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1 BEFORE THE PUBLIC SERVICE COMMISSION
2 OF THE STATE OF MISSOURI

3
4 IN THE MATTER OF
5 TANEY COUNTY UTILITIES
6 CORPORATION'S REQUEST Case No. WR-2004-0450
7 FOR A SMALL WATER YW-2004-1043
8 COMPANY RATE INCREASE

9 IN THE MATTER OF
10 TANEY COUNTY UTILITIES
11 CORPORATION'S REQUEST Case No. SR-2004-0451
12 FOR A SMALL SEWER YS-2004-1044
13 COMPANY RATE INCREASE

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16 PUBLIC HEARING held on Tuesday, April 6,
17 2004, at Reeds Spring High School, in the City of
18 Reeds Spring, County of Taney, State of Missouri,
19 before TERRI HUSETH, CCR, RPR.

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1 IN ATTENDANCE:

2 MORRIS L. WOODRUFF
3 SENIOR JUDGE
4 STATE OF MISSOURI
5 PUBLIC SERVICE COMMISSION
6 GOVERNOR OFFICE BUILDING, SUITE 900
7 200 MADISON STREET
8 JEFFERSON CITY, MO 65102

9 M. RUTH O'NEILL
10 ASSISTANT PUBLIC COUNSEL
11 STATE OF MISSOURI
12 DEPARTMENT OF ECONOMIC DEVELOPMENT
13 OFFICE OF THE PUBLIC COUNSEL
14 GOVERNOR OFFICE BUILDING, SUITE 900
15 200 MADISON STREET
16 JEFFERSON CITY, MO 65102

17 BILL M. NICKLE
18 STATE OF MISSOURI
19 DEPARTMENT OF ECONOMIC DEVELOPMENT
20 PUBLIC SERVICE COMMISSION
21 P.O. BOX 84
22 GOLDEN, MO 65658

23 RICK PICKREN
24 HONEY PICKREN
25 DICK SCOTT
TAMMY POPE

APPEARING VIA TELECONFERENCE FROM JEFFERSON CITY,
MISSOURI:

CHAIRMAN STEVE GAW
COMMISSIONER CONNIE MURRAY
COMMISSIONER ROBERT CLAYTON III

20
21 Reported by:
22 TERRI HUSETH, CCR, RPR
23 MIDWEST LITIGATION SERVICES
24
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1 P R O C E E D I N G S

2 MR. WOODRUFF: We're on the record.

3 We're here for a local public hearing in Case No.
4 WR-2004-0450 which concerns Taney County Utilities
5 Corporation's request for a small water and sewer
6 company rate increase. We're here at Reeds Spring,
7 at the high school, and the notice in this case
8 indicated the hearing would begin at 6:30; by the
9 clock on the wall, it is now 6:40 and we don't have
10 any customers here at the moment. Let's go ahead
11 and take entries of appearance from the legal
12 counsel. Is there someone there from staff?

13 MR. KRUEGER: Keith Krueger here for
14 staff, Missouri Public Service Commission. My
15 address is P.O. Box 360, Jefferson City, Missouri
16 65102.

17 MR. WOODRUFF: And for the Office of
18 Public Counsel down here in Reeds Spring?

19 MS. O'NEILL: Ruth O'Neill for the
20 Office of the Public Counsel. My address is P.O.
21 Box 2230, Jefferson City, Missouri 65102.

22 MR. WOODRUFF: We have three
23 commissioners with us this evening appearing from
24 Jefferson City: Chairman Steve Gaw, Commissioner
25 Connie Murray, Commissioner Robert Clayton. All

1 right. We also have four representatives of the
2 company with us here this evening. Do you want to
3 go ahead and tell us your names.

4 MR. SCOTT: Richard Scott.

5 MS. POPE: Tammy Pope.

6 MS. PICKREN: Honey Pickren.

7 MR. PICKREN: Rick Pickren.

8 MR. WOODRUFF: Thank you, sir. We have
9 one representative of staff here.

10 MR. NICKEL: Bill Nickel.

11 MR. WOODRUFF: And as I indicated
12 before, we do not have any customers. Ms. O'Neill,
13 is there anything you want to put on the record?

14 MS. O'NEILL: Your Honor, I have
15 received several letters and several phone calls in
16 response to the second customer notice that went out
17 regarding the proposed rate increase. I invited the
18 people who contacted us by phone to appear at the
19 local public hearing if they wanted to make a
20 statement to the commission in person. Nobody that
21 I talked to on the phone is evidently here.

22 MR. WOODRUFF: Okay. I believe notice
23 was issued in this case.

24 MS. O'NEILL: That's correct.

25 MR. WOODRUFF: All right. Mr. Krueger,

1 is there anything you want to add for staff?

2 MR. KRUEGER: No, your Honor.

3 MR. WOODRUFF: Commissioner Gaw,
4 anything you want to put on the record?

5 MR. GAW: Just thanks, everyone, that
6 is here for showing up and we appreciate your help
7 and those of you who drove down there, we appreciate
8 it. You have a long trip back so be careful. And
9 this has been an interesting experiment. At least
10 we get to see the technology works so it's good to
11 know that for future reference. Thank you. Thank
12 you all very much, Judge, and we'll hope that we
13 we'll review the record on the information that was
14 submitted to public counsel and use that as our
15 input from the public. Thank you.

16 MR. WOODRUFF: Commissioner Murray,
17 anything you wanted to add?

18 MS. MURRAY: How many letters did you
19 receive, Ms. O'Neill?

20 MS. O'NEILL: I think I received --
21 actually, as I look through here, I've got my file
22 of the first set of letters and I don't know if I
23 have a complete set of the other letters. I think I
24 received about three letters and about five phone
25 calls.

1 MS. MURRAY: Were they all in
2 opposition to the rate increase?

3 MS. O'NEILL: They were all in
4 opposition to the rate increase, yes. I did receive
5 a number of additional letters at the time of the
6 first notice, but I did not receive nearly as many
7 letters the second time out, once the proposed
8 agreement with the staff and the company was entered
9 into.

10 MR. WOODRUFF: The first notice would
11 have been about a year ago?

12 MS. O'NEILL: The first was about a
13 year ago. I received several at that time. At this
14 time, I think there have been about five phone calls
15 and about three letters.

16 MS. MURRAY: Were there any service
17 quality issues raised?

18 MS. O'NEILL: The only service quality
19 issue that was raised is I had one phone call
20 complaining about the smell that came from the
21 water. And I think that as far as this second
22 round, that's the only service quality issue that I
23 have.

24 MS. MURRAY: Thank you. I would like
25 to reiterate what the Chairman said. We appreciate

1 everybody that made the long trip to be there for
2 the public hearing. Also glad our technology works.

3 MR. WOODRUFF: Yes. Commissioner
4 Clayton, anything?

5 MR. CLAYTON: It's an honor to take
6 part in this making a little bit of history here,
7 just showing that the Missouri Public Service
8 Commission is on the cutting edge of technology in
9 bringing its message to the people of this state. I
10 would like to thank Daniel for putting together this
11 presentation and hopefully giving us the opportunity
12 to spread this technology around the state in other
13 hearings. Thank you, Daniel, for all you do.

14 MR. WOODRUFF: Anything else anybody
15 wants to add?

16 (No response.)

17 MR. WOODRUFF: With that we are
18 adjourned. Thank you all.

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C E R T I F I C A T E

I, Terri L. Huseeth, Certified Court
Reporter No. 660, do certify that I was personally
present at the taking of the proceedings as set
forth in the caption sheet hereof; that I then and
there took down in shorthand the proceedings had at
said time, and that the foregoing is a full, true
and correct transcript of such shorthand notes so
made at such time and place.

TERRI L. HUSETH, CCR

Certified Court Reporter