

1 STATE OF MISSOURI  
2 PUBLIC SERVICE COMMISSION  
3  
4 TRANSCRIPT OF PROCEEDINGS  
5  
6 Local Public Hearing  
7 February 1, 2018  
8  
9 Missouri Southern State University  
10 Mills-Anderson Justice Center  
11 3950 East Newman Road  
12 Joplin, Missouri 64801  
13 Volume 14  
14  
15 In the Matter of Missouri-American ) File No.  
16 Water Company's Request for ) WR-2017-0285,  
17 Authority to Implement General ) et al.  
18 Rate Increase for Water and Sewer )  
19 Service Provided in Missouri )  
20 Service Areas. )  
21  
22  
23 KIM S. BURTON, Presiding,  
24 REGULATORY LAW JUDGE  
25  
26 WILLIAM KENNEY,  
27 COMMISSIONER.  
28  
29 (Starting time of the proceedings: 6:01 p.m.)  
30  
31 REPORTED BY: KAREN VEST, Registered Professional  
32 Reporter, Certified Realtime Reporter, and Certified  
33 Court Reporter within and for the State of Missouri

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A P P E A R A N C E S

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1 \* \* \* \* \*

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

3 IT IS HEREBY STIPULATED AND AGREED that  
4 these proceedings may be taken in shorthand by Karen  
5 Vest, RPR, CRR, a Registered Professional Reporter,  
6 Certified Court Reporter, and Certified Realtime  
7 Reporter in the state of Missouri, and afterwards  
8 transcribed into typewriting.

9 (Whereupon, proceedings began at  
10 6:01 p.m. on Thursday,  
11 February 1, 2018, with appearances  
12 as noted.)

13 JUDGE BURTON: Let's go ahead and go on  
14 the record in File Number WR-2017-0285, et al., in  
15 the matter of Missouri-American Water Company's  
16 request for authority to implement a general rate  
17 increase for water and sewer service provided in  
18 Missouri service areas.

19 Today is Thursday, February 1st, 2018,  
20 and we are at Joplin, Missouri, in the  
21 Mills-Anderson Justice Center.

22 The Commission has set this time and  
23 place, which is approximately 6 o'clock p.m., for a  
24 local public hearing in this matter.

25 My name is Kim Burton, and I'm a

1 regulatory law judge with the Missouri Public  
2 Service Commission. And on my left I have  
3 Commissioner Kenney.

4 At this time we will take entries of  
5 appearance from the attorneys. We'll begin with  
6 Missouri-American Water Company.

7 MR. LUFT: Thank you, Judge Burton.  
8 Tim Luft, Missouri-American Water, and the court  
9 reporter has my information.

10 JUDGE BURTON: And on behalf of the  
11 staff?

12 MS. KLAUS: Alexandra Klaus for staff  
13 of the Missouri Public Service Commission, and the  
14 transcriber has my information.

15 JUDGE BURTON: On behalf of the Office  
16 of the Public Counsel?

17 MR. WILLIAMS: Thank you, judge. On  
18 behalf of the Office of the Public Counsel, Hampton  
19 Williams. And the reporter has my contact  
20 information.

21 JUDGE BURTON: Now at this time I will  
22 look over the list of individuals who have  
23 identified an interest in coming forward and  
24 testifying on the record for the Commission's  
25 consideration.

1                   We do have a court reporter here to  
2 transcribe what is being said, so I will call your  
3 name and have you come forward and swear you in,  
4 state your name for the record so that the court  
5 reporter can get your name written down correctly,  
6 and we will hear what you have to say.

7                   We do have a timer here. We'll try to  
8 keep it at five minutes, but we'll see how much of a  
9 need we have for that.

10                  We'll go ahead and begin with Gary  
11 Kenny.

12                                 (A witness is called to the stand  
13 and is placed under oath by Judge  
14 Burton.)

15                  JUDGE BURTON: Will you please state  
16 and spell your name for the record.

17                  THE WITNESS: My name is Gary, G-A-R-Y,  
18 Kenny, K-E-N-N-Y.

19                  COMMISSIONER KENNEY: You left off the  
20 E.

21                  THE WITNESS: I left off the E. This  
22 gentleman misspells his name.

23                  COMMISSIONER KENNEY: It's my cousin.

24                                 \*   \*   \*   \*   \*

25   GARY KENNY,

1 of lawful age, having been called as a witness and  
2 being first duly sworn, was examined and testified  
3 as follows:

4 THE WITNESS: I would just like to make  
5 the comment that -- obviously there's I believe only  
6 two of us here to speak tonight.

7 And I don't know what it costs the  
8 government to have all you people come down here for  
9 the public hearing, but it seems like it would be  
10 worth your while to -- I know it's probably against  
11 your policy to pay for paid advertising in the  
12 Joplin Globe and other media in the area.

13 But obviously with only two people here  
14 and I don't know how many people are affected by  
15 these rate hearings, but obviously the word needs to  
16 get out more.

17 I just heard about this meeting  
18 yesterday. I got a -- received an email from the  
19 city about this yesterday. And I just think you  
20 need to do a lot more to publicize these meetings.  
21 That's all I have to say. Thank you.

22 JUDGE BURTON: Thank you, Mr. Kenny.

23 COMMISSIONER KENNEY: Thank you.

24 (End of witness testimony.)

25 JUDGE BURTON: The commission will next

1 here from Robert Marzullo.

2 THE WITNESS: My name is Robert --

3 JUDGE BURTON: Please raise your right  
4 hand.

5 THE WITNESS: I'm sorry.

6 (A witness is called to the stand  
7 and is placed under oath by Judge  
8 Burton.)

9 JUDGE BURTON: Please state and spell  
10 your name.

11 THE WITNESS: Robert Marzullo,  
12 R-O-B-E-R-T, last name is M-A-R-Z-U-L-L-O.

13 \* \* \* \* \*

14 ROBERT MARZULLO,

15 of lawful age, having been called as a witness and  
16 being first duly sworn, was examined and testified  
17 as follows:

18 THE WITNESS: And most of the questions  
19 I had were answered by Bruce over there.

20 But my overall comment is regarding the  
21 seniors. A lot of seniors -- of course, we got a 2  
22 percent increase in social security this year, which  
23 does not go a long ways to cover our overhead.

24 But the point I'm trying to make is I  
25 encourage the company to try to expand a program

1 which would give a reduction to people that are  
2 affected at the low income, whatever, because  
3 there's a lot of people out there that, you know,  
4 are just trying to make ends meet. So if -- if  
5 this -- again, I would encourage the company to  
6 consider that.

7 The other thing that kind of goes along  
8 with what Gary was saying is it would be nice to  
9 know what exactly the criteria the PSC uses to  
10 determine rate increases.

11 You know, the -- this area, part of the  
12 state, of course, is the more rural and the rates --  
13 you know, you have different economic classes. Some  
14 people down in this area may not make as much as the  
15 people in St. Louis or Kansas City.

16 So I'm wondering what factors you guys  
17 take into account in the different areas in the  
18 state, you see what I'm getting at, and its economy  
19 and so forth.

20 So that's basically all I have to say  
21 on that.

22 COMMISSIONER KENNEY: Thank you, sir.

23 JUDGE BURTON: Thank you, sir.

24 THE WITNESS: Thank you.

25 (End of witness testimony.)



1 JUDGE BURTON: Is there anyone else  
2 here who would like to testify?

3 I just want to state that the actual  
4 evidentiary hearing is scheduled to last about two  
5 weeks and perhaps, Mr. Marzullo, this will answer  
6 some of your questions.

7 The parties, a lot of the parties, more  
8 than those who are just here, have prefiled a lot of  
9 testimony in this case. So if you're interested and  
10 want to review some of that testimony, that's  
11 available through the Commission's website through  
12 this file number.

13 And individuals from the staff, the  
14 company, and the public counsel can help you get  
15 information on how to do that after this hearing.  
16 We'll go off the record and I'll answer any more  
17 questions you might have.

18 We have the evidentiary hearing  
19 starting on February 26th in Jefferson City. You're  
20 welcome to attend. It's open to the public. It's  
21 not as exciting as maybe an Avengers movie, but you  
22 know, we do have football players at times.

23 But you can, if you would like, watch  
24 it through the Internet. The Commission has a live  
25 stream for the hearings, so if you go to the

1 Commission's website, www.psc.mo.gov, at that time,  
2 it should be starting.

3 And if you are considering driving up  
4 to Jefferson City, I would say please, please check  
5 with the Commission or any of the staff and counsel  
6 to make sure that the issues haven't settled and  
7 we've changed the start date before you take that  
8 long drive, journey up to beautiful Jefferson City,  
9 Missouri.

10 But thank you, everyone. And seeing no  
11 other individuals who would like to testify, we will  
12 go ahead and go off the record. Thank you.

13 (Whereupon, the proceedings were  
14 concluded at 6:08 p.m. on  
15 Thursday, February 1, 2018.)

16 (No exhibits were marked during  
17 the course of these proceedings.)

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CERTIFICATE OF REPORTER

I, Karen Vest, Registered Professional Reporter, Certified Realtime Reporter, and Certified Court Reporter within and for the State of Missouri, do hereby certify that I was personally present at the taking of the proceedings as set forth in the caption sheet hereof; that I then and there took down in stenotype the proceedings had at said time; and that the foregoing is a full, true, and accurate transcription of such stenotype notes so made at such time and place, all to the best of my skill and ability.



Karen Vest, RPR, CRR,  
Missouri CCR No. 846

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