

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
LOCAL PUBLIC HEARING
December 15, 2011
Warsaw, Missouri
Volume 8

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,)

HAROLD STEARLEY, Presiding
SENIOR REGULATORY LAW JUDGE

TERRY M. JARRETT,
COMMISSIONER

1 A P P E A R A N C E S

2 For American Water:
MR. JOHN J. REICHART
3 AMERICAN WATER
727 Craig Road
4 St. Louis, Missouri 63141
(314) 996-2287
5 john.reichart@amwater.com

6 Office of the Public Counsel:
MS. CHRISTINA BAKER
7 OFFICE OF THE PUBLIC COUNSEL
200 Madison Street, Suite 650
8 P.O. Box 2230
Jefferson City, Missouri 65102
9 (573) 751-5565
10 christina.baker@ded.mo.gov

11
Public Service Commission Staff:
12 MS. MEGHAN MCCLOWRY
13 PUBLIC SERVICE COMMISSION
14 200 Madison Street, 9th Floor
15 P.O. Box 360
16 Jefferson City, Missouri 65102
17 (573) 526-6715
18 rachel.lewis@psc.mo.gov

19
20 REPORTED BY:
21 Monnie S. Mealy, CCR, CSR, RPR
22 Midwest Litigation Services
23 3432 W. Truman Boulevard, Suite 207
24 Jefferson City, MO 65109
25 (573) 636-7551

1 TRANSCRIPT OF PROCEEDINGS

2 JUDGE STEARLEY: Good afternoon. It is
3 Thursday, December 15th, 2011. The Commission has set
4 this time for a public hearing in File No. WR-2011-0337,
5 which is captioned as in the matter of Missouri American
6 Water Company's Request for Authority to Implement a
7 General Rate Increase for Water and Sewer Service Provided
8 in Missouri Service Areas.

9 My name is Harold Stearley, and I'm the
10 Regulatory Law Judge presiding over today's hearing. With
11 me today is Commissioner Jarrett. And, Commissioner, did
12 you have an opening statement you'd like to make?

13 COMMISSIONER JARRETT: Sure. Thank you, Judge.
14 I appreciate that everyone came out today to the local
15 public hearing. I am one of five Commissioners. We just
16 had a Commissioner appointed yesterday, so we are now
17 full.

18 I am -- while I'm the only Commissioner here, we
19 do have hearings in Jefferson City going on that some of
20 the other Commissioners are attending. So we're spread
21 kind of thin. It's hard to be two places at once, so I
22 just want to say that all of the Commissioners take these
23 local public hearings very seriously.

24 As you see, we do have a court reporter here
25 taking down everything that's said, so I can assure you

1 that all the Commissioners who aren't here do read these
2 transcripts and take the testimony that you're all about
3 to give as very important. So anyway, welcome. I look
4 forward for hearing your thoughts, your concerns, your
5 comments. And, again, the court reporter will take those
6 down, and we will have those in the record. So thank you.

7 JUDGE STEARLEY: All right. And we will start
8 with taking entries of appearance from Counsel, beginning
9 with Missouri American Water Company.

10 MR. REICHART: Thank you, Judge. Appearing on
11 behalf of the Missouri American Water Company, John J.
12 Reichart. My address is 727 Craig Road, St. Louis,
13 Missouri, 63141.

14 JUDGE STEARLEY: Thank you, Mr. Reichart. For
15 the Office of Public Counsel?

16 MS. BAKER: Christina Baker, P.O. Box 2230,
17 Jefferson City, Missouri 65102, appearing on behalf of the
18 Office of the Public Counsel and the consumers.

19 JUDGE STEARLEY: Thank you, Ms. Baker. For the
20 Staff of Missouri Public Service Commission?

21 MS. MCCLOWRY: Meghan McClowry with the Staff of
22 the Public Service Commission. My address is P.O. Box
23 360, Jefferson City, Missouri, 65102.

24 JUDGE STEARLEY: Thank you, Ms. McClowry. Are
25 there any Counsel present for the any of the Intervenors

1 in this case? I don't see anyone. Mr. Archer, do we have
2 a witness list?

3 MR. ARCHER: Here you go.

4 JUDGE STEARLEY: Thank you. All right. As I
5 call your name, what I'm going to have you do first is
6 state and spell your name so our court reporter gets it
7 into the record appropriately.

8 I will then swear you in and then you can give
9 us your comments. So on the list here, is this
10 Mr. Harris? What's your first name? Hubert --

11 MR. HARRIS: H-u-b-e-r-t.

12 JUDGE STEARLEY: All right. I'll have you raise
13 your right hand.

14 HUBERT HARRIS,
15 being first duly sworn to testify the truth, the whole
16 truth, and nothing but the truth, testified as follows:

17 TESTIMONY OF HUBERT HARRIS

18 JUDGE STEARLEY: Okay. Please proceed with your
19 comments.

20 MR. HARRIS: I don't -- this is my first time
21 here, so I'm not really prepared to --

22 JUDGE STEARLEY: Okay.

23 MR. HARRIS: -- get into the situation. We've
24 already had some discussion. I am the President of the
25 White Branch Homeowners Association. Some of the things

1 that we have really been concerned about is water, rates
2 and drinkability, which is too high and you can't drink
3 it. So -- but I see here that the -- the people are -- or
4 the water company evidently has been listening, and,
5 hopefully, today we can start this thing in the right
6 situation, you know.

7 JUDGE STEARLEY: All right. When you say you
8 can't drink the water, could you give us a little bit more
9 description?

10 MR. HARRIS: Yeah. The water comes from right
11 out of the ground. This area is a high sulphur area, a
12 calcium type thing, you know. The pipes are -- I won't
13 say corroded, but there's -- there's a lot of it.

14 You have to shut your water off for a little
15 while. And when you come home, you better drink it before
16 you run in your house or something like that.

17 But, again, I think the water company was aware
18 of it. They've already presented to me some -- some
19 things that they're looking at. And I am confident that
20 they -- that they are willing to help and be new to our --
21 to our situation in White Branch.

22 This is the first conversation I've had with the
23 people, you know, and they're listening, which is -- we
24 haven't had that in the past. So we look forward to
25 working with them, improving and -- improving our whole

1 situation in White Branch with our water.

2 Sewers, you know, are another thing. Again, in
3 the past, it seemed like we've been -- our wants and our
4 wishes have fallen on deaf ears. And, you know, we've had
5 some good rapport at this point with the people from
6 American Water Company, so we appreciate that. Thank you.

7 JUDGE STEARLEY: All right. Are there any
8 questions from Counsel for this witness? Commissioner
9 Jarrett, any questions?

10 COMMISSIONER JARRETT: Just a quick question.
11 So you were part of the Aqua system that Missouri American
12 Water took over?

13 MR. HARRIS: Yes.

14 COMMISSIONER JARRETT: Okay. That's all I
15 wanted to know. Thank you.

16 JUDGE STEARLEY: Thank you very much,
17 Mr. Harris.

18 MR. HARRIS: And I might make a comment, too,
19 that we've had one situation where we've had a water leak.
20 We got a number we had to call. It was profusely water
21 leaking. I mean, it was really going, you know.

22 They come out, fixed it. The individual that
23 did it was very knowledgeable, very personable, and we
24 appreciate that.

25 JUDGE STEARLEY: Okay. Thank you, sir.

1 COMMISSIONER JARRETT: Thank you, sir.

2 JUDGE STEARLEY: Next on my list, I have Kathy
3 -- is it Sullivan?

4 MS. SULLIN: That's me.

5 JUDGE STEARLEY: If you'd state and spell your
6 name, please.

7 MS. SULLIN: My name is Kathy, K-a-t-h-y,
8 Sullin, S-u-l-l-i-n.

9 JUDGE STEARLEY: All right. And if you'd raise
10 your right hand.

11 KATHY SULLIN,
12 being first duly sworn to testify the truth, the whole
13 truth, and nothing but the truth, testified as follows:

14 TESTIMONY OF KATHY SULLIN

15 JUDGE STEARLEY: Okay. Please proceed.

16 MS. SULLIN: Okay. I just -- I talked to some
17 of the folks around here, got a lot of positive answers,
18 but I'd like to have this on the record.

19 What I'd like to know is, is there any late fee
20 charges if you're late on the bill or don't get the bill
21 in the mail? And they told me that there was not.

22 Okay. Another thing, too, one is the time of
23 the shut-off notice. They send you about 21 days to pay
24 your bill. I'm comfortable with that.

25 My other question was how well do they test the

1 water and what level because we have a lot of iron in our
2 water. Of course, we all need water softeners because the
3 water can be really dark sometimes.

4 Emergency numbers, they've kind of made me more
5 comfortable. If we've got an emergency, call them, and
6 they'll be right out. The gentleman named Jim that works
7 there is awesome. He's very dependable, very personable.
8 Don't get rid of him because we've had people before that
9 we didn't want anything to do with them.

10 So anyway, that was just another question I'd
11 like to ask. I talked to another gentlemen. Being as we
12 have so much problems with water and the sewer, the lines
13 are all -- at some point in time, it would be nice if the
14 water and sewer were joined together, I mean, you know,
15 one entity for the simple reason is you're going to know
16 where the water and sewer lines are. When you've got to
17 go work on them, you'll have a map. This belongs here.
18 That belongs there.

19 Right now, it costs over a hundred dollars a
20 month for sewer and water alone. And nowhere else have I
21 ever lived in my life had that much before. But, you
22 know, if at some point in time you guys, if it's feasible,
23 could buy the sewer ground because they're got to work on
24 it. But anyway, that would be give a better control of
25 everything, where the lines are, how to take care of maybe

1 how old the lines are and just make one bill for it all.

2 But I appreciate you coming out. I appreciate you coming.

3 That's all I had.

4 JUDGE STEARLEY: All right. Does Counsel have
5 any questions of this witness?

6 MR. REICHART: No questions.

7 MS. MCCLOWRY: No questions.

8 JUDGE STEARLEY: Commissioner Jarrett?

9 COMMISSIONER JARRETT: I don't have any
10 questions. Thank you, ma'am. I appreciate your comments.

11 MS. SULLIN: Thank you for having me.

12 JUDGE STEARLEY: I don't have anybody else that
13 is signed up on the list. I know there's a couple other
14 people. Is there anyone else that wishes to make
15 comments? If you'd please state and spell your name, sir.

16 MR. VINJIELEIZ: Thomas Vinjieleiz,
17 V-i-n-j-i-e-l-e-i-z, a resident of White Branch.

18 JUDGE STEARLEY: All right. If you'd please
19 raise your right hand.

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

23 TESTIMONY OF THOMAS VINGIELEIZ

24 JUDGE STEARLEY: Okay. Please proceed,

25 MR. VINJIELEIZ: Okay. I live just outside of

1 Kansas City, Missouri, and I'm a part-time resident in
2 White Branch, and I've been there for about three years.
3 I was with Aqua Water. And I cannot truthfully say that
4 the current water company has improved the water. But
5 there is still the fact that there's a lot of iron in the
6 water.

7 And we're not at the cabin in White Branch very
8 often during the summer. But when we do come up, when we
9 sit idle and the lines sit idle, it accumulates a lot of
10 water containing iron in the hot water heater.

11 And it's a fact that I have to empty that hot
12 water heater, let the water run for about 15 or 20 minutes
13 just to get the water clear on the hot water heater before
14 the water is even drinkable inside of my cabin.

15 Other than that, once that's taken care of, the
16 water clarity is good. And the taste is bearable.
17 It's not the best water compared to Kansas City, but it
18 suffices. We do have -- or buy bottled water, also, for
19 making coffee and cooking our dinner.

20 And we're hoping that the rates will go down
21 because, right now, I'm paying three times as much for
22 water and sewer here than I do up in Kansas City, Blue
23 Springs. And I've just retired. And I am now on a
24 limited income, and I've got to watch my pennies just like
25 everybody else in White Branch. And we're hoping that the

1 rates do come down. Because if it doesn't, we're going to
2 have to probably sell our cabin. And I know my family
3 would not appreciate that at all because it's been our --
4 our dream for retirement.

5 And after doing the budget, I cannot continue to
6 pay a hundred dollars a month for water and sewer. So
7 we're really hoping that the rates do come down as noted
8 in your district rate sheet. Thank you for allowing me to
9 speak.

10 JUDGE STEARLEY: All right. Thank you. Are
11 there any questions from Counsel, please? Commissioner
12 Jarrett?

13 COMMISSIONER JARRETT: I don't have any
14 questions, sir, but thank you very much. I appreciate
15 your testimony.

16 JUDGE STEARLEY: All right. Anyone else like to
17 offer any comments? Okay. Well, seeing no -- no others,
18 we will go ahead and conclude the -- Commissioner Jarrett,
19 did you have any conclusionary remarks?

20 COMMISSIONER JARRETT: Just briefly. Thank you
21 again for coming out. I hope the company folks here were
22 able to answer your questions. We also have Staff folks
23 here. Obviously, Office of Public Counsel is here as
24 well.

25 So if you have any additional questions for

1 them, I'm sure they'll be happy to work with you and
2 answer your questions. So please feel free to do that
3 after the hearing. Otherwise, thank you for being here.
4 Appreciate it.

5 JUDGE STEARLEY: And the evidentiary hearing
6 that's scheduled to take place in Jefferson City will
7 begin on February 21st and go through March 2nd. If you
8 all have computer access, you can actually view the web
9 cast on there. You can actually watch that online.

10 The Commission won't be making a final decision
11 on this case probably until middle of May, so they're
12 still in procedure on this case. I just wanted to let you
13 know that. We appreciate you coming today. Appreciate
14 your comments. And the public hearing in File No.
15 WR-2011-0337 is hereby adjourned.

16 (The proceedings were concluded at 12:15 p.m. on
17 December 15, 2011.)

18
19
20
21
22
23
24
25

1	I N D E X	
2		
3		PAGE
4		
5	Testimony of Hubert Harris	5
6	Testimony of Kathy Sullin	8
7	Testimony of Vinjieleiz	10
8		
9	Reporter's Certificate	15
10		
11		
12		
13	(No exhibits were marked.)	
14		
15		
16		
17		
18		
19		
20		
21		
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
22
23
24
25

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
stenotype 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
Registered Professional Reporter

PUBLIC SERVICE COMMISSION 12/15/2011

A	<p>beginning 4:8 behalf 4:11,17 being 5:15 8:12 9:11 10:21 13:3 belongs 9:17,18 best 11:17 better 6:15 9:24 bill 8:20,20,24 10:1 bit 6:8 Blue 11:22 bottled 11:18 Boulevard 2:23 Box 2:8,15 4:16,22 Branch 5:25 6:21 7:1 10:17 11:2,7 11:25 briefly 12:20 budget 12:5 buy 9:23 11:18</p>	<p>2:11,13 3:3 4:20 4:22 13:10 Commissioner 1:24 3:11,11,13,16,18 7:8,10,14 8:1 10:8 10:9 12:11,13,18 12:20 Commissioners 3:15,20,22 4:1 company 4:9,11 6:4 6:17 7:6 11:4 12:21 Company's 1:12 3:6 compared 11:17 computer 13:8 concerned 6:1 concerns 4:4 conclude 12:18 concluded 13:16 conclusionary 12:19 confident 6:19 consumers 4:18 containing 11:10 continue 12:5 control 9:24 conversation 6:22 cooking 11:19 corroded 6:13 costs 9:19 Counsel 2:6,7 4:8 4:15,18,25 7:8 10:4 12:11,23 COUNTY 15:5 couple 10:13 course 9:2 court 3:24 4:5 5:6 15:8 Craig 2:3 4:12 CSR 2:21 15:21 current 11:4</p>	<p>15:12 dream 12:4 drink 6:2,8,15 drinkability 6:2 drinkable 11:14 duly 5:15 8:12 10:21 during 11:8</p>	<p>go 5:3 9:17 11:20 12:18 13:7 going 3:19 5:5 7:21 9:15 12:1 good 3:2 7:5 11:16 ground 6:11 9:23 guys 9:22</p>
	C		E	H
<p>able 12:22 about 4:2 6:1 8:23 11:2,12 access 13:8 accumulates 11:9 accurately 15:14 actually 13:8,9 additional 12:25 address 4:12,22 adjourned 13:15 after 12:5 13:3 afternoon 3:2 again 4:5 6:17 7:2 12:21 ahead 12:18 al 1:14 allowing 12:8 alone 9:20 already 5:24 6:18 American 2:2,3 3:5 4:9,11 7:6,11 another 7:2 8:22 9:10,11 answer 12:22 13:2 answers 8:17 anybody 10:12 anyone 5:1 10:14 12:16 anything 9:9 anyway 4:3 9:10,24 appearance 4:8 appearing 4:10,17 appointed 3:16 appreciate 3:14 7:6 7:24 10:2,2,10 12:3,14 13:4,13 13:13 appropriately 5:7 Aqua 7:11 11:3 Archer 5:1,3 area 6:11,11 Areas 1:16 3:8 around 8:17 Association 5:25 assure 3:25 attending 3:20 Authority 1:13 3:6 aware 6:17 awesome 9:7</p>	<p>case 1:13 5:1 13:11 13:12 cast 13:9 CCR 2:21 15:21 Certificate 14:9 15:1 Certified 15:7,8 certify 15:10 charges 8:20 Christina 2:6 4:16 christina.baker@... 2:10 City 2:8,16,24 3:19 4:17,23 11:1,17 11:22 13:6 clarity 11:16 clear 11:13 coffee 11:19 come 6:15 7:22 11:8 12:1,7 comes 6:10 comfortable 8:24 9:5 coming 10:2,2 12:21 13:13 comment 7:18 comments 4:5 5:9 5:19 10:10,15 12:17 13:14 Commission 1:2</p>	<p style="text-align: center;">D</p> <p>D 14:1 dark 9:3 days 8:23 deaf 7:4 December 1:7 3:3 13:17 decision 13:10 dependable 9:7 description 6:9 dinner 11:19 discussion 5:24 district 12:8 doing 12:5 dollars 9:19 12:6 down 3:25 4:6 11:20 12:1,7</p>	<p>E 2:1,1 14:1 ears 7:4 emergency 9:4,5 empty 11:11 entity 9:15 entries 4:8 et 1:14 even 11:14 ever 9:21 everybody 11:25 everyone 3:14 everything 3:25 9:25 evidentiary 13:5 evidently 6:4 exhibits 14:13</p>	<p>hand 5:13 8:10 10:19 happy 13:1 hard 3:21 Harold 1:20 3:9 Harris 5:10,11,14 5:17,20,23 6:10 7:13,17,18 14:5 having 10:11 hearing 1:6 3:4,10 3:15 4:4 13:3,5,14 hearings 3:19,23 heater 11:10,12,13 help 6:20 hereof 15:12 high 6:2,11 him 9:8 home 6:15 Homeowners 5:25 hope 12:21 hopefully 6:5 hoping 11:20,25 12:7 hot 11:10,11,13 house 6:16 Hubert 5:10,14,17 14:5 hundred 9:19 12:6 H-u-b-e-r-t 5:11</p>
			F	I
<p style="text-align: center;">B</p> <p>Baker 2:6 4:16,16 4:19 bearable 11:16 before 6:15 9:8,21 11:13 begin 13:7</p>			<p>fact 11:5,11 fallen 7:4 family 12:2 feasible 9:22 February 13:7 fee 8:19 feel 13:2 File 3:4 13:14 final 13:10 first 5:5,10,15,20 6:22 8:12 10:21 five 3:15 fixed 7:22 Floor 2:14 folks 8:17 12:21,22 follows 5:16 8:13 10:22 forth 15:11,15 forward 4:4 6:24 free 13:2 from 4:8 6:10 7:5,8 12:11 full 3:17 fully 15:14</p>	<p style="text-align: center;">J</p> <p>J 2:2 4:11 Jarrett 1:23 3:11,13 7:9,10,14 8:1 10:8 10:9 12:12,13,18 12:20 Jefferson 2:8,16,24</p>
			G	
			<p>General 1:13 3:7 gentleman 9:6 gentlemen 9:11 gets 5:6 give 4:3 5:8 6:8 9:24</p>	

PUBLIC SERVICE COMMISSION 12/15/2011

<p>3:19 4:17,23 13:6 Jim 9:6 John 2:2 4:11 john.reichart@a... 2:5 joined 9:14 Judge 1:21 3:2,10 3:13 4:7,10,14,19 4:24 5:4,12,18,22 6:7 7:7,16,25 8:2 8:5,9,15 10:4,8,12 10:18,24 12:10,16 13:5 just 3:15,22 7:10 8:16 9:10 10:1,25 11:13,23,24 12:20 13:12</p> <hr/> <p style="text-align: center;">K</p> <p>Kansas 11:1,17,22 Kathy 8:2,7,11,14 14:6 kind 3:21 9:4 know 6:6,12,23 7:2 7:4,15,21 8:19 9:14,15,22 10:13 12:2 13:13 knowledgeable 7:23 K-a-t-h-y 8:7</p> <hr/> <p style="text-align: center;">L</p> <p>late 8:19,20 Law 1:21 3:10 leak 7:19 leaking 7:21 let 11:12 13:12 level 9:1 life 9:21 like 3:12 6:16 7:3 8:18,19 9:11 11:24 12:16 limited 11:24 lines 9:12,16,25 10:1 11:9 list 5:2,9 8:2 10:13 listening 6:4,23 Litigation 2:22 little 6:8,14 live 10:25 lived 9:21 local 1:6 3:14,23 look 4:3 6:24 looking 6:19 lot 6:13 8:17 9:1 11:5,9 Louis 2:4 4:12</p> <hr/> <p style="text-align: center;">M</p> <p>M 1:23</p>	<p>made 9:4 Madison 2:7,14 mail 8:21 make 3:12 7:18 10:1,14 making 11:19 13:10 map 9:17 March 13:7 marked 14:13 matter 1:11 3:5 May 13:11 maybe 9:25 ma'am 10:10 McClowry 2:12 4:21,21,24 10:7 Mealy 2:21 15:7,21 mean 7:21 9:14 Meghan 2:12 4:21 middle 13:11 Midwest 2:22 might 7:18 minutes 11:12 Missouri 1:1,8,15 2:4,8,16 3:5,8 4:9 4:11,13,17,20,23 7:11 11:1 15:3,10 Missouri-American 1:11 MO 2:24 monnie 2:21 15:7 15:21 month 9:20 12:6 more 6:8 9:4 much 7:16 9:12,21 11:21 12:14</p> <hr/> <p style="text-align: center;">N</p> <p>N 2:1 14:1 name 3:9 5:5,6,10 8:6,7 10:15 named 9:6 need 9:2 new 6:20 Next 8:2 nice 9:13 Notary 15:9 noted 12:7 nothing 5:16 8:13 10:22 notice 8:23 nowhere 9:20 number 7:20 numbers 9:4</p> <hr/> <p style="text-align: center;">O</p> <p>Obviously 12:23 off 6:14 offer 12:17 Office 2:6,7 4:15,18</p>	<p>12:23 often 11:8 Okay 5:18,22 7:14 7:25 8:15,16,22 10:24,25 12:17 old 10:1 once 3:21 11:15 one 3:15 7:19 8:22 9:15 10:1 online 13:9 only 3:18 opening 3:12 OSAGE 15:5 other 3:20 8:25 10:13 11:15 others 12:17 Otherwise 13:3 out 3:14 6:11 7:22 9:6 10:2 12:21 outside 10:25 over 3:10 7:12 9:19</p> <hr/> <p style="text-align: center;">P</p> <p>P 2:1,1 PAGE 14:3 pages 15:15 part 7:11 part-time 11:1 past 6:24 7:3 pay 8:23 12:6 paying 11:21 pennies 11:24 people 6:3,23 7:5 9:8 10:14 personable 7:23 9:7 personally 15:11 pipes 6:12 place 13:6 places 3:21 please 5:18 8:6,15 10:15,18,24 12:11 13:2 point 7:5 9:13,22 positive 8:17 preceding 15:15 prepared 5:21 present 4:25 15:11 presented 6:18 President 5:24 presiding 1:20 3:10 probably 12:2 13:11 problems 9:12 procedure 13:12 proceed 5:18 8:15 10:24 proceedings 1:5 3:1 13:16 15:11,13 Professional 15:9</p>	<p>15:22 profusely 7:20 Provided 1:15 3:7 public 1:2,6 2:6,7 2:11,13 3:4,15,23 4:15,18,20,22 12:23 13:14 15:9 p.m 13:16 P.O 2:8,15 4:16,22</p> <hr/> <p style="text-align: center;">Q</p> <p>question 7:10 8:25 9:10 questions 7:8,9 10:5 10:6,7,10 12:11 12:14,22,25 13:2 quick 7:10</p> <hr/> <p style="text-align: center;">R</p> <p>R 2:1 rachel.lewis@psc... 2:18 raise 5:12 8:9 10:19 rapport 7:5 rate 1:14 3:7 12:8 rates 6:1 11:20 12:1 12:7 read 4:1 really 5:21 6:1 7:21 9:3 12:7 reason 9:15 record 4:6 5:7 8:18 Registered 15:8,22 Regulatory 1:21 3:10 Reichart 2:2 4:10 4:12,14 10:6 remarks 12:19 REPORTED 2:20 reporter 3:24 4:5 5:6 15:7,8,9,22 Reporter's 14:9 15:1 Request 1:12 3:6 resident 10:17 11:1 retired 11:23 retirement 12:4 rid 9:8 right 4:7 5:4,12,13 6:5,7,10 7:7 8:9 8:10 9:6,19 10:4 10:18,19 11:21 12:10,16 Road 2:3 4:12 RPR 2:21 run 6:16 11:12</p> <hr/> <p style="text-align: center;">S</p> <p>S 2:1,21 15:7,21</p>	<p>scheduled 13:6 see 3:24 5:1 6:3 seeing 12:17 seemed 7:3 sell 12:2 send 8:23 SENIOR 1:21 seriously 3:23 Service 1:2,15,16 2:11,13 3:7,8 4:20 4:22 Services 2:22 set 3:3 15:11,15 sewer 1:14 3:7 9:12 9:14,16,20,23 11:22 12:6 Sewers 7:2 sheet 12:8 15:12 Shorthand 15:7 shut 6:14 shut-off 8:23 signed 10:13 simple 9:15 sir 7:25 8:1 10:15 12:14 sit 11:9,9 situation 5:23 6:6 6:21 7:1,19 softeners 9:2 some 3:19 5:24,25 6:18,18 7:5 8:16 9:13,22 something 6:16 sometimes 9:3 speak 12:9 spell 5:6 8:5 10:15 spread 3:20 Springs 11:23 ss 15:4 St 2:4 4:12 Staff 2:11 4:20,21 12:22 start 4:7 6:5 state 1:1 5:6 8:5 10:15 15:3,10 statement 3:12 Stearley 1:20 3:2,9 4:7,14,19,24 5:4 5:12,18,22 6:7 7:7 7:16,25 8:2,5,9,15 10:4,8,12,18,24 12:10,16 13:5 stenotype 15:13 still 11:5 13:12 Street 2:7,14 suffices 11:18 Suite 2:7,23 Sullin 8:4,7,8,11,14 8:16 10:11 14:6</p>
--	--	--	--	---

PUBLIC SERVICE COMMISSION 12/15/2011

<p>Sullivan 8:3 sulphur 6:11 summer 11:8 sure 3:13 13:1 swear 5:8 sworn 5:15 8:12 10:21 system 7:11 S-u-l-l-i-n 8:8</p> <hr/> <p style="text-align: center;">T</p> <p>take 3:22 4:2,5 9:25 13:6 taken 11:15 taking 3:25 4:8 talked 8:16 9:11 taste 11:16 TERRY 1:23 test 8:25 testified 5:16 8:13 10:22 testify 5:15 8:12 10:21 testimony 4:2 5:17 8:14 10:23 12:15 14:5,6,7 thank 3:13 4:6,10 4:14,19,24 5:4 7:6 7:15,16,25 8:1 10:10,11 12:8,10 12:14,20 13:3 thin 3:21 thing 6:5,12 7:2 8:22 things 5:25 6:19 think 6:17 Thomas 10:16,20 10:23 thoughts 4:4 three 11:2,21 through 13:7 Thursday 3:3 time 3:4 5:20 8:22 9:13,22 15:13 times 11:21 today 3:11,14 6:5 13:13 today's 3:10 together 9:14 told 8:21 transcribed 15:14 TRANSCRIPT 1:5 3:1 transcripts 4:2 Truman 2:23 truth 5:15,16,16 8:12,13,13 10:21 10:22,22 truthfully 11:3</p>	<p>two 3:21 type 6:12</p> <hr/> <p style="text-align: center;">U</p> <p>until 13:11</p> <hr/> <p style="text-align: center;">V</p> <p>very 3:23 4:3 7:16 7:23,23 9:7,7 11:7 12:14 view 13:8 VINGIELEIZ 10:23 Vinjieleiz 10:16,16 10:20,25 14:7 Volume 1:9 V-i-n-j-i-e-l-e-i-z 10:17</p> <hr/> <p style="text-align: center;">W</p> <p>W 2:23 want 3:22 9:9 wanted 7:15 13:12 wants 7:3 Warsaw 1:8 watch 11:24 13:9 water 1:12,14 2:2,3 3:6,7 4:9,11 6:1,4 6:8,10,14,17 7:1,6 7:12,19,20 9:1,2,2 9:3,12,14,16,20 11:3,4,4,6,10,10 11:12,12,13,13,14 11:16,17,18,22 12:6 web 13:8 welcome 4:3 well 8:25 12:17,24 were 7:11 9:14 12:21 13:16 14:13 we're 3:20 11:7,20 11:25 12:1,7 we've 5:23 7:3,4,19 7:19 9:5,8 while 3:18 6:15 White 5:25 6:21 7:1 10:17 11:2,7,25 whole 5:15 6:25 8:12 10:21 willing 6:20 wishes 7:4 10:14 witness 5:2 7:8 10:5 work 9:17,23 13:1 working 6:25 works 9:6 WR-2011-0337 1:14 3:4 13:15</p> <hr/> <p style="text-align: center;">X</p>	<p>X 14:1</p> <hr/> <p style="text-align: center;">Y</p> <p>Yeah 6:10 years 11:2 yesterday 3:16</p> <hr/> <p style="text-align: center;">#</p> <p>#0538 15:8 #0539 15:21</p> <hr/> <p style="text-align: center;">1</p> <p>10 14:7 12:15 13:16 15 1:7 11:12 13:17 14:9 15th 3:3</p> <hr/> <p style="text-align: center;">2</p> <p>2nd 13:7 20 11:12 200 2:7,14 2011 1:7 3:3 13:17 207 2:23 21 8:23 21st 13:7 2230 2:8 4:16</p> <hr/> <p style="text-align: center;">3</p> <p>314 2:4 3432 2:23 360 2:15 4:23</p> <hr/> <p style="text-align: center;">5</p> <p>5 14:5 526-6715 2:17 573 2:9,17,25</p> <hr/> <p style="text-align: center;">6</p> <p>63141 2:4 4:13 636-7551 2:25 650 2:7 65102 2:8,16 4:17 4:23 65109 2:24</p> <hr/> <p style="text-align: center;">7</p> <p>727 2:3 4:12 751-5565 2:9</p> <hr/> <p style="text-align: center;">8</p> <p>8 1:9 14:6</p> <hr/> <p style="text-align: center;">9</p> <p>9th 2:14 996-2287 2:4</p>		
---	--	---	--	--