

In the Matter of:

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

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**WR-2020-0344, VOL. VII**

*January 25, 2021*

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BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

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TRANSCRIPT OF PROCEEDINGS

Public Hearing

January 25, 2021

Jefferson City, Missouri

Volume 7

WebEx

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

NANCY DIPPELL, Presiding  
REGULATORY LAW JUDGE

MAIDA COLEMAN  
SCOTT T. RUPP,  
COMMISSIONERS

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

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A P P E A R A N C E S

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P R O C E E D I N G S

1  
2 JUDGE DIPPELL: Let's go ahead and go on the  
3 record. Today is January 25, 2021. The Missouri Public  
4 Service Commission has set this time for a virtual  
5 public hearing in Case No. WR-2020-0344, which is  
6 captioned In the Matter of Missouri-American Water  
7 Company's Request for Authority to Implement a General  
8 Rate Increase for Water and Sewer Service Provided in  
9 Missouri Service Areas.

10 The Commission has scheduled this local public  
11 hearing, which we are holding virtually because of the  
12 COVID-19 pandemic, to give members of the public a  
13 chance to comment about Missouri-American's request.

14 The Missouri Public Service Commission  
15 regulates the rates charged by investor-owned public  
16 utility companies in Missouri to ensure that those rates  
17 are just and reasonable. The Commission also regulates  
18 the quality of service and safety of operations of  
19 public utilities.

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

1 My name is Nancy Dippell, and I'm a Regulatory  
2 Law Judge with the Commission, and it's my job to  
3 preside over this hearing tonight. With me this evening  
4 are Commissioners Coleman and Rupp, and the other  
5 commissioners will be able to hear the testimony --  
6 well, they could hear the testimony or read the  
7 testimony that's going to be taken down tonight in an  
8 official transcript by our court reporter.

9 Since this is an official hearing of the  
10 Missouri Public Service Commission, the statements and  
11 testimony of the witnesses is going to be recorded by a  
12 court reporter and will be given under oath or  
13 affirmation. All of the commissioners, like I said,  
14 will then have the opportunity to review that record and  
15 use that in helping them make their decision in this  
16 case.

17 I'm going to begin by asking the attorneys to  
18 make their entries of appearance. Missouri-American  
19 Water Company?

20 MR. LUFT: Thank you, Judge. Tim Luft,  
21 counsel for Missouri-American Water. My address is 727  
22 Craig Road, St. Louis, Missouri 63141.

23 JUDGE DIPPELL: Thank you. Commission Staff?

24 MS. BRETZ: Karen Bretz for the Staff of the  
25 Missouri Public Service Commission, 200 Madison Street,

1 PO Box 360, Jefferson City, Missouri 65102.

2 JUDGE DIPPELL: Thank you. And the Office of  
3 the Public Counsel?

4 MR. HALL: Good evening, Judge. Thank you.  
5 Caleb Hall appearing on behalf of Missouri's Office of  
6 the Public Counsel. Our business address is 200 Madison  
7 Street, Suite 650, Jefferson City, Missouri 65102.

8 JUDGE DIPPELL: And do I have any attorneys  
9 for the intervening parties that need to make an entry  
10 of appearance? I'm not hearing any.

11 So the process this evening is going to be  
12 that I'm going to call the names on a list of  
13 preregistered individuals who have let us know that they  
14 wanted to testify this evening. When I call your name,  
15 I'd ask you to go ahead and unmute your phone or unmute  
16 the video device, the internet device that you're  
17 connected to. Also, if you're on the phone, you may  
18 have to then hit \*6 to unmute the system.

19 When I call your name, then go ahead and  
20 unmute and I will ask you to swear or affirm to tell the  
21 truth, and I will ask you to spell your name and say it  
22 for the court reporter so that we can get that down  
23 accurately. Then you can offer your comments to the  
24 Commission.

25 Given the number of people we have

1 participating this evening, I'm going to ask you to  
2 limit your comments to no more than five minutes so that  
3 everybody can have the opportunity to speak. After I  
4 finish with my list of folks who are preregistered, then  
5 I will open it up to the rest of the callers to see if  
6 there's anyone else who would like to give testimony.  
7 So you will have an opportunity even if you didn't send  
8 an email in earlier.

9           After you've given your comments, I'd ask you  
10 to remain on the line for just a minute while I make  
11 sure that myself or the commissioners or some of the  
12 attorneys don't have some clarifying questions that we'd  
13 like to ask you. I would ask that you let us know where  
14 your service area is. These hearings are open to  
15 service areas all over the state. So if you would just  
16 give us the general area that you receive your service  
17 and the kind of service that you receive.

18           The commissioners won't be able to answer your  
19 questions this evening nor I. This time is meant for  
20 you to give us comments about the rate increase request.  
21 And the commissioners have to remain impartial, as do I.  
22 They're going to hear all of the evidence, including  
23 your testimony and the evidence presented at a hearing  
24 by the parties at the evidentiary hearing in late  
25 February and early March. So the Commission has not



1 made a decision in this matter at this point, and they  
2 will not do so until they've heard all of the evidence.

3 They're interested in hearing what you have to  
4 say. Your remarks are very important in this process.  
5 And if you don't have the opportunity to testify and  
6 would like to make some written comments, you can do  
7 that at our website, which is psc.mo.gov. There's a  
8 place there to give written comments or you can send  
9 those to that email address that was in your notice  
10 which is mawccomments@psc.mo.gov. Also, if you need to  
11 call and get directed to someone who can answer your  
12 questions or help you make a comment, you can call the  
13 Public Service Commission's consumer services hotline at  
14 800.392.4211.

15 Finally, my last housekeeping matter is we  
16 have a chat feature in the program, the online program  
17 that we're using to conduct this hearing. That is not  
18 an official comment section. So if you put a comment in  
19 there, that's not going to be taken down as an official  
20 comment in the record. That is an area where some  
21 people in other hearings have gotten information from  
22 the company or from our staff as to what numbers to call  
23 and that kind of thing. So there is someone monitoring  
24 that chat, but it is not the official comment area.

25 So with that, I would like to go ahead then

1 and ask the first person on my list and that is Shawn  
2 Eaker? If you would like to give testimony and you're  
3 on your phone, you'll need to unmute your phone if you  
4 muted it and you will also need to hit \*6.

5 MR. EAKER: Very good. Can you hear me? This  
6 is Shawn Eaker.

7 JUDGE DIPPELL: Yes, I can. Very good. Would  
8 you please raise your right hand if you're able.

9 (Witness sworn.)

10 JUDGE DIPPELL: Great. And I can even see  
11 you. How nice. If you'd please state your name and  
12 spell it.

13 MR. EAKER: Sure. It's Shawn Eaker,  
14 S-h-a-w-n. Last name is E-a-k-e-r.

15 JUDGE DIPPELL: Great. Go ahead and give us  
16 your comments, please.

17 MR. EAKER: I just listened to question and  
18 answer session, which I'm grateful that it was housed,  
19 and heard some of the staff's position, as well as  
20 Missouri-American Water. And I can't appreciate enough  
21 to be able to support such a stark increase just three  
22 years after a 25 percent increase has already occurred.  
23 I believe the average of the informational flyer that  
24 was sent out was a 22 percent increase again just coming  
25 three years after a 25 percent increase.

1 I did not hear anything compelling that would  
2 state that that was necessary for us to stay  
3 competitive. I do appreciate that there's some  
4 differences in the calculations of the return on  
5 investments, but I would ask that the Commission support  
6 the staff's request to decrease rates versus increase  
7 again after three years of a 25 percent increase.

8 JUDGE DIPPELL: Which area do you live in?

9 MR. EAKER: Yes. I'm right in between  
10 Florissant and Hazelwood up in North County.

11 JUDGE DIPPELL: Okay. And you receive water  
12 service then from Missouri-American, correct?

13 MR. EAKER: I certainly do.

14 JUDGE DIPPELL: All right. Thank you. Are  
15 there any other clarifying questions for Mr. Eaker? All  
16 right. Then I appreciate very much your comments and we  
17 look forward to hearing from the next witnesses then.

18 MR. EAKER: Thank you.

19 JUDGE DIPPELL: Wylma Davison?

20 MS. DAVISON: Yes. This is Wylma Davison.

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

23 (Witness sworn.)

24 JUDGE DIPPELL: Very good. If you could state  
25 your name and spell it for the court reporter, please?

1 MS. DAVISON: Wylma Davison. That's  
2 W-y-l-m-a. Last name Davison, D-a-v-i-s-o-n.

3 JUDGE DIPPELL: Go ahead with your comments.

4 MS. DAVISON: Well, I have to agree with the  
5 previous comment as far as the 20 percent increase. I  
6 think actually a decrease would be better. You know,  
7 when we started getting monthly billing I guess a year  
8 or two ago, and watching my income and outgo, because I  
9 too am retired on a fixed income, I kind of thought that  
10 that was coming. I mean, I can't support the request  
11 for an increase. I think that's not necessary at this  
12 point.

13 And I also have an even greater issue based on  
14 readings that I've done with the Consumer Council of  
15 Missouri, which is a watchdog group, that really  
16 believes that the rate increase, as well as a single  
17 tariff, would disproportionately affect St. Louis County  
18 in a negative fashion.

19 St. Louis County rates are different than all  
20 other consumer rates across the state. Don't know if  
21 that's due to population usage or what, but maintaining  
22 separate charging systems ensures that repairs are paid  
23 for by the consumers that are using those outlets or  
24 inlets, whatever they're called. They're 470,000  
25 customers across the state of Missouri based upon my

1 readings, and that single tariff system just somehow  
2 does not seem equitable across the board. And like I  
3 said, I don't think that -- I never heard of budget  
4 billing for the water company, but I am going to call  
5 that number that I was given and see what information I  
6 can get. I think that may be helpful to many people  
7 especially during the pandemic and people who are on  
8 fixed incomes. And I think that's about all I want to  
9 say. Thank you.

10 JUDGE DIPPELL: Thank you very much, Ms.  
11 Davison. Are there any questions for Ms. Davison?  
12 I'm not hearing any. Thank you again for your comments.

13 MS. DAVISON: Thank you.

14 JUDGE DIPPELL: Patricia Davis? Is Patricia  
15 Davis available? Let me move on. Peggy Nelson? How  
16 about GL Tate? If you are having trouble unmuting and  
17 you're on a phone, you may have to hit \*6. Cerissa  
18 Grady? How about David Parr or Julie or Terry Hayes?  
19 Barbara Yusen? Bruce Kondracki? Phillip Mitchel?  
20 Clarissa Cobb-Fritz or Jasmine Jones?

21 Those were all the names on the people that I  
22 had on my list of people that have preregistered. So at  
23 this time I'd like to go ahead and open it up to all the  
24 other callers. If you are interested in testifying, if  
25 you could go ahead and unmute yourself and let me know

1 you're present and you'd like to testify and I'll take  
2 you as I can get to you. Is there anyone that would  
3 like to speak?

4 MR. ALLEN: Yes. I'm still here. You asked  
5 me to stay on after I made a comment after the question  
6 session earlier.

7 JUDGE DIPPELL: Okay. Would you like to give  
8 testimony at this time?

9 MR. ALLEN: Sure.

10 JUDGE DIPPELL: Okay. Let me swear you in.  
11 Would you raise your right hand if you're able.

12 (Witness sworn.)

13 JUDGE DIPPELL: Go ahead and state your name  
14 and spell it for the court reporter, please.

15 MR. ALLEN: My name is Charles Allen,  
16 C-h-a-r-l-e-s, Allen, A-l-l-e-n.

17 JUDGE DIPPELL: Okay. If you could tell us  
18 where you get your service and go ahead and give us your  
19 comments.

20 MR. ALLEN: The service is given in St. Ann,  
21 Missouri. Comments were based upon a statement that was  
22 made during the open session where a gentleman asked  
23 about the increased percentages, they confirmed it  
24 earlier, of a 22 percent increase. And I basically  
25 stated that I'm aware of the reasons why they want to do

1 an increase on a business level relating to their  
2 business needs and to recuperate funds that have been  
3 allocated previously. However, since this is a  
4 situation as a lot of people have mentioned a pandemic  
5 and also where this is a utility where other entities,  
6 utilities and other services are also -- have been sent  
7 out information about increases and you can see the  
8 increases at different locations even at the gas pumps,  
9 I just wanted to make that statement because that should  
10 be taken into consideration the amount of increase that  
11 you're trying to put on someone when they're a lot of  
12 people who are on fixed incomes and some people are  
13 without jobs at the moment or having difficulties  
14 catching up and taking care of their financial  
15 obligations, be mindful of the increases that you're  
16 putting on an individual or people across the board  
17 because it's not just affecting them with this one  
18 utility, it's being affected by other obligations as  
19 well.

20 So that can become an additional hardship for  
21 a lot of other people out there who actually need their  
22 water and they need other utilities to sustain their  
23 lives. So that's the comment I had to make and I think  
24 that's all I have to say.

25 JUDGE DIPPELL: Thank you very much for your

1 comments. Are there any questions for Mr. Allen? Thank  
2 you again, Mr. Allen, for your comments.

3 MR. ALLEN: You're welcome.

4 JUDGE DIPPELL: Was there anyone else that  
5 would like to testify?

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

7 JUDGE DIPPELL: Yes, I can. Would you please  
8 raise your right hand and I'll swear you in.

9 (Witness sworn.)

10 JUDGE DIPPELL: If you could state your name  
11 and spell it for us.

12 MS. JONES: Denise Jones. First name Denise,  
13 D-e-n-i-s-e, last name Jones, J-o-n-e-s. And I am in  
14 Hazelwood.

15 JUDGE DIPPELL: Great. Go ahead with your  
16 comments, please.

17 MS. JONES: I guess, and I missed some of the,  
18 I joined late, but I did want to try to catch some of  
19 this. With the rate increase, I noticed last, and I  
20 think someone pointed this out too, last year or maybe  
21 the year before, it's been like within a year or two  
22 when it switched from, you know, quarterly to monthly, I  
23 noticed that my bill went up a little bit more once it  
24 switched over to monthly. I went from probably paying  
25 maybe 80 or 90 every three months to what seems to me is



1 like almost maybe about 120 in the three-month monthly  
2 time span. I wasn't sure if there was like already an  
3 increase that had occurred when it switched over to the  
4 monthly bill since the quarterly because again I know  
5 that shifts. I guess I'm sort of trying to understand  
6 the additional that's coming along now since we've been  
7 doing a monthly now and this additional rate increase  
8 potentially.

9 JUDGE DIPPELL: Okay. Have you talked to  
10 anyone at the company about just checking to make sure  
11 that your billing is accurate if you think it's gone up  
12 or have them explain it to you at all?

13 MS. JONES: I have not but I can.

14 JUDGE DIPPELL: I would suggest that since,  
15 you know, it's hard to know individual people, and  
16 obviously I can't get into that, but the company  
17 certainly can. And if you can call their customer  
18 service number and do that or if you're not able to get  
19 an answer or figure out how to call them or who to call  
20 them, you can call our consumer services department at  
21 the Public Service Commission and that number is  
22 800.392.4211 and they can certainly direct you to the  
23 right place to figure out just to make sure that you're  
24 getting the bill that you're supposed to get.

25 MS. JONES: Okay. You said that was 800.392

1 -- I didn't catch the last four.

2 JUDGE DIPPELL: 4211. That's the consumer  
3 services staff at the Public Service Commission, and  
4 they can direct you to a better call. Mr. Luft, would  
5 you like to add anything to that?

6 MR. LUFT: Yeah. Ms. Jones, we also set up a  
7 special number just for tonight, people standing by. We  
8 put it in the chat. If you can't see the chat, that  
9 number you can text your name and your address to  
10 314.437.8738. That's 314.437.8738. Samantha Williams  
11 is manning that right now and she will if not get ahold  
12 of you tonight will get ahold of you tomorrow.

13 MS. JONES: Okay. Thank you.

14 JUDGE DIPPELL: Are there any other questions  
15 for Ms. Jones? Well, thank you very much for your  
16 comments. Is there anyone else that would like to  
17 testify, give us comments?

18 MR. PETERSON: I've got a question.

19 JUDGE DIPPELL: May I ask who's speaking?

20 MR. PETERSON: Eddie Peterson.

21 JUDGE DIPPELL: Mr. Peterson, do you want to  
22 give us comments?

23 MR. PETERSON: I've got a concern.

24 JUDGE DIPPELL: Okay. Let me go ahead and  
25 swear you in then. Would you please raise your right

1 hand with me if you're able.

2 (Witness sworn.)

3 JUDGE JACOBS: All right. Go ahead and state  
4 your name and spell it for us.

5 MR. PETERSON: Eddie, E-d-d-i-e, Peterson,  
6 P-e-t-e-r-s-o-n.

7 JUDGE DIPPELL: Great. Go ahead and I'll  
8 answer your question if I'm able.

9 MR. PETERSON: Well, I've got two things. I  
10 agree with the people that spoke and said that their  
11 water bill has increased although their usage hasn't  
12 since we primarily went to month to month as far as  
13 billing goes, but a big thing that I'm concerned with  
14 that I'm experiencing now with the pandemic is that I  
15 have depressed rental properties. And in the past if a  
16 tenant abandoned the place or moved out, I could call  
17 the water company, they will shut the water off and then  
18 I could notify MSD and they wouldn't continue to bill  
19 me.

20 Okay. I'm paying 54, 56 bucks a month to MSD,  
21 and there's no water being used, only because  
22 Missouri-American Water refused to shut the water off  
23 because it's not in my name. They tell me to contact  
24 the past tenant. I don't know where they went. That's  
25 why they left. They didn't want to pay. But yet they

1 say MSD billing is based on water usage. My thing, only  
2 fair thing to do is MSD billing should be tied  
3 automatically to that water account. Then I wouldn't be  
4 in the predicament that I am now. They're not paying or  
5 they're gone, but yet I'm paying an MSD bill, not a  
6 water bill, because I don't have an account. You guys  
7 are eating that one I guess. So my thing I know we need  
8 clean water and we've got to have water. I don't mind  
9 that. But I think it's very unfair like right now I'm  
10 paying right at \$150 for three units that no water is  
11 being used, ain't nothing I can do. I call. I keep  
12 calling. I've called. I know you've got a call center,  
13 which I learned. One place in Birmingham, Alabama.  
14 Some other place somewhere else. They'll tell you  
15 something different. Or they'll tell you you don't have  
16 an account. We can't shut it off. You've got to  
17 contact --

18 JUDGE DIPPELL: I'm sorry, Mr. Peterson. You  
19 got cut off there. Are you still on the line? Did you  
20 mute yourself? We seem to have lost you. If you can  
21 hear me, I'm going to suggest that you call the Public  
22 Service Commission consumer hotline at 800.392.4211 and  
23 see if they can direct you. Also, if you are still able  
24 to see the chat information, I believe somebody from the  
25 company has put some information in there also.

1 Mr. Luft?

2 MR. LUFT: Our president just put the number  
3 again you can text. 314.437.8738. And I think his  
4 question was how does the sewer get shut off, how does  
5 MSD sewer get shut off. We'll see what we can do.  
6 Obviously we don't have control over them. We have no  
7 operations in Birmingham. That may be Spire.

8 JUDGE DIPPELL: Okay. Well, yes, if Mr.  
9 Peterson can get ahold of either the Public Service  
10 Commission's consumer services staff tomorrow or,  
11 Mr. Luft, if the Missouri-American's people if he can  
12 text that number, then perhaps somebody can answer his  
13 questions I think which were more along the lines of how  
14 those companies, how Missouri-American communicates with  
15 MSD about when tenants leave and that kind of thing and  
16 if that has changed.

17 I'm sorry if the technology cut you off there,  
18 Mr. Peterson. I'm going to go ahead then and move on.  
19 Is there anyone else that wanted to testify? Is there  
20 anyone else? If you're on a phone, you may have to hit,  
21 as well as unmuting your phone you may have to hit \*6.

22 All right. I'm not seeing any other callers  
23 speaking up. We have lots of callers on the line. So  
24 if somebody would like to testify, go ahead and unmute  
25 and let me know you're present. All right. Well, I

1 really appreciate everyone participating. I know the  
2 commissioners appreciate your participation. It's very  
3 important to hear about issues and the consumer  
4 perspective. So besides this hearing, we have other  
5 public hearings and then we have an evidentiary hearing.  
6 And we are accepting comments on our website at  
7 psc.mo.gov, as well as calling that consumer services  
8 number that I've given a couple of times. I know the  
9 Office of the Public Counsel who represents the public  
10 before the Commission is also available to take your  
11 calls, as well as the company's consumer folks if you  
12 call their number.

13 MR. LAUGHLIN: Hello, Judge. Can I make a  
14 comment?

15 JUDGE DIPPELL: Yes.

16 MR. LAUGHLIN: I'm sorry.

17 JUDGE DIPPELL: Who's speaking?

18 MR. LAUGHLIN: I'm sorry. My name is Mike  
19 Laughlin. I'd like to make a comment, please.

20 JUDGE DIPPELL: Okay. Let go ahead and swear  
21 you in.

22 (Witness sworn.)

23 JUDGE DIPPELL: Would you please spell your  
24 name for the court reporter?

25 MR. LAUGHLIN: Yes. Mike, M-i-k-e, or

1 Michael, M-i-c-h-a-e-l. Last name is Laughlin,  
2 L-a-u-g-h-l-i-n.

3 JUDGE DIPPELL: Great.

4 MR. LAUGHLIN: And my comment has to do with  
5 in the flyer that was sent out they talked about the  
6 increase of the water but they also talked about another  
7 recommendation that there will be a decrease to the  
8 water but an increase to the sewer rate. And I'd like  
9 to comment on that.

10 My sewer rate is already higher than my water  
11 rate. Both of them together are about a hundred dollars  
12 a month. I'm at the 5,000 gallon usage rate. I would  
13 like to really oppose an increase in the sewer rate. A  
14 slight increase in water I can understand, but an  
15 increase in the sewer is really egregious I think.  
16 Thank you.

17 JUDGE DIPPELL: Mr. Laughlin, which service  
18 area do you live in?

19 MR. LAUGHLIN: I live in South County.

20 JUDGE DIPPELL: Do you receive your sewer  
21 service from Missouri-American or do you receive your  
22 sewer service from MSD, Metropolitan Sewer?

23 MR. LAUGHLIN: MSD is my sewer, yes. My sewer  
24 is MSD. Missouri-American is my water.

25 JUDGE DIPPELL: Okay. I just wanted to

1 clarify that because the Commission, the Public Service  
2 Commission regulates Missouri-American Water, but we do  
3 not regulate the Metropolitan Sewer District. So if  
4 there was conversation about increasing a sewer rate,  
5 that was not through this proceeding for your service  
6 area. Missouri-American does own some sewer services in  
7 the other parts of the state. So I just wanted to  
8 clarify that.

9 MR. LAUGHLIN: Thank you very much.

10 JUDGE DIPPELL: Are there any other questions  
11 for Mr. Laughlin? Okay. Thank you, sir, for your  
12 comments. Mr. Peterson, I can see that your sound is  
13 back.

14 MR. PETERSON: Yes.

15 JUDGE DIPPELL: Did you want to finish any of  
16 your comments? I'm sorry. You somehow got cut off.

17 MR. PETERSON: Yes. All I would say is that  
18 I'm being cheated. I feel that just like your gas and  
19 electric bill, you have an account and you pay that. I  
20 think if you're going use water, it goes in the sewer,  
21 MSD controls that, and they say that they get their  
22 reading from Missouri-American Water Company to do  
23 billing, but yet it seems like the two are not  
24 communicating. It would be simpler, like I say, if your  
25 sewer and your water bill, at least the billing should



1 automatically come from that person's account. They're  
2 the ones putting the water down the sewer or whatever,  
3 not me, because when they leave like I'm paying about  
4 150 bucks. You know, ain't nothing coming in on those  
5 units. I did finally get one shut off. I guess the  
6 reason they shut it off, you guys shut it off, because I  
7 guess the bill probably got high enough and you probably  
8 came out to disconnect it. I don't know. I just went  
9 over and all of a sudden, hey, the water is off now.  
10 But I don't know if MSD is going to bill me this month  
11 or not.

12 JUDGE DIPPELL: Okay. I would encourage you  
13 if you haven't done so already to talk to the company  
14 and make sure that they're following their tariffs the  
15 way it's set out and if you don't have that  
16 satisfactory, give the Commission's consumer services a  
17 call.

18 MR. PETERSON: I have called. I was told by  
19 consumer service commission they have nothing to do with  
20 MSD, MSD can pretty much do what they want.

21 MR. LUFT: Mr. Peterson?

22 JUDGE DIPPELL: Go ahead, Mr. Luft.

23 MR. LUFT: This is Tim Luft with  
24 Missouri-American. The number we gave out,  
25 314.437.8738, 314.437.8738, you can text that or call

1 that tonight or tomorrow. I've got some contacts at MSD  
2 and I'll see about your rental properties and what, if  
3 any, possibility there is for them to just shut off the  
4 sewer.

5 JUDGE DIPPELL: I hope you were able to hear  
6 that, Mr. Peterson. It looks like your connection is a  
7 little back and forth. So is there anyone else who  
8 would like to testify? Well, again, I want to thank  
9 everybody for their participation and for being part of  
10 this whole process. If there's no one else --

11 MS. MADYUN: I've got a question.

12 JUDGE DIPPELL: Who is speaking, please?

13 MS. MADYUN: I'm sorry. Yes, ma'am.

14 Rasheedah Madyun. I live in Bellefontaine Neighbors,  
15 North County, St. Louis.

16 JUDGE DIPPELL: Okay. Can I go ahead and  
17 swear you in and then I'll let you make your statement  
18 or ask your question.

19 (Witness sworn.)

20 JUDGE DIPPELL: Can you spell your name,  
21 please?

22 MS. MADYUN: First name R-a-s-h-e-e-d-a-h,  
23 last name Madyun. That's spelled M-a-d-y-u-n.

24 JUDGE DIPPELL: Very good. Go ahead with your  
25 comment or question.

1 MS. MADYUN: Okay. My comment firstly is I  
2 believe these rate increases are too high. 20 percent,  
3 23 percent for the 3,000 gallons is to me rather high.  
4 21 percent for 5,000 gallons is still too steep and  
5 7,000 gallons is a 22 percent increase. I just think  
6 that that is just too high for us to -- for me to meet  
7 that price making that payment along with not only all  
8 my other utilities are going up, as another caller had  
9 stated. This is high. I'm on a fixed income. I am  
10 retired. And it's very difficult to meet something like  
11 this.

12 Secondly, can the consumer vote on this, you  
13 know? Can we vote on this rate increase yes or no?  
14 That's all my comments. And I thank you for listening.

15 JUDGE DIPPELL: Thank you very much for your  
16 comments. I will just say that the Missouri Public  
17 Service Commission is the regulatory body that regulates  
18 these kinds of monopoly utilities, and so unfortunately  
19 you don't get a direct vote, but the Commission is the  
20 one that is an impartial body that reviews the evidence  
21 from both the consumer advocates and the -- sorry.  
22 Anyway, the Commission regulates these rates and makes a  
23 decision about whether or not the request is just and  
24 reasonable. So that's a very short version of how this  
25 process, which can be very complicated, works. These

1 comments tonight are your opportunity to give your  
2 thoughts and so we appreciate that comment. Are there  
3 any other questions for this witness?

4 MS. ROSS: Yes. One other comment, please.

5 JUDGE DIPPELL: Okay. Hold on just one  
6 moment. Are there any attorney questions for the last  
7 witness? Okay. I don't see any. All right. I had  
8 then another caller. Can you please raise your right  
9 hand with me.

10 MS. ROSS: Yes.

11 (Witness sworn.)

12 JUDGE DIPPELL: Could you please state your  
13 name and spell it for us?

14 MS. ROSS: My name is Jeanette Ross, R-o-s-s.

15 JUDGE DIPPELL: Okay. Can you tell us where  
16 your service area is and then give us your comments?

17 MS. ROSS: Sure. It's in Florissant,  
18 Missouri. 63031 zip code. I don't have a comment.  
19 I've been listening and all the voices have been really  
20 making the comments I wanted to make. And Eddie  
21 Peterson was on. He's had technical difficulty. The  
22 gentleman from the water company had a number for him to  
23 call and he said he might have some MSD contacts. If he  
24 would repeat that phone number again.

25 MR. LUFT: Yes, absolutely. 314.437.8738.

1 MS. ROSS: 8738. Repeat it one more time. 314

2 --

3 Mr. LUFT: -- 437.8738.

4 MS. ROSS: Thank you very much.

5 MR. LUFT: Thank you, Ms. Ross.

6 JUDGE DIPPELL: Thank you. Is there any  
7 questions for Ms. Ross? All right. Thank you very  
8 much.

9 Is there anyone else? I again appreciate your  
10 patience with the technology. This is one of the ways  
11 we are trying to adapt to our current situation. If  
12 there is no one else that would like to testify, then  
13 I'm going to go ahead and conclude the hearing. Thank  
14 you very much and everyone have a good evening. We can  
15 go off the record.

16 (Off the record.)

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