

In the Matter of:

MISSOURI-AMERICAN WATER COMPANY'S REQUEST FOR AUTHORITY, etc.

WR-2020-0344, VOL. IV

January 21, 2021



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BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Public Hearing

January 21, 2021

Jefferson City, Missouri

Volume 4

WebEx

In The Matter of Missouri-American)
Water Company's Request for)
Authority to Implement General) File No.
Rate Increase for Water and Sewer) WR-2020-0344
Service Provided in Missouri)
Service Areas)

NANCY DIPPELL, Presiding
REGULATORY LAW JUDGE

MAIDA COLEMAN,
COMMISSIONER

REPORTED BY:
Beverly Jean Bentch, CCR No. 640
TIGER COURT REPORTING, LLC

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A P P E A R A N C E S

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P R O C E E D I N G S

JUDGE DIPPELL: Let's go on the record.

Again, I would like to ask everybody to please mute your device unless you are speaking. That will help us keep things clear so that our court reporter can take down everyone's testimony.

Today is January 21, 2021. The Missouri Public Service Commission has set this time for a local public hearing in Case No. WR-2020-0344, which is captioned In the Matter of the Missouri-American Water Company's Request for Authority to Implement a General Rate Increase for Water and Sewer Service Provided in its Missouri Service Areas.

The Commission has scheduled this local public hearing, which we are holding virtually due to the pandemic, to give members of the public a chance to comment about Missouri-American's request. The Missouri Public Service Commission regulates the rates charged by investor-owned public utility companies in Missouri to ensure that those rates are just and reasonable.

The Commission also regulates the quality of service and safety of operations of those investor-owned public utilities. The Commission is made up of five commissioners. The commissioners are appointed by the Governor to fixed terms and confirmed by the Senate.

1 The commissioners employ a staff of engineers,
2 accountants, attorneys, financial analysts, and other
3 specialists in the field of utility regulation.

4 My name is Nancy Dippell. I'm a Regulatory
5 Law Judge with the Commission, and it's my job to
6 preside over this hearing this evening. With me tonight
7 is Commissioner Maida Coleman, and she will be here to
8 observe the hearing and listen to your comments, and the
9 other commissioners will have an opportunity to read the
10 comments on the transcript that our court reporter will
11 take down this evening.

12 This is an official hearing of the Missouri
13 Public Service Commission, and the statements and
14 testimony of the witnesses will be recorded by the court
15 reporter and will be taken under oath or affirmation.

16 I notice some people are using the chat
17 feature tonight, and I will say that the chat feature is
18 not an official comment area for this item. So those
19 chat features will not be saved. If you'd like to make
20 written comments, you can go to the email address that
21 you had or you can call our customer service thing.
22 That email address is mawccomments@psc.mo.gov. The
23 Commission's consumer services number is 1.800.392.4211.

24 All of the commissioners will have the
25 opportunity then to read your comments and will consider

1 those when they're making their decision about this
2 request.

3 Commissioner Coleman, did you have any
4 comments before we begin?

5 COMMISSIONER COLEMAN: Thank you, Judge. I'd
6 just like to welcome everyone this evening and thank you
7 all for taking time out of your COVID schedule to
8 participate tonight. As Judge Dippell noted, my other
9 four colleagues will also have access to this
10 information, will read the comments and be prepared so
11 that we can make a decision after the evidentiary
12 hearing and provide the order as such. So thank you for
13 being here and I look forward to hearing your
14 information. Thank you, Judge.

15 JUDGE DIPPELL: Thank you, Commissioner. So
16 the comments will be taken down, as I said, by the court
17 reporter. You won't be able to ask the Commission
18 questions at this time. This time is for the Commission
19 to hear your input. So the process will be that I will
20 call the names starting with the ones that
21 preregistered, and I'm just going to call them in the
22 list in the order that I have them, which is the order
23 that we received the request to comment.

24 Because we do have so many people on the phone
25 this evening, I will ask that you limit your comments to

1 no more than five minutes. And after everyone who has
2 preregistered to give comments has made comments, if
3 there are people that want to testify after that, we
4 will go ahead and I will ask at that time if there are
5 more comments and we'll try to figure out how to make
6 that work. It worked just fine. We did one of these
7 hearings last night, and we didn't have any problems
8 getting everybody heard.

9 I'm going to begin with asking the counsel
10 that are present to enter their appearance for the
11 record. Can we start with Missouri-American Water
12 Company?

13 MR. LUFT: Thank you, Judge Dippell. My name
14 is Tim Luft. I'm counsel for Missouri-American Water.
15 My address is 727 Craig Road, St. Louis, Missouri 63141.

16 JUDGE DIPPELL: Thank you. And Commission
17 Staff?

18 MS. MYERS: Good evening. My name is Jamie
19 Myers on behalf of the Staff of the Missouri Public
20 Service Commission. My address is 200 Madison Street,
21 PO Box 360, Jefferson City, Missouri 65102. Telephone
22 number is 573.526.6036.

23 JUDGE DIPPELL: Thank you. Office of the
24 Public Counsel?

25 MR. HALL: Good evening, Judge. Thank you.

1 Caleb Hall appearing on behalf of Missouri's Office of
2 the Public Counsel. Our office is 200 Madison Street,
3 Suite 650, Jefferson City, Missouri 65102.

4 JUDGE DIPPELL: And are there any of the
5 official party intervenors that would like to make an
6 entry of appearance? I'm not hearing any. It's been
7 brought to my attention that if you are on a phone if
8 you just called in, then you may need to hit *6 to
9 unmute yourself to talk, in addition to if you hit the
10 mute on your device.

11 And I also should mention that we are live
12 streaming this across our website, which is psc.mo.gov,
13 and this part of the testimony will be recorded and that
14 this hearing will be on the Commission's website for
15 your review if you want to go back and hear it or if you
16 have somebody else you want to direct to it.

17 When I ask you to testify, I'm going to ask to
18 swear you in and then I'm going to ask you to state your
19 name and spell it for the court reporter. If you can
20 give us an idea if you're testifying about a particular
21 service area, that would be helpful to let us know kind
22 of the area that you receive your service. So let's go
23 ahead then and begin.

24 The first witness I have on my list is Addie
25 Schnurbusch. Is she present or he? And again, if you

1 are on a phone, you need to hit *6 to unmute. Okay. Is
2 Chris Crews available?

3 MR. CREWS: This is Chris Crews.

4 JUDGE DIPPELL: Hi. If you are able, could
5 you please raise your right hand.

6 (Witness sworn.)

7 JUDGE DIPPELL: Okay. Thank you. If you
8 could state your name and spell it and then go ahead and
9 give us your comments.

10 MR. CREWS: My name is Chris Crews, C-h-r-i-s.
11 My last name is Crews, C-r-e-w-s. I live in Oakville.
12 And I think it's absolutely outrageous that we just had
13 an increase three years ago and now they're going to
14 raise our rates 20 percent three years later. And it's
15 a global pandemic going on right now. And my family is
16 suffering. I can't afford to have everyone just keep
17 raising their rates. This is absolutely outrageous.
18 I see no justification for a 20 percent raise in my
19 water bill.

20 JUDGE DIPPELL: Thank you, Mr. Crews. Are
21 there any questions from any of the attorneys for
22 Mr. Crews?

23 MR. HALL: No questions, Your Honor.

24 JUDGE DIPPELL: Okay. Thank you very much,
25 Mr. Crews, for giving your comments. Don Whisenant?

1 I'm sorry. I probably mispronounced that.
2 W-h-i-s-e-n-a-n-t. Ajay Patel? Kristin Sheppard?
3 Anita Dickens? Ruth Wooldridge? I hope that people
4 aren't just having trouble unmuting. Stephen Carter?
5 Mary Hawkins? Sharhonda Swearengen?

6 MS. SWEARENGEN: Hello. Can you hear me?

7 JUDGE DIPPELL: Yes, I can. This is Ms.
8 Swearengen? Are you still there?

9 MS. SWEARENGEN: I'm here. Okay. I'm here.
10 I think I have to unmute on my phone and on the WebEx in
11 order to speak.

12 JUDGE DIPPELL: Yes.

13 MS. SWEARENGEN: I live in North County. My
14 comment --

15 JUDGE DIPPELL: Okay. Let me swear you in
16 first.

17 MS. SWEARENGEN: Sure.

18 (Witness sworn.)

19 JUDGE DIPPELL: Can you go ahead and spell
20 your name for us and then give us your comments?

21 MS. SWEARENGEN: Sharonda. It's 19 letters so
22 this is going to be really long. S-h-a-r-h-o-n-d-a,
23 last name Swearengen, S-w-e-a-r-e-n-g-e-n.

24 JUDGE DIPPELL: Okay. Go ahead with your
25 comments.

1 MS. SWEARENGEN: I live in North County and my
2 comment is going to sound like all the comments that I
3 heard prior to the start of the hearing. I don't
4 necessarily know that the resources that are being asked
5 for aren't -- they aren't able to put them to a good
6 use. I believe they probably can put the resources to
7 good use. However, the timing of where we are as a
8 community and our community especially is hardest hit
9 because our community disproportionately has a higher
10 number of front line workers who don't have safety nets
11 who work jobs like Walmart and McDonald's and public
12 transportation and they cannot afford an increase along
13 with the communities that I'm from that are
14 predominantly senior citizen communities that aren't
15 getting an increase in their monthly checks.

16 I just -- I think the timing of having this
17 done now just is -- it's tone deaf and it lacks empathy
18 for the customers that are trying very hard to keep
19 current on their payment plans that they have in place
20 just so that they can keep water on. And the payment
21 plans that have been offered don't in any way forgive
22 any of the balances that are owed. And as soon as the
23 person falls behind on the payments and the cold weather
24 rule lifts, they are then without water. So I just --
25 my -- If you take nothing else away from what I'm

1 saying, I respectfully request a delay in any
2 implementation of a rate increase at least until this
3 time next year to allow the pandemic to pass. Thank
4 you.

5 JUDGE DIPPELL: Thank you. Are there any
6 questions for Ms. Swearngen?

7 MR. LUFT: I have none.

8 JUDGE DIPPELL: All right then. Thank you
9 very much, Ms. Swearngen, for your comments. Pat Lisk?
10 And again, if you're on the phone, you will have to
11 unmute your phone as well as hit *6 to unmute on the
12 video cast. James Kelly? Letah Carruthers?

13 MS. CARRUTHERS: Yes. Can you hear me?

14 JUDGE DIPPELL: Yes, I can.

15 MS. CARRUTHERS: Wonderful.

16 JUDGE DIPPELL: Very good. Would you please
17 raise your right hand if you're able.

18 (Witness sworn.)

19 JUDGE DIPPELL: Okay. Please state your name
20 and spell it for us and then give us your comments.

21 MS. CARRUTHERS: Letah Carruthers, L-e-t-a-h
22 C-a-r-r-u-t-h-e-r-s. And I'm in St. Louis County. I'm
23 in Ladue. And I am vehemently opposed to this rate
24 increase. I went through the exercise that you had
25 suggested earlier to the woman who called in wondering

1 why her bill had gone up so much so significantly after
2 you went to your -- instead of the monthly billing to
3 the quarterly billing. I about two years ago just could
4 not figure out why my bill was going up so which when
5 really the usage had not increased. I called your
6 office and I got ahold of someone who was very, very
7 helpful, did all kinds of research, came back to me with
8 numbers. There was not a leak. And then they also
9 followed up with one of your service people who had been
10 with you a very long time, a woman who came out and
11 actually came out to read the meter, this was before you
12 installed the new meters, and really what it boiled down
13 to was simply the increase in your rates.

14 And I do have an irrigation system. I have
15 three-quarters of an acre. And I find the bills just to
16 be astronomical in the summer and the property is larger
17 than what I myself can water. And I feel that the
18 timing of this is not good. And I think that we really
19 need to have more people involved in this kind of
20 hearing. I appreciate the mailing you mailed out, but
21 I'm not sure that everyone really understands what
22 you're proposing.

23 JUDGE DIPPELL: Okay. Just to clarify, Ms.
24 Carruthers, this part of the hearing is the Commission,
25 the Public Service Commission. So when you say

1 "somebody came out," are you talking about somebody from
2 the company?

3 MS. CARRUTHERS: From, yes, Missouri-American
4 Water came out. I just wanted to follow up, because I
5 didn't want to interrupt earlier. When you had said to
6 the other caller, when she was wondering why things had
7 gone up, and you said oh, we can look into that and we
8 can let you know, I have to say I really believe that is
9 an exercise in futility because whatever numbers you
10 tell us we're using we can't really question. And so I
11 just am saying that I have seen a significant increase
12 over the years. I've lived in this property for 29
13 years. And certainly in the last three years I have
14 seen the rates go up since the 2018 increase, and I do
15 not feel that your increase is warranted now.

16 JUDGE DIPPELL: Okay. I just wanted to make
17 sure that it was clear that I as the judge and
18 Commissioner Coleman, we were not part of the earlier
19 question and answer session just because it's our job to
20 stay neutral. The commissioners have to ultimately make
21 the decision. I just wanted that to be clear.

22 MS. CARRUTHERS: Yes. Thank you. It's a
23 little hard this being video to understand all of this,
24 you know, so thank you for that clarification.

25 JUDGE DIPPELL: Yes. I appreciate that. I

1 appreciate everyone bearing with us. These are new
2 times for all of us. Having to do things this way
3 sometimes -- sometimes makes it easier and sometimes
4 makes it harder. I appreciate your patience. Are there
5 any clarifying questions for Ms. Carruthers?

6 MR. LUFT: I have no questions for Ms.
7 Carruthers.

8 JUDGE DIPPELL: Thank you. Okay. Thank you,
9 Ms. Carruthers, for those comments. Katherine Davis?

10 MS. DAVIS: Can you hear me?

11 JUDGE DIPPELL: Yes, I can. I can even see
12 you. How nice. Can you please raise your right hand.

13 (Witness sworn.)

14 JUDGE DIPPELL: Okay. If you could spell your
15 name for us and then give us your comments.

16 MS. DAVIS: So my name is Katherine Davis.
17 It's spelled K-a-t-h-e-r-i-n-e D-a-v-i-s. I'm a
18 resident of South St. Louis County, and I find it beyond
19 unreasonable for Missouri-American Water to request a 21
20 percent rate increase at a time with ongoing economic
21 hardships and public health tragedies that are all
22 across our region. As a result of COVID-19, it is more
23 crucial than ever that our community has easy and
24 affordable access to clean water.

25 My understanding is that the Missouri Public

1 Service Commission is legally obligated to maintain
2 affordability for Missouri consumers while allowing for,
3 and I quote, reasonable rates of return. However, this
4 rate increase would lead to an unreasonable rate of
5 return for Missouri-American Water with projected
6 additional revenues estimated at about \$73.5 million
7 according to a St. Louis Post-Dispatch article just
8 published this week.

9 This at a time when many residents are
10 struggling financially and Missouri-American Water
11 already has, according to this reporting done by the St.
12 Louis Post-Dispatch, returns that are considered above
13 average. As a St. Louis County resident who has no
14 choice but to rely on Missouri-American Water services,
15 I urge the Missouri Public Service Commission to fulfill
16 its obligation to Missouri residents and put a halt to
17 this outrageous and wholly unnecessary rate increase
18 across our region. Thank you.

19 JUDGE DIPPELL: Thank you, Ms. Davis. Are
20 there any clarifying questions for Ms. Davis? Thank
21 you. Thank you again for your comments and for
22 participating. Mr. Trotter, we are to you.

23 MR. TROTTER: Can you hear me?

24 JUDGE DIPPELL: I can. Can you please raise
25 your right hand.

1 (Witness sworn.)

2 JUDGE DIPPELL: Okay. If you could state your
3 name and spell it for us, please, and then give us your
4 comments.

5 MR. TROTTER: Gentry, G-e-n-t-r-y
6 T-r-o-t-t-e-r, representing Heat-Up Missouri as the
7 founder and Heat-Up St. Louis.

8 JUDGE DIPPELL: Go ahead with your comments,
9 please.

10 MR. TROTTER: So you know, we're a
11 21-years-old energy assistance public education and
12 advocacy. We have touched, since our inception, over a
13 million lives throughout the state of Missouri and part
14 of Illinois. What concerns me and many of the people
15 who called us and many of the people who have emailed us
16 and many of the requests we get and share with other
17 partners, because we don't work directly with this group
18 Missouri Water, it's just outrageous. It's bad optics.
19 It's bad optics.

20 First of all, \$250,000 is insignificant
21 compared to the profits that they're making, number one.
22 Number two is it's bad optics because it gives off a
23 greed perception even though pipes and infrastructure
24 are important. Also, it's bad timing, 21 percent, just
25 outrageous. People are hurting throughout the city and

1 the county and throughout Missouri. And you've just
2 heard a person from Ladue, you've heard a senior, which
3 I'm particularly concerned about my seniors who live in
4 homes, who've paid their homes, who have to pay their
5 taxes every year, and I'm concerned about families on
6 all level of incomes who are now during the pandemic
7 they're at home. So as many of them are at home,
8 they're drinking more water. As they drink more water,
9 Missouri Water is making more profits and more money.
10 And it's all right to make money mind you, but what
11 concerns me is the timing and the amount, and also what
12 concerns me is I think they should have more alternative
13 programs, community outreach programs. They're saying
14 that the Public Service Commission and other people are
15 working with them on a project trying to help more
16 people.

17 We work with the Missouri Public Service
18 Commission on projects and we do very well, because
19 you've got to turn into where the people are. Right now
20 the people are on webinar. That's how you create
21 something to help more people. I think it's fuzzy. Can
22 you hear me?

23 JUDGE DIPPELL: I can hear you just fine.

24 MR. TROTTER: Okay. So that's important that
25 there should be no reason that people shouldn't be able

1 to have water or get water help. I guess that's what
2 they were saying you all had a program, you at the
3 Public Service Commission. We work with the Public
4 Service Commission and we do fantastic on outreach,
5 whether it's here in the city, the county, St. Charles,
6 et cetera. So I'm a little concerned about what they
7 and you guys are doing that people are not taking
8 advantage.

9 Also budget billings. A better program, a
10 liberal program if they have one. I don't know if they
11 have one. And a better outreach. Right now because
12 they say it's a pandemic but you've got to reach out to
13 your people. You can't just send them something in the
14 mail with a postcard. You've got to engage your
15 customers and find out long before this what are their
16 problems. But it is tone deaf and it is rather stupid
17 that somebody would sit in a room and go we're going to
18 raise the rates 21 percent when everybody is going
19 through a pandemic. I just don't get it.

20 Now, understand if they weren't making any
21 money, if nobody was turning on the water and nobody was
22 using the water, if something went wrong, we got that.
23 We also understand that there's got to be a way that
24 they can work with the Missouri -- or MoDOT and the
25 government of the state of Missouri to figure out ways

1 to share when they're asking them to move their
2 infrastructure that they share in some of kind of cost.
3 So that we get, but it's all about optics. I think I
4 join not just these people but the people we had all
5 summer long, the people who send us requests to take
6 care of their water bills that we referred over to other
7 partners as we do Ameren and Spire and Cuivre River and
8 some of the others throughout Missouri, but water we
9 just don't do. That doesn't mean we can't and we
10 probably will one day, hopefully in the city we work
11 something with them. Other than that, it's just the
12 optics, and I just don't get why people are deciding
13 that they're going to sit there and Ms. Debby Dewey and
14 the rest of them and go -- and I think she said, and
15 forgive me for not quoting her direct having been an ex
16 journalist, where she said that no time is a good time.
17 Well, that's crap. Yes, there is a good time to look at
18 something modest, which 21 percent isn't.

19 There's always a bad time and this is a bad
20 time. We're in a pandemic. I just don't know what else
21 to say for the people who call us. And I ask that the
22 Commission work with this group and try, and I know
23 they're going to wind up with something, who knows, but
24 21 percent is outrageous. It shows that they're
25 disconnected to the welfare and understanding of the

1 public. They don't get it. And that's the end of my
2 comments.

3 JUDGE DIPPELL: Thank you, Mr. Trotter. Is
4 there anything for Mr. Trotter? Any clarifications?
5 All right. Thank you again for your comments and your
6 patience. Peggy Nelson? Again, I'll just -- oh, yes.

7 MS. NELSON: Can you hear me?

8 JUDGE DIPPELL: I can hear you.

9 MS. NELSON: I didn't think you were going to
10 get to me.

11 JUDGE DIPPELL: Let me swear you in. Let me
12 swear you in first.

13 MS. NELSON: All right.

14 (Witness sworn.)

15 JUDGE DIPPELL: Now, if you would please spell
16 your name for the court reporter and then give us your
17 comments.

18 MS. NELSON: Peggy, P-e-g-g-y, Nelson,
19 N-e-l-s-o-n. Okay. Are you ready?

20 JUDGE DIPPELL: Yes, go ahead.

21 MS. NELSON: What I was thinking is that when
22 you have a mortgage, you have a 15, 20, 30 repayment
23 plan. So why can't we pay these expenses from some kind
24 of a loan with a low interest rate from the government
25 for something like that rather than to raise everybody's

1 rates now during COVID-19 when so many people are
2 suffering with money issues. In 2020, the profit margin
3 was 261 million. That's a lot of money to have sitting
4 around as a slush fund, which you could draw from that
5 instead of expecting us to come up with money now. So
6 what I want to know is what sacrifices that
7 American-Missouri Water is making, you know, in light of
8 all this profit margin they had in 2020 when a lot of
9 people were sequestered from May 13 and really
10 throughout the year. There's a resurgence of illness
11 from the holiday season at the end of the year. But
12 can't you prioritize your spending and budget better and
13 maybe give some sacrifices of your own like your
14 bonuses, like forfeit those until everything is better
15 and, you know, or postpone them maybe, maybe take a cut
16 like everybody else.

17 A lot of people are on unemployment and their
18 amount of unemployment has been reduced and like bus
19 drivers who took students to school they drew
20 unemployment and they've got this issue that the state
21 of Missouri is asking them to repay like something like
22 \$9,000 in unemployment benefits that they were overpaid
23 or something during COVID-19 when schools were shut
24 down. All of that is totally unfair and all of the --
25 Even if you don't get COVID-19, the stress of being

1 sequestered and housebound, to not be able to go outside
2 and do your regular activities and socializing, you have
3 to isolate yourself. Well, that creates a lot of
4 seasonal affective disorder which starts to become an
5 expense, an additional expense that wasn't there before.
6 And we can't keep taking on all these extra expenses.

7 I would like to ask you not to increase the
8 rates. That's one thing I haven't heard anyone ask.
9 Please do not increase our rates. This timing is all
10 bad. Everybody is saying that. I'm really happy to
11 hear that a lot of people are commenting during this
12 hearing because usually just a smattering of people
13 participate. But anyway, that's really what I wanted to
14 say. Can't you get a loan like a mortgage, 10, 15, 20,
15 30-year loan to help during COVID? These are different
16 times. The government should be able to help us
17 somehow. Can't you get some low rate financing?
18 Interest rates are pretty low right now. But to charge
19 us so much. 20 percent is high for a monopoly to be
20 able to charge people when you have \$261 million profit
21 during COVID-19 situation for 2020. That's just not
22 fair to anybody. I don't know what the recommendation
23 from the Public Commission said as to whether or not --
24 the Public Service Commission whether or not they
25 recommended the rates stay the same, be reduced or

1 increased, I don't know, but I would like to ask you not
2 to increase our rates, please, and that concludes what I
3 have to say. I am interested in knowing what you have
4 to say about financing. Can't you get some kind of
5 financing?

6 JUDGE DIPPELL: Thank you for your comments,
7 Ms. Nelson. I can't answer your question for the
8 company, and this isn't the time for questions right
9 now. But I hope that during the course of this case
10 that your question gets answered for you. Okay.

11 MS. NELSON: Okay. I intended to attend the
12 other two question and answers. I hope this snowballs
13 and that we get some really good brainstorming going. I
14 am happy to see so many participants. I am done. Thank
15 you.

16 JUDGE DIPPELL: Thank you very much. Are
17 there any clarifying questions for Ms. Nelson? Thank
18 you again, Ms. Nelson, for your comments. You are, of
19 course, welcome to participate or join in and listen to
20 the other hearings and what other people have to say.

21 MS. NELSON: Okay. Thank you.

22 JUDGE DIPPELL: Greg Wilson?

23 MR. WILSON: Yes.

24 JUDGE DIPPELL: Very good.

25 (Witness sworn.)

1 MR. WILSON: My name is Greg Wilson,
2 G-r-e-g-o-r-y, Gregory. Last name is Wilson,
3 W-i-l-s-o-n. I'll state from the top that I think the
4 request for the increases is very insensitive as to what
5 the public is going through right now and should not be
6 granted at all, none of it. And I say that from a
7 couple perspectives. First off is I don't really know
8 if the management and our workers with the salaries they
9 make will be taking on a burden as the rest of the
10 American people will be in the St. Louis City and in the
11 St. Louis County who work at the respective low income
12 wages that they have to work at everyday.

13 I secondly think that the timing of this
14 really is very poor judgment from the company coming to
15 ask for this kind of amount of money. Even to ask for
16 it is just very insensitive as to what is happening with
17 the public today. I think the one gentleman talked
18 about staying in tune.

19 My other comments for this is one of them is I
20 worked for a multi national Fortune 500 company. I
21 worked in purchasing. It seems very elusive for me, and
22 I'm not sure how all the other water companies are
23 managed, but to have them run aloof and spend money
24 without tighter controls on what they do seems to be way
25 out of bounds.

1 I would never have suppliers that I would
2 approve to spend money and then they would come and ask
3 for their increases. It just would never happen. So to
4 me I never understood the process, I think the process
5 is way out of bounds, and I strongly feel that something
6 ought to change in that process so that there is far
7 more oversight in everything that goes on with any of
8 the utility companies that happen to go on.

9 I didn't really get a lot of good answers. On
10 the first portion of this meeting, they didn't give a
11 lot of good detail that made me feel comfortable. I say
12 that given my past 40 years of experience within
13 managing suppliers it was all very general mouse speak.
14 When I look at numbers, I look at specifics. I need to
15 see stuff black on white. I need to see what your
16 turnover is all the way through your profits, et cetera,
17 et cetera, et cetera, and I'm not comfortable with what
18 I heard at all in the very beginning. And that just
19 doesn't leave me a lot of confidence that we should be
20 turning over this amount of money for these kinds of
21 things without the right kind of oversight I feel that
22 needs to be in place. That's all I've got.

23 JUDGE DIPPELL: Thank you, Mr. Wilson. I will
24 just let you know that on the Commission's website,
25 again that's psc.mo.gov there is an ability for you to

1 actually access the case documents that have been filed
2 thus far and in the future under this case number which
3 is WR-2020-0344 and our electronic filing system you can
4 actually access. If you're the kind of person that
5 wants to see a lot of detail, there will be a lot of
6 detail there. I will let you know that that's
7 available.

8 MR. WILSON: Thank you.

9 JUDGE DIPPELL: Are there any questions for
10 Mr. Nelson -- Wilson, I'm sorry.

11 MR. LUFT: I just want to say, Mr. Wilson, you
12 were present and you asked a question earlier to
13 Mr. Kaiser about specific procurement things and he
14 mentioned things like chemicals. He talked about pipe.
15 He also talked about specific numbers with regard to
16 hydrants, how we pay one-third what a typical
17 municipality would pay for a hydrant. Did you hear that
18 earlier in the question and answer?

19 MR. WILSON: Yes, I did.

20 MR. LUFT: That's all I have.

21 JUDGE DIPPELL: Okay. Thank you. Thank you
22 again, Mr. Wilson, for your participation.

23 MR. WILSON: You're welcome.

24 JUDGE DIPPELL: Deborah Douglas? Okay. I'm
25 not hearing anything. I have a few names on my list

1 that we didn't get the day that they were planning to
2 testify. So I'm just going to call on these people to
3 see if they're present. David Parr? Julie or Terry
4 Hayes? Cerissa Grady? Phillip Mitchel? Bruce
5 Kondracki? And Barbara Yusen? I'm not hearing any of
6 those people present. I'm at the end of the list that I
7 had of people that had preregistered.

8 So I'm going to ask you now if there's anyone
9 else who would like to speak. I'm assuming that since
10 we have such a large number there will be several. So
11 if you can just bear with us. If there's someone else
12 who would like to speak, you can speak up now. I will
13 call on you as I can. Is there anyone else that would
14 like to give testimony? You'll need to hit *6 to unmute
15 a phone.

16 MS. MORRIS: Hi. Can you hear me?

17 JUDGE DIPPELL: Yes, I can.

18 MS. MORRIS: Hi. My name is Kathi Morris and
19 I had spoken earlier about --

20 JUDGE DIPPELL: Hang on just one moment. I'm
21 going to let Ms. Morris testify. Okay. Are you still
22 there, Ms. Morris?

23 MS. MORRIS: Yeah, I am. I'm ready to be
24 sworn in.

25 (Witness sworn.)

1 JUDGE DIPPELL: Okay. If you could state your
2 name and spell it for us, please.

3 MS. MORRIS: Okay. It's Kathi Morris,
4 K-a-t-h-i M-o-r-r-i-s.

5 JUDGE DIPPELL: Okay. Go ahead with your
6 comments.

7 MS. MORRIS: Okay. I had commented earlier
8 about the really high increase in my billing from
9 somewhere in the, you know, early 2000s until now, and
10 another woman commented how she had the same problem but
11 didn't get any answers. And that kind of concerns me
12 now because it makes me wonder when you guys were
13 talking about not having any regulations or when you
14 were spending money and all that, I'm really concerned
15 now were they cheating me on this water usage, because I
16 wouldn't have a clue if I did or not. I did send the
17 text as somebody told me to do to that number, but now
18 I'm just kind of wondering am I going to get a good
19 answer or not? How do I get this investigated, because
20 this was a lot of money that if I didn't have to pay it,
21 I mean, you know, and then this rate, this rate
22 increase. It's going to be devastating. It's like I
23 don't trust the company any more. I really don't. Not
24 now. I just wanted to make that comment. I hope
25 somebody does respond to my text. And her, you know,

1 her problem too and looks into it, because, you know,
2 you can't just say, you know, it's because you used that
3 much more water. That's not the case. There's
4 something going on more than is going on. So I guess
5 that's all I've got to say.

6 JUDGE DIPPELL: Ms. Morris, let me ask you
7 just a couple of things. The previous commenter
8 mentioned a change in billing from quarterly -- or from
9 monthly to quarterly.

10 MS. MORRIS: Yes, ma'am.

11 JUDGE DIPPELL: Was your discrepancy about
12 that same time?

13 MS. MORRIS: Well, I'm not sure when hers was.
14 I think it was. I don't remember when she said it was.
15 Like I had said, I had been taking care of my mother
16 during most of that period -- after we moved in here in
17 2002, and I'm still living here. I know at least the
18 first four years we were getting billed quarterly and it
19 was no more than like 30 something dollars a month. All
20 of a sudden I'm looking back -- I couldn't go back more
21 than 2016 or '17 in my computer during my bank online
22 because I didn't have enough time to go through all my
23 paperwork. In 2017, I was getting billed \$100 a month
24 versus \$33 a month. It was doing monthly instead of
25 quarterly. And ever since then it's been the same. One

1 month since then in December '19, 2019, I got billed 142
2 a month for water. That just doesn't make sense to me.
3 One of the men said there might be a problem. Like I
4 said, she had the same problem. So I mean, I don't
5 know.

6 If I had a leak, would I be responsible for
7 that for all those years of overpayment?

8 JUDGE DIPPELL: Let me give you then -- I
9 don't know what number was given to you earlier. So let
10 me give you the Missouri Public Service Commission's
11 consumer services number and you can call that and they
12 can help you direct you to someone who can help you look
13 into any billing issues. So their number is, and that's
14 here at the Commission, that's 800.392.4211.

15 MS. MORRIS: Now, am I going to have to hold
16 or do all this? I don't have a lot of time for holding.

17 JUDGE DIPPELL: Well, I'm not sure. It just
18 really depends on call volume. Do call during regular
19 business hours.

20 MS. MORRIS: Okay. Yeah. I just want to
21 reiterate what everybody else is saying. This is just
22 not a time to be doing this to us. It's just not a time
23 at all, because even if we go on a payment plan like the
24 one girl said, I'm on three payment plans now, and I
25 also have a loan deferment. I mean, wow. What else can

1 we do? What else can we have? How much more debt can
2 we be in? Please just don't. Just don't raise it.
3 So okay. I'm done.

4 JUDGE DIPPELL: Okay. Thank you. Thank you
5 very much. Are there any questions for Ms. Morris?

6 MR. LUFT: We've already received her text and
7 we've responded to her. We will follow up on that just
8 as we did with Ms. Carruthers. She said they did a
9 thorough investigation at her home.

10 MR. MORRIS: Okay. Great. Thank you so much.
11 I do see it now. Okay. Great. Okay. Thank you.

12 JUDGE DIPPELL: Thank you, Ms. Morris, for
13 your comments. Thank you, Mr. Luft, for checking up and
14 following up on that, please.

15 Okay. Was there someone else that wanted to
16 testify? Again, if you're on a phone you'll need to
17 unmute your device as well as hit *6. And if you are on
18 the video or online, you'll need to just unmute
19 yourself. I'm also again -- yes, go ahead.

20 MS. DIXON: This is Mary Beth Dixon. I would
21 like to raise my hand.

22 JUDGE DIPPELL: Okay.

23 (Witness sworn.)

24 JUDGE DIPPELL: Okay. Go ahead and state your
25 name and spell it and then give us your comments.

1 MS. DIXON: My name is Mary Beth Dixon,
2 M-a-r-y B-e-t-h, last name D-i-x-o-n. So my sentiments
3 are quite similar. Thank you for allowing me this time
4 to speak. My sentiments are quite similar to what
5 you've already heard. A 21 percent rate increase at
6 this time really in the midst of the pandemic is quite
7 surprising to even find one's self reading about it.
8 For me, that was the impact was the surprise, but I
9 think about the disproportional impact for those who are
10 struggling to make ends meet and struggling just to keep
11 their water on now.

12 The last increase was only in 2018. So hardly
13 three years ago. Missouri-American Water has been
14 overseeing Missouri's water we heard for well over a
15 hundred years. This is a company that decided on the
16 infrastructure that they're now wanting to charge us to
17 maintain. So they were the company that selected the
18 infrastructure. They knew how long the life of the
19 piping would be that they installed, and it is the
20 responsibility of this company who chose that
21 infrastructure to maintain it, to have a system and
22 maintain it within the revenues that they have, and
23 we've already heard from other people who testified
24 about the excessive revenues that they do have. So
25 during a once in a 100 year pandemic is not the time to

1 increase people's water bills.

2 I also want to make mention water bills are
3 paid by homeowners. They're not paid by renters. So
4 when so many people are applying for mortgage
5 moratorium, now is not the time to bilk those people
6 with another 21 percent for a water bill.

7 Water is one of the elements that our bodies
8 depend on. It is a basic human necessity. So it is
9 inhumane to suggest increasing it for so many people.
10 And offering a payment plan is a non answer. That is
11 just suggesting kicking the can down the curb. Payment
12 plans do not erase that. Now is not the time to
13 increase any of our bills, not just those people who are
14 struggling, but none of us should have to be responsible
15 for paying an extra 21 percent for Missouri-American
16 Water when they laid the infrastructure knowing the
17 lifetime and maintenance required for the system. Thank
18 you. Please do not increase our rates.

19 JUDGE DIPPELL: Thank you for your comments,
20 Ms. Dixon. Are there any questions for Ms. Dixon? All
21 right. Thank you very much. Is there another caller
22 that would like to testify? Is there anyone else?

23 MR. WOODS: Yes, Otis Woods.

24 JUDGE DIPPELL: Okay. If you would please
25 raise your right hand.

1 (Witness sworn.)

2 JUDGE DIPPELL: If you could please spell your
3 name for the court reporter and then give us your
4 comments.

5 MR. WOODS: O-t-i-s, Otis Woods, W-o-o-d-s.

6 JUDGE DIPPELL: Go ahead.

7 MR. WOODS: All right. My concern is our bill
8 was \$36 quarterly. They actually went up two times
9 since 2018 up until now. When our bill went to monthly,
10 it's \$36 a month which come out to \$108 every three
11 months. My bill now is \$46 a month. That come out to
12 \$138 every three months. So my thing is they went up
13 twice, which they're not saying it in none of the
14 comments, you know what I'm saying, that everybody is
15 talking about on the phone. If they really pay
16 attention, they already went up two times in the last --
17 since 2018. Your bill was \$36 every three months. Now
18 it's \$36 a month. You do that times three. That's
19 \$108. They're profiting already. Now they want to go
20 up 21 percent. It doesn't make sense for them to do
21 that. Like everyone is saying, the pandemic is going
22 on. People are losing their jobs. And it is really
23 stressful.

24 You know, I talk to somebody. They said well
25 -- The one lady said something about, you know what I'm

1 saying, maybe it's leaks. It ain't no leaks in your
2 house. They're going to send you a letter and let you
3 know that your bill is going up, you know what I'm
4 saying, check leaks or this and this and that. There's
5 no leaks in your house. If a leak is in your house,
6 Missouri Water is going to send you a bill. If you read
7 your bill, they say we noticed that increase in your
8 water bill. You may have a leak or something. They did
9 it here at my house. I didn't have no leak at my house.
10 It my just my lady. You know what I'm saying. She was
11 at home, you know what I'm saying, due to the pandemic.
12 Of course you're going to use more water, a little more
13 water than usual but they don't get it, you know what
14 I'm saying, because it's not coming out of their pocket.
15 You know what I'm saying. The consumers, everybody, we
16 the customers, you know what I'm saying, got to pay for
17 something that they are doing and then they can come out
18 and say your meter. We don't know how to read the
19 meter. We don't know what our meter says or how much
20 water we use. They come out.

21 This 21 percent. And I was looking on the
22 back of their letter talking about going up 7,000 on
23 water, you know what I'm saying, 7,000 gallons, \$69.
24 That's ridiculous. A month? What are they doing with
25 the money? That's all I have to say.

1 JUDGE DIPPELL: Thank you, Mr. Woods. It
2 sounds like maybe you have already done some research
3 into your bill discrepancies, and so forth. But just in
4 case you haven't, I'll repeat that the Public Service
5 Commission consumer staff can help direct you to looking
6 into anything if you think you've been billed
7 incorrectly, or so forth, and their phone number is 800
8 --

9 MR. WOODS: I got the number. The lady I
10 talked to on the phone, she told me like this is how it
11 works. She say January, February and March, if you use
12 a lot of water them three months, they're going to
13 prorate you for the rest of the year. My bill is \$36 a
14 month. You know what I'm saying. When I use a little
15 water, I water my grass them three months, so my bill
16 went up to \$46 a month. So my bill stay \$46 a month
17 just because of them three months that I used water for
18 them three months they're going to prorate me for \$46 a
19 month, which my bill used to be -- everybody bill used
20 to be quarterly. It used to be \$36 a month. They're
21 already making enough money as it is.

22 We don't know what they're doing with the
23 money. They can tell us about all this structure and
24 all these pipes, these hundred year old pipes. It don't
25 justify where all this money is going. The money is

1 going somewhere. And we don't know where it's going.
2 We don't know how to read no meters. They can tell us
3 anything. We don't know. We've just got to pay it
4 because we need water in our houses. I'm going to pay
5 my bill. I'm not going to keep paying for something
6 that I know I'm not using and I'm not paying for. How
7 are you going to go up on a water bill in person?
8 They're just telling you how much. And then the sewer
9 bill is going to go up too because it justifies how much
10 water you use. That works. You know, they try to make
11 you pay for when rain, it's raining. If that go in the
12 sewer, we got to charge the customer for that. How are
13 they going to something for mother nature? A lot of
14 stuff don't make sense. It's greed to me. That's just
15 my personal opinion.

16 JUDGE DIPPELL: Okay. Thank you for your
17 comments, Mr. Woods.

18 MR. WOODS: Thank you.

19 JUDGE DIPPELL: I just wanted to make sure
20 that you had the opportunity to have any billing issues
21 looked into.

22 MR. WOODS: Thank you.

23 JUDGE DIPPELL: Are there any questions for
24 Mr. Woods?

25 MR. LUFT: Mr. Woods, who is your sewer

1 provider?

2 MR. WOODS: MSD.

3 MR. LUFT: Okay. Thank you.

4 JUDGE DIPPELL: Okay. The Commission does not
5 regulate MSD just for everyone's information. I know
6 that most of the St. Louis area that's your sewer
7 provider. Is there anyone else who would like to
8 testify? Anyone? I'm not hearing anyone right now.

9 I do appreciate everyone's patience with me
10 and the technology and everyone else. If there's no one
11 else that wants to testify, then we can wrap things up.
12 I will state again that our website is psc.mo.gov.

13 MS. McNEAL: Hello.

14 JUDGE DIPPELL: Oh, yes. Someone else?

15 MS. McNEAL: I'm sorry. Yes.

16 JUDGE DIPPELL: You would like to testify?

17 MS. McNEAL: Yes, please.

18 JUDGE DIPPELL: Okay. Let me swear you in.

19 (Witness sworn.)

20 JUDGE DIPPELL: Please state your name and
21 spell it for us and then you can give us your comments.

22 MS. McNEAL: Velecia McNeal. The first name
23 is spelled V-e-l-e-c-i-a. The last name is spelled
24 M-c-N-e-a-l.

25 JUDGE DIPPELL: Okay. Ms. McNeal. Go ahead.

1 MS. McNEAL: I agree. Thank you all so much
2 for this time. And I would just like to add to all of
3 the callers that called in that actually asked the
4 Commissioner not to increase the rates for water. As
5 all the calls have stated that water is a necessity.
6 That is true. However, if anything they can do for us
7 is lower it and not raise it. I'm a single individual
8 person. And you know, like I said, \$36 a month, to me
9 that's ridiculous.

10 The gentleman stated earlier, the caller
11 before mine, he stated that, you know, as far as the
12 readers out there, the meters, I'm sorry, I personally
13 do not know how to read a meter. Only the person that
14 comes by and checks them. We don't know what they're
15 charging and how they charge customers. And to me it is
16 very, very, very, very ridiculous for the Commission to
17 want to do something like that.

18 I understand that things need to get done out
19 in the streets or wherever. However, they just need to
20 consider, you know, people's concerns, you know, and
21 that nature. But that's mainly my comment and I pray
22 and I hope that they will, you know, reconsider all of
23 the comments or just take them into consideration how we
24 feel on our end, because it's not easy out here. It's
25 very, very difficult. So I would just thank you all so

1 much for this time, and that's my comment.

2 JUDGE DIPPELL: Thank you very much for your
3 comments. I just want to clarify --

4 MS. McNEAL: You're very welcome.

5 JUDGE DIPPELL: -- that the Commission hasn't
6 made any decisions in this case and the Commission is
7 the regulatory body that regulates Missouri-American
8 Water Company.

9 MS. McNEAL: Okay.

10 JUDGE DIPPELL: Just wanted to clarify that.

11 MS. McNEAL: Okay. Thank you so much.

12 JUDGE DIPPELL: Are there any questions for
13 Ms. McNeal before she leaves us? All right. Thank you
14 again for your comments.

15 MS. McNEAL: Sure. You're welcome.

16 JUDGE DIPPELL: Is there anyone else that
17 would like to testify? I appreciate that some of you
18 have been on the line for quite awhile, couple of hours.
19 So I want to make sure. Yes. Someone else?

20 MS. JOHNSON: Can you hear me?

21 JUDGE DIPPELL: Yes, I can.

22 MS. JOHNSON: My name is Ann Terry Johnson.

23 JUDGE DIPPELL: Okay. Can I swear you in?

24 MS. JOHNSON: Yes, ma'am.

25 (Witness sworn.)

1 JUDGE DIPPELL: Okay. Go ahead and give us
2 your name again and spell it.

3 MS. JOHNSON: My name is A-n-n Terry,
4 T-e-r-r-y, Johnson, J-o-h-n-s-o-n. I live here in North
5 County. I can only echo all the other things that other
6 people have been saying and how the man with the bill
7 that has the \$41. I would welcome that bill. My bill
8 is \$125 per month. And I live alone. It's been like
9 that for three or four months now. And I've been
10 struggling trying to find somebody to help me. Well, no
11 one can help.

12 I've tried reaching out to people to try to
13 get some help, but that help doesn't come easily, of
14 course. But I'm going to go on and text the number that
15 the lady gave me earlier, plus I will be calling the
16 Commission number. I can only echo what has been said.
17 I think it's really inhumane for an increase during a
18 pandemic. But I suppose -- I understand safe water is
19 what we need and what we need to have. But like I said,
20 it's only, I could only echo what has been said. I know
21 you've heard it all. I'm going to go on and call these
22 numbers. I do appreciate your time.

23 JUDGE DIPPELL: Thank you very much for your
24 comments. I'm glad to hear that you're going to follow
25 up with hopefully someone that can give you some help.

1 MS. JOHNSON: Yes, ma'am.

2 JUDGE DIPPELL: Are there any other questions
3 for Ms. Johnson?

4 MR. LUFT: She just needs to please call us or
5 please text us with her name and address, because her
6 bill should not be \$125 a month if she lives by herself.

7 MS. JOHNSON: That's exactly what it is. It
8 has been like that for --

9 MR. LUFT: We need to investigate that.

10 MS. JOHNSON: Thank you so much. I'll send it
11 in to you.

12 JUDGE DIPPELL: Okay. Thank you for your
13 comments, Ms. Johnson.

14 MS. JOHNSON: Yes, ma'am. Thank you. Bye.

15 JUDGE DIPPELL: Is there anyone else that
16 would like to testify?

17 MS. HERNANDEZ: Yes, I would.

18 JUDGE DIPPELL: Very good. Can you please
19 raise your right hand?

20 MS. HERNANDEZ: Yes.

21 (Witness sworn.)

22 JUDGE DIPPELL: If you could state your name
23 and then spell it for us.

24 MS. HERNANDEZ: My name is Juanita,
25 J-u-a-n-i-t-a, Hernandez, H-e-r-n-a-n-d-e-z. I called

1 earlier during the question and answers about senior
2 discounts. As I wanted to say before, people that work
3 at least get a pay increase. When you're on social
4 security and that's your only income, we only got 1.3
5 this year because of everything. Yes, we're getting
6 stimulus checks, but that doesn't hold on very long.
7 And all the utilities. I keep telling people the
8 utilities are running me out of my home, not to mention
9 the taxes. And this is getting crazy. I live alone and
10 that water bill, my water bill is not real high but I
11 think it's high enough. It ranges around \$30 a month.

12 And the thing is, everything is going up but
13 not my income. I'm going to end up having to get rid of
14 my home if this keeps up. So I would like to ask please
15 do not raise the water bill.

16 JUDGE DIPPELL: Thank you for giving us your
17 comments. Are there any questions for Ms. Hernandez?
18 Thank you, Ms. Hernandez. We appreciate your
19 participation.

20 MS. HERNANDEZ: Thank you.

21 JUDGE DIPPELL: Is there anyone else who would
22 like to testify? Just speak up. If you've decided that
23 you want to give your comments, we're still here for a
24 while longer. We want to make sure everybody has spoken
25 that intended to participate.

1 COMMISSIONER COLEMAN: Judge.

2 JUDGE DIPPELL: Yes, Commissioner.

3 COMMISSIONER COLEMAN: This is Commissioner
4 Coleman. While we're waiting to see if there's anyone
5 else to speak, I've been reviewing the chat. I see that
6 Ms. Morris asked how could she message someone. I'm not
7 sure if she's trying to reach the PSC or whomever. But
8 if Ms. Morris is still on the call, I'd like her to let
9 us know who she's trying to have reach out to her,
10 because if it's the PSC, I think those numbers have been
11 provided. So Ms. Morris, you just responded, so who are
12 you trying to message?

13 MS. KEELY: Commissioner, this is Jackie
14 Keely. I've been in contact with Ms. Morris privately.
15 So I've got her email. I'm going to provide her with
16 all the information that she needs.

17 COMMISSIONER COLEMAN: Thank you. Thank you
18 very much, Jackie. Thank you, Judge.

19 JUDGE DIPPELL: No problem. Like I say,
20 that's the reason we're here tonight. We're trying to
21 let people give us our comments but we also want to make
22 sure that they know that the Commission is available if
23 there are consumer issues, service issues, those kinds
24 of things. We can definitely help put you in touch with
25 the right people or investigate ourselves or that kind

1 of thing. That's what we have staff here to do.

2 Is there anyone else who would like to testify
3 before we wrap up? Okay. I'm not hearing anybody else.
4 I don't want to cut anybody off. Commissioner, did you
5 have any closing remarks?

6 MS. JENKINS: Hello.

7 JUDGE DIPPELL: Yes. Okay. Yes, ma'am.

8 MS. JENKINS: My name is Christy Jenkins and I
9 have a comment.

10 JUDGE DIPPELL: Okay. Let me swear you in.
11 (Witness sworn.)

12 JUDGE DIPPELL: If you'll give us your name
13 again and spell it for us.

14 MS. JENKINS: You said my name?

15 JUDGE DIPPELL: Yes. Can you say your name
16 and spell it, please?

17 MS. JENKINS: C-h-r-i-s-t-y, last name
18 Jenkins, J-e-n-k-i-n-s.

19 JUDGE DIPPELL: Go ahead with your comments.

20 MS. JENKINS: I just wanted to know that they
21 don't really give us an option. It's just they're just
22 saying hey, we're going to charge you this so pay for
23 it. It's not like we have another option to go with
24 another water company. And that's all I have to say.

25 JUDGE DIPPELL: Okay. We appreciate that

1 comment. And again, the Commission hasn't made any
2 decision in this case, but I understand. That is the
3 reason we're here is to hear your comments.

4 MS. JENKINS: Thank you.

5 JUDGE DIPPELL: Are there any questions for
6 Ms. Jenkins? Is there anyone else who would like to
7 testify?

8 Commissioner, I put you on the spot earlier.
9 Did you have anything you wanted to say in closing or
10 have we covered everything?

11 COMMISSIONER COLEMAN: No comment other than
12 thank you again everyone for participating. We all are
13 learning new ways to do things, and it's appreciated
14 that you are letting your voice be heard. So I
15 appreciate everyone's participation tonight. Thank you,
16 Judge.

17 JUDGE DIPPELL: Thank you, Commissioner.
18 Okay. I'm going to be kind of like the auctioneer here.
19 Going once, going twice. Any last minute comments? All
20 right. Well, I really do appreciate everyone's patience
21 and the participation. We've had a lot of people on the
22 call tonight. So that's very promising. We've gotten
23 several comments. And you do have the ability to give
24 written comments by going to the website, to the
25 Commission's website, and we will be having an

1 evidentiary hearing later toward the end of February to
2 hear the rest of the evidence. So I appreciate you
3 being here and we can go ahead and go off the record.

4 (Off the record.)
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CERTIFICATE OF REPORTER

I, Beverly Jean Bentch, RPR, CCR No. 640, Certified Court Reporter with the firm of Tiger Court Reporting, LLC, within the State of Missouri, do hereby certify that I was personally present at the proceedings had in the above-entitled cause at the time and place set forth in the caption sheet thereof; that I then and there took down in Stenotype the proceedings had; and that the foregoing is a full, true and correct transcript of such Stenotype notes so made at such time and place.

Beverly Jean Bentch

Beverly Jean Bentch, RPR, CCR No. 640

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