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STATE OF MISSOURI

PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
January 29, 2018

Florissant Valley Community College
Center for Workforce Innovation (CWI) Bldg.
Rooms 134/135/136
3344 Pershall Road
Ferguson, MO 63135

Volume 9

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

KIM BURTON, Presiding
REGULATION LAW JUDGE
MAIDA COLEMAN, COMMISSIONER

REPORTED BY:
Patsy A. Hertweck, C. R.
Alaris Litigation Services

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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 JUDGE BURTON: Good evening. We
4 will go on the record in File Number WR-2017-0285,
5 Missouri-American Water Company's request for the -- to
6 implement a general rate increase for water and sewer
7 service in the Missouri service areas.

8 Good evening. Today is Monday, January
9 29, 2018. The time is approximately 5:40 p.m. We are
10 located here in the Florissant Valley Community College
11 Center for Workforce Innovations, Florissant, Missouri.

12 The Commission has asked for a local
13 public hearing in this matter. I'm going to go ahead
14 and get introductions for all utility participants, and
15 explain a little bit more about it after that.

16 First we will begin with
17 Missouri-American.

18 MR. LUFT: Tim Luft,
19 Missouri-American Corporation, and the reporter has my
20 information.

21 JUDGE BURTON: On behalf of the
22 staff.

23 MS. PAYNE: Whitney Payne for
24 the staff of the State of Missouri Public Service
25 Commission, and the reporter has previously been

1 provided my information.

2 JUDGE BURTON: On behalf of the
3 Public Service Commission.

4 MS. SHEMWELL: Good evening.
5 Lera Shemwell for the Office of the Public Service
6 Commission, and the court reporter has my information.
7 And if any of you want a card, I have them available.

8 JUDGE BURTON: Thank you.

9 I'm Kim Burton on behalf of the
10 Commission. I'm a Regulation Law Judge within the
11 Missouri Public Service Commission office.

12 And, Commissioner Coleman.

13 COMMISSIONER COLEMAN: Hi. Good
14 evening, everyone. Thank you so much for being here
15 this evening.

16 So this public hearing is to get your
17 thoughts, your concerns, any information you would like
18 me to know as a Commissioner relative to this rate
19 request, and any other information such as lead issues
20 or anything you'd like me to know about.

21 I am one of five Commissioners who will be
22 reviewing information that has been provided to us via
23 testimony and through a hearing coming up soon.

24 And therefore, the information that you
25 provide will be given serious consideration as

1 decisions are made regarding this case.

2 Feel free to provide us with any
3 information you like. I am specifically interested in
4 what area of St. Louis County you reside as one of my
5 goals, and also to make sure that we are receiving a
6 fair and diverse number of customers of the company.

7 So thank you again for being here tonight.

8 JUDGE BURTON: Okay.

9 Now, there is a court reporter over here
10 to my left, and she will be transcribing everything
11 that's going to be taken down as testimony today, and
12 the transcript will be provided for the record and
13 reviewed by other Commissioners.

14 Now, what's going to happen, I have a list
15 provided of those who would particularly like to
16 testify. I will go through this list and call you up.
17 I will ask that you come forward to the podium. I will
18 swear you in, have you state your name and spell it for
19 the record, then offer your testimony.

20 I would ask that you remain up at the
21 podium after you've concluded your testimony in case
22 either I or Commissioner Coleman have questions or any
23 of the attorneys have any questions for you.

24 We have a timer over here to give everyone
25 a time limit of five minutes, and I will start the

1 timer after you come up here.

2 If you did not sign up but would like to
3 speak, after I go through this list, I will open up the
4 floor to make sure anyone else can testify.

5 If there's any questions either I or
6 anyone would want to know about what area you live in,
7 I would remind you this is a public record. So just
8 indicate the area that you live in, Ferguson, Creve
9 Coeur, whatever the name is.

10 If there is a particular issue involving
11 your house that you would like to be able to discuss
12 specific complaints, please do not give your address,
13 but after we go off the record, the attorneys will have
14 the opportunity to talk to you about it and
15 representatives from the company, the Public Commission
16 and staff may ask you some questions.

17 Okay. So thank you, everyone, for showing
18 up, and I do apologize for my pronunciation of some of
19 your names, but bear with me.

20 Begin with Gloria Bruzaitis.

21 (Thereupon, the witness was
22 sworn.)

23 Will you please state and spell your name
24 for the record.

25 GLORIA BRUZAITIS: Gloria

1 Bruzaitis, B-R-U-Z-A-I-T-I-S. I live in the Village of
2 Riverview, have all my life.

3 And this rate increase I think is
4 outrageous. I'm on a fixed income, you know, because
5 of things I'm receiving, and the amount that shows that
6 they're wanting to raise it, 45 percent. I can't
7 afford this. I live in the older neighborhood, a very
8 old neighborhood, so I don't know if there is any other
9 way around this. If you want to, I'd ask you to
10 refuse. Maybe 10, 15, but the 45 is outrageous.

11 For a month-by-month bill, I'm not for
12 that. Water bill usually comes, then within a few days
13 the trash bill, and I like every three months. I
14 really do.

15 That's all I have to say. Thank you.

16 JUDGE BURTON: Thank you.

17 COMMISSIONER COLEMAN: Thank
18 you. We appreciate it.

19 JUDGE BURTON: Pat Lewis.

20 (Thereupon, the witness was
21 sworn.)

22 Will you please state and spell your name
23 for the record.

24 PAT LEWIS: Pat Lewis.

25 JUDGE BURTON: Please move the

1 microphone over a little.

2 PAT LEWIS: My name is Pat
3 Lewis. I live in the Village of Riverview. I would
4 like to --

5 JUDGE BURTON: Please spell your
6 name for the record.

7 PAT LEWIS: I would like to ask
8 -- get a guarantee that you -- that this will not
9 happen again for at least five more years where you're
10 asking for an outrageous percentage.

11 JUDGE BURTON: Give us the
12 correct spelling of your -- your name.

13 PAT LEWIS: L-E-W-I-S.

14 JUDGE BURTON: L-E-W-I-S.

15 PAT LEWIS: I thought everybody
16 knew how to spell Lewis.

17 JUDGE BURTON: Well, you know,
18 people spell it different ways.

19 PAT LEWIS: Do you want to tell
20 me anything?

21 JUDGE BURTON: We aren't allowed
22 to take questions. We're here to get evidence. The
23 public hearing will not occur until later in the month
24 -- or in February.

25 So we're here to hear testimony and

1 consider it for part of the record. If you have any
2 questions about services or the rate case procedure,
3 then after we go off the record today representatives
4 from the staff and company and Public Commission
5 representatives will be happy to answer them.

6 PAT LEWIS: I thought maybe you
7 could be a little bit better specific making it so they
8 can't go asking for 45 percent for at least five years.

9 JUDGE BURTON: Thank you.

10 COMMISSIONER COLEMAN: Thank
11 you, Ms. Lewis.

12 JUDGE BURTON: We'll hear from
13 Robert Selke.

14 ROBERT SELKE: Robert Selke.

15 (Thereupon, the witness was
16 sworn.)

17 JUDGE BURTON: Please state your
18 name and spell it for the record.

19 ROBERT SELKE: My name is Robert
20 Selke. Last name spelled S-E-L-K-E.

21 I live in unincorporated North St. Louis
22 County. I believe it is unfair to raise our rate at an
23 increase of 45.4 percent for 9,000 gallons of water
24 usage per quarter.

25 Number 2: I also am not happy with limits

1 of the public water company underground lift system. I
2 feel that we as customers should not bear the burden of
3 hundreds of water main breaks in the system recently.

4 2.5: I do not need nor want a monthly
5 billing. I pay as I go actually on my, all of my
6 bills. I do not like budget billing.

7 3: I believe this costs should be
8 implemented slowly over the years such as maybe a 1 to
9 2 percent increase each for the last 20 year.

10 Number 4: Also the American Water
11 underground system should have preventive maintenance
12 to help prevent most of the emergency repairs that had
13 to be performed recently as of the last one to two
14 years.

15 I believe an ounce of prevention is worth
16 a pound of cure.

17 Thank you for listening to my concerns.

18 Sincerely, Robert Selke.

19 JUDGE BURTON: Thank you, Mr.
20 Selke.

21 COMMISSIONER COLEMAN: Thank
22 you, sir.

23 JUDGE BURTON: Charles Meador.

24 CHARLES MEADOR: I'm here.

25 (Thereupon, the witness was

1 sworn.)

2 JUDGE BURTON: Please state your
3 name and spell it for the record.

4 CHARLES MEADOR: Charles Meador.
5 M-E-A-D-O-R.

6 I may ramble a little bit. Pardon me. I
7 personally believe that the salaries for executives,
8 not just for the public water company but for all the
9 utility and other companies are excessive. I realize
10 that they claim there would be nobody working for them
11 if they didn't make certain salaries because it's --
12 industry-wide that's average. Perhaps for city-wide.
13 I don't agree with that, but that's what the statement
14 -- the statement is.

15 Also the stock options, bonuses they share
16 stock they get every year, those are things that should
17 be reduced in size at least. But again, they're set by
18 industry standards, supposedly.

19 Salaries for the board members are too
20 high. I think, mostly, if not every board member I
21 read about, heard about in a company promised, they're
22 all multi-millionaires. Planned on getting 4, 35, 6,
23 and maybe more points. CEOs and presidents and
24 whatever other officers they have were
25 multi-billionaires before they got to be a board

1 member.

2 And they feel, because they have that
3 money, entitles them to make decisions that affect
4 everybody who makes less money. I don't agree with
5 that either.

6 I believe that the monies that are -- -
7 are put into these companies' people's salaries and
8 bonuses should be used to be put aside for future
9 expenditures of the company specifically.

10 With regard to that, I believe that should
11 be done for them. They should. I realize the company
12 needs money, but it seems like they should save more
13 from the top. They should have anticipated future
14 costs and saved more than the maintenance of the
15 treatment plant, et cetera.

16 We've had several years personally few
17 main breaks. Then all of a sudden this year we've had
18 a slew of them. I feel they should have anticipated
19 that and saved money for that.

20 I realize they should get some increase.
21 I expect maybe 20 percent, 25 percent, somewhere in
22 that area, because I -- because this on a past
23 commission I've had with the different utility
24 companies and what they have asked for.

25 I'll come back to that maybe.

1 People on fixed incomes are hurt not just
2 by the water company. It's the sewer company. It's
3 the gas company. It's a electric company. It's the
4 phone company. All of those are going to ask for a 40
5 percent increase every year, every other year, and get
6 part of that without competition.

7 It's been stated that the executives will
8 not work for a lower wage. I'm expected to accept to
9 take that because, as they said, that's just the
10 standards of the industry, city, or whatever the
11 industry is.

12 Whether it be the water company or water
13 district or whatever company it is, its executives and
14 their executive salaries are set by the standards of
15 the company by communities. I believe other people
16 would step into those positions and fill them just as
17 well, if not better, for a lower wage.

18 I -- also there is another point,
19 stockholders. Stockholders should not expect an
20 increase in stock every year, every month. They should
21 not go to -- first of all a utility company is not
22 going to go broke unless the executives are stealing
23 money from the corporation, but I know one company did
24 go broke because the employees did steal the money out
25 of the treasury. It was a drug company a number of

1 years ago.

2 Anyway, but they should not be guaranteed
3 an income. Well, for instance Union Electric was
4 guaranteed an increase. They said they needed for
5 stockholders to get a return. So they went on like
6 they asked for the PSC to give a hundred percent
7 increase, and the PSC gave 50 percent. Next year, the
8 next year they asked for 40 percent for the next year,
9 over two years later. Then they were given about 40
10 percent. So they got more than one percent in two
11 things asking for another. Then the following two
12 years they asked for more and following asked for 40
13 percent. So they got a hundred plus two hundred
14 percent of the initial cost, and they based that on
15 what they stated in the paper, they had to guarantee
16 stockholders a return on their money.

17 And this -- anyway I don't feel it's
18 justified, not for the electric nor the water company
19 or anybody else. You're not going to go broke. You're
20 going to have income, but shouldn't be guaranteed --
21 even stockholders guaranteed a return.

22 Thank you for listening.

23 LERA SHEMWELL: Did you state
24 your feelings about the quarterly versus monthly
25 billing?

1 CHARLES MEADOR: I did not . I'm
2 for the continued use of quarter billing. If they go
3 to monthly, it's going to increase their costs, and I
4 know they pass it on to the consumer. So they lose
5 nothing on it. They'll pass whatever costs there are
6 to the consumer, and they stated that in the questions
7 and answers session.

8 COMMISSIONER COLEMAN: Could you
9 mention to me what part of St. Louis County you reside
10 in.

11 CHARLES MEADOR: Sorry. I
12 live -- reside here in Florissant.

13 COMMISSIONER COLEMAN: Thank you
14 for coming.

15 CHARLES MEADOR: I live
16 behind...

17 COMMISSIONER COLEMAN: Judge was
18 lost over there. She was linked to GPS.

19 JUDGE BURTON: I'm from the
20 Kansas City area.

21 COMMISSIONER COLEMAN: Thank
22 you, sir, for your comments.

23 JUDGE BURTON: Next the
24 Commission will hear from Robert Birdwell.

25 (Thereupon, the witness was

1 sworn.)

2 Please state and spell your name for the
3 record.

4 ROBERT BIRDWELL: My name is
5 Robert Birdwell. B-I-R-D-W-E-L-L. And I live in
6 unincorporated St. Louis County in the old Jamestown
7 area. And I also have another house within the county.

8 I'd like to start off by saying this rate
9 increase that is proposed is outrageous and highly
10 outrageous.

11 The volume metric increase, you know, I've
12 heard people talk about 45 percent, just on volume
13 alone, and 52 percent for the rate increase. It's
14 noted that the taxes charged, that it's being reduced
15 from 15 to 10. I'm not sure if that's going to
16 mitigate the overall increase or other reasons for
17 that.

18 So there is a plus for you. Regardless
19 there's an overall increase. It's anticipated that the
20 taxes that we'll be paying will go up in just
21 regardless of rates. It will be good to see the
22 meetings with the municipalities that have been held
23 with Missouri-America Water, to see their comments on
24 this revenue windfall they're going to receive in
25 taxes, and maybe the state as well.

1 Also the manner in which rate increases
2 and data is prepared. In looking back at this
3 increase, they went into effect in 2016 as well as the
4 anticipated now is confusing and hard to follow case
5 after case.

6 So it's really hard to say where are we,
7 where were we're going, what's the real number being
8 increased and levied such indication in the proposal.
9 Now that's I believe from a graph provided or table.

10 So I would think that the Missouri-America
11 Water and Public Service Commission could all do a
12 better job in comparing dates to rates so there is no
13 confusion.

14 Lastly, it's told that all third-party
15 costs paired with MSD and other parties, other
16 nonregulated parties as well, affecting the rate pairs
17 that could affecting the rates pairs have been reviewed
18 and have been taken into consideration in their very
19 significant rate increase, not included in any way is
20 not affecting the rate pair in any way.

21 And that's what I have.

22 JUDGE BURTON: Thank you, sir.

23 COMMISSIONER COLEMAN: Thank
24 you, sir.

25 JUDGE BURTON: Ron Barnes.

1 (Thereupon, the witness was
2 sworn.)

3 Please state and spell your name for the
4 record.

5 RON BARNES: Ron Barnes.
6 B-A-R-N-E-S.

7 JUDGE BURTON: Thank you.

8 RON BARNES: I live in
9 unincorporated St. Louis County near Blackjack.

10 JUDGE BURTON: Thank you again.

11 RON BARNES: I'm a
12 communications worker. I believe that workers are
13 misrepresented in everything about money.

14 If the company doesn't get 48 percent,
15 they're not going to die. They're not going to starve,
16 nobody's talking about the medium income family of --
17 or for poor people. Nobody's talking about them.

18 So I'm thinking have they done a survey on
19 the cost of family income for poverty, the people that
20 are the working poor? That's what I'm talking about,
21 anybody concerned about the working poor.

22 My opinion is we talk about the cost of
23 doing business, and nobody says you shouldn't make
24 money. Nothing happens if you don't. I agree you
25 ought to be paid, but it's got to be some kind of

1 source where we can trust the information, not just
2 people just talking. We need something to say these
3 are facts. They're not what they call them somebody's
4 made up fact.

5 We would like to be able to rely on what
6 they're saying.

7 You don't want to hear none. That there
8 should be some part like the list and tell us exactly
9 what the deal is, if they did everything correct. I
10 don't have any problem with an increase, but when you
11 come up with 48 percent, somebody needs to get fired.

12 I'm through.

13 JUDGE BURTON: Thank you.

14 COMMISSIONER COLEMAN: Thank
15 you, sir.

16 LERA SHEMWELL: Mr. Barnes,
17 quarter pay?

18 RON BARNES: Yes, thank you.

19 JUDGE BURTON: Gary Beard.

20 (Thereupon, the witness was
21 sworn.)

22 Please state your name and spell it for
23 the record.

24 GARY BEARD: Huh?

25 JUDGE BURTON: State and spell

1 your name for the record.

2 GARY BEARD: My name is Gary
3 Beard. G-A-R-Y, B-E-A-R-D. There's a lot of ways to
4 spell Gary and a lot of ways to spell Beard.

5 COMMISSIONER COLEMAN: I agree.

6 GARY BEARD: I live in
7 unincorporated St. Louis County, but it isn't anymore,
8 Breckenridge Hills. We're a village, so we're really
9 not registered. If you want to call it -- or however
10 they call St. Louis. I've got it Overland because of
11 -- of the zip code.

12 I've lived in St. Louis most of my life.
13 I'm 60. I'm proud of it. I worked here. Spent a
14 little time out in Kansas. It's ridiculous out there
15 trying to own a house out there, pay for it out there.
16 When working compared here to St. Louis.

17 I can remember my sewer bill being like
18 \$3, I can remember the water bill being 15, and now
19 they're trying to almost double it. I can't imagine
20 that. I really can't imagine that.

21 I don't get many raises. I'm amazed. I'm
22 a business person. I work at least 40 hours a week.
23 Right now I'm lucky to get some overtime. So that
24 helps. I've seen how things work. I get a little bit
25 back. They just changed all that according to the

1 federals. I don't think it's going to help me, but I
2 know it's going to help a lot of big companies.

3 I'm really, really excited about something
4 like this. It's gotten to the point where I thought
5 about putting a well in my back yard and put it in the
6 house. I bet you I get all sorts of stink about trying
7 to do that. I do feel for people that are on fixed
8 incomes. I can't imagine what that's like.

9 I'm pretty close because I don't get a lot
10 of raises. I love vacation time. I get to take a
11 break.

12 I get that we got an old infrastructure.
13 I get that we got old plumbing. I make repairs on my
14 own house. I do everything to fix my house. They are
15 trying to do the same thing with maintenance. Because
16 you're invested don't mean you're going to make money.

17 I don't have a whole lot that I'm invested
18 in, but I do take care of myself. I'm concerned about
19 the monthly billing. I do have some of them that are
20 in utilities, some of them -- or actually they work out
21 because it does help. There's a lot of fluctuation,
22 but my water bill doesn't change that much until this
23 happened, whatever happens. And I really question how
24 much that's going to make a difference for all of us.

25 I don't understand the tax reduction.

1 That's beyond what I can think of.

2 I think that's about all I got.

3 JUDGE BURTON: Thank you, Mr.
4 Beard.

5 LERA SHEMWELL: You prefer
6 quarterly billing?

7 GARY BEARD: I prefer quarterly.
8 I know when it's going to come. It hasn't changed. I
9 like that.

10 LERA SHEMWELL: Thank you.

11 JUDGE BURTON: Thank you, sir.

12 COMMISSIONER COLEMAN: Thank
13 you, Mr. Beard.

14 GARY BEARD: Thank you for your
15 time.

16 JUDGE BURTON: The Commission
17 will now hear from Kathy Jamison.

18 (Thereupon, the witness was
19 sworn.)

20 Will you please state and spell your name
21 for the record.

22 KATHY JAMISON: K-A-T-H-Y,
23 J-A-M-I-S-O-N.

24 It was stated that the last increase was
25 back in 2016. Isn't it a little too soon for them to

1 ask for another increase, and if we need to have an
2 increase, isn't the amount that they are asking us --
3 the increase to be, isn't that a little bit
4 astronomical? Sounds like it could be a little bit
5 more reasonable.

6 People in poverty and we who are on fixed
7 incomes, we need a break somewhere. And I'm thinking
8 that instead of 45 percent, maybe 25, 20, 15, something
9 better than 40, anything.

10 And I do prefer the quarterly billing. So
11 that's all I want to say.

12 COMMISSIONER COLEMAN: I missed
13 your area that you live in.

14 KATHY JAMISON: Hathaway Manor
15 North.

16 COMMISSIONER COLEMAN: Thank you
17 very much.

18 JUDGE BURTON: Thank you.

19 Are there any other individuals that would
20 like to offer testimony. Maybe we'll start with you.

21 (Thereupon, the witness was
22 sworn.)

23 Will you please state and spell your name
24 for the record.

25 PATRICIA BARNES: Patricia

1 Barnes. B-A-R-N-E-S. I live in unincorporated St.
2 Louis County, between Blackjack and Spanish Lake.

3 I am -- I like the quarterly statements.
4 I'm used to it. That's where my budget is set. So
5 that's good for us.

6 What I'm really concerned about is that
7 this rate increase after two years is coming up to be
8 45 percent, and I don't think the rate increase should
9 be allowed to be that high.

10 I think a rate increase should be limited
11 to less than 20 percent. We can deal with that, but 45
12 percent is, like someone said, astronomical for a rate
13 increase, and I think that ought to be looked at. I
14 understand that we have a lot of infrastructure that's
15 old, and I believe that the company should use their
16 lobbyist to look into state and federal and
17 infrastructure improvements.

18 I know we have a government that doesn't
19 seem to want to do anything, but we need to work on
20 that and not stick it to the customers.

21 That's mostly what I wanted to say. Any
22 questions?

23 COMMISSIONER COLEMAN: Thank
24 you, Ms. Barnes. Appreciate it.

25 JUDGE BURTON: Sir, I believe

1 you wanted to testify.

2 (Thereupon, the witness was
3 sworn.)

4 Will you please state and spell your name
5 for the record.

6 AL RATARMANN: Al Ratarman.
7 R-A-T-A-R-M-A-N-N.

8 And I live in unincorporated North St.
9 Louis County.

10 Thank you, Commissioner Coleman, for
11 coming back again. Appreciate you showing up to hear
12 from the residents of St. Louis County and customers of
13 Missouri-American Water.

14 There's some huge components needed in
15 this request that have not been touched on yet, but in
16 the hearing that I referred as a customer from the
17 company -- and this was presented in the last rate case
18 and the revenues stabilization mechanism, and if you
19 don't mind me quoting an article in the "Post
20 Dispatch".

21 The budget plan from Missouri-American
22 Water agreed to cut their rate hike request by 40
23 percent during that case.

24 I don't recollect what they were asking
25 back in 2016. I know that the settlement was -- like I

1 said, I don't recall. They received over \$30 million
2 in rate increases from that case, that the rates went
3 into effect in 2016. Not even to years ago. But I'm
4 very much opposed to this revenue stabilization
5 mechanism. Apparently, the PSC back then wasn't too
6 keen on the idea then either, during the conference.
7 The idea they are found faults in the meter reading
8 data, and they were more hesitant about this mechanism.
9 And so I don't know all of the particulars of the case,
10 but I know that there was not accurate information on
11 the meter reading, and it's said that in this article
12 that I'm reading from. So I'd like you to consider
13 that, Commissioner.

14 I had several questions earlier in the Q
15 and A that I didn't get to. So I'd like to -- for you
16 to address these questions to the company during your
17 continuing, ongoing hearings.

18 I oppose the request of what would be the
19 rate increase for commercial users. I don't feel like
20 I got a very clear answer on that. Maybe if they would
21 just give an average rate increase for commercial
22 users. We all know the proposed by their literature
23 -- what it is for the residential users, but I think
24 it's important to understand if we are playing on a
25 level field here, not comparing the residential

1 customers to the commercial users, because we all use
2 water.

3 If the Commission goes against this RSM, I
4 would appreciate if you would ask them -- and them to
5 the company -- what the savings would be by going to be
6 due to this methodology. There has to be some savings
7 involved, or they wouldn't want to be doing it.

8 Another issue that was addressed the last
9 rate increase they were successful in going to three
10 zones for water and wastewater rates. They're asking
11 now to go one rate for water and one for wastewater. I
12 would like you to ask them what the proposed or
13 projected savings due to consolidated -- I call it a
14 single pricing as opposed to what we currently have,
15 which is usage specific pricing, which has been in
16 effect as long as I've been a customer of the company
17 which is a long, long time.

18 And I'd like to see that savings effect.
19 I think my analogy which I gave at last hearing, I
20 don't think you want to hear about the hamburger and
21 steak analogy again.

22 COMMISSIONER COLEMAN: I
23 remember that.

24 AL RATARMANN: Basically why
25 should I have to when I'm getting a hamburger.

1 Okay.

2 They can say whatever they want, but we
3 shouldn't have to pay for infrastructure improvements
4 in Joplin, Commissioner Coleman. St. Louis won't want
5 to burden the other districts in the state. They
6 should have to bear their own improvements. They are
7 the ones that benefit, just like we the customers in
8 St. Louis County. We're the only district in St. Louis
9 County that has the ISRA. The other districts don't
10 have to. So we're paying for our infrastructure by the
11 ISRA, and also that ISRA, if you're a member ISRA,
12 that's increased into the rate when they do a rate
13 increase filing.

14 So I know for a fact that Missouri-American
15 Water is a very profitable company, and their corporate
16 parent, American Water, is also very profitable. It's
17 the largest investor-owned water utilities in the
18 United States. I -- I did a little looking on-line and
19 of course too, I think it was businesswire.com.
20 American Water made \$468 million in net income in the
21 year 2016. I don't know what they made last year. I
22 guess it's probably too early to tell. They made a nice
23 healthy profit. I'm sure you can find out what
24 Missouri-American's income was. You may already know.
25 I find it interesting that the company in

1 this literature, that flier, they didn't address the
2 issue of monthly billing. I found that kind of
3 concerning that they wouldn't put an important issue
4 like that in the flier. They mentioned these other
5 important issues. I'm totally opposed to monthly
6 billing.

7 Again, the question I asked earlier is
8 what the projected proposed savings to the company
9 would be if they do go to monthly billing? I'd
10 appreciate it if you'd find that out.

11 JUDGE BURTON: Thank you, Mr.
12 Ratarmann.

13 AL RATARMANN: I'm done.

14 JUDGE BURTON: Appreciate your
15 testimony.

16 COMMISSIONER COLEMAN: Good to
17 see you again.

18 AL RATARMANN: You're looking
19 good.

20 COMMISSIONER COLEMAN: You're
21 looking good too.

22 JUDGE BURTON: Is there anyone
23 else who would like to testify? Sir.

24 (Thereupon, the witness was
25 sworn.)

1 COMMISSIONER COLEMAN: Again, a
2 good looking man on his way up.

3 JUDGE BURTON: Please state and
4 spell your name for the record.

5 KEITH KALLSTROM: My name is
6 Keith Kallstrom. K-A-L-L-S-T-R-O-M.

7 JUDGE BURTON: Thank you.

8 KEITH KALLSTROM: And I
9 represent a third of the City of Ferguson where I live.
10 I'm the elected representative for Ward 3 where all the
11 action happens because of the population that we had to
12 deal with due just not about residents in our town. A
13 large percentage of them are unemployed, but the
14 unemployment rate is higher than other areas. The
15 poverty level is more than the poverty level elsewhere.
16 I understand that we're trying to encourage seniors to
17 stay in their homes and live in them. Okay.

18 But if we are going to be raising rates
19 this obnoxiously large amount, I don't see how that's
20 going to be possible.

21 The other thing is, you know, seniors have
22 -- they've lived in their homes a long time. In last
23 three years, I think we've had only -- got a 2 percent
24 rate in pension. I got about 2 percent. That seems to
25 follow Social Security. If the cost of living only

1 goes up 2 percent, why is the water company needing 45
2 percent. What's caused their costs to go up more than
3 normal?

4 I'm not in favor of the monthly billing.
5 I'm in favor of the three months at a time billing,
6 quarterly, because you know when it's coming, but it
7 gives you two months to breath, okay, before the next
8 one hits.

9 I think I've just about hit all my points.

10 JUDGE BURTON: Thank you,
11 Councilman.

12 COMMISSIONER COLEMAN: Thank
13 you, Councilman.

14 JUDGE BURTON: Sir, I believe
15 you wanted to testify.

16 AUSSIE ROBINSON: Yes.

17 JUDGE BURTON: Will you please
18 state and spell your name for the record.

19 AUSSIE ROBINSON: Aussie
20 Robinson. A-U-S-S-I-E, R-O-B-I-N-S-O-N.

21 I live in St. Louis County,
22 unincorporated, north of Lindbergh. The New Halls
23 Ferry area.

24 And I'm just going to join the choir in
25 the sentiment that the projected higher rate increase

1 of 45.4 percent is absurd.

2 I don't know where your affected income
3 percentage or active wages and salaries over the past
4 number of decades have been rather stagnated. I think
5 the main concern to be taken into the account, and you
6 know, there just have to be some patterns there for --
7 for the customers. And we have the fact that the
8 salaries and wages have not -- not for the 99 percent
9 and we understand all this, a lot of what's happening
10 with them and the tax reform and who's benefiting and
11 who's not benefiting. So I think all of those things
12 need to be accounted for.

13 Yes, I'm also saying I desire the
14 quarterly.

15 Any questions?

16 COMMISSIONER COLEMAN: No.

17 JUDGE BURTON: Thank you, Mr.
18 Robinson.

19 COMMISSIONER COLEMAN: Thank
20 you, sir.

21 JUDGE BURTON: Is there anyone
22 else? Sir.

23 (Thereupon, the witness was
24 sworn.)

25 Will you please state and spell your name

1 for the record.

2 LARRY WOLK: My name is Larry
3 Wolk. W-O-L-K. And I live in Ferguson.

4 I am in favor of keeping the quarterly
5 billing, and I would just ask that the Public Service
6 Commission keep in mind that there is the possibility
7 that infrastructure and maintenance aid may be coming
8 from the federal government this coming year.

9 And as a customer and earlier this evening
10 it was said it's highly doubtful that American Water
11 will put in for a reduction should that occur. There
12 may be better ways to fund their infrastructure repairs
13 than a 45 percent increase to the consumer.

14 Hopefully they'll take advantage of that.
15 Thank you.

16 COMMISSIONER COLEMAN: Thank
17 you, sir.

18 JUDGE BURTON: Thank you, sir.
19 Is there anyone else that would like to
20 testify?

21 (Thereupon, the witness was
22 sworn.)

23 Will you please state and spell your name
24 for the record.

25 MARGARET COLE: My name is

1 Margaret Cole. It's M-A-R-G-A-R-E-T. Last name is
2 C-O-L-E.

3 And I just wanted to say that I too think
4 that the 48 percent is really kind of high. I think
5 it's really, you know, a big drop in the bucket,
6 especially for seniors. I live in the community where
7 there are 600 homes. It's a large percent of seniors
8 who are -- who are retired. We have -- I mean, we have
9 seniors that are in their 90s that live in my
10 community, and I just kind of -- I just kind of -- I
11 feel that that's going to be a lot of increase for them
12 because some of them have been retired for maybe 30
13 years or so. And I just kind of feel for them.

14 And also I don't agree with the quarterly.
15 I agree with the monthly because if I miss one of those
16 quarterly payments, then it will be -- it's a big
17 chunk. For example, if it's a hundred dollars a
18 quarter, I miss one, then you have the \$200 versus if
19 it was monthly, then it would be easier to catch up.
20 So I just think I don't agree with the quarterly
21 payment, but I do believe -- I do think that the
22 percentage is outrageous, and I'm -- like the gentleman
23 said, we need to dig a well and have it in our -- have
24 a well in our yard.

25 That's it.

1 COMMISSIONER COLEMAN: What part
2 of St. Louis?

3 MARGARET COLE: I live in North
4 St. Louis County, unincorporated.

5 COMMISSIONER COLEMAN: Thank you
6 very much.

7 JUDGE BURTON: Thank you.

8 (Thereupon, the witness was
9 sworn.)

10 Will you please state and spell your name
11 for the record.

12 VIVIAN WILLIAMS: Vivian,
13 V-I-V-I-A-N. Williams, W-I-L-L-I-A-M-S.

14 JUDGE BURTON: Thank you.

15 VIVIAN WILLIAMS: I do not agree
16 with changing the billing from quarterly to monthly.
17 The reason is because most of the people who live in
18 this North County community corridor are senior
19 citizens. They are on fixed incomes, Social Security,
20 and once per month.

21 It's not like people who are working and
22 have a weekly paycheck or bi-weekly paycheck.

23 Also this area, since I have been there
24 effectively for the last five years, I've seen a number
25 of businesses that are moving out or are no longer

1 operating in St. Louis County. That's a very large
2 revenue base that has been lost, and those taxes and
3 everything are no longer available to the municipality,
4 and as a result of that also, they get passed off in
5 the water because those companies are no longer paying.

6 I heard a gentleman call -- talk about
7 that the customer is everything, and so I just don't
8 think that we can bear it.

9 I'm a senior citizen, and I think this is
10 going to push a lot of citizens out of their homes
11 because we can't continue to absorb costs and we have
12 no ways to increase our income to offset these costs
13 especially when you're talking about a 48 to 50 percent
14 cost, you know. They don't raise Social Security or
15 anything -- other things to help affect that. Then it
16 gets to be a domino effect with utility companies and
17 all the other costs that you have to pay.

18 Thank you.

19 COMMISSIONER COLEMAN: Tell me
20 where you live, the area.

21 VIVIAN WILLIAMS: Unincorporated
22 Hathaway North.

23 COMMISSIONER COLEMAN: Thank
24 you, ma'am.

25 JUDGE BURTON: Thank you, Ms.

1 Williams.

2 Is there anyone else who would like to
3 testify?

4 (NONE)

5 I want to thank everyone for coming out
6 here today. I just want to explain a little bit more
7 about the process.

8 We have a few more hearings, public
9 hearings we are going to be doing around -- afternoon
10 in Arnold tomorrow. Then at University of Missouri in
11 St. Louis tomorrow night. Then in Jefferson City, and
12 then Joplin and Branson the rest of this week.

13 And then scheduled for two weeks to begin
14 in Jefferson City at the Public Service Commission
15 office, and that will be February 26th and will last
16 through March 9th, including the week.

17 If any of you would like to observe that
18 hearing, you can do so either by attending in person or
19 going to the website or it will be live streaming so
20 you can watch it through the internet.

21 All the parties have submitted some
22 testimony in writing so far. That's available as well
23 on the Commission's website if you would like to just
24 review that testimony from the company, from staff,
25 from public counsel, and from other party witnesses as

1 well.

2 And that is if you go to the website for
3 the Commission, you can look at the file and
4 information system and by looking through for the file
5 number which is WR-2017-0285, you can have access to
6 review that if you want some light reading before you
7 go to bed at night.

8 But I want to thank you, everybody, for
9 coming out. The Commission wants to thank you all.

10 COMMISSIONER COLEMAN: I'd like
11 to mention something if I might.

12 On occasion cases settle on base
13 settlements before they go to hearing. So if someone
14 were planning to come down, they might -- where would
15 they find that information? I guess is my question.

16 JUDGE BURTON: We'll get some
17 information -- or just the outreach after this hearing
18 whenever we go off the record. There are individuals
19 outside in the hall, and they can tell you the
20 information to go to the website for contact
21 information for customers or to get access to verify if
22 the hearing is going to be occurring, if there's been a
23 change in the date due to settlement sometimes when
24 that happens.

25 But feel free to reach out to the

1 Commissioners or the Public Service Commission or to
2 the company. I'm sure they have a hotline as well if
3 you want to get any more information from the
4 evidentiary hearing.

5 COMMISSIONER COLEMAN: Thank you
6 very much for being here.

7 JUDGE BURTON: Thank you,
8 everybody. We're now off the record.

9 (Thereupon, the hearing was
10 conclude at 6:38 p.m.)

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	I N D E X	
	PROCEEDING	PAGE
1		
2		
3	Introduction	3
4	WITNESSES:	
5	Gloria Bruzaitis	6
6	Pat Lewis	8
7	Robert Selke	9
8	Charles Meador	10
9	Robert Birdwell	15
10	Ron Bares	17
11	Gary Beard	19
12	Kathy Jamison	22
13	Patricia Barnes	23
14	Al Ratarmann	25
15	Keith Kallstrom	30
16	Aussie Robinson	31
17	Larry Wolk	33
18	Margaret Cole	33
19	Vivian Williams	35
20	Conclusion	37
21	Certificate of Reporter	41
22		
23		
24		
25		

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
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CERTIFICATE OF REPORTER

I, PATSY A. HERTWECK, Professional Court Reporter and Notary Public within and for the State of Missouri, before whom the foregoing proceeding was taken, do hereby swear that: the aforementioned was held at the time and in the place previously described; the proceedings were taken down in stenographic notes by me and transcribed by me, or under my supervision, to the best of my ability; and that the aforementioned represents a true and accurate transcript of said proceedings.

IN WITNESS WHEREOF, I have hereunto set my hand.



Patsy A. Hertweck, Court Reporter
Notary Public, State of Missouri

My Commission Expires:
August 26, 2018

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

A	23:2 30:19	Authority 1:15	better 9:7 13:17	3:21 4:2,8,9
A-U-S-S-I-E	analogy 27:19	available 4:7	17:12 23:9	5:8 7:16,19,25
31:20	27:21	36:3 37:22	33:12	8:5,11,14,17,21
ability 41:9	answer 9:5	average 11:12	beyond 22:1	9:9,12,17 10:19
able 6:11 19:5	26:20	26:21	bi-weekly	10:23 11:2
absorb 36:11	answers 15:7		35:22	15:19,23 17:22
absurd 32:1	anticipated	B	big 21:2 34:5,16	17:25 18:7,10
accept 13:8	12:13,18 16:19	b 19:5	bill 7:11,12,13	19:13,19,25
access 38:5,21	17:4	B-A-R-N-E-S	20:17,18 21:22	22:3,11,16
account 32:5	anybody 14:19	18:6 24:1	billing 10:5,6	23:18 24:25
accounted	18:21	B-E-A-R-D 20:3	14:25 15:2	29:11,14,22
32:12	anymore 20:7	B-I-R-D-W-E-L-L	21:19 22:6	30:3,7 31:10
accurate 26:10	anyway 14:2,17	16:5	23:10 29:2,6	31:14,17 32:17
41:10	apologize 6:18	B-R-U-Z-A-I-T-...	29:9 31:4,5	32:21 33:18
action 30:11	Apparently	7:1	33:5 35:16	35:7,14 36:25
active 32:3	26:5	back 12:25 17:2	bills 10:6	38:16 39:7
address 6:12	appreciate 7:18	20:25 21:5	Birdwell 15:24	business 18:23
26:16 29:1	24:24 25:11	22:25 25:11	16:4,5 40:9	20:22
addressed 27:8	27:4 29:10,14	25:25 26:5	bit 3:15 9:7 11:6	businesses
advantage	approximately	Bares 40:10	20:24 23:3,4	35:25
33:14	3:9	Barnes 17:25	37:6	businesswire....
affect 12:3	area 5:4 6:6,8	18:5,5,8,11	Blackjack 18:9	28:19
36:15	12:22 15:20	19:16,18 23:25	24:2	C
afford 7:7	16:7 23:13	24:1,24 40:13	Bldg 1:9	C 1:23 2:1 3:2
aforemention...	31:23 35:23	base 36:2 38:12	board 11:19,20	C-O-L-E 34:2
41:5,9	36:20	based 14:14	11:25	call 5:16 19:3
afternoon 37:9	areas 1:16 3:7	Basically 27:24	bonuses 11:15	20:9,10 27:13
ago 14:1 26:3	30:14	bear 6:19 10:2	12:8	36:6
agree 11:13 12:4	Arnold 37:10	28:6 36:8	Box 2:6,14	card 4:7
18:24 20:5	article 25:19	Beard 19:19,24	Branson 37:12	care 21:18
34:14,15,20	26:11	20:2,3,4,6	break 21:11 23:7	case 5:1,21 9:2
35:15	aside 12:8	22:4,7,13,14	breaks 10:3	17:4,5 25:17
agreed 25:22	asked 3:12	40:11	12:17	25:23 26:2,9
ahead 3:13	12:24 14:6,8	bed 38:7	breath 31:7	cases 38:12
aid 33:7	14:12,12 29:7	behalf 3:21 4:2	Breckenridge	catch 34:19
al 1:15 25:6,6	asking 8:10 9:8	4:9	20:8	caused 31:2
27:24 29:13	14:11 23:2	believe 9:22	broke 13:22,24	Center 1:9 3:11
29:18 40:14	25:24 27:10	10:7,15 11:7	14:19	CEOs 11:23
Alaris 1:24 2:22	Assistant 2:10	12:6,10 13:15	Bruzaitis 6:20	certain 11:11
allowed 8:21	astronomical	17:9 18:12	6:25 7:1 40:5	Certificate
24:9	23:4 24:12	24:15,25 31:14	bucket 34:5	40:21 41:1
amazed 20:21	attending 37:18	34:21	budget 10:6	cetera 12:15
American 10:10	attorneys 5:23	benefit 28:7	24:4 25:21	change 21:22
28:16,20	6:13	benefiting	Building 2:5,13	38:23
33:10	August 41:19	32:10,11	burden 10:2	changed 20:25
amount 7:5	Aussie 31:16,19	best 41:9	28:5	22:8
	31:19 40:16	bet 21:6	Burton 1:18 3:3	

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

<p>changing 35:16 charged 16:14 Charles 10:23 10:24 11:4,4 15:1,11,15 40:8 choir 31:24 chunk 34:17 citizen 36:9 citizens 35:19 36:10 city 2:7,15 13:10 15:20 30:9 37:11,14 city-wide 11:12 claim 11:10 clear 26:20 close 21:9 code 20:11 Coeur 6:9 Cole 33:25 34:1 35:3 40:18 Coleman 1:19 4:12,13 5:22 7:17 9:10 10:21 15:8,13,17,21 17:23 19:14 20:5 22:12 23:12,16 24:23 25:10 27:22 28:4 29:16,20 30:1 31:12 32:16,19 33:16 35:1,5 36:19,23 38:10 39:5 College 1:8 3:10 come 5:17 6:1 12:25 19:11 22:8 38:14 comes 7:12 coming 4:23 15:14 24:7 25:11 31:6 33:7,8 37:5 38:9 comments 15:22 16:23</p>	<p>commercial 26:19,21 27:1 commission 1:2 2:12 3:12,25 4:3,6,10,11 6:15 9:4 12:23 15:24 17:11 22:16 27:3 33:6 37:14 38:3,9 39:1 41:18 Commission's 37:23 Commissioner 1:19 4:12,13,18 5:22 7:17 9:10 10:21 15:8,13 15:17,21 17:23 19:14 20:5 22:12 23:12,16 24:23 25:10 26:13 27:22 28:4 29:16,20 30:1 31:12 32:16,19 33:16 35:1,5 36:19 36:23 38:10 39:5 Commissioners 4:21 5:13 39:1 communicatio... 18:12 communities 13:15 community 1:8 3:10 34:6,10 35:18 companies 11:9 12:24 21:2 36:5,16 companies' 12:7 company 5:6 6:15 9:4 10:1 11:8,21 12:9,11 13:2,2,3,3,4,12 13:13,15,21,23 13:25 14:18</p>	<p>18:14 24:15 25:17 26:16 27:5,16 28:15 28:25 29:8 31:1 37:24 39:2 Company's 1:14 3:5 compared 20:16 comparing 17:12 26:25 competition 13:6 complaints 6:12 components 25:14 concern 32:5 concerned 18:21 21:18 24:6 concerning 29:3 concerns 4:17 10:17 conclude 39:10 concluded 5:21 Conclusion 40:20 conference 26:6 confusing 17:4 confusion 17:13 consider 9:1 26:12 consideration 4:25 17:18 consolidated 27:13 consumer 15:4 15:6 33:13 contact 38:20 continue 36:11 continued 15:2 continuing 26:17 corporate 28:15</p>	<p>corporation 3:19 13:23 correct 8:12 19:9 corridor 35:18 cost 14:14 18:19 18:22 30:25 36:14 costs 10:7 12:14 15:3,5 17:15 31:2 36:11,12 36:17 Councilman 31:11,13 counsel 2:2,4 2:10 37:25 county 5:4 9:22 15:9 16:6,7 18:9 20:7 24:2 25:9,12 28:8,9 31:21 35:4,18 36:1 course 28:19 court 4:6 5:9 41:2,16 Creve 6:8 cure 10:16 currently 27:14 customer 25:16 27:16 33:9 36:7 customers 5:6 10:2 24:20 25:12 27:1 28:7 32:7 38:21 cut 25:22 CWI 1:9</p>	<p>decades 32:4 decisions 5:1 12:3 Department 2:3 2:11 described 41:6 desire 32:13 Development 2:3,11 die 18:15 difference 21:24 different 8:18 12:23 dig 34:23 discuss 6:11 Dispatch 25:20 district 13:13 28:8 districts 28:5,9 diverse 5:6 doing 18:23 27:7 37:9 dollars 34:17 domino 36:16 double 20:19 doubtful 33:10 drop 34:5 drug 13:25 due 27:6,13 30:12 38:23</p>
<hr/> <p style="text-align: center;">E</p> <hr/>				
<p>E 2:1,1 3:2,2 40:1 earlier 26:14 29:7 33:9 early 28:22 easier 34:19 Economic 2:3,11 effect 17:3 26:3 27:16,18 36:16 effectively 35:24 either 5:22 6:5 12:5 26:6 37:18</p>				

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

elected 30:10 electric 13:3 14:3,18 Eleventh 2:23 emergency 10:12 employees 13:24 encourage 30:16 entitles 12:3 especially 34:6 36:13 et 1:15 12:15 evening 3:3,8 4:4,14,15 33:9 everybody 8:15 12:4 38:8 39:8 evidence 8:22 evidentiary 39:4 exactly 19:8 example 34:17 excessive 11:9 excited 21:3 executive 13:14 executives 11:7 13:7,13,22 expect 12:21 13:19 expected 13:8 expenditures 12:9 Expires 41:18 explain 3:15 37:6	February 8:24 37:15 federal 24:16 33:8 federals 21:1 feel 5:2 10:2 12:2,18 14:17 21:7 26:19 34:11,13 38:25 feelings 14:24 Ferguson 1:10 6:8 30:9 33:3 Ferry 31:23 field 26:25 file 1:14 3:4 38:3 38:4 filing 28:13 fill 13:16 find 28:23,25 29:10 38:15 fired 19:11 first 3:16 13:21 five 4:21 5:25 8:9 9:8 35:24 fix 21:14 fixed 7:4 13:1 21:7 23:6 35:19 flier 29:1,4 floor 6:4 Florissant 1:8 3:10,11 15:12 fluctuation 21:21 follow 17:4 30:25 following 14:11 14:12 foregoing 41:4 forward 5:17 found 26:7 29:2 free 5:2 38:25 fund 33:12 future 12:8,13	G-A-R-Y 20:3 gallons 9:23 Gary 19:19,24 20:2,2,4,6 22:7,14 40:11 gas 13:3 general 1:15 3:6 gentleman 34:22 36:6 getting 11:22 27:25 give 5:24 6:12 8:11 14:6 26:21 given 4:25 14:9 gives 31:7 Gloria 6:20,25 6:25 40:5 go 3:4,13 5:16 6:3,13 9:3,8 10:5 13:21,22 13:24 14:19 15:2 16:20 27:11 29:9 31:2 38:2,7,13 38:18,20 goals 5:5 goes 27:3 31:1 going 3:13 5:11 5:14 13:4,22 14:19,20 15:3 16:15,24 17:7 18:15,15 21:1,2 21:16,24 22:8 27:5,9 30:18 30:20 31:24 34:11 36:10 37:9,19 38:22 good 3:3,8 4:4 4:13 16:21 24:5 29:16,19 29:21 30:2 gotten 21:4 government 24:18 33:8 Governor 2:5,13 GPS 15:18 graph 17:9	guarantee 8:8 14:15 guaranteed 14:2,4,20,21 guess 28:22 38:15	Hi 4:13 high 11:20 24:9 34:4 higher 30:14 31:25 highly 16:9 33:10 hike 25:22 Hills 20:8 hit 31:9 hits 31:8 homes 30:17,22 34:7 36:10 Hopefully 33:14 hotline 39:2 hours 20:22 house 6:11 16:7 20:15 21:6,14 21:14 huge 25:14 Huh 19:24 hundred 14:6,13 14:13 34:17 hundreds 10:3 hurt 13:1
<hr/> F <hr/>			<hr/> H <hr/>	<hr/> I <hr/>
fact 19:4 28:14 32:7 facts 19:3 fair 5:6 family 18:16,19 far 37:22 faults 26:7 favor 31:4,5 33:4	<hr/> G <hr/>		hall 38:19 Halls 31:22 hamburger 27:20,25 hand 41:13 happen 5:14 8:9 happened 21:23 happening 32:9 happens 18:24 21:23 30:11 38:24 happy 9:5,25 hard 17:4,6 Hathaway 23:14 36:22 healthy 28:23 hear 8:25 9:12 15:24 19:7 22:17 25:11 27:20 heard 11:21 16:12 36:6 hearing 1:6 3:13 4:16,23 8:23 25:16 27:19 37:18 38:13,17 38:22 39:4,9 hearings 26:17 37:8,9 held 16:22 41:6 help 10:12 21:1,2 21:21 36:15 helps 20:24 hereunto 41:12 Hertweck 1:23 41:2,16 hesitant 26:8	idea 26:6,7 imagine 20:19 20:20 21:8 implement 1:15 3:6 implemented 10:8 important 26:24 29:3,5 improvements 24:17 28:3,6 included 17:19 including 37:16 income 7:4 14:3 14:20 18:16,19 28:20,24 32:2 36:12 incomes 13:1 21:8 23:7 35:19

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

<p>increase 1:15 3:6 7:3 9:23 10:9 12:20 13:5,20 14:4,7 15:3 16:9,11,13 16:16,19 17:3 17:19 19:10 22:24 23:1,2,3 24:7,8,10,13 26:19,21 27:9 28:13 31:25 33:13 34:11 36:12</p> <p>increased 17:8 28:12</p> <p>increases 17:1 26:2</p> <p>indicate 6:8</p> <p>indication 17:8</p> <p>individuals 23:19 38:18</p> <p>industry 11:18 13:10,11</p> <p>industry-wide 11:12</p> <p>information 3:20 4:1,6,17 4:19,22,24 5:3 19:1 26:10 38:4,15,17,20 38:21 39:3</p> <p>infrastructure 21:12 24:14,17 28:3,10 33:7 33:12</p> <p>initial 14:14</p> <p>Innovation 1:9</p> <p>Innovations 3:11</p> <p>instance 14:3</p> <p>interested 5:3</p> <p>interesting 28:25</p> <p>internet 37:20</p> <p>Introduction 40:3</p> <p>introductions 3:14</p>	<p>invested 21:16 21:17</p> <p>investor-owned 28:17</p> <p>involved 27:7</p> <p>involving 6:10</p> <p>ISRA 28:9,11,11 28:11</p> <p>issue 6:10 27:8 29:2,3</p> <p>issues 4:19 29:5</p> <p>it' 28:22</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>J-A-M-I-S-O-N 22:23</p> <p>Jamestown 16:6</p> <p>Jamison 22:17 22:22 23:14 40:12</p> <p>January 1:6 3:8</p> <p>Jefferson 2:7,15 37:11,14</p> <p>job 17:12</p> <p>join 31:24</p> <p>Joplin 28:4 37:12</p> <p>Judge 1:18 3:3 3:21 4:2,8,10 5:8 7:16,19,25 8:5,11,14,17,21 9:9,12,17 10:19 10:23 11:2 15:17,19,23 17:22,25 18:7 18:10 19:13,19 19:25 22:3,11 22:16 23:18 24:25 29:11,14 29:22 30:3,7 31:10,14,17 32:17,21 33:18 35:7,14 36:25 38:16 39:7</p> <p>justified 14:18</p>	<hr/> <p style="text-align: center;">K</p> <hr/> <p>K-A-L-L-S-T-R... 30:6</p> <p>K-A-T-H-Y 22:22</p> <p>Kallstrom 30:5 30:6,8 40:15</p> <p>Kansas 15:20 20:14</p> <p>Kathy 22:17,22 23:14 40:12</p> <p>keen 26:6</p> <p>keep 33:6</p> <p>keeping 33:4</p> <p>Keith 30:5,6,8 40:15</p> <p>Kim 1:18 4:9</p> <p>kind 18:25 29:2 34:4,10,10,13</p> <p>knew 8:16</p> <p>know 4:18,20 6:6 7:4,8 8:17 13:23 15:4 16:11 21:2 22:8 24:18 25:25 26:9,10,22 28:14,21,24 30:21 31:6 32:2,6 34:5 36:14</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>L-E-W-I-S 8:13 8:14</p> <p>Lake 24:2</p> <p>large 30:13,19 34:7 36:1</p> <p>largest 28:17</p> <p>Larry 33:2,2 40:17</p> <p>Lastly 17:14</p> <p>Law 1:18 4:10</p> <p>lead 4:19</p> <p>left 5:10</p> <p>Lera 2:2 4:5 14:23 19:16 22:5,10</p>	<p>level 26:25 30:15,15</p> <p>levied 17:8</p> <p>Lewis 7:19,24 7:24 8:2,3,7 8:13,15,16,19 9:6,11 40:6</p> <p>life 7:2 20:12 24:1</p> <p>lift 10:1</p> <p>light 38:6</p> <p>limit 5:25</p> <p>limited 24:10</p> <p>limits 9:25</p> <p>Lindbergh 31:22</p> <p>linked 15:18</p> <p>list 5:14,16 6:3 19:8</p> <p>listening 10:17 14:22</p> <p>literature 26:22 29:1</p> <p>Litigation 1:24 2:22</p> <p>little 3:15 8:1 9:7 11:6 20:14,24 22:25 23:3,4 28:18 37:6</p> <p>live 6:6,8 7:1,7 8:3 9:21 15:12 15:15 16:5 18:8 20:6 23:13 25:8 30:9,17 31:21 33:3 34:6,9 35:3,17 36:20 37:19</p> <p>lived 20:12 30:22</p> <p>living 30:25</p> <p>lobbiest 24:16</p> <p>local 1:6 3:12</p> <p>located 3:10</p> <p>long 27:16,17,17 30:22</p> <p>longer 35:25 36:3,5</p>	<p>look 24:16 38:3</p> <p>looked 24:13</p> <p>looking 17:2 28:18 29:18,21 30:2 38:4</p> <p>lose 15:4</p> <p>lost 15:18 36:2</p> <p>lot 20:3,4 21:2,9 21:17,21 24:14 32:9 34:11 36:10</p> <p>Louis 2:23 5:4 9:21 15:9 16:6 18:9 20:7,10 20:12,16 24:2 25:9,12 28:4 28:8,8 31:21 35:2,4 36:1 37:11</p> <p>love 21:10</p> <p>lower 13:8,17</p> <p>lucky 20:23</p> <p>Luft 2:18 3:18,18</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>M-A-R-G-A-R-... 34:1</p> <p>M-E-A-D-O-R 11:5</p> <p>ma'am 36:24</p> <p>Madison 2:6,14</p> <p>MAIDA 1:19</p> <p>main 10:3 12:17 32:5</p> <p>maintenance 10:11 12:14 21:15 33:7</p> <p>making 9:7</p> <p>man 30:2</p> <p>manner 17:1</p> <p>Manor 23:14</p> <p>March 37:16</p> <p>Margaret 33:25 34:1 35:3 40:18</p> <p>matter 1:14 3:13</p> <p>Meador 10:23</p>
--	---	---	--	---

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

10:24 11:4,4 15:1,11,15 40:8 mean 21:16 34:8 mechanism 25:18 26:5,8 medium 18:16 meetings 16:22 member 11:20 12:1 28:11 members 11:19 mention 15:9 38:11 mentioned 29:4 meter 26:7,11 methodology 27:6 metric 16:11 microphone 8:1 million 26:1 28:20 mind 25:19 33:6 minutes 5:25 Missouri-Ameri... 28:14 misrepresent... 18:13 missed 23:12 Missouri 1:1,16 2:7,15,23 3:7 3:11,24 4:11 37:10 41:4,17 Missouri-Ame... 16:23 17:10 Missouri-Ame... 1:14 2:19 3:5 3:17,19 25:13 25:21 Missouri-Ame... 28:24 mitigate 16:16 MO 1:10 Monday 3:8 money 12:3,4,12 12:19 13:23,24 14:16 18:13,24	21:16 monies 12:6 month 8:23 13:20 35:20 month-by-mo... 7:11 monthly 10:4 14:24 15:3 21:19 29:2,5,9 31:4 34:15,19 35:16 months 7:13 31:5,7 move 7:25 moving 35:25 MSD 17:15 multi-billionair... 11:25 multi-millionai... 11:22 municipalities 16:22 municipality 36:3	19:11 neighborhood 7:7,8 net 28:20 New 31:22 nice 28:22 night 37:11 38:7 nobody's 18:16 18:17 nonregulated 17:16 normal 31:3 north 2:23 9:21 23:15 25:8 31:22 35:3,18 36:22 Notary 41:3,17 noted 16:14 notes 41:7 number 3:4 5:6 9:25 10:10 13:25 17:7 32:4 35:24 38:5	ongoing 26:17 open 6:3 operating 36:1 opinion 18:22 opportunity 6:14 oppose 26:18 opposed 26:4 27:14 29:5 options 11:15 ought 18:25 24:13 ounce 10:15 outrageous 7:4 7:10 8:10 16:9 16:10 34:22 outreach 38:17 outside 38:19 overall 16:16,19 Overland 20:10 overtime 20:23	8:2,2,7,13,15 8:19 9:6 40:6 Patricia 23:25 23:25 40:13 Patsy 1:23 41:2 41:16 patterns 32:6 pay 10:5 19:17 20:15 28:3 36:17 paycheck 35:22,22 paying 16:20 28:10 36:5 payment 34:21 payments 34:16 Payne 2:10 3:23 3:23 pension 30:24 people 8:18 13:1 13:15 16:12 18:17,19 19:2 21:7 23:6 35:17,21 people's 12:7 percent 7:6 9:8 9:23 10:9 12:21,21 13:5 14:6,7,8,10,10 14:13,14 16:12 16:13 18:14 19:11 23:8 24:8,11,12 25:23 30:23 30:24 31:1,2 32:1,8 33:13 34:4,7 36:13 percentage 8:10 30:13 32:3 34:22 performed 10:13 Pershall 1:10 person 20:22 37:18 personally 11:7 12:16
	N	O	P	
	N 2:1 3:2 40:1 name 5:18 6:9 6:23 7:22 8:2 8:6,12 9:18,19 9:20 11:3 16:2 16:4 18:3 19:22 20:1,2 22:20 23:23 25:4 30:4,5 31:18 32:25 33:2,23,25 34:1 35:10 names 6:19 near 18:9 need 10:4 19:2 23:1,7 24:19 32:12 34:23 needed 14:4 25:14 needing 31:1 needs 12:12	O 3:2 o8o 39:11 obnoxiously 30:19 observe 37:17 occasion 38:12 occur 8:23 33:11 occurring 38:22 offer 5:19 23:20 office 2:4,5,13 4:5,11 37:15 officers 11:24 offset 36:12 okay 5:8 6:17 28:1 30:17 31:7 old 7:8 16:6 21:12,13 24:15 older 7:7 on-line 28:18 once 35:20 ones 28:7	P 2:1,1 3:2 p.m 3:9 39:10 P.O 2:6,14 PAGE 40:2 paid 18:25 pair 17:20 paired 17:15 pairs 17:16,17 paper 14:15 Pardon 11:6 parent 28:16 part 9:1 13:6 15:9 19:8 35:1 participants 3:14 particular 6:10 particularly 5:15 particulars 26:9 parties 17:15,16 37:21 party 37:25 pass 15:4,5 passed 36:4 Pat 7:19,24,24	

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

phone 13:4	41:6	34:18	read 11:21	remember
place 41:6	pricing 27:14,15	quarterly 14:24	reading 26:7,11	20:17,18
plan 25:21	probably 28:22	22:6,7 23:10	26:12 38:6	27:23
Planned 11:22	problem 19:10	24:3 31:6	real 17:7	remind 6:7
planning 38:14	procedure 9:2	32:14 33:4	realize 11:9 12:11	repairs 10:12
plant 12:15	proceeding	34:14,16,20	12:20	21:13 33:12
playing 26:24	40:2 41:4	35:16	really 7:14 17:6	REPORTED
please 6:12,23	proceedings 1:4	question 21:23	20:8,20 21:3	1:22
7:22,25 8:5	41:7,11	29:7 38:15	21:3,23 24:6	reporter 3:19
9:17 11:2 16:2	process 37:7	questions 5:22	34:4,5	3:25 4:6 5:9
18:3 19:22	Professional	5:23 6:5,16	reason 35:17	40:21 41:1,3,16
22:20 23:23	41:2	8:22 9:2 15:6	reasonable	represent 30:9
25:4 30:3	profit 28:23	24:22 26:14	23:5	representative
31:17 32:25	profitable 28:15	26:16 32:15	reasons 16:16	30:10
33:23 35:10	28:16	quoting 25:19	recall 26:1	representatives
plumbing 21:13	projected 27:13		receive 16:24	6:15 9:3,5
plus 14:13 16:18	29:8 31:25	R	received 26:1	represents
podium 5:17,21	promised 11:21	R 1:23 2:1 3:2	receiving 5:5	41:10
point 13:18 21:4	pronunciation	R-A-T-A-R-M-...	7:5	request 1:14 3:5
points 11:23	6:18	25:7	recollect 25:24	4:19 25:15,22
31:9	proposal 17:8	R-O-B-I-N-S-O...	record 3:4 5:12	26:18
poor 18:17,20,21	proposed 16:9	31:20	5:19 6:7,13,24	reside 5:4 15:9
population	26:22 27:12	raise 7:6 9:22	7:23 8:6 9:1,3	15:12
30:11	29:8	36:14	9:18 11:3 16:3	residential
positions 13:16	proud 20:13	raises 20:21	18:4 19:23	26:23,25
possibility 33:6	provide 4:25	21:10	20:1 22:21	residents 25:12
possible 30:20	5:2	raising 30:18	23:24 25:5	30:12
Post 25:19	provided 1:16	ramble 11:6	30:4 31:18	rest 37:12
pound 10:16	4:1,22 5:12,15	Ratarman 25:6	33:1,24 35:11	result 36:4
poverty 18:19	17:9	Ratarmann	38:18 39:8	retired 34:8,12
23:6 30:15,15	PSC 14:6,7 26:5	25:6 27:24	reduced 11:17	return 14:5,16,21
prefer 22:5,7	public 1:2,6 2:2	29:12,13,18	16:14	revenue 16:24
23:10	2:4,12 3:13,24	40:14	reduction 21:25	26:4 36:2
prepared 17:2	4:3,5,11,16 6:7	rate 1:15 3:6	33:11	revenues 25:18
Present 2:22	6:15 8:23 9:4	4:18 7:3 9:2	referred 25:16	review 37:24
presented	10:1 11:8 17:11	9:22 16:8,13	reform 32:10	38:6
25:17	33:5 37:8,14	17:1,16,19,20	refuse 7:10	reviewed 5:13
President-Leg...	37:25 39:1	24:7,8,10,12	regard 12:10	17:17
2:18	41:3,17	25:17,22 26:2	regarding 5:1	reviewing 4:22
presidents 11:23	push 36:10	26:19,21 27:9	regardless	ridiculous 20:14
Presiding 1:18	put 12:7,8 21:5	27:11 28:12,12	16:18,21	Right 20:23
pretty 21:9	29:3 33:11	30:14,24	registered 20:9	Riverview 7:2
prevent 10:12	putting 21:5	31:25	Regulation 1:18	8:3
prevention		rates 16:21 17:12	4:10	Road 1:10
10:15	Q	17:17 26:2	relative 4:18	Robert 9:13,14
preventive 10:11	quarter 9:24	27:10 30:18	rely 19:5	9:14,19,19
previously 3:25	15:2 19:17	reach 38:25	remain 5:20	10:18 15:24

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

16:4,5 40:7,9 Robinson 31:16 31:19,20 32:18 40:16 Ron 17:25 18:5 18:5,8,11 19:18 40:10 Rooms 1:9 RSM 27:3	2:22 9:2 session 15:7 set 11:17 13:14 24:4 41:12 settle 38:12 settlement 25:25 38:23 settlements 38:13 sewer 1:15 3:6 13:2 20:17 share 11:15 Shemwell 2:2 4:4,5 14:23 19:16 22:5,10 showing 6:17 25:11 shows 7:5 sign 6:2 significant 17:19 Sincerely 10:18 single 27:14 sir 10:22 15:22 17:22,24 19:15 22:11 24:25 29:23 31:14 32:20,22 33:17,18 size 11:17 slew 12:18 slowly 10:8 Social 30:25 35:19 36:14 somebody 19:11 somebody's 19:3 soon 4:23 22:25 Sorry 15:11 sorts 21:6 Sounds 23:4 source 19:1 Spanish 24:2 speak 6:3 specific 9:7 27:15 specifical 6:12	specifically 5:3 12:9 spell 5:18 6:23 7:22 8:5,16,18 9:18 11:3 16:2 18:3 19:22,25 20:4,4 22:20 23:23 25:4 30:4 31:18 32:25 33:23 35:10 spelled 9:20 spelling 8:12 Spent 20:13 St 2:23 5:4 9:21 15:9 16:6 18:9 20:7,10,12,16 24:1 25:8,12 28:4,8,8 31:21 35:2,4 36:1 37:11 stabilization 25:18 26:4 staff 2:10 3:22 3:24 6:16 9:4 37:24 stagnated 32:4 standards 11:18 13:10,14 start 5:25 16:8 23:20 starve 18:15 state 1:1 3:24 5:18 6:23 7:22 9:17 11:2 14:23 16:2,25 18:3 19:22,25 22:20 23:23 24:16 25:4 28:5 30:3 31:18 32:25 33:23 35:10 41:3,17 stated 13:7 14:15 15:6 22:24 statement 11:13 11:14	statements 24:3 States 28:18 stay 30:17 steak 27:21 steal 13:24 stealing 13:22 stenographic 41:7 step 13:16 stick 24:20 stink 21:6 stock 11:15,16 13:20 stockholders 13:19,19 14:5 14:16,21 streaming 37:19 Street 2:6,14,23 submitted 37:21 successful 27:9 sudden 12:17 Suite 2:5,13 supervision 41:8 supposedly 11:18 sure 5:5 6:4 16:15 28:23 39:2 survey 18:18 swear 5:18 41:5 sworn 6:22 7:21 9:16 11:1 16:1 18:2 19:21 22:19 23:22 25:3 29:25 32:24 33:22 35:9 system 10:1,3,11 38:4	32:5 41:5,7 talk 6:14 16:12 18:22 36:6 talking 18:16,17 18:20 19:2 36:13 tax 21:25 32:10 taxes 16:14,20 16:25 36:2 tell 8:19 19:8 28:22 36:19 38:19 testify 5:16 6:4 25:1 29:23 31:15 33:20 37:3 testimony 4:23 5:11,19,21 8:25 23:20 29:15 37:22,24 thank 4:8,14 5:7 6:17 7:15,16,17 9:9,10 10:17,19 10:21 14:22 15:13,21 17:22 17:23 18:7,10 19:13,14,18 22:3,10,11,12 22:14 23:16,18 24:23 25:10 29:11 30:7 31:10,12 32:17 32:19 33:15,16 33:18 35:5,7 35:14 36:18 36:23,25 37:5 38:8,9 39:5,7 thing 21:15 30:21 things 7:5 11:16 14:11 20:24 32:11 36:15 think 7:3 11:20 17:10 21:1 22:1 22:2 24:8,10 24:13 26:23 27:19,20
S				
S 2:1 3:2 S-E-L-K-E 9:20 salaries 11:7,11 11:19 12:7 13:14 32:3,8 save 12:12 saved 12:14,19 savings 27:5,6 27:13,18 29:8 saying 16:8 19:6 32:13 says 18:23 scheduled 37:13 Security 30:25 35:19 36:14 see 16:21,23 27:18 29:17 30:19 seen 20:24 35:24 Selke 9:13,14,14 9:19,20 10:18 10:20 40:7 senior 2:2 35:18 36:9 seniors 30:16,21 34:6,7,9 sentiment 31:25 serious 4:25 service 1:2,16,16 2:12 3:7,7,24 4:3,5,11 17:11 33:5 37:14 39:1 services 1:24				
T				

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

28:19 30:23 31:9 32:4,11 34:3,4,20,21 36:8,9 thinking 18:18 23:7 third 30:9 third-party 17:14 thought 8:15 9:6 21:4 thoughts 4:17 three 7:13 27:9 30:23 31:5 Tim 3:18 time 3:9 5:25 20:14 21:10 22:15 27:17 30:22 31:5 41:6 timer 5:24 6:1 Timothy 2:18 today 3:8 5:11 9:3 37:6 told 17:14 tomorrow 37:10 37:11 tonight 5:7 top 12:13 totally 29:5 touched 25:15 town 30:12 transcribed 41:8 transcribing 5:10 transcript 1:4 5:12 41:10 trash 7:13 treasury 13:25 treatment 12:15 true 41:10 trust 19:1 trying 20:15,19 21:6,15 30:16 two 10:13 14:9 14:10,11,13 24:7 31:7 37:13	U	volume 1:12 16:11,12	we've 12:16,17 30:23 website 37:19 37:23 38:2,20 week 20:22 37:12,16 weekly 35:22 weeks 37:13 went 14:5 17:3 26:2 WHEREOF 41:12 Whitney 2:10 3:23 Williams 35:12 35:13,15 36:21 37:1 40:19 windfall 16:24 witness 6:21 7:20 9:15 10:25 15:25 18:1 19:20 22:18 23:21 25:2 29:24 32:23 33:21 35:8 41:12 witnesses 37:25 40:4 Wolk 33:2,3 40:17 work 13:8 20:22,24 21:20 24:19 worked 20:13 worker 18:12 workers 18:12 Workforce 1:9 3:11 working 11:10 18:20,21 20:16 35:21 worth 10:15 wouldn't 27:7 29:3 WR-2017-0285 1:15 3:4 38:5 writing 37:22	X
	underground 10:1,11 understand 21:25 24:14 26:24 30:16 32:9 unemployed 30:13 unemployment 30:14 unfair 9:22 unincorporated 9:21 16:6 18:9 20:7 24:1 25:8 31:22 35:4 36:21 Union 14:3 United 28:18 University 37:10 usage 9:24 27:15 use 15:2 24:15 27:1 users 26:19,22 26:23 27:1 usually 7:12 utilities 21:20 28:17 utility 3:14 11:9 12:23 13:21 36:16	W		Y
	V	W-I-L-L-I-A-M-S 35:13 W-O-L-K 33:3 wage 13:8,17 wages 32:3,8 want 4:7 6:6 7:9 8:19 10:4 19:7 20:9 23:11 24:19 27:7,20 28:2,4 37:5,6 38:6,8 39:3 wanted 24:21 25:1 31:15 34:3 wanting 7:6 wants 38:9 Ward 30:10 wasn't 26:5 wastewater 27:10,11 watch 37:20 water 1:14,15 2:19 3:5,6 7:12 9:23 10:1,3,10 11:8 13:2,12,12 14:18 16:23 17:11 20:18 21:22 25:13 25:22 27:2,10 27:11 28:15,16 28:17,20 31:1 33:10 36:5 way 7:9 17:19 17:20 30:2 ways 8:18 20:3 20:4 33:12 36:12 we'll 9:12 16:20 23:20 38:16 we're 8:22,25 17:7 20:8,8 28:8,10 30:16 39:8		yard 21:5 34:24 year 10:9 11:16 12:17 13:5,5 13:20 14:7,8,8 28:21,21 33:8 years 8:9 9:8 10:8,14 12:16 14:1,9,12 24:7 26:3 30:23 34:13 35:24
				Z
				zip 20:11 zones 27:10
				0
				1
				110:8 1-800-280-33... 2:24 10 7:10 16:15 40:8 134/135/136 1:9 15 7:10 16:15 20:18 23:8 40:9 17 40:10 19 40:11
				2
	V-I-V-I-A-N 35:13 vacation 21:10 Valley 1:8 3:10 verify 38:21 versus 14:24 34:18 Vice 2:18 village 7:1 8:3 20:8 Vivian 35:12,12 35:15 36:21 40:19			2 9:25 10:9 30:23,24 31:1 2.5 10:4 20 10:9 12:21 23:8 24:11 200 2:6,14 34:18 2016 17:3 22:25 25:25 26:3 28:21 2018 1:6 3:9 41:19

LOCAL PUBLIC HEARING - Vol. 9 1/29/2018

22 40:12	600 2:13 34:7			
2230 2:6	63101 2:23			
23 40:13	63135 1:10			
25 12:21 23:8	650 2:5			
40:14				
26 41:19	<hr/> 7			
26th 37:15	711 2:23			
29 1:6 3:9	751-5565 2:8			
<hr/> 3	751-8706 2:16			
3 10:7 20:18	<hr/> 8			
30 26:1 34:12	8 40:6			
40:15	85102 2:7,15			
31 40:16	<hr/> 9			
314 2:20	9 1:12 40:7			
33 40:17,18	9,000 9:23			
3344 1:10	90s 34:9			
35 11:22 40:19	99 32:8			
360 2:14	996-2279 2:20			
37 40:20	9th 37:16			
<hr/> 4				
4 10:10 11:22				
40 13:4 14:8,9				
14:12 20:22				
23:9 25:22				
41 40:21				
45 7:6,10 9:8				
16:12 23:8				
24:8,11 31:1				
33:13				
45.4 9:23 32:1				
468 28:20				
48 18:14 19:11				
34:4 36:13				
<hr/> 5				
5:40 3:9				
50 14:7 36:13				
52 16:13				
573 2:8,16				
<hr/> 6				
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6:38 39:10				
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