

In the Matter of:

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

WR-2020-0344, VOL. V

January 22, 2021



www.tigercr.com 573.999.2662

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Public Hearing

January 22, 2021

Jefferson City, Missouri

Volume 5

WebEx

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

NANCY DIPPELL, Presiding
REGULATORY LAW JUDGE

SCOTT T. RUPP
JASON R. HOLSMAN,
COMMISSIONERS

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

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

A P P E A R A N C E S

TIMOTHY W. LUFT
727 Craig Road
St. Louis, Missouri 63141
314.996.2279
FOR: Missouri-American Water Company

CALEB HALL, Senior Counsel
PO Box 2230
Jefferson City, Missouri 65102
573.751.5558
FOR: Office of the Public Counsel

TRAVIS PRINGLE, Staff Counsel
200 Madison Street, Suite 800
PO Box 360
Jefferson City, Missouri 65102-0360
573.751.4140
FOR: Staff of the Missouri Public Service Commission

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

I N D E X

WITNESSES:	PAGE
Charles Carnago	9

P R O C E E D I N G S

1
2 JUDGE DIPPELL: We can go ahead then and go on
3 the record. Today is January 22, 2021. The Missouri
4 Public Service Commission has set this time for a local
5 public hearing, which we are holding virtually in Case
6 No. WR-2020-0344 captioned In the Matter of
7 Missouri-American Water Company's Request for Authority
8 to Implement a General Rate Increase for Water and Sewer
9 Service provided in Missouri Service Areas.

10 The Commission has scheduled this time for a
11 local public hearing to give the members of the public a
12 chance to comment about Missouri-American's request.
13 The Commission regulates the rates charged by
14 investor-owned public utility companies such as
15 Missouri-American to ensure that those rates are just
16 and reasonable. The Commission also regulates the
17 quality of service and the safety of the operations of
18 those public utilities.

19 The Commission is made up of five
20 commissioners. The commissioners are appointed by the
21 Governor to fixed terms and confirmed by the Senate.
22 The commissioners also employ a staff of engineers,
23 accountants, attorneys, financial analysts and other
24 specialists in the field of utility regulation.

25 My name is Nancy Dippell. I'm a Regulatory

1 Law Judge for the Commission, and I will preside over
2 today's hearing. I have two of the Commissioners with
3 me today: Commissioner Rupp and Commissioner Holsman.

4 This is an official hearing of the Missouri
5 Public Service Commission, and the statement and
6 testimony of the witnesses will be recorded by the court
7 reporter and must be given under oath or affirmation.
8 All of the commissioners will have the opportunity then
9 to read the testimony and to review the comments. So we
10 value your comments and your input about this request.
11 Are there anything from the Commissioners at this time
12 before we begin?

13 COMMISSIONER HOLSMAN: Nothing from me, Judge.
14 Thank you very much.

15 COMMISSIONER RUPP: Nothing from me, Judge,
16 either.

17 JUDGE DIPPELL: Thank you.

18 COMMISSIONER HOLSMAN: Judge, if I have a
19 question, then I'll pop up. Otherwise, just assume that
20 I'm here listening.

21 JUDGE DIPPELL: Okay. I was about to say
22 exactly that. I'll just assume that you all will let me
23 know if you have questions as we go through the
24 witnesses.

25 So I'll begin by asking the counsel present to

1 make their entry of appearance for the record.

2 Missouri-American Water Company?

3 MR. LUFT: Thank you, Your Honor. Tim Luft.
4 I'm counsel for Missouri-American Water. My address is
5 727 Craig Road, St. Louis, Missouri 63141.

6 JUDGE DIPPELL: And Commission Staff?

7 MR. PRINGLE: Thank you, Judge. Travis
8 Pringle for Staff Counsel. My business address is 200
9 Madison Street, PO Box 360, Jefferson City, Missouri
10 65102.

11 JUDGE DIPPELL: And the Office of the Public
12 Counsel?

13 MR. HALL: Good afternoon, Judge. Caleb Hall
14 appearing on behalf of the Office of the Public Counsel.
15 Our office address is 200 Madison Street, Suite 650,
16 Jefferson City, Missouri 65102.

17 JUDGE DIPPELL: And did I have any official
18 intervening parties present, attorneys? I'm not seeing
19 any. So the process will be that I'm going to call
20 names listed on the preregistration sign-up list in the
21 order that they were received by our office. When I
22 call your name, go ahead and unmute. If you're on a
23 phone, you will have to, in addition to unmuting your
24 phone, you may have to hit *6 to unmute the system.
25 I'll ask you to swear or affirm to tell the truth and

1 I'll ask you to state your name and spell it for us.
2 And it might be helpful if you can give us an idea of
3 the service area and the type of service that you
4 receive from Missouri-American or what other entity
5 you're representing. Then you can offer your comments
6 to the Commission. And I don't think we'll have any
7 major issues with timing today, but I would ask you to
8 keep your comments to around five minutes or less if you
9 can.

10 Also, please remain on the line after you've
11 testified, immediately after you've testified. I may
12 have some clarifying questions for you or some of the
13 attorneys may have some clarifying questions to ask you.

14 The audio portion of this hearing is also
15 being live streamed on our website, on the Commission's
16 website at psc.mo.gov, and that will be recorded and
17 will remain on the Commission's website and can be
18 accessed by people present or others later today or
19 later in this hearing process.

20 The Commission won't be able to answer any of
21 your questions for this portion of the hearing. This
22 portion is to allow your comments. The Commissioners
23 and I will be remaining impartial until all of the
24 evidence is presented and we've had the opportunity to
25 hear the evidence presented at the evidentiary hearing.

1 The Commission has not made any decisions in this case
2 to this point, and they are interested in hearing the
3 public's thoughts on this process and the request. So
4 if you have further questions after the hearing or if
5 you want to make written comments, you can use the same
6 email address that was presented to register for this
7 hearing. That's mawccomments@psc.mo.gov or you can call
8 consumer services of the Commission and they can direct
9 you to how to make a comment. That number is
10 800.392.4211.

11 My last little housekeeping thing is there is
12 a chat feature on the online platform that we're using
13 for this hearing, but that chat will not be an official
14 comment. So anything you put in there is not going to
15 be recorded and added to the transcript of this hearing.
16 So just know that if you use that feature that's the
17 case. It's not the official transcript area.

18 So with that, I think we can go ahead and get
19 started. I have a couple of people who preregistered
20 and so I will start with Tracy Tew? Are you available?
21 If you are on a phone, you may have to hit *6 to unmute.
22 Tracy Tew, T-e-w? Okay. I'm not hearing anyone.

23 I'll go ahead to our next registrant. Charles
24 Carnago? I apologize if I mispronounce that. Hello,
25 sir. Could you please raise your hand. Did you manage

1 to get unmuted?

2 MR. CARNAGO: Yes, I finally got unmuted. I
3 was hitting the wrong button as usual.

4 JUDGE DIPPELL: That's fine. Could you please
5 raise your right hand and I'll swear you in.

6 (Witness sworn.)

7 JUDGE DIPPELL: Thank you. If you could state
8 your name and spell it.

9 MR. CARNAGO: It's Charles Carnago,
10 C-a-r-n-a-g-o, and I reside at 1617 Ray Drive in Arnold,
11 Missouri 63010. And the only thing I have is a
12 statement. My statement is, I feel that a rate increase
13 of 21 percent is very high, too high for people like
14 myself who are senior citizens on fixed income. As you
15 know, social security didn't go up enough to even
16 measure. And being on a fixed income, a rate increase
17 of 21 percent is extremely high. And I ask the Public
18 Service Commission not to allow Missouri-American Water
19 to increase our rates at that rate. I can see a rate 5,
20 6 percent but not 21 percent. I feel that's way, way
21 too high. I'm speaking for myself and for all the
22 senior citizens in this area. And I thank you for
23 accepting this.

24 JUDGE DIPPELL: Thank you, sir, for your
25 comments. Are there any questions for Mr. Carnago?

1 I don't see any. Thank you again for participating.

2 MR. CARNAGO: Thank you.

3 JUDGE DIPPELL: We appreciate hearing from
4 you. Okay. I actually only had those two registrants
5 on my list. So now I'd like to just open it up to see
6 if there are other callers who would like to present
7 formal testimony to the Commission. If you would like
8 to testify, you'll need to unmute your device, as well
9 as either unmute hitting the mute button on the online
10 or *6 if you're on a phone.

11 Is there anyone who would like to testify?
12 I'm not hearing anyone. I'm going to give just another
13 minute or so in case there's someone who's trying to
14 unmute. Again, I believe you have to hit *6 if you're
15 on your phone.

16 Okay. I'm not hearing anyone. I appreciate
17 those of you that attended. I hope you got some
18 information from the earlier question and answer
19 session. The Commission really does appreciate hearing
20 the comments of the general public. We are having eight
21 of these online local public hearings, and the
22 evidentiary hearing for this case is scheduled later in
23 February.

24 More information is located on our website.
25 If you need to do further comments or get in touch with

1 the Office of the Public Counsel or the Commission staff
2 or consumer services for the Commission, all of that
3 information is available on our website. If there's no
4 one else then that would like to testify, I will just
5 thank you all again for coming and we can go off the
6 record.

7 (Off the record.)
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

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

Beverly Jean Bentch

Beverly Jean Bentch, RPR, CCR No. 640

1	accessed 7:18	C	Company 6:2
1617 9:10	accountants 4:23	C-A-R-N-A-G-O 9:10	Company's 4:7
2	added 8:15	Caleb 6:13	confirmed 4:21
200 6:8,15	addition 6:23	call 6:19,22 8:7	consumer 8:8 11:2
2021 4:3	address 6:4,8,15 8:6	callers 10:6	correct 12:10
21 9:13,17,20	affirm 6:25	caption 12:8	counsel 5:25 6:4,8, 12,14 11:1
22 4:3	affirmation 5:7	captioned 4:6	couple 8:19
3	afternoon 6:13	Carnago 8:24 9:2,9, 25 10:2	court 5:6 12:4
360 6:9	ahead 4:2 6:22 8:18, 23	case 4:5 8:1,17 10:13, 22	Craig 6:5
5	analysts 4:23	CCR 12:3,15	D
5 9:19	apologize 8:24	CERTIFICATE 12:1	decisions 8:1
6	appearance 6:1	Certified 12:4	device 10:8
6 6:24 8:21 9:20 10:10, 14	appearing 6:14	certify 12:6	Dippell 4:2,25 5:17,21 6:6,11,17 9:4,7,24 10:3
63010 9:11	appointed 4:20	chance 4:12	direct 8:8
63141 6:5	area 7:3 8:17 9:22	charged 4:13	Drive 9:10
640 12:3,15	Areas 4:9	Charles 8:23 9:9	E
650 6:15	Arnold 9:10	chat 8:12,13	earlier 10:18
65102 6:10,16	assume 5:19,22	citizens 9:14,22	email 8:6
7	attended 10:17	City 6:9,16	employ 4:22
727 6:5	attorneys 4:23 6:18 7:13	clarifying 7:12,13	engineers 4:22
8	audio 7:14	comment 4:12 8:9,14	ensure 4:15
800.392.4211 8:10	Authority 4:7	comments 5:9,10 7:5,8,22 8:5 9:25 10:20,25	entity 7:4
A	B	Commission 4:4,10, 13,16,19 5:1,5 6:6 7:6, 20 8:1,8 9:18 10:7,19 11:1,2	entry 6:1
above-entitled 12:7	begin 5:12,25	Commission's 7:15, 17	evidence 7:24,25
accepting 9:23	behalf 6:14	Commissioner 5:3, 13,15,18	evidentiary 7:25 10:22
	Bentch 12:3,15	commissioners 4:20,22 5:2,8,11 7:22	extremely 9:17
	Beverly 12:3,15	companies 4:14	F
	Box 6:9		feature 8:12,16
	business 6:8		
	button 9:3 10:9		

February 10:23	housekeeping 8:11	Louis 6:5	official 5:4 6:17 8:13, 17
feel 9:12,20		Luft 6:3	online 8:12 10:9,21
field 4:24	I		open 10:5
finally 9:2		M	operations 4:17
financial 4:23	idea 7:2	made 4:19 8:1 12:11	opportunity 5:8 7:24
fine 9:4	immediately 7:11	Madison 6:9,15	order 6:21
firm 12:4	impartial 7:23	major 7:7	
fixed 4:21 9:14,16	Implement 4:8	make 6:1 8:5,9	P
foregoing 12:10	income 9:14,16	manage 8:25	participating 10:1
formal 10:7	increase 4:8 9:12,16, 19	Matter 4:6	parties 6:18
full 12:10	information 10:18,24 11:3	mawccomments@psc.mo.gov 8:7	people 7:18 8:19 9:13
G	input 5:10	measure 9:16	percent 9:13,17,20
	interested 8:2	members 4:11	personally 12:6
general 4:8 10:20	intervening 6:18	minute 10:13	phone 6:23,24 8:21 10:10,15
give 4:11 7:2 10:12	investor-owned 4:14	minutes 7:8	place 12:7,12
Good 6:13	issues 7:7	mispronounce 8:24	platform 8:12
Governor 4:21		Missouri 4:3,9 5:4 6:5,9,16 9:11 12:5	PO 6:9
H	J	Missouri-american 4:7,15 6:2,4 7:4 9:18	point 8:2
		Missouri-american's 4:12	pop 5:19
Hall 6:13	January 4:3	mute 10:9	portion 7:14,21,22
hand 8:25 9:5	Jean 12:3,15		preregistered 8:19
hear 7:25	Jefferson 6:9,16	N	preregistration 6:20
hearing 4:5,11 5:2,4 7:14,19,21,25 8:2,4,7, 13,15,22 10:3,12,16, 19,22	Judge 4:2 5:1,13,15, 17,18,21 6:6,7,11,13, 17 9:4,7,24 10:3	names 6:20	present 5:25 6:18 7:18 10:6 12:6
hearings 10:21		Nancy 4:25	presented 7:24,25 8:6
helpful 7:2	L	notes 12:11	preside 5:1
high 9:13,17,21		number 8:9	Pringle 6:7,8
hit 6:24 8:21 10:14	Law 5:1		proceedings 12:6,9
hitting 9:3 10:9	list 6:20 10:5	O	process 6:19 7:19 8:3
holding 4:5	listed 6:20	oath 5:7	provided 4:9
Holsman 5:3,13,18	listening 5:20	offer 7:5	psc.mo.gov 7:16
Honor 6:3	live 7:15	office 6:11,14,15,21 11:1	public 4:4,5,11,14,18 5:5 6:11,14 9:17 10:20,21 11:1
hope 10:17	LLC 12:5		
	local 4:4,11 10:21		
	located 10:24		

public's 8:3	review 5:9	swear 6:25 9:5	usual 9:3
put 8:14	Road 6:5	sworn 9:6	utilities 4:18
<hr/>	RPR 12:3,15	system 6:24	utility 4:14,24
Q	Rupp 5:3,15	<hr/>	<hr/>
<hr/>	<hr/>	T	V
quality 4:17	S	<hr/>	<hr/>
question 5:19 10:18	safety 4:17	T-E-W 8:22	virtually 4:5
questions 5:23 7:12, 13,21 8:4 9:25	scheduled 4:10 10:22	terms 4:21	<hr/>
<hr/>	security 9:15	testified 7:11	W
R	Senate 4:21	testify 10:8,11 11:4	<hr/>
<hr/>	senior 9:14,22	testimony 5:6,9 10:7	Water 4:7,8 6:2,4 9:18
raise 8:25 9:5	service 4:4,9,17 5:5 7:3 9:18	Tew 8:20,22	website 7:15,16,17 10:24 11:3
rate 4:8 9:12,16,19	services 8:8 11:2	thereof 12:8	witnesses 5:6,24
rates 4:13,15 9:19	session 10:19	thing 8:11 9:11	WR-2020-0344 4:6
Ray 9:10	set 4:4 12:8	thoughts 8:3	written 8:5
read 5:9	Sewer 4:8	Tiger 12:4	wrong 9:3
reasonable 4:16	sheet 12:8	Tim 6:3	
receive 7:4	sign-up 6:20	time 4:4,10 5:11 12:7, 11	
received 6:21	sir 8:25 9:24	timing 7:7	
record 4:3 6:1 11:6,7	social 9:15	today 4:3 5:3 7:7,18	
recorded 5:6 7:16 8:15	speaking 9:21	today's 5:2	
register 8:6	specialists 4:24	touch 10:25	
registrant 8:23	spell 7:1 9:8	Tracy 8:20,22	
registrants 10:4	St 6:5	transcript 8:15,17 12:11	
regulates 4:13,16	staff 4:22 6:6,8 11:1	Travis 6:7	
regulation 4:24	start 8:20	true 12:10	
Regulatory 4:25	started 8:19	truth 6:25	
remain 7:10,17	state 7:1 9:7 12:5	type 7:3	
remaining 7:23	statement 5:5 9:12	<hr/>	
reporter 5:7 12:1,4	Stenotype 12:9,11	U	
Reporting 12:5	streamed 7:15	<hr/>	
representing 7:5	Street 6:9,15	unmute 6:22,24 8:21 10:8,9,14	
request 4:7,12 5:10 8:3	Suite 6:15	unmuted 9:1,2	
reside 9:10		unmuting 6:23	