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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing  
March 9, 2016  
Cape Girardeau, Missouri  
Volume 1

In The Matter of The Water )  
Rate Request Of Hillcrest )  
Utility Operating Company, )  
Inc. )  
) File No. WR-2016-0064

MICHAEL BUSHMANN, Presiding  
SENIOR REGULATORY LAW JUDGE

MAIDA J. COLEMAN  
COMMISSIONER

REPORTED BY:  
AMANDA N. FARRAR, CCR  
MIDWEST LITIGATION SERVICES

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APPEARANCES

For the Office of the Public Counsel:

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1 P R O C E E D I N G S

2 (The hearing commenced at 6:06 p.m.)

3 JUDGE BUSHMANN: Let's go on the record.

4 Good evening. Today is March 9, 2016.

5 The Missouri Public Service Commission has set this

6 time for a local public hearing in File No.

7 WR-2016-0064, et al., which is captioned as In The

8 Matter Of The Water Rate Request of Hillcrest

9 Utility Operating Company, Incorporated.

10 My name's Michael Bushmann, I'm the  
11 regulatory law judge that will be presiding over the  
12 hearing this evening, and with me this evening is  
13 Commissioner Maida Coleman.

14 COMMISSIONER COLEMAN: Good evening.  
15 Thank you all so much for being here tonight.  
16 Certainly, I look forward to your testimony and to  
17 be able to take your questions and concerns back to  
18 the other four commissioners. And while the other  
19 four are not here, it's only because there are other  
20 obligations that we always have to do, and they will  
21 be able to review the testimony from tonight when it  
22 comes to us making the decision about this request.

23 So, I'm here to listen and be able to  
24 express your concerns. Thanks again for showing up  
25 and expressing your interest in this case.

1 JUDGE BUSHMANN: Let's have attorneys  
2 make their entries of appearance.

3 The attorney for the Company is excused  
4 from this evening. But the attorney for Commission  
5 staff, please.

6 MS. PAYNE: Hello. My name is Whitney  
7 Payne, and I will provide my card -- I can just do  
8 it now actually. And I'm here on behalf of the  
9 staff of the Public Service Commission.

10 JUDGE BUSHMANN: Thank you, Ms. Payne.  
11 Office of Public Counsel?

12 MS. MAYFIELD: Cydney Mayfield for  
13 Office of Public Counsel and for the rate payers,  
14 and I have previously provided my information to the  
15 court reporter, Your Honor.

16 JUDGE BUSHMANN: Thank you.

17 Well, the process this evening is that  
18 I'm going to call the names on the sign-up sheet --  
19 on the sign-up sheet, but when I call your name,  
20 please, come to the podium here at the front, I'll  
21 put you under oath and ask you to state your name  
22 and where you live, and then you can offer your  
23 comments to the Commission.

24 There's quite a few people here tonight.  
25 So, there's no specific time limit about how long

1 you talk, but please try to keep your remarks to  
2 under five minutes so that everybody has a chance to  
3 testify that wants to.

4 The first name on the list that I have  
5 is Paul Pigg, I believe.

6 PAUL PIGG,  
7 was sworn to tell the truth, and testified as  
8 follows:

9 JUDGE BUSHMANN: Could you, please,  
10 state your name, and spell your last name.

11 MR. PAUL PIGG: Paul Pigg, P-I-G-G.

12 JUDGE BUSHMANN: And where do you live,  
13 sir?

14 MR. PAUL PIGG: 205 Greenbrier Drive.

15 JUDGE BUSHMANN: You may go ahead.

16 MR. PAUL PIGG: What we're here for is I  
17 have major, major problems. I realize that the  
18 rates have got to go up in the subdivision. I can  
19 understand the improvements need to be made. But  
20 also I'm here out of concern for the senior  
21 citizens, the elderly people, and the young people  
22 both that live in this subdivision. They are not  
23 going to be able to pay this \$200 a month increase  
24 that they're trying to get at this time. This is  
25 exorbitant.

1                   It's -- I have tried working with the  
2 DNR. And, of course, I understand now that DNR has  
3 nothing to do with the Missouri Public Service  
4 Commission. You guys don't even communicate with  
5 one another. And I find this kind of strange. I  
6 find that this is -- something is wrong with the  
7 system.

8                   It has been broken for a long time.  
9 This system in Hillcrest Manor has been broken for  
10 years. We've had multiple people, like they said,  
11 Morris Montgomery and Bobby Brandon. Neither one of  
12 them ever took care of anything out there. We have  
13 had multiple, multiple problems. I personally, my  
14 home has been totally -- just basically totally  
15 destroyed with backed up sewage from the sewer  
16 system. I have sued, I have won lawsuits, but it  
17 just continues. And right now the system is still  
18 broken. I have no recourse. I cannot sell my home  
19 without disclosing that I have major sewer backup.

20                   To me we have a major, major problem in  
21 Hillcrest and I don't think it's going to be fixed  
22 any time soon because we're talking about water,  
23 water, water. I haven't heard him say he's going to  
24 do that much about the sewers. The laterals that  
25 are there are going to stay the same. And I feel

1 like that they're asking way too much money for no  
2 more than what they're doing, sir. Thank you.

3 JUDGE BUSHMANN: Are there any questions  
4 from attorneys or commissioner?

5 Thank you, sir.

6 COMMISSIONER COLEMAN: Thank you, sir.

7 JUDGE BUSHMANN: Next name is Ray  
8 Davault, I believe.

9 ROY DAVAULT,  
10 was sworn to tell the truth, and testified as  
11 follows:

12 JUDGE BUSHMANN: Would you, please,  
13 state your name and spell your last name.

14 MR. DAVAULT: I'm Roy Davault.

15 JUDGE BUSHMANN: How do you spell that  
16 last name?

17 MR. DAVAULT: D-A-V-A-U-L-T.

18 And after what -- I think they do need  
19 to raise, but I think this is ridiculous what they  
20 have raised. And I've talked to Bekki Cook, who  
21 used to be Secretary of State, and she said unless  
22 you've got a good organization, the homeowner's  
23 association, and good accountants and a lawyer, it's  
24 hard to fight these small utility companies. They  
25 just about wrote their own ticket. Thank you.

1 COMMISSIONER COLEMAN: Any questions?

2 MS. MAYFIELD: Can you clarify his  
3 address, for the record.

4 JUDGE BUSHMANN: Where do you live, sir?

5 MR. DAVALT: Do what?

6 JUDGE BUSHMANN: Where do you live, sir?

7 MR. DAVALT: 207 South Forester. I've  
8 been there since 1979.

9 JUDGE BUSHMANN: Thank you. Any other  
10 questions?

11 Thank you, sir. You may be excused.

12 Next is Randall Meek.

13 RANDALL MEEK,  
14 was sworn to tell the truth, and testified as  
15 follows:

16 JUDGE BUSHMANN: Could you state your  
17 name and spell your last name.

18 MR. MEEK: Randall Meek, M-E-E-K.

19 JUDGE BUSHMANN: And where do you live,  
20 sir?

21 MR. MEEK: I live in Cape Girardeau  
22 County, but I own a commercial building out there in  
23 the subdivision.

24 JUDGE BUSHMANN: Please, go ahead.

25 MR. MEEK: Okay. I had the privilege of



1 getting my first water bill today or yesterday and  
2 we paid it. Got the letter a couple weeks ago.

3 I think that there's been a failure of  
4 information. I mean, they're asking for, you know,  
5 this million dollars. We find out tonight -- we all  
6 come in here thinking it was like 500,000, but the  
7 estimated increase that they're asking for is about  
8 460,000, 500,000, give or take, every year. Now, we  
9 do understand that there's, you know, going to be  
10 costs involved in running it, but we have not been  
11 provided any of those costs. We have no idea how  
12 much it costs to run that thing. And they talked  
13 about call centers and all this. You know, that's  
14 not very expensive. A lot of these things -- I just  
15 don't see it totaling up, but the thing is we don't  
16 know. We have no idea.

17 And for, you know, for somebody to come  
18 and ask for a seven to eight-hundred percent  
19 increase without the figures or without explaining  
20 it, without holding a meeting or any kind of  
21 communication, I completely understand why people  
22 would be upset.

23 You know, I bought a building coming out  
24 there and put a business out in that area. I had no  
25 idea that I probably would have to pay an additional

1 \$200 a month on top of the payment that, you know, I  
2 was kind of worried about paying to begin with. And  
3 then I can't imagine -- like, I have a lot of people  
4 work for me and they're struggling to get by, and a  
5 \$200 a month bill.

6                   There's already people leaving. I heard  
7 that the policeman that's right there centrally  
8 located is already leaving a rented house because of  
9 this. So, you know, it may look like an increase,  
10 but if everybody leaves, you know, then that  
11 increase, who knows what it's doing to be.

12                   So, that's basically what I've got to  
13 say.

14                   Oh, I do appreciate the improvements in  
15 the water. I mean, it is a lot better, but we just  
16 need more information, so...

17                   JUDGE BUSHMANN: Any questions?

18                   Thank you, sir.

19                   COMMISSIONER COLEMAN: Thank you,  
20 Mr. Meek.

21                   JUDGE BUSHMANN: Corey Kraus.

22                   COREY KRAUS,  
23 was sworn to tell the truth, and testified as  
24 follows:

25                   JUDGE BUSHMANN: Please state your name

1 and spell your last name.

2 MR. KRAUS: Corey Kraus, K-R-A-U-S.

3 JUDGE BUSHMANN: And where do you live?

4 MR. KRAUS: 227 South Forester.

5 I just want to say, you know, I  
6 appreciate what they did. I understand the rate  
7 increase.

8 My biggest problem is I'm a single  
9 person in my house, I pay for all the bills, and a  
10 \$200 increase will break me. I'll have to sell my  
11 house.

12 When I went to buy my house out there, I  
13 looked at the utilities, I looked at the services.  
14 When I went to buy my house, one of the reasons I  
15 did buy it out there is the taxes were less and the  
16 utilities were pretty cheap. So, that's why I went  
17 there. Now it's going to come back to where I have  
18 to leave there and go find another house and  
19 probably lose a lot of money on my house because I  
20 will not be able to pay this. I'm not going to make  
21 an 850, you know, percent increase in my pay.  
22 Nobody will. It's unreasonable.

23 And just want to state that fact that,  
24 you know, it's going to be hard for a lot of people  
25 in this room to pay that, no matter if they're

1 elderly, on a fixed income, or a mechanical engineer  
2 like myself. It just doesn't work. The math  
3 doesn't work out.

4 That's all I have to say.

5 JUDGE BUSHMANN: Any questions?

6 Thank you, sir.

7 MR. KRAUS: You're welcome.

8 JUDGE BUSHMANN: Darlene Barnhart.

9 MS. BARNHART: I'll decline.

10 JUDGE BUSHMANN: Jessica Sexton.

11 JESSICA SEXTON,

12 was sworn to tell the truth, and testified as  
13 follows:

14 JUDGE BUSHMANN: Could you, please,  
15 state your name and spell your last name.

16 MS. SEXTON: Jessica Sexton,  
17 S-E-X-T-O-N.

18 JUDGE BUSHMANN: And where do you live?

19 MS. SEXTON: 237 Alpine.

20 JUDGE BUSHMANN: Please, go ahead.

21 MS. SEXTON: We've lived in Hillcrest  
22 since 2011, and we looked at plenty of properties in  
23 Jackson/Cape Girardeau, out in the county and city,  
24 etc. We made the decision to move where we did  
25 because it is a nice quaint neighborhood and it fit

1 our costs reasonably.

2           When we moved in, we were not aware of  
3 the water system issues at all. In fact, I had no  
4 indication, because when I called Mr. Brandon to set  
5 up our water service within the week of our closing,  
6 he answered timely, took down information. I had no  
7 indication that there would be an issue. I  
8 subsequently did not receive bills. I had to call  
9 him almost every month to try to get him to put me  
10 on the system. I was one of the people who did not  
11 for a long time, you know, for no lack of my own  
12 trying to give the person money, that was not  
13 charged. And, you know, subsequently I've always --  
14 I've paid my bills to Hillcrest on time and, you  
15 know, in full pretty much immediately, as soon as I  
16 get them.

17           And, so, I can see where things went  
18 into disrepair. I think we all can. And,  
19 therefore, I think we can all agree that the rates  
20 have needed raised, and I don't think that's even  
21 been a question. I think the issue we all have here  
22 tonight is just how much.

23           We also have questions about what  
24 recourse we all have as citizens that we can do to  
25 help state our own case as far as the rate, because

1 we feel like we have been disconnected from that  
2 entirely. To hear that the company has certainly  
3 proposed their rates makes sense. To hear that the  
4 Public Service Commission has proposed rates makes  
5 sense. By trade I am a public servant, as are the  
6 people on the Public Service Commission. And I know  
7 what it's like to do what I can for others all day  
8 long.

9           And, so, I just implore those of us in  
10 this room, A, to keep voicing our opinion about what  
11 we feel is important and right as far as the rate  
12 case. And then I implore the Public Service  
13 Commission and Josiah as well to help us work with  
14 you in saying what the rate should be, because it's  
15 not fair to us to have to pay well over \$100 a month  
16 for a two-person household without children, when  
17 households in Cape Girardeau and Jackson and other  
18 parts of the county are paying about an average  
19 rate, minus trash and recycling, of about 55, \$60 a  
20 month total for sewer and water. So, regardless of  
21 the numbers that other people in their testimony  
22 throw around, this is still about \$100 a month above  
23 and beyond what anybody else in our area would be  
24 paying. So, for those of us in a average income  
25 neighborhood, we won't be able to sell our homes.

1                   So, here I am 32 years old thinking that  
2 I'm locked into another 25 years of a mortgage that  
3 I'm not ever going to be able to sell that home on a  
4 public servant income, and that's terrifying.

5                   So, just anything you guys can do to  
6 help us work with you and maybe get even the Public  
7 Service Commission's number down, would be very much  
8 appreciated. Thanks.

9                   JUDGE BUSHMANN: Any questions?

10                   Thank you.

11                   COMMISSIONER COLEMAN: Thank you,  
12 Ms. Sexton.

13                   JUDGE BUSHMANN: Steve Shepherd.

14                   STEVE SHEPHERD,  
15 was sworn to tell the truth, and testified as  
16 follows:

17                   JUDGE BUSHMANN: Please state your name  
18 and spell your last name.

19                   MR. SHEPHERD: Steve Shepherd. The last  
20 name is spelled S-H-E-P-H-E-R-D.

21                   JUDGE BUSHMANN: And where do you live?

22                   MR. SHEPHERD: 107 Catalina.

23                   JUDGE BUSHMANN: Please, go ahead.

24                   MR. SHEPHERD: We moved here two years  
25 ago in October, had no idea actually what utilities

1 were going to be. We did a little investigation,  
2 but we didn't have any idea, and then, of course,  
3 this came up. And we appreciate the improvements,  
4 of course, too, because we've only been here a  
5 little over two years and we've seen the problems  
6 that they've had with the water system. Basically  
7 we don't have any trouble or haven't had any trouble  
8 with sewage that we know of.

9           And we don't mind a rate increase. My  
10 wife and I are retired. We retired and moved here  
11 and, so, we're on -- basically on Social Security.  
12 And I don't mind paying a reasonable increase, but,  
13 yes, as many people have already said, the increase  
14 seems to be quite high. If it -- if my wife and I  
15 consider it to be too high, we'll probably take a  
16 loss and just sell our house and move. I feel that  
17 we may have to do that. That's it.

18           JUDGE BUSHMANN: Any questions?

19           Thank you, sir.

20           MR. SHEPHERD: Thank you.

21           COMMISSIONER COLEMAN: Thank you,

22 Mr. Shepherd.

23           JUDGE BUSHMANN: Dana Nice.

24           MS. NICE: Hello.

25



1 DANA NICE,  
2 was sworn to tell the truth, and testified as  
3 follows:

4 JUDGE BUSHMANN: Could you, please,  
5 state your name and spell your last name.

6 MS. NICE: Dana Nice, N-I-C-E.

7 JUDGE BUSHMANN: And where do you live,  
8 ma'am?

9 MS. NICE: 219 Greenbrier Drive.

10 JUDGE BUSHMANN: Go ahead.

11 COMMISSIONER COLEMAN: Does that mean  
12 you're nice, Ms. Nice?

13 MS. NICE: Yes.

14 COMMISSIONER COLEMAN: I can tell. I  
15 couldn't resist. I'm sorry.

16 MS. NICE: No. That's okay. It's a  
17 great name.

18 COMMISSIONER COLEMAN: It is.

19 MS. NICE: Okay. I would like to say  
20 that I know personally we expect an increase. We  
21 are glad of the improvements and glad that it's been  
22 taken over, but we were expecting something more in  
23 the lines of doubling. You know, we were paying  
24 about 25 to \$30 now, so where 50 to \$75 a month I  
25 think would be completely in line. The amount

1 that's being proposed is actually -- I mean, I feel  
2 it's obscene and not doable.

3           Our subdivision is probably -- I would  
4 consider it a low to middle class subdivision.  
5 We're not rich out there. That's not a high buck,  
6 high dollar area at all. I mean, if you've ever --  
7 probably never driven in it, but it's not -- I mean,  
8 it's not horrible, but it's not -- I mean, comparing  
9 it with Branson, I don't think our home values are  
10 anywhere near what Branson are, and they said that's  
11 where these new -- the proposed increase would put  
12 us equal with what they're paying on their water and  
13 sewer, and that's not fair. We don't make that kind  
14 of money. That's why we live where we live.

15           And people who can't absorb the cost  
16 will not even be able to sell their homes because of  
17 the obscene utilities and the horrific history our  
18 past water system has had publicly on TV and the  
19 newspaper. So, we won't even be able to sell and  
20 get out from underneath it.

21           Water is a basic human right, a  
22 necessity, and we're being put in a position to  
23 where we have had no choices. When we bought our  
24 house, you know, those utilities are one of the  
25 things that you're allowed to know and we base our

1 decisions to buy on that. These problems have been  
2 happening for years and years, and I know that  
3 nothing can change the past, but it's not fair to  
4 put that all on us all at once. When things have  
5 been dealt with not only by the previous two owners,  
6 but the Public Water Commission and the DNR, who are  
7 aware of these problems all this time, if they had  
8 enforced anything to happen to correct those  
9 problems along the way over all the years and years  
10 and years and years, then it would have been a  
11 gradual increase, but it wasn't. Nothing was done,  
12 and now they want to put everything on us all at one  
13 time and that's completely not fair to us.

14                   And basing it off of the \$180  
15 approximate for a household with a new rate would be  
16 approximately 180, unless you're a low water user,  
17 but I think most people with a full family use about  
18 5,000 gallons. That works out to be \$464,000 a  
19 year. That's almost a half-a-million dollars and  
20 their increases would be paid off in two years.

21                   So, I know there are service costs, and  
22 he said about the people who answer the phone calls  
23 or whatever. It's not even open very much. There's  
24 only a couple of days and limited hours and it just  
25 seems like one person answering the phone when you

1 call them. I mean, it's not like they have a  
2 40-hour-a-week office open ever, and it seems to be  
3 just a one-person-run deal, at least at that part.  
4 I realize they have Strickland Engineering that's  
5 servicing it or whatever, but I don't understand  
6 besides electric and Strickland Engineering and that  
7 little office that's hardly ever open, how that's  
8 going to come up to, you know, very much money.

9           And also when we bought -- before they  
10 took our water over last year, we had 80 pounds of  
11 water pressure. Now we have 58 pounds of water  
12 pressure. Our water pressure has dropped  
13 dramatically. So, you know, we're not happy about  
14 that. That's also something that we check for each  
15 time we move from one place to another. Before we  
16 decide, we check the water pressure. That was  
17 important to us. Now we don't even have that  
18 anymore.

19           So, I guess that's all I have to say.  
20 Thank you.

21           JUDGE BUSHMANN: Any questions?

22           Thank you, ma'am.

23           COMMISSIONER COLEMAN: Thank you.

24           JUDGE BUSHMANN: Randy Brugger.

25

1                                   RANDY BRUGGER,  
2   was sworn to tell the truth, and testified as  
3   follows:

4                                   JUDGE BUSHMANN:  Would you, please,  
5   state your name and spell your last name.

6                                   MR. BRUGGER:  Randy Brugger,  
7   B-R-U-G-G-E-R.  228 Alpine Drive.

8                                   JUDGE BUSHMANN:  Please, go ahead.

9                                   MR. BRUGGER:  I've got a question I  
10  asked.  We've been in contact with Jim Bush for a  
11  good while now, that we was telling him we was  
12  having problems out there when Brandon had it, and  
13  he acted like he didn't know nothing was going on.  
14  There's a disconnect somewhere that let this system  
15  get in this bad of shape because somebody had to  
16  come out here put this much improvement into it, and  
17  now try to gouge everybody to pay that much for it.  
18  Everybody says we expect an increase, but  
19  800 percent?  Who else can work on something, turn  
20  around and give you a bill for 800 percent?  That's  
21  not the American way, is it?

22                                   That's all I got to say.

23                                   JUDGE BUSHMANN:  Any questions?

24                                   Thank you, sir.

25                                   COMMISSIONER COLEMAN:  Thank you, sir.

1 JUDGE BUSHMANN: Tammy Roberts.

2 MS. ROBERTS: I decline.

3 JUDGE BUSHMANN: Okay. I'm going to  
4 have trouble with this one. Whoever signed up last  
5 on the first page. It looks maybe like Chuck  
6 Rabuke, maybe. Something.

7 COMMISSIONER COLEMAN: Charles? C-H --

8 AUDIENCE MEMBER: He's going to decline.

9 COMMISSIONER COLEMAN: Decline. Thank  
10 you, sir.

11 JUDGE BUSHMANN: Tonya South.

12 AUDIENCE MEMBER: She had to go to the  
13 funeral home. She's not here.

14 JUDGE BUSHMANN: What about Adam South?

15 AUDIENCE MEMBER: Same thing.

16 JUDGE BUSHMANN: Eli Flowers.

17 MR. FLOWERS: Good evening.

18 ELI FLOWERS,

19 was sworn to tell the truth, and testified as  
20 follows:

21 JUDGE BUSHMANN: Could you, please,  
22 state your name and spell your last name.

23 MR. FLOWERS: Justin Eli Flowers,  
24 F-L-O-W-E-R-S, and I live at 204 Brookside Drive.

25 JUDGE BUSHMANN: Please, go ahead.

1 MR. FLOWERS: Good evening. I'd like to  
2 start off by reading a couple of letters. I'm here  
3 representing at least in part the homeowner's  
4 association for Hillcrest Subdivision. And the  
5 first letter I'll be reading is from the board  
6 actually.

7 "To whom it may concern: The executive  
8 board of the Hillcrest Manor Homeowner's Association  
9 opposes the severe proposed rate increase for water  
10 and sewage services as outlined by Hillcrest Utility  
11 Operating Company. With the proposed increase of  
12 well over 500 percent, homeowners in the subdivision  
13 will be unable to afford that basic necessity. We  
14 ask that you, please, reconsider the proposed rate  
15 increase to be something that is both manageable by  
16 the homeowners, as well as sufficient enough to  
17 cover the cost of improvements made and general  
18 operating expenses of the utility company.

19 Sincerely, the Hillcrest Homeowners  
20 Association." Which is a five-member board.

21 And then I was also given a second  
22 letter by a Ruth Henkel. "I am a senior homeowner  
23 resident in Hillcrest Subdivision and received  
24 notice of the public hearing regarding proposed  
25 increases in sewer and water rates.

1 "I am currently paying the minimum  
2 current rate for a total of \$18.21. The total  
3 amount that the company proposes would be 184.19. I  
4 definitely am opposed to the increase. As you can  
5 see, it is ten times what I now pay.

6 "I will be unable to attend the meeting,  
7 but I ask the vice president of the homeowner's  
8 association, Brian Curnder, to represent me and my  
9 interests. Thank you." And that was signed by Ruth  
10 B. Henkel.

11 So, as you've already heard this  
12 evening, there's quite a few folks that are clearly  
13 concerned about the rate increase. From the board's  
14 perspective, I'm terribly concerned, as we struggle.  
15 We have \$100 dollar a year annual due for the  
16 homeowner's association, and we have somewhere in  
17 the neighborhood of a 50 percent participation rate  
18 from our homeowners. And that that \$100 dollars a  
19 year that we collect from each homeowner is to go  
20 for things like infrastructure support.

21 So, one of the things that I'm  
22 challenged by is that because we're already  
23 struggling to collect that \$100 from them. Our  
24 roads are in a poor state of repair and now I'm  
25 concerned that people are going to make the choice



1 to pay their water bill, which is a pretty immediate  
2 concern, and at the same time make the decision to  
3 not pay that homeowner's due one time out of those  
4 12 a year. So, that's just more money that we're  
5 losing each year in an effort to try to maintain the  
6 rest of the infrastructure in the neighborhood.

7           The other thing I did, I'm a bit of a  
8 numbers man, is I estimated that the -- and this is  
9 kind of based off of the home values in the  
10 neighborhood, which range up to around \$150,000 as a  
11 purchase price. I estimated that the mean average  
12 income annual for a homeowner in our neighborhood  
13 might be \$60,000 a year. Well, if you figure that  
14 the rate increase would wind up placing, at a  
15 minimum, \$120 a month water bill, that works out to  
16 be about a 2 percent portion of their average annual  
17 salary. Well, that's pretty excessive. There's few  
18 things out there that take 2 percent of your average  
19 annual salary before taxes. So, I feel like that's  
20 pretty intense.

21           Compounded upon that, some of the homes  
22 in our neighborhood, folks are making mortgage  
23 payments as low as five and six-hundred dollars.  
24 They can range up to about \$1,000 I would estimate.  
25 And if you take what the proposed rate increase

1 would be, you're looking at 17 percent of your  
2 annual home mortgage would be comparable to what  
3 you're going to pay for water in a given year. And  
4 there again, this ties back into the points that a  
5 lot folks have already made, which is for folks  
6 making an effort to be fiscally responsible and to  
7 plan ahead and to do their budget well, being  
8 confronted with an 800 percent increase in their  
9 water bill is just untenable. I mean, how can you  
10 account for that?

11           And so, what I'm really concerned with  
12 is this sort of sets off a bit of a chain reaction  
13 effect in our neighborhood where, you know, we're  
14 struggling, homeowner's that are currently there  
15 can't pay their water bill and their mortgage  
16 simultaneously because it exceeds their monthly  
17 budget based on what they had already planned for  
18 previously. And, so, they're confronted with maybe  
19 selling and moving to a place where they can afford  
20 both their home and their water bill, and they have  
21 to sell it at a loss. And then we're now confronted  
22 with the idea of trying to sell those vacant homes  
23 and get good quality people in there that add to the  
24 value of our community. And I just -- I sort of see  
25 it having sort of a spiraling-down effect as we

1 reduce the quality of the homeowners in the  
2 neighborhood. Those people sell and go to someplace  
3 where they can be fiscally responsible and pay all  
4 of their bills, and then we have new people come in  
5 who are buying cheaper houses, and it just -- it  
6 runs away from itself.

7           The other thing that I'd echo is  
8 visibility. I share some of those concerns as well  
9 where we're just basically being handed receipts,  
10 and not even in some cases the receipts. We're just  
11 seeing the final prices, being told what things cost  
12 without really any visibility to what we actually  
13 got for the money that we're now being asked to pay.

14           And that's the closing of my comments.

15           JUDGE BUSHMANN: Any questions?

16           MS. MAYFIELD: Yes. Mr. Flowers, you  
17 said you're here representing the homeowner's  
18 association; is that correct?

19           MR. FLOWERS: Yes, ma'am.

20           MS. MAYFIELD: In what capacity?

21           MR. FLOWERS: I'm the treasurer.

22           MS. MAYFIELD: Were you involved in the  
23 preparation of the homeowner's association executive  
24 committee letter that you read tonight?

25           MR. FLOWERS: Yes.

1 MS. MAYFIELD: Would you like to have  
2 that letter submitted into evidence for  
3 consideration?

4 MR. FLOWERS: Absolutely, yes.

5 MS. MAYFIELD: Your Honor, I would move  
6 to mark the homeowner's association executive letter  
7 as Hearing Exhibit 1.

8 JUDGE BUSHMANN: Would you provide that  
9 to the court reporter? Do you have an extra copy?

10 MR. FLOWERS: I can.

11 JUDGE BUSHMANN: Thank you. Let's have  
12 that marked as Exhibit 1.

13 (Hearing Exhibit No. 1 was marked for  
14 identification.)

15 JUDGE BUSHMANN: Are there any  
16 objections to the receipt of that into the record?

17 Hearing none, it will be received into  
18 the record of the hearing.

19 (Hearing Exhibit No. 1 was received into  
20 evidence.)

21 COMMISSIONER COLEMAN: Thank you,  
22 Mr. Flowers.

23 MR. FLOWERS: Thank you. I appreciate  
24 the time.

25 JUDGE BUSHMANN: Thank you, sir.

1                   Brendon Lowther -- excuse me, Brenda.

2                   Mispronounced that.

3                                 BRENDA LOWTHER,

4                   was sworn to tell the truth, and testified as

5                   follows:

6                                 JUDGE BUSHMANN: Please state your name

7                   and spell your last name.

8                                 MS. LOWTHER: My name is Brenda Lowther.

9                   The last name is L-O-W-T-H-E-R. I live at 220

10                  Hillvale.

11                                JUDGE BUSHMANN: Please, go ahead.

12                                MS. LOWTHER: Thank you. As you guys

13                  have seen, I've been feverishly making notes. And

14                  while doing that, the one thing that I kept on

15                  hearing, and I think most of us agree, I've got one,

16                  two, three, four, five, six, and then include myself

17                  as seven testifying that we wholly agree that they

18                  deserve a rate increase. What we all have wholly

19                  agreed on also is that it's not an 800 percent rate

20                  increase.

21                                We have to have water. We have to have

22                  water to live. We need clean water to live. You

23                  know, and we're nowhere near like Flint, Michigan or

24                  anything like that, but we have to have clean water.

25                  You know, we can kind of change our driving habits

1 if gasoline gets up to \$5 a gallon. I mean, I've  
2 got a Prius. It would stay parked, and I'd get a  
3 bicycle. I'm not paying \$5 a gallon to go to going  
4 around town, if I can help it. But when it comes to  
5 water, most of us, you know, most of us are kind of  
6 conservative with our expenses, our home expenses.  
7 I'm running through the house turning off lights  
8 and, you know, we don't have extra water running.  
9 Every appliance in my house is a water-saving  
10 appliance.

11 I cannot afford the \$800 -- or the, I'm  
12 sorry, the 800 percent increase either. My house is  
13 paid for. We worked hard for that. So, I don't  
14 have to worry about making my house payment, plus a  
15 water payment, but as you can image, our house is  
16 paid for. Guess who's retired? You know, we have  
17 to live within our means. And this is going to push  
18 us beyond our means.

19 And no -- again, everybody else is  
20 saying too, we can't sell our house, you know,  
21 because who's going to buy it if the water is an  
22 extra whatever, \$200 or so per month. You know,  
23 they have a house payment of let's just say \$500.  
24 That's pretty cheap. I don't think they can get  
25 anything for 500. But, you know, add another \$200

1 to it. We're not going to be able to sell our  
2 homes. We're not going to be able to keep our  
3 homes. We're going to be, you know, pretty much  
4 homeless or whatever and not be able to afford to  
5 live a life that we need to live, and yet be able to  
6 wash our clothes, take our showers, fix our food,  
7 wash our dishes, much less what we drink.

8 So, we are asking that you do take into  
9 consideration that this rate hike proposal is beyond  
10 what it should be, but we totally agree that they  
11 deserve a rate hike.

12 JUDGE BUSHMANN: Any questions?

13 Thank you.

14 Alexia Hunt?

15 Rose Boatman?

16 Connie Bennett?

17 CONNIE BENNETT,  
18 was sworn to tell the truth, and testified as  
19 follows:

20 JUDGE BUSHMANN: Could you, please,  
21 state your name and spell your last name.

22 MS. BENNETT: Connie Bennett,  
23 B-E-N-N-E-T-T. I live at 225 South Forester Drive.

24 JUDGE BUSHMANN: Please, go ahead.

25 MS. BENNETT: I'm in a little bit of a

1 different situation than anyone I've heard speak  
2 tonight, in that I'm two years from retiring and had  
3 just made the decision within the last year that I  
4 need to sell my home and scale down, because I can't  
5 afford to retire in the home I'm living in. And  
6 because -- one of the reasons that I delayed selling  
7 last year was because of the water situation.  
8 Everyone in town knew that we were under a boil  
9 water order forever and it was hard to even think  
10 about putting your house on the market last year.

11           So, last week I spoke with a realtor and  
12 I've been getting my house ready, and she said,  
13 well, what about the water situation out there? Has  
14 that been resolved? And I said, well, yes, my water  
15 is good. I said my water pressure's a little low,  
16 but, you know, the situation has been resolved, but  
17 I'm attending a hearing next -- a public hearing  
18 next week because the company has proposed a \$90 --  
19 roughly a \$90 a month rate increase. And this was  
20 before I had all of the facts, didn't know what was  
21 presented earlier, and didn't know that it was, in  
22 fact, 150 to 180. But at \$90 this realtor said to  
23 me, oh, my God. If they do that, no one in  
24 Hillcrest Subdivision will be able to sell a house.  
25 No one. That's from a realtor whose job it is to



1 sell houses. When I told her this afternoon that I  
2 was coming here, she said call me as soon as you  
3 leave. I want to know what happens.

4           And one of the things that I'm concerned  
5 about happening is because I'm getting ready to put  
6 my house on the market next week probably, and this  
7 hearing, while it is necessary and I appreciate it  
8 and I know that we have to be here, this is going to  
9 become public knowledge. It's going to be around  
10 Cape Girardeau. Everyone who's looking for a house,  
11 if they didn't know about this proposed increase,  
12 they're going to know about it tomorrow, and until  
13 this is resolved, until you say, okay, we will allow  
14 this increase. Right now the truth is we're looking  
15 at 150 to \$180 and my house isn't going to sell.  
16 There's no way someone is going to buy my house no  
17 matter what I -- no matter what I price it.

18           So, that is a big concern for all of us  
19 who are in the process for selling, and not just  
20 because we want to get out from under this threat,  
21 but because we have to. I have to -- I have to  
22 downsize because I can't pay. When I get on Social  
23 Security, I can't afford this house and I certainly  
24 can't afford \$150 a month increase right now. If  
25 this goes into effect before I sell my house, I'll

1 have to walk away and go into foreclosure. That's  
2 my only option because the house isn't going to  
3 sell.

4 Thank you for hearing me out.

5 JUDGE BUSHMANN: Any questions?

6 Thank you, ma'am.

7 Sir, we'll give you a chance later.

8 You've already had a chance to testify, sir.

9 There's a few more people that still need to talk.

10 MR. PAUL PIGG: All right, sir. Go  
11 ahead.

12 COMMISSIONER COLEMAN: Then he'll come  
13 back to you.

14 MR. PAUL PIGG: All right. Thank you.

15 JUDGE BUSHMANN: Brianna Munoz.

16 BRIANNA MUNOZ,  
17 was sworn to tell the truth, and testified as  
18 follows:

19 JUDGE BUSHMANN: Please state your name  
20 and spell your last name.

21 MS. MUNOZ: Brianna Munoz. It's  
22 M-U-N-O-Z.

23 JUDGE BUSHMANN: And where do you live?

24 MS. MUNOZ: 106 Catalina.

25 JUDGE BUSHMANN: Please, go ahead.

1 MS. MUNOZ: I am a single mother. I am  
2 getting a divorce. I cannot afford that increase  
3 because I am going through a divorce. I realize  
4 that we do need an increase, but I know for a fact  
5 that in this area they do not even pay as much that  
6 they're, like, asking for that increase, and they  
7 pay for trash and pickup and recycling pickup on top  
8 of paying for water and sewer. And even in  
9 St. Louis they don't pay as much as that increase  
10 they're asking for. We don't -- most of us pay for  
11 trash on a separate bill. I don't pay for trash  
12 because my -- I get trash picked up as a separate --  
13 like, differently.

14 So, I realize that they did some things  
15 and some things are better, but some things are not,  
16 because my water pressure is not better. My water  
17 pressure sucks, and I don't see that being any  
18 better. And they said that they should be able to  
19 fix that. Tonight they said they should be able to  
20 fix that, but I don't see that being any better.

21 My water smells like chlorine half the  
22 time, so I don't even feel like my kids should be  
23 able to drink out of the faucet. So I still drink  
24 bottled water. I buy bottled water for my kids to  
25 drink because I don't feel safe for my kids. I work

1 at a hospital and I don't feel safe for my kids to  
2 drink out of the sink. My kids bathe and brush  
3 their teeth and they still drink bottled water  
4 because I don't feel safe for my kids to drink out  
5 of the sink.

6 I mean, I realize they've made  
7 improvements, but they haven't made me feel safe to  
8 do anything with that water, to drink out of that  
9 water. I mean, they made me feel safe enough to  
10 bathe out of that water because it smells like  
11 chlorine, but I'm not going to drink water that  
12 smells like chlorine. And I don't feel like I  
13 should pay them any more money if they're not going  
14 to make me feel safe enough to even drink the water.

15 And I realize they need more money to  
16 make more improvements, but I feel like if I don't  
17 see the improvements from what they've done, I don't  
18 feel like I should give money to improvements that I  
19 haven't seen. So, I will pay an increase, but I'm  
20 not paying an 800 percent increase. Thank you.

21 JUDGE BUSHMANN: Any questions?

22 Thank you.

23 JUDGE BUSHMANN: Leonard Pigg.

24

25

1 LEONARD PIGG,  
2 was sworn to tell the truth, and testified as  
3 follows:

4 JUDGE BUSHMANN: Please state your name  
5 and spell your last name.

6 MR. LEONARD PIGG: Leonard Pigg,  
7 P-I-G-G.

8 JUDGE BUSHMANN: And where do you live,  
9 sir?

10 MR. LEONARD PIGG: 204-B Greenbrier  
11 Drive.

12 JUDGE BUSHMANN: Go ahead.

13 MR. LEONARD PIGG: I am a renter out  
14 there. I moved out there two years ago to be close  
15 to my brother, but I had no idea. You know, I knew  
16 the water was bad out there when the old man had it.  
17 And then one day all of a sudden, you know, he  
18 couldn't take care of it. Then an investor come  
19 along and bought it, but I don't think an investor  
20 has the right to come along and buy something like  
21 that, you know, for the public out there and then  
22 turn around and ask for a whopping increase like  
23 they're asking for. And I don't care what kind of  
24 upgrades they made out there. They just -- to me  
25 they can't justify the upgrades they've got, you

1 know, for the money they're asking.

2 And I'm a renter out there. Thank God I  
3 have the option to move, but I sympathize with the  
4 homeowners out there because anytime you live in a  
5 private subdivision this is what you get. And I'm  
6 on a fixed income. And like I said, I don't have to  
7 eat the cost. I do have the option to move, and  
8 probably will if they get a \$200 a month increase.

9 That's all I got. Thank you.

10 JUDGE BUSHMANN: Any questions?

11 Thank you, sir.

12 COMMISSIONER COLEMAN: Thank you,

13 Mr. Pigg.

14 JUDGE BUSHMANN: Last name I see is Jane  
15 Stunt maybe.

16 MS. STEVEN: Steven.

17 JUDGE BUSHMANN: Steven, thank you.

18 MS. STEVEN: Decline.

19 JUDGE BUSHMANN: That's all the names  
20 that were signed up.

21 Mr. Pigg, did you have some additional  
22 comments you'd like to add before --

23 MR. PAUL PIGG: Yes, sir. My comments  
24 was --

25 JUDGE BUSHMANN: Can you come up to the

1 podium, please. You're still under oath.

2 MR. PAUL PIGG: Mr. Flowers made some  
3 comments about the way things are out there, and  
4 people are talking about the homeowners and the  
5 homes and what have you. Basically we have very  
6 little crime out here in the subdivision, but what  
7 we're going to be looking for right now is people  
8 are going to move out. This right here is going to  
9 cause -- create havoc on a lot of people and  
10 possibly myself. I may even abandon my home and  
11 just walk away from it. It's paid for, but before  
12 I'm going to pay this \$200, I will have it bulldozed  
13 down and just leave a vacant lot, and that's just  
14 the way I feel about it.

15 Mr. Flowers knows how many renters are  
16 out there. He has an idea. He worked with  
17 Mr. Brandon for a while on trying to get some of the  
18 billing straightened out. The billing never was  
19 straightened out, but he can probably tell you  
20 that -- I would say there's probably 30 percent of  
21 that subdivision are renters, and they're not going  
22 to stay with this increase. So, I don't know how  
23 he's going to get this -- how he's going to be able  
24 to pay for this off what few homeowners are going to  
25 be left. Because I can see crime rate and I can see

1 everything else just going to heck out here in this  
2 subdivision because of this rate increase. Thank  
3 you.

4 JUDGE BUSHMANN: Thank you, Mr. Pigg.

5 Is there anyone else that --

6 Yes, sir. Please, come forward.

7 ROBERT STEIN,

8 was sworn to tell the truth, and testified as  
9 follows:

10 JUDGE BUSHMANN: Could you, please,  
11 state your name and spell your last name.

12 MR. STEIN: Robert Stein, S-T-E-I-N.

13 JUDGE BUSHMANN: Where do you live?

14 MR. STEIN: 224 Brookside Drive.

15 JUDGE BUSHMANN: Please, go ahead.

16 MR. STEIN: Listened to a lot of the  
17 same things that I wanted to say from all the people  
18 here. So I'm going to try to make it as short as I  
19 can.

20 The first thing when I got this is I  
21 sold cars for about seven or ten years. I'm  
22 currently a schoolteacher. We deal with economics  
23 and stuff. Honestly, I'm not trying to accuse  
24 anybody of bad business practices, but I really felt  
25 like when I saw this that they were hitting us with



1 a real high price so that everybody would come in  
2 here and say, oh, yeah, we'll take this amount of  
3 money, just not that big number. You know, like  
4 they do with car sales, they bait-and-switch you or  
5 they hit you with a big number so you'll come up  
6 higher on your number. So, that bothered me. I  
7 just want you to know that. Instead of him coming  
8 in and saying this is our situation, this is how  
9 we'd like to do it, they hit every one of us with --  
10 I mean, dear, God, we went to \$190 almost on a water  
11 bill.

12 I coach basketball. I talked to more  
13 than 37 coaches across the state. I talked to two  
14 guys -- I talked to two millionaires. One of the  
15 guys owns a video game store in St. Louis, lives in  
16 a premium neighborhood up there. He don't pay  
17 anywhere near \$200 for water and sewage. You know,  
18 Cape Girardeau is \$74 roughly. They get water,  
19 sewage, recycling as someone had said, and trash.  
20 You know, trash is not provided on ours. I have  
21 friends of mine that live in the country that live  
22 on the Current River where they got unbelievable  
23 restrictions on how they can do things. They don't  
24 pay \$200 a month for water and sewage only. I mean,  
25 it's insane.

1                   My wife and I are both teachers. So  
2 we're not completely fixed incomes, but we basically  
3 are. And I'm just telling you right now, she's had  
4 a heart transplant. It's not possible for us as  
5 teachers with bachelor's degrees and a specialist  
6 degree to pay for my house and pay this water bill.  
7 It's just not, you know. And I've heard other  
8 people say it. I'm not going to bulldoze my house,  
9 and I'll try everything I can not to foreclose, but  
10 if it hits us, we will be putting up for sale  
11 immediately. We live in -- we're the first house on  
12 Brookside. It's the only home my daughter's ever  
13 known. But I'm just telling you I can't -- it's not  
14 doable. And again, my personal opinion is it's  
15 pretty shady the way they did it. Thank you.

16                   JUDGE BUSHMANN: Thank you, sir.

17                   COMMISSIONER COLEMAN: Thank you.

18                   MS. MCINTIRE: I didn't write my name  
19 down, but can I come up?

20                   JUDGE BUSHMANN: Yes, ma'am.

21                   Brandy McIntire,  
22 was sworn to tell the truth, and testified as  
23 follows:

24                   JUDGE BUSHMANN: Please state your name  
25 and spell your last name.

1 MS. MCINTIRE: Brandy McIntire,  
2 M-C-I-N-T-I-R-E.

3 JUDGE BUSHMANN: And where do you live?

4 MS. MCINTIRE: 277 Greenbrier.

5 JUDGE BUSHMANN: Go ahead.

6 MS. MCINTIRE: I've lived in the  
7 subdivision with my husband since 2004. We're two  
8 people, no children. We'd be in the lower water  
9 usage stage.

10 And me personally -- you know, Eli  
11 brought up a great point about the homeowner's dues.  
12 For instance, they're \$100 a year and we can't even  
13 get 50 percent of the subdivision to pay that. And,  
14 you know, I do okay personally for a living, but a  
15 lot of the people in the subdivision -- and my  
16 husband is not working currently either right now,  
17 and this would put a hardship on us very much so.  
18 As Eli talked -- Eli brought up some great numbers  
19 that I hope you guys will definitely take a look at.

20 One of the things that's very  
21 frustrating for me is Montie Montgomery, one of the  
22 first owners, then Bobby Brandon, there were  
23 improvements that should have been made. And  
24 someone brought up the point, well, if you would  
25 have contacted us. How does an average person --

1 this is, you know, a rhetorical question. How does  
2 an average person know who to contact or what to do  
3 if they're having problems with their water? I feel  
4 like that -- maybe not so much Bobby, but definitely  
5 Montie or the Montgomery's let this go way too long  
6 without getting fixed, and they made their money and  
7 then they walked away. And now us, as people in the  
8 subdivision, are the ones that are going to be  
9 having to pay for what they did over the course of  
10 all these years, and it's just not fair.

11 There's really hardworking people out  
12 there. We're not in three, four-hundred-thousand  
13 dollars homes. My home was \$108,000. I've got 12  
14 years left on our loan. It will be nice to live out  
15 there without a mortgage. But we're not going to be  
16 able to stay if we have to pay this high of a water  
17 bill.

18 So, that's all I have to say. Thank  
19 you.

20 JUDGE BUSHMANN: Any questions?

21 Thank you.

22 COMMISSIONER COLEMAN: Thank you.

23 JUDGE BUSHMANN: Anybody else that would  
24 like to testify?

25 Yes, sir. Please, come forward.

1 REESE THOMAS,  
2 was sworn to tell the truth, and testified as  
3 follows:

4 JUDGE BUSHMANN: Please state your name  
5 and spell your last name.

6 MR. THOMAS: Reese Thomas. Thomas,  
7 T-H-O-M-A-S. I live on 315 Greenbrier Drive.

8 I'd say I'm probably in the younger  
9 group of residents that live in Hillcrest. I do own  
10 the -- I have purchased my home. When we bought our  
11 home, it's been said before that they bought the  
12 home uninformed of the water situation or were  
13 unaware of the water situation. We purchased our  
14 home because of some of the lower utility bills and  
15 things like that, and the lower taxes and things of  
16 that nature that come with the location of the  
17 subdivision.

18 I do appreciate what the investor has  
19 done as far as improvements. We've not had any boil  
20 water orders or issues of that nature since then. I  
21 know some residents have had sewer problems. We  
22 luckily have not experienced that. Really, my  
23 biggest -- but I will say one thing as far as the  
24 information we've been given prior to this. We were  
25 more or less given a one-page pamphlet that stated,

1 as has been previously stated, \$452,700 will be the  
2 increase, but the actual investment amount, at least  
3 I personally have not received or seen anything up  
4 until today showing an investment amount of how much  
5 was invested. So, I've seen that as incredibly  
6 high.

7 As well as if this were to pass, me and  
8 my wife would have to just about look for somewhere  
9 else to live and we would have to take a loss on our  
10 house. We've been remodeling since we've lived  
11 there now for two years, spent thousands of dollars  
12 extra into it. And the rate would be ridiculous. I  
13 even did the math prior to the meeting showing what  
14 a low-use house for just two individuals would be,  
15 and on the low end of the estimate would be \$120 or  
16 more for someone that barely uses any water.

17 So, I don't want to repeat the increased  
18 rate and everything like that. I understand that we  
19 need a increase. I'd just ask the Commission to  
20 look at neighboring or relative areas around us to  
21 kind of try and match the rate we would be paying to  
22 that, because we've not been informed of how long  
23 the investment -- the investor plans on minimum of  
24 before he's going to need to do major updates or  
25 upkeeps to the current refurbishment of the systems

1 that he's got. We've heard anything that it could  
2 be anywhere from 10 to 40 years before he's going to  
3 have to do anything to the system, anything major to  
4 the system again to bring it up to spec, which is  
5 plenty of time to recover the money in a much lower  
6 rate increase as far as that.

7 And that's more or less my peace at this  
8 point.

9 JUDGE BUSHMANN: Thank you, Mr. Thomas.

10 COMMISSIONER COLEMAN: Thank you, sir.

11 JUDGE BUSHMANN: Anybody else?

12 COMMISSIONER COLEMAN: We certainly  
13 appreciate your input. As I said, while the other  
14 four commissioners aren't here tonight, they will  
15 have access to this testimony. We will, when it's  
16 time, be able to consider your input and your  
17 concerns as we look at how to fairly make decisions  
18 concerning the request by Hillcrest.

19 So, thank you all so much for coming out  
20 tonight.

21 MS. BENNETT: Ma'am, may I ask one final  
22 question? When do you expect -- what's the timeline  
23 for you making a decision?

24 JUDGE BUSHMANN: There's not been a  
25 hearing scheduled. So, I can't give you an answer

1 at this point.

2 MS. BENNETT: Are we looking at six  
3 months, a year, two years?

4 JUDGE BUSHMANN: It will be --

5 COMMISSIONER COLEMAN: Would you explain  
6 the process, the total process from today and what  
7 happens next?

8 MS. BENNETT: Thank you.

9 JUDGE BUSHMANN: Yeah. It's  
10 considered --

11 COMMISSIONER COLEMAN: Well --

12 JUDGE BUSHMANN: I'll let Mr. Bush.

13 MR. BUSH: According to the schedule  
14 that was -- the small utility rate case timeline,  
15 the Commission has to make their decision for rates  
16 to go into effect by August 15th of this year.

17 MS. BENNETT: August 15th?

18 MR. BUSH: Yeah. So, we have to -- any  
19 of the different ideas that are going on, we have to  
20 have all that presented to the commissioners by  
21 June 15th. Then they'll have two months in order to  
22 make their decision after that. So, that will be  
23 the latest.

24 JUDGE BUSHMANN: And for the record,  
25 that was Jim Bush of the PSC staff.



1 I'd like to thank you all for coming out  
2 tonight. The hearing is adjourned. We're off the  
3 record.

4 (The hearing concluded at 7:00 p.m.)

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CERTIFICATE OF REPORTER

I, Amanda N. Farrar, a Certified Court Reporter for the State of Missouri, do hereby certify that the witnesses whose testimony appears in the foregoing transcript were duly sworn; the testimony of said witnesses was taken by me to the best of my ability and thereafter reduced to typewriting by me; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this hearing 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.

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