

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

In the matter of)
Missouri American Water) File No. WR-2015-0301
Company)

Transcript of Proceedings

Public Hearing

February 1, 2016

Riverside, Missouri

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

A P P E A R A N C E S

APPEARING FOR THE PUBLIC SERVICE COMMISSION:

Mr. Jacob T. Westen
PUBLIC SERVICE COMMISSION
200 Madison Street, Govenor Office Building
Suite 800, P.O. Box 360
Jefferson City, Missouri 65102
573.751.5472
jacob.westen@psc.mo.gov

APPEARING FOR THE OFFICE OF THE PUBLIC COUNSEL:

Mr. Tim Opitz
OFFICE OF PUBLIC COUNSEL
200 Madison Street, Governor Office Building
P.O. Box 2230
Jefferson City, Missouri 65102
573.751.5558
timothy.opitz@ded.mo.gov

APPEARING FOR Missouri American Water COMPANY:

Mr. Timothy Luft
MISSOURI AMERICAN WATER
727 Craig Road
St. Louis, Missouri 63141
314.996.2279
timothy.luft@amwater.com

1 A P P E A R A N C E S (Continued)

2

3 APPEARING FOR PLATTE COUNTY:

4 Mr. Joe Bednar

SPENCER FANE

5 304 East High Street

Jefferson City, Missouri 65101

6 573.646.8115

jbednar@spencerfane.com

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

Court Reporter:

22 Lauren Lawrence, Court Reporter

Notary Public, State of Missouri

23 Midwest Litigation Services

1301 Oak Street, Suite B

24 Kansas City, Missouri 64106

816-221-1160

25 1-800-280-3376

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

2 * * * * *

3 (Proceedings commenced at 12:01 p.m.)

4 JUDGE BURTON: Good afternoon, everyone.

5 Let's go ahead and go on the record in File Number
6 WR-2015-0301 in the matter of Missouri American Water
7 Company's request for authority to implement a general
8 rate increase for water and sewer service provided in
9 the Missouri service areas.

10 Today is Monday, February 1, 2016. The
11 time is around 12:01 p.m., and we are at the
12 Riverside -- Riverside City Hall at 2905 Northwest
13 Vivian Road, Riverside, Missouri 64150.

14 The Commission has set this time for a
15 local public hearing. At this time, I would ask that
16 the parties enter their appearance for the record.

17 And we'll begin with Missouri American
18 Water Company.

19 MR. LUFT: Tim Luft, Missouri American
20 Water Company, counsel. The court reporter has my
21 information.

22 JUDGE BURTON: Thank you, Mr. Luft.

23 On behalf of the Office of the Public
24 Counsel?

25 MR. OPITZ: Thank you, Judge. On behalf of

1 the Office of the Public Counsel, my name is
2 Tim Opitz, and my address is Post Office Box 2230,
3 Jefferson City, Missouri 65102.

4 JUDGE BURTON: Thank you.

5 On behalf of the Staff of the Missouri
6 Public Service Commission.

7 MR. WESTEN: My name is Jacob Westen. I'm
8 counsel on behalf of the Staff of the Missouri Public
9 Service Commission. My contact information is
10 PO Box 360, Jefferson City, Missouri 65102.

11 JUDGE BURTON: Are there any other parties
12 that are present today that would like to enter their
13 appearance?

14 MR. BEDNAR: Spencer Fane Law Firm,
15 Kansas City, Jefferson City. 304 East High Street.

16 JUDGE BURTON: Thank you, Mr. Bednar.

17 Is there any other party present?

18 All right. My name is Kim Burton. I'm one
19 of six judges with the Missouri Public Service
20 Commission, and there are five commissioners with the
21 Commission, and we have two of them here today that
22 I'll go ahead and introduce.

23 First, Commissioner Bill Kenney.

24 MR. KENNEY: Good afternoon. I appreciate
25 your attendance today. As it was mentioned, there are

1 five public service commissioners. We are appointed
2 by the government and confirmed by the Senate.
3 Ms. Coleman is our newest. She was just confirmed in
4 January, and she is from the St. Louis area. I'm from
5 the Kansas City area.

6 Our other three judges will have an
7 opportunity -- or commissioners -- excuse me -- will
8 have an opportunity to read the testimony, because we
9 have a court reporter that will provide transcripts
10 for this case.

11 Again, I appreciate your attendance.

12 MS. COLEMAN: Good morning, and thank you
13 for being here today. We appreciate hearing from all
14 of you.

15 JUDGE BURTON: Okay. Now at this time, I
16 have a list of individuals who have identified that
17 they would like to hear -- or present testimony to the
18 Commission.

19 And just so you know, the Commission is
20 here to hear your testimony. For the record, we will
21 be unable to answer any questions that you might ask,
22 but the Commissioners, myself, or the parties might
23 ask you questions in response to the testimony or any
24 issues that you might bring up.

25 So what I'll do is I will call you forward,

1 have you come up here. I will swear you in and let
2 you provide your testimony. I will go down the list.
3 And if your name isn't on here, but you would like to
4 testify, I will give you an opportunity to do so at
5 the end.

6 If your name is on here and you feel like
7 someone else has sufficiently provided the statements
8 that you would provide, feel free to just identify
9 that you no longer wish to testify.

10 At this time we'll go ahead and begin with
11 Mr. Jason Strohm.

12 Please raise your right hand.

13 (Witness was sworn.)

14 JUDGE BURTON: Would you please state and
15 spell your name for the record and identify what water
16 sewer district you are located within?

17 MR. STROHM: Jason L. Strohm, S-t-r-o-h-m,
18 Platte County, Parkville Water.

19 JUDGE BURTON: Thank you.

20 MR. STROHM: Good afternoon. I'm going to
21 go ahead and apologize in advance. This may not be
22 the forum -- correct forum to bring up my issues.

23 I find it appalling that Missouri American
24 Water wishes to submit for a rate increase, and it
25 effectively spent \$346 million, whereas their product

1 is woefully dated and harmful to each and every
2 individual in these two counties -- or in Platte
3 County.

4 I've had an issue going on dating back to
5 2012. It initially started in February. There are a
6 number of representatives in this room that can vouch
7 for those concerns, but to streamline the process and
8 make this rather quick, I will give you some of the
9 highlights of the ongoing documentation as well as
10 pictures. And, if need be, I will provide a whole lot
11 more in terms of receipts, repair orders, complaints
12 and interactions with all parties from Missouri
13 American Water.

14 It states that Missouri American Water
15 provides drink -- quality drinking water, might I add,
16 to 5,600 residential, commercial, and industrial
17 consumers. I am far from one of the only residential
18 customers that is having this problem. There is a
19 number of different subdivisions that are experiencing
20 the same thing. Apparently, after four and a half
21 years, it's time that I actually stood up and made
22 this presentation.

23 I'm going to go through and I'm going to
24 read you some of these e-mails dating back to 2012,
25 and I'll present you with the pictures, if you'd like.

1 This is dated February 7, 2012. Now, mind you, this
2 goes on up until today.

3 "Good morning. I'm writing you this e-mail
4 to inform you of an ongoing issue with your water
5 quality. Beginning approximately six months ago, our
6 dishwasher quit working. We contacted A.B. May to
7 come out to our house to determine the issue. At
8 first, the representative noted a significant build-up
9 of what he thought was detergent on the dishwasher
10 filter. We cut back on the amount of detergent used
11 to see if this solved the problem. He also noted the
12 detergent wasn't being sprayed off the door of the
13 dishwasher; rather, it was slowly dripping down,
14 concluding that the dishwasher wasn't receiving the
15 necessary water flow to operate. He cleaned the
16 aerator at the" -- upcoming -- "at the incoming water
17 supply and turned to the kitchen sink. Both aerators
18 were clogged with sediment."

19 And this is where I have pictures if you'd
20 like me to bring those up.

21 "Approximately, a month later the
22 dishwasher quit filling again. The technician stated
23 that we had a water problem and to clean out the hot
24 water heater."

25 Now, I'm going to preface this by telling

1 you I've heard about every excuse as to what the issue
2 is you can imagine. First, being that it's strictly
3 my hot water, meaning that my hot water heater is
4 cooking the water too high, and it's clogging my pipes
5 and appliances. I was told that there was a change in
6 the pH level, I believe, to bring down the -- break
7 down the calcium. That's fine. I don't believe that
8 to be the case either, and I believe they can -- we
9 had a discussion earlier about that very issue.

10 I was told that it was strictly limited to
11 my house. Yet, Missouri American Water came out and
12 opened the hydrant in front of my house and flushed
13 the lines. Every single time there was white sediment
14 all over the street and the curb.

15 And I have those individual's names. I
16 have the representatives from Missouri American Water,
17 and I would be more than happy to have them confirm
18 that.

19 "For the past six months, we've replaced
20 water filters on the refrigerators, the flow valves on
21 the washing machine, the filter on the dishwasher,"
22 which, by the way, never works, because I'm not going
23 to put something in just to have it go bad again.

24 "Missouri American came to our water [sic],
25 looked at the aerators, and offered the following

1 suggestions: Clean out the hot water heater."

2 Interesting. As I mentioned before, we had
3 a representative from Missouri American Water there.
4 They witnessed it. They acknowledged it's not limited
5 to the hot water heater. It's on the cold water too,
6 which explains the sediment that's ruining my toilet
7 as well.

8 We blew out -- or as they called it, "'Blow
9 out the system' by turning on the water for ten
10 minutes and letting it run." We did that. I have to
11 do that monthly now.

12 "However, strangely enough the water flow
13 of my hose bib with sprinkler head stopped." So that
14 throws out the window that it's strictly my hot water,
15 because my hose bib is no more than 3 feet from where
16 my water line comes in the house. It's strictly
17 straight out, outside, turn on the hose, and now my
18 sprinkler is clogged. Again, it references the
19 pictures below.

20 That serves as a proof point that, A, it's
21 not limited to cold water or hot water. It also
22 proves that the sediment that is entering my house is
23 also visible in the street before it enters my house.
24 Now, again, I was told from their insurance company
25 it's not their problem. It's my problem, because it

1 happens inside my house. I have a diagram to show
2 you, which is quite laughable as well.

3 I can continue on with a number of e-mails.
4 I'm not sure how much time you guys have or how much
5 you want to listen.

6 On April 27, I had a -- a plumber. He
7 "arrived to flush out my lines and clean out the hot
8 water heater again." That's two months. "He noted
9 that there was 'at least 20 years of build-up on a
10 five-year old water heater.'"

11 In addition to that, I had to go over and
12 help my elderly neighbor replace his hot water heater,
13 because he couldn't get it up the hill. It was too
14 full of sediment, and it wasn't working.

15 "Immediately after cleaning out the" hot
16 "water" -- hot "water heater, I pulled the aerator at
17 the sink, approximately 10 feet from the water heater,
18 for Mr. McMillan" -- who is a former employee of
19 Missouri American -- I cannot find him, because I've
20 tried to contact him as well.

21 He witnessed the clean out, "replaced the
22 aerator, but the water pressure did not return. I
23 asked Mr. Pankey to see if he could flush out the
24 lines to get back the water flow. He tried" what was
25 called "a 'back flush' by removing the hot water line

1 and placing it in a bucket. He turned on the cold
2 water and blocked the tap to force the water out of
3 the hot water line and into the bucket."

4 "It did not work. He believes that the
5 sediment, calcium, and" -- pardon my French -- "crap
6 has clogged the check valve in the faucet. So you
7 know, the faucet was installed in January." It was
8 "not more than four months old."

9 "Mr. McMillan informed me that the issue
10 could be resolved if I would consider purchasing a
11 water softener. To which, I said the issue MAY be
12 resolved if YOU would consider purchasing ME a water
13 softener, not to mention my five-year-old hot water
14 heater that is NOT covered by warranty for your" --
15 pardon my French again -- "shitty water conditions and
16 significant build-up of calcium and limestone."

17 "As I said in my previous e-mail, I will
18 NOT purchase a water softener to fix YOUR problem.
19 YOUR problem has significantly damaged our appliances,
20 and this issue, including the failed appliances, will
21 be resolved by YOUR solution."

22 Acknowledging that I wasn't going to go
23 away and I was going to pester them continuously,
24 Missouri American Water did a couple of things to try
25 to resolve the issue. Maybe it was just to get me off

1 their back.

2 One, they installed a whole house water
3 filter. The whole house water filter is great for
4 30 days. They are supposed to last 90 days. It
5 lasted 30 days before all that sed- -- I'm sorry --
6 it's not "sediment." I believe -- what was the term
7 we used? Calcium, scale -- would bypass that, because
8 it's already clogged, and it would go right back in my
9 house and ruin more appliances.

10 This was April 30 of 2012. "Last Friday
11 Mike McMillan with American Water was at my house to
12 see the results of the ongoing water issues..."

13 "To be clear, I appreciate the thoroughness
14 of Mr. McMillan and the staff that return to my house
15 nearly every other week. As I've told Mr. McMillan
16 and will tell you, I firmly believe that the water
17 main has been cleared of the calcium and the sediment
18 in the lines. Unfortunately, that faith has not
19 resolved the issues I'm currently" experiencing "with
20 my appliances," my water in general, "faucets, and
21 internal water lines."

22 "Should you request, I have hundreds of
23 pictures and service records in question including two
24 new items: the hot water heater and the new faucet
25 installed in the basement. As previously mentioned,

1 Mr. McMillan and Mr. Pankey of Pankey Plumbing were at
2 my house." Mr. McMillan witnessed that clean-out. "I
3 notified Mr. McMillan the previous week that we were
4 experiencing poor water flow, significant build-up,
5 and a leaking hot water heater. Mr. McMillan
6 immediately responded by sending a representative out
7 to" -- "enter my house and watch as I pulled the
8 screens and water lines off the back of my washing
9 machine."

10 I have pictures of those as well.

11 "He witnessed the process and can verify
12 that the screens at the back of the machine were
13 clogged." Both hot and cold, mind you, because
14 apparently according to them, it's strictly my hot
15 water heater.

16 "Next, we went to the basement to look at
17 the hot water heater. At the pressure relief
18 valve" -- "calcium and sediment" -- I presume it's
19 "scale" now -- "and water were dripping onto the
20 floor. He acknowledged the issue and stated that
21 Mr. McMillan would be calling me and contacting a
22 plumber to establish a good meeting time and date."

23 On the 27th Mr. Pankey arrived to flush out
24 my hot water heater and my lines again. I could go
25 back into that, but I touched on it already.

1 "The pictures below indicate the severity
2 of the problem. The first picture was immediately
3 following the removal of the aerator at the bathroom
4 sink. The second picture was taken approximately ten
5 minutes later following another 'blow out.'"

6 So we do it -- we turn on the water -- or
7 we turn on the water, on and off, on and off, until it
8 fills up again. We take the aerator off, and there
9 you have it. There's more.

10 My conclusion on that e-mail was, "Please
11 take whatever actions are necessary to resolve the
12 problem before your customers experience more losses,
13 more repairs, and additional actions."

14 That was 2012.

15 Additional pictures.

16 This -- and I will provide these to you --
17 are from the back of my washing machine, which fails.
18 I can't reset the computer in my washing machine, so I
19 have to call somebody for service to reset it. I've
20 been told -- or asked, "Why don't you I replace it?"

21 "I" -- "I appreciate your concern, but I'm
22 not going to replace my appliances every time they're
23 clogged and they fail, because of what is coming
24 through my water lines."

25 Additional pictures.

1 I contacted their insurance agent -- I
2 contacted their insurance agent at -- with Mike
3 McMillan -- Mike Wood, from American [sic] Water, and
4 Jodi Johnson all copied.

5 At that time I was basically told again,
6 "It's not my issue. It happened in your house, so
7 it's your problem."

8 "Great. Thank you."

9 Daniel Wemhoff, representative of -- oh,
10 what insurance is that -- Travelers Insurance
11 indicated to me that the issue is, again, within my
12 house and that there is nothing they can do until it's
13 been proven otherwise. As I mentioned before, they
14 blew out the lines in front of my house at the
15 hydrant, and there was stuff all over, which I
16 referenced to him and Mr. McMillan, as well as
17 Mr. Wood confirmed that the water is in their water
18 mains. So it's entering my house from the water
19 mains, but it's my fault.

20 He indicated that I should see a copy of
21 the tariffs that the Missouri American Water is
22 requesting -- or I requested -- I'm sorry -- a copy of
23 the tariffs, which Mr. Wemhoff mentioned. And in that
24 tariff, it's PSCMO number 13 H. I'm going to read
25 this to you verbatim.

1 "Repairs or maintenance necessary on the
2 Customer Water Service Line or on any pipe or fixture
3 in or upon the Customer's premises, including the
4 connections to the Company's meter installation, but
5 excluding the Company-owned meter, shall be the
6 responsibility of the Customer. Such pipe and
7 fixtures shall be kept and maintained in good
8 condition, protected from freeze, free of all leaks.
9 Customer service failures" -- on and on.

10 I responded naturally with, "Sir, none of
11 that's been an issue. Absolutely none of it."

12 There's a Ms. Karen Fueglein, I believe,
13 that also works with Travelers Insurance. I mentioned
14 this before, and I know that Jodi back there is aware
15 of it. She, effectively, told me to go pound sand.
16 Again, it's not our issue. It's in the water lines.
17 It gets into your house. Once it gets into your
18 house, it's your problem.

19 So here's my response to Mr. Wemhoff, and
20 Karen Fueglein: "I am in receipt of your letter dated
21 July 3" -- "However" -- now, this is another few
22 months after that -- "However, within the text of your
23 letter, you have made some significant errors with
24 regards to the date of loss, the degree of loss, and
25 the validity of Rule 6, Item H, (Company, Missouri

1 American Water) to this claim. Unfortunately, this is
2 representative of how carelessly your investigation
3 was conducted."

4 "To begin, I will start with the dates of
5 loss. My claim initiated on February 7, 2012.
6 However, severe water quality issues began
7 approximately six months prior to that" -- "Simple
8 math would indicate that the first approximate date
9 of" -- loss and the "water quality concerns began"
10 somewhere in "September 2011. Therefore, the date of
11 loss on your letter, May 1, 2011, is incorrect."

12 "Travelers Insurance claims, 'Under the
13 terms of our contact of insurance, we had obligated to
14 pay on behalf of our insured only if the facts clearly
15 show that our insured to be primarily responsible for
16 the damages.'" -- "The facts, as discussed with local
17 representatives, Mike McMillan, Mike Wood, and Wally
18 Williams are as follows:"

19 And I quote them -- actually, I quote Mike
20 McMillan.

21 "The introduction of higher concentrate of
22 phosphate into the purification cycle began in late
23 2009, earlier 2010. It has been changed from a
24 50/50 percentage to a 90/10 percentage."

25 "Beginning approximately six months ago our

1 dishwasher quit working. We contact" -- them. I gave
2 them the same e-mail that I initially sent when this
3 all began.

4 Again, I got the response that it is my
5 issue. By flushing my internal house lines no less
6 than three times in the past five months and agreeing
7 to install a filter to prevent the sediment from
8 entering my home, Missouri American Water Company,
9 has, by action, claimed responsibility for the poor
10 water quality within my house. In fact,
11 representatives of Missouri American have entered,
12 witnessed, and apologized on numerous occasions for
13 the damages and effort required to maintain our water
14 pressure and appliances.

15 I have to leave work to go do this with
16 them. It hasn't happened in quite some time, because
17 I've given up, because I can't fight the four lawyers
18 that are representing them right now.

19 "The water quality" -- this is my response
20 back to Travelers still. "The water quality and
21 deposits within, as acknowledged by local
22 representatives, are indeed responsible for the
23 build-up and failure of the appliances and faucets
24 identified. If this was not the case, why is there so
25 much effort to clear the water lines or open the mains

1 and flush them out? Why are representatives entering
2 and witnessing the damage within? Why have they spent
3 so much time and effort cleaning out my hot water
4 heater? Why am I not an isolated case? If I were an
5 isolated case, I could understand any claims that the
6 problem is within my home. However, that's not the
7 case. And why, if it is not the water quality causing
8 the damage, are they installing a filter to prevent it
9 from entering my home?"

10 MR. KENNEY: Mr. Strohm, have -- have you
11 ever filed a complaint with the Missouri Public
12 Service Commission?

13 MR. STROHM: I have -- I have contacted
14 them and sent, basically, a brief complaint to --

15 MR. KENNEY: Have you discussed this with
16 the Office of the Public Counsel?

17 MR. STROHM: No, sir.

18 MR. KENNEY: So you have not gotten any --
19 any -- your -- your issue has not been resolved by the
20 Company; correct?

21 MR. STROHM: That is correct.

22 MR. KENNEY: I would suggest that you talk
23 to the Office of the Public Counsel today and you also
24 talk to the Staff of the PSC, because they can
25 probably help you investigate the scenario. That's

1 what I would suggest you do.

2 Second, is the water quality drinkable?

3 MR. STROHM: Without any science to say
4 that it's safe, I assume so.

5 MR. KENNEY: You can also contact the
6 Department of Natural Resources, and they will come
7 out and check the water quality coming out of your
8 faucet.

9 MR. STROHM: I do have contacts within the
10 city of Olathe, and I tried to take a sample out
11 there, but because it was out of their jurisdiction,
12 and I didn't have the proper authority --

13 MR. KENNEY: But you don't have to do that
14 yourself. I mean, the State -- I know firsthand, the
15 State will come out and check your water for you --
16 the quality.

17 And, also, just -- I just wanted to find
18 out -- before you continue, you can also offer that --
19 all your information into the record, and you can
20 present that to the Judge. She'll put all your
21 information into the record, including the photos and
22 anything you have today.

23 MR. STROHM: I was going to leave this
24 information.

25 I read to you Item 6 -- Rule 6, Item H.

1 "The applicability of Rule 6, Item H, to my claim,
2 does not reflect the nature or the cause of the
3 failures. My Customer Water Service Line is in proper
4 working condition. All of my fixtures" -- with the
5 exceptions of "the items damaged by water quality are
6 and have been maintained in good working condition.
7 My Customer Water Service Line has been protected from
8 freezing and is free of all" -- "is free of all
9 leaks."

10 "What Rule 6, Item H, fails to address is
11 the quality of the service provided by Missouri
12 American Water. Again, we've acknowledged that there
13 is a problem. However, the problem lies within the
14 hands of the Owner/Operator of the water mains. It is
15 not and it should not to be construed as the fault of
16 the customer."

17 Ms. Fueglein, conveniently located on the
18 other side of the state and relatively unaware of the
19 issue in Parkville, has attempted to absolve all
20 responsibility for quality by pointing the finger and
21 blaming the customers for service issues to which they
22 do not control."

23 This is Figure 1, which is their diagram.
24 "Figure 1 identifies the responsibility of the Company
25 and the Customer." In short, it actually determines

1 liabilities. "If an item or line indicated by yellow
2 highlight fails, I am the responsible" and liable
3 person "for all costs associated with the repairs.
4 Conversely, all items in blue are the responsibility
5 of the Company. Although, this diagram fails to
6 identify the party that is responsible for the quality
7 of water that actually travels the system. Otherwise,
8 there would not be a need to flush the system and the
9 hydrants, and Mr. Williams would not be finding the
10 cause of the problem in the street."

11 "My conversation with Wally Williams on
12 July 10, 2012, indicates" --

13 JUDGE BURTON: Mr. Strohm -- Mr. Strohm, I
14 understand you probably have a lot of information that
15 you'd like to provide, but I do want to make sure we
16 have ample opportunity for other people to testify.

17 MR. STROHM: Absolutely.

18 JUDGE BURTON: So I'm going to give you
19 about two more minutes to finish up, and then you'll
20 have an opportunity to submit your exhibits for the
21 record, and then we'll ask you some questions, and
22 then I'd like to move on. And we can see, after the
23 remaining people testify, if there's additional time
24 for you.

25 MR. STROHM: I'll close with the following.

1 Just get this -- I think that the evidence -- or the
2 concern is sufficiently voiced.

3 They are seeking, I believe, it's
4 \$346 million for capital improvements. That's a small
5 drop of water for Missouri American Water. Imagine
6 having to fix your infrastructure, every week having
7 to clean out your faucets and aerators, having to have
8 somebody come out because you can't get to the back of
9 the dishwasher. I can't. I'm not a serviceman. I
10 can't clean out my refrigerator water filter. Once
11 they are shot, they are shot. Missouri American Water
12 even provided me seven water filters knowing that it
13 was not my problem; that it came from their water.

14 I'll leave it at that.

15 JUDGE BURTON: Thank you. Mr. Strohm, why
16 don't you hand me your exhibits?

17 MR. KENNEY: And, Mr. Strohm, please wait.

18 JUDGE BURTON: Just need to -- wait for --
19 are there additional questions?

20 MR. KENNEY: I have one other question for
21 you.

22 How many of your neighbors are experiencing
23 the same problem?

24 MR. STROHM: There's quite a few. I'm
25 surprised that there's not more of them here. I have

1 been fighting this, again, for four years. There's an
2 entire Facebook web page devoted to what do we need to
3 do to resolve this. I can't tell you how many times
4 Missouri American has been out to my house as well as
5 my neighbors' houses.

6 MR. KENNEY: Do you live in a subdivision?

7 MR. STROHM: Yes, sir. Thousand Oaks.

8 MR. KENNEY: How many homes are in the
9 subdivision?

10 MR. STROHM: 750, but they're building,
11 probably, 800 or more.

12 MR. KENNEY: All right. She has to do
13 some -- (inaudible.)

14 COURT REPORTER: I'm sorry. What's that,
15 Mr. Kenney?

16 MR. KENNEY: There may be other questions,
17 but the judge is busy right now.

18 MS. COLEMAN: Mr. Strohm, I'd just like to
19 mention that the two people that Commissioner Kenney
20 mentioned are sitting there in the front -- right
21 there behind you, the Office of the Public Counsel and
22 Staff.

23 MR. STROHM: I look forward to speaking
24 with you.

25 JUDGE BURTON: I'm going to have this

1 marked as LPH6-1, and I have 46 pages. And I'll have
2 the court reporter mark this.

3 (Exhibit LPH6-1 was marked for
4 identification.)

5 JUDGE BURTON: And at this time, I'll ask
6 if there are any objections to the admission.

7 Mr. Strohm, what is the name of your
8 subdivision?

9 MR. STROHM: Thousand Oaks.

10 JUDGE BURTON: Thousand Oaks?

11 MR. STROHM: Yes.

12 JUDGE BURTON: And is that located in
13 Riverside, Parkville?

14 MR. STROHM: Parkville.

15 JUDGE BURTON: Parkville.

16 And so the issues you've had with your
17 water are continuing?

18 MR. STROHM: Yes. Yes, ma'am. I would
19 invite everybody to come to my house for my weekly
20 cleaning.

21 JUDGE BURTON: Any questions from Missouri
22 American?

23 MR. LUFT: I have no questions for
24 Mr. Strohm.

25 JUDGE BURTON: OPC?

1 MR. OPITZ: No thank you, Judge.

2 JUDGE BURTON: Staff?

3 MR. WESTEN: No questions.

4 JUDGE BURTON: Platte County?

5 MR. BEDNAR: None.

6 MR. KENNEY: Mr. Strohm, thank you.

7 MR. STROHM: Thank you for your time.

8 JUDGE BURTON: At this time I would ask
9 that we give counsel, if they'd like, an opportunity
10 to review the exhibit LPH6-1.

11 MR. LUFT: No objection.

12 MR. OPITZ: I have no objection.

13 MR. WESTEN: Staff has no objection.

14 MR. BEDNAR: None.

15 JUDGE BURTON: There are no objections.

16 LPH6-1 is admitted into the record.

17 Next, the Commission will hear from Anthony
18 Shores.

19 Mr. Shores, would you please raise your
20 right hand?

21 (Witness was sworn.)

22 JUDGE BURTON: Would you please speak into
23 the microphone? You can lift it up a little bit so we
24 can hear you better.

25 MR. SHORES: All right.

1 JUDGE BURTON: And would you please state
2 and spell your name for the record and identify your
3 water and sewer district?

4 MR. SHORES: I didn't hear the second part.

5 JUDGE BURTON: Your water and sewer
6 district.

7 MR. SHORES: Oh. My name is Anthony
8 Shores. Last name is spelled S-h-o-r-e-s, Platte
9 County. I reside in Platte Woods, Missouri, with
10 commercial property in Riverside, Missouri.

11 JUDGE BURTON: Thank you. You may begin.

12 MR. SHORES: I just have three basic
13 comments to present to the council here. Thank you
14 for allowing me to share.

15 First of all, my biggest concern is we are
16 asking for an overall rate increase, as I read it.
17 The current water structure and pricing in Riverside
18 and Platte Woods and Parkville is the more you use,
19 the less you pay.

20 My background is water, water management,
21 water auditing. I work across the country. I have
22 not seen this before. Typically, I'm used to using
23 the large accounts that use anywhere from, minimum, a
24 million gallons a month to -- a million gallons a
25 month, to 3 million gallons per night. And the more

1 they use, the more they pay. They do get a reduced
2 rate. But at the end of the day, their water bills
3 don't go down, making their cost per thousand more
4 than the initial residential, commercial.

5 With that being said, it just concerns me
6 that we have the same water company within the same
7 state utilizing the same river, and on the eastern
8 side of the state, their water is \$3.31 a thousand.
9 And on the western side of the state, we get our water
10 before them. So, in my mind -- kind of sarcastic,
11 we're going to run out of water before they do. We're
12 triple them. We are \$7.85 a thousand currently.

13 I find that kind of concerning for the same
14 river, same state, same water company. I understand
15 the demographic of the customers being served, but in
16 relation to other cities and water boards that I work
17 with throughout the country, it is some of the highest
18 priced water in the entire country based on its per
19 capita size.

20 For instance, I'll use the city of
21 Minneapolis, 80 cents a thousand. Fort Worth, \$2.70 a
22 thousand. I will tell you in Atlanta, Georgia, I have
23 one that's \$29 a thousand. In the entire city, our
24 neighbors next to us, are anywhere from \$2.70 a
25 thousand, one mile away from the commercial property

1 in Riverside, to the highest price in Platte County in
2 Belton, Missouri, of \$5.75 a thousand. I found no one
3 in the city that was over \$6 per a thousand gallons.

4 Hopefully, my research is correct, and I
5 just kind of -- I just -- I've been in this residence
6 and commercial property for over 25 years, and our
7 water bills have gone up 3- and 400 times.

8 With that all being said, I'd like to
9 present that it is some of the highest water in the
10 city, in the entire region. There is -- and this time
11 of green sustainability, conservation, there is no
12 water rebate program at all. Nothing at all.

13 I find that that disturbs me because, if
14 we're going to have some of the highest priced water,
15 shouldn't we be doing something about reducing the
16 overall exposure? And that's pretty much the extent
17 of my comments and testimony. Thank you.

18 JUDGE BURTON: Thank you, Mr. Shores.

19 MR. KENNEY: Thank you, Mr. Shores.

20 MS. COLEMAN: Thank you.

21 JUDGE BURTON: Next, the Commission will
22 hear from Stacy Bucky [phonetic].

23 MS. BUCKY: I'm going to let
24 Tim Churchill make my comments since we have the same
25 ones.

1 JUDGE BURTON: Okay, thank you.

2 Since Ms. Bucky has declined, we're going
3 to go ahead and move on to Nan Johnston.

4 MS. JOHNSTON: Thank you. My name is
5 Nan --

6 JUDGE BURTON: Could you please raise your
7 right hand?

8 MS. JOHNSTON: Oh, I'm sorry.

9 (Witness was sworn.)

10 JUDGE BURTON: Will you please state and
11 spell your name for the record and identify your water
12 and sewer district?

13 MS. JOHNSTON: Nan Johnston. N-a-n.
14 Johnston is J-o-h-n-s-t-o-n, and I'm a resident and
15 mayor of Parkville.

16 We'd like to speak today in favor of the
17 rate consolidation -- the district consolidation. As
18 you've heard in previous testimony, Platte County has
19 the highest water rates in the state. We feel that if
20 we were allowed to be part of a larger district and
21 have those operational costs spread across -- like
22 other utilities are, that it would be a more fair and
23 equitable situation for us.

24 If the rate consolidation goes through as
25 proposed, our customers will actually see a slight

1 increase in their rates; however, no one is able to
2 tell me what will happen to the rates if the
3 consolidation is not approved. I've stood up here for
4 a couple years or so for more rate increases. It
5 seems like this is very frequent that we have to do
6 this, and our residents are -- are tired of it.
7 They're angry about the rates, and they're angry about
8 the water quality. As you've heard, Mr. Strohm's
9 situation, while extreme, is not unique.

10 I don't have a number, and it is odd in
11 that it is sporadic across the system. I know that
12 Riss Lake in addition to Thousand Oaks is experiencing
13 these issues as well.

14 Thank you very much. Do you have any
15 questions?

16 JUDGE BURTON: Commissioners, do you have
17 any questions?

18 MR. KENNEY: No.

19 JUDGE BURTON: Thank you, Ms. Johnston.

20 MS. JOHNSTON: Thank you.

21 JUDGE BURTON: Next, the Commission will
22 hear from Tim Churchill.

23 Can you raise your right hand?

24 (Witness was sworn.)

25 JUDGE BURTON: Would you please state and

1 spell your name for the record and identify your water
2 and sewer district?

3 MR. CHURCHILL: Tim Churchill, 4542 Verona
4 Drive, Riverside, Missouri.

5 JUDGE BURTON: Would you spell your last
6 name for us?

7 MR. CHURCHILL: C-h-u-r-c-h-i-l-l.

8 JUDGE BURTON: Thank you.

9 We've been a resident of the Montebella
10 subdivision for almost six years. I will shorten
11 this. The gentleman from Thousand Oaks, we have
12 shared some identical problems with Missouri Water and
13 the blockage of the sediment.

14 May I approach?

15 JUDGE BURTON: You may.

16 MR. CHURCHILL: Here's a pop-off valve from
17 my water heater.

18 JUDGE BURTON: If you could just return to
19 the microphone, Mr. Churchill.

20 I'm going to mark this as LPH6-2.

21 (Exhibit LPH6-2 was marked for
22 identification.)

23 MR. CHURCHILL: The little cup, that's -- a
24 spokesman from American -- or Missouri American Water
25 came out and suggested that I drain my hot water

1 heater to free it up. Well, when we looked at it, the
2 pop-off valve was leaking. I couldn't release the
3 pressure, and there was residue forming on top of the
4 thing. And I was told to call a plumber, so I did. I
5 called a plumber, and he came out and replaced the
6 valve and explained that, you know, that was a danger
7 kind of issue.

8 Okay. So we got that fixed. I couldn't --
9 he couldn't get the drain loose. Missouri American
10 Water came out and had another company -- a certified
11 licensed plumber come out and rinse down my house --
12 or, you know, drain everything out. The gentleman was
13 very professional. He did all that.

14 Okay. They opened and flushed the valve --
15 or -- the valve in front of the house several -- at
16 least twice. That little cup -- they also told me
17 that, you know, there was some problems between the
18 PEX and the copper, that there was a possible
19 contamination, you know, between the two products.

20 And I -- and that was hot water-generated
21 only. I informed them that, "Gee whiz. All my
22 toilets are cold water, and they are clogging, and
23 they are running and taking a lot longer time to
24 fill." I have pictures of the residue in the toilets.
25 You can do it with the regular toilet.

1 We have high-pressure -- high-flush toilets
2 in the house, and those have a big inner tube or
3 plastic thing where it goes in. So you can change the
4 water supply, but you can't clean it out of the filter
5 that's there in the bottom of the toilet. It -- it's
6 just -- --

7 JUDGE BURTON: If you can hold on one
8 moment.

9 MR. CHURCHILL: -- very frustrating.

10 JUDGE BURTON: If you can hold on one
11 moment, Mr. Churchill.

12 I also have what's going to be marked as
13 LPH6-3.

14 MR. CHURCHILL: That was done after the --
15 to flush out of my house in a week, I ran the bathtub
16 in the main bathroom, filled it, let it drain, and
17 that's the sediment I got from cold water.

18 JUDGE BURTON: Hold on one moment, please.
19 Give the court reporter an opportunity to mark this,
20 and I'll see if there are any objections to the
21 admission of this exhibit into the record.

22 (Exhibit LPH6-3 was marked for
23 identification.)

24 JUDGE BURTON: Are there any objections to
25 the admission of LPH6-2 or -3?

1 Hearing none. Both exhibits are admitted
2 into the record.

3 You may begin.

4 MR. CHURCHILL: There are approximately, at
5 least, 55 or 60 homes in Montebella from the first
6 section of it. There is approximately 30 people that
7 have responded to the HOA -- the homeowners
8 association on Facebook have made comments about the
9 water quality, the water pressure, whether they have
10 installed filters and/or water softeners, because
11 that's what they were told to do. I'm not really sure
12 where that came from, but they are having mixed
13 results.

14 Most of these people have young children,
15 like back there. I questioned the representative from
16 Missouri Water about having an independent lab check
17 this. Well, he said, "No, we know what it is."

18 And I said, "Well, what are the long-term
19 effects?" You know, "What are the side effects? Can
20 we at least do that so we can feel confident?" Our
21 children are grown, but there are a lot of young
22 babies and children there. And they have no desire to
23 alleviate or to show us that -- in good faith that
24 that sediment was not going to hurt anyone. The
25 questions are endless.

1 The safety, I asked about the fire
2 hydrants. Now, the fire department comes out and
3 flushes them. Mike from Riverside has been very
4 helpful. You know, maybe, in two years they are going
5 to have that same deposit in the fire hydrants. Is
6 the drinking water -- it just goes on and on and on.
7 They flush the lines.

8 Everything they've done so far has been a
9 Band-Aid, the long and the short. They put a Band-Aid
10 on it. They have been polite. They have been
11 relatively professional. The people who come out are
12 good employees, but the beat goes on. This has been
13 two years. I spend time and money. The toilets run
14 longer. I have no water pressure. I just keep using
15 more water. I'm the star customer of the month.

16 And just one final thing. I think all of
17 us with our retirement accounts, wouldn't you like to
18 have a 10.7 percent projected return on your
19 retirement program? End of story.

20 JUDGE BURTON: Thank you. If you could
21 hold on, I'll ask the Commissioners.

22 Would any of the Commissioners like to have
23 a look at the exhibits offered or ask questions?

24 MR. KENNEY: I just have one question
25 Mr. -- excuse me -- Mr. Churchill.

1 You mentioned in your subdivision --
2 Montecello [sic] subdivision?

3 MR. CHURCHILL: Montebella, yeah.

4 MR. KENNEY: Montebella. You said there
5 were 60 homeowners that did an online response. 30 of
6 them responded that they were having some issues?

7 MR. CHURCHILL: 30 of them were concerned
8 about water pressure. A lot of them are young
9 first-time homeowners that -- if -- if they did call
10 somebody or their uncle, brother, father said, "Oh,
11 just put in a water softener, and that will take care
12 of it" -- well, a lot of them have done that, but they
13 still aren't -- those are newer homes. We've been
14 there six years. Stacy has been there --

15 MS. BUCKY: Seven.

16 MR. CHURCHILL: Yeah. Seven -- six,
17 seven years.

18 So we're experiencing that. And as those
19 houses mature, they age. You know, why the -- you
20 know, we're in the middle of the block. Why do I get
21 it and the two houses on either side of me really
22 don't? They get some residue.

23 MR. KENNEY: Okay. My next question was --
24 it -- was it American Water or a plumber that talked
25 to you regarding the PEX and the copper joints?

1 MR. CHURCHILL: It was a representative
2 from American Water.

3 MR. KENNEY: Missouri American Water told
4 you that -- what did they tell you, again?

5 MR. CHURCHILL: He said that it could be a
6 contamination between the copper and the PEX. And
7 that's -- you know, it was hot water related, and
8 that's why we --

9 MR. KENNEY: That would be interesting,
10 because almost every home built now is built with
11 copper fittings and PEX.

12 MR. CHURCHILL: Correct.

13 MR. KENNEY: They changed that in about
14 2008 when everybody started stealing copper. Good to
15 know.

16 Okay, thank you.

17 MS. COLEMAN: I'd like to see the second
18 exhibit.

19 JUDGE BURTON: Oh, Mr. Churchill, would you
20 please return to the podium?

21 MR. CHURCHILL: Oh, I'm sorry.

22 MS. COLEMAN: Exhibit 3.

23 Okay. Mr. Churchill, when you first
24 brought this up, I was trying to see the sediment, but
25 I see now that the reason I couldn't, it's fallen out

1 of the cup. So you had this, that's loose in the
2 bottom, in the cup; right?

3 MR. CHURCHILL: Right. That's what I took
4 out of the bathtub --

5 MS. COLEMAN: Okay. Thank you.

6 MR. CHURCHILL: -- with the cold water.

7 MS. COLEMAN: Thank you, Mr. Churchill.

8 MR. CHURCHILL: You know, how do we get
9 this resolved?

10 JUDGE BURTON: Thank you.

11 Any questions from Missouri American?
12 Office of the Public Counsel? Staff? Platte County?

13 All right. Thank you, Mr. Churchill.

14 MR. KENNEY: Thank you.

15 JUDGE BURTON: Next the Commission will
16 hear from Mary Churchill. Your name is identified in
17 this list. Would you also like to testify as well?

18 MRS. CHURCHILL: Pardon me?

19 JUDGE BURTON: I have Mary Churchill
20 down --

21 MRS. CHURCHILL: Yeah. That's -- I --

22 JUDGE BURTON: Okay. Moving on, the
23 Commission will hear from Kathy Rose.

24 Please raise your right hand.

25 (Witness was sworn.)

1 JUDGE BURTON: Would you please state your
2 name and identify your subdivision and your -- which
3 water and sewer district you're located in?

4 MS. ROSE: Sure. My name is Kathleen Rose,
5 R-o-s-e. I'm the mayor and resident of the City of
6 Riverside.

7 And, first of all, I want to welcome you
8 all to the City of Riverside, and thank you for being
9 here for this hearing.

10 I understand that Missouri American is
11 asking for a rate increase, which really involves a
12 small decrease for our district. I can tell you that,
13 even though it is welcome, is it really not enough?
14 This is the fifth rate increase in nine years sought
15 in this district. The City of Riverside has
16 intervened every single time -- four or five -- four
17 out of the five or every single time, we've
18 intervened, and we have been successful in our
19 intervention.

20 Missouri American, in the past, has come in
21 and asked for 40 percent, 30 percent rate increase,
22 and we've been able to get them cut down to the low
23 20s. Like, that's a big win, but at least we didn't
24 have to pay -- at least because of our intervention,
25 we didn't have to be dealt a 40 percent increase.

1 Clearly, the rate increases have exceeded
2 far and away the income increases of the citizens of
3 the Platte County district. The City of Riverside,
4 even though we have newer subdivisions, like
5 Montebella and Briarcliff and Gate Woods III coming
6 online, we have been basically --

7 We are an older community with older
8 residents. In the next five years, that's probably
9 going to change greatly, but these are people that
10 have been here for a long time and are on fixed
11 incomes, and this is very difficult for them to have
12 another increase.

13 The present rates in Platte County are the
14 highest in the state, as you've heard. We're almost
15 50 percent higher than St. Louis, 60 percent higher
16 than Jefferson City, 70 percent higher than both
17 Mexico and Joplin, 100 percent higher than St. Joe,
18 and 140 percent higher than Warrensburg.

19 If the Company is successful and the rate
20 design remains as they proposed, Platte County rates
21 will still be 28 to 68 percent higher than other
22 metropolitan areas in the Missouri American Water
23 districts.

24 As the Commission determines the district
25 realignment, there must be sufficient evaluation of

1 the impact on the one ratepayer who does not have the
2 opportunity to recover their cost of water, and that's
3 the resident. Industrial and commercial consumers can
4 recover their cost through the prices for their
5 products. The resident cannot, nor does the resident
6 have the ability to go to the Commission to make a
7 case that their salary or pension or Social Security
8 be increased. The resident ratepayer has been
9 forgotten in the rate case of the last decade. If
10 there is going to be a true redesign of rates, the
11 resident ratepayer should be held firmly or receive a
12 reduction. So some kind of multi-class structure of
13 the rates where the resident pays a lesser rate than
14 commercial/industrial is definitely something that
15 would be helpful.

16 A district-specific rate structure like we
17 have held in this district has not been beneficial for
18 us, because there are so few of us. And I can tell
19 you that I know that in this district, 6,500 gallons
20 of water -- and this gentleman in the back there, he
21 said this -- it's what the average is spread across
22 the board.

23 It's just my husband and I. He has
24 retired, and we don't even use 3,000 gallons of water
25 a month in my home, but I'm being charged and have to

1 pay for a minimum of 6,500 gallons. It does not seem
2 fair.

3 So the cost is one thing that -- that we
4 bring to the table, but learning about all of the
5 issues in Montebella and Thousand Oaks, it really is
6 much bigger than what I thought it was with you coming
7 here today. Because I don't care if it's just one
8 resident in Montebella. If they are having these kind
9 of problems, it's a problem. It's a problem. 30 is a
10 big problem. Montebella is a growing subdivision with
11 big, beautiful new homes, and I don't want any one of
12 them to have to suffer with some of the things I heard
13 today. And the gentleman back from Thousand Oaks,
14 I -- I just felt sympathy for him. That is just
15 absolutely ridiculous that he has to deal with that.

16 I -- as the mayor of the city, I can tell
17 you, I work with the mayor of Platte Woods and the
18 mayor of Parkville closely. We try and meet and talk
19 about these concerns for our communities and try to
20 make sure that we are doing the best for our
21 communities in addressing these issues. And so I do
22 want the citizens to know that we are trying with our
23 interventions to be able to bring the best that we can
24 bring to them, but somebody has got to listen, and I
25 really encourage public counsel -- the Office of the

1 Public Counsel, I hope that they are listening today,
2 so they can hear what the residents are saying to
3 them.

4 Thank you.

5 JUDGE BURTON: Thank you.

6 MS. ROSE: Any questions?

7 MR. KENNEY: No questions. Thank you,
8 Mayor.

9 JUDGE BURTON: Thank you.

10 Next, the Commission will hear from Leland
11 Finley.

12 Please raise your right hand.

13 (Witness was sworn.)

14 JUDGE BURTON: Would you please state and
15 spell your name for the record and identify your
16 subdivision or water and sewer district?

17 MR. FINLEY: I'm Leland Finley, L-e-l-a-n-d
18 F-i-n-l-e-y. I live in the Indian Hills division in
19 Riverside, and I have a couple of concerns.

20 Number one, it would appear as though, in
21 the combining of Riverside and Mexico and
22 Jefferson City, that they would experience, in some
23 cases, quite an increase, and we would experience a
24 decrease in rates, but my concern is why those
25 particular areas are being considered as merging

1 rather than other areas. It would seem as though --
2 in light of the problems that are being addressed and
3 spoken to today in this hearing, it would appear to me
4 that maybe there needs to be some serious
5 consideration of where water is coming from and how
6 they can address that problem in a better way than
7 raising the rates, overall.

8 It would appear also as though some of
9 these areas in the state, maybe they need to check and
10 see where their water is coming from to determine if
11 that can reduce some of the costs that they are
12 talking about in this \$51 million increase for
13 whatever it's going to be used for.

14 My other concern is more of a -- maybe a
15 statement than a concern. I've lived in the
16 Indian Hills subdivision for over 25 years, and one of
17 the first things we did was put in a water softener,
18 and it reduced a lot of our problems. We still get
19 sediment, and I still get collection at the faucets,
20 but I think part of that is because it's coming off of
21 old, iron pipes, because I have cleaned out all the
22 residue, and I now get fairly pure water from our
23 water softener. That's mainly my concern.

24 It does appear that Riverside would get a
25 reduction, but at what distance is this going to

1 serve, and how long is it going to last? That would
2 be my main concern. Okay. We get a reduction this
3 time, but what about next time?

4 JUDGE BURTON: Thank you, Mr. Finley.

5 Any questions?

6 MR. KENNEY: No. Thank you, Mr. Finley.

7 MS. COLEMAN: Thank you, sir.

8 JUDGE BURTON: The Commission will hear
9 from Sue Johnson.

10 Please raise your right hand.

11 (Witness was sworn.)

12 JUDGE BURTON: Okay. Please state and
13 spell your name for the record and identify your water
14 and sewer district.

15 MS. JOHNSON: Sure. I'm Sue Johnson, and
16 my last name is spelled J-o-h-n-s-o-n. My water
17 district would be Riverside, but my sewer district is
18 Platte County Regional.

19 JUDGE BURTON: Okay. Ms. Johnson, could
20 you please speak into the microphone?

21 MS. JOHNSON: Sure. Can you hear me
22 better? Yes? Okay.

23 What I'd like to say today is, first of
24 all, in reference to the water rates. I don't know if
25 you guys have a copy of this water rate or not, but

1 when you look at it -- and I was really surprised when
2 I looked at it today to see that Platte County -- we
3 are an outlier. We are an outlier on the top, and a
4 lot of the people here that live here are in
5 single-family dwellings, like myself. I live there
6 with my husband and two children. I couldn't imagine
7 that we would ever use anything near 6,500 gallons.

8 I also see the rate increase and understand
9 that they have asked for five rate increases over nine
10 years. That, to me, given how high our rates are in
11 the district, I hope that someone would look into
12 that.

13 In reference to the sewer rates, the sewer
14 rates are twice as much as what I would pay -- or what
15 I currently pay with Platte County Regional. I don't
16 understand why they would be twice as much as what I
17 pay.

18 In reference to the sediment issue, there
19 are many residents just like we have -- I've lived in
20 Montebella for six years. I had no idea what this
21 problem was. Have I replaced the seals of my toilets?
22 Yes. Do we have five toilets in our house? Yes.
23 Have we replaced all of them? Yes. Do I have a
24 dishwasher that seems to have some problems? Yes. Do
25 I have a hot water tank that may have problems? I

1 don't know.

2 My washing machine, I just bought it. It's
3 a front loader, but after listening to some of the
4 testimony here and seeing the sediment in my toilet
5 tanks, I'm certainly going to be researching that, but
6 I would ask the Commission to consider the rate
7 increases -- we're all about the rate decreases for
8 Platte County. I would certainly support that, but I
9 would hope that anyone involved in these hearings
10 today would take a look at the rates as a -- as we're
11 such an outlier to the high margin. And, also, that
12 someone would really look into the sediment issue,
13 because it is way more widespread than maybe what's in
14 evidence here today.

15 And that's all I need to say.

16 JUDGE BURTON: Thank you, Ms. Johnson.

17 Any questions?

18 MR. KENNEY: No. But I have one
19 suggestion. You could talk to Staff also regarding
20 that sediment issue.

21 MS. JOHNSON: Thank you. And thank you for
22 the comment regarding the Department of Natural
23 Resources to test our water.

24 MR. KENNEY: Water quality.

25 MS. JOHNSON: Yeah.

1 MR. KENNEY: Thank you.

2 MS. JOHNSON: Thank you.

3 JUDGE BURTON: Next, the Commission will
4 hear from Arlo VanMeter [phonetic]. No Arlo VanMeter?
5 Okay.

6 There is an individual who signed his name,
7 and I can't identify it.

8 So we'll move on from there to Russ --
9 Wojtkiewicz?

10 MR. WOJTKIEWICZ: Close. It was a good
11 try.

12 JUDGE BURTON: Please raise your right
13 hand.

14 (Witness was sworn.)

15 JUDGE BURTON: Please state and spell your
16 name for the record, and identify your water and sewer
17 district.

18 MR. WOJTKIEWICZ: Sure. Russ Wojtkiewicz,
19 W-o-j-t-k-i-e-w-i-c-z. I live in a little section of
20 unincorporated Platte County between Riverside and
21 Parkville. We are on the Missouri American Water
22 system and on the Platte County Regional sewer
23 district

24 JUDGE BURTON: Thank you.

25 MR. WOJTKIEWICZ: I rise against any rate

1 increase, but I support and commend Mayors Rose and
2 Johnston for being dutifully here at these meetings.
3 They seem to be the only elected that choose to show
4 up and be advocates for their constituents on these
5 meetings, and their advocacy is for lower water rates.

6 Our water rates have gone -- are some of
7 the highest, as you've heard, around. We need to
8 lower that so it can be more affordable, especially
9 for all of those on fixed income. We -- personally, I
10 do. I'm sure a lot of other people do -- will put in
11 water conservation, electric -- lower our electric
12 bills, our electric usage, lower our gas usage.

13 All we get is the utilities companies
14 coming back and saying, "Oh, they're doing what we
15 want, so we need higher rates, because we're not
16 making as much money." You can't -- you can't do it
17 both ways. That has to stop.

18 There is an easy solution, but it means
19 competing with each of the utility companies. And in
20 this particular instance, every time it rains, most of
21 us have a house big enough that we can probably get
22 right at about 7- to 800 thousand gallons of water off
23 of that runoff. It would be very easy and cost
24 effective to put in a filtering system and use our own
25 water.

1 The problem there is -- is severalfold and
2 I think the resistance and the pushback for that would
3 be water companies not being able to pay for their
4 infrastructure, deliver the water. And all the
5 government entities are not collecting a single dime
6 or penny on taxes when -- if I collect and use my own
7 water, and I'm sure the Department of Natural
8 Resources has some huge rulings about, "Oh, we can't
9 do that, because the water might be unsafe."

10 Well, I've heard a lot about water quality
11 here today, and it concerns me. And it concerns me
12 very much, because of what's been in the news lately,
13 Flint, Michigan. I hope to hell we're not heading
14 there. Please, don't even go there.

15 Are we just pumping a \$51 million rate
16 increase to do capital expenditures and maybe help out
17 the shareholders? It's absolutely ridiculous. We
18 need to reward our residents for conserving water and
19 trying to lower their bill.

20 Two years ago at the rate hearing, the
21 snowbirds said, "We can't hardly afford to go south
22 for the winter like we used to, that we planned in
23 retirement and saved up, because we'd just turn the
24 water heater off, secure the house, wouldn't have a
25 bill for two or three months, come back, turn it on

1 and have a bill." They can't do that anymore.

2 Half of the water bill is a customer
3 service charge. We're not really even paying for the
4 water. Whether they -- we buy a drop of water or not,
5 the water company still makes money. That -- those
6 charges need to -- we need to roll back to the days
7 when we bought the product, be it gas, electric, or
8 water, and we paid for the product. And, frankly,
9 they were a lot lower, and efficiency and
10 deliverability and quality was actually better.

11 So that would be my testimony at this time.

12 Oh, before the consolidation, if it does
13 actually lower us -- but -- and the scale of economy
14 would say that it would, but I'm very suspect of that
15 happening and that we're just going to get overall
16 raised and we're going to subsidize -- the western
17 side is going to subsidize the eastern side of the
18 state.

19 Thank you.

20 JUDGE BURTON: Thank you.

21 Any questions?

22 Thank you.

23 MR. KENNEY: Thank you.

24 JUDGE BURTON: Next, the Commission will
25 hear from John Smedley.

1 Please raise your hand --

2 MR. SMEDLEY: I'm John Smedley --

3 JUDGE BURTON: Could you please raise your
4 hand?

5 (Witness was sworn.)

6 JUDGE BURTON: Please state and spell your
7 name for the record and identify your subdivision and
8 water and sewer district.

9 MR. SMEDLEY: I'm John Smedley,
10 S-m-e-d-l-e-y. I'm a resident of the City of Platte
11 Woods and the mayor of the City of Platte Woods, and
12 I'm here before the board to testify on the opposition
13 to the current water exchange rates and the proposed
14 increase, not sure if the consolidation is going to go
15 in.

16 This is the fourth time in five raises that
17 I've testified, and I just wanted to make sure that on
18 behalf of my residents and the rest of the Platte
19 County district that I can reiterate what we have
20 heard mostly tonight, partly because the City of
21 Platte Woods is a very small age community.

22 60 percent of our residents are retired.
23 40 percent of them are over 75, and they are on fixed
24 incomes. The rates we pay make it very difficult to
25 continue to operate and to live. And then I have four

1 bullet points that I wanted to focus on, mainly as it
2 relates to services and cost control and quality.

3 The first one was -- I heard this morning
4 that it's much cheaper for the Missouri American
5 Platte County plant to produce water, yet we have the
6 highest rates. There seems to be a lot of issues that
7 we look at from the city from cost control that don't
8 seem to get put into effect or don't get noticed when
9 we are looking at why rates are increased, et cetera.

10 Some good examples of that are when we have
11 our own public service department and I have them go
12 around and look for things that are out of the
13 ordinary, if we have water running in the streets or
14 we have -- (inaudible) -- that are not in the city.

15 So we get a daily report on what's going on
16 in the city, and so I make it a point for our police
17 chief to report anything like that. When we see water
18 running down or open storm water drains or something
19 like that, we immediately call in during the daytime,
20 normal business hours, to the Parkville plant or after
21 hours to the 800 line.

22 And just over the last 24 months, a couple
23 examples I'd like to cite are:

24 In February 2014, we called on a Tuesday
25 morning stating that the top of a hill by City Hall,

1 we saw water running down a storm water drain. Two
2 days later, we had them come out and look at it. They
3 said, "No. That's storm water runoff or it's coming
4 out of somebody's sewer." There is no storm water
5 runoff. There is no sewer within 50 feet of that
6 location.

7 And we said, "It's your water."

8 And they're saying "No, it's not."

9 We said, "Well, we'll see."

10 Four days later it blew through the street.
11 So it cost additional manpower. It cost additional
12 materials to do it. It also cost me more to fix our
13 street by waiting and having ten-foot hole dug,
14 instead of catching it immediately.

15 Then another example is, in October of
16 2014, we reported the same thing. We had open storm
17 water -- water running down Prairie View Road -- which
18 is on the north end of Platte Woods -- ran under
19 Prairie View Road, and we had a collection pond that
20 was 18 inches deep in water. And we happened to have
21 a duck habitat there for six weeks during the flyover
22 from, again, an area that's the highest point in our
23 city that's got no other sources for water.

24 So then March 30 of 2015, it finally blew
25 through the street, which was the access to City Hall,

1 and they finally decided to come and take a look at
2 it, again, inconveniencing us, tearing out 80 percent
3 of the width of that street and causing us to have to
4 detour.

5 And, again, when we call in -- we'll call
6 in on a Monday, like on May the 5th, 2015, and they
7 finally call Dig Rite on Thursday to do a site repair.
8 So they have been very slow in doing. It's the same
9 situation a week later. We call it in on Tuesday. On
10 Thursday, they call Dig Rite for an emergency service
11 repair and do service. And just this year, we've had
12 five different events in 2016, three of which were
13 repetitive.

14 On the 4th of January, I noticed that the
15 water was flowing out of the Platte Woods tower,
16 running across our commercial area and going into the
17 street and freezing. So our restaurant, bars, our
18 marketing people, and our haircut and dance studios
19 are having to deal with ice in the parking lot,
20 because the tower continued to overflow.

21 That must have had something to do with
22 their pumping problem, because then on the 8th, they
23 blew a hole through the main Prairie View Road, which
24 is the main supply from the Parkville plant into our
25 water tower, and they dug that up.

1 And, again, they had, on January 19, same
2 place, same problem: broken valve, still continuing
3 to run across the street.

4 Finally, on January the 28th, they finally
5 figured out where that valve was and how they broke it
6 and decided to fix it.

7 A similar example happened on May the 8th,
8 where we had a main break on a residential street, and
9 they didn't call in to Dig Rite until three days later
10 to fix that.

11 And then the last example I'd like to cite
12 is on Maple Lane. It happened twice where -- I have
13 to read my notes -- on the 25th, they finally called
14 in to Dig Rite to locate it, and we had noticed it the
15 following -- the preceding Monday, and they finally
16 got around to fixing it four days later, and it's
17 still not fixed.

18 So there's just a lot of the inconsistency,
19 a lot of hiring contractors over the weekend when
20 they're being paid extra duty, so it drives the cost
21 up. There doesn't seem to be a lot of cost control.

22 And the third point I wanted to make is
23 that there is inconsistency on notifications. When we
24 had that main break from the water tower flowing over
25 and it shut our city plus the city of Lake Waukomis,

1 because we are on a connected main, we were given no
2 notification. We had to call our residents, because
3 we noticed that the water pressure at City Hall was
4 dying. So we're not getting consistent communication
5 and notification when we are getting main breaks,
6 particularly when we've identified ahead of time and
7 they've called in Dig Rite ahead of time to let us
8 know that there is something going on.

9 And then the fourth item I want to bring up
10 is that at the last hearing I was at, which was the
11 third or fourth that I've been to -- and I'm curious
12 why back then I asked specifically what the new plant
13 was going to cost. It was going to be \$8- to
14 \$9 million, and now I'm looking at a \$20 million cost
15 to serve essentially the same service area.

16 So I want the Commission to kind of look
17 and really see is there something that can be done to
18 ensure that, you know, even though they are a monopoly
19 and a private company, that there is some sort of cost
20 control like all the cities have to do and residents
21 have to do. Everybody has to manage their own budget.
22 We just can't pass things on.

23 Thank you.

24 JUDGE BURTON: Thank you.

25 Any questions?

1 MR. KENNEY: I just have one quick
2 question.

3 You mentioned the city -- the Parkville
4 station; right?

5 MR. SMEDLEY: Yes. We are in Platte Woods,
6 and we are one of --

7 MR. KENNEY: I've been to that station.
8 That station needs replacing.

9 MR. SMEDLEY: Well, I don't doubt that.

10 MR. KENNEY: And you mentioned losses
11 you've had caused by a lot of infrastructure
12 problems -- would you agree -- within the district?

13 MR. SMEDLEY: I can say that I would agree
14 that between the Parkville plant and the Platte Woods
15 water tower, it's probably the second oldest line, and
16 it's been, to my knowledge, replaced about 80 percent.

17 MR. KENNEY: Okay. Thank you.

18 MR. WESTEN: Staff has one quick question.

19 JUDGE BURTON: Wait. We have a question.

20 MR. WESTEN: Sorry, Mr. Mayor. I have one
21 quick question.

22 JUDGE BURTON: Mr. Smedley, please return
23 to the podium.

24 MR. WESTEN: You mentioned two periods --
25 time periods. You mentioned January of this year; is

1 that correct?

2 MR. SMEDLEY: Yes.

3 MR. WESTEN: January 16.

4 And then the May dates, are those May 2015?

5 MR. SMEDLEY: Those are 2015.

6 MR. WESTEN: Thank you.

7 JUDGE BURTON: Thank you.

8 Are there any other individuals who would
9 like to testify for the Commission?

10 You, sir, are --

11 MR. WHEELER: Apparently, you couldn't read
12 my writing.

13 COURT REPORTER: I'm sorry. Sir --

14 MR. WHEELER: (Inaudible) -- Missouri
15 technical -- (Inaudible.)

16 COURT REPORTER: Sir -- sir, I need you to
17 speak into the microphone and speak up. Okay? I
18 can't understand you.

19 JUDGE BURTON: Please raise your right
20 hand.

21 MR. WHEELER: Can you hear me now?

22 JUDGE BURTON: I can hear you now.

23 MR. WHEELER: All right.

24 JUDGE BURTON: Please raise your right
25 hand.

1 (Witness was sworn.)

2 JUDGE BURTON: Would you please state and
3 spell your name for the record and identify your
4 subdivision and your water and sewer district?

5 MR. WHEELER: First name John, J-o-h-n.
6 Wheeler, W-h-e-e-l-e-r. I live in Indian Hills
7 subdivision in Riverside.

8 JUDGE BURTON: Thank you. You may testify.

9 MR. WHEELER: At any rate, my issue is with
10 water consumption and water usage. During the growing
11 season, which would be May through September, I grow
12 quite a few tomatoes, and I have a lot of flowers, so
13 obviously I irrigate.

14 Well, the months from October through
15 January, I'm using anywhere from 1,000 to 3,000
16 gallons more water per month than I was using back in
17 the growing season. Now, this doesn't add up. I have
18 a single-family dwelling, probably about 3,000 square
19 feet. I take a shower every morning, run maybe three
20 loads of laundry a week, run the dishwasher a couple
21 times a week, and that's it. It's me.

22 And so I've registered a complaint with
23 them a time or two, and they sent somebody out to take
24 a look at the meter. Well, they said there was no
25 leak between the meter and the house, and I've had the

1 plumber over. There's no leaks in the house, no
2 toilets running, no leaky faucet. So I'm getting
3 billed for a lot more usage than I'm actually using.

4 And my neighbor, Mr. Finley, we were
5 comparing notes. He's using 4,100 here this last
6 billing cycle, and they've got me for 6,600. Totally
7 ridiculous. You know, I want to pay what's owed,
8 but -- well, obviously, the problem needs to be fixed.
9 So that was -- that was the only complaint I -- I have
10 is, but it's certainly a legitimate complaint.

11 So, anyway, I hope you will not grant
12 another increase. Mayor Rose testified, and Mayor
13 Johnson too. They've had five rate increases in five
14 years. That's ridiculous. You know, they need to --
15 I'm sure they got a budget, but, you know, they need
16 to cut back on things like everybody else has to. So,
17 you know, I can't go to the Public Service Commission
18 and ask for an increase in commission rates.

19 But at any rate, why, thank you for
20 allowing me to testify.

21 JUDGE BURTON: Thank you.

22 I'm going to see if there are any questions
23 from the Commission.

24 MR. KENNEY: No.

25 Thank you.

1 JUDGE BURTON: Oh, wait. Hold on one
2 moment.

3 MR. LUFT: Mr. Wheeler, will you meet with
4 our people after the meeting so we can see your bill?

5 MR. WHEELER: I will. Sure.

6 JUDGE BURTON: Thank you.

7 Are there any other individuals who would
8 like to present testimony for the Commission? Okay.
9 Then that will conclude the testimony portion of the
10 hearing.

11 The Commission will be holding an
12 evidentiary hearing on this matter in March. It will
13 begin March 14, which is a Monday. It goes through
14 that Friday, the 18th, and then resumes the next
15 Monday, the 21st. That will be in Jefferson City,
16 Missouri, at the government office building, which is
17 the location for the Public Services Commission's
18 office.

19 But it also will be available, streaming,
20 through the Public Service Commission's website. So
21 any individual who would like to watch the hearing may
22 do so for free through the Internet.

23 Thank you, everyone.

24 And we will go off the record.

25 (Proceedings concluded at 1:16 p.m.)

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

I N D E X

PAGE

PROCEEDINGS

4

E X H I B I T S

NO.

DESCRIPTION

PAGE

Exhibit LPH6-1 Mr. Strohm's Documents

27

Exhibit LPH6-2 Cup with Sediment

34

Exhibit LPH6-3 Pipe Fixture

36

(Original Exhibit LPH6-1 is attached to the original transcript. LPH6-2 and LPH6-3 were retained.)

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

CERTIFICATE OF REPORTER

I, Lauren Lawrence, a shorthand reporter and Notary Public within and for the State of Missouri, do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me; that the testimony of said witness was taken by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this deposition was taken, and further that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.



Lauren Lawrence
Court Reporter
Notary Public, State of Missouri

TRANSCRIPT OF PROCEEDINGS 2/1/2016

A			B	
ability 44:6 67:8	53:20	13:19,20 14:9	B 3:23 66:5	better 28:24 47:6
able 33:1 42:22	agree 61:12,13	14:20 16:22	babies 37:22	48:22 54:10
45:23 53:3	agreeing 20:6	20:14,23	back 8:4,24 9:10	bib 11:13,15
absolutely 18:11	ahead 4:5 5:22	applicability	12:24,25 14:1,8	big 36:2 42:23
24:17 45:15	7:10,21 32:3	23:1	15:8,12,25	45:10,11 52:21
53:17	60:6,7	appointed 6:1	16:17 18:14	bigger 45:6
absolve 23:19	alleviate 37:23	appreciate 5:24	20:20 25:8	biggest 29:15
access 57:25	allowed 32:20	6:11,13 14:13	37:15 44:20	bill 5:23 53:19,25
accounts 29:23	allowing 29:14	16:21	45:13 52:14	54:1,2 65:4
38:17	64:20	approach 34:14	53:25 54:6	billed 64:3
acknowledged	American 1:4	approved 33:3	60:12 63:16	billing 64:6
11:4 15:20	2:13,15 4:6,17	approximate	64:16	bills 30:2 31:7
20:21 23:12	4:19 7:23 8:13	19:8	background	52:12
Acknowledging	8:14 10:11,16	approximately	29:20	bit 28:23
13:22	10:24 11:3	9:5,21 12:17	bad 10:23	blaming 23:21
action 20:9 67:11	12:19 13:24	16:4 19:7,25	Band-Aid 38:9,9	blew 11:8 17:14
67:15	14:11 17:3,21	37:4,6	bars 58:17	57:10,24 58:23
actions 16:11,13	19:1 20:8,11	April 12:6 14:10	based 30:18	block 39:20
add 8:15 63:17	23:12 25:5,11	area 6:4,5 57:22	basement 14:25	blockage 34:13
addition 12:11	26:4 27:22	58:16 60:15	15:16	blocked 13:2
33:12	34:24,24 35:9	areas 4:9 43:22	basic 29:12	blow 11:8 16:5
additional 16:13	39:24 40:2,3	46:25 47:1,9	basically 17:5	blue 24:4
16:15,25 24:23	41:11 42:10,20	Arlo 51:4,4	21:14 43:6	board 44:22
25:19 57:11,11	43:22 51:21	arrived 12:7	bathroom 16:3	55:12
address 5:2	56:4	15:23	36:16	boards 30:16
23:10 47:6	amount 9:10	asked 12:23	bathtub 36:15	bottom 36:5 41:2
addressed 47:2	ample 24:16	16:20 38:1	41:4	bought 50:2 54:7
addressing 45:21	and/or 37:10	42:21 49:9	beat 38:12	Box 2:5,11 5:2,10
admission 27:6	angry 33:7,7	60:12	beautiful 45:11	break 10:6 59:8
36:21,25	answer 6:21	asking 29:16	Bednar 3:4 5:14	59:24
admitted 28:16	Anthony 28:17	42:11	5:16 28:5,14	breaks 60:5
37:1	29:7	associated 24:3	began 19:6,9,22	Briarcliff 43:5
advance 7:21	anymore 54:1	association 37:8	20:3	brief 21:14
advocacy 52:5	anyway 64:11	assume 22:4	Beginning 9:5	bring 6:24 7:22
advocates 52:4	apologize 7:21	Atlanta 30:22	19:25	9:20 10:6 45:4
aerator 9:16	apologized 20:12	attached 66:11	behalf 4:23,25	45:23,24 60:9
12:16,22 16:3,8	appalling 7:23	attempted 23:19	5:5,8 19:14	broke 59:5
aerators 9:17	apparently 8:20	attendance 5:25	55:18	broken 59:2
10:25 25:7	15:14 62:11	6:11	believe 10:6,7,8	brother 39:10
afford 53:21	appear 46:20	attorney 67:13	14:6,16 18:12	brought 40:24
affordable 52:8	47:3,8,24	auditing 29:21	25:3	bucket 13:1,3
afternoon 4:4	appearance 4:16	authority 4:7	believes 13:4	Bucky 31:22,23
5:24 7:20	5:13	22:12	Belton 31:2	32:2 39:15
age 39:19 55:21	APPEARING	available 65:19	beneficial 44:17	budget 60:21
agent 17:1,2	2:3,8,13 3:3	average 44:21	best 45:20,23	64:15
ago 9:5 19:25	appears 67:6	aware 18:14	67:8	building 2:5,10
	appliances 10:5	A.B 9:6		26:10 65:16

<p>build-up 9:8 12:9 13:16 15:4 20:23 built 40:10,10 bullet 56:1 Burton 4:4,22 5:4,11,16,18 6:15 7:14,19 24:13,18 25:15 25:18 26:25 27:5,10,12,15 27:21,25 28:2,4 28:8,15,22 29:1 29:5,11 31:18 31:21 32:1,6,10 33:16,19,21,25 34:5,8,15,18 36:7,10,18,24 38:20 40:19 41:10,15,19,22 42:1 46:5,9,14 48:4,8,12,19 50:16 51:3,12 51:15,24 54:20 54:24 55:3,6 60:24 61:19,22 62:7,19,22,24 63:2,8 64:21 65:1,6 business 56:20 busy 26:17 buy 54:4 bypass 14:7</p> <hr/> <p style="text-align: center;">C</p> <hr/> <p>C 2:1 3:1 4:1 calcium 10:7 13:5,16 14:7,17 15:18 call 6:25 16:19 35:4 39:9 56:19 58:5,5,7,9,10 59:9 60:2 called 11:8 12:25 35:5 56:24 59:13 60:7 calling 15:21</p>	<p>capita 30:19 capital 25:4 53:16 care 39:11 45:7 carelessly 19:2 case 6:10 10:8 20:24 21:4,5,7 44:7,9 cases 46:23 catching 57:14 cause 23:2 24:10 caused 61:11 causing 21:7 58:3 cents 30:21 certainly 50:5,8 64:10 CERTIFICATE 67:1 certified 35:10 certify 67:5 cetera 56:9 change 10:5 36:3 43:9 changed 19:23 40:13 charge 54:3 charged 44:25 charges 54:6 cheaper 56:4 check 13:6 22:7 22:15 37:16 47:9 chief 56:17 children 37:14 37:21,22 49:6 choose 52:3 Churchill 31:24 33:22 34:3,3,7 34:16,19,23 36:9,11,14 37:4 38:25 39:3,7,16 40:1,5,12,19,21 40:23 41:3,6,7 41:8,13,16,18 41:19,21 cite 56:23 59:11</p>	<p>cities 30:16 60:20 citizens 43:2 45:22 city 2:6,11 3:5,24 4:12 5:3,10,15 5:15 6:5 22:10 30:20,23 31:3 31:10 42:5,8,15 43:3,16 45:16 46:22 55:10,11 55:20 56:7,14 56:16,25 57:23 57:25 59:25,25 60:3 61:3 65:15 claim 19:1,5 23:1 claimed 20:9 claims 19:12 21:5 clean 9:23 11:1 12:7,21 25:7,10 36:4 cleaned 9:15 47:21 cleaning 12:15 21:3 27:20 clean-out 15:2 clear 14:13 20:25 cleared 14:17 clearly 19:14 43:1 clogged 9:18 11:18 13:6 14:8 15:13 16:23 clogging 10:4 35:22 close 24:25 51:10 closely 45:18 cold 11:5,21 13:1 15:13 35:22 36:17 41:6 Coleman 6:3,12 26:18 31:20 40:17,22 41:5,7 48:7 collect 53:6 collecting 53:5 collection 47:19 57:19</p>	<p>combining 46:21 come 7:1 9:7 22:6,15 25:8 27:19 35:11 38:11 42:20 53:25 57:2 58:1 comes 11:16 38:2 coming 16:23 22:7 43:5 45:6 47:5,10,20 52:14 57:3 commenced 4:3 commend 52:1 comment 50:22 comments 29:13 31:17,24 37:8 commercial 8:16 29:10 30:4,25 31:6 44:3 58:16 commercial/in... 44:14 commission 1:2 2:3,4 4:14 5:6,9 5:20,21 6:18,19 21:12 28:17 31:21 33:21 41:15,23 43:24 44:6 46:10 48:8 50:6 51:3 54:24 60:16 62:9 64:17,18,23 65:8,11 Commissioner 5:23 26:19 commissioners 5:20 6:1,7,22 33:16 38:21,22 Commission's 65:17,20 communication 60:4 communities 45:19,21 community 43:7 55:21 companies 52:13 52:19 53:3</p>	<p>company 1:5 2:13 4:18,20 11:24 18:25 20:8 21:20 23:24 24:5 30:6 30:14 35:10 43:19 54:5 60:19 Company's 4:7 18:4 Company-own... 18:5 comparing 64:5 competing 52:19 complaint 21:11 21:14 63:22 64:9,10 complaints 8:11 computer 16:18 concentrate 19:21 concern 16:21 25:2 29:15 46:24 47:14,15 47:23 48:2 concerned 39:7 concerning 30:13 concerns 8:7 19:9 30:5 45:19 46:19 53:11,11 conclude 65:9 concluded 65:25 concluding 9:14 conclusion 16:10 condition 18:8 23:4,6 conditions 13:15 conducted 19:3 confident 37:20 confirm 10:17 confirmed 6:2,3 17:17 connected 60:1 connections 18:4 conservation 31:11 52:11 conserving 53:18</p>
---	---	--	---	---

consider 13:10 13:12 50:6	copy 17:20,22 48:25	30:12 49:15	definitely 44:14	42:12,15 43:3
consideration 47:5	correct 7:22 21:20,21 31:4	customer 18:2,6 18:9 23:3,7,16	degree 18:24	43:24 44:17,19
considered 46:25	40:12 62:1	23:25 38:15	deliver 53:4	46:16 48:14,17
consistent 60:4	cost 30:3 44:2,4	54:2	deliverability 54:10	48:17 49:11
consolidation 32:17,17,24	56:7 57:11,11	customers 8:18	demographic 30:15	51:17,23 55:8
33:3 54:12	57:12 59:20,21	16:12 23:21	department 22:6	55:19 61:12
55:14	60:13,14,19	30:15 32:25	38:2 50:22 53:7	63:4
constituents 52:4	costs 24:3 32:21	Customer's 18:3	56:11	districts 43:23
construed 23:15	47:11	cut 9:10 42:22	deposit 38:5	district-specific 44:16
consumers 8:17	council 29:13	64:16	deposition 67:6	disturbs 31:13
44:3	counsel 2:8,10	C-h-u-r-c-h-i-l	67:11	division 46:18
consumption 63:10	4:20,24 5:1,8	34:7	deposits 20:21	documentation 8:9
contact 5:9 12:20	21:16,23 26:21	<hr/>	DESCRIPTION	Documents 66:7
19:13 20:1 22:5	28:9 41:12	D	66:6	doing 31:15
contacted 9:6	45:25 46:1	D 4:1 66:1	design 43:20	45:20 52:14
17:1,2 21:13	67:10,13	daily 56:15	desire 37:22	58:8
contacting 15:21	counties 8:2	damage 21:2,8	detergent 9:9,10	door 9:12
contacts 22:9	country 29:21	damaged 13:19	9:12	doubt 61:9
contamination 35:19 40:6	30:17,18	23:5	determine 9:7	drain 34:25 35:9
continue 12:3	County 3:3 7:18	damages 19:16	47:10	35:12 36:16
22:18 55:25	8:3 28:4 29:9	20:13	determines 23:25	57:1
continued 3:1	31:1 32:18	dance 58:18	43:24	drains 56:18
58:20	41:12 43:3,13	danger 35:6	detour 58:4	drink 8:15
continuing 27:17	43:20 48:18	Daniel 17:9	devoted 26:2	drinkable 22:2
59:2	49:2,15 50:8	date 15:22 18:24	diagram 12:1	drinking 8:15
continuously 13:23	51:20,22 55:19	19:8,10	23:23 24:5	38:6
contractors 59:19	56:5	dated 8:1 9:1	different 8:19	dripping 9:13
control 23:22	couple 13:24	18:20	58:12	15:19
56:2,7 59:21	33:4 46:19	dates 19:4 62:4	difficult 43:11	Drive 34:4
60:20	56:22 63:20	dating 8:4,24	55:24	drives 59:20
conveniently 23:17	court 3:21,22	day 30:2	Dig 58:7,10 59:9	drop 25:5 54:4
conversation 24:11	4:20 6:9 26:14	days 14:4,4,5	59:14 60:7	duck 57:21
Conversely 24:4	27:2 36:19	54:6 57:2,10	dime 53:5	dug 57:13 58:25
cooking 10:4	62:13,16 67:19	59:9,16	direction 67:9	duly 67:6
copied 17:4	covered 13:14	daytime 56:19	discussed 19:16	dutifully 52:2
copper 35:18	Craig 2:15	deal 45:15 58:19	21:15	duty 59:20
39:25 40:6,11	crap 13:5	dealt 42:25	discussion 10:9	dwelling 63:18
40:14	cup 34:23 35:16	decade 44:9	dishwasher 9:6,9	dwellings 49:5
	41:1,2 66:8	decided 58:1	9:13,14,22	dying 60:4
	curb 10:14	59:6	10:21 20:1 25:9	
	curious 60:11	declined 32:2	49:24 63:20	<hr/>
	current 29:17	decrease 42:12	distance 47:25	E
	55:13	46:24	district 7:16 29:3	E 2:1,1 3:1,1 4:1
	currently 14:19	decreases 50:7	29:6 32:12,17	4:1 66:1,5
		deep 57:20	32:20 34:2 42:3	earlier 10:9
				19:23

<p>East 3:5 5:15 eastern 30:7 54:17 easy 52:18,23 economy 54:13 effect 56:8 effective 52:24 effectively 7:25 18:15 effects 37:19,19 efficiency 54:9 effort 20:13,25 21:3 either 10:8 39:21 elderly 12:12 elected 52:3 electric 52:11,11 52:12 54:7 emergency 58:10 employed 67:10 67:13 employee 12:18 67:13 employees 38:12 encourage 45:25 endless 37:25 ensure 60:18 enter 4:16 5:12 15:7 entered 20:11 entering 11:22 17:18 20:8 21:1 21:9 enters 11:23 entire 26:2 30:18 30:23 31:10 entities 53:5 equitable 32:23 errors 18:23 especially 52:8 essentially 60:15 establish 15:22 et 56:9 evaluation 43:25 events 58:12 everybody 27:19 40:14 60:21</p>	<p>64:16 evidence 25:1 50:14 evidentiary 65:12 example 57:15 59:7,11 examples 56:10 56:23 exceeded 43:1 exceptions 23:5 exchange 55:13 excluding 18:5 excuse 6:7 10:1 38:25 exhibit 27:3 28:10 34:21 36:21,22 40:18 40:22 66:7,8,9 66:11 exhibits 24:20 25:16 37:1 38:23 expenditures 53:16 experience 16:12 46:22,23 experiencing 8:19 14:19 15:4 25:22 33:12 39:18 explained 35:6 explains 11:6 exposure 31:16 extent 31:16 extra 59:20 extreme 33:9 e-mail 9:3 13:17 16:10 20:2 e-mails 8:24 12:3</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>Facebook 26:2 37:8 fact 20:10 facts 19:14,16 fail 16:23</p>	<p>failed 13:20 fails 16:17 23:10 24:2,5 failure 20:23 failures 18:9 23:3 fair 32:22 45:2 fairly 47:22 faith 14:18 37:23 fallen 40:25 Fane 3:4 5:14 far 8:17 38:8 43:2 father 39:10 faucet 13:6,7 14:24 22:8 64:2 faucets 14:20 20:23 25:7 47:19 fault 17:19 23:15 favor 32:16 February 1:11 4:10 8:5 9:1 19:5 56:24 feel 7:6,8 32:19 37:20 feet 11:15 12:17 57:5 63:19 felt 45:14 fifth 42:14 fight 20:17 fighting 26:1 Figure 23:23,24 figured 59:5 File 1:4 4:5 filed 21:11 fill 35:24 filled 36:16 filling 9:22 fills 16:8 filter 9:10 10:21 14:3,3 20:7 21:8 25:10 36:4 filtering 52:24 filters 10:20 25:12 37:10 final 38:16</p>	<p>finally 57:24 58:1,7 59:4,4 59:13,15 financially 67:14 find 7:23 12:19 22:17 30:13 31:13 finding 24:9 fine 10:7 finger 23:20 finish 24:19 Finley 46:11,17 46:17 48:4,6 64:4 fire 38:1,2,5 Firm 5:14 firmly 14:16 44:11 first 5:23 9:8 10:2 16:2 19:8 29:15 37:5 40:23 42:7 47:17 48:23 56:3 63:5 firsthand 22:14 first-time 39:9 fittings 40:11 five 5:20 6:1 20:6 42:16,17 43:8 49:9,22 55:16 58:12 64:13,13 five-year 12:10 five-year-old 13:13 fix 13:18 25:6 57:12 59:6,10 fixed 35:8 43:10 52:9 55:23 59:17 64:8 fixing 59:16 fixture 18:2 66:9 fixtures 18:7 23:4 Flint 53:13 floor 15:20 flow 9:15 10:20 11:12 12:24</p>	<p>15:4 flowers 63:12 flowing 58:15 59:24 flush 12:7,23,25 15:23 21:1 24:8 36:15 38:7 flushed 10:12 35:14 flushes 38:3 flushing 20:5 flyover 57:21 focus 56:1 following 10:25 16:3,5 24:25 59:15 follows 19:18 force 13:2 foregoing 67:6 forgotten 44:9 former 12:18 forming 35:3 Fort 30:21 forum 7:22,22 forward 6:25 26:23 found 31:2 four 8:20 13:8 20:17 26:1 42:16,16 55:25 57:10 59:16 fourth 55:16 60:9,11 frankly 54:8 free 7:8 18:8 23:8 23:8 35:1 65:22 freeze 18:8 freezing 23:8 58:17 French 13:5,15 frequent 33:5 Friday 14:10 65:14 front 10:12 17:14 26:20 35:15 50:3 frustrating 36:9</p>
--	--	--	--	--

<p>Fueglein 18:12 18:20 23:17 full 12:14 further 67:12 F-i-n-l-e-y 46:18</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>G 4:1 gallons 29:24,24 29:25 31:3 44:19,24 45:1 49:7 52:22 63:16 gas 52:12 54:7 Gate 43:5 Gee 35:21 general 4:7 14:20 gentleman 34:11 35:12 44:20 45:13 Georgia 30:22 getting 60:4,5 64:2 give 7:4 8:8 24:18 28:9 36:19 given 20:17 49:10 60:1 go 4:5,5 5:22 7:2 7:10,21 8:23 10:23 12:11 13:22 14:8 15:24 18:15 20:15 30:3 32:3 44:6 53:14,21 55:14 56:11 64:17 65:24 goes 9:2 32:24 36:3 38:6,12 65:13 going 7:20 8:4,23 8:23 9:25 10:22 13:22,23 16:22 17:24 22:23 24:18 26:25 30:11 31:14,23 32:2 34:20</p>	<p>36:12 37:24 38:4 43:9 44:10 47:13,25 48:1 50:5 54:15,16 54:17 55:14 56:15 58:16 60:8,13,13 64:22 good 4:4 5:24 6:12 7:20 9:3 15:22 18:7 23:6 37:23 38:12 40:14 51:10 56:10 gotten 21:18 Governor 2:5 government 6:2 53:5 65:16 Governor 2:10 grant 64:11 great 14:3 17:8 greatly 43:9 green 31:11 grow 63:11 growing 45:10 63:10,17 grown 37:21 guys 12:4 48:25</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>H 17:24 18:25 22:25 23:1,10 66:5 habitat 57:21 haircut 58:18 half 8:20 54:2 Hall 4:12 56:25 57:25 60:3 hand 7:12 25:16 28:20 32:7 33:23 41:24 46:12 48:10 51:13 55:1,4 62:20,25 hands 23:14 happen 33:2 happened 17:6</p>	<p>20:16 57:20 59:7,12 happening 54:15 happens 12:1 happy 10:17 harmful 8:1 head 11:13 heading 53:13 hear 6:17,20 28:17,24 29:4 31:22 33:22 41:16,23 46:2 46:10 48:8,21 51:4 54:25 62:21,22 heard 10:1 32:18 33:8 43:14 45:12 52:7 53:10 55:20 56:3 hearing 1:10 4:15 6:13 37:1 42:9 47:3 53:20 60:10 65:10,12 65:21 hearings 50:9 heater 9:24 10:3 11:1,5 12:8,10 12:12,16,17 13:14 14:24 15:5,15,17,24 21:4 34:17 35:1 53:24 held 44:11,17 hell 53:13 help 12:12 21:25 53:16 helpful 38:4 44:15 high 3:5 5:15 10:4 49:10 50:11 higher 19:21 43:15,15,16,17 43:18,21 52:15 highest 30:17 31:1,9,14 32:19</p>	<p>43:14 52:7 56:6 57:22 highlight 24:2 highlights 8:9 high-flush 36:1 high-pressure 36:1 hill 12:13 56:25 Hills 46:18 47:16 63:6 hiring 59:19 HOA 37:7 hold 36:7,10,18 38:21 65:1 holding 65:11 hole 57:13 58:23 home 20:8 21:6,9 40:10 44:25 homeowners 37:7 39:5,9 homes 26:8 37:5 39:13 45:11 hope 46:1 49:11 50:9 53:13 64:11 Hopefully 31:4 hose 11:13,15,17 hot 9:23 10:3,3 11:1,5,14,21 12:7,12,15,16 12:25 13:3,13 14:24 15:5,13 15:14,17,24 21:3 34:25 35:20 40:7 49:25 hours 56:20,21 house 9:7 10:11 10:12 11:16,22 11:23 12:1 14:2 14:3,9,11,14 15:2,7 17:6,12 17:14,18 18:17 18:18 20:5,10 26:4 27:19 35:11,15 36:2 36:15 49:22</p>	<p>52:21 53:24 63:25 64:1 houses 26:5 39:19,21 huge 53:8 hundreds 14:22 hurt 37:24 husband 44:23 49:6 hydrant 10:12 17:15 hydrants 24:9 38:2,5</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>ice 58:19 idea 49:20 identical 34:12 identification 27:4 34:22 36:23 identified 6:16 20:24 41:16 60:6 identifies 23:24 identify 7:8,15 24:6 29:2 32:11 34:1 42:2 46:15 48:13 51:7,16 55:7 63:3 III 43:5 imagine 10:2 25:5 49:6 immediately 12:15 15:6 16:2 56:19 57:14 impact 44:1 implement 4:7 improvements 25:4 inaudible 26:13 56:14 62:14,15 inches 57:20 including 13:20 14:23 18:3 22:21 income 43:2 52:9</p>
---	---	---	---	--

incomes 43:11 55:24	initiated 19:5	issues 6:24 7:22 14:12,19 19:6 23:21 27:16 33:13 39:6 45:5 45:21 56:6	28:4,8,15,22 29:1,5,11 31:18 31:21 32:1,6,10 33:16,19,21,25 34:5,8,15,18 36:7,10,18,24 38:20 40:19 41:10,15,19,22 42:1 46:5,9,14 48:4,8,12,19 50:16 51:3,12 51:15,24 54:20 54:24 55:3,6 60:24 61:19,22 62:7,19,22,24 63:2,8 64:21 65:1,6	kept 18:7 Kim 5:18 kind 30:10,13 31:5 35:7 44:12 45:8 60:16 kitchen 9:17 know 6:19 13:7 18:14 22:14 33:11 35:6,12 35:17,19 37:17 37:19 38:4 39:19,20 40:7 40:15 41:8 44:19 45:22 48:24 50:1 60:8 60:18 64:7,14 64:15,17
incoming 9:16	inner 36:2	item 18:25 22:25 22:25 23:1,10 24:1 60:9	judges 5:19 6:6	knowing 25:12
inconsistency 59:18,23	inside 12:1	items 14:24 23:5 24:4	July 18:21 24:12	knowledge 61:16
inconveniencing 58:2	install 20:7		jurisdiction 22:11	<hr/> L <hr/>
incorrect 19:11	installation 18:4	<hr/> J <hr/>	J-o-h-n 63:5	L 7:17
increase 4:8 7:24 29:16 33:1 42:11,14,21,25 43:12 46:23 47:12 49:8 52:1 53:16 55:14 64:12,18	installed 13:7 14:2,25 37:10	Jacob 2:4 5:7	J-o-h-n-s-o-n 48:16	lab 37:16
incorrectly 19:11	installing 21:8	jacob.westen@... 2:7	J-o-h-n-s-t-o-n 32:14	Lake 33:12 59:25
increase 4:8 7:24 29:16 33:1 42:11,14,21,25 43:12 46:23 47:12 49:8 52:1 53:16 55:14 64:12,18	instance 30:20 52:20	January 6:4 13:7 58:14 59:1,4 61:25 62:3 63:15		Lane 59:12
increased 44:8 56:9	insurance 11:24 17:1,2,10,10 18:13 19:12,13	Jason 7:11,17		large 29:23
increases 33:4 43:1,2 49:9 50:7 64:13	insured 19:14,15	jbednar@spen... 3:6		larger 32:20
independent 37:16	interactions 8:12	Jefferson 2:6,11 3:5 5:3,10,15 43:16 46:22 65:15		lasted 14:5
Indian 46:18 47:16 63:6	interested 67:15	Jodi 17:4 18:14		late 19:22
indicate 16:1 19:8	interesting 11:2 40:9	Joe 3:4 43:17		lately 53:12
indicated 17:11 17:20 24:1	internal 14:21 20:5	John 54:25 55:2 55:9 63:5		laughable 12:2
indicates 24:12	Internet 65:22	Johnson 17:4 48:9,15,15,19 48:21 50:16,21 50:25 51:2 64:13		laundry 63:20
individual 8:2 51:6 65:21	intervened 42:16 42:18	Johnston 32:3,4 32:8,13,13,14 33:19,20 52:2		Lauren 3:22 67:3 67:19
individuals 6:16 62:8 65:7	intervention 42:19,24	joints 39:25		Law 5:14
individual's 10:15	interventions 45:23	Joplin 43:17		Lawrence 3:22 67:3,19
industrial 8:16 44:3	introduce 5:22	judge 4:4,22,25 5:4,11,16 6:15 7:14,19 22:20 24:13,18 25:15 25:18 26:17,25 27:5,10,12,15 27:21,25 28:1,2		lawyers 20:17
inform 9:4	introduction 19:21			leak 63:25
information 4:21 5:9 22:19,21,24 24:14	investigate 21:25			leaking 15:5 35:2
informed 13:9 35:21	investigation 19:2			leaks 18:8 23:9 64:1
infrastructure 25:6 53:4 61:11	invite 27:19			leaky 64:2
initial 30:4	involved 50:9			learning 45:4
initially 8:5 20:2	involves 42:11			leave 20:15 22:23 25:14
	iron 47:21			legitimate 64:10
	irrigate 63:13			
	isolated 21:4,5			
	issue 8:4 9:4,7 10:1,9 13:9,11 13:20,25 15:20 17:6,11 18:11 18:16 20:5 21:19 23:19 35:7 49:18 50:12,20 63:9			

Leland 46:10,17	long 38:9 43:10	15:9,12 16:17	meaning 10:3	5:10,19 7:23
lesser 44:13	48:1	16:18 50:2	means 52:18	8:12,14 10:11
letter 18:20,23	longer 7:9 35:23	Madison 2:5,10	meet 45:18 65:3	10:16,24 11:3
19:11	38:14	main 14:17 36:16	meeting 15:22	12:19 13:24
letting 11:10	long-term 37:18	48:2 58:23,24	65:4	17:21 18:25
Let's 4:5	look 15:16 26:23	59:8,24 60:1,5	meetings 52:2,5	20:8,11 21:11
level 10:6	38:23 49:1,11	mains 17:18,19	mention 13:13	23:11 25:5,11
liabilities 24:1	50:10,12 56:7	20:25 23:14	26:19	26:4 27:21 29:9
liable 24:2	56:12 57:2 58:1	maintain 20:13	mentioned 5:25	29:10 31:2 34:4
licensed 35:11	60:16 63:24	maintained 18:7	11:2 14:25	34:12,24 35:9
lies 23:13	looked 10:25	23:6	17:13,23 18:13	37:16 40:3
lift 28:23	35:1 49:2	maintenance	26:20 39:1 61:3	41:11 42:10,20
light 47:2	looking 56:9	18:1	61:10,24,25	43:22 51:21
limestone 13:16	60:14	making 30:3	merging 46:25	56:4 62:14
limited 10:10	loose 35:9 41:1	52:16	meter 18:4,5	65:16 67:5,20
11:4,21	loss 18:24,24	manage 60:21	63:24,25	mixed 37:12
line 11:16 12:25	19:5,9,11	management	metropolitan	moment 36:8,11
13:3 18:2 23:3	losses 16:12	29:20	43:22	36:18 65:2
23:7 24:1 56:21	61:10	manpower 57:11	Mexico 43:17	Monday 4:10
61:15	lot 8:10 24:14	Maple 59:12	46:21	58:6 59:15
lines 10:13 12:7	35:23 37:21	March 57:24	Michigan 53:13	65:13,15
12:24 14:18,21	39:8,12 47:18	65:12,13	microphone	money 38:13
15:8,24 16:24	49:4 52:10	margin 50:11	28:23 34:19	52:16 54:5
17:14 18:16	53:10 54:9 56:6	mark 27:2 34:20	48:20 62:17	monopoly 60:18
20:5,25 38:7	58:19 59:18,19	36:19	middle 39:20	Montebella 34:9
list 6:16 7:2	59:21 61:11	marked 27:1,3	Midwest 3:23	37:5 39:3,4
41:17	63:12 64:3	34:21 36:12,22	Mike 14:11 17:2	43:5 45:5,8,10
listen 12:5 45:24	Louis 2:16 6:4	marketing 58:18	17:3 19:17,17	49:20
listening 46:1	43:15	Mary 41:16,19	19:19 38:3	Montecello 39:2
50:3	low 42:22	materials 57:12	mile 30:25	month 9:21
Litigation 3:23	lower 52:5,8,11	math 19:8	million 7:25 25:4	29:24,25 38:15
little 28:23 34:23	52:12 53:19	matter 1:4 4:6	29:24,24,25	44:25 63:16
35:16 51:19	54:9,13	65:12	47:12 53:15	monthly 11:11
live 26:6 46:18	LPH6-1 27:1,3	mature 39:19	60:14,14	months 9:5 10:19
49:4,5 51:19	28:10,16 66:7	mayor 32:15	mind 9:1 15:13	12:8 13:8 18:22
55:25 63:6	66:11	42:5 45:16,17	30:10	19:7,25 20:6
lived 47:15 49:19	LPH6-2 34:20,21	45:18 46:8	minimum 29:23	53:25 56:22
loader 50:3	36:25 66:8,12	55:11 61:20	45:1	63:14
loads 63:20	LPH6-3 36:13,22	64:12,12	Minneapolis	morning 6:12 9:3
local 4:15 19:16	66:9,12	Mayors 52:1	30:21	56:3,25 63:19
20:21	Luft 2:14 4:19,19	ma'am 27:18	minutes 11:10	move 24:22 32:3
locate 59:14	4:22 27:23	McMillan 12:18	16:5 24:19	51:8
located 7:16	28:11 65:3	13:9 14:11,14	Missouri 1:1,4	Moving 41:22
23:17 27:12	L-e-l-a-n-d 46:17	14:15 15:1,2,3	1:12 2:6,11,13	multi-class 44:12
42:3	_____	15:5,21 17:3,16	2:15,16 3:5,22	_____
location 57:6	M	19:17,20	3:24 4:6,9,13	N
65:17	machine 10:21	mean 22:14	4:17,19 5:3,5,8	N 2:1 3:1 4:1

<p>66:1 name 5:1,7,18 7:3,6,15 27:7 29:2,7,8 32:4 32:11 34:1,6 41:16 42:2,4 46:15 48:13,16 51:6,16 55:7 63:3,5 names 10:15 Nan 32:3,5,13 Natural 22:6 50:22 53:7 naturally 18:10 nature 23:2 near 49:7 nearly 14:15 necessary 9:15 16:11 18:1 need 8:10 24:8 25:18 26:2 47:9 50:15 52:7,15 53:18 54:6,6 62:16 64:14,15 needs 47:4 61:8 64:8 neighbor 12:12 64:4 neighbors 25:22 26:5 30:24 neither 67:10 never 10:22 new 14:24,24 45:11 60:12 newer 39:13 43:4 newest 6:3 news 53:12 night 29:25 nine 42:14 49:9 normal 56:20 north 57:18 Northwest 4:12 Notary 3:22 67:4 67:20 noted 9:8,11 12:8 notes 59:13 64:5 noticed 56:8</p>	<p>58:14 59:14 60:3 notification 60:2 60:5 notifications 59:23 notified 15:3 number 4:5 8:6 8:19 12:3 17:24 33:10 46:20 numerous 20:12 N-a-n 32:13</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>O 4:1 Oak 3:23 Oaks 26:7 27:9 27:10 33:12 34:11 45:5,13 objection 28:11 28:12,13 objections 27:6 28:15 36:20,24 obligated 19:13 obviously 63:13 64:8 occasions 20:12 October 57:15 63:14 odd 33:10 offer 22:18 offered 10:25 38:23 office 2:5,8,10,10 4:23 5:1,2 21:16,23 26:21 41:12 45:25 65:16,18 oh 17:9 29:7 32:8 39:10 40:19,21 52:14 53:8 54:12 65:1 Okay 6:15 32:1 35:8,14 39:23 40:16,23 41:5 41:22 48:2,12 48:19,22 51:5</p>	<p>61:17 62:17 65:8 Olathe 22:10 old 12:10 13:8 47:21 older 43:7,7 oldest 61:15 Once 18:17 25:10 ones 31:25 ongoing 8:9 9:4 14:12 online 39:5 43:6 OPC 27:25 open 20:25 56:18 57:16 opened 10:12 35:14 operate 9:15 55:25 operational 32:21 Opitz 2:9 4:25 5:2 28:1,12 opportunity 6:7 6:8 7:4 24:16 24:20 28:9 36:19 44:2 opposition 55:12 orders 8:11 ordinary 56:13 original 66:11,11 outcome 67:15 outlier 49:3,3 50:11 outside 11:17 overall 29:16 31:16 47:7 54:15 overflow 58:20 owed 64:7 Owner/Operat... 23:14</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>P 2:1,1 3:1,1 4:1 page 26:2 66:2,6 pages 27:1</p>	<p>paid 54:8 59:20 Pankey 12:23 15:1,1,23 pardon 13:5,15 41:18 parking 58:19 Parkville 7:18 23:19 27:13,14 27:15 29:18 32:15 45:18 51:21 56:20 58:24 61:3,14 part 29:4 32:20 47:20 particular 46:25 52:20 particularly 60:6 parties 4:16 5:11 6:22 8:12 67:11 67:14 partly 55:20 party 5:17 24:6 pass 60:22 pay 19:14 29:19 30:1 42:24 45:1 49:14,15,17 53:3 55:24 64:7 paying 54:3 pays 44:13 penny 53:6 pension 44:7 people 24:16,23 26:19 37:6,14 38:11 43:9 49:4 52:10 58:18 65:4 percent 38:18 42:21,21,25 43:15,15,16,17 43:18,21 55:22 55:23 58:2 61:16 percentage 19:24 19:24 periods 61:24,25 person 24:3 personally 52:9</p>	<p>pester 13:23 PEX 35:18 39:25 40:6,11 pH 10:6 phonetic 31:22 51:4 phosphate 19:22 photos 22:21 picture 16:2,4 pictures 8:10,25 9:19 11:19 14:23 15:10 16:1,15,25 35:24 pipe 18:2,6 66:9 pipes 10:4 47:21 place 59:2 placing 13:1 planned 53:22 plant 56:5,20 58:24 60:12 61:14 plastic 36:3 Platte 3:3 7:18 8:2 28:4 29:8,9 29:18 31:1 32:18 41:12 43:3,13,20 45:17 48:18 49:2,15 50:8 51:20,22 55:10 55:11,18,21 56:5 57:18 58:15 61:5,14 please 7:12,14 16:10 25:17 28:19,22 29:1 32:6,10 33:25 36:18 40:20 41:24 42:1 46:12,14 48:10 48:12,20 51:12 51:15 53:14 55:1,3,6 61:22 62:19,24 63:2 plumber 12:6 15:22 35:4,5,11</p>
---	--	--	---	--

<p>39:24 64:1 Plumbing 15:1 plus 59:25 PO 5:10 podium 40:20 61:23 point 11:20 56:16 57:22 59:22 pointing 23:20 points 56:1 police 56:16 polite 38:10 pond 57:19 poor 15:4 20:9 pop-off 34:16 35:2 portion 65:9 possible 35:18 Post 5:2 pound 18:15 Prairie 57:17,19 58:23 preceding 59:15 preface 9:25 premises 18:3 present 5:12,17 6:17 8:25 22:20 29:13 31:9 43:13 65:8 presentation 8:22 pressure 12:22 15:17 20:14 35:3 37:9 38:14 39:8 60:3 presume 15:18 pretty 31:16 prevent 20:7 21:8 previous 13:17 15:3 32:18 previously 14:25 price 31:1 priced 30:18 31:14 prices 44:4</p>	<p>pricing 29:17 primarily 19:15 prior 19:7 private 60:19 probably 21:25 24:14 26:11 43:8 52:21 61:15 63:18 problem 8:18 9:11,23 11:25 11:25 13:18,19 16:2,12 17:7 18:18 21:6 23:13,13 24:10 25:13,23 45:9,9 45:10 47:6 49:21 53:1 58:22 59:2 64:8 problems 34:12 35:17 45:9 47:2 47:18 49:24,25 61:12 Proceedings 1:9 4:3 65:25 66:3 process 8:7 15:11 produce 56:5 product 7:25 54:7,8 products 35:19 44:5 professional 35:13 38:11 program 31:12 38:19 projected 38:18 proof 11:20 proper 22:12 23:3 property 29:10 30:25 31:6 proposed 32:25 43:20 55:13 protected 18:8 23:7 proven 17:13 proves 11:22 provide 6:9 7:2,8</p>	<p>8:10 16:16 24:15 provided 4:8 7:7 23:11 25:12 provides 8:15 PSC 21:24 PSCMO 17:24 public 1:2,10 2:3 2:4,8,10 3:22 4:15,23 5:1,6,8 5:19 6:1 21:11 21:16,23 26:21 41:12 45:25 46:1 56:11 64:17 65:17,20 67:4,20 pulled 12:16 15:7 pumping 53:15 58:22 purchase 13:18 purchasing 13:10,12 pure 47:22 purification 19:22 pushback 53:2 put 10:23 22:20 38:9 39:11 47:17 52:10,24 56:8 p.m 4:3,11 65:25 P.O 2:5,11</p> <hr/> <p>Q</p> <p>quality 8:15 9:5 19:6,9 20:10,19 20:20 21:7 22:2 22:7,16 23:5,11 23:20 24:6 33:8 37:9 50:24 53:10 54:10 56:2 question 14:23 25:20 38:24 39:23 61:2,18 61:19,21 questioned 37:15</p>	<p>questions 6:21 6:23 24:21 25:19 26:16 27:21,23 28:3 33:15,17 37:25 38:23 41:11 46:6,7 48:5 50:17 54:21 60:25 64:22 quick 8:8 61:1,18 61:21 quit 9:6,22 20:1 quite 12:2 20:16 25:24 46:23 63:12 quote 19:19,19</p> <hr/> <p>R</p> <p>R 2:1 3:1 4:1 rains 52:20 raise 7:12 28:19 32:6 33:23 41:24 46:12 48:10 51:12 55:1,3 62:19,24 raised 54:16 raises 55:16 raising 47:7 ran 36:15 57:18 rate 4:8 7:24 29:16 30:2 32:17,24 33:4 42:11,14,21 43:1,19 44:9,13 44:16 48:25 49:8,9 50:6,7 51:25 53:15,20 63:9 64:13,19 ratepayer 44:1,8 44:11 rates 32:19 33:1 33:2,7 43:13,20 44:10,13 46:24 47:7 48:24 49:10,13,14 50:10 52:5,6,15 55:13,24 56:6,9</p>	<p>64:18 read 6:8 8:24 17:24 22:25 29:16 59:13 62:11 realignment 43:25 really 37:11 39:21 42:11,13 45:5,25 49:1 50:12 54:3 60:17 reason 40:25 rebate 31:12 receipt 18:20 receipts 8:11 receive 44:11 receiving 9:14 record 4:5,16 6:20 7:15 22:19 22:21 24:21 28:16 29:2 32:11 34:1 36:21 37:2 46:15 48:13 51:16 55:7 63:3 65:24 records 14:23 recover 44:2,4 redesign 44:10 reduce 47:11 reduced 30:1 47:18 67:9 reducing 31:15 reduction 44:12 47:25 48:2 reference 48:24 49:13,18 referenced 17:16 references 11:18 reflect 23:2 refrigerator 25:10 refrigerators 10:20 regarding 39:25 50:19,22</p>
--	---	--	--	---

<p>regards 18:24 region 31:10 Regional 48:18 49:15 51:22 registered 63:22 regular 35:25 reiterate 55:19 related 40:7 67:10 relates 56:2 relation 30:16 relative 67:12 relatively 23:18 38:11 release 35:2 relief 15:17 remaining 24:23 remains 43:20 removal 16:3 removing 12:25 repair 8:11 58:7 58:11 repairs 16:13 18:1 24:3 repetitive 58:13 replace 12:12 16:20,22 replaced 10:19 12:21 35:5 49:21,23 61:16 replacing 61:8 report 56:15,17 reported 57:16 reporter 3:21,22 4:20 6:9 26:14 27:2 36:19 62:13,16 67:1,3 67:19 representative 9:8 11:3 15:6 17:9 19:2 37:15 40:1 representatives 8:6 10:16 19:17 20:11,22 21:1 representing 20:18</p>	<p>request 4:7 14:22 requested 17:22 requesting 17:22 required 20:13 research 31:4 researching 50:5 reset 16:18,19 reside 29:9 residence 31:5 resident 32:14 34:9 42:5 44:3 44:5,5,8,11,13 45:8 55:10 residential 8:16 8:17 30:4 59:8 residents 33:6 43:8 46:2 49:19 53:18 55:18,22 60:2,20 residue 35:3,24 39:22 47:22 resistance 53:2 resolve 13:25 16:11 26:3 resolved 13:10 13:12,21 14:19 21:19 41:9 Resources 22:6 50:23 53:8 responded 15:6 18:10 37:7 39:6 response 6:23 18:19 20:4,19 39:5 responsibility 18:6 20:9 23:20 23:24 24:4 responsible 19:15 20:22 24:2,6 rest 55:18 restaurant 58:17 results 14:12 37:13 resumes 65:14 retained 66:12 retired 44:24</p>	<p>55:22 retirement 38:17 38:19 53:23 return 12:22 14:14 34:18 38:18 40:20 61:22 review 28:10 reward 53:18 ridiculous 45:15 53:17 64:7,14 right 5:18 7:12 14:8 20:18 26:12,17,20 28:20,25 32:7 33:23 41:2,3,13 41:24 46:12 48:10 51:12 52:22 61:4 62:19,23,24 rinse 35:11 rise 51:25 Riss 33:12 Rite 58:7,10 59:9 59:14 60:7 river 30:7,14 Riverside 1:12 4:12,12,13 27:13 29:10,17 31:1 34:4 38:3 42:6,8,15 43:3 46:19,21 47:24 48:17 51:20 63:7 Road 2:15 4:13 57:17,19 58:23 roll 54:6 room 8:6 Rose 41:23 42:4 42:4 46:6 52:1 64:12 ruin 14:9 ruining 11:6 Rule 18:25 22:25 23:1,10 rulings 53:8 run 11:10 30:11</p>	<p>38:13 59:3 63:19,20 running 35:23 56:13,18 57:1 57:17 58:16 64:2 runoff 52:23 57:3,5 Russ 51:8,18 R-o-s-e 42:5</p> <hr/> <p style="text-align: center;">S</p> <hr/> <p>S 2:1 3:1 4:1 66:5 safe 22:4 safety 38:1 salary 44:7 sample 22:10 sand 18:15 sarcastic 30:10 saved 53:23 saw 57:1 saying 46:2 52:14 57:8 scale 14:7 15:19 54:13 scenario 21:25 science 22:3 screens 15:8,12 seals 49:21 season 63:11,17 second 16:4 22:2 29:4 40:17 61:15 section 37:6 51:19 secure 53:24 Security 44:7 sed 14:5 sediment 9:18 10:13 11:6,22 12:14 13:5 14:6 14:17 15:18 20:7 34:13 36:17 37:24 40:24 47:19 49:18 50:4,12 50:20 66:8</p>	<p>see 9:11 12:23 14:12 17:20 24:22 32:25 36:20 40:17,24 40:25 47:10 49:2,8 56:17 57:9 60:17 64:22 65:4 seeing 50:4 seeking 25:3 seen 29:22 Senate 6:2 sending 15:6 sent 20:2 21:14 63:23 September 19:10 63:11 serious 47:4 serve 48:1 60:15 served 30:15 serves 11:20 service 1:2 2:3,4 4:8,9 5:6,9,19 6:1 14:23 16:19 18:2,9 21:12 23:3,7,11,21 54:3 56:11 58:10,11 60:15 64:17 65:20 serviceman 25:9 services 3:23 56:2 65:17 set 4:14 seven 25:12 39:15,16,17 severalfold 53:1 severe 19:6 severity 16:1 sewer 4:8 7:16 29:3,5 32:12 34:2 42:3 46:16 48:14,17 49:13 49:13 51:16,22 55:8 57:4,5 63:4 share 29:14 shared 34:12</p>
--	--	---	--	--

shareholders 53:17	slow 58:8	spread 32:21 44:21	58:3,17 59:3,8	52:1
She'll 22:20	slowly 9:13	sprinkler 11:13 11:18	streets 56:13	supposed 14:4
shitty 13:15	small 25:4 42:12 55:21	square 63:18	strictly 10:2,10 11:14,16 15:14	sure 12:4 24:15 37:11 42:4 45:20 48:15,21 51:18 52:10 53:7 55:14,17 64:15 65:5
Shores 28:18,19 28:25 29:4,7,8 29:12 31:18,19	Smedley 54:25 55:2,2,9,9 61:5 61:9,13,22 62:2 62:5	St 2:16 6:4 43:15 43:17	Strohm 7:11,17 7:17,20 21:10 21:13,17,21 22:3,9,23 24:13 24:13,17,25 25:15,17,24 26:7,10,18,23 27:7,9,11,14,18 27:24 28:6,7	surprised 25:25 49:1
short 23:25 38:9	snowbirds 53:21	Stacy 31:22 39:14	Strohm's 33:8 66:7	suspect 54:14
shorten 34:10	Social 44:7	staff 5:5,8 14:14 21:24 26:22 28:2,13 41:12 50:19 61:18	structure 29:17 44:12,16	sustainability 31:11
shorthand 67:3	softener 13:11,13 13:18 39:11 47:17,23	star 38:15	studios 58:18	swear 7:1
shot 25:11,11	softeners 37:10	start 19:4	stuff 17:15	sworn 7:13 28:21 32:9 33:24 41:25 46:13 48:11 51:14 55:5 63:1 67:7
show 12:1 19:15 37:23 52:3	solution 13:21 52:18	started 8:5 40:14	subdivision 26:6 26:9 27:8 34:10 39:1,2 42:2 45:10 46:16 47:16 55:7 63:4 63:7	sympathy 45:14
shower 63:19	solved 9:11	state 1:1 3:22 7:14 22:14,15 23:18 29:1 30:7 30:8,9,14 32:10 32:19 33:25 42:1 43:14 46:14 47:9 48:12 51:15 54:18 55:6 63:2 67:4,20	submit 7:24 24:20	system 11:9 24:7 24:8 33:11 51:22 52:24
shut 59:25	somebody 16:19 25:8 39:10 45:24 63:23	started 8:5 40:14	subdivisions 8:19 43:4	S-h-o-r-e-s 29:8
sic 10:24 17:3 39:2	somebody's 57:4	state 1:1 3:22	subsidize 54:16 54:17	S-m-e-d-l-e-y 55:10
side 23:18 30:8,9 37:19 39:21 54:17,17	sorry 14:5 17:22 26:14 32:8 40:21 61:20 62:13	statement 47:15	successful 42:18 43:19	S-t-r-o-h-m 7:17
signed 51:6	sort 60:19	statements 7:7	Sue 48:9,15	T
significant 9:8 13:16 15:4 18:23	sought 42:14	states 8:14	suffer 45:12	T 2:4 66:5
significantly 13:19	sources 57:23	stating 56:25	sufficient 43:25 sufficiently 7:7 25:2	table 45:4
similar 59:7	south 53:21	station 61:4,7,8	suggest 21:22 22:1	take 16:8,11 22:10 39:11 50:10 58:1 63:19,23
Simple 19:7	speak 28:22 32:16 48:20 62:17,17	stealing 40:14	suggested 34:25	taken 16:4 67:8 67:12
single 10:13 42:16,17 53:5	speaking 26:23	stood 8:21 33:3	suggestion 50:19	talk 21:22,24 45:18 50:19
single-family 49:5 63:18	specifically 60:12	stop 52:17	suggestions 11:1	talked 39:24
sink 9:17 12:17 16:4	spell 7:15 29:2 32:11 34:1,5 46:15 48:13 51:15 55:6 63:3	stopped 11:13	Suite 2:5 3:23	talking 47:12
sir 18:10 21:17 26:7 48:7 62:10 62:13,16,16	spelled 29:8 48:16	storm 56:18 57:1 57:3,4,16	supply 9:17 36:4 58:24	tank 49:25
site 58:7	Spencer 3:4 5:14	story 38:19	support 50:8	tanks 50:5
sitting 26:20	spend 38:13	straight 11:17		tap 13:2
situation 32:23 33:9 58:9	spent 7:25 21:2	strangely 11:12		tariff 17:24
six 5:19 9:5 10:19 19:7,25 34:10 39:14,16 49:20 57:21	spoken 47:3	streaming 65:19		tariffs 17:21,23
size 30:19	spokesman 34:24	streamline 8:7		taxes 53:6
slight 32:25	sporadic 33:11	street 2:5,10 3:5 3:23 5:15 10:14 11:23 24:10 57:10,13,25		
	sprayed 9:12			

<p>tearing 58:2 technical 62:15 technician 9:22 tell 14:16 26:3 30:22 33:2 40:4 42:12 44:18 45:16 telling 9:25 ten 11:9 16:4 ten-foot 57:13 term 14:6 terms 8:11 19:13 test 50:23 testified 55:17 64:12 testify 7:4,9 24:16,23 41:17 55:12 62:9 63:8 64:20 testimony 6:8,17 6:20,23 7:2 31:17 32:18 50:4 54:11 65:8 65:9 67:6,7 text 18:22 thank 4:22,25 5:4,16 6:12 7:19 17:8 25:15 28:1,6,7 29:11 29:13 31:17,18 31:19,20 32:1,4 33:14,19,20 34:8 38:20 40:16 41:5,7,10 41:13,14 42:8 46:4,5,7,9 48:4 48:6,7 50:16,21 50:21 51:1,2,24 54:19,20,22,23 60:23,24 61:17 62:6,7 63:8 64:19,21,25 65:6,23 thereto 67:14 they'd 28:9 thing 8:20 35:4 36:3 38:16 45:3</p>	<p>57:16 things 13:24 45:12 47:17 56:12 60:22 64:16 think 25:1 38:16 47:20 53:2 third 59:22 60:11 thoroughness 14:13 thought 9:9 45:6 thousand 26:7 27:9,10 30:3,8 30:12,21,22,23 30:25 31:2,3 33:12 34:11 45:5,13 52:22 three 6:6 20:6 29:12 53:25 58:12 59:9 63:19 throws 11:14 Thursday 58:7 58:10 Tim 2:9 4:19 5:2 31:24 33:22 34:3 time 4:11,14,15 6:15 7:10 8:21 10:13 12:4 15:22 16:22 17:5 20:16 21:3 24:23 27:5 28:7 28:8 31:10 35:23 38:13 42:16,17 43:10 48:3,3 52:20 54:11 55:16 60:6,7 61:25 63:23 times 20:6 26:3 31:7 63:21 Timothy 2:14 timothy.luft@... 2:17 timothy.opitz... 2:12</p>	<p>tired 33:6 today 4:10 5:12 5:21,25 6:13 9:2 21:23 22:22 32:16 45:7,13 46:1 47:3 48:23 49:2 50:10,14 53:11 toilet 11:6 35:25 36:5 50:4 toilets 35:22,24 36:1 38:13 49:21,22 64:2 told 10:5,10 11:24 14:15 16:20 17:5 18:15 35:4,16 37:11 40:3 tomatoes 63:12 tonight 55:20 top 35:3 49:3 56:25 Totally 64:6 touched 15:25 tower 58:15,20 58:25 59:24 61:15 transcript 1:9 66:12 transcripts 6:9 Travelers 17:10 18:13 19:12 20:20 travels 24:7 tried 12:20,24 22:10 triple 30:12 true 44:10 try 13:24 45:18 45:19 51:11 trying 40:24 45:22 53:19 tube 36:2 Tuesday 56:24 58:9 turn 11:17 16:6,7 53:23,25</p>	<p>turned 9:17 13:1 turning 11:9 twice 35:16 49:14 49:16 59:12 two 5:21 8:2 12:8 14:23 24:19 26:19 35:19 38:4,13 39:21 49:6 53:20,25 57:1 61:24 63:23 typewriting 67:9 Typically 29:22</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>unable 6:21 unaware 23:18 uncle 39:10 understand 21:5 24:14 30:14 42:10 49:8,16 62:18 Unfortunately 14:18 19:1 unincorporated 51:20 unique 33:9 unsafe 53:9 upcoming 9:16 usage 52:12,12 63:10 64:3 use 29:18,23 30:1 30:20 44:24 49:7 52:24 53:6 utilities 32:22 52:13 utility 52:19 utilizing 30:7</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>validity 18:25 valve 13:6 15:18 34:16 35:2,6,14 35:15 59:2,5 valves 10:20 VanMeter 51:4,4 verbatim 17:25</p>	<p>verify 15:11 Verona 34:3 View 57:17,19 58:23 visible 11:23 Vivian 4:13 voiced 25:2 vouch 8:6</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>wait 25:17,18 61:19 65:1 waiting 57:13 Wally 19:17 24:11 want 12:5 24:15 42:7 45:11,22 52:15 60:9,16 64:7 wanted 22:17 55:17 56:1 59:22 warranty 13:14 Warrensburg 43:18 washing 10:21 15:8 16:17,18 50:2 wasn't 9:12,14 12:14 13:22 watch 15:7 65:21 water 1:4 2:13,15 4:6,8,18,20 7:15,18,24 8:13 8:14,15 9:4,15 9:16,23,24 10:3 10:3,4,11,16,20 10:24 11:1,3,5 11:5,9,12,14,16 11:21,21 12:8 12:10,12,16,16 12:17,22,24,25 13:2,2,3,11,12 13:13,15,18,24 14:2,3,11,12,16 14:20,21,24 15:4,5,8,15,17</p>
---	--	---	---	--

15:19,24 16:6,7 16:24 17:3,17 17:17,18,21 18:2,16 19:1,6 19:9 20:8,10,13 20:19,20,25 21:3,7 22:2,7 22:15 23:3,5,7 23:12,14 24:7 25:5,5,10,11,12 25:13 27:17 29:3,5,17,20,20 29:21 30:2,6,8 30:9,11,14,16 30:18 31:7,9,12 31:14 32:11,19 33:8 34:1,12,17 34:24,25 35:10 35:22 36:4,17 37:9,9,10,16 38:6,14,15 39:8 39:11,24 40:2,3 40:7 41:6 42:3 43:22 44:2,20 44:24 46:16 47:5,10,17,22 47:23 48:13,16 48:24,25 49:25 50:23,24 51:16 51:21 52:5,6,11 52:22,25 53:3,4 53:7,9,10,18,24 54:2,4,4,5,8 55:8,13 56:5,13 56:17,18 57:1,1 57:3,4,7,17,17 57:20,23 58:15 58:25 59:24 60:3 61:15 63:4 63:10,10,16 water-generated 35:20 Waukomis 59:25 way 10:22 47:6 50:13 ways 52:17 web 26:2	website 65:20 week 14:15 15:3 25:6 36:15 58:9 63:20,21 weekend 59:19 weekly 27:19 weeks 57:21 welcome 42:7,13 Wemhoff 17:9,23 18:19 went 15:16 Westen 2:4 5:7,7 28:3,13 61:18 61:20,24 62:3,6 western 30:9 54:16 we'll 4:17 7:10 24:21 51:8 57:9 58:5 we're 30:11,11 31:14 32:2 39:18,20 43:14 50:7,10 52:15 53:13 54:3,15 54:16 60:4 we've 10:19 23:12 34:9 39:13 42:17,22 58:11 60:6 Wheeler 62:11 62:14,21,23 63:5,6,9 65:3,5 white 10:13 whiz 35:21 widespread 50:13 width 58:3 Williams 19:18 24:9,11 win 42:23 window 11:14 winter 53:22 wish 7:9 wishes 7:24 witness 7:13 28:21 32:9 33:24 41:25	46:13 48:11 51:14 55:5 63:1 67:5,7 witnessed 11:4 12:21 15:2,11 20:12 witnessing 21:2 woefully 8:1 Wojtkiewicz 51:9,10,18,18 51:25 Wood 17:3,17 19:17 Woods 29:9,18 43:5 45:17 55:11,11,21 57:18 58:15 61:5,14 work 13:4 20:15 29:21 30:16 45:17 working 9:6 12:14 20:1 23:4 23:6 works 10:22 18:13 Worth 30:21 wouldn't 38:17 53:24 writing 9:3 62:12 WR-2015-0301 1:4 4:6 W-h-e-e-l-e-r 63:6 W-o-j-t-k-i-e-... 51:19	39:14,17 42:14 43:8 47:16 49:10,20 53:20 64:14 yellow 24:1 young 37:14,21 39:8 <hr/> \$ <hr/> \$2.70 30:21,24 \$20 60:14 \$29 30:23 \$3.31 30:8 \$346 7:25 25:4 \$5.75 31:2 \$51 47:12 53:15 \$6 31:3 \$7.85 30:12 \$8 60:13 \$9 60:14 <hr/> 1 <hr/> 1 1:11 4:10 19:11 23:23,24 1,000 63:15 1-800-280-3376 3:25 1:16 65:25 10 12:17 24:12 10.7 38:18 100 43:17 12:01 4:3,11 13 17:24 1301 3:23 14 65:13 140 43:18 16 62:3 18 57:20 18th 65:14 19 59:1 <hr/> 2 <hr/> 20 12:9 20s 42:23 200 2:5,10 2008 40:14 2009 19:23	2010 19:23 2011 19:10,11 2012 8:5,24 9:1 14:10 16:14 19:5 24:12 2014 56:24 57:16 2015 57:24 58:6 62:4,5 2016 1:11 4:10 58:12 21st 65:15 2230 2:11 5:2 24 56:22 25 31:6 47:16 25th 59:13 27 12:6 66:7 27th 15:23 28 43:21 28th 59:4 2905 4:12 <hr/> 3 <hr/> 3 11:15 18:21 29:25 31:7 36:25 40:22 3,000 44:24 63:15,18 30 14:4,5,10 37:6 39:5,7 42:21 45:9 57:24 304 3:5 5:15 314.996.2279 2:16 34 66:8 36 66:9 360 2:5 5:10 <hr/> 4 <hr/> 4 66:3 4th 58:14 4,100 64:5 40 42:21,25 55:23 400 31:7 4542 34:3 46 27:1
---	--	--	--	---

TRANSCRIPT OF PROCEEDINGS 2/1/2016

<hr/> <p style="text-align: center;">5</p> <p>5th 58:6 5,600 8:16 50 43:15 57:5 50/50 19:24 55 37:5 573.646.8115 3:6 573.751.5472 2:6 573.751.5558 2:12</p> <hr/>				
<hr/> <p style="text-align: center;">6</p> <p>6 18:25 22:25,25 23:1,10 6,500 44:19 45:1 49:7 6,600 64:6 60 37:5 39:5 43:15 55:22 63141 2:16 64106 3:24 64150 4:13 65101 3:5 65102 2:6,11 5:3 5:10 68 43:21</p> <hr/>				
<hr/> <p style="text-align: center;">7</p> <p>7 9:1 19:5 52:22 70 43:16 727 2:15 75 55:23 750 26:10</p> <hr/>				
<hr/> <p style="text-align: center;">8</p> <p>8th 58:22 59:7 80 30:21 58:2 61:16 800 2:5 26:11 52:22 56:21 816-221-1160 3:24</p> <hr/>				
<hr/> <p style="text-align: center;">9</p> <p>90 14:4 90/10 19:24</p>				