

In the Matter of:

**RAYTOWN WATER COMPANY'S REQUEST FOR AN ANNUAL OPERATING REVENUE, etc.**

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**WR-2020-0264, VOL. I**

*July 09, 2020*

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BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Public Hearing

July 9, 2020

Jefferson City, Missouri

Volume 1

In The Matter of Raytown )  
Water Company's request )  
for an annual operating )  
revenue increase ) FILE NO. WR-2020-0264

(Via Video)  
JANA JACOBS, Presiding  
REGULATORY LAW JUDGE

PRESENT:

(Via Video)  
MORRIS WOODRUFF, CHIEF LAW  
JUDGE/SECRETARY

William P. Kenney, Commissioner  
Maida J. Coleman, Commissioner

REPORTED BY:  
Sheri Allen, MO CCR No. 1460(T)  
TIGER COURT REPORTING, LLC

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A P P E A R A N C E S

FOR THE PUBLIC SERVICE COMMISSION:

TRAVIS PRINGLE, ESQ.  
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573.751.4140

FOR MISSOURI OFFICE OF THE PUBLIC COUNSEL:  
JOHN CLIZER, ESQ.  
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Jefferson City, Missouri 65101  
573.751.4857

(Via Video)  
Jared Giaccone, Raytown Water  
Chiki Thompson, Raytown Water  
Jarrod Robertson, Environmental Specialist III

(Via Phone)  
Keith Majors  
Andy Harris  
Mark Johnson  
Curt Stokes  
Justin McKinzie  
Jim Busch

1           REGULATORY LAW JUDGE: So we are now on  
2 the record today. Good afternoon, it is July 9th,  
3 2020. It is 12:25 p.m. And we're underway in a  
4 virtual public hearing in file number WR-2020-0264.  
5 And I'm going to look here on my screen to make sure  
6 I can see the court reporter and make sure, could  
7 you give me a thumbs up or otherwise indicate --  
8 okay, she's good to go.

9           All right. So this matter concerns  
10 Raytown Water Company's request for an annual  
11 operating revenue increase. The Missouri Public  
12 Service Commission has set this time aside for a  
13 local public hearing on Raytown Water's request. My  
14 name is Jana Jacobs, I'm the regulatory law judge  
15 assigned to this matter.

16           As everyone is aware, this public hearing  
17 is being conducted by video conference. And some  
18 participants are connected by phone and others are  
19 connected by internet. To conduct this hearing  
20 today I'll need to keep an eye on a couple different  
21 monitors, as well as my cell phone. And this means  
22 that at times I'm going to be looking off to the  
23 side. I just want you to understand that despite  
24 this unusual setting, you do have my full attention  
25 today.

1           This is a formal proceeding which is being  
2 transcribed by a court reporter. I'll be monitoring  
3 the quality of the audio to help the court reporter  
4 preserve this hearing for the record. If any of the  
5 lines connected to the conference today are too  
6 noisy, I'll need to mute those lines. I appreciate  
7 your patience today as we adapt to this new kind of  
8 public forum.

9           I'd like to introduce the Commission. We  
10 have with us today Commissioner Maida Coleman and we  
11 also have Commissioner Kenney with us as well. And  
12 I didn't know that Commissioner Kenney was going to  
13 join us, so I apologize for fumbling that intro a  
14 little bit.

15           The Missouri Public Service Commission  
16 regulates the rates charged by investor-owned  
17 utility companies in Missouri to ensure that those  
18 rates are just and reasonable. The Commission also  
19 regulates the quality of service and safety of the  
20 operations of investor-owned utilities, and there  
21 are five members of the Commission. So I would just  
22 like to give the Commissioners an opportunity to  
23 make any opening remarks if they would like to at  
24 this time. Commissioner Kenney, was there anything  
25 that you wanted to say, sir?

1           COMMISSIONER KENNEY: Well, I would just  
2 like to thank those in attendance, I know it's very  
3 difficult. And Judge, I thank you for working  
4 through all these problems about this case. I'm  
5 very familiar with the Raytown Water District, it's  
6 family-owned and I've been in this area since 1979.  
7 So I'm very familiar with them. Appreciate the --  
8 those that have comments to make. Thank you.

9           REGULATORY LAW JUDGE: Thank you very  
10 much, sir. And Commissioner Coleman, did you have  
11 anything to state today, ma'am?

12           COMMISSIONER COLEMAN: I would like to  
13 welcome all those that are participating today. I  
14 thank those of the general public that has tuned in.  
15 And I appreciate this opportunity they've been given  
16 to voice their opinions. And thank you, Judge.  
17 That's all.

18           REGULATORY LAW JUDGE: Thank you very  
19 much. So please know that the comments that are  
20 being made today are being made to the full  
21 Commission. The court reporter is transcribing this  
22 hearing, so all of the Commissioners can review and  
23 read the comments that will be made.

24           I am now going to ask that counsel for the  
25 parties enter an appearance for the record. So you

1 can just provide your name to the court reporter and  
2 spell your name if it's the kind of name that people  
3 usually don't spell correctly. My understanding is  
4 that no attorney has entered an appearance for  
5 Raytown Water Company in this matter. Is there  
6 counsel here today for Raytown?

7           Okay. It doesn't appear that there's  
8 counsel for Raytown today. So counsel for  
9 commission staff, please.

10           MR. PRINGLE: Yeah, thank you, Judge.  
11 This is Travis Pringle, legal counsel for the Public  
12 Service Commission staff. My contact information is  
13 200 Madison Street, P.O. Box 360, Telephone No.  
14 573.751.4140.

15           REGULATORY LAW JUDGE: Thank you very  
16 much, Mr. Pringle. And do we have -- I believe we  
17 have Mr. Clizer here for the Office of the Public  
18 Counsel.

19           MR. CLIZER: Yes, thank you, Your Honor.  
20 John Clizer, Missouri Office of the Public Counsel.  
21 Business address, 200 Madison Street, Suite 650,  
22 Jefferson City, Missouri 65101.

23           REGULATORY LAW JUDGE: Thank you very  
24 much. So the way this is going to work today is I'm  
25 going to call on the people who are listed on the

1 registration information that was given to me by the  
2 parties. When I call your name, first, you're just  
3 going to need to check to make sure you aren't  
4 muted, so we'll all be patient with each other while  
5 we do that.

6           If you are connected by the internet  
7 you'll see a microphone symbol on your screen, if  
8 it's red, that means that you're on mute. So you'll  
9 want to unmute yourself before you speak up. I'll  
10 place you under oath and ask you to state and spell  
11 your name, and then you can offer your comments to  
12 the Commission.

13           After you've made your comments, the  
14 Commissioners may have some questions for you, and  
15 it's also possible that the attorneys present for  
16 the parties may also want to ask some follow-up  
17 questions.

18           The purpose of the hearing today is so the  
19 Commission can hear from you. The Commissioners  
20 won't be able to answer your questions about this  
21 case, because they have to remain impartial until  
22 after the evidence is presented at the evidentiary  
23 hearing. If you do have questions, there's  
24 information posted on the Commission's website about  
25 this case, including information about how you can



1 submit any questions that you may have.

2           Okay. So it looks like we're ready to get  
3 to the part of this proceeding where we call upon  
4 those who have registered to address the Commission  
5 today. So I'm going to start with the first person  
6 on my list. Do we have Shelly Schuman on the line  
7 today? Okay. I don't see an indication of such a  
8 person has joined us, so we'll see if she is able to  
9 join us later.

10           Has Mr. Jerome Barnes been able to connect  
11 to the call today? Okay. And do we have  
12 Ms. Sandra McKee here? I did speak to  
13 Ms. L'Heureux earlier when she connected, so I  
14 believe we do have a Jennifer L'Heureux on the line.  
15 Ms. L'Heureux, did you want to speak up?

16           MS. L'HEUREUX: It's actually pronounced  
17 L'Heureux, but you are closer than most people.

18           REGULATORY LAW JUDGE: Okay. So you're  
19 actually the next registrant on the line, ma'am. So  
20 did you want to address the Commission today?

21           MS. L'HEUREUX: I was under the impression  
22 that I was going to be hearing some information and  
23 then perhaps commenting on that, so I apologize that  
24 this is different than what I anticipated. About  
25 the only question that I have --

1 REGULATORY LAW JUDGE: So if you want --

2 MS. L'HEUREUX: -- or comment today --

3 REGULATORY LAW JUDGE: Right. If you  
4 actually wanted to make comments, then I would swear  
5 you in first. So that's why I was asking if you  
6 wanted to make comments to the Commission.

7 MS. L'HEUREUX: I have a question, not  
8 really a comment.

9 REGULATORY LAW JUDGE: Okay. So as I said  
10 before, this forum is allowing members of the public  
11 to make comments to the Commission. You should be  
12 able to get some information if you go to the  
13 website for the Commission about how you can submit  
14 some specific questions about the case.

15 MS. L'HEUREUX: Okay. Then I don't have  
16 anything to say.

17 REGULATORY LAW JUDGE: Okay. So is  
18 Ms. Sandra Jones connected to the call today? And  
19 is there -- I believe there was a -- someone by the  
20 name of Reese Champagne who had connected. Sir, are  
21 you on the line?

22 MR. CHAMPAGNE: Yeah. Yeah, I'm here.

23 REGULATORY LAW JUDGE: Okay. So we can  
24 hear you. So if you'd like to raise your right-hand  
25 I can swear you in and you can address the

1 Commission, sir.

2 MR. CHAMPAGNE: Okay. Yeah, my right  
3 hand's up.

4 REGULATORY LAW JUDGE: Thank you so much.

5 REESE CHAMPAGNE,  
6 having been first duly sworn, was examined and  
7 testified as follows:

8 REGULATORY LAW JUDGE: Thank you very  
9 much. Could you please state your name and spell  
10 your name for the record, sir.

11 MR. CHAMPAGNE: My name is Reese  
12 Champagne. First name R-e-e-s-e, and Champagne,  
13 C-h-a-m-p-a-g-n-e.

14 REGULATORY LAW JUDGE: Okay. Thank you  
15 very much. What would you like to tell the  
16 Commission?

17 MR. CHAMPAGNE: Basically, like, I've  
18 never done one of these meetings before, so I'm  
19 thinking I don't know exactly who I'm talking to,  
20 but I just want to make some comments about, like,  
21 raising -- like nickel and diming rates is what I  
22 see it as. Like over time, span of 10 years, you  
23 nickel and dime, you get a dollar. And I never see  
24 those prices go down.

25 So it's over 10 years the price goes up by

1 80 percent, but they cut their expense in half,  
2 we're still paying that 80 percent extra bill when  
3 they don't even need that extra money. Like, it's  
4 he never going to go down from what I've seen in my  
5 life.

6           So I just oppose the -- the increase just  
7 in general. Because I just see it as nickel and  
8 diming when they need to do -- like, we should be  
9 the last people that they ask for money from. Like,  
10 they need to restructure their organization or do  
11 what they need to do before they talk to us.

12           REGULATORY LAW JUDGE: Okay. Sir, do you  
13 have anything in addition that you wanted to add?

14           MR. CHAMPAGNE: No, that's -- that's about  
15 it.

16           REGULATORY LAW JUDGE: Okay. Do any of  
17 the Commissioners have any questions for  
18 Mr. Champagne today?

19           COMMISSIONER Kenney: No, I don't. But I  
20 thank you, Mr. Champagne, for appearing via web and  
21 commenting.

22           MR. CHAMPAGNE: Thank you.

23           COMMISSIONER COLEMAN: Yes, thank you,  
24 Mr. Champagne. Public input is very important and  
25 your comments are noted. Thank you.

1 MR. CHAMPAGNE: Thank you.

2 REGULATORY LAW JUDGE: Thank you so much.

3 Do counsel for the parties have anything they wanted  
4 to ask Mr. Champagne?

5 MR. PRINGLE: No question from staff,  
6 Judge.

7 REGULATORY LAW JUDGE: Thank you so much.

8 MR. CLIZER: Nothing from the OPC. Thank  
9 you, Your Honor.

10 REGULATORY LAW JUDGE: Okay. Thank you.  
11 So I'm going to see if we have anymore folks that  
12 have connected to the call. Do we have a Ms. Ann  
13 Saulsbury on the line to address the Commission  
14 today? Okay. And what about a Darlene Reid? And  
15 Cara Diffy? Okay. Is there a person by the name of  
16 Ebony Peterson who has joined the call today to  
17 address the Commission?

18 I have a couple of other people who just  
19 provided a first name. So is there a LeAnn who's  
20 joined us today? Or Terea? Okay. So those are all  
21 of the names that I had for individuals who were  
22 registered to address the Commission. So it doesn't  
23 look like we have a -- have had any additional  
24 people join the call here.

25 So I will make one last call for anyone

1 who might be here present in our meeting today who  
2 wanted to address the Commission about this case.  
3 Was there anyone who wanted to address the  
4 Commission on the record?

5 MS. L'HEUREUX: This is Jennifer  
6 L'Heureux. I do have a comment I would like to  
7 make, if I may.

8 REGULATORY LAW JUDGE: Okay.  
9 Ms. L'Heureux, could you just go ahead and raise  
10 your right-hand for me.

11 MS. L'HEUREUX: It is raised.

12 REGULATORY LAW JUDGE: Thank you, ma'am.

13 JENNIFER L'HEUREUX,  
14 having been first duly sworn, was examined and  
15 testified as follows:

16 REGULATORY LAW JUDGE: Thank you very  
17 much. Could you state your name and spell your name  
18 for the record, ma'am.

19 MS. L'HEUREUX: My name is Dr. Jennifer  
20 L'Heureux. My last name is spelled L apostrophe,  
21 capital H-e-u-r-e-u-x.

22 REGULATORY LAW JUDGE: Okay. Thank you  
23 very much. What would you like to tell the  
24 Commission today, ma'am?

25 MS. L'HEUREUX: The comment I would like

1 to make, I've been a Raytown resident now for about  
2 seven years. And I own property here in Raytown.  
3 My comment is that I think the water department  
4 needs to focus, if this increase is to go through,  
5 need to focus on infrastructure.

6 It seems like the system here in Raytown  
7 is fairly consistently breaking down. We have water  
8 main breaks. We have backups. We have all kinds of  
9 issues that occur in different parts of Raytown.

10 And I would like to see if this increase  
11 goes through, that they spend some of those monies  
12 on improving infrastructure, which is extremely  
13 important to those of us that own property here,  
14 even just people who are renting. Because the  
15 infrastructure often fails and then the costs are  
16 passed on to the homeowners which then are passed on  
17 to the renters. And my comment is I'd like to see  
18 infrastructure here in Raytown improve, because the  
19 system is greatly aging.

20 REGULATORY LAW JUDGE: Thank you very  
21 much, Ms. L'Heureux. Were those all your comments  
22 today or do you have anything else to add?

23 MS. L'HEUREUX: No, Your Honor, that was  
24 it.

25 REGULATORY LAW JUDGE: Thank you very

1 much. Do any of the Commissioners have any  
2 questions for Ms. L'Heureux.

3 COMMISSIONER Kenney: No questions, but  
4 thank you, Dr. L'Heureux. I appreciate your  
5 comments.

6 COMMISSIONER COLEMAN: Thank you,  
7 Dr. L'Heureux.

8 MS. L'HEUREUX: Thank you.

9 REGULATORY LAW JUDGE: And did counsel for  
10 any of the parties have any questions for  
11 Ms. L'Heureux?

12 MR. PRINGLE: No questions from the staff.  
13 Thank you, Judge.

14 MR. CLIZER: I have no questions, Your  
15 Honor. However, I believe that Dr. L'Heureux had  
16 mentioned she had a question herself earlier. I  
17 know that we can't have that asked here, but I  
18 believe that we had reported (background noise) and  
19 I was hoping that we might be able to tell her,  
20 Travis, I'm leaning on you a little bit to tell her  
21 exactly what the email is.

22 MR. PRINGLE: Yes. The email address for  
23 questions, Raytowncomments@PSC.mo.gov.

24 REGULATORY LAW JUDGE: And that would have  
25 been the same email address that Ms. L'Heureux would



1 have registered for the session today; is that  
2 right?

3 MR. PRINGLE: That is correct, Judge, yes.

4 REGULATORY LAW JUDGE: Okay. Thank you.

5 MR. CLIZER: And, again, if she would  
6 write her comments and questions and we'll do our  
7 best to answer them.

8 REGULATORY LAW JUDGE: Okay. And  
9 Ms. L'Heureux, were you able to hear Mr. Clizer?

10 MS. L'HEUREUX: I could hear about three  
11 fourths of what he said.

12 REGULATORY LAW JUDGE: Okay. I think  
13 Mr. Clizer was just trying to point out that there  
14 is additional information available to you and that  
15 you can submit questions. One of the ways you can  
16 do that is through the email address that you  
17 previously used to register for this hearing today.

18 MS. L'HEUREUX: Okay. Thank you.

19 REGULATORY LAW JUDGE: Okay. Is there  
20 anyone else on the line who has joined the call who  
21 would like to make comments on the record to the  
22 Commission today? Okay. I've checked my email and  
23 I don't have any indication that anyone is urgently  
24 trying to get into the session. So I believe that  
25 we've completed the part of the session where we

1 hear from our registrants.

2 Now that we've heard from all of our  
3 registrants today, would any member of the  
4 Commission like to make any remarks? Commissioner  
5 Kenney?

6 COMMISSIONER KENNEY: No thank you, Judge.

7 THE COURT: Thank you very much. And  
8 Commissioner Coleman?

9 COMMISSIONER COLEMAN: No comments. But I  
10 do see that we just had someone join us with the  
11 spelling of the name T-e-r-r-a.

12 REGULATORY LAW JUDGE: Thank you for  
13 spotting that. Let's backtrack. Did we have  
14 someone just join the call who's identified as  
15 Terra, T-e-r-r-a?

16 MS. AMBLER: Yes.

17 REGULATORY LAW JUDGE: Okay. So did  
18 you -- would you be someone who registered under a  
19 gmail account, Terryspoon --

20 MS. AMBLER: Yes.

21 REGULATORY LAW JUDGE: -- for the session  
22 today? Okay. So you have registered to address the  
23 Commission. And let me just explain to you how that  
24 works. So I'm going to ask you to raise your right-  
25 hand and swear you in. And then once you've done

1 that, you'll provide your full name and spell your  
2 name for the record. And then you can address the  
3 Commission. Did you have any questions before we  
4 proceed to that, ma'am?

5 MS. AMBLER: You say raise my hand? How  
6 am I supposed to --

7 REGULATORY LAW JUDGE: Yes. You're  
8 basically promising to tell the truth, and that's  
9 how we get started. Okay?

10 MS. AMBLER: Okay.

11 REGULATORY LAW JUDGE: So if you would  
12 like to raise your right-hand, ma'am.

13 TEREAMBLER,  
14 having been first duly sworn, was examined and  
15 testified as follows:

16 REGULATORY LAW JUDGE: Thank you very  
17 much. Would you state your name and spell your name  
18 for the record, please.

19 MS. AMBLER: My name is Terea, it's  
20 T-e-r-e-a. Ambler.

21 REGULATORY LAW JUDGE: Okay. And are you  
22 able to -- okay, and what's your last name?

23 MS. AMBLER: Ambler.

24 REGULATORY LAW JUDGE: Would you spell  
25 that, please?

1 MS. AMBLER: A-m-b-l-e-r.

2 REGULATORY LAW JUDGE: Thank you very  
3 much. And what did you want to tell the Commission  
4 today, ma'am?

5 MS. AMBLER: I was not in agreeance with  
6 the increase on the water. Also, just for the  
7 simple fact that in addition to the water bill, we  
8 also are responsible for the sewer bill, which is a  
9 separate bill. And I feel like it's going to start  
10 to become overwhelming increase in water and we also  
11 have to pay sewer as well.

12 REGULATORY LAW JUDGE: Okay. So we do  
13 have two Commissioners here today to hear your  
14 comments. Commissioner Kenney and Commissioner  
15 Coleman. Was that all that you wanted to tell them  
16 today, ma'am?

17 MS. AMBLER: Yes, ma'am.

18 REGULATORY LAW JUDGE: Okay. So please  
19 let me know, Commissioners, or counsel for the  
20 parties, does anyone have any questions for  
21 Ms. Ambler?

22 COMMISSIONER KENNEY: Commissioner Kenney.  
23 Ms. Ambler, thank you very much for your comments  
24 and concerns.

25 COMMISSIONER COLEMAN: Judge?

1           REGULATORY LAW JUDGE:   Yes.

2           COMMISSIONER COLEMAN:   I would like to ask  
3 Ms. Ambler, what type of increases has she seen on  
4 her bill in recent past?

5           MS. AMBLER:   Well, I did notice where I'm  
6 staying at now, my water bill was running about \$45  
7 a month, and it actually has increased as now  
8 currently within like between 50 and \$60 a month  
9 already.

10          COMMISSIONER COLEMAN:   And, ma'am, have  
11 you noticed on your bill any explanation?   Are  
12 there -- is there an increase in the -- if you  
13 compare your bills to the amount that you're using  
14 in gallons of water or anything, is there a -- any  
15 indication as to why there is an increase, or have  
16 you contacted the company to inquire?

17          MS. AMBLER:   Yeah, I do understand, like,  
18 based on the usage it could increase or decrease  
19 based off the usage that I'm using in the house.  
20 But as I said before, the increase in the water bill  
21 along with the sewer bill is going to cause up, to  
22 me, an overage in payments.   Like how Kansas City is  
23 set up, it's one bill, you know, where we have to  
24 pay two separate bills.

25          COMMISSIONER COLEMAN:   Yes, understood.

1 All right. Thank you, Ms. Ambler, for your  
2 testimony today.

3 MS. AMBLER: Thank you.

4 COMMISSIONER COLEMAN: Thank you, Judge.

5 REGULATORY LAW JUDGE: Thank you,  
6 Commissioner Coleman. All right. So I don't -- I  
7 didn't spot any additional people who have joined  
8 the call. Is there anyone else on the call who  
9 needed to make comments to the Commission today on  
10 the record? Okay. I don't see anyone and I don't  
11 have any messages indicating someone is trying to  
12 join us.

13 I did give the Commissioners a chance  
14 before to make closing comments and I think that  
15 you've done that. Commissioners, if you have  
16 anything else to say, you can go ahead and do that  
17 now. Okay. Thank you both so much, Commissioner  
18 Kenney and Commissioner Coleman for being here  
19 today.

20 On behalf of the Commission, I would like  
21 to thank you for your comments today. Please be  
22 aware that anyone who is not able to attend today  
23 can make written comments by contacting the Office  
24 of the Public Counsel or by going to the PSC's web  
25 page where you'll find additional information about

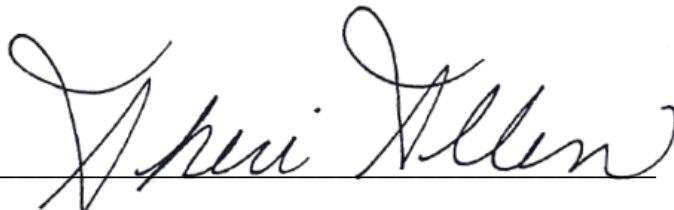
1 this case. This hearing is now adjourned. I hope  
2 everyone has a good day. We're now off the record.  
3 Thank you very much.

4 (The proceedings concluded at 12:47 p.m.)  
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C E R T I F I C A T E

I, Sheri Allen, a Certified Court Reporter,  
CCR No. 1460(T), the officer before whom the  
foregoing deposition was taken, do hereby certify  
that the witness whose testimony appears in the  
foregoing deposition was duly sworn by me; that the  
testimony of said witness was taken by me to the  
best of my ability and thereafter reduced to  
typewriting under my direction; that I am neither  
counsel for, related to, nor employed by any of the  
parties to the action in which this deposition was  
taken, and further, that I am not a relative or  
employee of any attorney or counsel employed by the  
parties thereto, nor financially or otherwise  
interested in the outcome of the action.



Sheri Allen, CCR No. 1460(T)



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