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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

October 18, 2017

Knights of Columbus Council 8920  
7057 Old 66  
Cuba, MO 65453

Volume 2

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) File No. WR-2017-0259  
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DANIEL JORDAN, Presiding  
SENIOR REGULATORY LAW JUDGE  
MAIDA J. COLEMAN,  
Commissioner.

Court Reporter:  
Georgia B. Long, CSR/CCR  
Missouri CCR #622  
Illinois CSR #084-004742  
Alaris  
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St. Louis, Missouri 63101

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A P P E A R A N C E S

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1 PROCEEDINGS

2 MR. JORDAN: Good evening, everyone. Thank you  
3 for being here. We are on the record. The Missouri  
4 Public Service Commission calls file number  
5 WR-2018-0259; that is In the Matter of the Rate Increase  
6 Request of Indian Hills Utility Operating Company, Inc.  
7 This is the Missouri Public Service Commission's local  
8 public hearing on the proposed rate increases.

9 My name is Daniel Jordan. I'm the Regulatory Law  
10 Judge assigned to this action. My job tonight is to  
11 conduct an orderly proceeding. That's what I do for the  
12 Commission; is conduct proceedings. When these  
13 proceedings are over, I will draft a decision for the  
14 Commissioners. The Commissioners will vote on the  
15 request.

16 Seated to my left is Commissioner and former  
17 State Senator Maida Coleman. Commissioner Coleman just  
18 returned from commission business in Seattle this  
19 afternoon and has driven directly here to be here to  
20 listen to your testimony. Commissioner, any opening  
21 remarks?

22 MS. COLEMAN: Thank you. So good evening,  
23 everyone. I really do appreciate you being here. Of  
24 course, it is the commissioner's goal and responsibility  
25 to hear what our consumers in the State of Missouri have

1 to say.

2 And although there are five of us and I'm the  
3 only one here, that does not mean that the other four  
4 don't take seriously what your testimony will be  
5 tonight. As a matter of fact, they will be able to see  
6 the information that is submitted to us by you.

7 They will read your testimony, and at some point,  
8 we will sit down after the evidentiary hearing -- which  
9 will be further explained to you that you're welcome to  
10 attend in Jefferson City -- to make a decision on this  
11 case.

12 I'm hear to listen to your comments. I'm not,  
13 however, able to answer any questions that you might  
14 have. We do have people here that can provide you with  
15 any information you need. But I'm very interested in  
16 your concerns, your thoughts, particularly in your  
17 experiences with customer service. So again, I thank  
18 you for your attendance tonight. It is important.  
19 Thank you, Judge.

20 MR. JORDAN: Thank you, Commissioner. Let's  
21 begin with entries of appearance for the applicant.

22 MR. COOPER: Dean Cooper; Brydon, Swearngen, &  
23 England, PC. P.O. Box 456, Jefferson City, Missouri,  
24 65102. Appearing on behalf of Indian Hills Utility  
25 Operating Company, Inc.

1 MR. JORDAN: Thank you. For the Staff of  
2 Commissioner.

3 MR. WESTEN: Thank you, Judge. My name is Jacob  
4 Westen. I'm with Staff Counsel. Our address has been  
5 provided to the court reporter. It's 200 Madison  
6 Street, P.O. Box 360, Jefferson City, Missouri. Thank  
7 you.

8 MR. JORDAN: Thank you. And for the Office of  
9 Public Counsel.

10 MR. SMITH: Ryan Smith, with the Office of Public  
11 Counsel. My information has been previously provided  
12 for the court reporter.

13 MR. JORDAN: Thank you. The purpose of this  
14 proceeding is to hear your testimony, you in the  
15 audience. That will become part of the official record.  
16 Just to make sure everyone understands, this is not the  
17 question-and-answer period. This is the time when you  
18 talk and we listen.

19 We will record what you say. We have a court  
20 reporter to my right, and the Commissioner will prepare  
21 a transcript so all the Commissioners can review.

22 What I'm going to do is call the names from the  
23 sign-up list. And when I call your name, please come up  
24 to the podium and use the microphone for your testimony.  
25 I will administer you an oath; or if your religious

1 convictions forbid you from taking an oath, I will  
2 administer an affirmation. Just tell me.

3 I may ask you a few questions to get you started.  
4 I may have trouble reading someone's handwriting, so  
5 I'll ask you to spell your name. And I apologize in  
6 advance when I get somebody's name wrong.

7 Here's some tips for effective testimony. Make  
8 sure you speak clearly so we don't have to ask you to  
9 repeat yourself for the court reporter. Be civil, be  
10 polite, be direct by all means, but incivility is never  
11 persuasive. Be concise out of the everyone's time.

12 I expect a lot of well informed and well  
13 developed testimony tonight. The Commissioner wants to  
14 hear all of it. So with that in mind, if somebody has  
15 already said what you want to say, you don't have to say  
16 that all over again. Do tell us that you agree with the  
17 previous speaker. We do want to hear that, but you  
18 don't have to repeat what's already been said.

19 When you're done with your statement, hang on for  
20 a second because someone might have some clarifying  
21 questions, a follow-up question or two, myself or the  
22 Commissioner, counsel.

23 And here's what I'm going to do. I'm going to  
24 assume that no one will have any such questions unless  
25 somebody raises their hand, understood?

1 MR. SMITH: Yes.

2 MR. WESTEN: Thank you, Judge.

3 MR. COOPER: Yes, your Honor.

4 MR. JORDAN: Does anybody have any questions  
5 about the procedure that we're going to follow for this  
6 portion, where we're taking testimony? A question.

7 MR. WILEY: Could you clarify again, what is the  
8 stage that we're in right now and what will happen after  
9 this meeting?

10 MR. JORDAN: Excellent question. Here's what's  
11 going on. We're taking testimony, and taking testimony  
12 is one of the core functions of the Commission.

13 It does that in several contexts. It does that  
14 when it's making new regulations. It does that when  
15 it's running a trial, which might happen here, sometimes  
16 called -- more accurately called an evidentiary hearing.

17 This is kind of more like an investigation. As I  
18 hope you gathered, that staff works very, very hard to  
19 gather as much information as it possibly can so that  
20 the Commissioners can do their job and make the decision  
21 that takes all interests into account.

22 This is part of that. This is part of that.  
23 This really looks more like investigation than the trial  
24 part of it. Does that help?

25 MR. WILEY: No.

1 MR. JORDAN: Okay.

2 MR. WILEY: What will happen -- okay.

3 MR. JORDAN: That's the next part of your  
4 question.

5 MR. WILEY: Correct. We're here tonight to find  
6 out things. So far we haven't found out very much. But  
7 after this is over and we all go home in some state of  
8 confusion, what will the stages, and who will make the  
9 decision, how much will our public defender, how much  
10 will the attorneys have, how much negotiation will there  
11 be? Will we have any part in that whatsoever?

12 MR. JORDAN: That's a lot of questions, but  
13 they're all good questions. The Office of -- I'm sorry?

14 SPECTATOR: We didn't hear anything.

15 MR. JORDAN: Oh, you couldn't hear what he said.  
16 These are procedural questions. I'll try to cover them  
17 all.

18 The last question was how much input do you, the  
19 ratepayers, have. And the answer is, you have your own  
20 lawyer, and that is the Office of Public Counsel.  
21 They're a party to this action. They submit evidence,  
22 they argue.

23 Another question was, is there negotiation, is  
24 there dealing? Yes, there generally is.

25 Who will make the decision? The Commissioners.

1 The five appointees of the governor will make this  
2 decision, and will make it in an open meeting, and you  
3 can watch that on your computer at home. Did I cover  
4 everything?

5 MR. WILEY: No.

6 MR. JORDAN: What else? What happens next is the  
7 parties will continue to exchange information, develop  
8 information, develop arguments. They will settle out  
9 some issues; the issues that they cannot settle, they  
10 will try.

11 We will have a trial and evidentiary hearing  
12 before me. All the parties will present witnesses in  
13 favor of their arguments, and the Commission will take  
14 that record. And based on that record and what happens  
15 here today, the Commission will make its decision.

16 That's where we're at. Nothing's been decided  
17 yet. We're in the decision-making phase. We're in the  
18 informational-gathering phase. We haven't had the trial  
19 yet, haven't had the evident hearing yet. Have I  
20 covered everything, sir?

21 MR. WILEY: Here's a statement.

22 MR. JORDAN: Wait for your statement until I  
23 swear you in. Thank you.

24 Okay. Any other procedural questions; because  
25 I'm a procedural guy. I can talk about it all day. I'm

1 happy to do so. I'm happy to share information on the  
2 Commissioner's procedures.

3 So seeing no further questions, when we get to  
4 the end of the list, if you haven't signed up and you  
5 really need to say something, if you didn't tell the  
6 Commission something, you will have the opportunity.

7 Okay. We'll go to the first name on my list.  
8 That looks like it might have been scratched out, so I  
9 think it is Rita Miller. Am I seeing Rita Miller.

10 MS. MILLER: I scratched out my name.

11 MR. JORDAN: Fair enough. Looks like Gene  
12 Moreland. Yes, sir. Please come forward and be sworn.  
13 Please raise your right hand.

14 (Witness sworn)

15 MR. JORDAN: Thank you. We want to get the  
16 spelling of your name. G-E-N-E. Spell your last name.

17 MR. MORELAND: M-O-R-E-L-A-N-D.

18 MR. JORDAN: Thank you. What you would you like  
19 the Commission to know?

20 MR. MORELAND: A lot of the stuff I wanted to  
21 comment about, you all covered. But there's a few  
22 things that I would like to bring before the board's  
23 attention.

24 And I lived out in Indian Hills for 19 years.  
25 And of course, we've enjoyed this ridiculously low water

1 bill for all those years. But I feel like now, we're  
2 getting hit with a ridiculously high water bill if this  
3 goes through as proposed.

4 I've talked to a lot of my neighbors. I'm  
5 retired. I don't have a lot to do, so I gossip a lot.  
6 And there are many, many part-timers out here. I think  
7 there's, like, 400 seasonal homes, which all have water  
8 to them, of course.

9 And I don't say this hearing it secondhand. I  
10 hear it said firsthand, that if this bill goes through  
11 and these rates are finalized as proposed here, there's  
12 going to be a lot of people selling out and moving.

13 And there's a lot of people, as was stated  
14 earlier, that are on fixed incomes; some that aren't. I  
15 feel like this rate that they're proposing is out of  
16 line.

17 I think we all kind of figured we would get hit  
18 with something around a 40 to \$50 per month charge,  
19 which everybody's dreaded, but everybody was happy to  
20 get. The service has been -- they have done a fine job  
21 on the wells and so forth.

22 Although we do have a lot of water leaks, and I'm  
23 still concerned about the fact that we're trying to get  
24 a proposal made to get new roads. And as was stated  
25 earlier, if they have to repair a water line, they say

1 they'll fix the road back to where it was, or better. I  
2 don't believe that roads with a bunch of seams in them  
3 are ever going to be the same when they started out.

4 So other than that, I guess that's about all I  
5 had to say. Thank you.

6 MR. JORDAN: Thank you. Next name on my list is  
7 Thomas George. And that is spelled just like it sounds.  
8 Please raise your right hand.

9 (Witness sworn)

10 MR. JORDAN: Thank you. Please make your  
11 statement.

12 MR. GEORGE: Good evening, Judge, Maida --  
13 Senator. You know, I have had a place here for 10  
14 years; I have a residence there. And I've never really  
15 had too much of a problem with the water there. I never  
16 drank the water; don't plan to now. I bring my own  
17 water down.

18 But when you're talking a 700 increase, we have a  
19 lot of people that are retired there. Social security  
20 is going to do a 2% increase. How does that work out?  
21 Just the numbers of it are not there.

22 And I don't want to be a, you know -- everybody  
23 has spoke about there's a lot of things here. The  
24 company had to know what they were buying. If they  
25 didn't -- if you buy a car and it doesn't work, shame on

1 you, you know. You got to know what you're buying.

2 I feel sorry for them. They did do a good job,  
3 but that increase is just too much. I don't want to  
4 speak all night. But thank you very much.

5 MR. JORDAN: Thank you for your testimony.

6 MS. COLEMAN: Thank you, Tom.

7 MR. JORDAN: Next name on my list is Vincent  
8 Vogler. Vincent Vogler. Sir, please raise your  
9 resident.

10 (Witness sworn)

11 MR. JORDAN: All right. Tell the Commission what  
12 you would like it to hear.

13 MR. VOGLER: I'm on social security, my wife --  
14 and just like guy before me, it's just too much. Can't  
15 afford it. And that's about it.

16 MR. JORDAN: Thank you. Thank you for your  
17 statement. The next name on my list is Robert Kintz.  
18 Looks like Kintz. K-I-N-T-Z. Oh, yes. Coming forward.

19 (Witness sworn)

20 MR. JORDAN: Go ahead.

21 MR. KINTZ: Thank you. What I did, sir, is I  
22 took my last water bill, and the amount on that was  
23 21.82. Then I applied the rates for all the different  
24 companies, and my water be would be at least 160.81 a  
25 month. That much of an increase. What this is going to

1 do is force us to drill wells, and there will be a  
2 pullback.

3 The other problem I have is that we're going to  
4 have a hard time selling our houses because of these  
5 escalated costs. We have talked to people here tonight  
6 that just bought houses. They were unaware of this, and  
7 we know some people that are trying to sell their  
8 houses.

9 And between our roads and all that, they are  
10 having a hard time selling it. That's all I have to  
11 say.

12 MR. JORDAN: Thank you for your testimony. The  
13 next name on my list is Donald Lane, also spelled just  
14 like it sounds. Donald Lane. Please raise your right  
15 hand.

16 (Witness sworn)

17 MR. JORDAN: All right. Tell the Commissioner  
18 what you want the Commission to know.

19 MR. LANE: Glad you're all here, Judge, Senator.  
20 I have been affiliated with Indian Lake Property Owners  
21 Association since 1963. My parents and now my family  
22 have resided out there for 20 years. We have never had  
23 bad water.

24 As with Mr. George -- we are on the same block.  
25 It's been good water. We drank it all these years and

1 all my grandkids have been raised there, they've been  
2 drinking it.

3 This was quite a shock. I know that \$10.81, plus  
4 the overage fees by meter are very ridiculous. But one  
5 thing that does have to happen; a seasonal rate should  
6 be applied. There are many seasonal residents, and on  
7 top of that, you have a lot of folks that don't even  
8 have a standpipe in their yard, and they have a service  
9 availability. I don't think anybody will gripe about  
10 paying an availability charge for having the right to  
11 put a water meter in it.

12 Another concern that I have, we had working water  
13 meters in our homes. Why weren't we contacted for those  
14 meters that did work to help minimize Mr. Cox's  
15 expenses? I still have that meter in the basement. It  
16 works great, and it was read every month, and my bill  
17 was paid by that meter.

18 So I hope you consider the seasonal rate, even if  
19 it goes to the staff side and in a nonseasonal  
20 application to it.

21 I am a social security beneficiary also, so every  
22 little bit would help. And we need your support. Thank  
23 you very much.

24 MR. JORDAN: Thank you for your testimony.

25 MS. COLEMAN: Thank you.

1 MR. JORDAN: The next name is Jan Allgire; is  
2 that correct? And that's A-L-L-G-I-R-E. Please raise  
3 your right hand.

4 (Witness sworn)

5 MS. ALLGIRE: I have to say, I'm a brand new  
6 owner at Indian Hills, and I've only paid one water  
7 bill. And I did think that the \$10 was incredibly low.  
8 But I also think that an 800% raise is incredibly high.  
9 And I do not think that the company needs to recoup all  
10 their money they've spent that quickly.

11 And looking at my water bills that I have been  
12 paying in St. Louis, we pay about \$30 a month. I can  
13 see that maybe it needs to be a little bit higher than  
14 that; they have had to do a lot of work on the system.  
15 But it does seem to me that the 800 percent raise is way  
16 too high, and that -- it just is too high. And it would  
17 be too high for me to stay. I might be sorry that I  
18 bought that house. So anyway, that's what I can say.

19 MR. JORDAN: Thank you for your testimony.

20 MS. COLEMAN: Thank you.

21 MR. JORDAN: Next name is Jim Thoele. Did I get  
22 that's right, sir?

23 MR. THOELE: Yes.

24 MR. JORDAN: T-H-O-E-L-E.

25 (Witness sworn)

1 MR. JORDAN: All right. Let's hear your  
2 statement then.

3 MR. THOELE: My family's been seasonal residents  
4 in Indian Hills since approximately -- I think it was  
5 1995. It's a very pleasant community. It's obviously  
6 an older community. The infrastructure is deteriorating  
7 rapidly. We're in the midst of, as you heard this  
8 evening, discussing proposals to make significant  
9 financial improvements in the community, all of which  
10 are going to stress the full-time residents and the  
11 seasonal residents of this community.

12 The structure is old. It was built in the 60s.  
13 The water system is the same way; it's old and it needed  
14 to be repaired. And they've obviously incurred a lot of  
15 expense. The system is still dysfunctional. There's  
16 leaks all of the time, and it still needs repaired.

17 Despite all of that, given that the community is  
18 trying to improve itself, the proposed application is  
19 excessive. And I understand the process. They're going  
20 to ask for at least what they need, if not more than  
21 what they need, because they know the process is going  
22 to be a quid pro quo, a negotiation process.

23 The Office of Public Counsel's proposal seems to  
24 be more in line with what would be reasonable, given the  
25 infrastructure and ongoing need for future repairs, and

1 the community as a whole in terms of -- it's a vast  
2 variance in this community.

3 There are people that have lived in this  
4 community and are on very limited income, and there are  
5 other members of the community that are weekenders that  
6 are making massive investments in large homes. It has  
7 to be spread out so that everyone can still enjoy the  
8 service, enjoy the community, and still be able to  
9 survive.

10 And I think the Office of the Public Counsel's  
11 proposal is in reason to allow everybody to continue to  
12 function. Thank you.

13 MR. JORDAN: Thank you.

14 MS. COLEMAN: Thank you.

15 MR. JORDAN: The next name on my list is Russ  
16 Hart.

17 MR. HUNT: Hunt. H-U-N-T.

18 (Witness sworn)

19 MR. JORDAN: All right. Go ahead.

20 MR. HUNT: Judge, if you don't mind, I have an  
21 optional rate structural proposal I'd like enter into  
22 the records. Can I bring that up?

23 MR. JORDAN: Certainly, you may. You can hand  
24 that to me.

25 MR. HUNT: Thank you very much.

1 MR. JORDAN: I'll describe it on the record. The  
2 document that I've just been handed is headed, Optional  
3 Rate Structure Proposal. Do you happen to have any  
4 other copies?

5 MR. HUNT: I do. I made about 20 copies or so.

6 MR. JORDAN: While I hand this to the court  
7 reporter, will you hand one to each counsel table.

8 MR. SMITH: Judge, he previously gave me a copy,  
9 and I've since passed that around.

10 MR. JORDAN: I'm going to have the court reporter  
11 mark this as Exhibit 1.

12 (EXHIBIT 1 MARKED FOR IDENTIFICATION)

13 MR. HUNT: Judge, I'm here with my wife, Kelly  
14 Hunt. We have a residence at 2235 Lakeshore Drive in  
15 the Indian Hills Community in Cuba, Missouri here. I  
16 want to take the opportunity to thank you for coming  
17 out, coming from Jeff City, wherever you may have  
18 traveled from.

19 I hope you bear with me since I'm not a  
20 professional speaker. So I wrote this down in order to  
21 keep it brief and my comments concise and on point.

22 I have a brief handout that I've given you.  
23 Further, I'd like to say that this is a suggestion from  
24 my wife and I and in no way do we speak for the  
25 association or the other members of community. But

1 noneththeless, I think it's a rational alternative to the  
2 utility company's proposal, one that I hope you might  
3 have them look at and consider.

4 The reason I put this together is because I think  
5 it's more of a consumption based, which actually  
6 alleviates the problem with weekenders versus full-time  
7 residents, because it's based on how much water you  
8 actually use versus a tiered structure. I did look at  
9 the counsel's. He and I are a little more in line with  
10 our thought process.

11 Below is an example of an optional structure  
12 based on consumption. This proposal is presented based  
13 on the observation of other Missouri municipalities who  
14 use rate structures, which are designed using a consumer  
15 consumption method.

16 Following a consumption-based method allows  
17 property owners the opportunity to control the cost of  
18 their own utilities, and it encourages conservation of  
19 natural resources.

20 In addition to charging consumers the base rate,  
21 or a state of service availability charge for each  
22 property, it generates a budgeted income for the utility  
23 companies, basically their operating costs.

24 I'm in agreement that an increase for water  
25 services is justified and necessary for the residents of

1 Indian Hills. However, the proposed billing structure  
2 submitted by Indian Hills Utility Company Inc., does not  
3 incent or reward consumers for practicing conservation;  
4 nor does it establish a cost per unit measurement of set  
5 water usage. There's no difference in utility cost for  
6 someone who uses 100 gallons of water than someone who  
7 uses 4,000 gallons of water in any given month.

8 The example below, the chart I have there, is  
9 based off observations of other Missouri municipalities  
10 that practice consumptionability. Each consumer is  
11 charged a monthly basic and a service availability rate  
12 of, say, roughly \$15, plus a usage rate of approximately  
13 40 cents for 100 gallons.

14 Now I got that rate by looking at other  
15 municipalities, other private and public utilities. And  
16 that was an overall average; some lower, some higher.  
17 As you can see, there's a benefit to conserving  
18 resources and an opportunity for consumers to control  
19 their utility expenses.

20 The chart on the bottom left shows -- you can see  
21 the consumption based method is the service availability  
22 rate of 15, plus 40 cents per gallon, let's say, as the  
23 example shows here per 100 gallons. So a thousand  
24 gallons for a residence, if that's all they use in a  
25 given month, would be 19, 2,000, 23, and so on and so

1     forth.

2             The Indian Hills Utilities Company, I understand  
3     now that they many gone away from this particular rate  
4     proposal, but it was what I had at the time. The first  
5     thousand gallons is \$84. The second thousand, third  
6     thousand, fourth thousand, is \$84. It does not incent a  
7     consumer to be conservative of resources. It doesn't  
8     incent them to conserve water, if you will.

9             At the same time, it doesn't really give them  
10    control or opportunity to keep their costs down, if they  
11    so desire. It's no different than if you want to spend  
12    less on gas, you don't drive as much.

13            Their current structure right now, if you would  
14    spend 8,000 on my proposed rate, of gallons of water per  
15    month, you would spend about \$47. Their proposal would  
16    be 143. That's going to become -- and I'm almost  
17    done -- but that'll become more relevant in the further  
18    comments that I have.

19            I believe a consumption based rate structure is  
20    beneficial for both the consumer and the operating  
21    utility. Under this structure, residents of the Indian  
22    Hills community significantly increase revenue for the  
23    operating utility, while still allowing consumers  
24    control over their utility costs and incenting  
25    conservation. And in addition, Indian Hills would still

1 recover and receive revenue for additional operating  
2 costs.

3 Now the data suggests that the average person  
4 consumes about 60 to 80 gallons of water per day. And  
5 this is based off of averages of different communities.  
6 On the low side, that would be about 1,800 gallons of  
7 water for one person.

8 Utilizing that data, the average household of  
9 four would consume approximately 7,200 gallons in any  
10 given month; higher in the summer, based on lawn and  
11 garden usage, and less in the winter when the climate is  
12 cooler. Based on the suggested proposal above, the cost  
13 for the average family of four would be around \$23.80 a  
14 month.

15 This proposed rate will not be the 840% rate hike  
16 proposed by the utility. It's significant and more in  
17 line with reasonable rate increases of a little over  
18 400%.

19 I want to thank you for considering this  
20 alternative rate proposal. In closing, I'd like to say  
21 that a lot of people talk about this, and I in no way am  
22 trying to make a comment against the new utility  
23 company.

24 But the average 200 foot well, give or take, is  
25 between 6 to \$12,000, if anyone wants to know. I would

1 probably start encouraging people in the area to group  
2 together with one vendor to get wells, because you can  
3 pay for your costs in approximately six to nine years,  
4 depending on the depth and of the well and the foreman  
5 who put it in. So I'm entering this in just to say that  
6 there are alternatives for people, other than this rate  
7 increase.

8 I find it interesting today that we tried our  
9 best to get the new utility company to tell us what  
10 their operating expenses were. They put a proposal  
11 together for a rate increase, but then all of sudden,  
12 tonight, now they can't tell us how they put that rate  
13 increase together. I think it's a shame that they were  
14 not able to answer the questions.

15 They make great politicians -- no offense,  
16 folks -- but they spun in so many different directions,  
17 and I don't know how many times I heard, "I would like  
18 to answer that a different way." It's pretty simple  
19 questions.

20 Having said, thank you for coming out. I  
21 appreciate it. I hope you'll have them consider this.  
22 I think it's more rational. I think it's in keeping  
23 with other municipalities and other communities that are  
24 paying for water. It also allows the consumers,  
25 weekenders or otherwise, to pay a rate that's structured

1 to benefit them when they're not there, because they're  
2 not consuming water. So thank you.

3 MR. JORDAN: Thank you.

4 MS. COLEMAN: Thank you, sir.

5 MR. JORDAN: The next name on my list is Jim  
6 Rothberg. Jim Rothberg.

7 MR. ROTHBERG: For the record my legal name is  
8 James.

9 MR. JORDAN: Thank you. And Rothberg is  
10 R-O-T-H-B-E-R-G.

11 MR. ROTHBERG: Correct.

12 (Witness sworn)

13 MR. JORDAN: All right. Let's hear your  
14 statement then.

15 MR. ROTHBERG: Well, pretty much most of what I  
16 want to discuss with everyone tonight has already been  
17 covered. I wanted to stress one point that I don't  
18 think has been emphasized enough.

19 About half of the homes are weekend homes, and  
20 half of the homes in the entire community are not  
21 lakefront homes. Those are not high-end homes, okay.  
22 The majority of them are occupied by middle to  
23 lower-income and retirees, okay.

24 My concern about any kind of water increase that  
25 we're going to receive here is the cost of living, which

1 concerns everyone when they go to buy a home or sell a  
2 home.

3 And some of the rates that have been proposed  
4 here that we've seen tonight are going to make it very  
5 difficult for a lot of our seniors, especially, to  
6 afford -- and we hear this all the time; choose between  
7 medicines, food, that sort of thing.

8 But when it comes to being able to sell their  
9 home, it's going to have a huge impact when people see  
10 that the cost of water is four times what I pay for  
11 water in St. Louis County through American Water. And I  
12 don't know; what is the true value of water? I guess  
13 it's subjective and based on what the PSC decides in any  
14 given instance. But that's all I wanted to add.

15 MR. JORDAN: Thank you.

16 MS. COLEMAN: Thank you, sir.

17 MR. JORDAN: The next name on my list is Dennis  
18 Pratte. P-R-A-T-T-E. Dennis Pratte? Not seeing Dennis  
19 Pratte. Looks like Dennis Pratte.

20 MR. PRATTE: I'll pass.

21 MR. JORDAN: Okay. Thank you. The next name is  
22 Don Kalista. Mr. Kalista. That's K-A-L-I-S-T-A.

23 (Witness sworn)

24 MR. KALISTA: My name the Don Kalista, and I'm a  
25 property owner as well as a board member. I want to

1 thank you, the Judge and Commissioner, for  
2 participating; specifically the Commissioner for the  
3 amount of travel that you took to get here today. I  
4 appreciate it.

5 Also, I want to thank Ryan Smith, our counsel  
6 that we have in this process. He has been very helpful,  
7 and we hope he continues to speak well for what we need  
8 as a community and being an advocate for us. We  
9 appreciate the effort that's in place so far.

10 As an association as well as my personal  
11 experience, what the overall theme is, in addition to  
12 the things that you've already heard this evening has  
13 been what we hear from a board perspective, is also what  
14 I've experienced.

15 Slow response, the customer service aspect of it.  
16 Myself, it takes multiple calls to get things taken care  
17 of. You call the customer service department, and it's  
18 beholden on you to follow up to make sure things get  
19 done. So when you look at building the infrastructure,  
20 recovering costs, frankly they're not providing the  
21 level of service that would warrant the premiere price  
22 that they're expecting to get as part of this process.

23 Because of the slow response, it's undermining  
24 our roads. And as they talked about in their video of  
25 being distressed equipment, our infrastructure of this

1 community is also very distressed. And people have  
2 talked about this up to this point is then it's not only  
3 do we have the cost of this rate increase, but also we  
4 have the infrastructure costs that we're going to be  
5 experiencing, that's going to significantly bring  
6 out-of-pocket costs to this community.

7 And though some people may speak to people being  
8 on fixed incomes, the reality of it is we're all on  
9 fixed incomes. We all have a certain amount of money  
10 that comes in. And when you look for an increase of  
11 these levels, it's going to impact everybody and at  
12 every socioeconomic point.

13 So we have not gotten assurances on -- because  
14 we've experienced this up to this point -- assurances in  
15 regards to response times, repairs, when they get  
16 completed, and many aspects, it's based on building a  
17 certain number of repair issues before they'll send  
18 somebody out to work on this.

19 So I think you need to take a look at that, as to  
20 how they're actually being dispatched, and if they're  
21 being dispatched in order, or if they're being accrued  
22 up in order to have enough things for people to work on.

23 Also, we've worked hard to be a partner in this  
24 process, as a community. We've even offered, because of  
25 the time response, to offer to help in using our own

1 maintenance department to assist in the repairs, to make  
2 those repairs more timely. We would like to think that  
3 we're trying to do this as a partnership, but when we  
4 start to propose things, one of the things that we got  
5 early on was, we're interested in that, but we would  
6 like you to block the wells.

7 I view that as being held captive or blackmailed.  
8 And the process is, I want to be a partner, but in order  
9 to be a partner, I have to block off any level of  
10 competition. Well, this is a pretty monopolistic kind  
11 of setting we have here.

12 I will say that I, as a property owner, I  
13 appreciate the water and the pressure of the water that  
14 we've had. We appreciate it very much. I think what  
15 we're all looking for here is for fair and just. And I  
16 think that's why we are looking to the people over at  
17 this table, though they're not members of this  
18 community, we expect of you and we demand of you to be  
19 fair and just; just as if you were members of our  
20 community and living in our community.

21 Ryan, I think you have our best interests at  
22 heart. And though you are one, I hope that you are  
23 strong in this process, because we need you at this  
24 time; not only from a water company perspective, but  
25 also from a community perspective that is in distress

1 from their infrastructure that needs to improve and move  
2 forward over the same period of time. Again, I want to  
3 thank you for this opportunity. Thank you very much.

4 MS. COLEMAN: Thank you.

5 MR. JORDAN: Thank you. THE next name on my list  
6 is Victor Kintz. K-I-N-T-Z. Victor Kintz. Sir, please  
7 raise your right hand.

8 (Witness sworn)

9 MR. JORDAN: Very good. Go ahead.

10 MR. KINTZ: Thank you for this opportunity. I  
11 think if these rates go through as they're proposed, any  
12 one of the three, it will be the end of our community.  
13 So many lakeside communities have closed up and gone  
14 away because of stuff like this.

15 Of course, we need water and they think we're  
16 over the barrel. But I would like to propose that a  
17 fixed rate of \$15, with \$5 per every thousand, that  
18 would bring up a 4,000 gallon monthly bill to \$35.  
19 That's three times what they're getting now. And  
20 instead of getting their money back in three years, it  
21 will take them six years; maybe seven or eight years.

22 Look around this group here. You won't see a lot  
23 of these people here 10 years from now. They won't be  
24 able to sell their houses if you have a bill that's \$146  
25 a month. They'll walk away from their homes and just

1 leave it, and then the community will start to die.

2 Thank you. Thank you for this opportunity.

3 MS. COLEMAN: Thank you, sir.

4 MR. JORDAN: Thank you for your testimony. Sandy  
5 Allen. A-L-L-E-N. S-A-N-D-Y. Please raise your right  
6 hand.

7 (Witness sworn)

8 MR. JORDAN: All right. Let's have your  
9 statements, then.

10 MS. ALLEN: I want to first off show you -- and  
11 you can have it for your records -- I -- at home, I am a  
12 weekender. And my mom and dad have a house right across  
13 the street from me. And what's happening is, at home, I  
14 have a well at home. So I pay \$6 a month for water.  
15 That's nothing, okay?

16 But I wanted to show you my mom and dad's water  
17 bill. What it is, it's a water public water supply  
18 district number two, okay? So what they do is, they  
19 purify their water from the river. And so what they pay  
20 a month is -- one was \$17.26, and one was \$23.26.  
21 That's for two months. So if you would like to have  
22 that, you can.

23 MR. JORDAN: Sure. Bring that forward, if you  
24 please. Let's have a look at these. Hang on just a  
25 second. I am looking at -- looks like water bills from

1 public water supply district number two; is that  
2 correct? And --

3 MS. ALLEN: It's two months.

4 MR. JORDAN: Same address, two different months.  
5 One of them is -- take a look here. The due date on one  
6 of them is August 31st of 2017, and the other one is  
7 September 30th of 2017.

8 We'll mark the first as Exhibit No. 2, and the  
9 second one as Exhibit No. 3. Would you do me a favor  
10 and show these to counsel? If you hand those to the  
11 reporter, she will mark those as Exhibit Nos. 2 and 3.

12 (EXHIBITS NOS. 2 AND 3 MARKED FOR IDENTIFICATION)

13 MR. JORDAN: Exhibits 2 and 3 are being marked  
14 and offered into evidence. Any objection to those?  
15 Those exhibits will be entered into the record.

16 MS. ALLEN: Okay. So like I said, I have a well  
17 at home, so I'm not afraid of having a well at my lake  
18 home, and I'm a weekender. And I do share the well with  
19 three other houses at home, so I wouldn't mind that.

20 But the thing is what happened first is we did  
21 not receive a water bill, okay, for one month when we  
22 came down. One month later -- and I got the bill the  
23 next month, and it had doubled. \$10 is still nothing,  
24 but I pay my bills.

25 So for some reason, I didn't get a bill. So I

1 paid the bill right away, and when I came back on the  
2 weekend, my water was shut off because by one day -- one  
3 month, I missed. They came out to shut it off, and they  
4 were really fast about it.

5 But whenever we have a leak, they're not there  
6 for weeks upon weeks. So I had to call and I said -- I  
7 asked my neighbor, I said, do you have water? He goes,  
8 yeah; you know, both neighbors said yes. And so I  
9 called the number on the card and stated you know, can  
10 somebody tell me, why is my water off? I didn't  
11 understand.

12 And so that was about 9 o'clock, 8 o'clock. And  
13 I did not get a call back until 6 o'clock that night,  
14 and they said, oh, we did get your payment the next day,  
15 after I turned it off. Do you want me to come and turn  
16 it back on? I'm sorry, I did already, you know.

17 And then they yelled at me, which I know I  
18 shouldn't after -- I did not know that, so -- but I did.  
19 So they're fast to turn it off.

20 Yes, they should know what they have bought as a  
21 company. They looked at the company, they knew how much  
22 money it was going to cost to come up to regulations.  
23 And it acts like they're surprised whenever this is  
24 happening.

25 And another thing is, they send out -- we have

1 boil orders all the time. The pipes are breaking all  
2 the time. The seniors and in area, they do not get the  
3 e-mails saying that there's a boil order. Nobody knows  
4 if you do not get an e-mail, you don't know if you're  
5 drinking bad water, okay? So that's another thing which  
6 is not right for the older people who don't have e-mail.

7 And another thing is -- and then a couple of  
8 times, it's been about a month whenever the water has  
9 broken for them to come and fix it. Other than that,  
10 that's all I have to say. But thank you very much for  
11 coming and listening to all of us.

12 MR. JORDAN: One question?

13 MR. WESTEN: The month that your water was turned  
14 off, can you see what year and month that was?

15 MS. ALLEN: It was right after you took over. It  
16 was like, three months after you guys took over.

17 MR. WESTEN: Do you know, was it 2015? 2016?

18 MS. ALLEN: When did you take over the water  
19 company?

20 MR. WESTEN: I'm not with the company, ma'am.  
21 I'm sorry.

22 MS. ALLEN: It was three months after they took  
23 over. They're sending the bills to us.

24 MR. WESTEN: Okay. Thank you.

25 MS. ALLEN: Uh-huh.

1 MR. JORDAN: Anything else?

2 MS. ALLEN: They did knock off the \$25 charge for  
3 the guy to come out and turn on my water. Thank you.

4 MR. JORDAN: Thank you for your testimony. The  
5 next name on my list is Peter Martellaro. Did I get  
6 that correct?

7 MR. MARTELLARO: Yes, sir.

8 MR. JORDAN: All right. M-A-R-T-E-L-L-A-R-O.  
9 Please raise your right hand.

10 (Witness sworn)

11 MR. JORDAN: Go ahead.

12 MR. MARTELLARO: A lot of my neighbors have  
13 already said this, and I agree with a lot of what's  
14 already been said. But my big thing was based on the  
15 increase of the \$750,000 per year that the water company  
16 is suggesting. They're going to recoup their money in  
17 three years.

18 And I said earlier that most companies don't  
19 recoup moneys as startups for five to seven years.  
20 Everybody knows that. If the water company doesn't know  
21 that, they should have done their research.

22 I was looking at the Office of Public Counsel's  
23 statement. One of the things in here was your guys'  
24 suggestion on how this should go. I don't think there's  
25 anybody in this room that would really wholeheartedly

1 disagree with the 43.03, except for water company.

2 I think honestly -- it really feels like what  
3 they're trying to do is get as much as they can right  
4 now. Someone mentioned us being over a barrel. That's  
5 kind of where we are. I think that they know that. I  
6 think that needs to be taken into account.

7 The other thing that I would like to make sure  
8 that's taken into account, and I don't know how the  
9 Commission operates. But I think it should definitely  
10 be looked into, the average income of this county per  
11 household. It's a poor county. We live in a poor  
12 county here. We don't have a lot of money. We don't  
13 make a lot of money.

14 This is going to hurt a lot of people and cause  
15 the prices of our homes to go down. It's going to be  
16 hard for a lot of people. These things have already  
17 been said, but it's going to be hard for people to sell  
18 their houses with that kind of increase, because anybody  
19 that does their due diligence in looking into the house  
20 and goes, well hey, \$85, that's crazy.

21 I lived in Naples, Florida for 20 years, and I  
22 never paid a water bill that was anywhere close to that.  
23 That's one of the most affluent places in the world, and  
24 they don't pay that much.

25 And Cuba, our closest neighbor, they service over

1 3,000 people in water and sewage. And I can guarantee  
2 that their prices aren't anywhere near that high.

3 So I hope those are the things that are looked  
4 into. Again, your guys' proposal, I don't think there's  
5 anybody that would balk too terribly much over that.  
6 But this \$85 baseline is ridiculous. Thank you.

7 MR. JORDAN: Thank you for your testimony. Next  
8 name I have is Carol Coy. Carol Coy, C-O-Y. Please  
9 raise your right hand.

10 (Witness sworn)

11 MR. JORDAN: Let's hear your statement then.

12 MS. COY: We have lived at the lake since 1961.  
13 And my parents bought the original lot 40 years ago. My  
14 husband and I had a house built on the east, and we're  
15 also the last lot.

16 So we were hoping to be able, since we're no  
17 longer using the lake even, to be able to get out of  
18 Indian Hills. The commission in Steelville says we  
19 could, but Indian Hills says we're not allowed to get  
20 out of the area because they want our dues money every  
21 year.

22 So I'm on social security of only \$456 a month.  
23 So if the rate goes up that high, there's not going to  
24 be any food bought. And I do keep my electric down by  
25 keeping it to 80 degrees in the summer and 60 degrees in

1 the wintertime at home. So I'm either freezing or  
2 baking.

3 So I just wanted to say that. And all the  
4 seniors need to be taken into consideration. There are  
5 a lot of us out there. Thank you.

6 MR. JORDAN: Thank you for testifying.

7 MS. COLEMAN: Thank you.

8 MR. JORDAN: Looks like the next name is crossed  
9 out, but I'll call it anyway to make sure. Kevin  
10 Newbern. Kevin Newbern.

11 MR. NEWBERN: Pass.

12 MR. JORDAN: Very good. Thank you for attending  
13 nonetheless. The next name looks like June Buechler,  
14 B-U-E-C-H-L-E-R. And I hope I've pronounced that  
15 correctly. Good evening. Please raise your right hand.

16 (Witness sworn)

17 MR. JORDAN: Let's hear your statement.

18 MR. BUECHLER: For the record, my name is James  
19 Buechler; B-U-E-C-H-L-E-R. I wanted to thank you for  
20 this opportunity this evening. I should hopefully make  
21 this brief.

22 The numbers here, we've all expressed that the  
23 amount of the increase is our huge, huge problem.  
24 Different numbers of 7, 800%. With the new taking over  
25 of the utilities, we expected that some work would be

1 done and things were going to increase. So we figured  
2 25, \$30 a month, off the top of our head, and that is  
3 150% increase, which is huge in itself for many of us.

4 We've had a lot of retirees talk down here, how  
5 much things are going to be adjusted. I'm mainly here,  
6 I guess, for many of us weekenders, including myself,  
7 I'm probably a short-timer compared to a lot of people  
8 here. I've been here approximately 10 years, just short  
9 of; so relatively fresh.

10 But I purchased down here for the number one  
11 reason, I want to retire here. And decisions like this  
12 make it difficult, you know, to purchase a home, a  
13 second home, and all these different things involved.

14 And so the weekenders, I'm going to say the  
15 hardest part is, there's five, six months we aren't  
16 here. So the proposal of \$85 a month for practically  
17 zero usage is a main concern. That's a lot of us.

18 That's why the proposals of usage and different  
19 things, I'm hoping the Commission will look at this in  
20 and their findings. \$10, yes, is very reasonable. But  
21 this is exorbitant.

22 So pretty much with the lack of the roads, and  
23 the water lines getting repaired in time, tearing up our  
24 roads, which are not in the best shape to start with,  
25 but it makes them worse, there's a number of issues that

1 all have to be brought up to -- how I can say -- to the  
2 fees involved. We're not getting the service that we  
3 expect, or even the dollar amounts that was proposed.

4 I want to again thank you for this opportunity.  
5 You have a good evening.

6 MS. COLEMAN: Thank you, sir.

7 MR. JORDAN: Thank you for coming out and  
8 speaking. Next name I have looks like Wayne Kuethe.  
9 That's just a guess at the pronunciation. Wayne, and it  
10 looks like K-U-E-T-H-E. And what's the proper  
11 pronunciation of your last name?

12 MR. KUETHE: Wayne Kuethe. I'm sorry. I was too  
13 close.

14 MR. JORDAN: All right. Very well. Please raise  
15 your hand, please.

16 (Witness sworn)

17 MR. JORDAN: Thank you. Go ahead.

18 MR. KUETHE: My concerns are the finances and how  
19 these rates are put together. I agree with everything  
20 that's been said here to this point.

21 One thing that hasn't been addressed, at least to  
22 my satisfaction, is the recapturing of the initial  
23 investment. There's \$1.8 million supposedly invested.  
24 I don't think that I heard that ever included the  
25 initial purchase price. So let's say that it moves up

1 above 2 million. They're entitled to recapture their  
2 money, no doubt about that. But they financed it at an  
3 extremely high rate with a private investment firm.

4 I don't know whether that's a good ol' boy deal  
5 that's intended to take advantage of us. As I  
6 understand it, the long range plan is we're not the last  
7 community they intend to inflict themselves upon.

8 I would like the Commission to be aware of what  
9 they've done in the past and what they intend to do in  
10 the future. Now in regard to recapturing their initial  
11 investment, that's amortization. If you're allowing in  
12 the rate structure some amount for amortization, are you  
13 also allowing this exorbitant interest rate; which I  
14 assume you are.

15 And then are you actually allowing another  
16 expense called depreciation, which is a non-cash  
17 expense? It's the same as amortizing.

18 Now if they want to depreciate across 20 years,  
19 then they should do the 20-year recapturing and not any  
20 other accelerated recapture of their money.

21 The cost of that, as I said, it seemed extremely  
22 high. And as I understand it, the principal in the  
23 operation has also included in that a substantial salary  
24 for himself; way in excess of what would be considered  
25 reasonable and fair in this community.

1           Would the Commission consider, whenever you come  
2 to a right financial number, stepping that in over a  
3 number of years; with accelerated increases? And do you  
4 ever plan to bring the rates down after all the initial  
5 investment has been recaptured?

6           I know you don't answer the questions, but I  
7 would like for you to consider that when you're coming  
8 up with a rate.

9           I want to thank you for holding this hearing  
10 here. I know you didn't have to come us. I'm sure the  
11 community appreciates that you came to hear us. Judge,  
12 I want to thank you -- you probably travel the least.  
13 Senator, I believe that's correct; correct, Senator?

14           MS. COLEMAN: Yes.

15           MR. KUETHE: I really want to thank you, because  
16 you have put yourself way out to come and hear us speak.  
17 I'll not burden you any longer. Thank you much.

18           MS. COLEMAN: Thank you.

19           MR. JORDAN: Thank you for your testimony. Next  
20 name on my list looks like Bob Thom, T-H-O-M, or is that  
21 Thorn?

22           MR. THOM: Thank you, Judge. I've been called a  
23 lot of things, but it's Thom, T-H-O-M. First name is  
24 Robert.

25           MR. JORDAN: Very good. Please raise your right

1 hand.

2 (Witness sworn)

3 MR. JORDAN: All right. Let's hear your  
4 statement then.

5 MR. THOM: First of all, I have been -- my wife  
6 and I have been here 14 years. 10 of those years are  
7 part-time, four years, that awful -- excuse me. 10  
8 years was part-time, four years full-time, and we enjoy  
9 the property very much.

10 I want to thank you for listening to us. Only in  
11 America can you do this, you know. I do want to say  
12 that I think the amortization I think should be done  
13 over a longer period of time. I think three years is  
14 way too high.

15 I think the response time on leaks is also too  
16 slow. A good example of that is the intersection of  
17 Sanchez and Lakeshore Drive. It was leaking over a  
18 week, and the water was coming out; I guess went back in  
19 the lake to help fill it up. I'm not sure. But anyway,  
20 I think it took way too long for them to respond to  
21 that.

22 I do want to thank you for the boil alerts, and  
23 some of those folks that I've talked to that have lived  
24 here longer than we have said, I don't think we ever got  
25 a boil alert. So at least we did that. And again, I

1 appreciate you letting me talk. Thank you.

2 MR. JORDAN: Thank you for speaking.

3 MS. COLEMAN: Thank you, sir.

4 MR. JORDAN: Next name on my list is John Lowery,  
5 L-O-W-E-R-Y. John Lowery. Please raise your right  
6 hand, sir.

7 (Witness sworn)

8 MR. JORDAN: All right. What would you like to  
9 Commission to hear?

10 MR. LOWERY: My concern is about the boil orders.  
11 I don't know if this would be a question or a comment,  
12 but the boil orders, you may not receive anything about  
13 a boil order unless you leave the subdivision. And our  
14 subdivision is a septic tank system. And anytime we get  
15 a break in that water line, there's a possibility of raw  
16 sewage going into that system.

17 And like I said, if you don't leave the  
18 subdivision, you do not get a warning about boiling your  
19 water. So that's my comment.

20 MR. JORDAN: And thank you for that comment.

21 MR. LOWERY: Thank you.

22 MS. COLEMAN: Thank you, sir.

23 MR. JORDAN: Next name on my list looks like  
24 Tanya --

25 MS. WHITESIDE: Whiteside.

1 MR. JORDAN: I see someone approaching. We'll  
2 get the proper pronunciation in just a second here.

3 I'll ask you to state your name and spell it for  
4 the record.

5 MS. WHITESIDE: Tanya, T-A-N-Y-A. Whiteside,  
6 W-H-I-T-E-S-I-D-E.

7 MR. JORDAN: Thank you. Please raise your right  
8 hand.

9 (Witness sworn)

10 MR. JORDAN: Let's have your statement.

11 MS. WHITESIDE: Thank you for the opportunity to  
12 comment. I have two concerns that I wanted to share.  
13 The first has been stated before, but I want to  
14 reiterate.

15 For a utility company serving the public, I would  
16 expect that they would be forthcoming about their  
17 financials, and that seems to be evasive. That is very  
18 concerning.

19 The second is, there's -- that I'm aware of,  
20 there is no amortization scheduled for future  
21 reinvestment to help us understand how we won't be in  
22 this position again.

23 And that's the only two things I would like to  
24 say.

25 MR. JORDAN: Thank you for your testimony.

1 MS. COLEMAN: Thank you.

2 MR. JORDAN: Next name I have looks like Al  
3 Brandl.

4 MR. BRANDL: Brandl.

5 MR. JORDAN: Brandl. Spell your name for the  
6 court reporter, please.

7 MR. BRANDL: A-L, B-R-A-N-D-L.

8 MR. JORDAN: Okay. Hang on a second. I need to  
9 swear you in first.

10 (Witness sworn)

11 MR. JORDAN: Thank you. May I have the document?

12 MR. BRANDL: Yes. I would like to enter it into  
13 the record but I need to reference it right now.

14 MR. JORDAN: Okay. Can you give us a brief  
15 description of what that is.

16 MR. BRANDL: Well, it's 95 pages of customer  
17 service back and forth with them.

18 MR. JORDAN: Okay.

19 MR. BRANDL: Over the last 15 months -- I'm just  
20 going to read a little short -- just a short part of it.

21 MR. JORDAN: Before you do that. Let's bring it  
22 forward and --

23 MR. BRANDL: I gave it to counsel.

24 MR. JORDAN: You gave to copies to counsel. Did  
25 you --

1 MR. BRANDL: I gave somebody a copy.

2 MR. JORDAN: Okay.

3 MR. BRANDL: It's back and forth, 94, 95 pages of  
4 e-mails and calls and everything else.

5 MR. JORDAN: All right. I'll just read into the  
6 record what the heading is here.

7 MR. BRANDL: Okay.

8 MR. JORDAN: It says, A Small Sampling of What  
9 We've Been Through at the 851 Lakeshore Property.

10 Okay. And do you want the Commission to keep  
11 this or anything? Or did you want to read it?

12 MR. BRANDL: If I could just read it right now,  
13 and then they can have it.

14 MR. JORDAN: Go ahead.

15 MR. BRANDL: This is regarding customer service.  
16 I've had a lot of dealings with them. I've also had a  
17 lot of dealings with Lois Stanley, which is -- I mean,  
18 honestly I've had worse responses from this new company.

19 So anyway, I'm an 11-year owner out there. This  
20 is just a short sample of what's going on. December 2nd  
21 of '16, I reported a leak at 851 Lakeshore. I called  
22 the 866 customer service number. That was December 2.

23 December 6, I called again. I was told a  
24 supervisor will call me back. I got no return call.

25 December 8, I e-mailed Dave Stradt [phonetic] at

1 PSC because I hadn't heard anything. December 12, I  
2 e-mail customer service again about the leak. December  
3 13, I called the 866 number again. They told me they  
4 would report it. They also told me they would give me  
5 number another to call. It was an 866 number; it was  
6 the same number that I had called.

7 So I told them, and that's when I got a hold of  
8 you. I also called Dave, and he told me that he had  
9 been at the water company the day before, and they're  
10 going the look into it. That was on December 13.

11 I got a call from somebody named Ben at the  
12 utility company, and he said he was project manager for  
13 the whole thing. He said he's the one who was  
14 coordinating the fixes at that time, and he would look  
15 it. It was fixed shortly after that. That was December  
16 13.

17 February 18, same leak. I contacted the customer  
18 service and e-mailed Dave at the PSC. February 21st,  
19 Dave replied in an e-mail that he would contact customer  
20 service for me. And he also said he talked to Ben, and  
21 Ben said it will be fixed.

22 March 6, still not fixed. I was told by Dave and  
23 Ben they would do a full service fix. It would be done  
24 the next day, March 7. March 7, Ben called and said  
25 that I had a priority leak that had to be fixed, and

1 that he would get to it the next day, March 8.

2 March 8, Ben called again. He said Matt -- who  
3 used to work for Lois and now works for the road crew or  
4 whatever -- had worked 12 hours that day, and he  
5 couldn't get to it. So they would try to get an outside  
6 contractor to fix it the next day, which would be March  
7 9th.

8 March 15, I have heard nothing from anybody.  
9 They finally fixed it two weeks later. May 1st, I  
10 contacted them about the ground was off, and I had  
11 pictures in there. There was big ruts and everything  
12 else. Two weeks later, they came out and they fixed  
13 that, and I was there. And apparently it was still  
14 leaking.

15 So that was May. I still have water in my meter  
16 pit in, and my neighbor's is about five feet to the  
17 right, and hers is on my property, and hers is full of  
18 water.

19 So we've got some kind of leak that I -- I mean,  
20 they have fixed this five times? I mean, this was just  
21 over the few months there; it's the same leak. I've had  
22 my yard tore up five times in the last two years, and I  
23 mean, it's just -- and you can't get a hold of anybody.  
24 I mean, you can't.

25 It just seems to me like the customer service for

1 the kind of money they want, it's not there. It's not  
2 even close to being there. Like I said, Lois was a  
3 one-person crew. And it wasn't good then, but I mean,  
4 this man supposedly has somebody on staff that can at  
5 least take your call, and get back -- I think he said  
6 three days later.

7 Well, when you read some of my things, and I have  
8 95 pages of them, I mean, some of them were weeks and  
9 months. So I don't think that this is -- that what  
10 they're asking for is the kind of service they're giving  
11 us.

12 MR. JORDAN: Does counsel want to examine the  
13 document that has just been read from? Anyone? No.  
14 Not seeing anyone. Okay. Thank you for your testimony.

15 MR. BRANDL: Sure.

16 MR. JORDAN: Would you like this document to be  
17 entered into the record?

18 MR. BRANDL: Yes, I would. Absolutely.

19 MR. JORDAN: Very good. I will have this marked.  
20 I've already read the description, I've have the court  
21 reporter mark it. Is there any objection to the  
22 entrance of this into the record? Okay. This will be  
23 Exhibit No. 4, and entered into the record.

24 (EXHIBIT NO. 4 MARKED FOR IDENTIFICATION)

25 MR. JORDAN: The next name I have looks like

1 Robert George. George, maybe Griggs. It's cursive  
2 handwriting.

3 Greg. Thank you, sir. Sir, please state your  
4 name and spell it for the court order.

5 MR. GRAY: Robert L. Gray, Junior. G-R-A-Y.

6 MR. JORDAN: Thank you, sir.

7 (Witness sworn)

8 MR. JORDAN: Thank you.

9 MR. GRAY: I wanted to say I, you know, all these  
10 people have already said what I was going to say. But  
11 the bottom line is this: I've been down there for,  
12 like, 48 years; permanent 23, since I was a little kid.  
13 I seen the water company problems, whatever. I ain't  
14 even going to go into what people already brought up.

15 But this is the bottom line. We've got older  
16 folks, the majority of the people out there are  
17 full-time residents -- me, 23 years. We've got a lot of  
18 other older people who -- we have younger people moving  
19 in here. These people who are raising children cannot  
20 afford -- you have four kids at home, \$4,000 is not  
21 going anywhere.

22 I mean, you know -- and for their rates, it's  
23 just astronomical; like them having the last water  
24 before you cross the desert. They got us over a barrel.

25 So I'm glad you all is here. But I don't want to

1 harp on none of that. But I'm just saying, as things  
2 go, you know, we're trying to have a nice community.  
3 This is going to ruin the community. You got the  
4 younger people raising families out there, we got our  
5 older people, I'm older. Not as old as a lot of the  
6 other folks, but people can't afford it. And that's the  
7 bottom line. That's all I got to say.

8 MR. JORDAN: Thank you for testifying.

9 MR. GRAY: Thank you.

10 MS. COLEMAN: Thank you, sir.

11 MR. JORDAN: The next name is scratched out to  
12 the point it's illegible. I think that is definitely  
13 scratched out. The next name looks like Karen McManis?  
14 McGinnis perhaps? We'll have you state your name and  
15 spell it for the court reporter.

16 MS. MCGINNIS: Koren McGinnis. K-O-R-E-N,  
17 M-C-G-I-N-N-I-S.

18 MR. JORDAN: Thank you. Will you raise your  
19 right hand.

20 (Witness sworn)

21 MR. JORDAN: All right. Go ahead, please.

22 MS. MCGINNIS: My list is pretty much said about  
23 all my points about customer service, except for  
24 whenever you do call and they answer, the calling  
25 service, they're pretty much just downright rude.

1           Let's see. And we also hardly ever get a water  
2 bill every month and receive a shutoff notice. When my  
3 husband was asked about that, the guy said we aren't  
4 supposed to receive a shutoff notice because we do pay  
5 our bills. But, you know, I guess that's a thing they  
6 do.

7           We have a water -- we've had a water leak in  
8 front of our house, and they said that we're supposed to  
9 have roads back to how they found them. Well,  
10 apparently they supposedly found a gravel road in front  
11 of my house, but that's not how it was. It was a  
12 regular road. Whenever they dug it up, now it's just a  
13 huge gravel pit, just like all the other ones on the way  
14 out the exit road that I have to drive over every day.

15           Right after the last winter, there was a water  
16 leak right up the road from us. It took them three  
17 weeks to fix, and during this time, it was so cold the  
18 ice built up on it. And we called and called and  
19 called, and nothing ever happened.

20           And we finally called our security guy, so they  
21 could call our maintenance crew to come put some ice  
22 [sic] over it, because the cars going over it were  
23 sliding all over the place, and it was a huge safety  
24 issue because we live right around a 90-degree curve.

25           So our handy maintenance crew took care of that

1 issue. And then finally, it was about three, three and  
2 a half weeks later, they finally came and fixed that  
3 one.

4 And then, a couple other things. The whole not  
5 getting water; I understand there's emergencies. But  
6 the whole not getting water back until 9:00, 10 o'clock  
7 at night after you've called and they say, oh, it's just  
8 going to be a couple hours; that gets a little old  
9 whenever you get up at 4 o'clock in the morning and  
10 you're waiting to take a shower, and you have to go find  
11 somewhere else to go take a shower so you can go to bed  
12 to get up for work the next day. But that's about all I  
13 got.

14 MR. JORDAN: Thank you for your testimony.

15 MS. COLEMAN: Thank you, Ms. McGinnis.

16 MR. JORDAN: The next name looks like Roland  
17 Harley, perhaps. It's cursive. Or what does that look  
18 like?

19 MS. COLEMAN: Richard. Richard perhaps? That's  
20 the best I can make of that.

21 MR. JORDAN: I'm not seeing anyone responding to  
22 that, so I will go to the next name, which is Bill  
23 Wilson. I believe that's Bill Wilson.

24 MR. WILY: Yes. Bill Wiley.

25 MR. JORDAN: Bill Wiley.

1 (Witness sworn)

2 MR. JORDAN: Thank you. Let's have your  
3 statement then.

4 MR. WILEY: Okay. Thank you, Senator, for flying  
5 in from -- Seattle, you said?

6 MS. COLEMAN: Yes. Been up since 5:00 this  
7 morning.

8 MR. WILEY: Long day. Thank you, Judge.

9 MS. COLEMAN: It's important to be here.

10 MR. WILEY: Thank you, Judge. There seems to be  
11 two themes here tonight being expressed. One is it's  
12 cheaper somewhere else, and the other is we can't afford  
13 it. Although I hope that those concerns are addressed  
14 and considered, economies of scale would dictate that in  
15 St. Louis County, St. Louis City, other places, it's  
16 less.

17 We can't afford it is -- that's the humanity  
18 involved here, and I hope that's considered. I don't  
19 think we really have enough information to really ask  
20 the questions.

21 It was expressed to me there was probably three  
22 different audits, three different opinions about the  
23 costs, the amortization, et cetera. One would be our  
24 counsel, the other would be the PSC, and the other would  
25 be what the company represents their costs to be. Can

1 we get our hands on those opinions? Well, I'm not  
2 supposed to ask questions.

3 I would like to see those figures. I went to the  
4 website as was suggested, that is the most tedious  
5 website that I've ever had the opportunity to -- there's  
6 numbers and dates and numbers and dates, it's there's no  
7 information there.

8 I hope all of those concerns are met, but I would  
9 really like to have more information, the kind of  
10 information that the parties are going to present on  
11 which a decision will be made. We couldn't really have  
12 a meeting tonight without that information. Thank you.

13 MS. COLEMAN: Thank you for your testimony.

14 MR. JORDAN: Thank you, Mr. Wiley. Any follow up  
15 to that? Okay. Thank you for your testimony.

16 The next name, it looks like Gabriel Heintz; is  
17 that correct? Heintz, H-E-I-N-T-Z. Gabriel Heintz.  
18 Not seeing anyone responding to that. Okay.

19 I will go to the next name, Joe Ortega. Joe  
20 Ortega. Not seeing anyone coming up in response to Joe  
21 Ortega's name being called.

22 The next one is scratched out. The one after  
23 that is scratched out. Let's go to Vince Tosto. Vince  
24 Tosto, T-O-S-T-O, looks like. Very good. Thank you.

25 Sir, I hope I did justice to your name. Would

1 you please pronounce it for --

2 MR. TOSTO: Yeah.

3 MR. JORDAN: -- the court reporter.

4 MR. TOSTO: Vince Tosto. T-O-S-T-O.

5 MR. JORDAN: Please raise your right hand.

6 (Witness sworn)

7 MR. JORDAN: All right. Let's hear your  
8 statement, if you please.

9 MR. TOSTO: Really, everything has been covered  
10 tonight. I was sitting over there wondering what I was  
11 going to say when I came up here. I signed my name and  
12 told them that I wanted to come up here.

13 I do have a concern, and that would be the water  
14 company that we presently have now and their rates are  
15 just way too high. That's already been mentioned. My  
16 point is, I didn't know -- I'm a part-time resident  
17 there. It will be two years in December that I've been  
18 out there. I had no idea what these guys were going to  
19 do, okay?

20 I came to my house one weekend and found my whole  
21 front yard tore up and the meters out, and brand new  
22 meters there. And I'm going, well, what's going on  
23 here, you know? There's no communication to us as  
24 residents on what they're going to do.

25 So it looks to me like they can do whatever they

1 want to do because they're going to charge us this  
2 exorbitant amount of money per month.

3 So what are they going to do next year? What are  
4 they going to do the following year? Do they think they  
5 have an open checkbook to just charge whatever they want  
6 to charge?

7 They're the ones that bought this. I don't know  
8 what they bought. It's, you know -- it's just they  
9 probably don't know what they bought either. I  
10 understand that, you know, we have to improve what we  
11 have. There's no doubt about that.

12 But the problem is -- and it's not their  
13 problem -- but we've got roads we need fixed, we've got  
14 silt we need to get out of the lake. And now we've got  
15 water.

16 So like people said earlier, it's going to ruin  
17 the community. There's a lot of people out in this  
18 community that just can't afford it, so they're not  
19 going to pay.

20 So what's going to happen? I mean, I can report  
21 it -- and I can pay it, but I'm not going to pay. And I  
22 hope everybody sticks with me and not pay the money that  
23 these people want us to pay per month for water.

24 My God, you know. I don't even drink the water  
25 because I'm afraid to drink it. And I didn't drink it



1 MR. JORDAN: All right. You may testify.

2 MS. STUCKEY: I purchased my home in November of  
3 last year. I was not aware of anything going on with  
4 the water company until my neighbor two doors down told  
5 me, don't drink the water.

6 I have three kids. I have pets, we all get  
7 bottled water; whether it's I pick it up at the store,  
8 the neighbor goes to Aldi's and texts me and says, do  
9 you need water? Yes, we need water. I'm in the house  
10 where all the kids go. I have teenagers; I'm the "safe  
11 house."

12 So my issue with the water company is he admitted  
13 knowing exactly the good, bad, and ugly, what they were  
14 getting into. Openly admitted it tonight. So if they  
15 knew what they were getting into, they pour copious  
16 amounts of chlorine into the water, and it destroys  
17 yours clothes, your hair, it does all this damage to  
18 everything, your septic system; it takes a toll on your  
19 septic systems. It eats the good bacteria to get your  
20 septic system to work correctly.

21 So if they're not held to the standards that  
22 they've agreed to in buying this company, that they're  
23 going to repair the roads, they're going to take care of  
24 things in a timely manner -- I called on my neighbors  
25 having a water leak. They were rude, they were

1 horrible; and I said, do I need to boil my water? Oh,  
2 no. You're fine. Well, you don't even know where it  
3 is, but you're tell me it's okay to drink the water.  
4 It's okay for my dog, my three cats, my kids, it's okay.

5 But you know, there's been water leaks. There's  
6 one at the 600 block of Lakeshore. That actually has  
7 piles of gravel with tall cones that they still have not  
8 removed, and that took weeks and weeks and weeks.

9 And we can't even drive. So when I'm teaching my  
10 son to drive; somebody comes down, I'm telling him,  
11 buddy, you have to wait until it's on our side of the  
12 road. We head back to go home because we live in the  
13 very, very back, and somebody goes to clock us.

14 So how is this okay; that they can leave an  
15 obstruction in the road, and we all have to deal with  
16 it? Then we have the potholes.

17 So they want all this money from us. Now I'm  
18 looking at a major improvement project increase. It's  
19 one percent of the volume of my house, as stated by the  
20 County of Crawford. My house is worth \$66,400. So I  
21 have to pay an added \$664 to the yearly increase for the  
22 these major road improvements, and the dredging of the  
23 lake, which has been mentioned tonight, okay?

24 Then I'm going to pay \$80-something a month in  
25 water, when I can go in with two neighbors for \$7,000,

1 and we can split it. And then they're just out; the  
2 water company's just hosed. So I mean, there's a way  
3 around this, if everybody got together.

4 But they want the money, but they don't -- they  
5 want the money, but they don't want to walk the walk, to  
6 put it bluntly. They don't fix the roads, they don't do  
7 things in a timely manner.

8 The boil orders, if you don't leave the -- what  
9 the gentleman was saying earlier -- there are signs that  
10 are put up in the subdivision. So if you don't have  
11 e-mail, you know, you don't have a computer, don't have  
12 internet -- which is, you know, not cheap to begin  
13 with -- unless you drive out of the subdivision and come  
14 back in, at the gate then you'll see the little yard  
15 signs that say, precautionary boil alert. So how are  
16 the other residents that don't have the capabilities of  
17 technology to know?

18 I mean, there's a lot of wrong with this. I'm  
19 okay with paying more for water; clean, good water. But  
20 not if they're allowed to be horrible to us and not  
21 provide a good product, and then also not fix anything  
22 in a timely manner and replace the roads the way they're  
23 supposed to, the way they've agreed to. That's it.

24 MR. JORDAN: Thank you for that testimony.

25 MS. STUCKEY: Thank you.

1 MR. JORDAN: Next name on the list looks like  
2 Judy Loveless. Would Judy Loveless like to come forth  
3 and testify? Not seeing anyone responding to that name.

4 I have one more name on my list. It looks like  
5 Larry Eberle. I'm pronouncing the E on the end. Larry  
6 Eberle. I hope I pronounced that correctly, sir.

7 MR. EBERLE: Yes. How you doing? It's Larry  
8 Eberle [phonetic]. 19-year weekend resident.

9 MR. JORDAN: Please raise your right hand.

10 (Witness sworn)

11 MR. JORDAN: Please make your statement.

12 MR. EBERLE: All righty. First of all, I do  
13 appreciate everybody being here and all the people who  
14 are present here, as long as you are here with an open  
15 mind and came here to learn and to listen. I'm not so  
16 certain that that's the feeling that I have after  
17 tonight.

18 What I've seen, most of the homework, most of the  
19 information tonight, has come from the residents in this  
20 room who have worked really hard to get their  
21 information together. This is a great group of people.  
22 We don't exist so that we can have some kind of issue  
23 with our water company or with anyone else. What we  
24 want to be are the greatest customers being served by a  
25 really, really good, fair water company. And everybody

1 understands that that's going to cost more money than  
2 we've been paying in the past. We're not idiots.

3           What bothers me is this evening -- and this may  
4 seem insignificant to you, but there's a lot of people  
5 here spending a lot of time here. This may seem really  
6 silly, you have one handheld microphone that works  
7 because nobody bothered to test it out. You have no  
8 screen to show the video on. You have no answer for the  
9 question, "What does it cost you to operate annually."

10           Everybody is doing all this poor math with this  
11 \$2 million, and oh, you're going to recoup the 2. I  
12 understand you have to run a business. Everybody  
13 understands that. I cannot believe the lack of  
14 information or coordination between the folks up here.

15           And I'm not saying everybody's trying to be  
16 dishonest. I'm saying all these people are coming here  
17 for an information meeting, and no one has information,  
18 and the people presenting it are not really very  
19 coordinated there.

20           What's important to me, and my point is, I  
21 understand both sides of this. I came here to learn,  
22 honestly learn -- and I know we're all falling asleep,  
23 but this is important. I came here to learn the reasons  
24 why the fees would be so high. And I suspected there  
25 were really good ones.

1 I'm so disappointed in the lack of ability to  
2 simply put that forward, given that this was an  
3 information meeting. That's just unbelievable to me.  
4 And it gives me the impression that people are not  
5 sincere here.

6 So my point is this: Please. Whoever goes  
7 forward in this, I don't know if there's another great  
8 opportunity to actually be heard here, or another  
9 opportunity to learn something -- which seems like  
10 that's passing -- but please be prepared with  
11 information.

12 We want to be good customers, and we deserve  
13 information, and we deserve the truth. And I hope that  
14 someone is keeping an eye on that as we all move  
15 forward. Thank you.

16 MR. JORDAN: Thank you.

17 MS. COLEMAN: Thank you, sir.

18 MR. JORDAN: That is the last name that's on my  
19 list. But since we are all here, if someone wanted to  
20 step forward and add testimony, this is the time to do  
21 it.

22 MR. JORDAN: Good evening.

23 MR. SCHAEFER: My name is Paul Schaefer.

24 S-C-H-A-E-F-E-R.

25 MR. JORDAN: Thank you. Please raise your right

1 hand.

2 (Witness sworn)

3 MR. JORDAN: Let's hear your testimony.

4 MR. SCHAEFER: I'm a 22-year resident, weekender,  
5 at Indian Hills. Found the place, it's an absolute  
6 great place to raise my kids out here. I just got a  
7 couple of points. I'm not a speaker, so bear with me.

8 Thank you all for coming. I really appreciate  
9 it. I know that you all come out a long way. Thanks to  
10 the girls that are over here that are bored beyond  
11 bored. But thanks for coming and being supportive.

12 I just have a couple of questions that if the  
13 board and so forth could check into would be great.  
14 What was the cost to the company to buy the actual  
15 business from Lois? I understand that she had a lot of  
16 outstanding tax liens and so forth. So I understand  
17 that's got to be loaded into the cost when you're  
18 purchasing and doing it.

19 And I guess the second point -- and I'm not going  
20 to be popular with this -- I think it's absolutely  
21 ridiculous, and I think the commission needs to find out  
22 why it got left into this position. This is absolutely  
23 ludicrous. The pictures that they showed would not --  
24 it wouldn't fly in any other state, so why does it fly  
25 in Missouri?

1 I'm licensed in Illinois, I'm licensed in  
2 Missouri. This is -- somebody dropped the ball, and  
3 somebody -- whoever it was -- that came in and inspected  
4 this, should have been fired to have left it like this.  
5 They should have done something. They should have cited  
6 her, they should have brought her back before the  
7 Commission, something.

8 So my first anger or disgust, whatever, with this  
9 goes back to Missouri State for not doing their job and  
10 looking out for us as people, consumers that are out  
11 here.

12 Second is, the 700 percent increase, I've heard  
13 that number back and forth, that's ludicrous for  
14 anything. I did do a little checking. Cuba rates are  
15 773 per month for the first 2,670 cubic feet of water.  
16 That's what I was told. Indian Hills now is 10.81.  
17 St. Louis County, which I pay, is 15.33 per month. And  
18 they're asking for 84.21 per month.

19 Weekenders, as was said tonight, there's 715, I  
20 believe, number of meters that they're using out here.  
21 I would say that half of those are weekender people. So  
22 again, if we do a consumption base, I'm good with that  
23 because if I'm down here and I turn on my electric, I  
24 understand that I have to pay for my air conditioner to  
25 spin, and I'm willing to pay for that.

1 I understand there's got to be a base rate  
2 because they have to continue to support the  
3 infrastructure that's out there, and somebody had to pay  
4 for that, just like Crawford, just like Laclede Gas that  
5 is now Spire; you, me, all of them. They all have to  
6 have a basic rate to be able to operate and stay open.

7 But the other thing, costs of water is zero. All  
8 they're doing is pumping it out of the ground. So they  
9 have no initial cost to purchase it; unlike electric  
10 that we get from Crawford Electric. They have to buy  
11 that electric on co-op, and they have to go out and get  
12 it and purchase it.

13 The water department actually just drills a hole  
14 into the ground and they pump it out -- and I understand  
15 all that cost is there. But it costs them nothing to  
16 get it out of the ground, other than the actual -- it  
17 would cost nothing but for the material.

18 There was a comment made here about it takes  
19 three days for Dig Rite to get to a job in an emergency.  
20 I don't know where he's getting his information from,  
21 but he can call 811 any day of the week, even if he's  
22 not a contractor -- which I am -- and they have to  
23 respond within two hours of an emergency call. If they  
24 fail to do that, they're in violation of not getting out  
25 there and doing it. So it's two hours, not three days.

1 I guess another thing from my end is why there  
2 were no fireplugs added when we're upgrading the system  
3 and we're adding a load, and we're putting in the tanks,  
4 and we're putting in the wells and all this; why didn't  
5 they add fireplugs? I think it would be more palatable  
6 if we got another benefit out this when they're doing  
7 it. Add fireplugs, it would drop our ISO rating, which  
8 would decrease our rates for our insurance for our home  
9 because you don't have to pull water out of the lake, or  
10 you don't have to have a tanker if you have a fireplug  
11 that you can connect to, we can get water out of there.  
12 Why wasn't that thought through when they're doing this  
13 initially?

14 And then I hear that if they had 15 more people,  
15 well, they got to go back and reengineer this whole  
16 thing. Well of course, they're going to have more  
17 people buying and adding lots out here at some point in  
18 time. It makes no sense what they did.

19 Then just one last thing. I literally just put  
20 in a well at my property. It cost me \$6,500 to have  
21 done from start to finish. So I understand that's a big  
22 chunk of change. But if you amortize that out against  
23 what they're doing at \$85 a month, you can do the math  
24 pretty quick, how soon you're going to recoup your money  
25 from that.

1 I appreciate your time, both of you. Thanks for  
2 coming a long way. I really appreciate your attention.

3 MS. COLEMAN: Thanks so much.

4 MR. JORDAN: Thanks for your testimony. Let me  
5 prioritize whose names I did not get to, if there's such  
6 a person to come up. And otherwise, I'll take the next  
7 speaker. Will you state your name and spell it for the  
8 our court reporter.

9 MR. CRISMON: James Edward Crismon.  
10 C-R-I-S-M-O-N.

11 MR. JORDAN: Crismon. Thank you, sir. Please  
12 raise your right hand.

13 (Witness sworn)

14 MR. JORDAN: Let's hear your testimony.

15 MR. CRISMON: Okay. I first have a question on  
16 the handout from the staff on wage --

17 MR. JORDAN: Can we get you to lean into the  
18 microphone a little more so everybody can hear?

19 MR. CRISMON: Yes. I have a question on the  
20 rates provided by the staff of the OPC. Does the fixed  
21 cost include the first 4,000 gallons on yours? Because  
22 it's not clear on this sheet.

23 MR. JORDAN: No one's going to answer questions  
24 at this time. I'll consider that rhetorical, and you  
25 can certainly discuss that with them after we're done

1 taking testimony. But please go ahead and continue.

2 MR. CRISMON: Okay. If it doesn't, then these  
3 rates that they have -- they are putting out, if it does  
4 include the first 4,000 gallons, is very close to the  
5 rates the company's asking for.

6 If you go to 8,000 gallons, there's about \$360  
7 savings in a year with the staff, and only about 200 in  
8 the OPC. And that concerned me when I read this. That  
9 was my question.

10 MR. JORDAN: Thank you. Thank you for that  
11 statement. Who would like to testify next? I see  
12 someone here in the second row. Please come forward.  
13 Yes, ma'am. Please begin by stating your name and  
14 spelling it for our court reporter.

15 MS. CUNNINGHAM-EHRHARDT: My name is Patricia  
16 Cunningham-Ehrhardt. C-U-N-N-I-N-G-H-A-M dash  
17 E-H-R-H-A-R-D-T. And I live at the lake. I've had with  
18 my --

19 MR. JORDAN: Hold on.

20 MS. CUNNINGHAM-EHRHARDT: Oh, excuse me. Yes, I  
21 am. In God's name, I will do it.

22 MR. JORDAN: That is to say you will tell the  
23 truth.

24 MS. CUNNINGHAM-EHRHARDT: I will.

25 MR. JORDAN: Okay. Continue, please.

1 MS. CUNNINGHAM-EHRHARDT: I wasn't even prepared  
2 to come up here. I am prepared to present some bills  
3 that -- on their fictitious meters, and that will be one  
4 of our discussions; fictitious fraudulent water meters.  
5 New subject this evening.

6 The last individuals that have spoken have been  
7 quite cognizant on their information. I quite frankly  
8 wasn't surprised that they were coming up with  
9 outrageous bills. Because if anybody did the studies on  
10 this company, they have a very checkered past. It was  
11 in the St. Louis Dispatch.

12 And I even went to the board and I said, what are  
13 we going to do if these people make another bankruptcy?  
14 Who is going to take over the water company? But we're  
15 not going to dwell on that tonight; whether they have  
16 outrageous interest rates, they want to Uncle Guido.  
17 That's out not our problem. This reads like something  
18 of the Godfather. So anyway, our community should not  
19 have to be penalized.

20 Now when we got our water bills, which have been  
21 the \$10.81 cents, and I have been at the lake since 1976  
22 and owned our waterfront home in addition to our other  
23 home other 10 miles away since 1993. And I love the  
24 lake. We love the lake. We have all these questions,  
25 how are we ever going to downsize. We love our country

1 home, and love the lake. Where do we go?

2 The point being is, we got our water bills. I've  
3 got them in the car if you need to have them submitted  
4 into testimony -- or into your records. The last three  
5 months were metered.

6 Now my husband and I are only at this house from  
7 the beginning May/June -- we come in for Labor Day  
8 weekend and we leave at the end of October, when the  
9 boat's taken out, and we're leaving to go back to where  
10 the house is 10 miles away.

11 We have five bathrooms, an indoor pool -- I don't  
12 take showers the lake house; neither does my husband.  
13 We are two people, with do no entertain; we don't have  
14 the time. We have one dishwasher load, one laundry  
15 load, and we have no watering. I plant a thousand  
16 plants every year -- I'm a flower nut, everybody knows  
17 it when they pass the house with the boats.

18 And the point is, my flowers died. We went  
19 through the heat, I got these insane water bills for  
20 8,000 gallons for two people. 8,000 gallon usage for  
21 two people with one dish washer load and one laundry  
22 load and how many times -- you know, my husband, he has  
23 his corporate offices, he comes in for comfort stops  
24 during the winter. I'm not even there.

25 So I called and I said, this is insane. 8,000

1 gallons? Really? Then I got the next bill. That came  
2 down to about 7,300 gallons. I said, all right. This  
3 is it. I called in the plumber to have the whole house  
4 checked. And actually I did with the first bill, too.

5 He was looking for every leak possible. We have  
6 three bathrooms in this lake house. And we have  
7 everything -- we had all new water lines put in about  
8 eight years ago coming in, so it was no outside leaks.  
9 No leaks. He said everything's fine. There's no  
10 problem here.

11 So then I said, I'm going to the Commissioner on  
12 this. I said, this is crazy, and they're not going to  
13 play games with me after we've seen water leaks go for  
14 five weeks, with gushing water down the streets, making  
15 waves, going a quarter of a mile away that never get  
16 fixed. So I said, you're not going to ignore me on this  
17 one.

18 So he brought the repairman and they brought  
19 another meter and they sat them together, and there was  
20 a very small change -- there was no change. But so the  
21 next bill came at 73,000 gallons [sic]. Well that was  
22 in the sequence of him coming and going.

23 The bottom line is, I said, all right. I'm going  
24 to ask them to require and request that these things are  
25 calibrated because the plumber -- who we all know, he's

1 famous out at the lake. He is just as down-to-earth and  
2 honest -- he said, I can tell you how many gallons of  
3 water you're using because I have other customers like  
4 you and your husband. And I'm telling you, you don't  
5 use over 2,800 gallons a month. That's fine. Well, how  
6 he knows that I don't know.

7 But the point is, we ended up -- my flowers died,  
8 I didn't water them because now I'm a getting an attack,  
9 thinking, my God, if it's 8,000 gallons, what would this  
10 bill be with their \$84 a month plus \$15 for every  
11 thousand after that? Are they lunatics? Have they gone  
12 off their rockers?

13 Of course, they run their business like dealing  
14 with Uncle Guido. But the point is, mysteriously, my  
15 water bill comes, and it's 2,200 gallons. Son of a gun.  
16 How did that happen? What's the great mystery?

17 So my question to these individuals who are here  
18 to help us, is after this has gone through, whatever  
19 you've decided, what kind of protection are we going to  
20 have after the fact? Who's going to be there?

21 And let me tell you something. You've heard a  
22 lot of senior citizens here this evening, and they all  
23 talk about their fixed income and they talk about their  
24 social security. These people are not on social  
25 security and getting extra money out of their bank

1 accounts and their Edward Jones accounts. There's a  
2 lady, who is any neighbor, who will remain nameless,  
3 she's 81 years old and she's still working. 82, I  
4 believe. I don't want to have her crazy if she's still  
5 here. But she's gorgeous, she's beautiful.

6 But she's still works. And she said, if this  
7 \$85, plus this nonsense of \$15 a gallon for every  
8 thousand gallons after that, she can't handle it. She  
9 cannot handle it.

10 So there's a lot of people legitimately on social  
11 security. And yes, \$10 a month isn't rational but --  
12 and making their payoff at three years, nobody runs a  
13 business like that. Nobody. Nobody. And they've  
14 already had it in the newspaper articles and publicly  
15 that they intend on buying 30 more communities. And  
16 they want them paid off in three years because they  
17 intend on using our money to buy those communities, and  
18 that's a fact. So that's the history on that.

19 I would like to know -- and you cannot answer  
20 that this evening -- my concern is the kind of  
21 protection we're going to have after all of this goes  
22 away. And now we're sitting here, who is going to  
23 protect these people at our community?

24 I thank you for your time and listening to me  
25 ramble. But I'm telling you, every time I heard

1 somebody this evening coming up with something I'm  
2 saying, oh, my God; oh my God.

3 And the possibility of putting a well in is not  
4 out of the realm for us. We're not going to fool with  
5 this nonsense.

6 And you can't drink the water. You cannot drink  
7 the water. It's pure chlorine. We don't drink the  
8 water. We just don't. So thank you very much. I  
9 appreciate your patience with rambling. You're very  
10 generous.

11 MR. JORDAN: Thank you for your testimony.

12 MS. COLEMAN: Thank you ma'am.

13 MR. JORDAN: We have the space for 14 minutes  
14 more. Would anyone like to testify within that time?  
15 Please state your name and spell it the court order.

16 MR. FANSLER: Michael Fansler. F-A-N-S-L-E-R.

17 (Witness sworn)

18 MR. JORDAN: Please make your statement.

19 MR. FANSLER: As a relatively new part-time  
20 resident, as we started looking here as I retired, we  
21 were trying to come up with a wonderful community lake  
22 property so that we would have a place to retire and,  
23 you know, enjoy our later years.

24 So we did our due diligence. We looked at the  
25 water company and videos. And in June of this year, as

1 we were contemplating the purchase -- and you know, we  
2 heard about the rate increase, and we anticipated, you  
3 know, a 200 to 250% increase from wherever it was. But  
4 the idea that the 700-plus, whatever the increase  
5 proposed is, is certainly beyond anything that's normal  
6 or anticipated on our part. Obviously had we known  
7 that, we may not have chosen to purchase the house, or  
8 we may not have, you know, chosen to make the offer for  
9 the house that we did.

10 Now we're going to be stuck in a situation where  
11 if we try to sell, it would be worth less. And as we,  
12 you know, look at our retirement funds and the  
13 additional expense, that's going to add a burden to the  
14 social security, like everyone else has said.

15 But the two things that I wanted to point out in  
16 addition was that as we were looking at houses, the one  
17 that we wound up purchasing in July, we started looking  
18 at it in June. And our next door neighbor had a water  
19 leak. We noticed it probably in the middle of June, and  
20 we closed on the house the end of July; the water was  
21 still leaking.

22 And I don't think it was fixed until sometime  
23 around the middle of August. So that was, like, two  
24 months, you saw water streaming down their driveway.  
25 And it's just, you know, the service level I think

1 something that needs to be improved, especially at the  
2 rate hikes that they're proposing.

3 The other issues, obviously, the state of the  
4 roads and the patching and how that gets handled. It's,  
5 you know, very different in order to say that it's going  
6 to be done as well or better than what it was before.  
7 But if it's going to take three months of loose rock and  
8 that rock getting knocked around and washed away with  
9 the rains, it adds a lot of stress to the roads and  
10 makes them even more difficult to maintain. So that was  
11 the only thing I wanted to say thank you.

12 MR. JORDAN: Thank you for that statement. Who  
13 else would like to come forth and testify? I see a  
14 couple of hands here. That one is closer, so come on  
15 up, sir. Do state your name and spell it for the court  
16 order, please.

17 MR. WILLIS: First name is Philip with one L,  
18 Willis, W-I-L-L-I-S.

19 MR. JORDAN: Thank you.

20 (Witness sworn)

21 MR. JORDAN: Go ahead.

22 MR. WILLIS: My wife and I are kind of the new  
23 kids on the block. We bought on the 23rd of August of  
24 this of year. I will say one thing for you gentlemen: I  
25 do appreciate that there is water pressure. It's much

1 better than where we lived before.

2 The one thing that I wanted to address -- and by  
3 the way, thank you for your travels. I traveled over 40  
4 years almost a different town every day, so I appreciate  
5 the rigors of travel. Thank you.

6 I understand the necessity for a rate increase.  
7 I'm sure everyone in this room understands it's  
8 necessary for a rate increase.

9 I would also be willing to bet you that these  
10 guys sat down and said, how much should we ask for, and  
11 then they said, what do you think we'll get? Because  
12 any of us that have been around very long -- and I'll be  
13 70 years old this month -- and we've heard all these  
14 rate requests for different public utilities; electric,  
15 gas, sewer, whatever they are. And you always hear they  
16 ask for such-and-such an amount, and they usually don't  
17 get that amount. They usually get something less than  
18 that.

19 So I think they probably went into this with the  
20 same mindset. We're going to ask for this much, and  
21 what do you think we'll end up getting? So all I really  
22 wanted to say is, I don't envy you your position, trying  
23 to come up with that number. I know it's always a  
24 balancing act; what's the demand and what is the  
25 reality. What's the -- they have a right to a

1 reasonable return on their investment, we all know that.

2 It's just -- I mean, there's been almost some  
3 name calling here, I guess just short of that today.  
4 And this isn't going to be a popular thing for me to say  
5 from that aspect, but I want to apologize to you guys.  
6 I don't think they deserve that.

7 I do think they are asking for an exorbitant  
8 increase. But I'm sure that the Commission will come up  
9 with a viable and accurate number that's fair to  
10 everybody. Thank you.

11 MS. COLEMAN: Thank you, sir.

12 MR. JORDAN: Thank you for testifying. Who else  
13 wanted to come up? I see another hand. Please come  
14 forward. Hello. Your name and spelling, please.

15 MS. JUNG-SMART: Thank you for being here. My  
16 name is Melissa. And the last name is Jung-Smart,  
17 J-U-N-G hyphen S-M-A-R-T.

18 MR. JORDAN: Thank you. Please raise your right  
19 hand.

20 (Witness sworn)

21 MR. JORDAN: Thank you.

22 MS. JUNG-SMART: I just wanted to give you guys a  
23 glimpse into my life over the last 10 months since the  
24 water company has taken over. Last winter, we had a  
25 pipe bust in front of our house, and it was literally

1 right in front of our driveway. So not only was the  
2 water going into our yard, but it was also going into  
3 our driveway.

4 We called the water company, the 888 number, and  
5 we got a little to no response. The lady said she was  
6 going to have somebody out the next day to fix it.  
7 Nobody came. We called again. No response. They said  
8 they were coming out to fix it. Nobody came.

9 Financially, the Indian Hills guys came out and  
10 they looked at it. And they decided they were going to  
11 dig it up and fix it. It did not stay. The next day,  
12 it was busted again. I understand it was cold, it was  
13 freezing, the ground was wet, but also our driveway was  
14 a pure sheet of ice. So going to work in the morning  
15 with a feat every day. I have a 2-wheel drive Jeep  
16 Liberty, and it was heck backing out of the driveway  
17 every morning to go to work. So that was one issue that  
18 we had.

19 Another issue is, we went on with this from  
20 January to March. And in March, they finally came out  
21 and they dug up our whole yard, they dug up our  
22 driveway, they dug up the road, and they had huge gaping  
23 hole in the driveway, probably 6 foot across by 4 foot  
24 across. And they did this on a Friday; they couldn't  
25 fix it on Friday; I guess the hole or the issue was too

1 big to fix on a Friday.

2 So that day, instead of, like, burying it back  
3 up, they parked their big equipment over the hole and  
4 left it there for the whole weekend. We could not use  
5 our mailbox. We could not use our driveway. We could  
6 not use the road in front of our house for the whole  
7 weekend.

8 Not only was that big gaping piece of equipment  
9 in front of our yard, in front of our house for the  
10 whole weekend, we had guests, we had company, we had  
11 things like that. It was kind of not favorable to us.

12 But we also have small dogs, and we have a cat,  
13 and we were worried about dog and the cat falling in the  
14 hole. We don't have small children, but our neighbors  
15 do, you know. That's another thing; kids running down  
16 the roads, slipping on ice, falling in this huge hole.  
17 This is another issue that we had. I just wanted to  
18 mention this to you guys.

19 Another thing was one time, we did go 24 hours  
20 without water since they have had the company. And when  
21 we did that, it was on a Monday night. I remember  
22 coming home from, everybody freaking out, saying we  
23 didn't have water in the house.

24 We're used to taking four showers every night;  
25 there's four of us in the house. So I remember two of

1 us going to the truck stop down the road to take showers  
2 for work the next morning. That is not what I want to  
3 do. That is not what I want to see, and a 700% increase  
4 is not worth that. That's all I have. Thank you.

5 MR. JORDAN: Thank you for your statement. Does  
6 anyone else want to testify in the few minutes we have  
7 remaining? Not seeing anyone. Seeing one hand. Seeing  
8 two hands. You're closest to the microphone, so come on  
9 up. Tell us your name and spell it for the court  
10 reporter, please.

11 MR. MARTIN: My name is Jerrold Martin.  
12 J-E-R-R-O-L-D, M-A-R-T-I-N.

13 My family's been out at Indian Hills since 1979,  
14 so we're kind of familiar, and we were kind of used to  
15 the way things were run out there. There's never been  
16 any -- not like 1979 prices to this. There's been  
17 increases before. But nobody's done an 800% increase.  
18 Cost of living isn't 800%. Your payroll increase is not  
19 800%.

20 I understand that he put some money into it, and  
21 I'm sure he knew what he was getting into when he bought  
22 the company. I think it's just outrageous to ask for  
23 800%. Maybe 10, 15%, like an average would be for any  
24 product you would buy anywhere else. That's really all  
25 I have to say on that.

1 MR. JORDAN: Thank you for your testimony.

2 MS. COLEMAN: Thank you, sir.

3 MR. KOPPELMANN: My name is Kevin Koppelman,  
4 K-O-P-P-E-L-M-A-N-N.

5 MR. JORDAN: Please raise your right hand.

6 (Witness sworn)

7 MR. JORDAN: Go ahead.

8 MR. KOPPELMANN: I'd just like to reiterate a  
9 couple things that we did talk about how horrible it's  
10 been. But what I would really like the counsel to think  
11 about is the fact that there's so many mistruths that  
12 were brought in tonight. The lack of information that  
13 was brought to the information meeting, I think is  
14 something you should really be paying attention to.

15 The fact that they're not forthcoming with the  
16 information ought to tell you something about what we're  
17 dealing with here. Also the fact that there were so  
18 many mistruths about they bought extra equipment that  
19 they didn't need to buy in order to put a water system  
20 in. They blatantly admitted it in the meeting tonight  
21 when that was asked.

22 I would also like for you guys to take into  
23 consideration what's going to happen when 50 or 60  
24 residents from the community drill wells and they have  
25 50 or 60 fewer customers? What's going to happen to the

1 prices then? Because is \$87 not going to be enough  
2 then? Are they going to have to have \$150 to recoup  
3 their money?

4 I think this is going to be a problem, because I  
5 think most definitely, people will be drilling wells and  
6 leaving this company. Thank you.

7 MR. JORDAN: Thank you, sir, for that statement.

8 MS. COLEMAN: Thank you.

9 MR. JORDAN: I'm not seeing any more hands -- I  
10 see one more hand.

11 MS. FISHER: Hi. I'm Sheryl Fisher. I live at  
12 1795 Lakeshore Drive.

13 MR. JORDAN: Thank you. Will you spell your name  
14 for the court reporter.

15 MS. FISHER: Sure. S-H-E-R-Y-L, F-I-S-H-E-R.

16 MR. JORDAN: Thank you. Please raise your right  
17 hand.

18 (Witness sworn)

19 MR. JORDAN: Go ahead.

20 MS. FISHER: All I have, I would like to turn  
21 this in. This is our -- we have a computer program,  
22 like, a communication out at Indian Hills. And it's  
23 called Next Door. And these are some of the complaints  
24 that I printed off that I would like you guys to have.  
25 It's all -- you know, that's all I wanted to do, was

1 just to turn those in.

2 MR. JORDAN: Okay. Please hand those to me.  
3 I'll read a description of those.

4 MS. FISHER: It's just communication between  
5 members, the water's off, the water's on --

6 MR. JORDAN: These are Next Door messages  
7 regarding the water service. Okay. This will be  
8 Exhibit No. 5. If you would show that to counsel,  
9 please.

10 And if you would hand that to the court reporter  
11 so she can mark that exhibit, Exhibit No. 5.

12 (EXHIBIT NO. 5 MARKED FOR IDENTIFICATION)

13 MR. JORDAN: Any objection to that exhibit? Not  
14 hearing any, Exhibit No. 5 has been offered into  
15 evidence and accepted. Thank you for your testimony.

16 MS. FISHER: Thank you.

17 MR. JORDAN: Our time here has elapsed, and we no  
18 longer have the right to possess this space. So for  
19 that reason, I'm going to call for an end to the  
20 testimony, we'll wrap it up right here.

21 If someone wants to testify before the Commission  
22 or wants further communication with the Commission,  
23 there are a couple ways to do that. One is to contact  
24 your lawyer with the Office of Public Counsel. You can  
25 always get in touch with staff. And with that, I will

1 adjourn this public hearing. We will go off the record.  
2 Thank you.  
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