebody and have
16 them raise their income or rates.

17 Another thing, too, it was pointed out to
18 me while I was asking questions, it appears at least
19 from what the water company was telling me just awhile
20 ago, there is no slush fund that they can create to
21 make improvements or to replace existing water lines,
22 fire hydrants, meters, et cetera. I don't know if it's
23 in the power of the Commission or if it has to be voted
24 on by the public, but we ought to allow the water
25 company to take some of their monies that we're paying

1 them, and I don't know that we need to raise it, but
2 they ought to be able to create some sort of fund,
3 maybe it needs to be watched, so they don't abscond
4 with it, to where they can create monies to replace
5 their facilities, their lines and their water meters
6 and so forth without having to come to the Public
7 Service Commission to ask permission to get the money
8 back.

9 They say they've spent several million
10 dollars in Mexico. I assume that's paid for, so I
11 guess they took it out of some fund to pay for it, but
12 they're probably trying to get reimbursed for that.
13 But they should be allowed to accumulate funds for that
14 sort of thing and not have to come get a rate increase
15 to just maintain the system. So that's -- the staff
16 said I should comment because those things came up
17 while I was asking my questions, and unless you have
18 some questions of me.

19 JUDGE JORDAN: Counsel, any questions? I
20 have no questions. Commissioners?

21 CHAIRMAN HALL: No questions. Thank you
22 for your testimony.

23 COMMISSIONER COLEMAN: Mr. Kent?

24 MR. KENT: Yes.

25 COMMISSIONER COLEMAN: I'd just like to

1 say we don't mind at all when you take as much time as
2 you need when we make comments because this is why
3 we're here.

4 MR. KENT: Well, yeah, I realize that.

5 COMMISSIONER COLEMAN: We do want to hear
6 your concerns and we've got all night.

7 MR. KENT: I was just ribbing Bob.

8 MR. MARTY: Yeah, I've only known him 50
9 years.

10 COMMISSIONER COLEMAN: No problem. I
11 appreciate it.

12 MR. KENT: I appreciate you coming to
13 Mexico.

14 JUDGE JORDAN: Thank you. Anybody else
15 like to testify tonight? I see someone approaching the
16 podium.

17 MR. SCHULTZ: I kind of come in late. I
18 kind of missed the meeting, I didn't know it was today,
19 but I had to do taxes and stuff, and H&R Block kind of
20 overrode you guys.

21 JUDGE JORDAN: Can we start with your
22 name, please?

23 MR. SCHULTZ: I'm Mark Schultz, and I
24 want to start with --

25 JUDGE JORDAN: Can you start by spelling

1 your name for the court reporter?

2 MR. SCHULTZ: S-c-h-u-l-t-z.

3 JUDGE JORDAN: Thank you. Now I will
4 need to administer an oath.

5 MR. SCHULTZ: Okay. I'm --

6 JUDGE JORDAN: Please raise your right
7 hand.

8 MR. SCHULTZ: You're going to swear me
9 in, huh?

10 (The witness was sworn.)

11 MR. SCHULTZ: As I'm standing here and
12 God is my witness.

13 JUDGE JORDAN: Very good. Now let's hear
14 what you'd like to tell the Commission.

15 MR. SCHULTZ: Okay. Earlier, in the past
16 years, I don't remember, I can't tell you quite the
17 dates and stuff, but I received a water bill from the
18 company, from the water company, saying that within two
19 days, I had used 50,000 gallons. Okay? I can fill two
20 swimming pools with 50,000 gallons. That's a lot of
21 water.

22 I argued with them and everything. They
23 gave me, like, a hundred dollars off and I ended up
24 paying for it all. My wife is on some kind of site
25 that she -- on the computer, she calls it the Mexico

1 bitch site. I kind of wish a lot of the people that
2 are on this site would have come in because everybody
3 seems to -- you know, I thought that it was just an
4 ordeal, but it seems that everybody, there's a lot of
5 other people out there complaining about that happening
6 to them.

7 When I called the water company, I
8 suggested that -- I'm a plumber by trade. I've got
9 40-some years in the plumbing field and I've seen
10 meters go backwards. And so I told the water company I
11 thought maybe mine had run backwards and stuff. I
12 didn't say it was a scam or anything, but the guy come
13 out and checked it and told me it didn't, but the next
14 day he put a new water meter.

15 I've had three new water meters this
16 year. They keep -- they're putting new water meters
17 everywhere, but I've had three this year, and I just
18 think -- other than that, the water's good -- it's a
19 good price, it's not as good as Callaway County's is,
20 but it's a fair price. The sewer's a fair price, and I
21 understand they're going to go up, they want to improve
22 the sewers, but that's the city. That's not the water
23 company.

24 But another thing is I don't know, I grew
25 up in the desert and I'm kind of picky on water and

1 stuff, but if you take a glass of water right from the
2 tap, Mexico water and stuff, and you take that glass of
3 water and you put it under a microscope, man, there's
4 all kinds of parasites and bugs in the water. So I'll
5 boil anything that I use Mexico water for. I boil it
6 first. But that's just me. I'm just a water-paranoid
7 person, but I just kind of -- I thought all these
8 people that are on this site bitching about the water
9 company, man, you know, I thought maybe this place
10 would be full, but I guess not.

11 But I just wanted you guys to know that
12 something's going on with the water bills around here.
13 People being charged for more gallons than they're
14 using, you know. 50,000 gallons. That's a lot of
15 water to use in two days, so...

16 JUDGE JORDAN: Okay.

17 MR. SCHULTZ: Thank everybody that came
18 anyway. I'm just a little mad. I thought there would
19 be more people than this.

20 JUDGE JORDAN: Questions for this
21 witness?

22 MR. POSTON: I just had one question. I
23 didn't know if you had identified the Web site that
24 you're referring to?

25 MR. SCHULTZ: I don't know. I got her

1 phone -- I don't know if she's got it up on here or
2 not. But she got it off of Facebook somewhere. I
3 can't call her because I got her phone, so...

4 MR. POSTON: I can get it from you
5 afterwards.

6 MR. SCHULTZ: I'm leaving. I stopped
7 here after H&R Block because I met a couple nice women
8 from St. Louis that were giving a meeting and they told
9 me I should come and -- let's see here.

10 JUDGE JORDAN: Questions from the
11 Commission, Mr. Chairman?

12 MR. SCHULTZ: No, I don't. I don't have
13 it on here. But if you go on -- it's some kind of Web
14 site that's set up here for people to complain about --
15 it's a Mexico -- it's a Mexico bitch site, pretty much.
16 Excuse my language, but you know, that's pretty much
17 what it is.

18 MR. POSTON: Thank you.

19 COMMISSIONER COLEMAN: Mr. Schultz?

20 MR. SCHULTZ: Yes.

21 COMMISSIONER COLEMAN: Two questions.

22 One, you said that the meter showed that you had used
23 -- was it 50,000 gallons?

24 MR. SCHULTZ: Yeah, the bill.

25 COMMISSIONER COLEMAN: Oh, the bill.

1 MR. SCHULTZ: I read the meter now.

2 COMMISSIONER COLEMAN: Okay.

3 MR. SCHULTZ: But at that point, I wasn't
4 reading the meter, but yeah, I got a bill that says I
5 used 50,000 gallons of water.

6 COMMISSIONER COLEMAN: And you said this
7 year, but I'm sure you probably meant last year that
8 you got your meters replaced three times?

9 MR. SCHULTZ: It was 2015, yeah, 2015.

10 COMMISSIONER COLEMAN: And were you given
11 a reason why your meter needed to be changed?

12 MR. SCHULTZ: No, no, I wasn't. I was
13 given -- I got a -- I got a new meter in, and then it
14 was, like, I don't know, the month I got the new meter
15 is the month that they overcharged me, and then a
16 couple days later after I complained, they put another
17 meter in, and then this fall, they just went around the
18 whole neighborhood and got all brand new meters and
19 they replaced it again.

20 COMMISSIONER COLEMAN: All right.

21 MR. SCHULTZ: But yeah, I read my meters
22 now, so...

23 COMMISSIONER COLEMAN: Thank you,
24 Mr. Schultz.

25 MR. SCHULTZ: Okay. You're welcome.

1 CHAIRMAN HALL: Mr. Schultz?

2 MR. SCHULTZ: And I want to say Mexico
3 has got a great city staff, okay. You know, all the
4 people work hard to run this city and they do a good
5 job, but the water company part isn't the city, and I
6 think they maybe should be looked into.

7 CHAIRMAN HALL: Mr. Schultz, with regard
8 to the 50,000-gallon meter reading, did you contact our
9 consumer unit about that issue?

10 MR. SCHULTZ: I called -- oh, you're the
11 water company?

12 CHAIRMAN HALL: No, no, no. I'm with the
13 Commission.

14 MR. SCHULTZ: I called the water company
15 up.

16 CHAIRMAN HALL: Okay.

17 MR. SCHULTZ: And I talked to a
18 supervisor, and when I got a supervisor on the phone, I
19 immediately told him I wanted to talk to his supervisor
20 because I like to go to the top of the chain when I'm
21 upset.

22 CHAIRMAN HALL: No, I'm with the Missouri
23 Public Service Commission and I'm wondering whether you
24 contacted our --

25 MR. SCHULTZ: No, just the water company.

1 CHAIRMAN HALL: Well, we have some
2 individuals in the back of the room that you should
3 probably have a conversation with about that.

4 MR. SCHULTZ: Okay. All right. Thank
5 you very much.

6 CHAIRMAN HALL: Thank you.

7 COMMISSIONER COLEMAN: Thank you.

8 JUDGE JORDAN: Thank you. Anyone else
9 want to testify this evening? I am not seeing anyone,
10 so I will mention that if you think of anything later,
11 give a call to Staff or to your lawyer, which is the
12 Office of Public Counsel, and their representatives are
13 here, and they've probably given you their contact
14 information.

15 And that being close of testimony. Thank
16 you so much for testifying. You've probably noticed
17 that the staff works pretty hard on these cases, but
18 they just cannot be everywhere all the time, so this is
19 a good time to bring up these service issues. So on
20 behalf of the Commission and the Commissioners, I want
21 to thank you for that. Thank you for attending. Thank
22 you for anyone coming out. Any closing remarks from
23 the Chairman?

24 CHAIRMAN HALL: No.

25 JUDGE JORDAN: Commissioner Coleman?

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COMMISSIONER COLEMAN: No, thank you.

JUDGE JORDAN: Thank you very much. We will adjourn this hearing and we have off the record.

(Proceedings concluded at 6:55 p.m.)

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