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TRANSCRIPT OF PROCEEDINGS PUB. HEARING - January 22, 2018

STATE OF MISSOURI PUBLIC SERVICE COMMISSION

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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION  
TRANSCRIPT OF PROCEEDINGS  
Local Public Hearing  
Riverside City Hall  
Board of Aldermen Chambers  
2950 NW Vivion Road  
Riverside, Missouri 64150  
Volume 4

File Number WR-2017-0285, et al.,  
In the Matter of Missouri-American )  
Water Company's Request for Authority )  
to Implement General Rate Increase for )  
Water and Sewer Service Provided in )  
Missouri Service Areas. )

KIM S. BURTON, Presiding  
SENIOR REGULATORY LAW JUDGE  
WILLIAM P. KENNEY, Commissioner  
RYAN SILVEY, Commissioner

For Missouri-American Water Company:  
Mr. Timothy Luft, Vice-President Legal  
Missouri-American Water Company  
727 Craig Road  
St. Louis, Missouri 63141

For the Office of Public Counsel:  
Mr. Ryan Smith, Senior Public Counsel  
200 Madison Street, P.O. Box 2230  
Jefferson City, Missouri 65102

For the Public Service Commission:  
Mr. Jacob T. Westen, Deputy Counsel  
200 Madison Street, P.O. Box 360  
Jefferson City, Missouri 65102

For the City of Riverside, Missouri:  
Mr. Joe Bednar, Attorney at Law  
Spencer Fane, LLP  
304 East High Street  
Jefferson City, Missouri 65101

1 JUDGE KIM BURTON: Let's go ahead and go  
2 on the record in File Number WR-2017-0285, et al,  
3 In the Matter of Missouri-American Water Company's  
4 Request for Authority to Implement General Rate  
5 Increase for Water and Sewer Service Provided in  
6 Missouri Service Areas.

7 Today is January 22nd, 2018, and the  
8 time is approximately 6:04 p.m. We are located in  
9 the City of Riverside in the Board of Aldermen  
10 Chambers at Riverside City Hall. My name is Kim  
11 Burton, and I am the Regulatory Law Judge with the  
12 Missouri Public Service Commission. We have with  
13 us a few commissioners. First, before I introduce  
14 them, I will ask the parties to enter their  
15 appearance for the record. We will begin with  
16 Missouri-American Water Company.

17 MR. LUFT: Thank you, Judge. Tim Luft  
18 with Missouri-American Water and I have provided  
19 the court reporter with my information.

20 JUDGE KIM BURTON: Thank you, Mr. Luft.  
21 On behalf of the Staff of the Missouri Public  
22 Service Commission?

23 MR. WESTEN: Thank you, Judge. My name  
24 is Jacob Westen. My address is 200 Madison  
25 Street, P.O. Box 360, Jefferson City, Missouri

1 65102, and I am representing the Staff of the  
2 Missouri Public Service Commission.

3 JUDGE KIM BURTON: Thank you, Mr.  
4 Westen. On behalf of the Office of Public  
5 Counsel?

6 MR. SMITH: Thank you, Judge. Good  
7 evening, Commissioners. Ryan Smith on behalf of  
8 OPC, Public Counsel. My information has been  
9 given to the court reporter.

10 JUDGE KIM BURTON: Thank you. On behalf  
11 of the City of Riverside.

12 MR. BEDNAR: Joe Bednar, 304 East Dodge  
13 Street, Jefferson City, Missouri. Spencer Fane  
14 Law Firm.

15 JUDGE KIM BURTON: Thank you, Mr.  
16 Bednar. Are there any other parties that are  
17 present today? Okay, seeing no hands. I want to  
18 welcome everyone for attending today. Just to  
19 give you a little bit of introduction, there are  
20 five commissioners, and today we have two of the  
21 commissioners that are here with us today. On my  
22 left is Commissioner Bill Kenney, and on my right  
23 is Ryan Silvey, and I would like you to welcome  
24 Ryan Silvey to his first local public hearing  
25 since being appointed a few weeks ago by the

1 Governor to the Public Service Commission.

2 Now, I do have a list that has been  
3 provided of those individuals who have indicated  
4 that they would like to provide testimony today.  
5 So what will happen, is I will call your name and  
6 have you come forward to the podium, lectern, and  
7 state your name and I will swear you in under  
8 oath. You can make your statements. We are going  
9 to ask you to state whatever statements you would  
10 like the Commission to consider, because this will  
11 be the official part of the record, so that all  
12 five commissioners can review this, all the  
13 parties can review this, and this will be  
14 considered as part of the evidence when the  
15 Commission makes their considerations and  
16 deliberates on this case.

17 Now, I know that some parties or some  
18 individuals might be here and might hear something  
19 and think, "Well, I don't need to testify after  
20 that." That's fine, if you don't want to. Other  
21 individuals might think, "Okay, I hear something  
22 that reminds me of something that I would like to  
23 say." So after we are done with the list of  
24 individuals who have indicated they would like to  
25 testify, I will also give an opportunity for

1 anyone else who would like to come forward and  
2 present their own testimony. And I would also, as  
3 a special request, just state that if there are  
4 any individuals who are customers of  
5 Missouri-American who have any concerns about lead  
6 in their lines or have any issues with lead in  
7 their water, or with their service lines, to also  
8 come forward and provide your testimony while we  
9 are on the record. And that means that anything  
10 that you might have stated before in the Question  
11 and Answer Session is not going to be considered  
12 by the Commission as part of the evidence. So if  
13 you would like the Commission to consider it,  
14 again, please feel free to offer your testimony.

15 Now, there is a court reporter here, and  
16 he will be taking down everything you say. So I  
17 will ask you to please speak slowly and enunciate.  
18 Please remain up to at the lectern after you are  
19 done, because some of the Commissioners or myself,  
20 or the parties and their attorneys might have some  
21 questions for you as well. Okay? Thank you for  
22 coming and I will begin with Ms. Kathy Rose.

23 Would you please raise your right hand.

24 (The oath was administered.)

25 JUDGE KIM BURTON: Would you please

1 state and spell your name for the record.

2 MAYOR KATHY ROSE: My name is Kathy  
3 Rose, R-o-s-e. I am a resident of the City of  
4 Riverside, Missouri. I am also Mayor for the City  
5 of Riverside, Missouri. I would like to begin,  
6 first of all, by thanking you for coming here this  
7 evening and allowing us this opportunity to speak.  
8 And congratulations to you, Senator Silvey.

9 I wanted to start by saying that I feel  
10 like it is a broken record. This is our sixth  
11 time in 11 years that -- I have been the Mayor for  
12 the last 12 -- that we have had to come before you  
13 for rate increases. Two years ago we were very  
14 successful and put us instead of a single tariff  
15 district -- or district specific, we went into a  
16 consolidated district and our residents here got a  
17 little bit of cost savings for the water. And it  
18 was very much appreciated, and it is probably in  
19 the last two years, what my citizens still say to  
20 me the most, "Thank you for everything that you  
21 did on getting us some relief on water."

22 So here we are again. We have a new  
23 facility that has just come on line that  
24 Missouri-American has put in in the City of  
25 Parkville. And I am appealing to all of you again

1 to say, I understand that we have this new plant.  
2 I understand it is going to have to be paid for,  
3 but it cannot be paid for solely on the backs of  
4 just a few people in the district. I know it is  
5 bigger than it was, but I am really a proponent of  
6 consolidation and single tariff pricing.

7 So I am here to request that, that all  
8 consideration be made, because we really need to  
9 spread those costs out so that everybody has some  
10 skin in the game and it is just not a few.

11 So as far as the other big issue two  
12 years ago, it was water quality. And Mr.  
13 Churchill is here this evening, and I am hopeful  
14 that you will respond to his water quality issues,  
15 but apparently it is still a problem. I have not  
16 heard from anybody else in my community in two  
17 years regarding it, but apparently there are  
18 issues that still need to be taken care of. So  
19 hopefully we can get those addressed as well.

20 I will just leave you with, again, the  
21 City of Riverside has been a very good partner in  
22 this area, and we are willing to do whatever it  
23 takes for our residents and for our neighboring  
24 communities. I am here to ask you again to  
25 consider the single tariff package. Thank you



1 very much.

2 COMMISSIONER KENNEY: Good evening,  
3 Mayor. It is good to see you again. I appreciate  
4 your service to your community. Did you ever tour  
5 that old facility?

6 MAYOR KATHY ROSE: I did not.

7 COMMISSIONER KENNEY: Well, I did. It  
8 was in very bad shape. I am happy that American  
9 Water has put that forth. If you recall, I don't  
10 know if you followed it, but last year we went  
11 from seven tariffs down to three tariffs. And I  
12 was one of those ones who pushed for a single  
13 tariff, but it was mainly based on a different  
14 problem, of a lot of our small water and sewer  
15 districts who just -- we are dealing with one  
16 right now, they are getting a 450 percent  
17 increase, which is difficult. I just want to say  
18 thank you for your service. I appreciate your  
19 testimony.

20 MAYOR KATHY ROSE: Thank you very much.

21 JUDGE KIM BURTON: Thank you. Mr. Jim  
22 Churchill. Oh, Tim Churchill.

23 MR. TIM CHURCHILL: Good evening.

24 JUDGE KIM BURTON: Would you please  
25 raise your right hand.

1 (The oath was administered.)

2 JUDGE KIM BURTON: Will you please state  
3 and spell your name for the record.

4 MR. TIM CHURCHILL: Timothy Paul  
5 Churchill. C-h-u-r-c-h-i-l-l. I am a resident of  
6 Riverside in the Montibello Subdivision.

7 JUDGE KIM BURTON: Thank you. You may  
8 begin your testimony. You can state whatever you  
9 would like the Commission to consider.

10 MR. TIM CHURCHILL: The increase, they  
11 explained it to me. Are the residential people  
12 absorbing this requested increase or is it spread  
13 across the industrial commercial?

14 JUDGE KIM BURTON: I am not allowed to  
15 answer any questions you might have at this time.  
16 But if you have any questions about the rate  
17 making procedure and the rate request,  
18 representatives Mr. Luft, Mr. Smith and Mr. Westen  
19 are more than willing to answer your questions  
20 after the hearing is concluded.

21 MR. TIM CHURCHILL: We will work through  
22 Kathy and the attorney.

23 JUDGE KIM BURTON: They will be right  
24 here after this hearing is done.

25 MR. TIM CHURCHILL: Okay.

1 JUDGE KIM BURTON: Did you have anything  
2 to offer as far as water quality concerns?

3 MR. TIM CHURCHILL: I offered at the  
4 beginning. I will be happy to do the same under  
5 oath if that matters for the record.

6 JUDGE KIM BURTON: That would, sir.

7 MR. TIM CHURCHILL: The water capacity,  
8 the flow of water in our house diminished greatly.  
9 At first we had to change the aerators. They are  
10 \$2.00 at Home Depot Store, okay? And you change  
11 those and it works a little bit better. And in  
12 another three months you are back to the same old  
13 thing again. The same with shower heads. There  
14 are only two of us in the house, my wife and  
15 myself. We have replaced multiple shower heads,  
16 the \$9.95 ones. I have spent \$70 and \$80 for  
17 them, and they still clog. Okay.

18 It is harder to go in and clean that.  
19 There is no -- there is a filter that protects  
20 that. The filter gets clogged, but it actually  
21 some of that stuff passes right on through.  
22 Nobody has addressed -- "The plant is outdated,"  
23 dah-dah, dah-dah, dah-dah. Right, okay. Why --  
24 this has been going on for a long time.

25 At the earlier meeting when this

1 happened two years ago, some of the older  
2 residents said that they were replacing their  
3 water heaters. Older retired residents replacing  
4 it every two to three years at \$1,000 or more. It  
5 fell on deaf ears. The pop-off valve submitted.  
6 Okay. I could have gone and pulled the one that  
7 is on there today, but I don't mess with that, I  
8 hire a plumber, and I had him replace the correct  
9 valve on there and gave me the old one. We are  
10 just getting misinformation. "Drain your water  
11 heater." I don't think we are getting the whole  
12 story. I don't think that -- yes, the plant needs  
13 to be improved, but how much are we responsible  
14 for? Why should we have to pay the whole thing?

15 JUDGE KIM BURTON: Thank you.

16 COMMISSIONER KENNEY: Thank you, sir.

17 JUDGE KIM BURTON: I believe it is Nan  
18 Johnston. Would you please raise your right hand.

19 (The oath was administered.)

20 JUDGE KIM BURTON: Will you please state  
21 and spell your name for the record.

22 MAYOR NAN JOHNSTON: Nan Johnston. That  
23 is N-a-n J-o-h-n-s-t-o-n. I am the Mayor of  
24 Parkville. Before I start my formal testimony, I  
25 would like to say that we have had no reported

1 quality issues, water quality issues from  
2 Parkville residents. The only issue that I am  
3 aware of is a temporary decrease in capacity  
4 experienced by some of our customers recently, but  
5 those are easily explained by just things that  
6 happen. Waterline breaks and things like that.  
7 It was not a complete disruption of service. That  
8 is the only problem that I am aware of in the last  
9 year.

10 The City of Parkville is appreciative of  
11 previous district consolidation. And while  
12 consolidation has resulted in a cost reduction for  
13 our residents, capital improvements will continue  
14 to increase the rates for our small town and small  
15 district customers. We support single tariff  
16 pricing, and we urge the Commission to consider  
17 consolidation of the remaining districts  
18 state-wide, allowing Missouri-American Water to  
19 take advantage of lower costs and pass those cost  
20 savings along to their customers.

21 If consolidation does occur, the City of  
22 Parkville believes that a provision for rate  
23 relief for St. Joseph and other cities, who may  
24 have already paid for large capital improvements,  
25 such as new water treatment facilities and water

1 plants through higher rates, should be considered.  
2 Some sort of provision for rate relief in those  
3 areas we feel is appropriate.

4 We respectfully ask the Commission to  
5 allow state-wide district consolidation to provide  
6 relief from higher than average water rates, and  
7 to provide stability to the ever increasing cost  
8 of living for our residents. Thank you very much.

9 COMMISSIONER KENNEY: Mayor, again,  
10 thank you for your service, I appreciate that, to  
11 your community. Two years ago when we were here,  
12 there was one neighborhood specifically that had  
13 random houses -- random, not five neighbors in a  
14 row, one here, one there, but I don't see that  
15 individual here today, I don't think. There were  
16 a couple others. So you haven't heard any more  
17 complaints about that since?

18 MAYOR NAN JOHNSTON: We have not. Now,  
19 it is possible that some of those residents are  
20 involved in the lawsuit. It is difficult in  
21 Parkville, our city limits are not easily  
22 identifiable. We do have some neighborhoods that  
23 are split. Thousand Oaks, for example, has  
24 partial Parkville residents and partial county  
25 residents. Sometimes it is difficult to identify

1 who is a resident. But complaints to City Hall in  
2 the past year, we have had none.

3 COMMISSIONER KENNEY: Thank you very  
4 much.

5 JUDGE KIM BURTON: Thank you. John  
6 Smedley. Please raise your right hand.

7 (The oath was administered.)

8 JUDGE KIM BURTON: Please state and  
9 spell your name for the record.

10 MAYOR JOHN SMEDLEY: John Smedley.  
11 J-o-h-n, S-m-e-d-l-e-y. I am a resident of the  
12 City of Platte Woods and also Mayor for the City  
13 of Platte Woods. So I am going to speak to the  
14 Commission and the Representatives also.

15 First off, I do want to inform the  
16 Commission that there are some pending lawsuits  
17 for residents, so I want to make you guys aware of  
18 that. That came up in the last testimony, so I  
19 want to clarify that. I also want to state that  
20 for our residents, we want to look at the lowest  
21 possible cost for services, cost of rate increases  
22 for the City of Platte Woods, which whatever is  
23 the best interest that the Commission sees, we are  
24 in favor of that. We also would like to support  
25 the position last year -- or two years ago when

1 they consolidated, that again gave my Platte  
2 County residents and community a big decrease. We  
3 want to make sure that things continue to improve.  
4 On the cost side, that is our position.

5           On the operational side, we still have a  
6 few residents -- we all get calls in the City  
7 Hall. There is still a little bit of staining and  
8 a little bit of filter clogging. On the  
9 operational standpoint, there are changes that are  
10 made. Being in City Hall we are not always  
11 notified properly. The reason I was out marking  
12 today was, they are replacing something and we  
13 just found out. So the communication isn't as  
14 good as we would like it, because it puts some of  
15 our residents on notice, and we even had an  
16 incident last week where we were given 20 minutes  
17 notice that it was going to be turned off. We  
18 couldn't get the word out. They usually don't get  
19 that word out. So that puts us at a disadvantage.

20           It is also connected to an adjoining  
21 community, Lake Waukomis, because the main runs  
22 through our city, we have to have a  
23 Missouri-American owned tour in our city limits  
24 that serves that other community. They also were  
25 cut-off. So a little bit more communication would



1 help.

2 Then the third item on operations was,  
3 we had an emergency shutdown and we needed to get  
4 in contact with people, and the only numbers we  
5 could get were the 800 number and the local  
6 number, and we didn't get any response. So we had  
7 some problems in that area.

8 JUDGE KIM BURTON: Currently how many  
9 residents are there in Platte Woods?

10 MAYOR JOHN SMEDLEY: If they all filled  
11 out the census, there would have been 512. The  
12 sign says 484.

13 COMMISSIONER KENNEY: Did you change the  
14 sign? I appreciate your service. This will be  
15 the first meeting I have attended, starting my  
16 sixth year, where there are three mayors at.

17 MAYOR JOHN SMEDLEY: Thank you.

18 JUDGE KIM BURTON: Thank you. I'm  
19 sorry, could you please step up.

20 MR. LUFT: Do you have her phone number?  
21 I want to make sure she gives you her phone  
22 number.

23 MAYOR JOHN SMEDLEY: Talk to my staff.  
24 I am rarely in.

25 JUDGE KIM BURTON: Just for the record

1 to note, in case the court reporter didn't clarify  
2 that. Mr. Luft had offered some contact  
3 information for you.

4 MAYOR JOHN SMEDLEY: Yes.

5 JUDGE KIM BURTON: Okay. Next we have  
6 John Erickson.

7 MR. JOHN ERICKSON: Good evening.

8 JUDGE KIM BURTON: Would you please  
9 raise your right hand.

10 (The oath was administered.)

11 JUDGE KIM BURTON: Would you state and  
12 spell your name for the record.

13 MR. JOHN ERICKSON: John, J-o-h-n,  
14 Erickson, E-r-i-c-k-s-o-n. I am a resident here  
15 of Riverside, Missouri. Kathy is our wonderful  
16 Mayor. I have a couple concerns. As I received  
17 this nice publication from Missouri-American  
18 Water Company Notice of Public Hearing. There are  
19 a couple statements that contrast each other, and  
20 there is some sort of iffy wording on their  
21 statements about this rate request increase.  
22 Politics is politics, and there are gray areas for  
23 us. That's what I would like to addressed today  
24 just for a moment. I won't take up too much of  
25 your time. I appreciate you coming here, by the

1 way, to listen to us.

2 On this one page here, it says, "Change  
3 in water rates and sewer rates requested." This  
4 is a publication from the Missouri-American Water  
5 Company. It says, and I quote, "Who will  
6 determine the rates that customers will pay?" And  
7 it goes on. I won't give you the whole thing. It  
8 says, "As a regulated investor-owned utility,  
9 Missouri-American Water may have only change rates  
10 after an extensive and formal legal process  
11 conducted by the MO-PSC. This process requires  
12 the following:" Then it lists a bunch of these  
13 things.

14 On the reverse page it has a little  
15 chart over here. And it says the Why's and  
16 Wherefore's. Then it says, and I quote, "The  
17 proposed impact of the rate adjustment to waste  
18 water rates for approximately 100 customers in  
19 Platte County will take customers" -- the next one  
20 down.

21 "This case also seeks approval to  
22 implement two regulatory mechanisms. The first is  
23 a revenue stabilization mechanism, which would  
24 allow the company to adjust future rates up or  
25 down to ensure the company recovers no more or no

1 less revenue than authorized."

2 "The second is a request to establish a  
3 future test year that will allow rates to be  
4 established based in part on historical data and  
5 estimated future spending." Right there is my  
6 problem, because you are giving us sort of a carte  
7 blanche. You are saying, "Company, you be fair or  
8 we are going to trust you to be fair. We will  
9 make these decisions based on what we see." I  
10 don't see the public, as much public input and  
11 expression of concern allowed. It is going to be  
12 an auto audit, the company says they need it, they  
13 get it. That seems to be the tenor politically  
14 throughout the nation, by the way. That is just  
15 my concern.

16 COMMISSIONER KENNEY: Can I address  
17 that, sir? I was going to address this in my  
18 closing, but I might as well tell you now. Mr.  
19 Silvey and I, Commissioner Silvey and I, are two  
20 of five commissioners. Since this is on the  
21 record, the other three commissioners will get to  
22 review everything you've said. This process takes  
23 about 11 months, and this is just a singular event  
24 in that process. Just because American Water says  
25 they are going to ask for these things, they only

1 get what is in the record. What we decide as five  
2 commissioners to allow them what we think is fair  
3 and equitable and just rates, that they can  
4 provide you. So they get a just rate for  
5 providing the service. So just because they say  
6 these are the things they are seeking, there are a  
7 lot of intervenors who won't like those issues.  
8 It is just one step in the process. You can watch  
9 it online when we have a hearing on February 20th.

10 JUDGE KIM BURTON: 26th.

11 COMMISSIONER KENNEY: 26th. We actually  
12 will have two weeks set aside for a Court Hearing  
13 so that we will determine those. I appreciate  
14 your concern, but it is not necessarily --  
15 companies don't always get what they want, and we  
16 try to balance it. But I appreciate that.

17 MR. JOHN ERICKSON: One more comment I  
18 would like to make as a good American,  
19 red-blooded, tax paying American for 50 years of  
20 work and so forth. I do appreciate the need to  
21 make a profit, but I think the key word is  
22 reasonable. Because they did come before us and  
23 say, "We are not making enough return on our  
24 investment." I don't know how much "enough" is,  
25 it is hard to quantify that these days. Hopefully

1 we will all have a win/win. They'll make some  
2 money and we will share the problems and the joys  
3 of that. Thank you very much.

4 COMMISSIONER KENNEY: Thank you for your  
5 testimony.

6 JUDGE KIM BURTON: Thank you. Are there  
7 any other individuals who did not sign up who  
8 would like to offer testimony for the Commission's  
9 consideration? Okay. Seeing no hands. I just  
10 want to reiterate what Commissioner Kenney has  
11 previously just stated. This Commission has two  
12 weeks, essentially, of local public hearings.  
13 This week we will be traveling to St. Joseph,  
14 Missouri, Warrensburg, Warsaw, next week to the  
15 St. Louis area, Branson and Joplin.

16 If you are interested in attending any  
17 of those hearings, our list and a schedule is on  
18 the Public Service Commission's Internet website,  
19 and you can also, at the conclusion of this  
20 hearing, talk to any of the representatives for  
21 the parties, Mr. Luft, Mr. Smith, Mr. Westen and  
22 Mr. Bednar, and they can provide that information  
23 to you as well.

24 Now, if you are interested in actually  
25 observing and attending the hearing just to

1 observe, we have the hearing scheduled beginning  
2 February 26th and it will last through March 9th,  
3 excluding weekends. That will be in Jefferson  
4 City, in the Public Service Commission's Office.  
5 That is in Hearing Room 310. That is also  
6 available, if you would like to watch, it will be  
7 live-streamed as well. You can find information  
8 on how to observe that hearing through the  
9 Commission's Internet website as well.

10 I want to thank everyone for coming and  
11 participating and observing, and also to the  
12 representatives for the different parties for  
13 participating in this hearing as well as the  
14 Question and Answer Session.

15 COMMISSIONER KENNEY: I would like to  
16 also thank the staff of the Missouri Public  
17 Service Commission and the Office of Public  
18 Counsel. They do an excellent job of trying to  
19 answer your concerns and your questions. They are  
20 above board and I appreciate OPC and staff and  
21 their attorneys, because they had a late night to  
22 get back home. They have already gone to one  
23 place earlier today, but they try to serve the  
24 public, because that is their job. They do an  
25 excellent job. Again, I appreciate you coming

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out.

JUDGE KIM BURTON: Before we do go off the record, I just want to point out again for Mr. Churchill, if you are here still, that representatives for the parties and from staff will be here to answer any questions you might have about the rate case at the end of this hearing. Thank you everyone and we will now go off the record.

\* \* \* \* \*

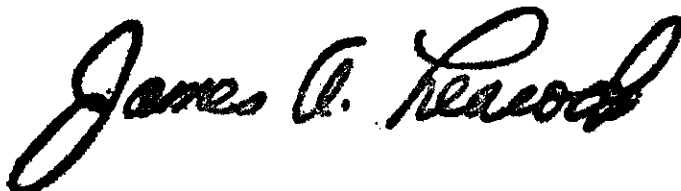


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C E R T I F I C A T E

I, JAMES A. LEACOCK, Certified Court Reporter,  
do hereby certify that I appeared at the time and place  
hereinbefore set forth; I took down in shorthand the  
entire proceedings had at said time and place, and the  
foregoing 23 pages constitute a true, correct and  
complete transcript of my said shorthand notes.

Certified to this 24th day of January, 2018.



James A. Leacock, CCR.

Certified Court Reporter No. 662 (G)

State of Missouri

