

In the Matter of:

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

WR-2020-0344, VOL. VIII

January 26, 2021



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BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

Public Hearing

January 26, 2021

Jefferson City, Missouri

Volume 8

WebEx

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

JANA JACOBS, Presiding
REGULATORY LAW JUDGE

WILLIAM P. KENNEY
JASON R. HOLSMAN,
COMMISSIONERS

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

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A P P E A R A N C E S

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P R O C E E D I N G S

1
2 JUDGE JACOBS: We will officially go on the
3 record now. And the first thing I have to do in this
4 kind of virtual hearing is to remind everyone to mute
5 yourself if you are not addressing the Commission just
6 to help us have a clear audio signal here today so we
7 can all hear each other.

8 All right. Today is January 26, 2021. The
9 Missouri Public Service Commission has set this time for
10 a local public hearing in Case No. WR-2020-0344, which
11 is captioned as In the Matter of Missouri-American Water
12 Company's Request for Authority to Implement a General
13 Rate Increase for Water and Sewer Service Provided in
14 Missouri Service Areas.

15 The Commission has scheduled this local public
16 hearing to give members of the public a chance to
17 comment about Missouri-American's application to the
18 Commission. This hearing is also being streamed from
19 the Commission's website at psc.mo.gov. So be aware
20 that your comments today are being recorded for the
21 record and are also being broadcast out on the interwebs
22 for everyone to hear.

23 The Missouri Public Service Commission
24 regulates the rates charged by investor-owned public
25 utility companies in Missouri to ensure that those rates

1 are just and reasonable. The Commission also regulates
2 the quality of service and safety of the operations of
3 public utilities. The Commission is made up of five
4 commissioners. The commissioners are appointed by the
5 Governor to fixed terms and are confirmed by the Senate.
6 The commissioners are Chairman Ryan Silvey, Commissioner
7 William Kenney who's here with us today, Commissioner
8 Scott Rupp, Commissioner Maida Coleman and Commissioner
9 Jason Holsman who is also with us here today.

10 The commissioners employ a staff of engineers,
11 accountants, attorneys, financial analysts and other
12 specialists in the field of utility regulation. My name
13 is Jana Jacobs. I'm a Regulatory Law Judge, and I'll
14 preside over this hearing this afternoon. As I
15 mentioned before, we also have with us Commissioner
16 Kenney and Commissioner Holsman.

17 This is an official hearing of the Missouri
18 Public Service Commission, and the statements and
19 testimony of witnesses will be recorded by a court
20 reporter and must be given under oath or affirmation.
21 All of the commissioners, even those who are not here
22 today, will have the opportunity to read all of the
23 witnesses' remarks, and the Commission values your
24 comments and input in this case.

25 The Commission may make comments or ask

1 questions at anytime in this proceeding today. So I
2 want to make sure that the commissioners are aware they
3 are invited to speak up and interrupt me at any time if
4 there's something that they need to say or if they have
5 a question for anyone here.

6 All right. I'll begin by asking counsel to
7 enter their appearance for the record. Could we hear
8 from counsel for Missouri-American Water first, please?

9 MR. LUFT: Yes. Thank you, Judge Jacobs.
10 Timothy Luft for Missouri-American Water, 727 Craig
11 Road, St. Louis, Missouri 63141.

12 JUDGE JACOBS: Thank you very much, Mr. Luft.
13 And could we hear from counsel for the Commission staff,
14 please?

15 MR. PRINGLE: Thank you, Judge. Travis
16 Pringle, Staff Counsel Department, Missouri Public
17 Service Commission. My business address is 200 Madison
18 Street, Suite 800, Jefferson City, Missouri 65102.

19 JUDGE JACOBS: Thank you very much,
20 Mr. Pringle. And could I also hear now from the Office
21 of the Public Counsel, please?

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

1 JUDGE JACOBS: Thank you very much, Mr. Hall.
2 Do we have any intervenors in this case for whom counsel
3 would like to enter an appearance today? Okay. Doesn't
4 seem like we have any intervenors present. I have a
5 list of people who have registered to make comments
6 today. So what I'm going to do is call on those folks
7 in the order that their names are listed. And then
8 after I've gone through those people, I will also give
9 any additional people who are with us here today a
10 chance to make comments. So when I call your name,
11 you'll need to go ahead and try to unmute your line. My
12 understanding is for those of you who are calling in
13 using an ordinary phone and you dialed in today, you may
14 need to press *6 to make sure that your line is not
15 muted. For those of you who are using a smart phone
16 application or a computer application through the
17 internet to connect, then you would look for that mute
18 symbol on your screen and make sure that's indicating
19 that you're not muted when it's time for you to address
20 the Commission.

21 All right. So also one more point. Because
22 the company operates in different locations around the
23 state, it may be helpful when introducing yourself to
24 the Commission to simply let the Commission know where
25 you're receiving services and whether you're a water

1 and/or sewer customer.

2 All right. So the Commission is here today to
3 hear comments from the public. So the Commission won't
4 be able to answer your questions today because they have
5 to remain impartial until after all the evidence in the
6 case has been presented. There will be an evidentiary
7 hearing in this case where that information will be
8 formally presented to the Commission.

9 The Commission has not made a decision in this
10 case. The Commission is interested in hearing your
11 comments and will consider those comments, along with
12 the other evidence in the case when the Commission makes
13 its decision. If you have questions after the hearing
14 today, you can use the same email address that you used
15 to register for this hearing and that email address is
16 mawccomments@psc.mo.gov. That should be included in any
17 written materials that you may have received in this
18 case and also anything that's posted at the Commission's
19 website. So if you look up case information, you should
20 be able to find that.

21 Okay. So it looks like we can proceed now to
22 taking comment formally. I don't know if I've mentioned
23 that testimony is received by oath or affirmation. So
24 the first thing I'll do is ask you to raise your right
25 hand and swear to tell the truth today in this hearing

1 and then you're going to identify yourself and spell
2 your name. All right. So it looks like I have one name
3 today for a person who is registered. That's Mr. Paul
4 Polychronis. I apologize if I did not get that last
5 name correct, sir. Do we have a Mr. Polychronis with
6 us?

7 MR. POLYCHRONIS: Yes, I'm here.

8 JUDGE JACOBS: Thank you, sir. Would you like
9 to raise your right hand, please, sir. Thank you.

10 (Witness sworn.)

11 JUDGE JACOBS: All right. Could you state and
12 spell your name, sir, for the record?

13 MR. POLYCHRONIS: Okay. Do you need a middle
14 name?

15 JUDGE JACOBS: I think usually just first and
16 last is acceptable. So I'll leave the middle name up to
17 you.

18 MR. POLYCHRONIS: Okay. First name is Paul.
19 That's P-a-u-l. Last name Polychronis. That's
20 P-o-l-y-c-h-r-o-n-i-s.

21 JUDGE JACOBS: Thank you very much, sir.
22 Sounds like we might have some feedback on somebody's
23 line.

24 MR. POLYCHRONIS: Is it coming from mine?

25 JUDGE JACOBS: It looks like you're using

1 speaker phone or some system like that.

2 MR. POLYCHRONIS: Let me try this. I
3 apologize.

4 JUDGE JACOBS: Well, you're okay. You're okay
5 right now. It appears to be a problem when I'm
6 speaking. Let's see if you can give your testimony. If
7 you just want to go ahead and let us know what community
8 you are receiving service in, if that's the case, and
9 then just proceed with your comments, sir.

10 MR. POLYCHRONIS: Okay. I live in
11 Warrensburg. I'm a water customer, my family and I.
12 And I just want to say I've been involved in a lot of
13 public service enterprises over the years, and I have a
14 really positive appraisal of the Missouri-American Water
15 Company and I'm in support of their desire to change
16 their rates. I think they do a really great job.

17 I think the type of thing that they do, they
18 do it so well they become invisible and taken for
19 granted. And they're constantly battling kind of a
20 public perception. Like, for instance, in Warrensburg,
21 decades ago our water used to kind of have a bad taste.
22 I guess it had some sulfur in it. They fixed that a
23 long time ago.

24 I think Warrensburg water tastes great and I
25 drink it all the time, but there's still this mythology

1 that people say Warrensburg water tastes bad, which is
2 just kind of strange. It's that leftover attitude. So
3 an enterprise like them, it's like when they do
4 something right no one remembers, when they do something
5 wrong no one forgets.

6 The water purity, which is so much better than
7 that. You know, there's this fad of people buying
8 bottles of water. I can't wait for that to end, because
9 public water systems produce water by the gallon at I
10 think less than a penny a gallon. So I just really
11 appreciate what they do and I'm sympathetic to the
12 challenges they face.

13 When you're taken for granted and become
14 invisible in that way, people start to resent the money
15 they pay for it as though the water comes out of their
16 faucets by magic. I think that's all I want to say for
17 now.

18 JUDGE JACOBS: Thank you very much, sir.

19 MR. POLYCHRONIS: All right. Thank you.

20 JUDGE JACOBS: Were there any questions? Now
21 I'm getting --

22 MR. HALL: Mr. Polychronis, you tried to mute
23 yourself but didn't. Could you please try again? When
24 you're not muted, I think that's causing feedback with
25 the judge's line.

1 JUDGE JACOBS: Thank you, Mr. Hall. Does
2 anyone have any questions for Mr. Polychronis? It
3 doesn't appear that we have any questions for you, sir.
4 Thank you very much for your testimony today.

5 So I do have a list of folks who had
6 registered to participate in a hearing but didn't
7 indicate when they expected to attend. And so I'm going
8 to go through that list now and see if any of those
9 folks are with us here today. Do we have a Mr. David
10 Parr on the line today who would like to speak? I'm
11 going to go through these fairly quickly. I trust that
12 you will speak up, unmute and assert yourself if you are
13 any of these folks. Julie and Terry Hayes? Barbara
14 Yusen? That's Y-u-s-e-n. Bruce Kondracki? Phillip
15 Mitchel? Clarissa Cobb-Fritz? Jasmine Jones? Nancy
16 Norton?

17 Okay. So if any folks out there, if you are
18 one of those individuals, please speak up. Otherwise,
19 the floor is now open for anyone else who has joined us
20 here today and would like to make comments on the record
21 to the Commission. So I'm going to wait and see if
22 there's anyone who speaks up. If you are gifted in the
23 use of WebEx and you know how to raise your hand, you
24 could try that as well. Those of you who are on just a
25 phone line, once again, perhaps you'll need to press *6

1 to make sure you are not muted. I'm just going to pause
2 here for a minute to see if anybody speaks up to make
3 additional comments.

4 I have noticed in listening to some of these
5 hearings that have been taking place over the past few
6 days that sometimes it takes a little while for people
7 either to figure out how to unmute themselves or work up
8 the confidence to decide that they're going to actually
9 speak up. It doesn't look like we have any additional
10 folks so far who would like to speak up at this point.

11 The floor is open if any comments would like
12 to be made from the Commission at this point before I
13 close the hearing. Okay. The window is going to be
14 closing on the possibility to make remarks to the
15 Commission here today, but there are, of course,
16 numerous additional local public hearings scheduled in
17 this case. I would like to thank all of our
18 participants today for their testimony. That would be
19 Mr. Polychronis, I believe, if I kept track.

20 If anyone who is with us would like to submit
21 written comments, you can provide those at the email
22 address that I had provided before. It's
23 mawccomments@psc.mo.gov, mawccomments@psc.mo.gov. You
24 can also contact the Office of the Public Counsel. And
25 if you have concerns about your service, you can also

1 reach out to the Public Service Commission's customer
2 service line at 1.800.392.4211. All right. So I
3 believe that we've done everything we can do here this
4 afternoon. I thank you all for being here. We are now
5 off the record. Thank you so much. Have a good
6 afternoon.

7 (Off the record.)
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CERTIFICATE OF REPORTER

I, Beverly Jean Bentch, RPR, CCR No. 640, Certified Court Reporter with the firm of Tiger Court Reporting, LLC, within the State of Missouri, do hereby certify that I was personally present at the proceedings had in the above-entitled cause at the time and place set forth in the caption sheet thereof; that I then and there took down in Stenotype the proceedings had; and that the foregoing is a full, true and correct transcript of such Stenotype notes so made at such time and place.

Beverly Jean Bentch

Beverly Jean Bentch, RPR, CCR No. 640

<p style="text-align: center;">1</p> <hr/> <p>1.800.392.4211 14:2</p> <hr/> <p style="text-align: center;">2</p> <hr/> <p>200 6:17,24 2021 4:8 26 4:8</p> <hr/> <p style="text-align: center;">6</p> <hr/> <p>6 7:14 12:25 63141 6:11 640 15:3,15 650 6:25 65102 6:18,25</p> <hr/> <p style="text-align: center;">7</p> <hr/> <p>727 6:10</p> <hr/> <p style="text-align: center;">8</p> <hr/> <p>800 6:18</p> <hr/> <p style="text-align: center;">A</p> <hr/> <p>above-entitled 15:7 acceptable 9:16 accountants 5:11 additional 7:9 13:3,9, 16 address 6:17,24 7:19 8:14,15 13:22 addressing 4:5 affirmation 5:20 8:23 afternoon 5:14 6:22 14:4,6 ahead 7:11 10:7</p>	<p>analysts 5:11 and/or 8:1 anytime 6:1 apologize 9:4 10:3 appearance 6:7 7:3 appearing 6:23 appears 10:5 application 4:17 7:16 appointed 5:4 appraisal 10:14 Areas 4:14 assert 12:12 attend 12:7 attitude 11:2 attorneys 5:11 audio 4:6 Authority 4:12 aware 4:19 6:2</p> <hr/> <p style="text-align: center;">B</p> <hr/> <p>bad 10:21 11:1 Barbara 12:13 battling 10:19 begin 6:6 behalf 6:23 Bentch 15:3,15 Beverly 15:3,15 bottles 11:8 broadcast 4:21 Bruce 12:14 business 6:17 buying 11:7</p>	<p style="text-align: center;">C</p> <hr/> <p>Caleb 6:23 call 7:6,10 calling 7:12 caption 15:8 captioned 4:11 case 4:10 5:24 7:2 8:6,7,10,12,18,19 10:8 13:17 causing 11:24 CCR 15:3,15 CERTIFICATE 15:1 Certified 15:4 certify 15:6 Chairman 5:6 challenges 11:12 chance 4:16 7:10 change 10:15 charged 4:24 City 6:18,25 Clarissa 12:15 clear 4:6 close 13:13 closing 13:14 Cobb-fritz 12:15 Coleman 5:8 comment 4:17 8:22 comments 4:20 5:24, 25 7:5,10 8:3,11 10:9 12:20 13:3,11,21 Commission 4:5,9, 15,18,23 5:1,3,18,23, 25 6:13,17 7:20,24 8:2,3,8,9,10,12 12:21 13:12,15 Commission's 4:19 8:18 14:1</p>	<p>Commissioner 5:6, 7,8,15,16 commissioners 5:4, 6,10,21 6:2 community 10:7 companies 4:25 company 7:22 10:15 Company's 4:12 computer 7:16 concerns 13:25 confidence 13:8 confirmed 5:5 connect 7:17 constantly 10:19 contact 13:24 correct 9:5 15:10 counsel 6:6,8,13,16, 21,24 7:2 13:24 court 5:19 15:4 Craig 6:10 customer 8:1 10:11 14:1</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>David 12:9 days 13:6 decades 10:21 decide 13:8 decision 8:9,13 Department 6:16 desire 10:15 dialed 7:13 drink 10:25</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>email 8:14,15 13:21</p>
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