

In the Matter of:

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

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

*January 26, 2021*

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BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

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TRANSCRIPT OF PROCEEDINGS

Public Hearing

January 26, 2021

Jefferson City, Missouri

Volume 9

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 )

JANA JACOBS, Presiding  
REGULATORY LAW JUDGE

RYAN A. SILVEY, CHAIRMAN  
WILLIAM P. KENNEY  
JASON R. HOLSMAN  
SCOTT T. RUPP  
COMMISSIONERS

REPORTED BY:  
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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 JACOBS: Today is January 26, 2021. It  
3 is now 6:57 p.m. in the evening. The Missouri Public  
4 Service Commission has set this time for a local public  
5 hearing in Case No. WR-2020-0344, which concerns  
6 Missouri-American Water Company's Request for Authority  
7 to Implement a General Rate Increase for Water and Sewer  
8 Service in the Missouri Service Areas.

9 My name is Jana Jacobs, and I'm a Regulatory  
10 Law Judge and I will preside over the hearing this  
11 evening. The Commission has scheduled this local public  
12 hearing to give members of the public a chance to  
13 comment about Missouri-American's application. This  
14 hearing is being conducted by telephone and  
15 videoconference. An audio of the hearing is also being  
16 streamed from the Commission's website at psc.mo.gov.

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

23 There are five members of the Commission.  
24 Commissioners are appointed by the Governor and  
25 confirmed by the Senate. The Commissioners are Chairman

1 Ryan Silvey, who is with us this evening; Commissioner  
2 William Kenney, who may be joining us but I don't  
3 believe has joined us yet; Commissioner Scott Rupp, who  
4 is with us this evening; and Commissioner Maida Coleman;  
5 and as well Commissioner Jason Holsman, who is also with  
6 us this evening. I hope I didn't miss any commissioners  
7 who have joined us in the interim. If I did, please  
8 speak up.

9           The Commission employs a staff of engineers,  
10 accountants, attorneys, financial analysts and other  
11 specialists in utility regulation. This is an official  
12 hearing of the Commission, and statements and testimony  
13 of witnesses will be transcribed by the court reporter  
14 and must be given under oath or affirmation. There is a  
15 chat feature on the WebEx program, but be aware that the  
16 chat is not part of the official record in this case.  
17 The chat might be useful for folks who are having  
18 technical problems or need to get some basic  
19 information.

20           All of the commissioners will have the  
21 opportunity to read all of the witnesses' remarks, which  
22 as I have said before become part of the record in this  
23 case. The commissioners value your comments and input.  
24 Commissioners may make comments or ask questions at any  
25 time, and I invite the commissioners with us tonight to

1 speak up and interrupt me as necessary today if you have  
2 something that you need to say or questions that you  
3 would like to ask.

4 I'll begin by asking counsel to enter their  
5 appearance for the record tonight. First the  
6 representative for Missouri-American Water Company,  
7 please?

8 MR. LUFT: Thank you, Judge. Tim Luft with  
9 Missouri-American Water, 727 Craig Road, St. Louis,  
10 Missouri 63141.

11 JUDGE JACOBS: Thank you very much, Mr. Luft.  
12 And for the Staff of the Commission?

13 MR. JOHNSON: Thank you, Judge. Mark Johnson  
14 on behalf of the Staff of the Missouri Public Service  
15 Commission, 200 Madison Street, PO Box 360, Jefferson  
16 City, Missouri 65102.

17 JUDGE JACOBS: Thank you very much,  
18 Mr. Johnson. And for the Office of the Public Counsel,  
19 please?

20 MR. HALL: Good evening, Judge. Thank you.  
21 Caleb Hall appearing on behalf of Missouri's Office of  
22 the Public Counsel. Our office address is 200 Madison  
23 Street, Suite 650, Jefferson City, Missouri 65102.

24 JUDGE JACOBS: Thank you very much, Mr. Hall.  
25 Finally, is counsel present tonight for any of the

1 intervening parties in this case? I don't see anyone  
2 raising their hands. So I do have a list of people who  
3 have registered to make comments tonight. So we'll be  
4 starting with those. I'll call the names of those  
5 folks.

6 COMMISSIONER KENNEY: Excuse me, Judge, before  
7 you start, Commissioner Kenney is on the line. I just  
8 want to let you know.

9 JUDGE JACOBS: Thank you so much for letting  
10 us know, Commissioner Kenney. Thank you so much and  
11 welcome.

12 All right. As I was saying, after I have gone  
13 through the list of folks that I have who've registered,  
14 then we'll open up the floor to whoever else is with us  
15 this evening that would like to make comments. When  
16 it's your turn to speak, first thing that you'll have to  
17 do is make sure that you're not on mute. So if you're  
18 talking and it doesn't seem like anybody is responding,  
19 you might want to double check that. My understanding  
20 is if you are on a phone line and you've dialed in just  
21 using an ordinary phone to call in, you might need to  
22 press \*6 to unmute yourself tonight. So after we can  
23 hear you, I will ask you to swear or affirm that you'll  
24 tell the truth. Then I'll ask you to state your name  
25 and spell your name for the record. It's often helpful



1 if you can just advise the Commission where you receive  
2 service if you're a current customer and if you receive  
3 water and/or sewer service.

4 The Commission will not able to answer your  
5 questions today. The Commission needs to remain  
6 impartial to decide the case and hear all the evidence  
7 in this case before it makes its decision. The  
8 Commission will conduct an evidentiary hearing in this  
9 case and has not made a decision yet.

10 The Commission is interested in your comments  
11 and will consider those comments with the evidence the  
12 parties present. If you have questions, you can use the  
13 same email address that was provided for registration in  
14 this case and that address is once again  
15 mawccomments@psc.mo.gov. You'll also find that at  
16 whatever written materials you may have received to let  
17 you know that this hearing was taking place tonight.

18 So I will open the floor for any opening  
19 comments if the Commission wants to go ahead and do  
20 that. Otherwise, I can start taking comments from the  
21 public. So the first thing I will do here is just take  
22 a look at this list of folks who have registered for  
23 this evening.

24 And the first name that I see there is  
25 Mr. Stephen Hency. Do we have a Mr. Hency with us

1 this evening? All right. Then if I mention someone's  
2 name here and you just are not quick enough on the draw,  
3 of course, you can speak up and I'll come back to you.  
4 You're not going to miss your chance. The next name is  
5 Serita Moore. Do we have a Serita Moore with us?

6 MS. MOORE: Yes, I'm here.

7 JUDGE JACOBS: All right. Ms. Moore, would  
8 you please raise your right hand, ma'am.

9 MS. MOORE: Yes.

10 JUDGE JACOBS: Thank you.

11 (Witness sworn.)

12 JUDGE JACOBS: Thank you very much.

13 MS. MOORE: You're welcome.

14 JUDGE JACOBS: Go ahead and state your name  
15 and then spell it for the court reporter. Then you can  
16 go ahead and give your comments.

17 MS. MOORE: My name is Serita Moore,  
18 S-e-r-i-t-a. Last name is Moore, M-o-o-r-e.

19 JUDGE JACOBS: Thank you. You can go ahead  
20 and make your comment to the Commission, ma'am.

21 MS. MOORE: Yeah. I was just basically, you  
22 know, trying to find out more information about it. I  
23 guess you all were wanting to raise the rates a little  
24 bit, you know, because you're wanting to improve on  
25 maintenance in the area. And I mean, I was just -- I

1 listened to a lot of comments, but I'm okay with it as  
2 long as the rates aren't really too high of raising, but  
3 I'm okay with you all trying to help fix whatever needs  
4 to be fixed. That's pretty much all I had to say.

5 JUDGE JACOBS: Thank you very much, ma'am.  
6 Does anybody have any questions for Ms. Moore?

7 MR. LUFT: Just for the record, Ms. Moore,  
8 you're a St. Charles water customer?

9 MS. MOORE: Yes, I am.

10 MR. LUFT: Thank you.

11 MS. MOORE: You're welcome.

12 JUDGE JACOBS: Any other questions for Ms.  
13 Moore? Thank you very much, ma'am. We appreciate you  
14 appearing here this evening.

15 MS. MOORE: Thank you.

16 JUDGE JACOBS: Okay. It looks like the next  
17 name that I had on my list here was a Mr. Alex Ruff. Do  
18 we have a Mr. Ruff with us? Okay. The next name that I  
19 have is Shahab Mushtaq. That's M-u-s-h-t-a-q. As I  
20 said before, if you don't catch me when I say your name  
21 initially, you'll have a chance again later when I call  
22 for any general comments again.

23 I also have Robert Hagar. Is there a  
24 Mr. Hagar with us tonight? Once again, if you're  
25 calling in tonight, your line is muted and you may need

1 to press \*6 on your keypad to make sure that we can hear  
2 you this evening.

3 The final name that I have listed for  
4 preregistrants this evening is Jon Stambaugh. Do we  
5 have a Mr. Stambaugh with us?

6 MR. STAMBAUGH: Yes.

7 JUDGE JACOBS: Okay. Thank you very much,  
8 sir. Could you raise your right hand for me, please.

9 MR. STAMBAUGH: Okay.

10 JUDGE JACOBS: Thank you.

11 (Witness sworn.)

12 JUDGE JACOBS: Thank you, sir. Could you  
13 please state your name and spell it for the court  
14 reporter, please?

15 MR. STAMBAUGH: Yes. Jon, J-o-n, Stambaugh,  
16 S-t-a-m-b-a-u-g-h. I'm a water and wastewater customer  
17 out in Wardsville, Missouri.

18 JUDGE JACOBS: Thank you very much, sir. You  
19 can go ahead and proceed with your comments.

20 MR. STAMBAUGH: Yes. I want to thank the  
21 Commission for having this tonight and letting us speak.  
22 I have some big concerns on the rate increase amount on  
23 the water and wastewater charges. Currently out here in  
24 Wardsville we pay a flat rate. And like I in the  
25 question and answer ordeal, I stated that there's a lot

1 of people out here that are low water users like my wife  
2 and myself. I think that it's very unfair that we pay a  
3 same rate as somebody that uses an exorbitant amount of  
4 water. I just think that they should prorate that  
5 wastewater charge on the amount of water that is put  
6 into the system contributed by each household. I  
7 understand that this is just a proposed rate increase.  
8 But for the amount of average monthly water use that my  
9 wife and I use, it's nearly a 19 percent increase. And  
10 on the flat rate proposed, it's 20 percent. To me,  
11 that's an exorbitant amount of rate increase especially  
12 in the economic situation that we're in right now. You  
13 could take a pile of money to any bank and try to get a  
14 return of even 5 percent would be hard to find right now  
15 if not impossible. Some of the rate increase that I  
16 think that they're proposing is exorbitant and I'm sure  
17 that the Commission will look at that and take that into  
18 consideration.

19           Earlier when I was asking, I just want to make  
20 sure that with all the COVID protocol and everything  
21 that are going on and the federal government has  
22 contributed money to different entities or like the  
23 CARES Act, PPP, I don't know what all programs are out  
24 there right now, make sure that the moneys that the  
25 American Water is asking for the rate increase isn't

1 also being subsidized or omitted from other federal  
2 entities, other government entities that may be getting  
3 additional revenues and basically give some relief to  
4 the ratepayers in this situation. I believe that's all  
5 that I have. I want to thank everybody for their time  
6 this evening.

7 JUDGE JACOBS: Thank you very much, sir. Does  
8 anyone have any questions for Mr. Stambaugh this  
9 evening? I don't believe there are any questions for  
10 you, sir. So I think we can move on to the next person  
11 and we do appreciate your testimony tonight.

12 Okay. I do have a list of folks who  
13 registered with the Commission but they didn't tell us  
14 what hearing that they wanted to appear at. As some of  
15 you may know, the Commission has scheduled a series of  
16 these hearings. So I'm going to ask if any of these  
17 folks are present before I move on to seeing if there's  
18 anyone else with us tonight who wants to make a comment.  
19 I'm going to go through these names fairly quickly. So  
20 once again, if you feel like you missed your chance,  
21 just speak up. You'll definitely get a chance tonight.

22 David Parr? Julie and Terry Hayes? Once  
23 again, if you're using your phone you may need to press  
24 \*6 to make sure that your line is not muted. That's if  
25 you've dialed into the call or if you're using the WebEx

1 application look and make sure that your microphone  
2 symbol does not indicate that you're muted. Barb Yusen?  
3 That's Y-u-s-e-n. Bruce Kondracki? Phillip Mitchel?  
4 Clarissa Cobb-Fritz? Jasmine Jones? Or Nancy Norton?  
5 If any of you folks are out there, please speak up.  
6 Otherwise, we're ready to move on to any of the other  
7 people who have joined us this evening but did not  
8 register necessarily. Is there anyone else on the line  
9 with us tonight who wanted to make formal comments to  
10 the Commission? Just go ahead and speak up.

11 MS. FORCK: I actually registered by email and  
12 phone call. So I'm not sure where my name went.

13 JUDGE JACOBS: Well, I'm sure it very possibly  
14 could have been my error. If that's the case, we'll  
15 just make sure that you get a chance to testify. Could  
16 you raise your right hand, please, ma'am.

17 MS. FORCK: Yes, ma'am.

18 (Witness sworn.)

19 JUDGE JACOBS: Thank you very much, ma'am.  
20 Could you go ahead and state your name and then spell it  
21 for the court reporter, please?

22 MS. FORCK: Lisa Forck. It's L-i-s-a  
23 F-o-r-c-k.

24 JUDGE JACOBS: Thank you very much, ma'am. If  
25 you wanted to let us know what community where you

1 receive service if you're a customer and what kind of  
2 service you receive and then you can just go ahead with  
3 your comments. Thank you.

4 MS. FORCK: Yes. We're a customer in the Lake  
5 Vanloo area between Wardsville and Jefferson City.  
6 We're just in the county. We get sewer service only.

7 JUDGE JACOBS: Okay. The floor is yours to  
8 make whatever comments you wanted to. Thank you.

9 MS. FORCK: So my comments are just that I'm  
10 having trouble understanding a 20 percent rate hike on a  
11 subdivision that doesn't even use the capacity of its  
12 treatment plant. We all have septic tanks. We're  
13 sending gray water. We have to spend \$300 every three  
14 or four years to pump those septic tanks. We have to  
15 spend thousands of dollars to install those septic  
16 tanks. And then we're still getting charged as much as  
17 someone else in another part of the state that has major  
18 upgrade needed for their sewer system and their  
19 treatment. And I don't think, you know, it doesn't seem  
20 right that our fees are exactly the same when it's not  
21 the same system and we're not connected in any way. So  
22 them getting upgraded or fixed doesn't impact us and  
23 vice versa. And again, I know that somebody else had  
24 brought up the water issue and I think that's a valid  
25 point that if you're saying 920 million in water



1 improvements and 30 million in wastewater yet the people  
2 with water are staying the same or going down and the  
3 people with the sewer systems are going up by 20  
4 percent, it really doesn't seem like the money is being  
5 taken from the right places. It just seems like there  
6 has to be a better way to do this a little more fairly.  
7 Thank you.

8 JUDGE JACOBS: Thank you very much, ma'am.  
9 Does anyone have any questions for Ms. Forck?

10 COMMISSIONER KENNEY: Yes. This is  
11 Commissioner Kenney. I just have one question. Ma'am,  
12 what is the subdivision you're in?

13 MS. FORCK: It's Lake Vanloo. It's just  
14 outside of Wardsville, Missouri.

15 COMMISSIONER KENNEY: I'm familiar with it.  
16 Do you know approximately how many homes are in that  
17 site that have their septic tanks and only need the gray  
18 water treated?

19 MS. FORCK: Every house in the subdivision and  
20 it's gotten quite large. We're actually on a newer part  
21 of the subdivision there's probably at least 60 houses  
22 at least easy.

23 COMMISSIONER KENNEY: Okay. All right. Thank  
24 you very much. Appreciate your comments. Thank you for  
25 attending.

1 MS. FORCK: Thank you.

2 JUDGE JACOBS: Any other questions for Ms.  
3 Forck this evening?

4 MR. LUFT: Yeah, Ms. Forck, this is Tim Luft  
5 from Missouri-American. We got your message on the  
6 number we gave you earlier in the question and answer  
7 session. So we're going to call you tomorrow about some  
8 ammonia upgrades that we're doing in your neighborhood.  
9 You're on Lalisa Terrace?

10 MS. FORCK: Yes, sir.

11 MR. LUFT: We're going to call you tomorrow  
12 and tell you specifically what we're doing in your  
13 neighborhood.

14 MS. FORCK: Okay. Thank you.

15 JUDGE JACOBS: Okay. Thank you very much, Ms.  
16 Forck. If we don't have any additional questions for  
17 Ms. Forck, the floor is now open for any additional  
18 comments from anyone else who's on the line with us this  
19 evening. Anyone else?

20 MS. WOROBEK: I have a comment.

21 JUDGE JACOBS: Okay. So ma'am, could you -- I  
22 assume you haven't spoken to us yet at this proceeding.  
23 I don't recognize your voice. Could you raise your  
24 right hand, please.

25 MS. WOROBEK: Sure.

1 (Witness sworn.)

2 JUDGE JACOBS: Thank you very much. Thank  
3 you, ma'am. Could you state your name and spell it for  
4 the record for us, please?

5 MS. WOROBEK: Sure. My name is Joanne  
6 Worobec, J-o-a-n-n-e W-o-r-o-b-e-c.

7 JUDGE JACOBS: Okay, ma'am. And if you wanted  
8 to go ahead and let the Commission know what community  
9 you receive service in if you're a customer and what  
10 kind of service you receive and then you can go ahead  
11 with your comments.

12 MS. WOROBEK: I am in St. Charles County. I  
13 get water.

14 JUDGE JACOBS: Okay. Please go ahead. Thank  
15 you.

16 MS. WOROBEK: My question is about longevity  
17 of this. It looks like from the fact list that's posted  
18 on Missouri-American Water that these upgrades were  
19 being placed from January 2018 to May 2022. With that  
20 being said with the known like that it was already known  
21 that these improvements were either planned or going to  
22 be planned, they had the last rate review in 2018, why  
23 was it not taken into account then that these upgrades  
24 were going to be placed? Normally with private  
25 companies they figure a certain CapEx. Why wasn't this

1 figured in and then why are we getting hit so hard right  
2 now? This is a particularly bad time with the state of  
3 the economy. A 20 percent hike increase is significant  
4 to these families right now. Why are we doing this?  
5 Why wasn't it planned better? How are we going to  
6 reduce the impact going forward? It's great to have  
7 only a less than 2 percent increase year over year, but  
8 it's not if you hit everybody with a 20 percent rate  
9 hike. That's the close of my statement.

10 JUDGE JACOBS: Thank you very much. To the  
11 extent that you have questions about the application, it  
12 is possible to get more information about the case from  
13 the Commission website. You can use the email address  
14 that was used to register tonight to request additional  
15 information. There is also another hearing coming up, I  
16 believe, on Friday at noon where there will be another  
17 question and answer session. If you're interested in  
18 having some answers to some of the questions that you've  
19 posed, those are opportunities to do that. Did anybody  
20 have any -- ma'am, is it Worobec; is that right?

21 MS. WOROBEK: Correct.

22 JUDGE JACOBS: Okay. Did anyone have any  
23 questions for Ms. Worobec tonight? Okay, ma'am. We  
24 appreciate your comments. Thank you very much for  
25 joining us.

1 Do we have any other individuals with us  
2 tonight who would like to make comments to the  
3 Commission? If you're using your phone to dial in, you  
4 may need to press \*6 to make sure that you're not muted.

5 MR. ZEAMAN: Hello. Yes, I'd like to make a  
6 comment.

7 JUDGE JACOBS: Sir, thank you so much. Could  
8 you raise your right hand for us, please.

9 MR. ZEAMAN: I am.

10 JUDGE JACOBS: Thank you.

11 (Witness sworn.)

12 JUDGE JACOBS: Thank you, sir. Could you  
13 please state your name and spell it for the court  
14 reporter, please?

15 MR. ZEAMAN: William Stuart, S-t-u-a-r-t,  
16 Zeaman, Z-e-a-m-a-n.

17 JUDGE JACOBS: Thank you, sir. Is that a  
18 hyphenated name?

19 MR. ZEAMAN: No. Stuart is my middle name.  
20 I'm sorry.

21 JUDGE JACOBS: Okay. Thank you. You confused  
22 me. You stumped me. All right. William Stuart Zeaman.  
23 Thank you, sir. And the next thing we would ask is if  
24 you could just let the Commission know what community  
25 you receive service in if you're a customer and what

1 kind of service you receive.

2 MR. ZEAMAN: Thank you. Yes, I live in Holts  
3 Summit, Missouri, Golden Ponds Homeowners Association.  
4 The sewage lagoon is a three-cell lagoon located at the  
5 back end of Teal Lane and I'm just sewer only.

6 JUDGE JACOBS: Okay. Thank you for that  
7 information. You can proceed with your comments.

8 MR. ZEAMAN: Great. I provided testimony at  
9 the last Commission meeting and I was grateful actually  
10 that the rates went down. Now they're going up. I can  
11 appreciate that as well. But the last thing I left this  
12 Commission with was a statement similar to, you know, a  
13 1,000 gallon water user pays as much as a heavier, a  
14 million gallon water user. And where is the balance of  
15 justice in that? So I do not support -- I support more  
16 of a pay as you go. If you're a heavy water user, you  
17 should pay more. If you don't use as much water, you  
18 should pay less. Fair enough.

19 What I'd also like this Commission to consider  
20 is kind of think of a chi square. You've got a low  
21 water user in a low maintenance situation and you've got  
22 a high water user in a high maintenance situation or  
23 lagoon system or sewage system. So the lower -- we have  
24 a three-cell lagoon system. It's all gravity flow.  
25 There's no pump stations. There's no other treatment

1 facilities between our septic line that enters the main  
2 system that goes into the main system that flows into  
3 the three-cell lagoon. I understand that some of these  
4 systems are very high maintenance with lift stations,  
5 pump stations, whatever they are, and then they've got  
6 to go through different treatment facilities. So I'd  
7 like for this Commission to consider, you know, if you  
8 have a high water system that requires a lot of  
9 maintenance and you're a high water user, you should be  
10 paying a lot more than a little water user on a low  
11 maintenance system. Thank you for taking that into  
12 consideration. At the last Commission meeting or last  
13 hearing I should say, is that I provided testimonies  
14 about neighbors not receiving a bill for about four  
15 months. And that wasn't because -- until I told you all  
16 that hey, we have people in the subdivision that have  
17 not been billed for quite awhile. So I think that this  
18 still could be a problem. I would like to provide at  
19 least our homeowners list to this great Commission so  
20 that they can compare what Missouri-American Water has  
21 versus who we have in the homeowners association. The  
22 last statement I'm going to leave you all with is that  
23 the last few times that I've been to these meetings is  
24 that I understand that staff goes around in a vehicle  
25 and they drive by a house and they make a check whenever

1 they go by a house that's on the system. And I've shown  
2 over the last decade that, in fact, that is a very  
3 faulty system. The houses do not move. It is, in fact,  
4 the people in the houses who move, and you could always  
5 verify that with whoever provides them water service.  
6 With that in mind, I am open for questions and my  
7 testimony is complete.

8 JUDGE JACOBS: Okay, Mr. Zeaman. Thank you  
9 very much. Does anyone have any questions for  
10 Mr. Zeaman tonight?

11 MR. LUFT: Mr. Zeaman, thank you for your  
12 testimony. We recall your testimony three years ago and  
13 came out to your neighborhood. We'd be happy to do that  
14 again. If you've got a list, we'd love to compare your  
15 list with our list to make sure that everybody is paying  
16 for their sewer service. We're going to reach out to  
17 you tomorrow if that's okay.

18 MR. ZEAMAN: Great. Is there any time limit  
19 -- sorry. May I interrupt and just ask one more  
20 question, ma'am?

21 JUDGE JACOBS: Sure. If you can make this  
22 particular exchange brief.

23 MR. ZEAMAN: Real quick. Is there a time  
24 limit on when I have to submit that information? I know  
25 the sooner the better, but is ten days?



1 MR. LUFT: Absolutely. That would be fine.

2 MR. ZEAMAN: Perfect. Thank you very much.

3 JUDGE JACOBS: Any other questions for  
4 Mr. Zeaman this evening? Okay. Thank you for your  
5 testimony, sir.

6 Did we have anyone else on the line with us  
7 tonight who wanted to make comment to the Commission?  
8 Please speak up. If you need to unmute your line, you  
9 may need to press \*6. I don't want to cut anyone off if  
10 they would like to speak up. If you're lingering and  
11 considering it, now is your chance. Okay. Feel free to  
12 interrupt me. Sounds like --

13 MS. FORCK: Can I add something? I'm sorry.

14 JUDGE JACOBS: Is this someone who's given  
15 testimony already this evening?

16 MS. FORCK: Yes, ma'am.

17 JUDGE JACOBS: Could you identify yourself,  
18 please?

19 MS. FORCK: Lisa Forck.

20 JUDGE JACOBS: Okay. Ms. Forck, go ahead.

21 MS. FORCK: Yes. One of the commissioners had  
22 asked about the size of our neighborhood. It's over a  
23 hundred houses. Sorry. It's not just over 60.

24 JUDGE JACOBS: Great. I'm sure the  
25 commissioner appreciates that accurate information.

1 MS. FORCK: Okay. Thank you.

2 JUDGE JACOBS: Anyone else out there with more  
3 comments to make this evening? I'm hearing a little bit  
4 of noise. I don't know if it's someone who is trying to  
5 get on or someone who should be muted. So once again if  
6 you're trying to get on, please speak up. Okay. I  
7 don't think that's actually someone who wants to talk to  
8 us this evening. It looks like I have called on  
9 everyone who's registered and I'm not hearing from  
10 anyone else who wants to make comments.

11 We thank you all for being present tonight and  
12 giving testimony to the Commission. If you have  
13 additional comments or if you're aware of anyone who  
14 couldn't be present this evening who would like to make  
15 comments, written comments can be made by contacting the  
16 email address that was used to register tonight. Once  
17 again, that's [mawccomments@psc.mo.gov](mailto:mawccomments@psc.mo.gov). You can also  
18 contact the Office of the Public Counsel and find  
19 additional information on the Commission's web page. In  
20 addition, if you have concerns about your service or you  
21 have any other questions and you aren't sure where to  
22 get information, you can contact the Commission's  
23 customer service line at 1.800.392.4211.

24 So unless we have any closing comments from  
25 anyone this evening, I believe we are ready to end this

1 hearing. Any closing comments from anyone present this  
2 evening?

3 COMMISSIONER KENNEY: This is Commissioner  
4 Kenney. I would just like to thank the participants,  
5 all the witnesses and all those that have listened in.  
6 Just to assure them that we are an independent body of  
7 five commissioners and we make decisions based on making  
8 sure that our ratepayers have safe and reliable service  
9 at just and reasonable rates. I would also like to  
10 thank you, Judge, for in a difficult scenario able to  
11 hold the very fluid hearings and I would like to thank  
12 the staff of the Missouri Public Service Commission  
13 throughout this process of doing their jobs and trying  
14 to inform the public. So with that, I just would like  
15 to thank you.

16 JUDGE JACOBS: Thank you very much,  
17 Commissioner Kenney. I know we all appreciate your  
18 comments. Okay. It looks like -- go ahead. Thank you,  
19 Chairman.

20 CHAIRMAN SILVEY: This is Chairman Silvey. I  
21 just wanted to echo our senior commissioner's comments  
22 in thanking the members of the public tonight. This is  
23 obviously an important part of our process as the one  
24 step in which we hear from the people who will actually  
25 be paying the bills and just want to thank you, Judge,

1 as well and staff as well. Thank you.

2 JUDGE JACOBS: Thank you so much. Thank you  
3 everyone for being here. We are now ready to close this  
4 hearing and we are adjourned and off the record. Have a  
5 good night. Thank you.

6 (Off the record.)

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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.

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