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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
TRANSCRIPT OF PROCEEDINGS
Local Public Hearing
January 17, 2012
Brunswick, Missouri
Volume 15

In the Matter of Missouri-American)
Water Company's Request for)
Authority to Implement a General)Case No.
Rate Increase for Water and Sewer)WR-2011-0337, et al.
Service Provided in Missouri)
Service Areas)

MICHAEL BUSHMANN, Presiding
REGULATORY LAW JUDGE
STEVE STOLL,
COMMISSIONER

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A P P E A R A N C E S

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

2 JUDGE BUSHMANN: We're on the record. Good
3 evening. It's Tuesday, January 17th, 2012. The Missouri
4 Public Service Commission has set this time for a local
5 public hearing in File No. WR-2011-0337, which is
6 captioned as In The Matter of Missouri American Water
7 Company's Request for Authority to Implement a General
8 Rate Increase for Water and Sewer Service Provided in
9 Missouri Service Areas.

10 My name is Michael Bushmann. I'll be presiding
11 over this evening's hearing. With me is Commissioner
12 Steven Stoll. Mr. Stoll, would you like to make any
13 opening remarks?

14 COMMISSIONER STOLL: I would just like to, on
15 behalf of the Public Service Commission, thank you for
16 coming out this evening. Nice cold evening.

17 The Public Service Commission believes that it's
18 important to come to out to the communities that are
19 affected by various cases, and so we're pleased to be here
20 in Brunswick this morning.

21 I want to thank Mary Moser, the Knights of
22 Columbus and the City of Brunswick for hosting this. And
23 we look forward to hearing your comments. And whenever
24 you're ready, Judge, we'll -- we'll start.

25 JUDGE BUSHMANN: All right. We'll begin with

1 Counsel making their entries of appearance. For Missouri
2 American Water Company?

3 MR. REICHART: Thank you, your Honor. Appearing
4 on behalf of Missouri American Water Company, John
5 Reichart. My address is 727 Craig Road, St. Louis,
6 Missouri, 63141.

7 JUDGE BUSHMANN: Office of Public Counsel?

8 MS. BAKER: Thank you. Christina Baker, P.O.
9 Box 2230, Jefferson City, Missouri, 65102, appearing on
10 behalf of the Office of the Public Counsel and the
11 ratepayers.

12 JUDGE BUSHMANN: Staff of the Missouri Public
13 Service Commission?

14 MS. KLIETHERMES: Thank you, Judge. And on
15 behalf of Staff, Sarah Kliethermes, Tonya Alm, and Amy
16 Moore, 200 Madison Street, Jefferson City, Missouri,
17 65101.

18 JUDGE BUSHMANN: Are there any Intervenors
19 present or any other parties that I've missed?

20 MR. WHEELER: Robert Wheeler. I'm the attorney
21 for the City of Brunswick, 304 South Walnut, Keytesville,
22 Missouri. 65261. And I have an aunt here, also, that I'm
23 Durable Power of Attorney for who has a rental house here,
24 and so I have that interest, also.

25 JUDGE BUSHMANN: Thank you, Mr. Wheeler. The

1 process this evening is that I'm going to call the names
2 that are on the sign-up sheet. And when I call your name,
3 I'd like you to come forward and have a seat.

4 Sir, I'll have to ask you to move for the time
5 being.

6 Have a seat right here in front. I'll ask you
7 to please state and spell your name. And then after I put
8 you under oath, then you're free to make your comments to
9 the Commission. The first name that I have is Rick
10 Manson. Could you come forward, Mr. Manson?

11 MR. MANSON: Stand or sit?

12 JUDGE BUSHMANN: You can sit. Could you please
13 state and spell your name for the record?

14 MR. MANSON: Rick Manson, R-i-c-k M-a-n-s-o-n.

15 JUDGE BUSHMANN: And please raise your right
16 hand.

17 RICK MANSON,
18 being first duly sworn to testify the truth, the whole
19 truth, and nothing but the truth, testified as follows:

20 TESTIMONY OF RICK MANSON

21 JUDGE BUSHMANN: Please proceed with your
22 comments.

23 MR. MANSON: First of all, I'm just a concerned
24 citizen, and I'm also a member of the Brunswick Public
25 Water Supply District. I'm a Board member of that

1 District.

2 I want to thank the Public Service Commission
3 for organizing this rate hearing concerning Missouri
4 American's Water rates. Over the years, since the
5 inception of the Rural Water District, the Board has
6 always been committed to provide the best quality as well
7 as competitive rate for their services.

8 Missouri American has had, in our opinion, some
9 water quality issues in the past. Hardness and sediment.
10 I think these have been addressed recently, and I commend
11 them on their apparent concerns as they obviously listened
12 to their customers' legitimate complaints and have
13 improved their water quality considerably.

14 Over the years, Missouri American has increased
15 water rates and even decreased some, in all fairness.
16 The last decrease was in 1997, 14 years ago, the most
17 significant rate increase being in October of 2000, when
18 the rate formula went from single share of pricing to
19 uniform stand-alone pricing, which we talked about earlier
20 as Brunswick standing as their own District.

21 The rate increase from this point was 346
22 percent to the Rural Water District as our water for
23 resale. This was granted by the Public Service
24 Commission.

25 We have never been able to understand how this

1 rate was arrived at, especially when we were told by a
2 Missouri American representative that at that time, which
3 was Jeff Guard, that they had only requested a 54 percent
4 increase.

5 Seven years later, in 2007, again, Public
6 Service Commission approved a rate increase of 63 percent.
7 This also created more hardship for our community of
8 Brunswick and rural customers as the median household
9 income is merely 20 to 25,000 per year.

10 This current price restricts the water usage for
11 agriculture purposes and any non-essential usage. At this
12 time in 2007, the Rural Water District was purchasing 1.3
13 million gallons from Missouri American at a rate of \$3.97
14 per thousand.

15 After the increase, our purchase in March of
16 2008 of 709,000 gallons was \$6.76 per thousand, almost
17 double. In May of 2008, our purchase of 1.3 million
18 gallons was \$6.35 per thousand.

19 In 2008, the Rural Water District Board decided
20 to find other sources with better prices as well as
21 quality. As a result, our usage has declined ever since.

22 Our usage for December of 2011, for instance,
23 with Missouri American was only 40,000 gallons, and our
24 rate was \$20.78 per thousand. Now, present date, the
25 Rural Water District's 440 customers' usage is

1 approximately 1.75 million gallons per month, between four
2 and 5,000 gallons per month per customer.

3 For instance, 3600 gallons per month costs our
4 customers \$55, and 5,000 gallons per month costs \$74.
5 This is too expensive. It's my understanding in cities
6 with trash and sewer included, the same amount of water is
7 only 30 to \$40 per month.

8 Now, Missouri American has requested a single
9 tariff pricing which would allow them to spread these
10 costs of production over the entire service area, a huge
11 customer base. These economic environments, it's
12 important to be a viable provider.

13 This pricing formula would decrease our cost of
14 water considerably. The Rural Water District's usage of
15 1.7 to 2 million gallons per month would be better
16 utilized with the Missouri American again as the supplier.

17 I would like and the Rural Water District would
18 like the Public Service Commission to grant single tariff
19 pricing to Missouri American for the good of our community
20 and the Rural Water District.

21 American Water is finally affordable. It's been
22 14 years since our last rate decrease. Our District is
23 able to purchase water from a nearby City District for a
24 rate of \$4.70 per thousand. Thank you.

25 JUDGE BUSHMANN: Thank you. Could you stay

1 right there for a second?

2 MR. MANSON: Yes, sir.

3 JUDGE BUSHMANN: Is there any questions from
4 Counsel?

5 MR. REICHART: Your Honor, I just have a
6 clarification question, if I may.

7 JUDGE BUSHMANN: Go ahead.

8 MR. REICHART: Mr. Mason, I just wanted to
9 confirm, the Water District that you represent is not an
10 Intervenor in the case, an official Intervenor, to your
11 knowledge, are they?

12 MR. MANSON: That's correct.

13 MR. REICHART: Okay. Thank you.

14 JUDGE BUSHMANN: Commissioner Stoll, did you
15 have any questions?

16 COMMISSIONER STOLL: Mr. Manson, how much does a
17 customer currently pay per 1,000 gallons of water?

18 MR. MANSON: Our minimum rate is \$20 per
19 thousand. First thousand.

20 COMMISSIONER STOLL: And you had how many
21 customers in the Rural Water District that left and -- and
22 chose to buy their water other places?

23 MR. MANSON: We haven't had any rural customers
24 leave. We have had some go back to their wells that they
25 did have as a source.

1 COMMISSIONER STOLL: Okay.

2 MR. MANSON: They have no other place to get
3 water unless they go to a well.

4 COMMISSIONER STOLL: Okay.

5 MR. MANSON: There's no other District to serve
6 our District.

7 COMMISSIONER STOLL: All right. Thank you.

8 JUDGE BUSHMANN: Thank you, Mr. Manson. You may
9 be excused. Clyde Black?

10 MR. BLACK: I've got some samples here.

11 JUDGE BUSHMANN: Have a seat, sir.

12 MR. BLACK: Sure.

13 JUDGE BUSHMANN: Could you state and spell your
14 name, please?

15 MR. BLACK: Clyde Black, C-l-y-d-e B-l-a-c-k.

16 JUDGE BUSHMANN: Please raise your right hand.

17 CLYDE BLACK,
18 being first duly sworn to testify the truth, the whole
19 truth, and nothing but the truth, testified as follows:

20 TESTIMONY OF CLYDE BLACK

21 JUDGE BUSHMANN: Please proceed.

22 MR. BLACK: Okay. I've only been a Missouri
23 American Water Company customer for three months. I've
24 lived at -- well, I live right next door to their pump
25 station out on Shell Creek in Missouri.

1 And when I first got the place, I asked what it
2 would cost to put a meter in. They said \$25,000. I'm in
3 the city of Joplin, but I thought that was a little
4 expensive. I didn't pay that much for the three acres.
5 And like I say, I'm right next to Shell Creek.

6 There was an old well there, so I hooked onto
7 it. And it turned out to be not treatable. The bacteria
8 required treatment with chlorine. And when I treated with
9 chlorine, me having a knowledge of chemistry, when you put
10 chlorine in a well, it dissolves heavy metals, and the
11 chlorine caused the heavy metals to go above acceptable
12 levels.

13 So EPA paid to have bottled water hauled to me
14 for about six or seven years. I was scheduled to have a
15 well drilled by the EPA in October of last year. And
16 before that happened -- well, the tornado that hit Joplin,
17 the three acres, I had a lot of people staying there.
18 Church groups were hauling them bottled water.

19 And I decided it would be nice since it's 110
20 degrees out to have some cold water which would come out
21 of the tap. So I once again asked. And they put a
22 freeze-proof faucet at the far side of my property one day
23 before the police asked everyone to leave. And I thought
24 that was rather strange.

25 And anyway, the first month, I used about 10

1 gallons or so, and the second month, about 10 gallons or
2 so. I'd only used it to -- you know, to drink.

3 And I noticed the taste was different. And I
4 was putting it in a blue -- one of these blue jugs that
5 you can't see through and I'm just assuming it's coming
6 out clean.

7 And then I did that. That bottle is the first
8 before -- when I first opened the tap. And then I let 30
9 gallons of water run through, and I got that. There's
10 creek water right there that I dipped right out of my
11 creek.

12 I'm assuming that what it is -- I know what
13 they've done. The reason they wanted \$25,000 is the
14 nearest treated -- treated water is about a mile away. I
15 live right next-door to the pump station, so they thought,
16 why not just suck it out of the pump, you know.

17 Essentially, they're sucking it out of Shell
18 Creek. But instead of dipping it out, they suck so fast
19 that -- I'm assuming that's some of the Shell Creek
20 bacteria or whatever.

21 And you can check with the chlorine test there,
22 which, by the way, the -- I think the City water is
23 supposed to be one part per million. And if that test is
24 accurate, it looks like it's over four.

25 And my water, the No. 3 sample that had 30

1 gallons run out before it is clear as a bell. There's no
2 chlorine in it. And I've got a \$425.17 bill here for
3 three months service.

4 JUDGE BUSHMANN: Anything further?

5 MR. BLACK: That's it.

6 JUDGE BUSHMANN: Any questions from Counsel?
7 Commissioner Stoll, did you have any questions?

8 COMMISSIONER STOLL: Not at this time.

9 JUDGE BUSHMANN: Thank you, sir.

10 MR. BLACK: Uh-huh. Do you want to take those?

11 JUDGE BUSHMANN: We can't put them in the
12 record, I don't think, so --

13 MR. BLACK: Okay. Well, yeah. Probably
14 hazardous waste anyway.

15 JUDGE BUSHMANN: Colleen Johnson? Could you
16 please state and spell your name?

17 MS. JOHNSON: Colleen Johnson, C-o-l-l-e-e-n
18 J-o-h-n-s-o-n.

19 JUDGE BUSHMANN: Raise your right hand.

20 COLLEEN JOHNSON,
21 being first duly sworn to testify the truth, the whole
22 truth, and nothing but the truth, testified as follows:

23 TESTIMONY OF COLLEEN JOHNSON

24 JUDGE BUSHMANN: Please proceed.

25 MS. JOHNSON: I really don't have a testimony,

1 per se. I just feel freely that anybody that has an
2 opinion on what affects their whole community is obligated
3 to say that. And I do favor single tariff pricing.
4 That's the only statement that I care to make.

5 But I think it would benefit our community,
6 which is small, and a farming community, which is no doubt
7 declining. And we are -- we are struggling, and I think
8 single tariff pricing would relieve some of the stress
9 that is put on our citizens in our community.

10 JUDGE BUSHMANN: Okay. Any questions from
11 Counsel?

12 MS. BAKER: No.

13 MR. REICHART: No.

14 JUDGE BUSHMANN: Mr. Stoll?

15 COMMISSIONER STOLL: No. Thank you.

16 JUDGE BUSHMANN: Thank you, ma'am. Robert
17 Wheeler? Can you please state and spell your name?

18 MR. WHEELER: Good evening. Robert Wheeler, W-h
19 -- R-o-b-e-r-t W-h-e-e-l-e-r.

20 JUDGE BUSHMANN: Will you raise your right hand?

21 ROBERT WHEELER,
22 being first duly sworn to testify the truth, the whole
23 truth, and nothing but the truth, testified as follows:

24 TESTIMONY OF ROBERT WHEELER

25 JUDGE BUSHMANN: Please proceed.

1 MR. WHEELER: Thank you. My name is Robert
2 Wheeler. I reside in Keytesville, Missouri. I am Durable
3 Power of Attorney for my aunt who has a rental property
4 here in Brunswick.

5 As part of our lease, we provide the water to
6 the apartments in the house. And the lease payments are
7 -- I mean, the water payments are -- seem high, and it's
8 difficult to maintain rental property with the high
9 utility rates and with the high water rates.

10 JUDGE BUSHMANN: Am I correct it's -- your
11 testimony tonight is as Durable Power of Attorney for your
12 aunt and not as counsel for the City of Brunswick?

13 MR. WHEELER: Yes. That's right. Yes.

14 JUDGE BUSHMANN: Anything else you wanted to
15 add?

16 MR. WHEELER: I don't.

17 JUDGE BUSHMANN: Any questions from Counsel?

18 MR. REICHART: No questions, your Honor.

19 JUDGE BUSHMANN: Mr. Stoll?

20 COMMISSIONER STOLL: No questions. Thank you.

21 JUDGE BUSHMANN: Thank you.

22 MR. WHEELER: Thank you.

23 JUDGE BUSHMANN: Mary Barnett?

24 MS. BARNETT: Hi.

25 JUDGE BUSHMANN: Could you state and spell your

1 name, please?

2 MS. BARNETT: Sure. Mary Barnett, M-a-r-y
3 B-a-r-n-e-t-t.

4 JUDGE BUSHMANN: Please raise your right hand.

5 MARY BARNETT,
6 being first duly sworn to testify the truth, the whole
7 truth, and nothing but the truth, testified as follows:

8 TESTIMONY OF MARY BARNETT

9 JUDGE BUSHMANN: Go ahead.

10 MS. BARNETT: I feel that flat rate tariff would
11 be best for Brunswick. Earlier, it was stated that we pay
12 for what we get. But many times, in a small community,
13 rural community, for Brunswick, we're asked to pay for
14 things in large cities, and we're not supposed to be upset
15 by it. So asking St. Louis to pay a couple dollars more
16 to -- I do not see as an issue.

17 We -- our electric bills are figured every
18 month. You're not charged more because we live out here
19 in the sticks for our electric, so I feel the same way
20 should be for water.

21 As far as quality, it was stated you pay for
22 what you get. If that's the case, our water bill should
23 definitely be lower, although American Water has worked
24 recently to improve things. I know that if you don't have
25 a water softener, you go through appliances much quicker

1 than you should. So -- that's all I have.

2 JUDGE BUSHMANN: Any questions from Counsel?

3 Mr. Stoll?

4 COMMISSIONER STOLL: No. Thank you.

5 JUDGE BUSHMANN: Thank you.

6 MS. BARNETT: Uh-huh.

7 JUDGE BUSHMANN: Is it Ben Kurtz or Kuntz?

8 MR. KUNTZ: Kuntz.

9 JUDGE BUSHMANN: Come forward, please. Could
10 you please state and spell your name?

11 MR. KUNTZ: Ben Kuntz, B-e-n K-u-n-t-z.

12 BEN KUNTZ,

13 being first duly sworn to testify the truth, the whole
14 truth, and nothing but the truth, testified as follows:

15 TESTIMONY OF BEN KUNTZ

16 JUDGE BUSHMANN: Please go ahead.

17 MR. KUNTZ: Really, I just -- I live on low
18 income, and it's hard to pay bills now. And if it's --
19 the rates are raised, then there's going to be a lot of
20 people like that that can't pay the higher rates. That's
21 it.

22 JUDGE BUSHMANN: Questions from Counsel?

23 Commissioner Stoll?

24 COMMISSIONER STOLL: No.

25 JUDGE BUSHMANN: Thank you very much.

1 COMMISSIONER STOLL: Thank you for your
2 testimony.

3 MR. KUNTZ: Thank you.

4 JUDGE BUSHMANN: All right. You might have to
5 help me with this. Matthew --

6 WOMAN IN CROWD: I think he left.

7 JUDGE BUSHMANN: Is it -- looks like V-e --
8 V-e-n-n-e. Robert -- again, I'm having trouble reading
9 it. Kistler, maybe?

10 JUDGE BUSHMANN: Okay. Can you come forward?

11 MR. KISTLER: Robert Kistler, K-i-s-t-l-e-r.

12 JUDGE BUSHMANN: Okay.

13 ROBERT KISTLER,
14 being first duly sworn to testify the truth, the whole
15 truth, and nothing but the truth, testified as follows:

16 TESTIMONY OF ROBERT KISTLER

17 JUDGE BUSHMANN: Please go ahead.

18 MR. KISTLER: My name is Robert Kistler,
19 R-o-b-e-r-t K-i-s-t-l-e-r. I am Superintendent for
20 Chariton County SD No. 2. Our Board President spoke a
21 little while ago. I just wanted to reiterate that we
22 serve a population of about 1400 people.

23 We used to buy in the minimum neighborhood of
24 1.3 million gallons of water a month from Missouri
25 American. Right now, we buy 30,000 gallons water a month

1 from Missouri American.

2 And the reason we do that, our infrastructure
3 won't allow us to supply them any other way. And then we
4 do have a contract where we have to buy water from
5 Missouri American, so we'd have to pay a minimum if not.

6 I do believe that, from what Missouri American
7 has told us, with this single tariff pricing, if that
8 would materialize, that my Board of Directors would be
9 more than willing to purchase that 1.3, if not more, per
10 month.

11 And I would hope that would, you know, help
12 justify lowering the rate for the rest of the community.
13 They do not sell it now. But --

14 JUDGE BUSHMANN: Just to clarify, is that the
15 same Rural Water District that Mr. Manson is involved in?

16 MR. KISTLER: Yes. That's right. He's our
17 President, Board President.

18 JUDGE BUSHMANN: Any questions from Counsel?

19 MR. REICHART: No, your Honor.

20 JUDGE BUSHMANN: Commissioner Stoll?

21 COMMISSIONER STOLL: Yes. Question. So
22 currently, your Water District buys 30,000 gallons per
23 month?

24 MR. KISTLER: Yes.

25 COMMISSIONER STOLL: From Missouri American?

1 MR. KISTLER: From Missouri American. That's
2 correct.

3 COMMISSIONER STOLL: And it used to buy a
4 million --

5 MR. KISTLER: Million three was about the
6 minimum. And then it -- it -- there's times we've done 2
7 million.

8 COMMISSIONER STOLL: And at that -- at that
9 time, approximately what was the highest water rate that
10 you paid? Do you recall?

11 MR. KISTLER: I don't have that.

12 COMMISSIONER STOLL: But it was obviously
13 substantially less than that?

14 MR. KISTLER: Oh, substantially less. Yeah.
15 I'm -- I don't want to misquote.

16 COMMISSIONER STOLL: Right.

17 MR. KISTLER: But I'll say six and a half a
18 thousand. But --

19 COMMISSIONER STOLL: So your customers now are
20 getting their water from wells and --

21 MR. KISTLER: The few that have them. And we
22 buy water from two suppliers.

23 COMMISSIONER STOLL: Okay.

24 MR. KISTLER: And one of them being a small town
25 and one would be another water district.

1 COMMISSIONER STOLL: Okay.

2 MR. KISTLER: It was in the President's
3 statement, so --

4 COMMISSIONER STOLL: Okay. I understand. Thank
5 you.

6 MR. KISTLER: You're welcome. Thank you.
7 Appreciate it.

8 JUDGE BUSHMANN: Thank you.

9 MR. KISTLER: Appreciate it. Thank you.

10 JUDGE BUSHMANN: John Piper? Rick Valenti?

11 MAN IN CROWD: He left.

12 JUDGE BUSHMANN: Sara-Anne Koontz? If you just
13 want to come about that far, that's fine. Could you spell
14 and state your name?

15 MS. KOONTZ: Sara-Anne Koontz, S-a-r-a-A-n-n-e
16 K-o-o-n-t-z.

17 JUDGE BUSHMANN: Raise your right hand.

18 SARA-ANNE KOONTZ,
19 being first duly sworn to testify the truth, the whole
20 truth, and nothing but the truth, testified as follows:

21 TESTIMONY OF SARA-ANNE KOONTZ

22 JUDGE BUSHMANN: Please go ahead.

23 MS. KOONTZ: My name is Sara-Anne Koontz. I
24 live on a fixed income. My water bill for the last two
25 months has been \$200 for two months. And I don't use that

1 much water.

2 I live practically by myself. I have a son that
3 lives with me off and on. He goes and stays with his
4 girlfriend sometimes. But, I mean, I don't see how
5 raising the prices of the water rates will benefit anybody
6 other than people that, you know, don't have to -- I mean,
7 there's people that can punch wells. I can't. What do I
8 have to do? Go down to the river and -- and draw a pipe
9 through so that I can have water?

10 Because if my water rates go up, I can't afford
11 to pay them. And Missouri Valley has already stated that
12 they can't pay those rates to help me out. So, I mean,
13 I'm -- I'm going to be stuck. I won't have any water at
14 all then.

15 That's all I've got to say. But, I mean,
16 there's a lot of people that live on disability in this
17 town, and they live on fixed incomes less than what I get.
18 Last year, I made \$8,000 total for the whole year. And I
19 doubt seriously that anybody could live any less than
20 that.

21 JUDGE BUSHMANN: Okay. Questions from Counsel?
22 Commissioner Stoll?

23 COMMISSIONER STOLL: No. Thank you for your
24 testimony.

25 JUDGE BUSHMANN: Thank you.

1 MS. KOONTZ: Uh-huh.

2 JUDGE BUSHMANN: John Benson? Would you please
3 state and spell your name?

4 MR. BENSON: John P. Benson, J-o-h-n, P, as in
5 Patrick, B-e-n-s-o-n.

6 JOHN P. BENSON,
7 being first duly sworn to testify the truth, the whole
8 truth, and nothing but the truth, testified as follows:

9 TESTIMONY OF JOHN P. BENSON

10 JUDGE BUSHMANN: Please go ahead.

11 MR. BENSON: I just wanted to voice my opinion
12 that I'm all for the single tariff pricing. It was talked
13 about earlier that we do pay for things that are
14 throughout the state that I may never use, stadiums and
15 other things like that. We kind of share that cost
16 amongst us.

17 And I believe that the sharing the cost of the
18 water is -- is a positive thing. I'm all for trying to
19 get a vote, even though it goes down to the Commission of
20 five people. I don't understand that.

21 If the group of folks who are all trying to go
22 and share the water costs, if they were to vote against
23 it, fine. Then we go with what the majority said to go
24 ahead and just pay for it ourselves.

25 However, if that's not the -- if we don't do it

1 with the vote and it comes down to those five individuals
2 making the decision for it, I hope they consider all
3 aspects of it, the pricing, how it's going to affect all
4 the people and understand that, yes, we pay for things
5 that sometimes we don't use, but it's for the good of the
6 state and it's for the good of the people in the -- that
7 are living in the state. That's all that I have.

8 JUDGE BUSHMANN: Questions from Counsel?
9 Commissioner Stoll?

10 COMMISSIONER STOLL: Thank you for your
11 testimony.

12 MR. BENSON: Okay. Thank you.

13 JUDGE BUSHMANN: Robert Knight? Daniel Smith?
14 Could you please state and spell your name?

15 MR. SMITH: Daniel Smith, D-a-n-i-e-l S-m-i-t-h.

16 DANIEL SMITH,
17 being first duly sworn to testify the truth, the whole
18 truth, and nothing but the truth, testified as follows:

19 TESTIMONY OF DANIEL SMITH

20 JUDGE BUSHMANN: Please proceed.

21 MR. SMITH: I believe we ought to look at the
22 single tariff. The rates are plenty high in Brunswick
23 right now. It's going to be a hardship on people with a
24 fixed incomes. I'm probably to the point where I'm in the
25 right area. I can drill my own well and bypass American

1 Water. That's all I have.

2 JUDGE BUSHMANN: Okay. Questions from Counsel?
3 Commissioner?

4 COMMISSIONER STOLL: Thank you.

5 JUDGE BUSHMANN: Thank you, Mr. Smith. Robert
6 Kottman? Would you please state and spell your name?

7 MR. KOTTMAN: Robert Kottman, R-o-b-e-r-t
8 K-o-t-t-m-a-n.

9 ROBERT KOTTMAN,
10 being first duly sworn to testify the truth, the whole
11 truth, and nothing but the truth, testified as follows:

12 TESTIMONY OF ROBERT KOTTMAN

13 JUDGE BUSHMANN: Please proceed.

14 MR. KOTTMAN: I would just like Counsel -- the
15 Commission to consider the single tariff pricing,
16 especially if you were to go with the rate increase,
17 because of what it would do to the people in this
18 community if you were to allow the rate increase and not
19 the single tariff pricing.

20 It would be a huge hardship for everyone here
21 because it would blow the rates just too unbelievable
22 high, I feel. I know that us, as a school, we pay \$650 a
23 month for two fire hydrants on our property, and I'm sure
24 that would go up, too.

25 That also hurts the people of this community

1 because they pay the school taxes, the property taxes that
2 help pay for that. So I would feel that, you know,
3 they're going to be cut by paying for the water and then
4 also helping the school pay for those fire hydrants.
5 That's all I have.

6 JUDGE BUSHMANN: Questions from counsel?
7 Commissioner?

8 COMMISSIONER STOLL: No. Thank you again.

9 JUDGE BUSHMANN: Thank you. Tina Reichert?
10 Could you please state and spell your name, ma'am?

11 MS. REICHERT: Tina Reichert, T-i-n-a
12 R-e-i-c-h-e-r-t.

13 TINA REICHERT,
14 being first duly sworn to testify the truth, the whole
15 truth, and nothing but the truth, testified as follows:

16 TESTIMONY OF TINA REICHERT

17 JUDGE BUSHMANN: Please go ahead.

18 MS. REICHERT: It's my understanding that the
19 Public Service Commission's responsibility is to protect
20 all citizens. And I'm in favor of single tariff pricing
21 because water is a basic need. It should be affordable,
22 it should be high quality, and it should be available to
23 all citizens whether they live in a rural community or in
24 a major city.

25 It is a major part of our -- it's an integral

1 part of our infrastructure here in Brunswick as it is in
2 any other city. And what happens in Brunswick affects the
3 whole state. Just because what we have here -- we need to
4 have affordable water here just like that they do in the
5 city, and so we need to share that cost across the board
6 in the single tariff pricing.

7 I can understand the citizens in St. Louis or
8 Jefferson City not wanting to -- or I'm sorry -- St. Joe
9 not wanting to incur the cost of our water here.
10 But the reality is -- is that as a state, as a county, as
11 a city, we share the cost of many things, roads,
12 electricity, telephones, all kinds of things. And so it
13 stands to reason that we would share the cost of the water
14 as well through the District that provides our water
15 service.

16 Again, I want to reiterate that it's important
17 that the Commission protect the rights of all citizens,
18 even though it does cost some citizens more money. It's
19 not about what people want to do necessarily. It's about
20 what's right and good and best for the whole state. And
21 so that's my testimony.

22 JUDGE BUSHMANN: Any questions from Counsel?
23 Commissioner Stoll?

24 COMMISSIONER STOLL: I might ask -- there's one
25 suggestion out there that instead of having a single rate

1 that there possibly -- possibly be three hybrid water
2 districts. Is that something that's been discussed among
3 folks? Have you heard anything about that or --

4 MS. REICHERT: I personally haven't heard that.
5 That -- I -- I know businesses need to make money to stay
6 in business. And so I'm not opposed to people making
7 money. And the -- the more regional districts would make
8 sense, I suppose. I don't know.

9 I think there's people a lot smarter than me out
10 there that can figure that out. But the reality is we
11 have to share the cost of the water with other places.

12 This community -- I don't -- if you haven't ever
13 been here before, probably five years ago, there weren't
14 hardly any businesses downtown. My daughter owns the
15 business across the street, and she was able to open that
16 business because there has been a revitalization in this
17 community.

18 I've been involved the last five years with our
19 City Council trying to write a comprehensive plan for our
20 community and plan for the future. Infrastructure is
21 critical. We can't have businesses coming here to
22 revitalize our community, which is the life blood, that's
23 where we get our tax base from, if our water is so
24 expensive.

25 So if the Commission goes ahead with the rate

1 increase and doesn't go with the single tariff pricing,
2 that is like a death blow to any small community, not just
3 our community, but any small community. It's like putting
4 your thumb on them and saying, You know what? We don't
5 want you to thrive.

6 And I'm really sorry if it's going to cost
7 somebody \$2 on their water bill in St. Louis. I would say
8 that that's indicative of a hard attitude, it's all about
9 me or my budget or what I want to do.

10 It is not about that. It's about what's right
11 and good and what's best for the whole state. A bunch of
12 people who are already on low income continuing to create
13 a serious financial burden for them and put a greater
14 strain on the welfare system or the system that helps them
15 is not good for the whole state. It's going to cost us
16 money one way or the other. The State.

17 So why not just help alleviate some of the
18 pressure here by creating affordable water? That was a
19 long answer.

20 COMMISSIONER STOLL: Thank you for your
21 testimony.

22 JUDGE BUSHMANN: Joe Moser? Could you please
23 state and spell your name?

24 MR. MOSER: Joe Moser, J-o-e M-o-s-e-r.

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JOE MOSER,

being first duly sworn to testify the truth, the whole truth, and nothing but the truth, testified as follows:

TESTIMONY OF JOE MOSER

JUDGE BUSHMANN: Please go ahead.

MR. MOSER: Okay. I live right here in town. I live in a old electric home, 2250 square feet, and my water bill is higher than my electric bill.

WOMAN IN CROWD: Amen.

MR. MOSER: It runs 75, \$80 for water. And that's just only two people in the house. Plus, then we have the sewer -- sewer charges and the trash pickup on it. And I'm -- therefore, I am in support of single tariff pricing.

JUDGE BUSHMANN: Questions from Counsel? Commissioner Stoll?

COMMISSIONER STOLL: No. Thank you, sir.

MR. MOSER: Thank you.

JUDGE BUSHMANN: And the last name I have is Cindy Collier. Could you please state and spell your name, ma'am?

MS. COLLIER: Cindy Collier, C-i-n-d-y C-o-l-l-i-e-r.

JUDGE BUSHMANN: Can you raise your right hand?

CINDY COLLIER,

1 being first duly sworn to testify the truth, the whole
2 truth, and nothing but the truth, testified as follows:

3 TESTIMONY OF CINDY COLLIER

4 JUDGE BUSHMANN: Go ahead.

5 MS. COLLIER: I do fully support single tariff
6 pricing. I also support the hybrid plan that was just
7 introduced tonight that we've heard a bit about.

8 But, yes, I have in my hands our 12-month
9 history of my personal home water bills. I live in a
10 household with four people, two dogs. Our highest bill
11 was \$218.81. All of our monthly totals are a hundred plus
12 dollars. Anyhow, the total for the 12 months was 1985.81.

13 I feel like my household would really suffer if
14 that total went up even more. So I would like to express
15 for again the single tariff or the hybrid option.

16 I also work in a family business. They're a
17 local plumbing contractor. I do take the phone calls that
18 come in regarding quality problems affecting water
19 heaters, the schools, water leaks because of the build-up
20 in the pipes and eventually it is reversed and -- anyhow,
21 I'm also serving a second term on the City Council.

22 JUDGE BUSHMANN: Was that document something you
23 wanted to introduce into the record, ma'am?

24 MS. COLLIER: Yes.

25 JUDGE BUSHMANN: Okay. Can you bring it

1 forward?

2 MS. COLLIER: Yes.

3 JUDGE BUSHMANN: Mark that as Exhibit No. 1,
4 please. Any objection from Counsel for introducing that
5 into the record?

6 MS. KLEITHERMES: Judge, not an objection. I
7 would just suggest if there's any personal information on
8 that that we redact it.

9 MS. COLLIER: No, there's not.

10 JUDGE BUSHMANN: All right. Then Exhibit No. 1
11 is admitted into the record.

12 (Exhibit 1 was offered and admitted into
13 evidence.)

14 JUDGE BUSHMAN: Any questions from Counsel?
15 Commissioner Stoll?

16 COMMISSIONER STOLL: No. Thank you for your
17 testimony.

18 JUDGE BUSHMANN: Thank you, Ms. Collier.

19 MS. COLLIER: Thank you.

20 JUDGE BUSHMANN: Is there anyone else who would
21 like to offer their testimony tonight who has not already
22 testified? Seeing none, Commissioner Stoll, did you want
23 to make any closing remarks?

24 COMMISSIONER STOLL: I think just thanking you
25 once again for coming out. All of this is being taped,

1 and so others will be able to see this. The -- the --
2 this rate case process, I think we're about halfway
3 through it. There will be a lot -- a lot more discussion
4 and proceedings later in February. And we'll see, you
5 know, what the Commission rules.

6 I've been -- I've been on the job for less than
7 a month as a Commissioner. And I am pleased to be here
8 with you tonight, and we'll take this information back to
9 my colleagues. Thank you.

10 JUDGE BUSHMANN: I'd like to remind everybody
11 that you can make written comments by contacting the
12 Office of Public Counsel or at the Public Service
13 Commission web site.

14 The evidentiary hearing, that's currently
15 scheduled to take place in Jefferson City starting
16 February 21st. If you have Internet access, you can watch
17 the hearing on the Commission's web site because they will
18 web cast that hearing, and there won't be a final decision
19 in this matter until around the end of May.

20 I'd like to thank everybody who testified
21 tonight. The local public hearing in File No.
22 WR-2011-0337 is adjourned. We're off the record.

23 (The proceedings were concluded at 7:10 p.m. On
24 January 17, 2012.)

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REPORTER'S CERTIFICATE

STATE OF MISSOURI)

)ss.

COUNTY OF OSAGE)

I, Monnie S. Mealy, Certified Shorthand Reporter,
Certified Court Reporter #0538, and Registered
Professional Reporter, and Notary Public, within and for
the State of Missouri, do hereby certify that I was
personally present at the proceedings as set forth in the
caption sheet hereof; that I then and there took down in
stentype the proceedings had at said time and was
thereafter transcribed by me, and is fully and accurately
set forth in the preceding pages.

Monnie S. Mealy, CSR, CCR #0539

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