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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
  
TRANSCRIPT OF PROCEEDINGS  
LOCAL PUBLIC HEARING  
December 15, 2011  
Sedalia, Missouri  
Volume 9

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

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1 TRANSCRIPT OF PROCEEDINGS

2 JUDGE STEARLEY: All right. We're going to go  
3 on the record. Good evening. It's Thursday, December  
4 15th, 2011. The Public Service Commission has set this  
5 time for a public hearing in File No. WR-2011-0337, which  
6 is 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 Harold Stearley, and I'm the  
11 Regulatory Law Judge presiding over tonight's hearing.  
12 With me tonight is Commissioner Jarrett. And,  
13 Commissioner Jarrett, would you like to make an opening  
14 statement?

15 COMMISSIONER JARRETT: Sure. Thanks, Judge. I  
16 would just like to welcome you all here. Thank you for  
17 coming out tonight. These local public hearings are an  
18 important process during our rate case process. And this  
19 is a chance for the Commission to hear the thoughts,  
20 concerns, comments, from the public.

21 We have other cases going on, other hearings  
22 going on, so while not all of the Commissioners are here  
23 tonight, I can tell you that all the Commissions consider  
24 these local public hearings to be very important. We take  
25 very seriously the testimony that's presented.

1           As explained, there is a court reporter here.  
2       There will be a transcript. And the Judge -- the  
3       Commissioners that aren't here, I can attest that they --  
4       that we all read them if we don't -- aren't able to attend  
5       in person. So your comments are duly -- duly noted and  
6       considered.

7           Again, thank you, and I look forward to hearing  
8       your question -- your concerns and comments. Thanks.

9           JUDGE STEARLEY: All right. We will begin by  
10      taking entries of appearance from Counsel, beginning with  
11      Missouri American Water Company.

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

16          JUDGE STEARLEY: Thank you, Mr. Reichart. And  
17      for the Office of the Public Counsel?

18          MS. BAKER: Thank you. Christina Baker, P.O.  
19      Box 2230, Jefferson City, Missouri, 65102, appearing on  
20      behalf of the Office of the Public Counsel and the  
21      customers.

22          JUDGE STEARLEY: Thank you, Ms. Baker. And for  
23      the Staff of the Missouri Public Service Commission?

24          MS. MCCLOWRY: Meghan McClowry for the Staff of the  
25      Missouri Public Service Commission. My address is P.O.

1 Box 360, Jefferson City, Missouri, 65102.

2 JUDGE STEARLEY: All right. Thank you, Ms.  
3 McClowry. I don't believe we have any Counsel for any  
4 Intervenors in this matter. And hearing from no one, we  
5 will move on, then.

6 Now, normally, I have our witness list where  
7 people have signed up. And no one's signed on the witness  
8 list. But I do want to open this up. Anyone who would  
9 like to give a comment on the record, I'd like you to come  
10 forward.

11 You can stand at this microphone or seat -- have  
12 a seat in this chair. I will swear you in, and then you  
13 can tell the Commission whatever you would like to have  
14 entered into this record.

15 Would anyone like to speak? It's really not  
16 that formal of a process. If you would all like to speak,  
17 you can.

18 MR. GOODMAN: Speak here or up there?

19 JUDGE STEARLEY: Come up here where you can use  
20 the microphone. And what I'd ask you to do first, please,  
21 is state and spell your name. Come on up here. You can  
22 have a seat there and use that microphone.

23 MR. GOODMAN: Okay.

24 JUDGE STEARLEY: But I'd like for you to state  
25 and spell your name so our court reporter can get it into

1 the record correctly.

2 MR. GOODMAN: You don't want me to sing, right?

3 My name is Randy Goodman. My address is 2809 Meadow Wood  
4 Drive, Sedalia, Missouri.

5 JUDGE STEARLEY: All right. And if you would  
6 please raise your right hand.

7 RANDY GOODMAN,  
8 being first duly sworn to testify the truth, the whole  
9 truth, and nothing but the truth, testified as follows:

10 TESTIMONY OF RICKY GOODMAN

11 JUDGE STEARLEY: Okay. Thank you. And please  
12 proceed.

13 MR. GOODMAN: Well, I -- I think the biggest  
14 problem that I'm having to swallow -- and I've been on the  
15 Board for 11 years out there, and we've seen, you know,  
16 different places come in. And, you know, I can't remember  
17 who was the first water people we got there. But this is  
18 the second or third.

19 I -- we're just having a hard time  
20 understanding. The cost for this repair is outrageous. I  
21 mean, let's face it. Not one of us in this room can say  
22 we're rich. And there's probably some out there that's  
23 poor that live out there. But they're making it.

24 You know, it's going to get to the point that  
25 we're going to have empty houses, people moving because

1 they will not be able to afford this increase. So, I  
2 mean, it's unjustifiable.

3 You know, we had a rate increase two years ago.  
4 And what the hell they did, I don't know. You know, the  
5 only thing I can say is we've got better pressure now that  
6 we've ever had, and I thank the people before that got  
7 that done because, you know, you could piss harder than  
8 what we was getting it for. Pardon my language.

9 JUDGE STEARLEY: That's quite all right. For  
10 clarity, Mr. Goodman, you said you've been a member of the  
11 Board?

12 MR. GOODMAN: Maplewood Homeowners Association  
13 Board for 11 years.

14 JUDGE STEARLEY: Maplewood Homeowners  
15 Association.

16 MR. GOODMAN: I mean, I don't think these people  
17 -- and they're new. But I don't think you guys know. We  
18 get phone calls all kinds during the night. And we're  
19 just members. We're volunteers trying to put out a fire  
20 with their stuff.

21 You know, we can't put them out. We tell them  
22 that we have no control and that they have to contact the  
23 water source people, you know. And it's sad that these  
24 people are catching the brunt of the storm, but we have to  
25 see to believe anymore because we have not got what we've

1     been promised through the years.

2             The rate increases, I still don't know what the  
3     heck that was for two years ago. So, you know, I think  
4     what we want is a fair shake. And it's -- and we all --  
5     you know, and this customer service stuff, you're hearing  
6     this stuff tonight that we've heard through the years.  
7     And by granted, it's not their fault. But they're here  
8     now and since they've had it, that will make your hair  
9     stand up a little, you know, that they don't know how to,  
10    you know, get customer service, get people taken care of  
11    with water problems.

12            And like a while ago, how do you -- how do they  
13    expect to pay \$24 -- \$25 for a person that's deceased?  
14    And all they want to do is -- all you have to do is change  
15    the first name. You don't change no mailing address. All  
16    you do is change an M to a -- to a Sue, from Michael to  
17    Susie. Not real hard.

18            Can you justify \$25 for that when you pay your  
19    water bill on time every year -- or every month? I don't  
20    know. I just -- it's just really hard to sit here and to  
21    listen to things and then they pass the buck off to these  
22    other people. How can we justify all this?

23            I mean, I have -- I don't -- I mean, we've got a  
24    great community. I've worked my butt off in 11 years,  
25    been the past President for three years. Bob is our



1 President now. He's worked his butt off.

2           You know, we have cleaned that place up. We've  
3 got that place, you know -- but, you know, right now with  
4 the economic downturn, we've got houses being foreclosed  
5 out there daily now. So now you don't think this higher  
6 water bill is not going to make it adapt to this? I mean,  
7 shit, they might as well just shut us down. Why don't  
8 they just cover the thing up and buy our houses and let us  
9 move away and we won't have to put up with this?

10           JUDGE STEARLEY: Can you tell us how many  
11 homeowners are in your Association?

12           MR. GOODMAN: Sir, in our subdivision, we've got  
13 three subdivisions out there. We actually do not count  
14 Westlake as our subdivision. They were in there at one  
15 time, but we have kind of divorced them out, and we have  
16 our own there.

17           And we -- we have 227 houses in our Association.  
18 Ten of them are empty, five are in foreclosure, and we  
19 heard last night there could be another ten in  
20 foreclosure. So if you start them out and step up, it  
21 could be a ghost town, sad to say, in another five years.

22           Maybe those people can move out there and start  
23 paying their own water bills and figure out what's going  
24 on and see what we've got looking us in the face coming up  
25 in the new year. I mean, if you guys want to buy my

1 house, let's talk about it because I'm not going to sit  
2 back and pay more than you could pay right here at this  
3 establishment for their water and their sewer.

4 And they had an \$38 million bond issue that --  
5 now, the -- every person that pays in this town -- and  
6 there's 20,000 people in this town. So I -- I -- I --  
7 somebody just really needs to -- I mean, I really don't  
8 want to talk to them guys. No offense, but, I mean, I  
9 think you'd rather lie to us than tell us the truth and  
10 I'd rather not hear that.

11 So if there's any way that we can get some help  
12 out of this, it would be greatly appreciated. You know, I  
13 went to door -- a few houses last night. We had our  
14 homeowners meeting last night -- or Tuesday night. And  
15 you know, it's just a lot of dreary faces and, you know,  
16 comments and stuff like that, you know.

17 And I told them that I'll be the person to go  
18 and talk, you know, that everybody -- let -- my people  
19 that I -- that has stood behind me and voted me in for to  
20 be a member at large out there and Vice President all  
21 through the years, that I would stand up for them and try  
22 to help these people. I -- I think I've said everything I  
23 could. I hope I didn't offend anybody.

24 JUDGE STEARLEY: No. I'd like you to stay put  
25 for a minute and let me see if we have any questions for

1 you. Okay?

2 MR. GOODMAN: Okay.

3 JUDGE STEARLEY: Are there any questions from  
4 Counsel for this witness?

5 MS. MCCLOWRY: No questions.

6 JUDGE STEARLEY: Okay. Commissioner Jarrett?

7 COMMISSIONER JARRETT: Yes. Mr. Goodman, I'd  
8 like to follow-up on a couple of things. I think you  
9 referenced some things that you may have talked about in  
10 the question and answer session. I think you saw me  
11 standing outside when you came in.

12 MR. GOODMAN: Yes.

13 COMMISSIONER JARRETT: I was not involved with  
14 that. So some of the things you were -- you referred to,  
15 I know nothing about because I wasn't listening to that.

16 MR. GOODMAN: Okay.

17 COMMISSIONER JARRETT: So I'm going to ask you a  
18 couple of follow-up questions.

19 MR. GOODMAN: Yes, sir.

20 COMMISSIONER JARRETT: You talked about the cost  
21 of repairing something was outrageous. What were you  
22 talking about?

23 MR. GOODMAN: Let me turn around. The gentleman  
24 -- what's your name, sir?

25 MR. WEEKS: Greg Weeks.

1 MR. GOODMAN: The gentleman mentioned a while  
2 ago that it was going to -- \$400,000 to put -- to upgrade  
3 the three lagoons we have in our town, whatever you want  
4 to call it out there. And \$400,000. Wow.

5 COMMISSIONER JARRETT: Okay. And you talked  
6 about customer service problems. Are these customer  
7 service problems you've had with Missouri American?

8 MR. GOODMAN: Sir, I haven't had any problem.

9 COMMISSIONER JARRETT: Okay.

10 MR. GOODMAN: But I've had people contact me,  
11 you know, at night times. And -- and the young lady that  
12 was over here in the -- you know, she had a hell of a  
13 problem and still ain't got it worked out.

14 And two weeks later, they get a -- saying it's  
15 going to take another ten days. That's good customer  
16 service.

17 COMMISSIONER JARRETT: Okay.

18 MR. GOODMAN: I mean, that's -- I don't think  
19 you could define it as customer service. I think that's  
20 not being a company that cares about one or 227 houses.  
21 And I think the other subdivision -- they're behind us in  
22 Westlake. I think it has 80-some-odd houses.

23 You know, I don't know what kind of problems  
24 they have over there because it's not, you know, in our  
25 area that -- that I represent.

1           You know, I feel that for these 227 houses,  
2 there's horror stories. And I -- I can't explain to you  
3 why they don't come. You know, a lot of people I have  
4 talked to through the years -- and like I said, these  
5 people are catching the brunt of most of the storm at the  
6 end here -- is there's never been communication at all,  
7 you know.

8           So I don't know about you, but it would be like  
9 me -- I don't really know you from Adam. But if you were  
10 on the Board and I have a problem, I'd call you, and, you  
11 know, then you're chewing me out. Well, sir, I don't know  
12 how -- you need to contact the water -- they do not have  
13 -- you know, they've give us this number to -- well, three  
14 days later, they're still not getting anything out of  
15 this.

16           And then the -- listening to that lady who spoke  
17 a while ago, I mean, how you actually can sit there each  
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23  
24 month and send this lady a bill knowing that she's had a  
25 problem -- she still has that problem occurring since

1 October. I mean, did they -- did they drop the ball? Is  
2 there just one person that's entitled to this thing and  
3 they don't share to that -- this big company?

4 But customer service these day and ages is very  
5 important. If you don't have customer service, you're not  
6 going to have good response from your customers. Because  
7 if you call and they give you the run-around, you ain't  
8 going to call the second time. You're going to try to  
9 take matters in your own hand. So --

10 COMMISSIONER JARRETT: Well, thank you, sir. I  
11 appreciate your testimony.

12 MR. GOODMAN: Thank you.

13 JUDGE STEARLEY: All right. Mr. Goodman, is  
14 there anything else you'd like to add?

15 MR. GOODMAN: No. I apologize if I've offended  
16 anybody.

17 JUDGE STEARLEY: Okay. Well, I appreciate your  
18 testimony. Thank you.

19 MR. GOODMAN: Thank you.

20 JUDGE STEARLEY: Is there anyone else who would  
21 like to offer some comments? All right. And same  
22 procedure. If you'd please state and spell your name for  
23 the court reporter.

24 MS. MCGINNIS: Kimberly, K-i-m-b-e-r-l-y,  
25 McGinnis, M-c-G-i-n-n-i-s, 6405 East 32nd, Sedalia.

1 JUDGE STEARLEY: Okay. And if you'd please  
2 raise your right hand.

3 KIMBERLY MCGINNIS,  
4 being first duly sworn to testify the truth, the whole  
5 truth, and nothing but the truth, testified as follows:

6 TESTIMONY OF KIMBERLY MCGINNIS

7 JUDGE STEARLEY: Okay. Thank you. And please  
8 proceed.

9 MS. MCGINNIS: First of all, let me say that,  
10 unfortunately, where our home sits, we are not a part of  
11 the Maplewood Homeowners Association. We do not have a  
12 Homeowners Association that we can go to. But that does  
13 not mean that I don't share the concerns that the  
14 Maplewood Homeowners Association have.

15 I'm here tonight because we're greatly concerned  
16 about the increase this is going to have on our own water  
17 bill. If this goes through, we're looking at a water bill  
18 that would be more some months than our electricity.

19 As Randy said, we're in an economic downfall.  
20 But we live in a subdivision that is designed for low  
21 income to middle income families. In this economy, and as  
22 a nurse, I go to work every day and see patients that have  
23 lost their jobs. Because of that, they don't have  
24 insurance. And because of that, they've given up medical  
25 care.

1 I'd hate to see all those families out there  
2 with young children give up water. We have a house  
3 sitting to the east of us that has been abandoned. We  
4 have a house sitting to the west of us that the family is  
5 probably going to lose due to health issues in the next  
6 six months.

7 We're eventually going to become that  
8 subdivision that is going to be non-existent. So I think  
9 they need to understand that this is a group of people  
10 that cannot afford such an elaborate increase in water  
11 bills.

12 I understand that with the economy they have to  
13 make their money. It's not their fault that they  
14 necessarily took over a company that had poor failing  
15 water conditions, but they should have thought about that  
16 before they bought it.

17 As for customer service, we're very  
18 dissatisfied. We opened up our water bill in October to  
19 find that our water bill had almost doubled. So I called  
20 the water company. They told me several things to do, to  
21 check for water leaks.

22 I called them back. And they say, Okay, well,  
23 we'll have a technician come out tomorrow. Meanwhile,  
24 when my husband came home, we did discover a leak  
25 underneath the crawl space where the main line connects to



1 our inside water lines. It was a fitting and, apparently,  
2 had been leaking for probably a month.

3 It was a minimum of a \$3 repair. We made the  
4 repair. We saved the receipt. They sent us a leak  
5 adjustment form. We filled it out, sent it in with the  
6 receipt within the 15 days we were supposed to.

7 The next month in November, we get our bill.  
8 It's still high because of the charges that went unpaid  
9 from the month before because they put our account on hold  
10 until they could process the leak adjustment.

11 So we call again. And they said, Well, we can't  
12 do anything for you because you never sent the piece of  
13 paper in. Yeah, we did. So they want us to provide  
14 another receipt, which we can't get. And I said, No, we  
15 can't get the receipt.

16 So they send us another form dated December --  
17 November the 18th. It didn't come in the mail until  
18 probably the 26th or the 27th. That 15-day period was  
19 from the date of the 18th. So I made a note on that piece  
20 of paper that -- first of all, the date that we received  
21 it. I filled out an explanation of when we discovered the  
22 leak, what the leak pertained to, the amount of repair.

23 And I faxed it this time. And I kept a copy.  
24 And at the bottom of the form, I requested that they  
25 please contact the account holder to let us know that they

1 did receive that.

2 Two hours later, I call the company. Nothing is  
3 said. There was nothing in the computer. They said, I'll  
4 make a note to have someone from the Billing Department  
5 contact us. Several days later, I call again. Still,  
6 nothing in the computer that it's been received.

7 So she contacts a supervisor and says that  
8 they'll have a supervisor call us to see if they can  
9 implement getting a hold of the Billing Department to get  
10 us an answer. Never did get a phone call from the  
11 supervisor.

12 Finally, today in the mail we get a letter that  
13 states they have received our request and it may be an  
14 additional ten days before we have an answer. This all  
15 started around the 20th of October. And here we are the  
16 15th of December.

17 We've had incidents where the homes behind us  
18 have had to have repair work done. We had over the summer  
19 the company -- we were told the company after I called to  
20 find why I didn't have water, if there was a water outage.  
21 I was told, no, they would be working on the main line in  
22 our area and it may take five or six hours to repair. And  
23 I said, Well, it would have been nice to know considering  
24 we've run our hot water heater down to no water.

25 I was doing laundry, trying to fix supper. They

1 said, Well, someone came to your door to tell you. No,  
2 someone did not. You know, I had to call the water  
3 company to find out what was going on because the trucks  
4 that were parked up the street were not labeled that it  
5 was the water company. As far as I knew, it could have  
6 been anybody out there.

7 So, yeah, there are some customer service  
8 issues. When I do have to call the company, it's not the  
9 little customer service reps that answer the phone that's  
10 the problem. They're very courteous and as helpful as  
11 they can be. It goes beyond that into management.  
12 And I think that's something the company needs to correct.  
13 That's all I have.

14 JUDGE STEARLEY: All right. Are there any  
15 questions from Counsel for this witness?

16 MS. MCCLOWRY: No.

17 JUDGE STEARLEY: Okay. Commissioner Jarrett?

18 COMMISSIONER JARRETT: Ms. McGinnis, I think  
19 your testimony detailed out some very -- very interesting  
20 things in the record, and I appreciate that.

21 And for your specific problem, there are company  
22 people here. I hope you've been able to talk to them, and  
23 maybe they can expedite your -- your issue and get it  
24 taken care of for you.

25 MS. MCGINNIS: Okay.

1 COMMISSIONER JARRETT: Thank you.

2 JUDGE STEARLEY: Did you -- did you want to --

3 FURTHER TESTIMONY OF RANDY GOODMAN

4 MR. GOODMAN: I just wanted to say something not  
5 in -- I don't care if it's on the record. At my address,  
6 I have a manhole with -- I don't know. They -- I guess  
7 it's theirs. It's in my back yard.

8 One thing I am going to tell you is I have a  
9 very special little dog. And the guy that comes in and  
10 checks everything, you know, if he don't know how to shut  
11 my gate on my back fence, I'm going to put a padlock on  
12 it, and I'm going to -- I don't want no trespassing.

13 Because he was in there about two to three weeks  
14 ago, and he didn't shut my gate. Well, I let my little  
15 Yorkie out, and he got out. Now, if that dog would have  
16 got hurt, I'm telling you, I would have been very  
17 disappointed. It don't take any more to close the damn  
18 gate than it does to open it.

19 And I knew because it was back when we had the  
20 rain, and they went down there and they were messing --  
21 they had the lid off the thing, and they didn't -- I don't  
22 know if they stuck something down there to clean it, I  
23 don't know if they stick something up it to jet it out or  
24 something like that. But if they don't know how to close  
25 it, I don't want them in my yard because my dog means more

1 to me than that damn manhole.

2 So I just want to let you guys know, if you  
3 don't know how to shut the gate when he comes in --  
4 because that's private property. You all understand,  
5 right? It is private property. If you guys don't -- the  
6 guy you send out there, if he don't want to close the  
7 gate, then I will enforce the key padlock, and maybe you  
8 can move the thing over to somebody else's yard and they  
9 can leave the gate unlocked.

10 JUDGE STEARLEY: All right. Thank you. I  
11 believe -- was another person getting ready to stand up,  
12 come forward?

13 Yes.

14 JUDGE STEARLEY: Come on ahead. All right. And  
15 if you would, please state and spell your name for the  
16 record.

17 MR. PRESTON: My name is Bob Preston, B-o-b  
18 P-r-e-s-t-o-n.

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

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

24 TESTIMONY OF BOB PRESTON

25 JUDGE STEARLEY: All right. Please proceed.

1 MR. PRESTON: Okay. I just -- I'll try not to  
2 repeat some of the things that's been said. But one of my  
3 concerns is the -- the repair cost amount they indicated  
4 to that lagoon versus the rate increase for the sewer that  
5 they've suggested is -- is -- the rate increase is more  
6 than double that.

7 And it was their own words a while ago that --  
8 that that lagoon was the -- the big reason for the rate  
9 increase, and -- and that's why they liked the overall  
10 pricing versus the district pricing. Well, it just --  
11 that don't make sense.

12 I mean, if they proposed a rate increase that's  
13 going to more than -- more than double the expense that  
14 it's going to cost to repair it. You know, my bill has  
15 doubled since I've been out there.

16 I'm the President out there. I've been out  
17 there for, I think, about eight years, I think it is.  
18 And, you know, it just keeps going up and up and up.  
19 And some improvements, like Randy said, the water pressure  
20 has gotten better, which is good.

21 You know, and I guess -- you know, I'm in  
22 business. And if -- if the company -- I don't understand  
23 if they just recently bought the company, you know, less  
24 -- about six months ago why -- to me, I liken it with  
25 buying a car. If you buy a car that needs a motor, I

1 mean, you would expect to pay less for it.

2           You know, they bought a -- or purchased or took  
3 over a -- a company that they know that needed repairs.  
4 They -- they should have lowered their offering price.  
5 You know, I mean, you don't -- like I say, you don't buy a  
6 car without a motor and pay the same price you would for  
7 one with a motor.

8           So it sounds like they may have not done their  
9 business, you know, and paid more than they should have.  
10 I don't know. And now we're having to pay for that, you  
11 know, so -- and another thing I'd like to add is just  
12 better communication with the company and -- and the --  
13 the homeowners that live out there and possibly the  
14 Association -- Homeowners Association about repairs being  
15 done.

16           And, you know, I think -- I think people  
17 probably wouldn't be upset if -- for one, if they knew --  
18 you -- you know, if the company produced a cost -- you  
19 know, what this is going to cost, or people -- they let  
20 people know what they're doing when they're out there  
21 digging up their yard, you know.

22           People -- if they know they're doing upgrades  
23 and improvements, people may not be as upset to pay the  
24 increase if they know what's going on out there.  
25 Just no communications. And that's all I had.

1 JUDGE STEARLEY: All right. Are there any  
2 questions from Counsel? Commissioner Jarrett?

3 COMMISSIONER JARRETT: I don't have any  
4 questions, Mr. Preston. I appreciate your testimony.

5 MR. PRESTON: Okay.

6 JUDGE STEARLEY: All right. Thank you. Is  
7 there anyone else who would like to offer comments? All  
8 right. Well, hearing none, would you like to make any  
9 closing remarks, Commissioner?

10 COMMISSIONER JARRETT: Just briefly again, thank  
11 you for coming out tonight and sharing your testimony in  
12 this local public hearing. Again, we do consider this to  
13 be important and appreciate you coming out.

14 JUDGE STEARLEY: Okay. I did want to let you  
15 all know that the evidentiary hearing where the subject  
16 matter experts from the various parties present evidence  
17 to the Commission will be commencing on February 21st and  
18 run through March the 2nd in Jefferson City.

19 If you have computer access, we do web cast  
20 those hearings, and you can watch those hearings. And it  
21 will be probably mid May to the end of May before a final  
22 decision is made in the case. So just wanted to advise  
23 you of the timeline there.

24 All right. Well, we thank you all very much for  
25 coming out tonight for your testimony. And our public



1 hearing is hereby adjourned.

2 (The proceedings were concluded at 6:50 p.m. on  
3 December 15, 2011.)

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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  
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

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