

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

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS
LOCAL PUBLIC HEARING
November 19, 2015
Ozark, Missouri

File No. WR-2015-0192

In the Matter of the)
Rate Increase Requests)
of the Regulated Water)
and Sewer Utilities)
Owned and Operated by)
Ozark International,)
Inc.)
)

DANIEL JORDAN, Presiding
SENIOR REGULATORY LAW JUDGE
WILLIAM P. KENNEY, Commissioner

VOLUME 2

REPORTED BY: PAULA C. VOYLES, CCR, RPR, CRR

1 APPEARANCES:

2 For the Companies:

3 Bert Brower, Pro Se

4

For Office of the Public Counsel:

5

TIMOTHY OPITZ

6 timothy.opitz@ded.mo.gov

State of Missouri

7 Department of Economic Development

Office of Public Counsel

8 P.O. Box 2230

Governor Office Building, Suite 650

9 Jefferson City, MO 65102

Tel: 573.751.5324, Fax: 573.751.5562

10

11 For Missouri Public Service Commission:

12 NICOLE MERS, Assistant Staff Counsel

nicole.mers@psc.mo.gov

13 STATE OF MISSOURI

Department of Economic Development

14 Public Service Commission

200 Madison Street, Suite 800

15 P.O. Box 360

Jefferson City, MO 65102

16 Tel: 573.751.5472, Fax: 573.751.9285

17

Reported by:

18 PAULA C. VOYLES, RPR, CRR, CCR No. 750

MIDWEST LITIGATION SERVICES

19 2422 East Madrid Street

Springfield, MO 65804

20 Tel: 417.877.9700, Fax: 417.877.9704

21

22

23

24

25

1 P R O C E E D I N G S

2

3 (Commencing at 6:30 o'clock p.m.)

4

5 JUDGE JORDAN: Good evening, everyone.

6 We're going to start the testimonial part of the

7 proceeding. We are now on the record.

8 The Commission is calling the action in

9 file number WR-2015-0192. This is in relation to

10 the rate action for the entities owned by Ozark

11 International, Incorporated.

12 My name is Daniel Jordan. I'm the

13 Regulatory Law Judge assigned to this action. I

14 will be presiding over this proceeding. And with

15 us, to my right, is Commissioner William Kenney from

16 his office in Jefferson City. Commissioner Kenney?

17 COMMISSIONER KENNEY: Yes. I'd like to

18 welcome everybody, and thank you for coming tonight.

19 I am one of five commissioners on the Public Service

20 Commission. And we have a court reporter here, and

21 she's writing -- typing in everything that's said

22 tonight, so each of the other commissioners will be

23 able to read the testimony that's given tonight.

24 We always try -- we always have at least

25 one commissioner present. Many states don't do

1 that, but we've always done that in Missouri. So I
2 appreciate you coming out tonight. Look forward to
3 hearing what you have to say. I cannot answer any
4 questions, but I will listen to everything you have
5 to say. Thank you.

6 JUDGE JORDAN: Thank you, Commissioner.
7 And that is correct; not only do certain states not
8 only have commissioners attend these hearings, some
9 of them just don't have them at all. They just
10 don't do local public hearings. They just don't.

11 But we do, and we are here to listen to
12 your testimony, which as the Commissioner mentioned,
13 will be on the record.

14 I will administer an oath or
15 affirmation, if you prefer, for your testimony.
16 That is the purpose of this hearing. The Company is
17 not going to presenting evidence. Nobody else is
18 going to be presenting evidence. You will give your
19 testimony so that the commissioners can consider it.

20 Let's go to entries of appearance.
21 We'll start with the utility, holding company, Ozark
22 International. Is counsel for Ozark International
23 present?

24 (No audible response).

25 Not hearing any, counsel for Staff.

1 MS. MERS: Nicole Mers, Staff counsel.

2 JUDGE JORDAN: For the Office of Public
3 Counsel.

4 MR. OPITZ: Thank you, Judge. My name
5 is Tim Opitz. I'm an attorney with the Office of
6 Public Counsel. My address is P.O. Box 2230,
7 Jefferson City, Missouri 65102.

8 JUDGE JORDAN: Thank you. Since the
9 purpose of this is to hear what you have to say,
10 I've got a few tips on testifying. I'm going to go
11 from the sign-up sheet, which has names listed, and
12 I will call them in the order in which they are
13 written down.

14 When I call your name, come on up to the
15 podium. I will administer the oath. If someone has
16 said something that you agree with already, feel
17 free to say that. We want to hear that. You don't
18 have to repeat what they have said already, but do
19 tell us what you think.

20 If something was said during the
21 preceding question-and-answer period, that's not on
22 the record. The commissioners won't be able to read
23 that in the transcript. So come on up and say that.
24 Be concise, speak clearly so that other people can
25 hear you.

1 I will probably get you started by
2 asking you to state your name on the record, maybe
3 spell it for the court reporter, and when you're
4 done with what you have to say, counsel or I or the
5 commissioner may have some questions for you to
6 clarify your testimony. So stay until you're
7 excused, if you please.

8 This is not the only way to have input.
9 You can also make comments online. You can contact
10 the Office of Public Counsel, who represents the
11 ratepayers. You can contact Staff.

12 And as we begin this testimony, I hope
13 that everybody has come to understand what a
14 difficult job the Commission is, and that's why
15 commissioners are appointed by the governor. They
16 must balance everyone's interest. They must further
17 the policy that everyone shall have good, clean
18 water to drink and to bathe in, and that becomes an
19 expensive process when an infrastructure becomes
20 dilapidated and rates have not been examined for
21 many, many years. So that's what's going on.

22 The Commission wants to make the
23 decision that is best for everyone, for everyone,
24 and Staff works very hard to advise in that
25 capacity, and the Office of Public Counsel advocates

1 on behalf of the ratepayers.

2 My job will be to prepare a decision, a
3 draft that the commissioners will vote on. They are
4 the ultimate decision makers.

5 So any questions about our procedure
6 before I start calling names for testimony?

7 (No audible response).

8 Okay. I'm not hearing any, so I'll go
9 to the first name on my list, which is Daniel Rock.
10 Daniel Rock, would you like to testify?

11 MR. DANIEL ROCK: I'm Daniel Rock, down
12 at Moore Bend Water Company.

13 JUDGE JORDAN: Very good. Please raise
14 your right hand.

15 Do you solemnly swear that the testimony
16 you are about to give will be the truth, the whole
17 truth, and nothing but the truth?

18 MR. DANIEL ROCK: I do.

19 JUDGE JORDAN: Thank you, sir.

20 MR. DANIEL ROCK: To the best of my
21 knowledge.

22 JUDGE JORDAN: Fair enough. And what
23 would you like the Commission to know?

24 MR. DANIEL ROCK: At Moore Bend, they're
25 asking for over 200 percent water rate increase at

1 one time, and I think that is just way out of line.

2 JUDGE JORDAN: Okay. Anything else?

3 MR. DANIEL ROCK: That's it.

4 JUDGE JORDAN: Fair enough. Questions
5 from counsel?

6 COMMISSIONER KENNEY: Thank you, sir.

7 JUDGE JORDAN: None for me.

8 Robert Rock. The next name I have is
9 Robert Rock.

10 MR. ROBERT ROCK: Robert Rock. I do.

11 JUDGE JORDAN: Do you solemnly swear
12 that the testimony you are about to give will be the
13 truth, the whole truth, and nothing but the truth?

14 MR. ROBERT ROCK: Yes, I do.

15 JUDGE JORDAN: Very good. Go ahead.

16 MR. ROBERT ROCK: I noticed two years
17 ago, we had a boil advisory, I believe, and we're
18 wanting rate increases, and at two years if you
19 can't take care of a problem, you shouldn't have
20 this kind of, uh, something over the top of people,
21 where, you know, it's not taken care of.

22 And when water breaks are fixed down
23 there, he tears up the road and then leaves a big
24 pothole, and every once in a while, you got to drive
25 your car, your boat -- I mean, we are, you know --

1 it's a recreational place, and it's kinda hard on
2 things, you know, not repaving after a water break
3 or something. That would be it.

4 JUDGE JORDAN: Thank you. To clarify
5 for the record, which water system?

6 MR. ROBERT ROCK: Moore Bend.

7 JUDGE JORDAN: You're Moore Bend.
8 Any questions?

9 COMMISSIONER KENNEY: Thank you,
10 Mr. Rock.

11 JUDGE JORDAN: Thank you, sir.
12 Earl W. Fruits?

13 MR. FRUITS: My name is Earl W. Fruits.

14 JUDGE JORDAN: Spelled just like it
15 sounds.

16 MS. MERS: Spelled like it sounds.

17 JUDGE JORDAN: Do you solemnly swear
18 that the testimony you are about to give will be the
19 truth, the whole truth, and nothing but the truth?

20 MR. FRUITS: I do.

21 JUDGE JORDAN: Thank you. Go ahead.

22

23 MR. FRUITS: What I'm looking at here
24 is, as I said in an earlier meeting which you guys
25 weren't part of, is that I don't think there is any

1 problem with an increase, but what I have a problem
2 with is that it's larger than what the cost of
3 living is currently in the United States.

4 A lot of people in my Riverfork Company
5 there are on fixed incomes, and I get a COLA every
6 year. I'm retired. But now we're asking for
7 10 percent. I don't get 10 percent every year. I
8 don't mind paying according to the cost of living
9 index.

10 Now, because the water company doesn't
11 have enough money is not my problem. The man
12 purchased the business, and with that, he incurs the
13 costs that go along with running a business. And
14 it's not my position to subsidize it except for a
15 cost of living increase, and I'm willing to pay
16 that. I know I'm going to pay more because they've
17 already had an agreement between the Public Service
18 Commission and the water company and it's raising my
19 rates 10 percent. Some people, it's 200 percent.

20 And, you know, it's just the old thing
21 that goes on that the little people are the one that
22 end up paying the price for what has to happen in
23 the government, and it doesn't work that way
24 anymore. I think we all need to start speaking up
25 when increases like this are proposed, because we

1 don't get the raises, somebody else shouldn't get a
2 raise more than what we do.

3 JUDGE JORDAN: Thank you.

4 Questions?

5 (No audible response).

6 COMMISSIONER KENNEY: No questions.

7 Thank you, sir.

8 JUDGE JORDAN: Thank you, sir.

9 John C. Hendricks.

10 MR. HENDRICKS: Your Honor, my question
11 has already been answered earlier.

12 JUDGE JORDAN: Very good. Very good.

13 Then I'll go to Frank Delo.

14 MR. DELO: Frank Delo, D-E-L-O. I'm
15 with the Bilyeu Ridge subdivision.

16 JUDGE JORDAN: Thank you.

17 Do you solemnly swear that the testimony
18 you are about to give will be the truth, the whole
19 truth, and nothing but the truth?

20 MR. DELO: Yes, sir, I do.

21 We've lived there about 13 years, and
22 we've never had a problem with having our fire hoses
23 flushed out, but since Mr. Brower took it over, we
24 have not seen it been flushed out at any time. And
25 so that gives us some concern that there's maybe

1 some problems there, since none of the system has
2 been flushed.

3 This gentleman right over here, recently
4 back in the spring, lost his house. We cannot even
5 use our fire hydrants because if we do, it shuts
6 down the water system completely is what the fire
7 department told us. So, therefore, we really have
8 nothing -- no fire protection other than volunteer
9 coming in or Nixa come in or some other district
10 come in and help us in that situation. So that's
11 one of our big concerns there.

12 JUDGE JORDAN: Thank you. To clarify,
13 you said someone lost their house. You mean they
14 lost their house --

15 MR. DELO: Yes, sir. This gentleman
16 right here (indicating).

17 JUDGE JORDAN: -- to fire because of the
18 water?

19 MR. DELO: Yes. That's correct.

20 COMMISSIONER KENNEY: I have a question.
21 You said they stopped flushing the fire hoses?
22 Would you explain that, please?

23 MR. DELO: Fire hydrants.

24 COMMISSIONER KENNEY: Thank you. That's
25 what I needed.

1 MR. DELO: We have not seen that done at
2 all since these people took it over. Mr. Bilyeu did
3 it regularly monthly, and since the sale has taken
4 place, it has never been taken care of since that
5 time.

6 COMMISSIONER KENNEY: Thank you, sir.

7 MR. DELO: Yes, sir.

8 JUDGE JORDAN: Rob Reinke, R-E-I-N-K-E.

9 AUDIENCE VOICE: Ron Reinke? That was
10 the name? They left.

11 JUDGE JORDAN: Very good. Thank you.
12 The next name I have is Dan Hall.

13 MR. HALL: Dan Hall. Please raise your
14 right hand.

15 Do you solemnly swear that the testimony
16 you are about to give will be the truth, the whole
17 truth, and nothing but the truth?

18 MR. HALL: I do.

19 We're in the Riverfork Ranch
20 subdivision, and we've been there almost five years.
21 Since we've been there, I'm not aware of any repairs
22 have been done. I've heard a lot of people say that
23 they've been promised but haven't been done.

24 Here probably a little more than a year
25 ago, we had a fire up on Highway M. The fire

1 department came down to get water from us is what I
2 was told, and they couldn't get anything out of the
3 hydrant, so they give up. So they had to haul it
4 from Nixa.

5 So that's a concern to us. If we don't
6 have pressure nor volume, all of us are in danger of
7 losing our properties, and that is concerning.

8 Our pressure at our home is not great.
9 We live with it, but it's not great. If I want to
10 water my garden, it doesn't have enough pressure to
11 push anything out of the sprinkler. So, you know,
12 it would be nice to have a little more pressure.

13 I think that's all for right now. Thank
14 you.

15 JUDGE JORDAN: Thank you.

16 Questions from counsel?

17 MS. MERS: Do you have an idea of what
18 your pressure is?

19 MS. HALL: I don't right now, but I have
20 a meter at home. I'm going to go check it.

21 MS. MERS: Thank you so much, sir.

22 COMMISSIONER KENNEY: Thank you, sir.

23 JUDGE JORDAN: Thank you.

24 The next name I have is Janis Hall.

25 Okay. Please raise you right hand.

1 Very good.

2 Do you solemnly swear that the testimony
3 you're about to give will be the truth, the whole
4 truth, and nothing but the truth?

5 MS. HALL: Yes, your Honor.

6 I have two concerns. One is even though
7 I live in Nixa, in Stone County and in Riverfork
8 Ranch, I also serve on Springfield-Greene County
9 Emergency Management Executive Committee. So safety
10 is a big issue for me.

11 When we moved to our home in Riverfork
12 Ranch five years ago, I was excited because we were
13 near a fire hydrant, and I thought, well, great,
14 we're in good shape here. But as my husband just
15 stated, about a year and a half ago or so, a house
16 up the road was on fire. They came to Riverfork
17 Ranch. They couldn't get water there. They had to
18 truck in the water from elsewhere. They lost the
19 house. So that's concerning to me. Even though the
20 fire hydrant is right outside our front door, would
21 it serve us any good at that point?

22 Secondly, we've always been told by
23 others, and I don't have statistics, but if we have
24 a power outage, we may have enough water for all of
25 the residents to last maybe 24 hours. And during a

1 power outage, of course, then you run to the store
2 and the shelves are empty.

3 So my concern there is adequate water in
4 an emergency. And yes, we should all have our own
5 supplies, but, you know, I would think there should
6 be some reserve somewhere for backup in an
7 emergency. Thank you.

8 JUDGE JORDAN: Questions from counsel?

9 (No audible response).

10 Commissioner?

11 COMMISSIONER KENNEY: Thank you very
12 much, ma'am. No.

13 JUDGE JORDAN: Thank you for your
14 testimony.

15 The next name I have is Marilyn
16 Cederwall. Is that correct, Cederwall?

17 MS. CEDERWALL: My concerns have been
18 answered, so I really don't need to speak now.

19 JUDGE JORDAN: Very good. Thank you for
20 coming out.

21 Tony Baggett?

22 MR. BAGGETT: Thank you. I am Tony
23 Baggett, Moore Bend.

24 JUDGE JORDAN: Do you solemnly swear
25 that the testimony you are about to give will be the

1 truth, the whole truth, and nothing but the truth?

2 MR. BAGGETT: I do.

3 And I'm from Moore Bend. A lot of us
4 are on fixed incomes now. I'm young, but yes, I'm
5 retired. And we're seeing, in my calculations,
6 almost a 300 percent increase in our water bill down
7 here.

8 It's been a pitiful system for quite
9 some time. I've been an owner down there for almost
10 20 years. And this is a crazy, crazy increase. We
11 need something that's a little more reasonable, you
12 know, a 10 percent, 20 percent, but not an increase
13 like that for what we have. There's going to be a
14 lot of us that will need to disconnect.

15 We're only down there a few months out
16 of the year. It's cheaper to just disconnect. So I
17 hope there will be some consideration on the amount
18 of increase he's asking for, and I really hope
19 there's a cap on what he may charge for disconnect
20 and reconnect fee, because it may get very expensive
21 for folks like us. Okay. Thank you.

22 JUDGE JORDAN: Thank you.

23 Questions from counsel?

24 (No audible response).

25 COMMISSIONER KENNEY: Thank you, sir.

1 JUDGE JORDAN: Thank you.

2 Jim Heiman. And I hope I pronounced
3 that correctly.

4 MR. HEIMAN: Yes. Excuse me. When
5 you get old, it's hard to get up and get everything
6 moving.

7 JUDGE JORDAN: Do you solemnly swear
8 that the testimony you're about to give will be the
9 truth, the whole truth, and nothing but the truth?

10 MR. HEIMAN: I do.

11 JUDGE JORDAN: Thank you.

12 MR. HEIMAN: H-E-I-M-A-N. Well, I live
13 in Riverfork Ranch subdivision, and I feel like my
14 problem is kind of pale compared to some of the
15 issues here.

16 But I guess I have two issues: One is
17 the quality of the water that we get seems to vary
18 from drinkable to non-drinkable, and it just -- and
19 it really varies by just, not only the smell but
20 also the taste. I've checked it for sediment, and I
21 can't seem to get any sediment out of it, but
22 sometimes it is so bad that when my wife does the
23 laundry, we can't even hardly use the clothes. She
24 has to rewash 'em and rewash 'em. In fact, she's
25 almost considered taking them to town several times

1 to try to get some good, clean water.

2 The other is just the low pressure that
3 we have to deal with. And I did measure my pressure
4 the other day, and it was -- turned out to be about
5 32 pounds, 34 pounds, somewhere in there, which as I
6 now understand, that is the legal limit.

7 But like everybody has said, it seems to
8 be pretty insignificant -- or pretty insufficient in
9 a case of a hose or any type of -- if you ever had
10 to put out any type of fire, it would be practically
11 negligible.

12 The other thing is, going along with
13 what everybody else has said, I haven't seen
14 anything -- I've lived there about three years now,
15 and I've never seen anybody do any work with the
16 fire hydrants or any type of maintenance.

17 And it looks like to me that -- I mean,
18 when I drive by the tank every day, the fence around
19 it last year was dented in, and a car ran off the
20 road and dented the fence, and there's never even
21 been a -- pretty -- insufficient funds to even
22 repair the fence around this thing. It's still
23 knocked down where anybody can walk into the -- to
24 where the tower is and everything, let alone the
25 site of the tower.

1 And that's about all I have.

2 JUDGE JORDAN: Thank you. Any questions
3 from counsel?

4 (No audible response).

5 Commissioner?

6 COMMISSIONER KENNEY: Thank you, sir.

7 JUDGE JORDAN: Thank you for your
8 testimony.

9 Kelly Krauch? I hope I'm reading that
10 correctly.

11 MS. KRAUCH: Hi. How are you?

12 JUDGE JORDAN: Do you solemnly swear
13 that the testimony you are about to give will be the
14 truth, the whole truth, and nothing but the truth?

15 MS. KRAUCH: I do.

16 JUDGE JORDAN: Thank you. Please spell
17 your name for the court reporter.

18 MS. KRAUCH: My name is Kelly Krauch,
19 K-R-A-U-C-H. I live in Valley Woods, and I do
20 understand that there is not a proposed rate
21 increase, but there are many concerns that we have
22 that we wanted to kind of address as the community
23 in itself.

24 One of the bigger problems we have is
25 that the -- there are -- I was informed tonight

1 during the question-and-answer -- at least ten
2 properties in our subdivision that do not pay for
3 the sewer. So our sewer bill is \$59 a month, and
4 ten people -- yes -- ten people in our subdivision
5 who are on the sewer system utilize the sewer system
6 and even have maintenance done at their homes, and I
7 was just informed of this as well, the guys actually
8 came out and did maintenance at these homes on the
9 sewer systems, but they don't pay the \$59 for the
10 sewer.

11 So I find it very concerning that
12 someone can say, oh, we need to -- we don't have
13 enough money to maintain your system when they
14 failed to collect what money they would need. If
15 they would have collected the money for the sewer
16 system, they would have had a surplus to possibly
17 help these other folks out who are having other
18 issues.

19 Our septic tanks, we don't know if
20 they're pumped ever. We don't know -- we're never
21 told if they're pumped. When we call, I'm rudely
22 hung up on, the staff is nasty. They -- when asked,
23 I need proof, I need proof that you've done this
24 because it will be my responsibility if something
25 happens inside the home, we are told that, well, it

1 was done. We can't give you proof. So I have
2 not -- I purchased my home in 2012, and I have not
3 seen one piece of paper saying that anything has
4 been pumped.

5 Boilers. The boilers are a big one. We
6 are not notified that there is a boil advisory. So
7 a little, tiny sign, probably no bigger than this
8 (indicating) is placed up at the very front of the
9 neighborhood. Now, my neighborhood is nice, little
10 windy area, and there's a restaurant, a hair salon,
11 a gas station, all sorts of stuff in that -- that's
12 all connected. And the restaurant doesn't know
13 about the boil order because they place the sign
14 just at the stop sign in the very front where
15 there's also homes for that sale signs and other
16 signs. So if you drive the back way in, you don't
17 see the sign.

18 We have been -- we were -- in 2014, we
19 had over 90 days' worth of boil advisories because
20 this broke, that broke, this broke, that broke. And
21 that's a huge problem, again, is nothing is fixed,
22 nothing is maintained. So it's not fixed until it's
23 broken, and then it puts us on a boil advisory.

24 Once the advisory is lifted and DNR says
25 okay, which takes some time -- I've actually had to

1 call DNR myself and say, what's going on? I've
2 received a copy of our file, spoken to them. I've
3 had them come out personally and test my water at my
4 house to tell me that there were issues with the
5 water and that they've had to contact Mr. Brower
6 since.

7 The system doesn't get flushed, so once
8 the system is fixed and they have to flush the
9 bleach through to make sure the water is clean, the
10 system is not flushed and it's not flushed properly.

11 So my street, Water Lane, which is right
12 by the well, we have so much bleach and chlorine in
13 our water that it's causing our children to get
14 chemical burns. So we have one young lady down the
15 street who is severely allergic to it, and she can't
16 bathe. So when we're on an 18-day boil order, we
17 have to take them somewhere else to bathe the kids
18 because the system isn't flushed. There is so much
19 chemical, it literally causes burns on her skin
20 which require medical attention.

21 The broken material is not replaced
22 until the last second. The property is not
23 maintained. So we have a well system in this area
24 that Mr. Brower owns. He's supposed to maintain
25 that, you know. Snakes, all sorts of nasty animals

1 can get in there. We live in the country. And the
2 grass will get as tall as me, 5, 6 feet before it's
3 trimmed, before it's cut, and then we have to call
4 and complain.

5 There is property that is nowhere near
6 the well or the septic system that Mr. Brower
7 recently bought from Lance, the developer. What is
8 that property for? What is it being used for? Am I
9 paying for it? Because I don't -- I shouldn't be
10 paying for property just to have, that isn't being
11 utilized for anything, that is taking more of my
12 money.

13 I mean, my -- between my sewer and my
14 water, I pay \$95 a month. I wasn't disclosed that
15 when I purchased the home. I didn't find out until
16 I called and was told that I needed to come in, pay
17 a deposit, and I was only allowed to come in between
18 the hours of 9 and 12. Now, I'm a full-time mom,
19 two small kids and, I work full time. So that made
20 my life a little bit difficult.

21 We, just like other people in here, we
22 have to buy water. We don't -- it's not safe.
23 Sometimes it's safe to drink, but for the most part,
24 it tastes like bleach. So we buy our own bottled
25 water because we're afraid, what's going to happen

1 if we drink it? Is it contaminated with something?

2 I think that's probably all I have.

3 Thank you, guys.

4 JUDGE JORDAN: Thank you. Questions
5 from counsel?

6 (No audible response).

7 Commissioner?

8 COMMISSIONER KENNEY: I have a question.
9 Do those 11 homeowners that don't pay for their
10 sewer bills, are they on well water?

11 MS. KRAUCH: They are. They pay water.
12 They just don't pay sewer.

13 COMMISSIONER KENNEY: Are they on their
14 own system?

15 MS. KRAUCH: No. No. We are --

16 COMMISSIONER KENNEY: What does Staff
17 tell you about that?

18 MS. KRAUCH: I've been told it's being
19 worked on and that some people need to come out
20 there, the city or Christian County needs to come
21 out there and actually take a look to make sure that
22 they are into our system.

23 But prior to -- prior to Brower's owning
24 this system, it was owned by a gentleman by the name
25 of Lance. Lance had everybody paying a certain

1 amount. He then did a rate increase, increased the
2 rates, which those -- I know of one of the
3 homeowners personally, they were paying that rate,
4 the increased rate. Then when Brower bought it,
5 their rate just dropped down to just the water rate
6 and they no longer were paying the sewer rate.

7 And I know that where my home is,
8 there's, what, seven homes on my street. Three of
9 them -- and I'm smack dab in the middle of 'em --
10 they don't pay for sewer at all. So they get a bill
11 that's \$25 a month when mine is 90, 95.

12 COMMISSIONER KENNEY: I'm curious -- the
13 Office of Public Counsel and Staff will look into
14 that for you if they already haven't. Thank you.

15 MS. KRAUCH: You're welcome. Thank you.

16 JUDGE JORDAN: Thank you.

17 The next name on my list is Ethel
18 Allison. Ethel Allison.

19 MS. ALLISON: Ethel Allison, Riverfork
20 Ranch.

21 JUDGE JORDAN: Do you solemnly swear
22 that the testimony you are about to give will be the
23 truth, the whole truth, and nothing but the truth?

24 MS. ALLISON: Yes.

25 And my concerns have probably been

1 spoken of already this evening. Mine is a
2 particularly perceived attitude of the owner.

3 We moved into Riverfork Ranch in 2002,
4 and in January 29 of '13, there was somebody at my
5 meter pit, and I went out to ask what it was about,
6 and they said the meter needed to be switched out.

7 Okay. We had a severe storm warning
8 that day, and it seems unusual for January, but it
9 must have been a warm one. We also were under a
10 tornado threat. And I don't know if this is
11 something that's contracted out to be done or if
12 it's done by the water Company. I do not know that.

13 This was done without any warning to me
14 as a homeowner. My water was shut off at 10:30, and
15 with multiple calls throughout the day, I did not
16 get water until 7:15 that night.

17 When I finally reached the owner of the
18 water company at that time to let him know my
19 situation, he said, "You have the River" and
20 laughed. And that's my perceived attitude of the
21 owner of the company. Thank you.

22 JUDGE JORDAN: Thank you.

23 Questions from counsel?

24 COMMISSIONER KENNEY: Thank you, ma'am.

25 JUDGE JORDAN: Thank you.

1 Carolina Kahl.

2 MS. KAHL: I have -- things have been
3 said that I wanted to say. I don't have to speak at
4 this time.

5 JUDGE JORDAN: Thank you. And thank you
6 for coming out.

7 Carolyn Delaney.

8 MS. DELANEY: Carolyn Delaney, Riverfork
9 Ranch.

10 JUDGE JORDAN: Do you solemnly swear
11 that the testimony you are about to give will be the
12 truth, the whole truth, and nothing but the truth?

13 MS. DELANEY: Yes.

14 JUDGE JORDAN: Thank you. Go ahead and
15 tell the Commission what you want them to hear.

16 MS. DELANEY: There are some things that
17 we talked about before, but you didn't hear this.
18 On January 21st, 2015 we received a letter from
19 Riverfork Water Company, and I just want to read
20 just a few -- I mean, if you can make a copy. I
21 don't know if you've seen this.

22 But one of the things on the first page
23 says, "We are also told by the Missouri Department
24 of Natural Resource that our boosters are illegal."
25 And then it goes on about putting in a new well and

1 so forth.

2 And then it says -- it goes through all
3 kinds of stuff about new wells, and he's going to
4 put in two and so forth. But in 2008 when he got
5 the rate increase, he was supposed to do certain
6 things, and he sent in an independent person to look
7 inside the well, and they said -- and I can't
8 remember the name of their -- some kind of steel and
9 some kind of liner or something, that it needed to
10 be replaced, that it was deteriorating. And that's
11 seven years ago.

12 Then on the last page, it said, "DNR is
13 threatening us with enforcement action if we do not
14 agree to reinstall a booster pump. This would be a
15 cheaper option than drilling a new well."

16 And then it goes on the next paragraph,
17 "We know that we take a chance in obtaining
18 recognition by the Missouri Public Service
19 Commission for the money spent by their granting
20 rate increases for the improvement."

21 "We're going to sign the DNR order," it
22 says. "We want to go on record as to the effort we
23 have made to finally implement a long-term solution
24 to supplying adequate water."

25 And then while the -- then it says,

1 "While all this was going on, Missouri Department of
2 Natural Resources has been issuing violations for
3 not being able to comply with their directives. We
4 have been ordered to notify Riverfork Water
5 customers that the water system has failed to
6 address the significant deficiencies for widespread
7 low pressure."

8 The other thing is the increase.
9 According to the federal government, there wasn't a
10 cost of living increase. We're not getting one.

11 I mean, if you'd like to have a copy of
12 this, if it would make a difference.

13 JUDGE JORDAN: If you'd like the
14 Commission to examine that letter and use it in
15 making its decision, we can put that into the
16 record. I can mark it as an exhibit.

17 MS. DELANEY: Okay. I kind of scribbled
18 on it.

19 JUDGE JORDAN: Let's take a look.

20 MS. DELANEY: It's three pages. There
21 are several letters.

22 JUDGE JORDAN: Okay. So we have a
23 couple letters. I'm looking at the first one, which
24 is on the letterhead of Riverfork Water Company.
25 And I see three pages, one side.

1 MS. DELANEY: And these are other
2 letters that we got, March 10th.

3 JUDGE JORDAN: This looks like it ends
4 like in the middle of the sentence, so that's not
5 the entire document.

6 MS. DELANEY: This is the last page.

7 JUDGE JORDAN: This is the page 3. And
8 okay. There's no signature on it.

9 MS. DELANEY: It's on the letterhead.
10 It's pretty difficult to read, but you have a nice,
11 neat one.

12 JUDGE JORDAN: Okay. Thank you, ma'am.

13 COMMISSIONER KENNEY: Thank you very
14 much.

15 MS. DELANEY: Thank you.

16 JUDGE JORDAN: We'll mark that as this
17 hearing's Exhibit No. 1.

18 MS. DELANEY: We've been here -- well,
19 we built our own home, and it took us a while to
20 build it. It's been nine years. I've never seen a
21 hydrant flushed.

22 JUDGE JORDAN: I'm going to enter
23 Exhibit 1 into the record. Do I hear any objection
24 to that?

25 (No audible response).

1 Thank you.

2 (Exhibit 1 marked and admitted.)

3 JUDGE JORDAN: The next name on my list
4 is Stephen Randall [sic]. Stephen Randall, would
5 you like to come testify?

6 Do you solemnly swear that the testimony
7 you are about to give will be the truth, the whole
8 truth, and nothing but the truth?

9 MR. RANDOLPH: So help me God, I do.

10 JUDGE JORDAN: Thank you.

11 MR. RANDOLPH: My name is Steve
12 Randolph. I am the president of the Riverfork Ranch
13 Homeowners Association, so I'm here to speak not
14 only on behalf of myself but also the victims of
15 Mr. Brower's mismanagement of his water system.

16 We have submitted about a 60-page
17 objection to the rate increase to the Missouri
18 Public Service Commission in May. We also submitted
19 a copy, both electronically and hard copy, to the
20 Office of Public Counsel.

21 So to make things brief, I'll submit
22 this as an exhibit, if you wish. You already have a
23 copy, but if you don't, I'll be happy to give you
24 that. I also took the liberty of preparing a
25 PowerPoint presentation, which is a distillation of

1 the comments in the 60 pages, which are replete with
2 photographs.

3 Our first objection is that Riverfork
4 Water Company has failed to comply with item 18 in
5 the Missouri Public Service agreement of
6 November 8th, 2008. As a part of that agreement,
7 Riverfork Water Company was required to conduct a
8 water storage tank inspection, which they did on and
9 submitted their report on July 29, 2008.

10 The objections and inspection comments
11 of the inspector were that there were numerous OSHA
12 violations, primarily ladder and lack of railings,
13 inadequate roof venting, modifications that were
14 made that weakened the roof of the water tank
15 structurally.

16 It has an inadequate overflow pipe,
17 which, to my own observation as to well as to
18 numerous residents, has resulted in Highway M-140
19 receiving overflows of water both in the summer and
20 the winter, which have frozen, and caused numerous
21 traffic problems.

22 The inspection report in 2009 -- and let
23 me remind you, this is six years later -- pointed
24 out that the interior tank failing -- interior tank
25 lining had totally failed. Six years later, we know

1 it's worse because it's now resulting in iron oxide
2 sludge and mold in residents' water. The residents
3 of Davis Drive, being downhill and the street
4 closest to that, are most impacted, but we're
5 starting to see the sludge move throughout the
6 subdivision slowly.

7 A lot of people know full well that the
8 exterior tank paint has totally failed with mold and
9 algae everywhere. The inspector pointed out that
10 there's an inappropriately dimensioned influent
11 pipe, which causes residual chlorine problems, and
12 by the way, this has also been the subject of
13 numerous Missouri DNR inspection reports. There are
14 overgrown trees and a fence problem. Somebody ran
15 into the fence two years ago, and it has yet to be
16 corrected.

17 Riverfork Water Company has also failed
18 to comply with item 20 in the Missouri Public
19 Service Commission agreement of November 8th, 2008.
20 These are all taken from appendix G in that report.
21 They were required to establish an 8 to 5, Monday
22 through Friday office hours. They have failed to do
23 so as the lady previously testified.

24 They claim that they lock inactive
25 meters. Anyone who goes to any of the residents'

1 water meters in the subdivision knows that's not
2 true.

3 There have been numerous problems with
4 Riverfork Water Company falsely shutting off water
5 service to its customers who have, in fact, paid
6 their bills.

7 Bookkeeping function, which was the
8 subject of some pages of discussion in that Missouri
9 Public Service Commission agreement, required better
10 bookkeeping. I'm here to tell you that as recently
11 as July of this year, when I went into the office to
12 talk to the bookkeeper, even she admitted that their
13 accounting is in total disarray.

14 Appendix G required an emergency
15 telephone number to be established. It was.
16 Unfortunately, no one, including myself, has ever
17 been able to do anything but leave a phone message.
18 More often than not, it just rings and rings. They
19 did get a number, but what they didn't tell the
20 Commission was they don't answer it.

21 Appendix G also talked about customer
22 service. One of the most common complaints that
23 Riverfork Ranch residents have -- and I have
24 interviewed about 80 percent of the 114 customers --
25 are that the staff at Riverfork Water Company are

1 consistently rude. They almost always deny
2 legitimate complaints.

3 And in particular -- and, by the way,
4 this was the second most common complaint that
5 residents had this summer -- Mr. Brower, when you
6 talk to him on the phone, is consistently profane.
7 That's not only offensive to a lot of people, it is
8 simply extremely poor business practice.

9 Appendix G required written service
10 applications for their customers. To the best of
11 our knowledge, they still don't do it. I've talked
12 to some residents of Riverfork Ranch who established
13 some service, being new move-ins, in 2015. They had
14 problems even getting bills from Riverfork Water
15 company. They just established service. There was
16 no indication that there was any sort of written
17 format. Again, this is sloppy housekeeping.

18 There's no customer rights and
19 responsibilities documentation that I'm aware of,
20 which was also required by Appendix G.

21 A summary of Riverfork Water Company
22 customer complaints are consistently low water
23 pressure, erratic residual chlorine in the water,
24 and I have two subpoints for that.

25 Missouri DNR has, in fact, cited

1 Riverfork Water Company within the past couple years
2 for excessive residual chlorine, and as you folks
3 probably know, excessive residual chlorine is known
4 to cause health problems. But Missouri DNR has
5 admitted that it doesn't bother to test for low
6 residual chlorine except when it receives
7 complaints, and that's in violation of state law.

8 I've taken it upon myself -- as by the
9 way, I am a licensed professional engineer. I have
10 taken it upon myself at my own expense to do various
11 grab samples and test for residual chlorine.
12 They're grab samples, yes. I've never found any
13 residual chlorine, which also is a violation of
14 state law.

15 But I also know that they have a
16 chlorination system, but in this document, which
17 I've already submitted, one of Missouri DNR's
18 consistent complaints is that the chlorination
19 system that Riverfork Water Company has uses the
20 wrong chlorine analyzer, and Riverfork Water Company
21 has admitted that. It constantly overshoots and
22 undershoots, so you either get very low residual
23 chlorine or very high residual chlorine. Neither of
24 which is acceptable nor legal.

25 Mold, black sludge, and organics in

1 water, as I've already said, are an increasing
2 problem. We are well aware that hydrogen sulphide
3 in groundwater is not regulated, so I'm not here to
4 complain about hydrogen sulphide. The mold and
5 algae have been noted in previous inspection
6 reports, not only by the tank inspector in 2009, but
7 Missouri DNR inspection reports generally mention
8 this as well. It's getting worse because of the
9 deteriorating water storage tank.

10 Whenever anyone, including myself, talks
11 to Riverfork Water Company, they consistently deny
12 everything. There must be something wrong in your
13 house. Not true.

14 Gross lack of maintenance of facilities.
15 This hearing is for Riverfork Ranch about an
16 increase for maintenance costs. Gentlemen, we have
17 yet to see that Riverfork Water Company does any
18 maintenance at all. And like the other residents,
19 we know that the water system has never had hydrant
20 flushing. I've talked to some people who have lived
21 there over 20 years. They can never recall fire
22 hydrants being flushed.

23 There's also a refusal or a dismissal by
24 Riverfork Water Company to even assist construction
25 contractors who want to build new houses and want to

1 contact them about River hookups. Well, they claim
2 they don't know anything about that.

3 Eventually these hookups have been made,
4 although there's one house in our subdivision that's
5 presently under construction where the owner was so
6 frustrated, they simply drilled their own well so
7 they don't have to deal with Riverfork Water
8 Company.

9 Missouri DNR inspectors and water
10 section managers, such as Marc Grater (ph), have
11 told me point blank they're consistently frustrated
12 with Riverfork Water Company's failure to comply
13 with their many inspection reports over the years.

14 It's my opinion that Mr. Brower has
15 learned that Missouri DNR is, in fact, a toothless
16 agency. Whenever I have talked to Missouri DNR,
17 which is more than 13 times this year alone,
18 sometimes in person, they're frustrated, claiming
19 they're only partially responsible for enforcement
20 and the real power lies with Missouri Public Service
21 Commission. I've talked to Missouri Public Service
22 Commission, and they claim it's Missouri DNR. So
23 it's the old bureaucratic shuffle.

24 I've also talked to four of our elected
25 representatives, our two state senators and our two

1 representatives, because Riverfork Ranch is in a
2 different legislative district than the home office
3 of Ozark International.

4 And as an anecdote, I will tell you it's
5 Senator Sater's office that told me point blank,
6 we're well aware of your systems' problems and all
7 of the companies that Mr. Brower owns. Our advice,
8 frankly, is that ultimately after all of these
9 hearings, your best advice is to file a class action
10 lawsuit against both the State and Mr. Brower.

11 We don't want to do that, but we're
12 prepared to do so if that's what it takes.

13 Missouri DNR's Marc Grater's (ph) most
14 recent comment to me about a month ago was that as
15 long as Riverfork Water Company maintains 20 psi
16 minimum pressure and it passes an annual water test
17 for safety, we don't care. Thanks, Mr. Grater (ph).

18 Missouri DNR has yet to agree to test
19 water quality more than either once a year or
20 whenever they get a complaint. So we're going to do
21 their testing for them. And you gentlemen will hear
22 deficiencies in the water quality from us.

23 Riverfork Water Company failed to comply
24 with items 18 and 20 of the Public Service
25 Commission agreement of November the 8th, 2008. It

1 consistently fails to do so. Even the most
2 rudimentary maintenance is ignored.

3 Our question to you, gentlemen, is why
4 should a rate increase for maintenance be granted
5 when maintenance isn't performed? Neither Missouri
6 Public Service Commission nor Missouri DNR will
7 accept responsibility for doing much other than
8 writing reports. To be honest with you, we believe
9 that the reason is financial on both the State and
10 Riverfork Water Company's part.

11 We believe that not only is the rate
12 increase requested by Riverfork Water Company is not
13 legitimate, but we also believe that Missouri Public
14 Service Commission should consider rescinding at
15 least part of the rate increase granted in 2008
16 since Riverfork Water Company has failed to comply
17 with the agreement.

18 If you would like more details,
19 (indicating). I would like both documents to be in
20 the record.

21 JUDGE JORDAN: I will mark those. I
22 have document -- (Applause).

23 I have the Riverfork Homeowners
24 Association letterhead on the cover page of a
25 report, not report -- a letter addressed to the

1 Missouri Public Service Commission. It is dated May
2 16th, 2015. I am going to mark that Exhibit 2.

3 Any objections to entering this into the
4 record?

5 (No audible response).

6 (Exhibit 2 marked and admitted.)

7 JUDGE JORDAN: And as Exhibit 3, that
8 will be the summary, the PowerPoint summary of what
9 I understand to be -- this is a summary -- number 3
10 will be the summary of number 2. Is that correct?

11 MR. RANDOLPH: Yes.

12 JUDGE JORDAN: And I will enter that
13 into the record. Do I hear an objection?

14 (No audible response).

15 (Exhibit 3 marked and admitted.)

16 JUDGE JORDAN: Very good. Questions
17 from counsel?

18 (No audible response).

19 JUDGE JORDAN: Commissioner?

20 COMMISSIONER KENNEY: Thank you, sir.

21 JUDGE JORDAN: Thank you.

22 The next name on my list is Tom Lovato.

23 Please raise your hand.

24 Do you solemnly swear that the testimony
25 you are about to give will be the truth, the whole

1 truth, and nothing but the truth?

2 MR. LOVATO: I do.

3 JUDGE JORDAN: Thank you.

4 MR. LOVATO: I'd like to make mention
5 I'm from the Valley Woods subdivision, and there are
6 at least three families represented today in this
7 room from Valley Woods. I concur with what was
8 shared earlier concerning the many difficulties and
9 problems with the high-chlorinated water, as well as
10 the frequent and often water boils and contacting
11 the Valley Woods agency for clarification and not
12 getting any satisfactory answers, as well as the
13 neglect to have the systems -- our systems serviced
14 on a regular basis.

15 I just happened to be home when it was
16 most recently the filters were being cleaned, and it
17 was at that point that I got to see for myself who
18 was doing the work. They did tell me that they were
19 understaffed, and I asked about having the systems
20 pumped, and I was told that that would probably
21 happen every five years, three to five years. I
22 don't know if that's adequate or not, but I have
23 actually lived in this subdivision for about eight
24 years, and I don't know of it having been pumped at
25 all. And I also worked with Lance, who was

1 mentioned earlier, for a short time cleaning those
2 filters myself. So he was pretty good at doing
3 that.

4 We had some major increases over a short
5 period of time, which I thought was ridiculous, and
6 as you know, not too long ago, those rate increases
7 were brought to the attention, I think, of some
8 counsel, and they ruled in favor of the
9 neighborhood. So it's not a rate increase I'm
10 referring to, but only that there's still a lot of
11 work that needs to be done and is not getting done
12 on behalf of the residents, particularly here on
13 Water Lane, where I also live.

14 Just in reference to what has been
15 spoken today about hydrants, we don't even have a
16 hydrant on Water Lane, not one. In fact, the only
17 one in the whole neighborhood I've ever seen is at
18 the top of Tolbert Hill. And so that's just a minor
19 issue to all the other complaints, but I'd like to
20 have that added to the record.

21 JUDGE JORDAN: Thank you.

22 Anything from counsel?

23 (No audible response).

24 COMMISSIONER KENNEY: Thank you, sir.

25 JUDGE JORDAN: Thank you for your

1 testimony.

2 The next name on my list is Allan Kulka.

3 Allan Kulka. I hope I said that right.

4 MR. KULKA: My name is Allan Kulka.

5 JUDGE JORDAN: Do you solemnly swear
6 that the testimony that you are about to give will
7 be the truth, the whole truth, and nothing but the
8 truth?

9 MR. KULKA: I do.

10 JUDGE JORDAN: Go ahead.

11 MR. KULKA: Steve Randolph really has
12 covered most of what I was going to bring to your
13 attention, but I think the one thing that I would
14 like to get on the books is that -- a memo that was
15 submitted to the area residents of Riverfork Ranch
16 back in January of this year, and in that memo there
17 were a number of very disconcerting items that I
18 think reflect on the issue of raising rates.

19 What I would like to mention is, is in
20 the Riverfork Ranch area, apparently there are 148
21 homes now, and that represents 370 people. So a
22 fair number of those have got to be kids, and that's
23 very disconcerting, when you consider that water
24 quality can have a major impact on people.

25 The other thing that I wanted to bring

1 out is that in this January memo written by the
2 Riverfork Water Company, I would assume it was
3 Mr. Brower or somebody on his staff, they admit to
4 the fact that the existing facility lacks the
5 capacity to handle the residents that now exist, and
6 yet more homes are being built and nothing is being
7 done to the water company -- by the water company to
8 their current service. Now, that doesn't make any
9 sense to me.

10 Like Steve Randolph a few minutes ago, I
11 am a chemical engineer. I was in the business for
12 about 40-some-odd years building chemical plants all
13 over the country. And, you know, a lot of things
14 will jell and a lot of things don't, and that just
15 doesn't work. I mean, you don't ask for an increase
16 without providing anything to your customer.

17 I mean, no customer in their right mind
18 is going to pay for something that he's not happy
19 with and the issue -- and the person that's selling
20 it is not going to do anything about it.

21 I wrote a letter in 2008 when Mr. Brower
22 and his company requested a water increase for
23 Riverfork Ranch, and at that time I summarized a
24 number of items. It's -- it was sent to the DNRC
25 and to the public service people, et cetera, and

1 again, I wrote a letter this year in which I, again,
2 summarized the issues that really need to be
3 addressed.

4 If the man wants or if the company wants
5 an increase, which is not unreasonable, if a man
6 wants an increase, then do something to encourage
7 the people to be able to live with the increase, and
8 that's not happening.

9 Gentlemen, if you lived in Riverfork
10 Ranch, I guarantee you, you and your families would
11 not tolerate this kind of nonsense. We're not in a
12 position that we can do anything about it. We have
13 to rely on folks in the government in Missouri, in
14 DNR and other agencies that handle this, to defend
15 us, to look after our needs. We're the public. We
16 pay taxes. You know, why can't we get some kind of
17 action that will cause these folks, instead of
18 promises, start delivering.

19 In this memo that I've deviated from a
20 second ago, there is a mention in here that the
21 Missouri Department of Natural Resources has been
22 issuing violations.

23 Now, this is DNRC -- or I mean, this is
24 Riverfork Ranch that's writing this. They're
25 admitting to the fact that they're getting violation

1 orders from DNR. They're not doing a darn thing
2 about it. You know, what's wrong here?
3 Something -- you know, that's what I would call
4 convoluted logic.

5 The other issue is there's a mention in
6 here that the Riverfork Water Company is going to
7 sign an order, but there's -- has it ever been
8 signed? And if it has been signed, has anything
9 been done? You know, talking about needing
10 increases to add staff to the Riverfork Water
11 Company when the services are pathetic?

12 You've heard from Mr. Randolph and
13 others: water pressure, quality of water, condition
14 of equipment, the fact that a power failure will
15 knock out the service and we'll be without water for
16 as long as it takes for it to be restored. There's
17 no backup. There's nothing. You know, there's got
18 to be more to it than that, gentlemen, I'm sorry,
19 your Honor.

20 I can't say anything more than that. I
21 get a little upset over this whole issue because
22 I've been in the area for, like I say, 13 years, and
23 I've seen nothing, absolutely nothing.

24 You know, I mean there's been promises
25 after promises, and nothing has been done. So we

1 just -- we need your help, folks. We really do. We
2 need your help to get things done to the water
3 system. And from what I understand, there are other
4 water systems that are owned by the same company
5 that are having similar problems. You don't reward
6 people for poor performance. I'm sure you
7 understand that. Nobody gets a raise in today's
8 environment in the business world unless they
9 perform.

10 AUDIENCE VOICE: That's right.

11 MR. KULKA: And that's what you need.
12 If we get performance, then come to us and talk
13 about an increase, but until you get the
14 performance, forget it.

15 Unfortunately, there's nothing, like I
16 say, we as the people are able to do anything about
17 it, but you gentlemen and others, your associates,
18 can do something about it, and we need that done.

19 That's all I have to say, and I thank
20 you for allowing me.

21 COMMISSIONER KENNEY: I will make one
22 statement, since you brought it up. One of the most
23 difficult things as a commission we have are the
24 small water and sewer companies in the state of
25 Missouri, because there are so few customers and

1 things cost so much money, that rates would go up
2 dramatically, and we don't have in place in our laws
3 that we allow a company to borrow so much money or
4 even for acquisitions. It's a very difficult -- I
5 understand it doesn't -- you have this issue, and I
6 thank the Office of Public Counsel for calling for
7 us to have this hearing today. That's why we are
8 here.

9 But I know it's -- you have an issue in
10 front of us that we will make a decision on, but
11 it's a problem that we're dealing with around the
12 entire state.

13 MR. KULKA: I can appreciate that, but,
14 you know, the legislature -- I assume that's the
15 right terminology for Missouri -- has the ability to
16 write rules and regulations, and if you don't do it
17 now, it will never happen.

18 If you're going to address the issue,
19 you got to do something. Now, it's easy for me to
20 say. I'm not in your position, and I'm certainly
21 not in the government. But like I say, the public
22 are the ones that you represent, and we need your
23 help. We need to have these things resolved. We
24 need to get things done, and the only way we're
25 going to get things done is by making certain

1 individuals do what they have promised.

2 I have -- like I say, I was on that
3 board Mr. Randolph is now president of. I was on it
4 for years, and I have heard every promise you can
5 imagine funnel down from the Riverfork Water
6 Company. And, you know, they were going to do this,
7 they were going to do that, they were going to do.
8 Well, 13 years later, they haven't done anything,
9 nothing. And they want more money.

10 And it's my understanding that one of
11 the reasons they want more money is to add more
12 Staff. They don't need more Staff. Get what
13 they've got out there and get the problem fixed.
14 And if you can't get it fixed overnight, then work
15 on it.

16 You know, I've heard that, oh, gosh
17 that's a long-term solution. Well, I got news for
18 you. Every solution is completed by starting at the
19 beginning and working through it, and that's what
20 needs to be done. I don't need to sound like I'm
21 lecturing or preaching or anything like that. I'm
22 just trying to get the point across that you guys
23 will do something.

24 COMMISSIONER KENNEY: You've done a good
25 job, and I appreciate it. Thank you very much.

1 JUDGE JORDAN: Thank you. Did you have
2 a document that you wanted entered into the record?

3 MR. KULKA: It's the same one that
4 you've got right there.

5 JUDGE JORDAN: So we've already got
6 this?

7 MR. KULKA: Yeah. You're welcome to
8 this one, but I've scribbled all over it.

9 JUDGE JORDAN: We don't need an extra
10 one.

11 AUDIENCE VOICE: Allow me.

12 MR. KULKA: They don't work like they
13 used to, but that has nothing to do with the water.

14 (Applause).

15 JUDGE JORDAN: The last name on my list
16 has two names: Ritt and Angie Enderson.

17 MS. ENDERSON: Hi. I'm Angie Enderson.

18 JUDGE JORDAN: Please raise your right
19 hand.

20 Do you solemnly swear that the testimony
21 you are about to give will be the truth, the whole
22 truth, and nothing but the truth?

23 MS. ENDERSON: I do.

24 These gentlemen obviously have all kinds
25 of information, which is incredible. I'm glad that

1 they do. But I'm standing up here as a stay-at-home
2 mom, and this is a quality of life -- this is kind
3 of a quality of life issue.

4 My kids can't shower in upstairs shower.
5 There's just not enough water pressure. You know,
6 you can't run the dishwasher or the washing machine
7 or take a shower or water outside, any of it. You
8 can only do one at a time because there's not enough
9 water pressure for more than one thing.

10 AUDIENCE VOICE: Right.

11 MS. ENDERSON: I did a load of laundry
12 the other day, and I realized it was still in the
13 washer. It took two and a half hours for a whole
14 load of laundry to do, it took so long to fill with
15 water, for the wash cycle, for the rinse cycle, but
16 it took two and a half hours for a load of laundry.
17 And I'm just saying, I guess that's that's not any
18 kind of legal thing or whatever.

19 But I'm telling you, I don't want to
20 drink our water. I don't want our kids to drink our
21 water. It goes from smelling so foul that it smells
22 like there are rotten eggs all around your home to
23 tasting so horrible that even if you make like a
24 lemonade or an iced tea or something, you would
25 taste the bad taste through that.

1 It's -- and honestly, I don't have
2 confidence in the water quality even if the test
3 come back okay, and I know there's a lot more
4 information about that. But they've given us
5 nothing to have any confidence at all that they're
6 providing us with anything, because there's been
7 nothing. I mean, there has been nothing.

8 In our kitchen, you know, you have a
9 little square thing, and you pull this little thing
10 so the water squirts outside. We don't even have
11 enough water pressure for that to turn on. Like
12 doing dishes is a ridiculous, long process and stuff
13 because of this.

14 Riverfork Ranch, it's a nice
15 neighborhood, we take pride in it. And they told us
16 five to seven years ago that they were going to --
17 and this is just cosmetic, but yes, they were going
18 to paint the water tower and clean up around it. It
19 looks horrible. It is -- that's the first thing you
20 see when you come into our neighborhood. Right to
21 our left is our water thing, and it is not
22 maintained at all. It's awful.

23 I actually shower at the gym because I
24 don't want to shower at home. I actually haul all
25 my stuff with me to the gym and shower there,

1 because it's so much easier than showering at home
2 because it takes forever to rinse and wash,

3 And it affects the housecleaning.

4 It's -- it's just really -- I mean, it really is --
5 it's -- I believe it's a quality of life issue. It
6 affects the way that I can clean, that I can take
7 care of my family, the water that we drink.

8 It's -- and, you know, the rate
9 increase? You know what? If we were getting plenty
10 of clean, fresh water, that's a whole other issue
11 but for what we're getting now, um, no, it's not.

12 Also, I was wondering, is there somebody
13 that I could send -- I was thinking about doing an
14 email. I wanted to do video.

15 I can tell you our water checked out at
16 35 psi, which I realize now is above the minimum,
17 but I'd like for the people who are involved in this
18 to actually see how much water pressure that is when
19 just filling up the coffee pot or filling up the
20 dog's water bowl. I mean, it's crazy. It's not --
21 it's not acceptable.

22 If I were to look at a home to purchase
23 in that area, I would not buy a house that had our
24 water. Never. It's horrible. And we moved into
25 Riverfork 12 years ago, and it's just slowly

1 declined. It's never been awesome, but it's been
2 going downhill rapidly, I think. It's pretty bad.
3 It's really -- really is a real life daily issue
4 that we're -- that many of us are living with.

5 And I believe that's all I have to say.

6 JUDGE JORDAN: If you have materials
7 that you want the Commission to see and you don't
8 have them with you --

9 MS. ENDERSON: Yes.

10 JUDGE JORDAN: -- Office of Public
11 Counsel and Staff would be interested in seeing
12 those.

13 MS. ENDERSON: Okay. I will speak to
14 you after.

15 JUDGE JORDAN: Thank you very much.

16 MS. ENDERSON: Thank you.

17 JUDGE JORDAN: That's the last line on
18 my list. Did anyone else want to testify?

19 MS. McCROSKEY: I didn't get a chance to
20 sign in. I came in a little bit late. Do you mind?

21 JUDGE JORDAN: Well, then, come on up
22 and --

23 MS. McCROSKEY: Okay. I won't take up
24 much time. I just -- my concern --

25 JUDGE JORDAN: Hang on one second.

1 First, let's get your name for the record.

2 MS. McCROSKEY: Amber McCroskey. It's
3 M-C-C-R-O-S-K-E-Y.

4 JUDGE JORDAN: Thank you. And do you
5 solemnly swear that the testimony you're about to
6 give will be the truth, the whole truth, and nothing
7 but the truth?

8 MS. McCROSKEY: I do.

9 JUDGE JORDAN: Go ahead.

10 MS. McCROSKEY: My concern is that he's
11 owned our water company for two to three years, and
12 we're not that bad yet, but he's been a very poor
13 steward of the companies he has had, and what's even
14 more disconcerting is that the building very next
15 door to our water company is a water purification
16 company that I believe he also owns.

17 So I believe he has the resources to fix
18 some of these problems or maybe possibly even the
19 knowledge, and he either doesn't through -- he just
20 doesn't care or he has such poor management of his
21 company that he can't.

22 And many times I pay my water bill, I
23 have to go pay it in person because if I mail it,
24 they don't go to the post office box enough that
25 it's not late and I have to call and ask them to

1 remove the late fee.

2 If I call and pay it over the phone with
3 my credit card, I watch my statement. Sometimes
4 it's not charged until seven or eight days later.
5 When I call them about it, oh, we bet busy, and we
6 write it down and put it in when we have time.

7 I'm an insurance agent. If I did that,
8 I would lose my license for writing down a credit
9 card number. It's unacceptable. And his rate
10 increase is unacceptable until he can learn how to
11 professionally run his business.

12 Thank you.

13 JUDGE JORDAN: Thank you.

14 COMMISSIONER KENNEY: Thank you.

15 MS. MERS: What company are you with?

16 MS. McCROSKEY: Oh, I'm sorry. I'm with
17 Rockaway Beach, Taney County Utilities.

18 MS. MERS: Thank you.

19 JUDGE JORDAN: Would anyone else like to
20 testify tonight?

21 Come on forward and be sworn in. We'll
22 start with your name, please.

23 MR. MANIS: I'm Danny Manis with Moore
24 Bend Water Company.

25 JUDGE JORDAN: Can you spell that for

1 the reporter?

2 MR. MANIS: Yeah. M-A-N-I-S.

3 JUDGE JORDAN: Please raise your right
4 hand.

5 Do you solemnly swear that the testimony
6 you're about to give will be the truth, the whole
7 truth, and nothing but the truth?

8 MR. MANIS: I do.

9 JUDGE JORDAN: Go ahead.

10 MR. MANIS: I guess my comments kind of
11 go along with a number of the people have already
12 talked.

13 We used to have prior owners, and we've
14 never really had that much trouble with the water
15 until Mr. Brower has taken it over.

16 The comments about him not returning
17 phone calls, I can testify I called him. He's never
18 returned. I can't get ahold of him. I don't know
19 what the problem is. I don't know of anybody that
20 has.

21 The road condition, when he comes down
22 and fixes something, he doesn't repair it. I mean,
23 it's still coming across. We develop pot holes. I
24 know there's one spot there that if the county
25 hadn't come in and put chip and seal, it would still

1 have cones setting around after nine months to a
2 year.

3 I was down there the other day for
4 another water line. It goes all the way across the
5 road. The barriers on both sides, barely enough
6 room for a car to go through, and it's out in the
7 middle of the road as far as where you can turn
8 around. There's no place to turn around. So people
9 that come down there with boats or trailers or
10 something, they can't back up that far.

11 To me, these are simple things that if
12 he was interested in being a good steward to the
13 water companies, these are easy things: making
14 phone calls, returning phone calls, fixing the
15 roads, taking care of the business.

16 We had boil orders. I've never seen a
17 notice of boil order as long as he's owned it.
18 Other owners prior to that, when we would go down to
19 the lake, there would be a notice stuck in the door.
20 Every house around would get noticed. I've never
21 seen that. He says he puts up signs at the
22 beginning. I have never seen signs. I have never
23 heard of anybody that's said anything about signs.

24 These are simple things that he's not
25 doing, and so I'm concerned that we're going to be

1 giving him this increase and nothing is going to
2 happen. It's not going to make him any better.
3 It's not going to make him any more reliable as far
4 as taking over the company and doing the right
5 thing.

6 He's asked for an increase to the third
7 highest rate of all the companies he has for a
8 thousand gallons of water usage for the Moore Bend.
9 A thousand gallons. The next highest up is in the
10 5,000-gallon range.

11 We have people living down there that
12 are on very low fixed income. If they use \$2,000 --
13 or 2,000 gallons, they're talking about \$40 -- or
14 \$80 a month water bill. To me, that's outrageous
15 for 2,000 gallons. That can't be right. You know,
16 5,000, 6,000 gallons at 37, 38, \$46, and then 1,000
17 gallons at \$38. Something's not right. Something's
18 definitely not right with this.

19 If we could see something happening down
20 there. He's not doing the things that are free and
21 easy. Why would I expect he's going to do something
22 when we give him this kind of money?

23 You know, it's very poor performance.
24 People have talked about that in other water
25 companies around. We did not have the problems

1 until he took that on. So I think it's relayed
2 everything. I think somebody needs to make him
3 stand up before he gets these kind of increases and
4 prove himself more than just going out and spending
5 the money and coming to the State and say, okay, I
6 spent this money; now I need to be reimbursed for
7 it. To me, that's not the way to do business. That
8 may be how he does it as a public utility, but
9 that's not the way you do business.

10 Thank you.

11 JUDGE JORDAN: Thank you.

12 COMMISSIONER KENNEY: Thank you, sir.

13 JUDGE JORDAN: Who else would like to
14 testify today while we're here?

15 (No audible response).

16 Anyone?

17 MS. GRAY: I do.

18 Melanie Gray from Moore Bend.

19 JUDGE JORDAN: And is that Gray,

20 G-R-A-Y?

21 MS. GRAY: Yes.

22 JUDGE JORDAN: Please raise your right
23 hand.

24 Do you solemnly swear that the testimony
25 you are about to give will be the truth, the whole

1 truth, and nothing but the truth?

2 MS. GRAY: I do.

3 JUDGE JORDAN: Thank you.

4 MS. GRAY: I attest, again, agree with
5 everything everybody else has said. I have the same
6 issues. I do want to add that I did have my water
7 tested and the residual chlorine was .12, which is
8 less than a tenth of what is recommended. I also
9 had trouble with the staff.

10 And the thing that I really want to
11 inject into your notes, though, is that if you would
12 please reconsider the thousand gallon amount for
13 Moore Bend, because they said that that thousand
14 gallon was based on the average use, but there are
15 so many -- we have -- I was told there was over
16 300 meters, and a vast majority of those are
17 weekenders, and so that throws our average very low,
18 so that the people that are there full time that use
19 a normal amount of water, if they use the
20 6,000 gallons like the other companies, as he said,
21 would be \$88 a month, and that's very unreasonable.

22 So I would appreciate if you would
23 reconsider that amount. So that's all.

24 JUDGE JORDAN: Thank you.

25 COMMISSIONER KENNEY: Thank you very

1 much.

2 MR. OPITZ: I have one question.

3 Ms. Gray, that thousand gallon amount, is it your
4 understanding that that's related to the amount of
5 the customer charge that?

6 MS. GRAY: Yes, they told us that that
7 was based on the average usage and that we would
8 only be allowed a thousand gallons before it would
9 increase every month as well.

10 MR. OPITZ: Thank you.

11 JUDGE JORDAN: Thank you for your
12 testimony. Who else would like to testify tonight?
13 (No audible response).

14 I am not seeing anyone. Thank you for
15 speaking and for listening. Hard as Staff works,
16 it's impossible to gather all the information that
17 it would like to have. That's part of why we do
18 what we do. Any closing remarks, Commissioner?

19 COMMISSIONER KENNEY: Just thank you.

20 JUDGE JORDAN: Then on behalf of the
21 Commission and all the commissioners, thank you for
22 coming out tonight. I will adjourn this hearing and
23 we will go off the record.

24

25 (Concluded at 7:50 o'clock p.m.)

1 I N D E X

2	Witness	Page
3	Daniel Rock	8
4	Robert Rock	9
5	Earl W. Fruits	10
6	Frank Delo	12
7	Dan Hall	14
8	Janis Hall	16
9	Tony Baggett	18
10	Jim Heiman	19
11	Kelly Krauch	21
12	Ethel Allison	27
13	Carolyn Delaney	29
14	Stephen Randolph	33
15	Tom Lovato	44
16	Allan Kulka	46
17	Angie Enderson	53
18	Amber McCroskey	58
19	Danny Manis	60
20	Melanie Gray	64
21		
22		
23		
24	(Continued)	
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

E X H I B I T S

Exhibit No.		Page
Exhibit 1	Letter dated January 21, 2015 from Riverfork Water Company	33
Exhibit 2	Letter dated May 16, 2015 to MO Public Service Commission from Riverfork Homeowners Association	43
Exhibit 3	Summary document for Exhibit 2	43

(Exhibits retained by the Commission)

CERTIFICATE OF REPORTER67

Phonetic spelling: (ph) Exactly as stated: [sic]

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

STATE OF MISSOURI)
) ss:
COUNTY OF WEBSTER)

RE: STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

In the Matter of the Rate Increase Requests of the
Regulated Water and Sewer Utilities Owned and
Operated by Ozark International, Inc.

File No. WR-2015-0192

Date Taken: NOVEMBER 19, 2015

I, Paula C. Voyles, a Registered Professional Reporter,
Certified Real-Time Reporter, Certified Court Reporter,
do hereby certify that the matter appearing in the
foregoing transcript was recorded by me to the best of
my ability and was thereafter reduced to written form
under my direction.

I further certify that I am not a relative or employee
of counsel of any of the parties, nor a relative or
employee of the parties involved in said action, nor a
person financially interested in the action.

PAULA C. VOYLES, RPR, CRR,
CCR No. 750

MLS-192525/PCV-15182

PUBLIC HEARING 11/19/2015

A	34:15 40:14 44:6 46:10 47:20 54:16 55:25	2:1	36:19 38:2 40:6	36:14
ability 50:15 67:13	agree 5:16 29:14 40:18 63:4	appearing 67:11	awesome 56:1	Bilyeu 11:15 13:2
able 3:23 5:22 30:3 35:17 47:7 49:16	agreement 10:17 33:5,6 34:19 35:9 40:25 41:17	appendix 34:20 35:14,21 36:9 36:20	awful 54:22	bit 24:20 56:20
absolutely 48:23	ahead 8:15 9:21 28:14 45:10 57:9 59:9	Applause 41:22 52:14	B	black 37:25
accept 41:7	ahold 59:18	applications 36:10	B 66:1	blank 39:11 40:5
acceptable 37:24 55:21	algae 34:9 38:5	appointed 6:15	back 12:4 22:16 45:16 54:3 60:10	bleach 23:9,12 24:24
accounting 35:13	Allan 45:2,3,4 65:16	appreciate 4:2 50:13 51:25 63:22	backup 16:6 48:17	board 51:3
acquisitions 50:4	allergic 23:15	area 22:10 23:23 45:15,20 48:22 55:23	bad 18:22 53:25 56:2 57:12	boat 8:25
action 3:8,10,13 29:13 40:9 47:17 67:17,18	Allison 26:18,18 26:19,19,24 65:12	asked 21:22 43:19 61:6	Baggett 16:21,22 16:23 17:2 65:9	boats 60:9
add 48:10 51:11 63:6	allow 50:3 52:11	asking 6:2 7:25 10:6 17:18	balance 6:16	boil 8:17 22:6,13 22:19,23 23:16 60:16,17
added 44:20	allowed 24:17 64:8	assigned 3:13	barely 60:5	boilers 22:5,5
address 5:6 20:22 30:6 50:18	allowing 49:20	assist 38:24	barriers 60:5	boils 43:10
addressed 41:25 47:3	Amber 57:2 65:18	Assistant 2:12	based 63:14 64:7	bookkeeper 35:12
adequate 16:3 29:24 43:22	amount 17:17 26:1 63:12,19 63:23 64:3,4	associates 49:17	basis 43:14	bookkeeping 35:7,10
adjourn 64:22	analyzer 37:20	Association 32:13 41:24 66:6	bathe 6:18 23:16 23:17	books 45:14
administer 4:14 5:15	anecdote 40:4	assume 46:2 50:14	Beach 58:17	booster 29:14
admit 46:3	Angie 52:16,17 65:17	attend 4:8	beginning 51:19 60:22	boosters 28:24
admitted 32:2 35:12 37:5,21 42:6,15	animals 23:25	attention 23:20 44:7 45:13	behalf 7:1 32:14 44:12 64:20	borrow 50:3
admitting 47:25	annual 40:16	attest 63:4	believe 8:17 41:8 41:11,13 55:5 56:5 57:16,17	bother 37:5
advice 40:7,9	answer 4:3 35:20 16:18	attitude 27:2,20	Bend 7:12,24 9:6 9:7 16:23 17:3 58:24 61:8 62:18 63:13	bottled 24:24
advise 6:24	answered 11:11 16:18	attorney 5:5	bet 58:5	bought 24:7 26:4
advisories 22:19	answers 43:12	audible 4:24 7:7 11:5 16:9 17:24 20:4 25:6 31:25 42:5,14,18 44:23 62:15 64:13	best 6:23 7:20 36:10 40:9 67:12	bow 55:20
advisory 8:17 22:6,23,24	anybody 19:15 19:23 59:19 60:23	AUDIENCE 13:9 49:10 52:11 53:10	beginning 51:19 60:22	box 2:8,15 5:6 57:24
advocates 6:25	anymore 10:24	average 63:14,17 64:7	behalf 7:1 32:14 44:12 64:20	break 9:2
affirmation 4:15	apparently 45:20	aware 13:21	believe 8:17 41:8 41:11,13 55:5 56:5 57:16,17	breaks 8:22
afraid 24:25	appearance 4:20		Bert 2:3	brief 32:21
agencies 47:14	APPEARANC...		best 6:23 7:20 36:10 40:9 67:12	bring 45:12,25
agency 39:16 43:11			bet 58:5	broke 22:20,20 22:20,20
agent 58:7			better 35:9 61:2	broken 22:23 23:21
ago 8:17 13:25 15:12,15 29:11			big 8:23 12:11 15:10 22:5	brought 44:7 49:22

<p>building 2:8 46:12 57:14 built 31:19 46:6 bureaucratic 39:23 burns 23:14,19 business 10:12 10:13 36:8 46:11 49:8 58:11 60:15 62:7,9 busy 58:5 buy 24:22,24 55:23</p> <hr/> <p style="text-align: center;">C</p> <hr/> <p>C 1:25 2:18 3:1 11:9 67:9,22 calculations 17:5 call 5:12,14 21:21 23:1 24:3 48:3 57:25 58:2,5 called 24:16 59:17 calling 3:8 7:6 50:6 calls 27:15 59:17 60:14,14 cap 17:19 capacity 6:25 46:5 car 8:25 19:19 60:6 card 58:3,9 care 8:19,21 13:4 40:17 55:7 57:20 60:15 Carolina 28:1 Carolyn 28:7,8 65:13 case 19:9 cause 37:4 47:17 caused 33:20 causes 23:19 34:11 causing 23:13 CCR 1:25 2:18</p>	<p>67:22 Cederwall 16:16 16:16,17 certain 4:7 25:25 29:5 50:25 certainly 50:20 CERTIFICATE 66:20 67:1 Certified 67:10 67:10 certify 67:11,15 cetera 46:25 chance 29:17 56:19 charge 17:19 64:5 charged 58:4 cheaper 17:16 29:15 check 14:20 checked 18:20 55:15 chemical 23:14 23:19 46:11,12 children 23:13 chip 59:25 chlorination 37:16,18 chlorine 23:12 34:11 36:23 37:2,3,6,11,13 37:20,23,23 63:7 Christian 25:20 cited 36:25 city 2:9,15 3:16 5:7 25:20 claim 34:24 39:1 39:22 claiming 39:18 clarification 43:11 clarify 6:6 9:4 12:12 class 40:9 clean 6:17 19:1 23:9 54:18 55:6</p>	<p>55:10 cleaned 43:16 cleaning 44:1 clearly 5:24 closest 34:4 closing 64:18 clothes 18:23 coffee 55:19 COLA 10:5 collect 21:14 collected 21:15 come 5:14,23 6:13 12:9,10 23:3 24:16,17 25:19,20 32:5 49:12 54:3,20 56:21 58:21 59:25 60:9 comes 59:21 coming 3:18 4:2 12:9 16:20 28:6 59:23 62:5 64:22 Commencing 3:3 comment 40:14 comments 6:9 33:1,10 59:10 59:16 commission 1:2 2:11,14 3:8,20 6:14,22 7:23 10:18 28:15 29:19 30:14 32:18 34:19 35:9,20 39:21 39:22 40:25 41:6,14 42:1 49:23 56:7 64:21 66:5,9 67:5 commissioner 1:19 3:15,16,17 3:25 4:6,12 6:5 8:6 9:9 11:6 12:20,24 13:6 14:22 16:10,11 17:25 20:5,6</p>	<p>25:7,8,13,16 26:12 27:24 31:13 42:19,20 44:24 49:21 51:24 58:14 62:12 63:25 64:18,19 commissioners 3:19,22 4:8,19 5:22 6:15 7:3 64:21 Committee 15:9 common 35:22 36:4 community 20:22 companies 2:2 40:7 49:24 57:13 60:13 61:7,25 63:20 company 4:16,21 7:12 10:4,10,18 27:12,18,21 28:19 30:24 33:4,7 34:17 35:4,25 36:15 36:21 37:1,19 37:20 38:11,17 38:24 39:8 40:15,23 41:12 41:16 46:2,7,7 46:22 47:4 48:6 48:11 49:4 50:3 51:6 57:11,15 57:16,21 58:15 58:24 61:4 66:3 Company's 39:12 41:10 compared 18:14 complain 24:4 38:4 complaint 36:4 40:20 complaints 35:22 36:2,22 37:7,18 44:19 completed 51:18</p>	<p>completely 12:6 comply 30:3 33:4 34:18 39:12 40:23 41:16 concern 11:25 14:5 16:3 56:24 57:10 concerned 60:25 concerning 14:7 15:19 21:11 43:8 concerns 12:11 15:6 16:17 20:21 26:25 concise 5:24 Concluded 64:25 concur 43:7 condition 48:13 59:21 conduct 33:7 cones 60:1 confidence 54:2 54:5 connected 22:12 consider 4:19 41:14 45:23 consideration 17:17 considered 18:25 consistent 37:18 consistently 36:1 36:6,22 38:11 39:11 41:1 constantly 37:21 construction 38:24 39:5 contact 6:9,11 23:5 39:1 contacting 43:10 contaminated 25:1 Continued 65:24 contracted 27:11 contractors 38:25 convoluted 48:4 copy 23:2 28:20</p>
---	---	--	--	--

30:11 32:19,19 32:23	cycle 53:15,15	28:23 30:1 47:21	documentation 36:19	employee 67:15 67:17
correct 4:7 12:19 16:16 42:10	<hr/> D <hr/>	deposit 24:17	documents 41:19	empty 16:2
corrected 34:16	D 3:1 65:1	details 41:18	dog's 55:20	encourage 47:6
correctly 18:3 20:10	D-E-L-O 11:14	deteriorating 29:10 38:9	doing 41:7 43:18 44:2 48:1 54:12	Enderson 52:16 52:17,17,23
cosmetic 54:17	dab 26:9	develop 59:23	55:13 60:25	53:11 56:9,13
cost 10:2,8,15 30:10 50:1	daily 56:3	developer 24:7	61:4,20	56:16 65:17
costs 10:13 38:16	Dan 13:12,13 65:7	Development 2:7 2:13	door 15:20 57:15 60:19	ends 31:3
counsel 2:4,7,12 4:22,25 5:1,3,6	danger 14:6	deviated 47:19	downhill 34:3 56:2	enforcement 29:13 39:19
6:4,10,25 8:5	Daniel 1:18 3:12 7:9,10,11,11,18	difference 30:12	draft 7:3	engineer 37:9 46:11
14:16 16:8	7:20,24 8:3	different 40:2	dramatically 50:2	enter 31:22 42:12
17:23 20:3 25:5	65:3	difficult 6:14 24:20 31:10	drilled 39:6	entered 52:2
26:13 27:23	Danny 58:23 65:19	49:23 50:4	drilling 29:15	entering 42:3
32:20 42:17	darn 48:1	difficulties 43:8	drink 6:18 24:23	entire 31:5 50:12
44:8,22 50:6	Date 67:8	dilapidated 6:20	25:1 53:20,20	entities 3:10
56:11 67:16	dated 42:1 66:3,4	dimensioned 34:10	55:7	entries 4:20
country 24:1 46:13	Davis 34:3	direction 67:14	drinkable 18:18	environment 49:8
county 15:7,8 25:20 58:17	day 19:4,18 27:8 27:15 53:12	directives 30:3	drive 8:24 19:18 22:16 34:3	equipment 48:14
59:24 67:3	60:3	disarray 35:13	dropped 26:5	erratic 36:23
couple 30:23 37:1	days 58:4	disclosed 24:14		establish 34:21
course 16:1	days' 22:19	disconcerting 45:17,23 57:14	<hr/> E <hr/>	established 35:15 36:12,15
court 3:20 6:3 20:17 67:10	deal 19:3 39:7	disconnect 17:14 17:16,19	E 3:1,1 65:1 66:1	et 46:25
cover 41:24	dealing 50:11	discussion 35:8	Earl 9:12,13 65:5	Ethel 26:17,18 26:19 65:12
covered 45:12	decision 6:23 7:2 7:4 30:15 50:10	dishes 54:12	earlier 9:24 11:11 43:8 44:1	evening 3:5 27:1
crazy 17:10,10 55:20	declined 56:1	dishwasher 53:6	easier 55:1	Eventually 39:3
credit 58:3,8	defend 47:14	dismissal 38:23	East 2:19	everybody 3:18 6:13 19:7,13
CRR 1:25 2:18 67:22	deficiencies 30:6 40:22	distillation 32:25	easy 50:19 60:13 61:21	25:25 63:5
curious 26:12	definitely 61:18	district 12:9 40:2	Economic 2:7,13	everyone's 6:16
current 46:8	Delaney 28:7,8,8 28:13,16 30:17	DNR 22:24 23:1 29:12,21 34:13	effort 29:22	evidence 4:17,18
currently 10:3	30:20 31:1,6,9	36:25 37:4 38:7	eggs 53:22	Exactly 66:22
customer 35:21 36:18,22 46:16	31:15,18 65:13	39:9,15,16,22	eight 43:23 58:4	examine 30:14
46:17 64:5	delivering 47:18	40:18 41:6	either 37:22 40:19 57:19	examined 6:20
customers 30:5 35:5,24 36:10	Delo 11:13,14,14 11:20 12:15,19	47:14 48:1	elected 39:24	excessive 37:2,3
49:25	12:23 13:1,7	DNR's 37:17 40:13	electronically 32:19	excited 15:12
cut 24:3	65:6	DNRC 46:24 47:23	em 18:24,24 26:9	Excuse 18:4
	dented 19:19,20	document 31:5 37:16 41:22	email 55:14	excused 6:7
	deny 36:1 38:11	52:2 66:7	emergency 15:9 16:4,7 35:14	Executive 15:9
	department 2:7 2:13 12:7 14:1			exhibit 30:16 31:17,23 32:2 32:22 42:2,6,7

42:15 66:2,3,4 66:7,7 Exhibits 66:9 exist 46:5 existing 46:4 expect 61:21 expense 37:10 expensive 6:19 17:20 explain 12:22 exterior 34:8 extra 52:9 extremely 36:8	filling 55:19,19 filters 43:16 44:2 finally 27:17 29:23 financial 41:9 financially 67:18 find 21:11 24:15 fire 11:22 12:5,6 12:8,17,21,23 13:25,25 15:13 15:16,20 19:10 19:16 38:21 first 7:9 28:22 30:23 33:3 54:19 57:1 five 3:19 13:20 15:12 43:21,21 54:16 fix 57:17 fixed 8:22 10:5 17:4 22:21,22 23:8 51:13,14 61:12 fixes 59:22 fixing 60:14 flush 23:8 flushed 11:23,24 12:2 23:7,10,10 23:18 31:21 38:22 flushing 12:21 38:20 folks 17:21 21:17 37:2 47:13,17 49:1 foregoing 67:12 forever 55:2 forget 49:14 form 67:13 format 36:17 forth 29:1,4 forward 4:2 58:21 foul 53:21 found 37:12 four 39:24 Frank 11:13,14	65:6 frankly 40:8 free 5:17 61:20 frequent 43:10 fresh 55:10 Friday 34:22 front 15:20 22:8 22:14 50:10 frozen 33:20 Fruits 9:12,13,13 9:20,23 65:5 frustrated 39:6 39:11,18 full 24:19 34:7 63:18 full-time 24:18 function 35:7 funds 19:21 funnel 51:5 further 6:16 67:15	8:12 9:18 11:18 13:16 14:3 15:3 16:25 18:8 20:13 22:1 26:22 28:11 32:7,23 42:25 45:6 52:21 57:6 59:6 61:22 62:25 given 3:23 54:4 gives 11:25 giving 61:1 glad 52:25 go 4:20 5:10 7:8 8:15 9:21 10:13 11:13 14:20 28:14 29:22 45:10 50:1 57:9 57:23,24 59:9 59:11 60:6,18 64:23 God 32:9 goes 10:21 28:25 29:2,16 34:25 53:21 60:4 going 3:6 4:17,18 5:10 6:21 10:16 14:20 17:13 19:12 23:1 24:25 29:3,21 30:1 31:22 40:20 42:2 45:12 46:18,20 48:6 50:18,25 51:6,7,7 54:16 54:17 56:2 60:25 61:1,2,3 61:21 62:4 good 3:5 6:17 7:13 8:15 11:12 11:12 13:11 15:1,14,21 16:19 19:1 42:16 44:2 51:24 60:12 gosh 51:16 government	10:23 30:9 47:13 50:21 governor 2:8 6:15 grab 37:11,12 granted 41:4,15 granting 29:19 grass 24:2 Grater 39:10 40:17 Grater's 40:13 Gray 62:17,18,19 62:21 63:2,4 64:3,6 65:20 great 14:8,9 15:13 Gross 38:14 groundwater 38:3 guarantee 47:10 guess 18:16 53:17 59:10 guys 9:24 21:7 25:3 51:22 gym 54:23,25
F		G	H	
facilities 38:14 facility 46:4 fact 18:24 35:5 36:25 39:15 44:16 46:4 47:25 48:14 failed 21:14 30:5 33:4,25 34:8,17 34:22 40:23 41:16 failing 33:24 fails 41:1 failure 39:12 48:14 fair 7:22 8:4 45:22 falsely 35:4 families 43:6 47:10 family 55:7 far 60:7,10 61:3 favor 44:8 Fax 2:9,16,20 federal 30:9 fee 17:20 58:1 feel 5:16 18:13 feet 24:2 fence 19:18,20,22 34:14,15 file 1:10 3:9 23:2 40:9 67:7 fill 53:14	gallon 63:12,14 64:3 gallons 61:8,9,13 61:15,16,17 63:20 64:8 garden 14:10 gas 22:11 gather 64:16 generally 38:7 gentleman 12:3 12:15 25:24 gentlemen 38:16 40:21 41:3 47:9 48:18 49:17 52:24 getting 30:10 36:14 38:8 43:12 44:11 47:25 55:9,11 give 4:18 7:16	governor 2:8 6:15 grab 37:11,12 granted 41:4,15 granting 29:19 grass 24:2 Grater 39:10 40:17 Grater's 40:13 Gray 62:17,18,19 62:21 63:2,4 64:3,6 65:20 great 14:8,9 15:13 Gross 38:14 groundwater 38:3 guarantee 47:10 guess 18:16 53:17 59:10 guys 9:24 21:7 25:3 51:22 gym 54:23,25	H H 66:1 H-E-I-M-A-N 18:12 hair 22:10 half 15:15 53:13 53:16 Hall 13:12,13,13 13:18 14:19,24 15:5 65:7,8 hand 7:14 13:14 14:25 42:23 52:19 59:4 62:23 handle 46:5 47:14 Hang 56:25 happen 10:22 24:25 43:21 50:17 61:2 happened 43:15	

happening 47:8 61:19	27:14	illegal 28:24	information 52:25 54:4 64:16	J
happens 21:25	homeowners 25:9 26:3 32:13	imagine 51:5	informed 20:25 21:7	Janis 14:24 65:8
happy 32:23 46:18	41:23 66:6	impact 45:24	infrastructure 6:19	January 27:4,8 28:18 45:16 46:1 66:3
hard 6:24 9:1 18:5 32:19 64:15	homes 21:6,8 22:15 26:8 45:21 46:6	impacted 34:4	inject 63:11	Jefferson 2:9,15 3:16 5:7
haul 14:3 54:24	honest 41:8	implement 29:23	input 6:8	jell 46:14
health 37:4	honestly 54:1	impossible 64:16	inside 21:25 29:7	Jim 18:2 65:10
hear 5:9,17,25 28:15,17 31:23 40:21 42:13	Honor 11:10 15:5 48:19	improvement 29:20	insignificant 19:8	job 6:14 7:2 51:25
heard 13:22 48:12 51:4,16 60:23	hookups 39:1,3	inadequate 33:13 33:16	inspection 33:8 33:10,22 34:13 38:5,7 39:13	John 11:9
hearing 1:5 4:3 4:16,25 7:8 38:15 50:7 64:22	hope 6:12 17:17 17:18 18:2 20:9 45:3	inappropriately 34:10	inspector 33:11 34:9 38:6	Jordan 1:18 3:5 3:12 4:6 5:2,8 7:13,19,22 8:2 8:4,7,11,15 9:4 9:7,11,14,17,21 11:3,8,12,16 12:12,17 13:8 13:11 14:15,23 16:8,13,19,24 17:22 18:1,7,11 20:2,7,12,16 25:4 26:16,21 27:22,25 28:5 28:10,14 30:13 30:19,22 31:3,7 31:12,16,22 32:3,10 41:21 42:7,12,16,19 42:21 43:3 44:21,25 45:5 45:10 52:1,5,9 52:15,18 56:6 56:10,15,17,21 56:25 57:4,9 58:13,19,25 59:3,9 62:11,13 62:19,22 63:3 63:24 64:11,20
hearing's 31:17	horrible 53:23 54:19 55:24	including 35:16 38:10	inspectors 39:9	Judge 1:19 3:5 3:13 4:6 5:2,4,8 7:13,19,22 8:2 8:4,7,11,15 9:4 9:7,11,14,17,21 11:3,8,12,16 12:12,17 13:8
hearings 4:8,10 40:9	hose 19:9	income 61:12	insufficient 19:8 19:21	
Heiman 18:2,4 18:10,12 65:10	hoses 11:22 12:21	incomes 10:5 17:4	insurance 58:7	
help 12:10 21:17 32:9 49:1,2 50:23	hours 15:25 24:18 34:22 53:13,16	Incorporated 3:11	interest 6:16	
Hendricks 11:9 11:10	house 12:4,13,14 15:15,19 23:4 38:13 39:4 55:23 60:20	increase 1:12 7:25 10:1,15 17:6,10,12,18 20:21 26:1 29:5 30:8,10 32:17 38:16 41:4,12 41:15 44:9 46:15,22 47:5,6 47:7 49:13 55:9 58:10 61:1,6 64:9 67:5	interested 56:11 60:12 67:18	
Hi 20:11 52:17	housecleaning 55:3	increased 26:1,4	interior 33:24,24	
high 37:23	housekeeping 36:17	increases 8:18 10:25 29:20 44:4,6 48:10 62:3	International 1:14 3:11 4:22 4:22 40:3 67:6	
high-chlorinated 43:9	houses 38:25	increasing 38:1	interviewed 35:24	
highest 61:7,9	huge 22:21	incredible 52:25	involved 55:17 67:17	
Highway 13:25 33:18	hung 21:22	incurs 10:12	iron 34:1	
Hill 44:18	husband 15:14	independent 29:6	issue 15:10 44:19 45:18 46:19 48:5,21 50:5,9 50:18 53:3 55:5 55:10 56:3	
holding 4:21	hydrant 14:3 15:13,20 31:21 38:19 44:16	index 10:9	issues 18:15,16 21:18 23:4 47:2 63:6	
holes 59:23	hydrants 12:5,23 19:16 38:22 44:15	indicating 12:16 22:8 41:19	item 33:4 34:18	
home 14:8,20 15:11 21:25 22:2 24:15 26:7 31:19 40:2 43:15 53:22 54:24 55:1,22	hydrogen 38:2,4	indication 36:16	items 40:24 45:17 46:24	
homeowner	I	individuals 51:1		
	iced 53:24	influential 34:10		
	idea 14:17			
	ignored 41:2			

<p>13:11 14:15,23 16:8,13,19,24 17:22 18:1,7,11 20:2,7,12,16 25:4 26:16,21 27:22,25 28:5 28:10,14 30:13 30:19,22 31:3,7 31:12,16,22 32:3,10 41:21 42:7,12,16,19 42:21 43:3 44:21,25 45:5 45:10 52:1,5,9 52:15,18 56:6 56:10,15,17,21 56:25 57:4,9 58:13,19,25 59:3,9 62:11,13 62:19,22 63:3 63:24 64:11,20 July 33:9 35:11</p> <hr/> <p style="text-align: center;">K</p> <p>K-R-A-U-C-H 20:19 Kahl 28:1,2 Kelly 20:9,18 65:11 Kenney 1:19 3:15,16,17 8:6 9:9 11:6 12:20 12:24 13:6 14:22 16:11 17:25 20:6 25:8 25:13,16 26:12 27:24 31:13 42:20 44:24 49:21 51:24 58:14 62:12 63:25 64:19 kids 23:17 24:19 45:22 53:4,20 kind 8:20 18:14 20:22 29:8,9 30:17 47:11,16 53:2,18 59:10</p>	<p>61:22 62:3 kinda 9:1 kinds 29:3 52:24 kitchen 54:8 knock 48:15 knocked 19:23 know 7:23 8:21 8:25 9:2 10:16 10:20 14:11 16:5 17:12 21:19,20 22:12 23:25 26:2,7 27:10,12,18 28:21 29:17 33:25 34:7 37:3 37:15 38:19 39:2 43:22,24 44:6 46:13 47:16 48:2,3,9 48:17,24 50:9 50:14 51:6,16 53:5 54:3,8 55:8,9 59:18,19 59:24 61:15,23 knowledge 7:21 36:11 57:19 known 37:3 knows 35:1 Krauch 20:9,11 20:15,18,18 25:11,15,18 26:15 65:11 Kulka 45:2,3,4,4 45:9,11 49:11 50:13 52:3,7,12 65:16</p> <hr/> <p style="text-align: center;">L</p> <p>lack 33:12 38:14 lacks 46:4 ladder 33:12 lady 23:14 34:23 lake 60:19 Lance 24:7 25:25 25:25 43:25 Lane 23:11 44:13 44:16</p>	<p>larger 10:2 late 56:20 57:25 58:1 laughed 27:20 laundry 18:23 53:11,14,16 law 1:19 3:13 37:7,14 laws 50:2 lawsuit 40:10 learn 58:10 learned 39:15 leave 35:17 leaves 8:23 lecturing 51:21 left 13:10 54:21 legal 19:6 37:24 53:18 legislative 40:2 legislature 50:14 legitimate 36:2 41:13 lemonade 53:24 let's 4:20 30:19 57:1 letter 28:18 30:14 41:25 46:21 47:1 66:3 66:4 letterhead 30:24 31:9 41:24 letters 30:21,23 31:2 liberty 32:24 license 58:8 licensed 37:9 lies 39:20 life 24:20 53:2,3 55:5 56:3 lifted 22:24 limit 19:6 line 8:1 56:17 60:4 liner 29:9 lining 33:25 list 7:9 26:17 32:3 42:22 45:2</p>	<p>52:15 56:18 listed 5:11 listen 4:4,11 listening 64:15 literally 23:19 LITIGATION 2:18 little 10:21 13:24 14:12 17:11 22:7,9 24:20 48:21 54:9,9 56:20 live 14:9 15:7 18:12 20:19 24:1 44:13 47:7 lived 11:21 19:14 38:20 43:23 47:9 living 10:3,8,15 30:10 56:4 61:11 load 53:11,14,16 local 1:5 4:10 lock 34:24 logic 48:4 long 40:15 44:6 48:16 53:14 54:12 60:17 long-term 29:23 51:17 longer 26:6 look 4:2 25:21 26:13 29:6 30:19 47:15 55:22 looking 9:23 30:23 looks 19:17 31:3 54:19 lose 58:8 losing 14:7 lost 12:4,13,14 15:18 lot 10:4 13:22 17:3,14 34:7 36:7 44:10 46:13,14 54:3</p>	<p>Lovato 42:22 43:2,4 65:15 low 19:2 30:7 36:22 37:5,22 61:12 63:17</p> <hr/> <p style="text-align: center;">M</p> <p>M 13:25 M-140 33:18 M-A-N-I-S 59:2 M-C-C-R-O-S... 57:3 ma'am 16:12 27:24 31:12 machine 53:6 Madison 2:14 Madrid 2:19 mail 57:23 maintain 21:13 23:24 maintained 22:22 23:23 54:22 maintains 40:15 maintenance 19:16 21:6,8 38:14,16,18 41:2,4,5 major 44:4 45:24 majority 63:16 makers 7:4 making 30:15 50:25 60:13 man 10:11 47:4,5 management 15:9 57:20 managers 39:10 Manis 58:23,23 59:2,8,10 65:19 Marc 39:10 40:13 March 31:2 Marilyn 16:15 mark 30:16 31:16 41:21 42:2 marked 32:2</p>
---	--	--	---	--

<p>42:6,15 material 23:21 materials 56:6 matter 1:11 67:5 67:11 McCROSKY 56:19,23 57:2,2 57:8,10 58:16 65:18 mean 8:25 12:13 19:17 24:13 28:20 30:11 46:15,17 47:23 48:24 54:7 55:4 55:20 59:22 measure 19:3 medical 23:20 meeting 9:24 Melanie 62:18 65:20 memo 45:14,16 46:1 47:19 mention 38:7 43:4 45:19 47:20 48:5 mentioned 4:12 44:1 Mers 2:12 5:1,1 9:16 14:17,21 58:15,18 message 35:17 meter 14:20 27:5 27:6 meters 34:25 35:1 63:16 middle 26:9 31:4 60:7 MIDWEST 2:18 mind 10:8 46:17 56:20 mine 26:11 27:1 minimum 40:16 55:16 minor 44:18 minutes 46:10 mismanagement 32:15</p>	<p>Missouri 1:1,7 2:6,11,13 4:1 5:7 28:23 29:18 30:1 32:17 33:5 34:13,18 35:8 36:25 37:4,17 38:7 39:9,15,16 39:20,21,22 40:13,18 41:5,6 41:13 42:1 47:13,21 49:25 50:15 67:2,4 MLS-192525/P... 67:25 MO 2:9,15,19 66:5 modifications 33:13 mold 34:2,8 37:25 38:4 mom 24:18 53:2 Monday 34:21 money 10:11 21:13,14,15 24:12 29:19 50:1,3 51:9,11 61:22 62:5,6 month 21:3 24:14 26:11 40:14 61:14 63:21 64:9 monthly 13:3 months 17:15 60:1 Moore 7:12,24 9:6,7 16:23 17:3 58:23 61:8 62:18 63:13 move 34:5 move-ins 36:13 moved 15:11 27:3 55:24 moving 18:6 multiple 27:15</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>N 3:1 65:1</p>	<p>name 3:12 5:4,14 6:2 7:9 8:8 9:13 13:10,12 14:24 16:15 20:17,18 25:24 26:17 29:8 32:3,11 42:22 45:2,4 52:15 57:1 58:22 names 5:11 7:6 52:16 nasty 21:22 23:25 Natural 28:24 30:2 47:21 near 15:13 24:5 neat 31:11 need 10:24 16:18 17:11,14 21:12 21:14,23,23 25:19 47:2 49:1 49:2,11,18 50:22,23,24 51:12,20 52:9 62:6 needed 12:25 24:16 27:6 29:9 needing 48:9 needs 25:20 44:11 47:15 51:20 62:2 neglect 43:13 negligible 19:11 neighborhood 22:9,9 44:9,17 54:15,20 Neither 37:23 41:5 never 11:22 13:4 19:15,20 21:20 31:20 37:12 38:19,21 50:17 55:24 56:1 59:14,17 60:16 60:20,22,22 new 28:25 29:3 29:15 36:13</p>	<p>38:25 news 51:17 nice 14:12 22:9 31:10 54:14 Nicole 2:12 5:1 nicole.mers@p... 2:12 night 27:16 nine 31:20 60:1 Nixa 12:9 14:4 15:7 non-drinkable 18:18 nonsense 47:11 normal 63:19 noted 38:5 notes 63:11 notice 60:17,19 noticed 8:16 60:20 notified 22:6 notify 30:4 November 1:6 33:6 34:19 40:25 67:8 number 3:9 35:15,19 42:9 42:10 45:17,22 46:24 58:9 59:11 numerous 33:11 33:18,20 34:13 35:3</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>O 3:1 o'clock 3:3 64:25 oath 4:14 5:15 objection 31:23 32:17 33:3 42:13 objections 33:10 42:3 observation 33:17 obtaining 29:17 obviously 52:24</p>	<p>offensive 36:7 office 2:4,7,8 3:16 5:2,5 6:10 6:25 26:13 32:20 34:22 35:11 40:2,5 50:6 56:10 57:24 oh 21:12 51:16 58:5,16 okay 7:8 8:2 14:25 17:21 22:25 27:7 30:17,22 31:8 31:12 54:3 56:13,23 62:5 old 10:20 18:5 39:23 once 8:24 22:24 23:7 40:19 ones 50:22 online 6:9 Operated 1:13 67:6 opinion 39:14 Opitz 2:5 5:4,5 64:2,10 option 29:15 order 5:12 22:13 23:16 29:21 48:7 60:17 ordered 30:4 orders 48:1 60:16 organics 37:25 OSHA 33:11 outage 15:24 16:1 outrageous 61:14 outside 15:20 53:7 54:10 overflow 33:16 overflows 33:19 overgrown 34:14 overnight 51:14 overshoots 37:21 owned 1:13 3:10 25:24 49:4</p>
---	---	--	---	---

57:11 60:17 67:6 owner 17:9 27:2 27:17,21 39:5 owners 59:13 60:18 owning 25:23 owns 23:24 40:7 57:16 oxide 34:1 Ozark 1:7,14 3:10 4:21,22 40:3 67:6	24:9,10 25:25 26:3,6 people 5:24 8:20 10:4,19,21 13:2 13:22 21:4,4 24:21 25:19 34:7 36:7 38:20 45:21,24 46:25 47:7 49:6,16 55:17 59:11 60:8 61:11,24 63:18 perceived 27:2 27:20 percent 7:25 10:7 10:7,19,19 17:6 17:12,12 35:24 perform 49:9 performance 49:6,12,14 61:23 performed 41:5 period 5:21 44:5 person 29:6 39:18 46:19 57:23 67:18 personally 23:3 26:3 ph 39:10 40:13 40:17 66:22 phone 35:17 36:6 58:2 59:17 60:14,14 Phonetic 66:22 photographs 33:2 piece 22:3 pipe 33:16 34:11 pit 27:5 pitiful 17:8 place 9:1 13:4 22:13 50:2 60:8 placed 22:8 plants 46:12 please 6:7 7:13 12:22 13:13 14:25 20:16	42:23 52:18 58:22 59:3 62:22 63:12 plenty 55:9 podium 5:15 point 15:21 39:11 40:5 43:17 51:22 pointed 33:23 34:9 policy 6:17 poor 36:8 49:6 57:12,20 61:23 position 10:14 47:12 50:20 possibly 21:16 57:18 post 57:24 pot 55:19 59:23 pothole 8:24 pounds 19:5,5 power 15:24 16:1 39:20 48:14 PowerPoint 32:25 42:8 practically 19:10 practice 36:8 preaching 51:21 preceding 5:21 prefer 4:15 prepare 7:2 prepared 40:12 preparing 32:24 present 3:25 4:23 presentation 32:25 presenting 4:17 4:18 presently 39:5 president 32:12 51:3 presiding 1:18 3:14 pressure 14:6,8 14:10,12,18 19:2,3 30:7 36:23 40:16	48:13 53:5,9 54:11 55:18 pretty 19:8,8,21 31:10 44:2 56:2 previous 38:5 previously 34:23 price 10:22 pride 54:15 primarily 33:12 prior 25:23,23 59:13 60:18 Pro 2:3 probably 6:1 13:24 22:7 25:2 26:25 37:3 43:20 problem 8:19 10:1,1,11 11:22 18:14 22:21 34:14 38:2 50:11 51:13 59:19 problems 12:1 20:24 33:21 34:11 35:3 36:14 37:4 40:6 43:9 49:5 57:18 61:25 procedure 7:5 proceeding 3:7 3:14 PROCEEDIN... 1:4 process 6:19 54:12 profane 36:6 professional 37:9 67:9 professionally 58:11 promise 51:4 promised 13:23 51:1 promises 47:18 48:24,25 pronounced 18:2 proof 21:23,23	22:1 properly 23:10 properties 14:7 21:2 property 23:22 24:5,8,10 proposed 10:25 20:20 protection 12:8 prove 62:4 providing 46:16 54:6 psi 40:15 55:16 public 1:2,5 2:4,7 2:11,14 3:19 4:10 5:2,6 6:10 6:25 10:17 26:13 29:18 32:18,20 33:5 34:18 35:9 39:20,21 40:24 41:6,13 42:1 46:25 47:15 50:6,21 56:10 62:8 66:5 67:5 pull 54:9 pump 29:14 pumped 21:20,21 22:4 43:20,24 purchase 55:22 purchased 10:12 22:2 24:15 purification 57:15 purpose 4:16 5:9 push 14:11 put 19:10 29:4 30:15 58:6 59:25 puts 22:23 60:21 putting 28:25
P				
P 1:19 3:1 p.m 3:3 64:25 P.O 2:8,15 5:6 page 28:22 29:12 31:6,7 41:24 65:2 66:2 pages 30:20,25 33:1 35:8 paid 35:5 paint 34:8 54:18 pale 18:14 paper 22:3 paragraph 29:16 part 3:6 9:25 24:23 33:6 41:10,15 64:17 partially 39:19 particular 36:3 particularly 27:2 44:12 parties 67:16,17 passes 40:16 pathetic 48:11 Paula 1:25 2:18 67:9,22 pay 10:15,16 21:2,9 24:14,16 25:9,11,12 26:10 46:18 47:16 57:22,23 58:2 paying 10:8,22	24:9,10 25:25 26:3,6 people 5:24 8:20 10:4,19,21 13:2 13:22 21:4,4 24:21 25:19 34:7 36:7 38:20 45:21,24 46:25 47:7 49:6,16 55:17 59:11 60:8 61:11,24 63:18 perceived 27:2 27:20 percent 7:25 10:7 10:7,19,19 17:6 17:12,12 35:24 perform 49:9 performance 49:6,12,14 61:23 performed 41:5 period 5:21 44:5 person 29:6 39:18 46:19 57:23 67:18 personally 23:3 26:3 ph 39:10 40:13 40:17 66:22 phone 35:17 36:6 58:2 59:17 60:14,14 Phonetic 66:22 photographs 33:2 piece 22:3 pipe 33:16 34:11 pit 27:5 pitiful 17:8 place 9:1 13:4 22:13 50:2 60:8 placed 22:8 plants 46:12 please 6:7 7:13 12:22 13:13 14:25 20:16	42:23 52:18 58:22 59:3 62:22 63:12 plenty 55:9 podium 5:15 point 15:21 39:11 40:5 43:17 51:22 pointed 33:23 34:9 policy 6:17 poor 36:8 49:6 57:12,20 61:23 position 10:14 47:12 50:20 possibly 21:16 57:18 post 57:24 pot 55:19 59:23 pothole 8:24 pounds 19:5,5 power 15:24 16:1 39:20 48:14 PowerPoint 32:25 42:8 practically 19:10 practice 36:8 preaching 51:21 preceding 5:21 prefer 4:15 prepare 7:2 prepared 40:12 preparing 32:24 present 3:25 4:23 presentation 32:25 presenting 4:17 4:18 presently 39:5 president 32:12 51:3 presiding 1:18 3:14 pressure 14:6,8 14:10,12,18 19:2,3 30:7 36:23 40:16	48:13 53:5,9 54:11 55:18 pretty 19:8,8,21 31:10 44:2 56:2 previous 38:5 previously 34:23 price 10:22 pride 54:15 primarily 33:12 prior 25:23,23 59:13 60:18 Pro 2:3 probably 6:1 13:24 22:7 25:2 26:25 37:3 43:20 problem 8:19 10:1,1,11 11:22 18:14 22:21 34:14 38:2 50:11 51:13 59:19 problems 12:1 20:24 33:21 34:11 35:3 36:14 37:4 40:6 43:9 49:5 57:18 61:25 procedure 7:5 proceeding 3:7 3:14 PROCEEDIN... 1:4 process 6:19 54:12 profane 36:6 professional 37:9 67:9 professionally 58:11 promise 51:4 promised 13:23 51:1 promises 47:18 48:24,25 pronounced 18:2 proof 21:23,23	22:1 properly 23:10 properties 14:7 21:2 property 23:22 24:5,8,10 proposed 10:25 20:20 protection 12:8 prove 62:4 providing 46:16 54:6 psi 40:15 55:16 public 1:2,5 2:4,7 2:11,14 3:19 4:10 5:2,6 6:10 6:25 10:17 26:13 29:18 32:18,20 33:5 34:18 35:9 39:20,21 40:24 41:6,13 42:1 46:25 47:15 50:6,21 56:10 62:8 66:5 67:5 pull 54:9 pump 29:14 pumped 21:20,21 22:4 43:20,24 purchase 55:22 purchased 10:12 22:2 24:15 purification 57:15 purpose 4:16 5:9 push 14:11 put 19:10 29:4 30:15 58:6 59:25 puts 22:23 60:21 putting 28:25
Q				
quality 18:17 40:19,22 45:24 48:13 53:2,3 54:2 55:5				

<p>question 11:10 12:20 25:8 41:3 64:2 question-and-a... 5:21 21:1 questions 4:4 6:5 7:5 8:4 9:8 11:4 11:6 14:16 16:8 17:23 20:2 25:4 27:23 42:16 quite 17:8</p> <hr/> <p style="text-align: center;">R</p> <p>R 3:1 R-E-I-N-K-E 13:8 railings 33:12 raise 7:13 11:2 13:13 14:25 42:23 49:7 52:18 59:3 62:22 raises 11:1 raising 10:18 45:18 ran 19:19 34:14 Ranch 13:19 15:8,12,17 18:13 26:20 27:3 28:9 32:12 35:23 36:12 38:15 40:1 45:15,20 46:23 47:10,24 54:14 Randall 32:4,4 Randolph 32:9 32:11,12 42:11 45:11 46:10 48:12 51:3 65:14 range 61:10 rapidly 56:2 rate 1:12 3:10 7:25 8:18 20:20 26:1,3,4,5,5,6 29:5,20 32:17 41:4,11,15 44:6</p>	<p>44:9 55:8 58:9 61:7 67:5 ratepayers 6:11 7:1 rates 6:20 10:19 26:2 45:18 50:1 reached 27:17 read 3:23 5:22 28:19 31:10 reading 20:9 real 39:20 56:3 Real-Time 67:10 realize 55:16 realized 53:12 really 12:7 16:18 17:18 18:19 45:11 47:2 49:1 55:4,4 56:3,3 59:14 63:10 reason 41:9 reasonable 17:11 reasons 51:11 recall 38:21 received 23:2 28:18 receives 37:6 receiving 33:19 recognition 29:18 recommended 63:8 reconnect 17:20 reconsider 63:12 63:23 record 3:7 4:13 5:22 6:2 9:5 29:22 30:16 31:23 41:20 42:4,13 44:20 52:2 57:1 64:23 recorded 67:12 recreational 9:1 reduced 67:13 reference 44:14 referring 44:10 reflect 45:18 refusal 38:23</p>	<p>Registered 67:9 regular 43:14 regularly 13:3 regulated 1:12 38:3 67:6 regulations 50:16 Regulatory 1:19 3:13 reimbursed 62:6 Reinke 13:8,9 reinstall 29:14 related 64:4 relation 3:9 relative 67:15,16 relayed 62:1 reliable 61:3 rely 47:13 remarks 64:18 remember 29:8 remind 33:23 remove 58:1 repair 19:22 59:22 repairs 13:21 repaving 9:2 repeat 5:18 replaced 23:21 29:10 replete 33:1 report 33:9,22 34:20 41:25,25 Reported 1:25 2:17 reporter 3:20 6:3 20:17 59:1 66:20 67:1,9,10 67:10 reports 34:13 38:6,7 39:13 41:8 represent 50:22 representatives 39:25 40:1 represented 43:6 represents 6:10 45:21 requested 41:12</p>	<p>46:22 Requests 1:12 67:5 require 23:20 required 33:7 34:21 35:9,14 36:9,20 rescinding 41:14 reserve 16:6 residents 15:25 33:18 34:2 35:23 36:5,12 38:18 44:12 45:15 46:5 residents' 34:2 34:25 residual 34:11 36:23 37:2,3,6 37:11,13,22,23 63:7 resolved 50:23 Resource 28:24 resources 30:2 47:21 57:17 response 4:24 7:7 11:5 16:9 17:24 20:4 25:6 31:25 42:5,14,18 44:23 62:15 64:13 responsibilities 36:19 responsibility 21:24 41:7 responsible 39:19 restaurant 22:10 22:12 restored 48:16 resulted 33:18 resulting 34:1 retained 66:9 retired 10:6 17:5 returned 59:18 returning 59:16 60:14 reward 49:5</p>	<p>rewash 18:24,24 Ridge 11:15 ridiculous 44:5 54:12 right 3:15 7:14 12:3,16 13:14 14:13,19,25 15:20 23:11 45:3 46:17 49:10 50:15 52:4,18 53:10 54:20 59:3 61:4 61:15,17,18 62:22 rights 36:18 rings 35:18,18 rinse 53:15 55:2 Ritt 52:16 River 27:19 39:1 Riverfork 10:4 13:19 15:7,11 15:16 18:13 26:19 27:3 28:8 28:19 30:4,24 32:12 33:3,7 34:17 35:4,23 35:25 36:12,14 36:21 37:1,19 37:20 38:11,15 38:17,24 39:7 39:12 40:1,15 40:23 41:10,12 41:16,23 45:15 45:20 46:2,23 47:9,24 48:6,10 51:5 54:14 55:25 66:3,5 road 8:23 15:16 19:20 59:21 60:5,7 roads 60:15 Rob 13:8 Robert 8:8,9,10 8:10,14,16 9:6 65:4 Rock 7:9,10,11 7:11,18,20,24</p>
--	---	--	---	--

8:3,8,9,10,10 8:14,16 9:6,10 65:3,4 Rockaway 58:17 Ron 13:9 roof 33:13,14 room 43:7 60:6 rotten 53:22 RPR 1:25 2:18 67:22 rude 36:1 rudely 21:21 rudimentary 41:2 ruled 44:8 rules 50:16 run 16:1 53:6 58:11 running 10:13	43:17 54:20 55:18 56:7 61:19 seeing 17:5 56:11 64:14 seen 11:24 13:1 19:13,15 22:3 28:21 31:20 44:17 48:23 60:16,21,22 selling 46:19 Senator 40:5 senators 39:25 send 55:13 SENIOR 1:19 sense 46:9 sent 29:6 46:24 sentence 31:4 septic 21:19 24:6 serve 15:8,21 service 1:2 2:11 2:14 3:19 10:17 29:18 32:18 33:5 34:19 35:5 35:9,22 36:9,13 36:15 39:20,21 40:24 41:6,14 42:1 46:8,25 48:15 66:5 67:5 serviced 43:13 services 2:18 48:11 setting 60:1 seven 26:8 29:11 54:16 58:4 severe 27:7 severely 23:15 sewer 1:13 21:3,3 21:5,5,9,10,15 24:13 25:10,12 26:6,10 49:24 67:6 shape 15:14 shared 43:8 sheet 5:11 shelves 16:2 short 44:1,4	shower 53:4,4,7 54:23,24,25 showering 55:1 shuffle 39:23 shut 27:14 shuts 12:5 shutting 35:4 sic 32:4 66:22 side 30:25 sides 60:5 sign 22:7,13,14 22:17 29:21 48:7 56:20 sign-up 5:11 signature 31:8 signed 48:8,8 significant 30:6 signs 22:15,16 60:21,22,23 similar 49:5 simple 60:11,24 simply 36:8 39:6 sir 7:19 8:6 9:11 11:7,8,20 12:15 13:6,7 14:21,22 17:25 20:6 42:20 44:24 62:12 site 19:25 situation 12:10 27:19 six 33:23,25 skin 23:19 sloppy 36:17 slowly 34:6 55:25 sludge 34:2,5 37:25 smack 26:9 small 24:19 49:24 smell 18:19 smelling 53:21 smells 53:21 Snakes 23:25 solely 7:15 8:11 9:17 11:17 13:15 15:2 16:24 18:7	20:12 26:21 28:10 32:6 42:24 45:5 52:20 57:5 59:5 62:24 solution 29:23 51:17,18 somebody 11:1 27:4 34:14 46:3 55:12 62:2 Something's 61:17,17 sorry 48:18 58:16 sort 36:16 sorts 22:11 23:25 sound 51:20 sounds 9:15,16 speak 5:24 16:18 28:3 32:13 56:13 speaking 10:24 64:15 spell 6:3 20:16 58:25 Spelled 9:14,16 spelling 66:22 spending 62:4 spent 29:19 62:6 spoken 23:2 27:1 44:15 spot 59:24 spring 12:4 Springfield 2:19 Springfield-Gr... 15:8 sprinkler 14:11 square 54:9 squirts 54:10 ss 67:3 staff 2:12 4:25 5:1 6:11,24 21:22 25:16 26:13 35:25 46:3 48:10 51:12,12 56:11 63:9 64:15 stand 62:3	standing 53:1 start 3:6 4:21 7:6 10:24 47:18 58:22 started 6:1 starting 34:5 51:18 state 1:1 2:6,13 6:2 37:7,14 39:25 40:10 41:9 49:24 50:12 62:5 67:2 67:4 stated 15:15 66:22 statement 49:22 58:3 states 3:25 4:7 10:3 station 22:11 statistics 15:23 stay 6:6 stay-at-home 53:1 steel 29:8 Stephen 32:4,4 65:14 Steve 32:11 45:11 46:10 steward 57:13 60:12 Stone 15:7 stop 22:14 stopped 12:21 storage 33:8 38:9 store 16:1 storm 27:7 street 2:14,19 23:11,15 26:8 34:3 structurally 33:15 stuck 60:19 stuff 22:11 29:3 54:12,25 subdivision 11:15 13:20
S				
S 3:1 66:1 safe 24:22,23 safety 15:9 40:17 sale 13:3 22:15 salon 22:10 samples 37:11,12 Sater's 40:5 satisfactory 43:12 saying 22:3 53:17 says 22:24 28:23 29:2,22,25 60:21 scribbled 30:17 52:8 Se 2:3 seal 59:25 second 23:22 36:4 47:20 56:25 Secondly 15:22 section 39:10 sediment 18:20 18:21 see 22:17 30:25 34:5 38:17				

18:13 21:2,4 34:6 35:1 39:4 43:5,23 subject 34:12 35:8 submit 32:21 submitted 32:16 32:18 33:9 37:17 45:15 subpoints 36:24 subsidize 10:14 Suite 2:8,14 sulphide 38:2,4 summarized 46:23 47:2 summary 36:21 42:8,8,9,10 66:7 summer 33:19 36:5 supplies 16:5 supplying 29:24 supposed 23:24 29:5 sure 23:9 25:21 49:6 surplus 21:16 swear 7:15 8:11 9:17 11:17 13:15 15:2 16:24 18:7 20:12 26:21 28:10 32:6 42:24 45:5 52:20 57:5 59:5 62:24 switched 27:6 sworn 58:21 system 9:5 12:1,6 17:8 21:5,5,13 21:16 23:7,8,10 23:18,23 24:6 25:14,22,24 30:5 32:15 37:16,19 38:19 49:3 systems 21:9	43:13,13,19 49:4 systems' 40:6 <hr/> T <hr/> T 66:1 take 8:19 23:17 25:21 29:17 30:19 53:7 54:15 55:6 56:23 taken 8:21 13:3,4 34:20 37:8,10 59:15 67:8 takes 22:25 40:12 48:16 55:2 talk 35:12 36:6 49:12 talked 28:17 35:21 36:11 38:20 39:16,21 39:24 59:12 61:24 talking 48:9 61:13 talks 38:10 tall 24:2 Taney 58:17 tank 19:18 33:8 33:14,24,24 34:8 38:6,9 tanks 21:19 taste 18:20 53:25 53:25 tastes 24:24 tasting 53:23 taxes 47:16 tea 53:24 tears 8:23 Tel 2:9,16,20 telephone 35:15 tell 5:19 23:4 25:17 28:15 35:10,19 40:4 43:18 55:15 telling 53:19 ten 21:1,4,4	tenth 63:8 terminology 50:15 test 23:3 37:5,11 40:16,18 54:2 tested 63:7 testified 34:23 testify 7:10 32:5 56:18 58:20 59:17 62:14 64:12 testifying 5:10 testimonial 3:6 testimony 3:23 4:12,15,19 6:6 6:12 7:6,15 8:12 9:18 11:17 13:15 15:2 16:14,25 18:8 20:8,13 26:22 28:11 32:6 42:24 45:1,6 52:20 57:5 59:5 62:24 64:12 testing 40:21 thank 3:18 4:5,6 5:4,8 7:19 8:6 9:4,9,11,21 11:3,7,8,16 12:12,24 13:6 13:11 14:13,15 14:21,22,23 16:7,11,13,19 16:22 17:21,22 17:25 18:1,11 20:2,6,7,16 25:3,4 26:14,15 26:16 27:21,22 27:24,25 28:5,5 28:14 31:12,13 31:15 32:1,10 42:20,21 43:3 44:21,24,25 49:19 50:6 51:25 52:1 56:15,16 57:4 58:12,13,14,18	62:10,11,12 63:3,24,25 64:10,11,14,19 64:21 Thanks 40:17 thing 10:20 19:12,22 30:8 45:13,25 48:1 53:9,18 54:9,9 54:19,21 61:5 63:10 things 9:2 28:2 28:16,22 29:6 32:21 46:13,14 49:2,23 50:1,23 50:24,25 60:11 60:13,24 61:20 think 5:19 8:1 9:25 10:24 14:13 16:5 25:2 44:7 45:13,18 56:2 62:1,2 thinking 55:13 third 61:6 thought 15:13 44:5 thousand 61:8,9 63:12,13 64:3,8 threat 27:10 threatening 29:13 three 19:14 26:8 30:20,25 43:6 43:21 57:11 throws 63:17 Tim 5:5 time 8:1 11:24 13:5 17:9 22:25 24:19 27:18 28:4 44:1,5 46:23 53:8 56:24 58:6 63:18 times 18:25 39:17 57:22 TIMOTHY 2:5 timothy.opitz...	2:6 tiny 22:7 tips 5:10 today 43:6 44:15 50:7 62:14 today's 49:7 Tolbert 44:18 told 12:7 14:2 15:22 21:21,25 24:16 25:18 28:23 39:11 40:5 43:20 54:15 63:15 64:6 tolerate 47:11 Tom 42:22 65:15 tonight 3:18,22 3:23 4:2 20:25 58:20 64:12,22 Tony 16:21,22 65:9 toothless 39:15 top 8:20 44:18 tornado 27:10 total 35:13 totally 33:25 34:8 tower 19:24,25 54:18 town 18:25 traffic 33:21 trailers 60:9 transcript 1:4 5:23 67:12 trees 34:14 trimmed 24:3 trouble 59:14 63:9 truck 15:18 true 35:2 38:13 truth 7:16,17,17 8:13,13,13 9:19 9:19,19 11:18 11:19,19 13:16 13:17,17 15:3,4 15:4 17:1,1,1 18:9,9,9 20:14 20:14,14 26:23
---	--	---	---	--

<p>26:23,23 28:12 28:12,12 32:7,8 32:8 42:25 43:1 43:1 45:7,7,8 52:21,22,22 57:6,6,7 59:6,7 59:7 62:25 63:1 63:1 try 3:24 19:1 trying 51:22 turn 54:11 60:7,8 turned 19:4 two 8:16,18 15:6 18:16 24:19 29:4 34:15 36:24 39:25,25 52:16 53:13,16 57:11 type 19:9,10,16 typing 3:21</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>uh 8:20 ultimate 7:4 ultimately 40:8 um 55:11 unacceptable 58:9,10 undershoots 37:22 understaffed 43:19 understand 6:13 19:6 20:20 42:9 49:3,7 50:5 understanding 51:10 64:4 Unfortunately 35:16 49:15 United 10:3 unreasonable 47:5 63:21 unusual 27:8 upset 48:21 upstairs 53:4 usage 61:8 64:7 use 12:5 18:23</p>	<p>30:14 61:12 63:14,18,19 uses 37:19 Utilities 1:13 58:17 67:6 utility 4:21 62:8 utilize 21:5 utilized 24:11</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>Valley 20:19 43:5 43:7,11 varies 18:19 various 37:10 vary 18:17 vast 63:16 venting 33:13 victims 32:14 video 55:14 violation 37:7,13 47:25 violations 30:2 33:12 47:22 VOICE 13:9 49:10 52:11 53:10 volume 1:21 14:6 volunteer 12:8 vote 7:3 Voyles 1:25 2:18 67:9,22</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>W 9:12,13 65:5 walk 19:23 want 5:17 14:9 28:15,19 29:22 38:25,25 40:11 51:9,11 53:19 53:20 54:24 56:7,18 63:6,10 wanted 20:22 28:3 45:25 52:2 55:14 wanting 8:18 wants 6:22 47:4 47:4,6</p>	<p>warm 27:9 warning 27:7,13 wash 53:15 55:2 washer 53:13 washing 53:6 wasn't 24:14 30:9 watch 58:3 water 1:12 6:18 7:12,25 8:22 9:2,5 10:10,18 12:6,18 14:1,10 15:17,18,24 16:3 17:6 18:17 19:1 23:3,5,9 23:11,13 24:14 24:22,25 25:10 25:11 26:5 27:12,14,16,18 28:19 29:24 30:4,5,24 32:15 33:4,7,8,14,19 34:2,17 35:1,4 35:4,25 36:14 36:21,22,23 37:1,19,20 38:1 38:9,11,17,19 38:24 39:7,9,12 40:15,16,19,22 40:23 41:10,12 41:16 43:9,10 44:13,16 45:23 46:2,7,7,22 48:6,10,13,13 48:15 49:2,4,24 51:5 52:13 53:5 53:7,9,15,20,21 54:2,10,11,18 54:21 55:7,10 55:15,18,20,24 57:11,15,15,22 58:24 59:14 60:4,13 61:8,14 61:24 63:6,19 66:3 67:6 way 6:8 8:1 10:23 22:16</p>	<p>34:12 36:3 37:9 50:24 55:6 60:4 62:7,9 we'll 4:21 31:16 48:15 58:21 we're 3:6 8:17 10:6 13:19 15:14 17:5,15 21:20 23:16 24:25 29:21 30:10 34:4 40:6 40:11,20 47:11 47:15 50:11,24 55:11 56:4 57:12 60:25 62:14 we've 4:1 11:21 11:22 13:20,21 15:22 31:18 52:5 59:13 weakened 33:14 WEBSTER 67:3 weekenders 63:17 welcome 3:18 26:15 52:7 wells 29:3 went 27:5 35:11 weren't 9:25 widespread 30:6 wife 18:22 William 1:19 3:15 willing 10:15 windy 22:10 winter 33:20 wish 32:22 Witness 65:2 wondering 55:12 Woods 20:19 43:5,7,11 work 10:23 19:15 24:19 43:18 44:11 46:15 51:14 52:12 worked 25:19 43:25</p>	<p>working 51:19 works 6:24 64:15 world 49:8 worse 34:1 38:8 worth 22:19 WR-2015-0192 1:10 3:9 67:7 write 50:16 58:6 writing 3:21 41:8 47:24 58:8 written 5:13 36:9 36:16 46:1 67:13 wrong 37:20 38:12 48:2 wrote 46:21 47:1</p> <hr/> <p style="text-align: center;">X</p> <hr/> <p>X 65:1 66:1</p> <hr/> <p style="text-align: center;">Y</p> <hr/> <p>Yeah 52:7 59:2 year 10:6,7 13:24 15:15 17:16 19:19 35:11 39:17 40:19 45:16 47:1 60:2 years 6:21 8:16 8:18 11:21 13:20 15:12 17:10 19:14 29:11 31:20 33:23,25 34:15 37:1 38:21 39:13 43:21,21 43:24 46:12 48:22 51:4,8 54:16 55:25 57:11 young 17:4 23:14</p> <hr/> <p style="text-align: center;">Z</p> <hr/> <p style="text-align: center;">0</p> <hr/> <p style="text-align: center;">1</p> <hr/> <p>1 31:17,23 32:2 66:3</p>
---	---	---	--	--

<p>1,000 61:16 10 10:7,7,19 17:12 65:5 10:30 27:14 10th 31:2 11 25:9 114 35:24 12 24:18 55:25 63:7 65:6 13 11:21 27:4 39:17 48:22 51:8 14 65:7 148 45:20 16 65:8 66:4 16th 42:2 18 33:4 40:24 65:9 18-day 23:16 19 1:6 65:10 67:8</p> <hr/> <p style="text-align: center;">2</p> <p>2 1:21 42:2,6,10 66:4,7 2,000 61:12,13 61:15 20 17:10,12 34:18 38:21 40:15,24 200 2:14 7:25 10:19 2002 27:3 2008 29:4 33:6,9 34:19 40:25 41:15 46:21 2009 33:22 38:6 2012 22:2 2014 22:18 2015 1:6 28:18 36:13 42:2 66:3 66:4 67:8 21 65:11 66:3 21st 28:18 2230 2:8 5:6 24 15:25 2422 2:19 25 26:11</p>	<p>27 65:12 29 27:4 33:9 65:13</p> <hr/> <p style="text-align: center;">3</p> <p>3 31:7 42:7,9,15 66:7 300 17:6 63:16 32 19:5 33 65:14 66:3 34 19:5 35 55:16 360 2:15 37 61:16 370 45:21 38 61:16,17</p> <hr/> <p style="text-align: center;">4</p> <p>40 61:13 40-some-odd 46:12 417.877.9700 2:20 417.877.9704 2:20 43 66:4,7 44 65:15 46 61:16 65:16</p> <hr/> <p style="text-align: center;">5</p> <p>5 24:2 34:21 5,000 61:16 5,000-gallon 61:10 53 65:17 573.751.5324 2:9 573.751.5472 2:16 573.751.5562 2:9 573.751.9285 2:16 58 65:18 59 21:3,9</p> <hr/> <p style="text-align: center;">6</p> <p>6 24:2 6,000 61:16 63:20</p>	<p>6:30 3:3 60 33:1 65:19 60-page 32:16 64 65:20 650 2:8 65102 2:9,15 5:7 65804 2:19 67 66:20</p> <hr/> <p style="text-align: center;">7</p> <p>7:15 27:16 7:50 64:25 750 2:18 67:22</p> <hr/> <p style="text-align: center;">8</p> <p>8 34:21 65:3 80 35:24 61:14 800 2:14 88 63:21 8th 33:6 34:19 40:25</p> <hr/> <p style="text-align: center;">9</p> <p>9 24:18 65:4 90 22:19 26:11 95 24:14 26:11</p>		
---	--	--	--	--