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BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

Tuesday, May 23, 2023

6:15 p.m. - 6:28 p.m.

WebEx

Pages 1 - 14

In the Matter of the)
Application of a Rate) File No. WR-2023-0344
Increase of Raytown Water)
Company)

ROSS KEELING, Presiding
REGULATORY LAW JUDGE

MAIDA J. COLEMAN, Commissioner
JASON R. HOLSMAN, Commissioner

Stenographically Reported By:
Beverly Jean Bentch, RPR, CCR No. 640

Job No.: 146171

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3 Public Service Commission:

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17 Also participating via WebEx:
18 Neal Clevenger
19 Chiki Clevenger-Thompson
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1 The following proceedings began at 6:15 p.m.:

2 JUDGE KEELING: Good evening. Let's go on the
3 record. First I'd ask everyone to mute themselves
4 unless they're speaking. That will cut down on the
5 noise level and prevent audio feedback. If you don't
6 have a mute button or if you can't find it, I believe
7 that *6 will also mute and unmute your phone, if that's
8 what you're working with.

9 Today is May 23rd, 2023. The time is 6:15
10 p.m. My name is Ross Keeling. I am a regulatory law
11 judge with the Missouri Public Service Commission and
12 I'll preside over this hearing.

13 The Commission has set this time for a local
14 public hearing in Case No. WR-2023-0344, which is
15 captioned as In the Matter of the Application of a Rate
16 Increase of Raytown Water Company. The Commission has
17 scheduled this local public hearing to give members of
18 the public a chance to comment about Raytown Water
19 Company's application.

20 The Missouri Public Service Commission
21 regulates the rates charged by public utility companies
22 in Missouri to ensure that those rates are just and
23 reasonable. The Commission also regulates the quality
24 of service and safety of the operations of public
25 utilities.

1 Raytown Water Company is a public utility
2 under the Missouri Statutes and as such is subject to
3 regulation by the Commission. The Commission is
4 currently made up of four Commissioners. The
5 Commissioners are appointed by the Governor to fixed
6 terms and confirmed by the Senate.

7 The Commissioners employ a staff of engineers,
8 accountants, attorneys, financial analysts and other
9 specialists in the field of utility regulation.

10 This evening we're scheduled to have
11 Commission Chairman Rupp and Commissioners Coleman,
12 Holsman and Kolkmeyer with us. I heard Commissioner
13 Holsman say that he's here. Are any other Commissioners
14 with us this evening? Hearing none, then I'll say that
15 Commissioner Holsman is here and I believe that other
16 Commissioners will join once the hearing is in progress.

17 COMMISSIONER COLEMAN: Commissioner Coleman is
18 here.

19 JUDGE KEELING: Good evening, Commissioner
20 Coleman. Commissioner Coleman is also with us.

21 This is an official hearing of the Missouri
22 Public Service Commission, and the statements and
23 testimony of witnesses will be recorded by a court
24 reporter and must be given under oath. Once the hearing
25 testimony is transcribed, the Commissioners will have

1 the opportunity to read all of the witnesses' remarks.
2 Know that the Commissioners value your comments and
3 input. At this time, would any of the Commissioners
4 like to make opening remarks?

5 COMMISSIONER HOLSMAN: Judge, this is
6 Commissioner Holsman. I just want to thank everybody
7 for testifying tonight. We do appreciate their comments
8 and their feedback, we do listen and it does matter. I
9 just wanted to say thank you for presiding over this
10 hearing.

11 JUDGE KEELING: Thank you, Commissioner.
12 Commissioner Coleman, would you like to make an opening
13 remark?

14 COMMISSIONER COLEMAN: No, thank you.

15 JUDGE KEELING: Thank you then. Okay. There
16 are attorneys here tonight representing the parties in
17 this matter. For the record, would each of you identify
18 yourselves and state which party you're representing.
19 We'll start out with Raytown Water Company.

20 MR. CLEVINGER: Neal Clevenger, Company
21 Manager and President.

22 MS. CLEVINGER-THOMPSON: Chiki
23 Clevenger-Thompson, Company Vice President. I'm in
24 charge of servicing and part of the field.

25 JUDGE KEELING: Thank you. Can the attorneys

1 for the Commission Staff state what party they're
2 representing?

3 MS. BRETZ: Karen Bretz for Commission Staff.

4 JUDGE KEELING: Thank you, Ms. Bretz. Is
5 anyone here from the Office of the Public Counsel?

6 MS. MARTIN: Anna Martin. I'm here for the
7 Office of the Public Counsel.

8 JUDGE KEELING: Thank you, Ms. Martin. The
9 way this portion of the hearing should proceed tonight
10 would be I would call from a list of names listed on the
11 sign-up sheet in the order they appear. When I would
12 call your name, you would unmute your microphone and
13 acknowledge that you're logged on into the meeting. And
14 before you speak, I would place you under oath and ask
15 you to state and spell your name and then you could
16 offer your comments to the Commission. We don't have
17 anyone signed up to testify this evening, but there are
18 people at the hearing and I believe it's necessary to go
19 through this process and let those people understand
20 what their options are.

21 Please understand that the Commissioners will
22 not be able to answer any of your questions today
23 because they have to remain impartial and only consider
24 evidence presented at the evidentiary hearing for this
25 matter should one actually take place. The Commission

1 has not made any decisions in this case as to whether to
2 approve Raytown Water Company's application. The
3 Commission is interested in your comments and will use
4 them to help make their decision. If you have questions
5 after the hearing, you can use the same email address
6 that you would use to register for this hearing. That
7 would be watersewercomments@psc.mo.gov for Commission
8 Staff and mopco@opc.mo.gov for the Office of the Public
9 Counsel.

10 So having no signed up -- no registered people
11 to provide testimony, I will ask if there's anyone at
12 this hearing who would like to give their comments to
13 the Commission, provide testimony for the purpose of
14 making a decision in this matter? Please come forward
15 now and state your name and indicate who you are. I'll
16 give it about ten more seconds.

17 COMMISSIONER HOLSMAN: Judge, you may remind
18 folks they need to press *6 to unmute if they're trying
19 to unmute.

20 JUDGE KEELING: I'll remind people of that.
21 If you are trying to unmute your phone, you may need to
22 press *6 to unmute it and then you'll be able to speak
23 on this format. Otherwise, you will need to unmute
24 yourself in order to be heard.

25 Okay. If there's no one else who would like

1 to offer their testimony today, would any of the
2 Commissioners like to make any remarks otherwise?

3 COMMISSIONER HOLSMAN: I think we're good,
4 Judge. Thank you.

5 JUDGE KEELING: Thank you. I'd like to thank
6 all of our participants today for their testimony. If
7 you do have additional comments or if you know of
8 someone who could not be present tonight but would like
9 to comment, you may make written comments by contacting
10 the same email address used to register for this
11 hearing. Once again, watersewercomments@psc.mo.gov or
12 mopco@opc.mo.gov or by going to the Public Service
13 Commission's web page.

14 If there are no other comments by the
15 Commissioners, this hearing is now adjourned and we are
16 off the record.

17 (Off the record.)

18 MS. MARTIN: I had something I wanted to say.
19 I'm sorry. I didn't realize that that was everyone.

20 JUDGE KEELING: Okay. We'll go back on the
21 record.

22 MS. MARTIN: I am so sorry.

23 JUDGE KEELING: And please, what would your
24 comment be, Ms. Martin?

25 MS. MARTIN: Not really a comment so much as a

1 question. Something that I noticed, I just happened to
2 look at the complaint and one of the things that
3 concerned me was it took -- when she called and had an
4 issue where she felt that there might be a leak, it took
5 about three weeks for you guys to be able to get someone
6 out. And because you said it was because -- or the
7 complainant said that the company said that it was
8 because of staffing issues. I just wanted to know are
9 there any issues regarding staffing that we can assist
10 with that, things like that, because that was my most --
11 my biggest concern was that the customers weren't
12 getting timely service because of possible staffing
13 issues.

14 JUDGE KEELING: Thank you very much for your
15 comment. However, this hearing has been set aside for
16 public comments In the Matter of the Application of a
17 Rate Increase of Raytown Water Company. The service
18 issues are not necessarily germane to that.

19 MS. MARTIN: Okay. Well, I was wondering. I
20 didn't know if that was part of the rate increase was an
21 increase to staff for allocation purposes.

22 JUDGE KEELING: I believe there was a question
23 and answer period prior to this portion of the hearing.
24 Did you attend that?

25 MS. MARTIN: Yeah. And I asked if I should

1 ask about this beforehand or during, and they said to
2 ask during, but I didn't specify what the question was.
3 So maybe that was on me.

4 JUDGE KEELING: Okay.

5 COMMISSIONER COLEMAN: Judge --

6 JUDGE KEELING: Yes.

7 COMMISSIONER COLEMAN: -- this is Commissioner
8 Coleman. I'd like to find out who Ms. Martin is and if
9 she would like to go on the record she can be sworn in
10 and just make a comment and maybe someone can get back
11 to her with the answer. Nobody is available, Ms.
12 Martin, to answer your question.

13 MS. MARTIN: Thank you, Commissioner Coleman.
14 I'm sorry.

15 JUDGE KEELING: Would you like to be sworn in
16 and make a comment?

17 MS. MARTIN: No. Ms. Coleman, it's Anna
18 Martin. I'm with the Office of the Public Counsel. It
19 was just a question about with staffing. If someone
20 with Raytown could just send an email to me at
21 Anna.Martin@opc.mo.gov and get that question answered.
22 That was my only real concern regarding like rate
23 increases and things like that because I know that
24 customer service and employees and things, that's part
25 of the consideration with rate increases. So I wanted

1 to make sure that that was addressed fully.

2 MS. CLEVINGER-THOMPSON: I can do that for
3 you, Anna. This is Chiki with the water company.

4 MS. MARTIN: Thank you.

5 JUDGE KEELING: So do you have a comment that
6 you'd like to make under oath?

7 MS. MARTIN: I don't know if I need to be
8 sworn or anything as long as --

9 JUDGE KEELING: The Commission can't consider
10 any of your comments unless you're sworn.

11 MS. MARTIN: Right. It was more of a
12 question.

13 JUDGE KEELING: Okay. Well, if there are no
14 further, have you asked your question?

15 MS. MARTIN: Yes, and I should be getting into
16 -- or I will hopefully be getting into contact with Ms.
17 Chiki.

18 JUDGE KEELING: Thank you very much for your
19 question. And are there any other people at this
20 hearing who would like to make a comment regarding the
21 Matter of the Application of a Rate Increase of Raytown
22 Water Company?

23 Okay. Hearing none, this hearing is now
24 adjourned and we'll go off the record. I'd like to
25 thank everybody for your attendance and thank you very

1 much, Commissioner Coleman and Commissioner Holsman, and
2 have a good evening.

3 COMMISSIONER HOLSMAN: Thank you, Judge.

4 COMMISSIONER COLEMAN: Thank you, Judge.

5 MS. MARTIN: Thank you.

6 MS. CLEVINGER-THOMPSON: Thank you very much.

7 Have a good evening.

8 (Thereupon, the hearing concluded at 6:28
9 p.m.)

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CERTIFICATE OF REPORTER

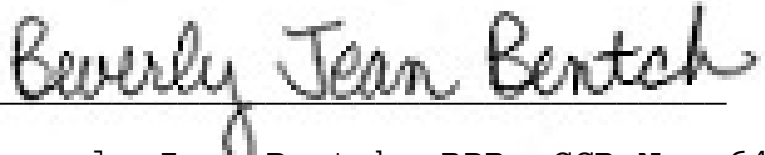
STATE OF MISSOURI)

COUNTY OF COLE)

I, Beverly Jean Bentch, RPR, CCR No. 640, do hereby certify that I was authorized to and did stenographically report the foregoing Public Service Commission Local Public Hearing and that the transcript, pages 1 through 13, is a true record of my stenographic notes.

I FURTHER CERTIFY that I am not a relative, employee, attorney, or counsel of any of the parties, nor am I a relative or counsel connected with the action, nor am I financially interested in the action.

Dated this 31st day of May, 2023.



Beverly Jean Bentch, RPR, CCR No. 640

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