

In the Matter of:  
**MISSOURI-AMERICAN WATER COMPANY'S REQUEST**

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**WR-2017-0285**

*January 31, 2018*

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BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

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TRANSCRIPT OF PROCEEDINGS  
Public Hearing  
January 31, 2018  
Governor Office Building  
200 Madison Street, Room 450  
Jefferson City, Missouri

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In the Matter of Missouri-American )  
Water Company's Request for )  
Authority to Implement General ) File No.  
Rate Increase for Water and Sewer ) WR-2017-0285,  
Service Provided in Missouri ) et al.  
Service Areas. )

JOHN CLARK, Presiding  
REGULATORY LAW JUDGE  
  
DANIEL Y. HALL, Chairman,  
RYAN SILVEY,  
MAIDA J. COLEMAN  
COMMISSIONERS

REPORTED BY:  
Beverly Jean Bentch, CCR No. 640  
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A P P E A R A N C E S

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P R O C E E D I N G S

(January 31, 2018)

JUDGE CLARK: We can go on the record now.

Thank you. Good evening. Today is January the 31st of 2018. We're in Room 450 of the Governor's Office Building in Jefferson City.

The Missouri Public Service Commission has set this time for a local public hearing in File No. WR-2017-0285 which is captioned as In the Matter of Missouri-American Water Company's Request for Authority to Implement General Increase for Water and Sewer Service provided in Missouri Service Areas.

My name is John Clark. I'm the Regulatory Law Judge that will preside over this hearing. With me today is Chairman Daniel Hall, as well as Commissioner Ryan Silvey and Commissioner Maida Coleman. They are three of the five Commissioners of the Public Service Commission.

Chairman Hall, would you like to make any opening comments?

CHAIRMAN HALL: Just briefly. Good evening. First of all, thank you for being here this evening. This is a very important part of the rate case process. As I'm sure you are aware and it was set forth in some of the materials out on the table out in front, we have

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1 evidentiary hearings set in this case from February 26  
2 to March 9. That's here in Jeff City. At that  
3 evidentiary hearing, we will hear from lawyers and  
4 consultants and engineers and economists and various  
5 other experts that will provide evidence and analysis  
6 that we will use in turn in order to set rates going  
7 forward effective May of 2018.

8           What we won't have at that evidentiary hearing  
9 is evidence, comments from ratepayers, and that's the  
10 purpose of these local public hearings is that we can  
11 hear from you, we can hear your concerns, we can hear  
12 your thoughts about service, about costs, about safety,  
13 about providability; and that is, like I said, a very  
14 important part of the process.

15           What you say will be transcribed. It will be  
16 in the record. And it will be available for all five  
17 commissioners, not just the three who are present at  
18 this particular local public hearing. This is the tenth  
19 of twelve local public hearings.

20           I'll just also make a note that Missouri is  
21 relatively unique nationally in terms of the number of  
22 local public hearings that we hold in order to get input  
23 from ratepayers which is really indicative of how  
24 important we believe this is to the process. So again,  
25 thank you for being here and I look forward to hearing

Page

1 your testimony.

2 JUDGE CLARK: Thank you, Chairman Hall. I'm  
3 going to begin by asking the counsel to enter their  
4 appearances for the record. For Missouri-American Water  
5 Company?

6 MR. COOPER: Thank you, Judge. Dean Cooper  
7 from the law firm of Brydon, Swearingen & England PC  
8 appearing on behalf of Missouri-American Water Company.

9 JUDGE CLARK: The Office of Public Counsel?

10 MR. SMITH: Ryan Smith on behalf of the Office  
11 of Public Counsel. My information has been previously  
12 provided.

13 JUDGE CLARK: Thank you, Mr. Smith. And from  
14 the Commission staff?

15 MS. ASLIN: Casi Aslin, counsel for staff of  
16 the Public Service Commission. My information has been  
17 provided to the court reporter.

18 JUDGE CLARK: Thank you, Ms. Aslin.

19 Are there any intervenors or any other parties  
20 present tonight? I see no hands.

21 Let me go over the process briefly. Those of  
22 you who wanted to speak signed up on a list. I'm going  
23 to call the names on that list. When I call your name,  
24 please come down to the podium. Forgive me if I  
25 mispronounce your name. I'll do my best. You'll have  
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1 an opportunity to correct me. Because this hearing is  
2 on the record and we have a court reporter here, I'm  
3 going to swear you in and then I'm going to ask you to  
4 state your name again and please spell it. And then  
5 you'll have an opportunity to offer your comments to the  
6 Commission.

7 While there's no specific time limit, I want  
8 to give everybody an opportunity to speak. So I'm going  
9 to have a five-minute timer up here which I'm going to  
10 start shortly after you say your name. I'd appreciate  
11 it if you'd try and keep your comments to about five  
12 minutes if possible.

13 Also I'm going to ask if you have had an  
14 opportunity in this case to speak at one of the prior  
15 public hearings, I'm going to ask you to let me know  
16 beforehand and I'm going to put you towards the end.  
17 That will give people that haven't had an opportunity to  
18 speak an opportunity to do so.

19 Also, please remain at the podium after your  
20 remarks until you've been excused by the Commission. I  
21 may have some questions for you, the Commissioners may  
22 have some questions for you and the attorneys may have  
23 some questions for you. I'm going to ask the attorneys  
24 to let me know if they have any questions.

25 Additionally, one thing the Commission is very  
Page



1 interested in is in regards to whether anybody has any  
2 lead issues. If you are signed up to speak and you have  
3 any experience or history with lead in your water or  
4 your pipes that you know about and you would like to  
5 tell the Commission about, we would very much like to  
6 hear about it.

7 Also, if you did not sign up on the sign-up  
8 sheet to talk and we're going along and you decide that  
9 you would like an opportunity to speak, towards the end  
10 when we go through the list after that I'll ask if  
11 anybody else would like to speak. At that time you're  
12 welcome to come up and do so.

13 With that in mind, I'll go ahead and call the  
14 first person testifying. Jon Stanbaugh.

15 MR. STANBAUGH: Yes.

16 JUDGE CLARK: Mr. Stanbaugh, would you please  
17 raise your right hand in order to be sworn?

18 (Witness sworn.)

19 JUDGE CLARK: Would you please state and spell  
20 your name for the record?

21 MR. STANBAUGH: Yes. Jon Stanbaugh, J-o-n  
22 S-t-a-n-b-a-u-g-h.

23 JUDGE CLARK: And what would you like to tell  
24 the Commission?

25 MR. STANBAUGH: Yes. We had a nice discussion  
Page

1 with American Water before you all came in here. I  
2 voiced some of my concerns to them. I just want to pass  
3 them on to you all.

4 Within our rate structure for us out there at  
5 Wardsville, especially like on the sewer side, it's like  
6 they've got our rates calculated as one size fits all,  
7 and I don't believe that that is fair to all the sewer  
8 users out there. I think that people should be charged  
9 for the impact that they have on the systems.

10 Within the chart they provided basically your  
11 low end users like my wife, it's just my wife and myself  
12 who are in the home, and there's several people out in  
13 Wardsville that are just low volume users but you're  
14 being charged as though you were using an infinite  
15 amount of water to be processed in the sewer.

16 I don't think that that's right. I think a  
17 person should be charged for the impact that you have on  
18 the system. My analogy that I made to American Water is  
19 how would you like if, you know, you pulled up to the  
20 gas station in a Prius and I pulled up in an 18-wheeler  
21 and we both fill up the tanks. Guess what? You're  
22 going to pay the same amount for your Prius as what I am  
23 for my 18-wheeler and I don't think that that's logical.  
24 I don't think that's effective. To me it almost falls  
25 on ludicrous.

Page

1           As far as on the water side -- water and the  
2 sewer side, our percent increases out there are  
3 significant. Like on the water side let's just say in  
4 my case we're talking a water increase on my side of  
5 18-1/2 percent, for what I would consider a medium user  
6 34-1/2 percent increase, and on the sewer side for like  
7 myself -- actually it would be less because I won't put  
8 that much water down the sewer to be processed -- 15.7  
9 percent but yet somebody that, you know, burns 7,000  
10 gallons they would have to process through the sewer  
11 plant, they're getting a decrease of 32.5 percent.

12           So the low end users are being significantly  
13 penalized compared to your higher volume users. I just  
14 don't think that's right. I don't mind paying to  
15 process what I generate, but I don't like being lumped  
16 into one size fits all.

17           JUDGE CLARK: Stay at the podium for just a  
18 second. I don't have any questions for you. Thank you  
19 very much for your testimony.

20           COMMISSIONER COLEMAN: Thank you.

21           JUDGE CLARK: William Zeaman.

22           MR. ZEAMAN: Thank you, Honorable Mr. Clark,  
23 as well as members of this great Commission. My name is  
24 William --

25           JUDGE CLARK: Can you hold on just a second so

1 I can swear you in, sir.

2 (Witness sworn.)

3 JUDGE CLARK: And would you please state your  
4 name again and spell it for the court reporter?

5 MR. ZEAMAN: William Stuart, S-t-u-a-r-t,  
6 Zeaman, Z-e-a-m-a-n.

7 JUDGE CLARK: Thank you, Mr. Zeaman. Sorry  
8 for the interruption. What would you like to tell the  
9 Commission?

10 MR. ZEAMAN: Thank you for this great  
11 opportunity to be able to come before you all today.  
12 I've testified before this Commission more than once.  
13 I've written letters in to this Commission for at least  
14 over a decade.

15 My concern still remains the same. I'm  
16 president of the homeowners association at XXXX XXXX  
17 XXXX Golden Pond Homeowners Association.  
18 Missouri-American Water, they've had different names  
19 over the past years. And I went to go visit my  
20 neighbor. They live at XXXX XXXX XXXX. They've lived  
21 there since September, October. And I introduced myself  
22 and said, "By the way, did you happen to see the rate  
23 decrease from Missouri-American Water?" And they were  
24 like "Who's Missouri-American Water?" I said, "Oh, you  
25 don't get a bill from them every month like I do?" This

1 has been going on for over ten years. Last time I  
2 testified I said it was disheartening to know that  
3 members of my subdivision that are discharging into this  
4 exact same sewer system are not getting charged.

5 Now it's near deplorable. So this was the  
6 first person that I checked in. I just spoke with the  
7 vice president of operations. I said, "Who happens to  
8 live at XXXX XXXX XXXX and when was the last time that  
9 they received a bill?" They said, "Oh, XXXX XXXX lives  
10 there." I said, "XXXX doesn't live there. I used to be  
11 married to her. She's moved out." And they don't know  
12 the new person that lives there. This is one person  
13 that I checked in with. And I'm wondering out of the  
14 4,000, there's about 4,000 customers in the Jefferson  
15 City area I believe. The reason that I believe that is  
16 because last time I testified and gave the exact nearly  
17 same testimony they received a \$5,000 penalty and  
18 everybody in the system received \$1.25. You multiply  
19 \$1.25 times 4,000 people you get out to \$5,000. That's  
20 how I came up with 4,000 users.

21 I also support the fact that I'm a single  
22 individual. I use about -- I receive \$12 worth of water  
23 a month. I have \$66 worth of water going out. This is  
24 tying it in right into the small users are paying the  
25 exact same as if I was using a million gallons. I'd

1 like to bring to your attention Missouri Sunshine Law  
2 2009, and this is the Missouri Attorney General opinion  
3 is that the names, addresses and water bills of  
4 customers of public water supply district are records  
5 subject to disclosure under Chapter 610, RSMo. This  
6 does not apply to the information such as social  
7 security numbers. So it is possible I live at -- I  
8 receive my water from Callaway County Water District No.  
9 1. You can check into those records and everybody who's  
10 on my block and everybody who discharges into that  
11 system is also under Callaway County No. 1. You can see  
12 how much water they use versus we pay 66 bucks.

13           One of the other items is that, in fact, we  
14 have a customer that I've complained about to this  
15 Commission and nothing has been done about it. We knew  
16 the homeowner who built the home and said, "Hey, this  
17 individual tied into this sewer system and has never  
18 received a bill." I'm trying to regain my composure  
19 here. Like I said, at one time it was totally  
20 disheartening. Now it's just simply deplorable.

21           On this tracking system of when somebody moves  
22 out another person moves in are houses sold within two  
23 days of being on the market and somebody's discharging  
24 and it's not getting paid and I wonder how much this is  
25 going throughout the entire system of Jefferson City

1 because I just spoke with one person. I'm done with my  
2 testimony. I'm here to stay and answer any questions  
3 you may have.

4 JUDGE CLARK: Thank you. Give us just a  
5 second. I'm just going to say you had mentioned several  
6 addresses of individuals including yourself during your  
7 testimony. Those are going to be redacted by the court  
8 reporter. We can't release those under our own  
9 Commission rules. So those can't be released to the  
10 public. That's private information. That information  
11 is held by the user in regard to that.

12 CHAIRMAN HALL: Thank you for that testimony.  
13 Have you had conversations with members of our staff  
14 about the concerns that you've raised here?

15 MR. ZEAMAN: When I spoke with Ryan over  
16 there.

17 CHAIRMAN HALL: Okay. I'm speaking  
18 specifically about commission staff, and I would refer  
19 you to Mr. Busch who's waving at -- if you could turn  
20 around for a moment. If you could express those  
21 concerns to our staff and give them an opportunity to  
22 look into them, I would greatly appreciate it.

23 MR. ZEAMAN: I'd be happy to. Thank you.

24 CHAIRMAN HALL: Thank you.

25 JUDGE CLARK: Okay, Mr. Zeaman, thank you for

1 your testimony tonight.

2 MR. ZEAMAN: You're welcome. Thank you.

3 COMMISSIONER COLEMAN: Thank you.

4 JUDGE CLARK: It appears my microphone is not  
5 working. I'm going to try and speak up a little bit.  
6 If anybody can't hear me. Thank you very much.

7 William Haas. I'm just going to say, while  
8 Mr. Haas comes up, you're free to mention the general  
9 area in which you're receiving service. I'd ask that  
10 you not mention your specific address. As I said  
11 before, if you do it will be redacted. It will just be  
12 easier if you didn't.

13 Mr. Haas, would you raise your right hand in  
14 order to be sworn?

15 (Witness sworn.)

16 JUDGE CLARK: Would you please state and spell  
17 your name for the court reporter?

18 MR. HAAS: My name is William Haas, H-a-a-s.

19 JUDGE CLARK: Thank you, Mr. Haas. What would  
20 you like to tell the Commission?

21 MR. HAAS: By way of introduction, I retired  
22 from the Commission's General Counsel Office after 20  
23 years. Now, I live in Jefferson City but I have a  
24 vacation home at Stonebridge Village and I would like to  
25 talk about proposed sewer rates for Stonebridge Village.



1           Currently there are two sets of rates in  
2 Stonebridge Village. There's one set of rates for the  
3 area where the homes are older and where the water and  
4 sewer systems were installed by the developer. That's  
5 contributed plant. There's a second set of rates for  
6 the other area, the newer area, where the water and  
7 sewer systems were put in by the company or its  
8 predecessor.

9           Right now the rates in the older area are  
10 lesser because the company has lesser investment in that  
11 area and I would like to see that that difference is  
12 continued.

13           Currently in Stonebridge there is a base rate  
14 plus a volumetric charge. Under the proposed rate for  
15 Stonebridge there would be just a flat rate of about  
16 \$58. Since this is a vacation home, it gets very little  
17 water usage, very little sewer usage, and I don't think  
18 it's appropriate to have one charge for everyone on  
19 sewer service with regard to how much sewer service  
20 they're using.

21           My sewer bill would go up by 35 percent in the  
22 company's proposal. I realize a couple dollars -- it's  
23 \$15 or 35 percent. I realize that a couple of dollars  
24 of that may be for increased cost in providing the  
25 service, but the rest of it has to do with these charges

1 in rate design. And I would just state that I'm opposed  
2 to the rate design changes for Stonebridge Village.

3 Thank you.

4 CHAIRMAN HALL: Where is Stonebridge Village?

5 MR. HAAS: Branson West.

6 CHAIRMAN HALL: Thank you.

7 JUDGE CLARK: Thank you for your testimony,  
8 Mr. Haas.

9 COMMISSIONER COLEMAN: Thank you.

10 JUDGE CLARK: Thomas Minihan. Thomas Minihan.  
11 Jeff Holzem. Mr. Holzem, would you raise your right  
12 hand and be sworn?

13 (Witness sworn.)

14 JUDGE CLARK: Would you please state and spell  
15 your name for the record?

16 MR. HOLZEM: Jeff Holzem, H-o-l-z-e-m.

17 JUDGE CLARK: Mr. Holzem.

18 MR. HOLZEM: Thank you for giving me the  
19 opportunity to speak.

20 JUDGE CLARK: What would you like to tell us?

21 MR. HOLZEM: I have five concerns I'd like to  
22 share with you. The first three all deal with your role  
23 in this effort. I have great concerns of the utility  
24 without PSC intervention, without Public Counsel  
25 intervention can do things that are inappropriate. I

1 think you guys are looking out for our interests. I  
2 really want to see that role continue and not be  
3 diminished.

4 I see three things in this proposal that seem  
5 to me to diminish that role, diminish your control,  
6 diminish our protection. The first is to be able to  
7 charge for work in progress.

8 A wise consumer knows they want to pay for  
9 something when it's done, it's done right, it's done  
10 according to specifications, it's done on time.  
11 Likewise, charging for future work even seems more  
12 tenuous to me. How do we know it's going to be done  
13 right? How do we know it's going to be done on time?  
14 How do we know it's going to be done on budget? Those  
15 are things that we have trouble verifying unless  
16 somebody like yourselves are in the mix to control that.

17 Rate stabilization also can find a way to  
18 avoid Public Service Commission control. Letting the  
19 company up and down raise rates, lower rates without  
20 your intervention seems to be a mistake. It's taking  
21 away our safety.

22 We can't go to another water company --  
23 another sewer company. We only have only one choice  
24 here in the city. We don't have the opportunity to go  
25 somewhere else because there's no competition. You guys

1 protect us.

2 Likewise many people have spoken about a state  
3 wide rate. I'm just a water user. I have grave  
4 concerns because I see rates way different across the  
5 state right now. Some of us are going to pay a huge  
6 price. Especially low users will paying a huge price  
7 with a state wide change.

8 Finally, the 10.9 percent ROE, that seems  
9 excessive. I realize the staff is looking for much less  
10 than that. Still that just seems like it's way too  
11 much. If you look at people on fixed incomes, people on  
12 social security, we're lucky to get a 1 percent, 2  
13 percent raise. State workers get virtually nothing.  
14 There are many people in this community in those  
15 situations who get virtually no increases. So if the  
16 company could get those kind of raises, it makes it much  
17 harder for average people to survive. That's all I  
18 have.

19 JUDGE CLARK: Thank you for your testimony.

20 COMMISSIONER COLEMAN: Thank you, sir.

21 JUDGE CLARK: Roxane Sprucebly.

22 (Witness sworn.)

23 JUDGE CLARK: Would you please state and spell  
24 your name for the court reporter?

25 MS. SPRUCEBLY: My name is Roxane Sprucebly,

1 R-o-x-a-n-e S-p-r-u-c-e-b-l-y.

2 Thank you for the opportunity to provide  
3 testimony this evening. My concerns center around the  
4 mailer that we received. And so the first thing you  
5 look at is how much will costs change. I believe that  
6 the way the information is presented is very deceptive  
7 to the consumer. Water service will cost \$1.38 per day  
8 on average. Compare that to \$1.50 for just one bottle  
9 of water. I think that's like comparing apples and  
10 oranges because in reality the water utilization charge  
11 is increasing 52 percent. So for me when I look at my  
12 February water bill we're talking about an average cost  
13 of water use per day is 83 cents and it will go up to  
14 \$1.26.

15 So we all have a right, I believe, to get safe  
16 reliable affordable water. And I think a rate increase  
17 of 52 percent is not justifiable or not necessarily  
18 affordable. And I'm also concerned about the cost for  
19 the fixed charge fee. When I went back and looked in I  
20 believe it was 2016, the last case rate or rate case,  
21 the cost, the fixed charge went down from \$17 to 15 and  
22 now it's going down to 10. I'm concerned about the  
23 dramatic decrease in the fixed charge versus the  
24 increase in the water usage charge because it would seem  
25 that the fixed charges would cover costs like

1 infrastructure and services, maybe staffing, telephone  
2 staffing in call centers, so forth. I'm curious what  
3 the implications are of that change and also how they  
4 arrived at that mix.

5 I know communities are experimenting with  
6 adjusting fixed rates and water utilization rates to  
7 curb usage, to incentivize consumers to reduce water  
8 use. That dramatic reduction in the fixed charge I am  
9 concerned about what that would mean for services to  
10 customers like if I call and I have a question about my  
11 bill or there's a water pipe issue. But the bottom line  
12 is I do think that the way that they present the  
13 information is deceptive to the consumer. It's  
14 challenging to make the calculations to actually compare  
15 what the costs were previously to what the costs they  
16 are proposing the way they've compiled the information.

17 And then also my final thing they state in  
18 here that the rate increase is to cover costs for  
19 improvements necessary to maintain reliable water and  
20 wastewater service, but nowhere in the mailer does it  
21 actually state what those costs were, what is the actual  
22 amount that they're attempting to recover. That leads  
23 me up to I would oppose -- I oppose both the rate  
24 increase. I don't think it's justifiable based on the  
25 information. And then the second their request to

1 establish a future test year that would allow rates to  
2 be established based in part on historical data and  
3 estimated future spending. If they can't share the  
4 historical data, the amount that they're actually trying  
5 to recover, I'm very skeptical that they would be  
6 transparent in terms of disclosing how much they've  
7 spent, how much they've planned to spend, and so forth.

8 So thank you for your time.

9 COMMISSIONER COLEMAN: Thank you.

10 JUDGE CLARK: Thank you for your testimony.

11 It sounds like you may have some questions that weren't  
12 answered.

13 MS. SPRUCEBLY: I can submit those or talk to  
14 someone later.

15 JUDGE CLARK: I was going to say they should  
16 be around afterwards if you would like to talk to them.

17 Richard Allen. Mr. Allen, would you raise  
18 your right hand to be sworn?

19 (Witness sworn.)

20 JUDGE CLARK: Would you please state and spell  
21 your name for the record?

22 MR. ALLEN: Richard is spelled the regular way  
23 and Allen is A-l-l-e-n.

24 JUDGE CLARK: What would you like to tell the  
25 Commission, Mr. Allen?

1 MR. ALLEN: Twofold. First of all, my rate --  
2 I'm going to address just the wastewater issues, not the  
3 water. Actually my rate it will be going down because  
4 of the consolidation and the different categories they  
5 have here. You may wonder why are you here, you're  
6 going to be paying less. Well, sometimes you have to  
7 speak up for other people. You hope that in the future  
8 other people may speak up for you.

9 And specifically looking at the table for the  
10 Wardsville people, and I'm thinking about the widow or  
11 widower in Wardsville who may only use a thousand  
12 gallons per month and, of course, that's not on the  
13 table. The lowest amount on the table is 3,000 gallons.  
14 Well, I went ahead and calculated it for 1,000 just so  
15 people will know. For a thousand gallon usage currently  
16 those folks will pay or that person will pay about  
17 32.50. For the new rate that they're requesting it will  
18 be 58.42. That's a \$25.92 increase. It calculates out  
19 to 80 percent, an 80 percent increase, which is  
20 significant. So it looks like, and I did ask this  
21 question during that question and answer period, it  
22 looks like the break-even point is about 4,000 gallons.  
23 They could have said if you're using less than 4,000  
24 gallons you're going to pay more and if you're using  
25 more than 4,000 gallons you're going to pay less. That



1 might have helped people understand.

2           The other thing I want to say about it is flat  
3 rates do not encourage water conservation. I've been  
4 paying flat rates for 21 years. I've talked about it  
5 before and I'm not going to say any more about it.

6           The other aspect I want to address is the  
7 revenue stabilization mechanism. I asked some questions  
8 about that.

9           To me guaranteed revenue for a business sounds  
10 a little socialistic. I mean companies take some risk  
11 when they're in business. That's the way it works. And  
12 you know, some years you make more, some you make less.  
13 But just having a guaranteed amount I think what that  
14 will do is it will not encourage them to manage their  
15 costs.

16           On the other side of this sheet they talk  
17 about what do they do to manage costs. I think if  
18 they're guaranteed a certain revenue it could cause them  
19 not to manage costs as well because they don't have to.  
20 They're going to get guaranteed.

21           For example, let's say now we buy new vehicles  
22 every five years, let's buy them every one year. We  
23 spend more money but we're going to be getting our  
24 certain profit guarantee. Same thing about buying  
25 chemicals. We could buy chemicals from this company.

1 They're just as good as the other company. This one  
2 company, this XYZ Company, wow, they will send some of  
3 us on a golf trip to Hawaii. Imagine that. There's  
4 perks involved. I know how things work. So that's why  
5 I'm opposed to the revenue stabilization.

6 They talk about they'll lower it. I see with  
7 the Ameren they have their fuel adjustment surcharge.  
8 For years all I got was an increase for that amount.  
9 Now I'm getting a few pennies decrease. I just -- I'm  
10 very skeptical that we'll ever see a rebate on that.  
11 They'll use it to increase rates and I don't think they  
12 will to decrease. If they do, it will be a tiny, tiny  
13 bit. At least that's the way it's worked with Ameren.  
14 Anyway, that's what I have to say.

15 JUDGE CLARK: Mr. Allen, thank you for your  
16 testimony.

17 COMMISSIONER COLEMAN: Thank you, sir.

18 JUDGE CLARK: Brent Smith.

19 MR. SMITH: My apologies, Commissioner. I  
20 didn't realize it was sign up to speak. I'm just here  
21 to attend.

22 JUDGE CLARK: Thank you, Mr. Smith. Karen  
23 Gillmore. Ms. Gillmore, would you raise your right hand  
24 to be sworn?

25 (Witness sworn.)

1 JUDGE CLARK: Thank you. Would you state and  
2 spell your name for the court reporter?

3 MS. GILLMORE: Karen Gillmore, K-a-r-e-n  
4 G-i-l-l-m-o-r-e.

5 JUDGE CLARK: Ms. Gillmore, what would you  
6 like to tell the Commission?

7 MS. GILLMORE: I have also testified I think  
8 the last time, and it is not the water, it's the sewage  
9 because I am on a district water. I was talking to some  
10 of the gentlemen earlier. I just in our subdivision  
11 everybody, I don't care if I've got two adults and ten  
12 kids taking ten showers a day and using, you know, all  
13 that water and I'm using, and it's exactly what it is,  
14 between 7.50 and \$8 a month for me at my house and they  
15 charge me, you know, like I said, 7.50 to 8.50 and my  
16 sewer bill was \$66.63 which I cannot wrap my head around  
17 that.

18 In my other home that I lived in, yes, they  
19 came in in January, February, March I think it was and  
20 they figured out well, that's how much water you're  
21 going to use so that's what we're going to charge you  
22 for your sewer for the entire year but here I mean, like  
23 I say, I mean I could not use anything. I was gone for  
24 a month on vacation and I come home. I mean there was  
25 no sewer used but I still got \$66.93 taken out of my

1 checking account that month. So you know, there has to  
2 be a reason. I mean there has to be something they can  
3 do. Last year when I testified, maybe 2016 when it was,  
4 I also wrote a very detailed long letter to American  
5 Water the way I see things, okay, as not being fair to a  
6 small household, elderly people, people on social  
7 security like I am. I mean, you know, yeah, it's going  
8 to go down \$8 but I mean, yeah, I got a 2 percent raise  
9 for Medicare but -- I mean for social security but  
10 Medicare took it all.

11 And another thing is I'm worried about is that  
12 in our neighborhood, you know, I live on the side where  
13 we have to have septic tanks because I'm the newer side  
14 of the road. The other side is some of the older homes.  
15 And their sewer goes directly to the pump station. Mine  
16 goes through a septic system that actually cleans it,  
17 uploads it and it's just mostly just nothing but water.

18 So also the older homes like that they might  
19 have more people living in them. Using it more, that's  
20 going to tear up their equipment a lot worse than us  
21 that actually has a septic tank that is cleaning the  
22 water before it even gets to the substation.

23 And another thing, too, is that when we go to  
24 try to sell a home in that subdivision, which is  
25 Southwood Hills Subdivision, they're asking sewer, sewer

1 bill is \$66 a month and your water bill is 7? What's  
2 going on here? I said it's a flat rate. And you know,  
3 it's just like it's hurting. It's hurting our whole  
4 neighborhood because, you know, like selling our homes  
5 and stuff like that. In fact, there is one gentleman  
6 that does have a house on the road that he rents and he  
7 has to lower the price, you know, so much where he could  
8 get more but he has to lower it because the tenant has  
9 to pay that \$66 a month and he's probably there maybe  
10 one week a month, you know. So I mean he's getting hit  
11 hard too.

12 The thing is it's not just -- it's people  
13 that's using all the water they should be the ones  
14 paying for it, not for us like there's only one or two  
15 people in the household because it's just not fair for  
16 that. That's all. Like I said, I testified before and  
17 I sent letters to the PSC. I also sent it to American  
18 Water and I never ever, ever, ever got a reply. It was  
19 a very long detailed e-mail.

20 COMMISSIONER COLEMAN: Thank you for your  
21 testimony, Ms. Gillmore. Couple questions. One, is  
22 your subdivision here in Jefferson City?

23 MS. GILLMORE: It's not in the city limits but  
24 it's in Cole County.

25 COMMISSIONER COLEMAN: Cole County.

1 MS. GILLMORE: We're about -- I think I'm  
2 about a mile out of the city limits.

3 COMMISSIONER COLEMAN: Okay. And secondly, a  
4 part of this rate case involves changing of the billing  
5 from quarterly to monthly. Do you have an opinion on  
6 that?

7 MS. GILLMORE: I myself I mean -- Well, to me  
8 it doesn't make any difference how I pay it at all, you  
9 know, because you have your regular payments that go out  
10 every month through your bank as long as we know what  
11 it's going to be. I mean I have no yay or nay. It's  
12 fine with me. It's just that it just needs to be looked  
13 at. And I noticed on Wardsville, which Wardsville is  
14 only about as the crow flies about two miles from me,  
15 they have like 3, 5, 7,000. So where are they getting  
16 those numbers from because the last time I testified  
17 here is -- because I asked that question and I was told  
18 there was no way that our district water could provide  
19 information on our water usage, and I don't understand  
20 that whatsoever because they come by, they read my meter  
21 every month and they tell me I was told that hey,  
22 there's no way we can get that from you. Yes, there is.  
23 There has to be. We've got technology. My bank pays my  
24 water company through technology. There has to be a way  
25 to get that usage in there to be fair to everybody

1 that's on American Water sewer. And that's all I have  
2 to say.

3 COMMISSIONER COLEMAN: Thank you so much.

4 CHAIRMAN HALL: Did you say that you sent an  
5 e-mail to the Commission about some of your concerns?

6 MS. GILLMORE: Yeah. It's been quite awhile  
7 ago. I don't have it. I'd have to -- because I've  
8 already got new computers. I just finally, you know, I  
9 just gave up. And I also sent one to the American  
10 Water, and they told me -- they did answer me back, and  
11 they said they was going to send it to the higher-ups  
12 and, you know, see if anything could be done and that's  
13 the one I never did hear back from either.

14 CHAIRMAN HALL: Our consumer unit headed by  
15 the woman in black back there, Erica Ziegler, will be  
16 responsible for responding to consumer issues. I'd  
17 appreciate it if you could get with her after this local  
18 public hearing.

19 MS. GILLMORE: It's mainly about, you know,  
20 the same thing this time as it was.

21 CHAIRMAN HALL: Right. It's a problem if  
22 customers contact the agency and don't hear back. So  
23 I'd appreciate it if you could interact with Ms.  
24 Ziegler.

25 MS. GILLMORE: Yes, I would like to hear back

1 even if it's from the PSC or if it's from American  
2 Water. I think we're owed that an explanation as to why  
3 even though we testified the rate still went up. That's  
4 what I have to say. I will talk to her about that.

5 COMMISSIONER COLEMAN: Thank you.

6 JUDGE CLARK: Ms. Gillmore, thank you for your  
7 testimony.

8 MS. GILLMORE: Thank you.

9 JUDGE CLARK: Vicky Schildmeyer. Ms.  
10 Schildmeyer, would you raise your right hand in order to  
11 be sworn?

12 (Witness sworn.)

13 JUDGE CLARK: Would you please state and spell  
14 your name for the court reporter?

15 MS. SCHILDMEYER: Vicki, V-i-c-k-i,  
16 Schildmeyer, S-c-h-i-l-d-m-e-y-e-r.

17 JUDGE CLARK: What would you like to tell the  
18 Commission?

19 MS. SCHILDMEYER: I like others am here to  
20 talk and speak for some who cannot be here and are not.  
21 I live in Jefferson City and I volunteer on Fridays at  
22 Common Ground Community Center which is a consortium  
23 that serves -- provides social services for people  
24 throughout the Jefferson City Public School District and  
25 it's funded by contributions from five or six churches



1 in town.

2           On Fridays, the social worker sees six to  
3 eight people to help them with different financial and  
4 -- primarily financial needs. About a third of those  
5 have to do with utility bills that they need help  
6 paying. And there are -- I volunteer as a receptionist.  
7 I turn away an equal number of people on most Fridays  
8 who we cannot even have an appointment with to help them  
9 with their needs. I do not know the precise percentage  
10 from where I work in the group that are utility  
11 payments, but I would estimate a third at least have to  
12 do with paying their utility bills.

13           And the problem is that people get behind and  
14 then they can't live in a house so they end up homeless.  
15 So their problems are exacerbated tremendously when  
16 things like increases in the sewer and water along with  
17 other utilities. This isn't the only utility. So I'm  
18 not singling out Missouri-American Water. But when  
19 their utility payments go up, the tax on that utility  
20 payment that goes to the City of Jefferson also goes up.  
21 So the payment increases in many ways and we end up with  
22 an increase in homelessness in this community. That's  
23 why I'm here. A lot of us give our money and our time  
24 to try to take care of the community, and it's not  
25 helping when companies like Missouri-American Water come

1 and want an increase in their return on investment.  
2 It hurts the community. It hurts the community  
3 profoundly because in another capacity I fix a dinner  
4 every Sunday night for people who are homeless and want  
5 to come to a simple church service. The numbers go up  
6 month after month.

7           People are forced out of their home or they  
8 get into an apartment and then they're not able to stay  
9 because they can't pay their bills. That's why I'm here  
10 is just to ask that you take into account that there are  
11 people in communities all around. I happen to know  
12 about this one, Jefferson City, that are being hurt by  
13 increased in rates from utilities. I appreciate the  
14 time to speak to you. Thank you.

15           COMMISSIONER COLEMAN: Thank you.

16           CHAIRMAN HALL: Thank you for your testimony,  
17 and thank you for your work with the consortium.

18           MS. SCHILDMEYER: There's a lot of us doing it  
19 together. Thank you.

20           JUDGE CLARK: That is everybody who signed up  
21 to testify this evening. Is there anybody that  
22 additionally would like to testify tonight? Seeing no  
23 hands, I would like to thank all of you for  
24 participating tonight, especially those of you that  
25 testified.

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If you have additional comments that you would like to make or someone was not able to be present at tonight's hearing, you can make comments by contacting the Office of the Public Counsel or by going to the PSC's web page. There's a place that you can click and it will take you to a place where you can make a comment.

This hearing is now adjourned. We'll go off the record. Have a good evening. Thank you very much.

(Off the record.)

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CERTIFICATE OF REPORTER

I, Beverly Jean Bentch, RPR, CCR No. 640, Certified Court Reporter with the firm of Tiger Court Reporting, LLC, within the State of Missouri, 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.

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