

STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
City of Maryland Heights
Municipal Court
1191 Dorsett Road
Maryland Heights, MO 63043

January 29, 2018

Volume 8-Page 1

In the Matter of Missouri-)
American Water Company's) File No.
Request for Authority to) WR-2017-0285, et al
Implement General Rate Increase)
For Water and Sewer Service)
Provided in Missouri Service)
Areas.)

KIM S. BURTON, Presiding
Senior Regulatory Law Judge

MAIDA J. COLEMAN, Commissioner

TIM LUFT, Vice President - Legal,
Missouri American Water

LERA SHEMWELL, Senior Public Counsel,
Office of the Public Counsel

WHITNEY PAYNE, Assistant Staff Counsel,
Public Service Commission

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1 JUDGE BURTON: Let's go on record. In The
2 Matter of Missouri-American Water Company's request
3 for authority to implement general rate increase for
4 water and sewer services provided in Missouri service
5 areas. File Number WR-2017-0285, et al. At this
6 time, I would ask the parties to enter their
7 appearance and we will begin with Missouri-American
8 Water Company.

9 MR. LUFT: Judge, Tim Luft with
10 Missouri-American Water, and the court reporter has
11 my information.

12 JUDGE BURTON: Thank you, Mr. Luft. On
13 behalf of the staff of the Missouri Public Service
14 Commission?

15 MS. PAYNE: Ms. Payne on behalf of the
16 staff of the Missouri Public Service Commission, and
17 I also have provided my information to the court
18 reporter.

19 JUDGE BURTON: On behalf of Public Counsel?

20 MS. SHEMWELL: Good morning, or afternoon.
21 Thank you. Lera Shemwell representing the office of
22 the Public Counsel, and I will give my information to
23 the court reporter.

24 JUDGE BURTON: Are there any other parties
25 present today? Good afternoon everyone. Today is

1 January 29th, 2018. It's Monday and we are in the
2 municipal court building in Maryland Heights,
3 Missouri. The commission has set this time at
4 approximately 12:40 p.m. for a local public hearing
5 in this case. My name is Kim Burton. I'm a
6 regulatory judge with the Missouri Public Service
7 Commission. And on my left is Commissioner Maida
8 Coleman.

9 COMMISSIONER COLEMAN: Good afternoon.
10 Thank you all so much for being here today. As one
11 of five commissioners, I always look forward to the
12 information that we receive at these local public
13 hearings so that we can get an idea of what the
14 public's opinion is and give you the ability to give
15 us information on the record here at these hearings.
16 As I mentioned, there are five of us. Just because
17 I'm the only one here does not make this hearing any
18 less important than any of the others.

19 What we do is provide that information, it
20 is on the record so those commissioners will be able
21 to examine the testimony that is received today. We
22 look forward to the information that you will present
23 to us. Feel free to comment on the service you
24 received, and the Chairman of the PSC, Daniel Hall,
25 is specifically interested in if you've ever had to

1 deal with any lead issues with your water. So please
2 provide us with any information that you have. We
3 are not allowed to answer questions, at least I'm not
4 allowed to answer questions, but I can ask them;
5 isn't that funny? So I look forward to your
6 information. Thank you for being here.

7 JUDGE BURTON: I have a list of individuals
8 who previously indicated that they would like to
9 offer testimony for the commission to consider.
10 What's going to happen is I will call your name and
11 ask you to come forward. I will swear you in under
12 oath and have you state and spell your name for the
13 record so that the court reporter over here to my
14 right can take down your information and then you can
15 offer your testimony. There's a microphone right
16 here at the podium for whenever you come down. I
17 would ask that whenever you're done with your
18 statements, that you please just remain at the
19 podium. That way if the commissioner, myself, or any
20 of the attorneys for the parties have questions, they
21 can ask you as well.

22 Now, we have a lot of individuals here and
23 I know some of you might have already indicated that
24 you wanted to testify. Some of you might not have.
25 And some of you might want to come up and express

1 your ideas after you hear some of the thoughts that
2 are going on and that's fine. After I get through
3 this list, I will open up the floor to other
4 individuals to come down. We do have a lot of people
5 here and we want to make sure that everyone has an
6 opportunity to testify. So I have a timer here, and
7 we will hopefully be able to see it over here, for
8 five minutes; and I will start it for each individual
9 that comes down here so that we each have a level
10 playing field for time. With that being said, I will
11 apologize ahead of time if I massacre any of these
12 names. Please bear with me. David Blackwell,
13 Blushwell? Is there an individual named David who
14 signed up today? Going once. Tom Buzzetta.

15 (Witness sworn by Judge Burton.)

16 JUDGE BURTON: Would you please state and
17 spell your name for the record.

18 TOM BUZZETTA: Tom Buzzetta,
19 B-u-z-z-e-t-t-a.

20 JUDGE BURTON: Thank you.

21 TOM BUZZETTA: Okay. I just feel that this
22 is a pretty outrageous rate increase all in one clip.
23 Earlier during the testimony or this proceeding we
24 had a Vietnam vet talk about the strain that this put
25 on him as far as trying to climatize to this huge

1 rate increase into his budget. And I can pretty much
2 identify with that as well as I'm sure many people in
3 this room can. This kind of a rate increase in one
4 clip is just outrageous. And it is one of the
5 reasons why I have tried to sponsor peaceable
6 legislation called the Missouri Utility Consumer
7 Relief Act which would hold back the utilities to
8 give some concern to the average utility consumer who
9 is facing these kind of unending rate increases; not
10 just for Missouri-American Water, but also from the
11 electric company, from the sewer district, from all
12 of the various utilities who seem to think that we're
13 just made out of money. And whenever they pile these
14 rate increases on us, we can just go to our boss and
15 say hey, boss, I just got an almost 50 percent rate
16 increase on my water bill, can you give me a
17 50 percent raise to -- you know, increase my raise.

18 I don't think these utilities understand
19 that there's actually real people out here who are
20 having to choose between things like, well, maybe I
21 can do without a meal today, you know, maybe we can
22 turn down the heat to 60 or 55, go in there and take
23 a shower at 55 degrees, that's real fun. I bet you
24 the president of American Water here, I'll bet you
25 she's got her climate up to maybe 72 whereas we as

1 her average customer, and I'm sure I speak for a lot
2 of people, we have to make do with 60. I mean that's
3 a luxury for us. This coat stays on me all day in my
4 home because we can't afford the utility bills. So I
5 just want to say that there has to be something done
6 in the state of Missouri to reign in these endless
7 rate increases, not just from Missouri-American Water
8 but from all of the utilities. And they just don't
9 seem to get it, we cannot stand these kind of
10 over-arching increases; we just can't. There has to
11 be some sort of either legislation, which is what I
12 have talked about before, or there has to be some
13 sort of understanding between the utilities that hey,
14 yeah, you are monopolies and you sure certainly act
15 like it because you throw around these rate increases
16 like they're nothing. They are something to the
17 people out here who have to actually pay them. You
18 know, I wish you guys would get it through your head
19 that we're not made out of money. And when you say
20 you want another 50 percent almost increase, where
21 does that money come from? Are you going to go and
22 talk to our bosses and try to get them to have us get
23 a 50 percent increase in our wages so that we can pay
24 these outrageous rate increases? Come on. I mean
25 let's act with some reality here. So I mean those

1 are some of my comments.

2 You know, it seems like the Missouri
3 utility consumer is just basically caught between a
4 rock and hard place. I mean we are dealing with
5 monopolies. And they say that the PSC is supposed to
6 look out for us in some sort of way. They basically
7 rubber stamp all of these rate increases. They may
8 not get everything they want, but you can bet they're
9 going to get something and a pretty good chunk of it
10 usually. So it's like yeah, the PSC is supposed to
11 look out for us? And I know that the Office of
12 Public Counsel does and they're vastly understaffed
13 and vastly underfunded which I think is on purpose.
14 But I mean those are just some of my comments. And I
15 come to these meetings and it's like, you know,
16 here's another waste of an hour or two because I know
17 nothing is ever going to change. And that's why I
18 have tried to get this legislation into effect, you
19 know, and it seems like all of the legislatures, I
20 don't know, I guess they get a lot of big juicy
21 campaign contributions because they don't seem to
22 want to see listen. And hopefully it's up to us in
23 this room to make our legislatures listen. We need
24 some relief and it's called the Missouri Utility
25 Consumer Relief Act. Look it up, it's online, and I

1 have got little slips of paper with the address if
2 you want it. That's all I have to say.

3 JUDGE BURTON: Thank you, sir.

4 COMMISSIONER COLEMAN: Thank you, sir.

5 JUDGE BURTON: Next we'll here from Carol
6 Buzzetta.

7 (Witness sworn by Judge Burton.)

8 JUDGE BURTON: Please state and spell your
9 name for the record, and please grab the microphone.

10 CAROL BUZZETTA: My name is Carol Buzzetta,
11 B-u-z-z-et-t-a. My comment is it was interesting
12 that when you started this session, you spoke about
13 an even keel, starting things on an even keel. Well,
14 the Office of Public Counsel and the PSC have never
15 been even, and I would really like to know why that
16 is. Office of Public Counsel is our advocate where
17 they're supposed to be; why are they not funded with
18 manpower and resources, financial aid? Why are they
19 not equal? Why are the departments not equal? I'm
20 not going to get an answer. I never do when I pose
21 this question. When did the consumer --

22 COMMISSIONER COLEMAN: Excuse me, speak to
23 us, please.

24 CAROL BUZZETTA: When did the utility
25 customer become second to the utilities because ask

1 anybody here, that really seems to always be the
2 case. We're an open shut book. I mean everybody
3 take out your wallet and just empty it now because
4 that's what our future is. And I am the ultimate --
5 I am Ms. Frugal. One day you will see my name on a
6 book with tips on how to save, trying to save money.
7 I wash clothes in a bucket in our basement to save
8 water and energy. We keep our coats on at home all
9 the time in the winter. Just so many things, I
10 couldn't off the top of my head think of all the
11 things that we do. And what is our reward? Our
12 reward is another rate increase. So all those frugal
13 energy saving tips, water saving tips that we employ
14 everyday by necessity get rewarded with a penalty.
15 What's the point of doing any of that, you know, in
16 the first place if that's what our reward is going to
17 be?

18 The bottom line is there a lot of people
19 that are probably going to speak too. My main thing
20 is legislatures out there in Missouri, why are you
21 not getting off your butts and making sure that our
22 advocate, the Office of Public Counsel -- and I just
23 met this lady here today, but I have known this for
24 quite a while, I want them to be on an even statute
25 with the Public Service Commission so we have the

1 same type of representation or at least the same
2 resources as the utility companies do. That's all.

3 JUDGE BURTON: Thank you.

4 COMMISSIONER COLEMAN: Ms. Buzzetta, make
5 sure I'm pronouncing your name right. Give me your
6 last name again.

7 CAROL BUZZETTA: Buzzetta.

8 COMMISSIONER COLEMAN: Buzzetta, that's a
9 lovely name. Don't leave. So I would like to speak
10 as a former state senator and state representative
11 for the St. Louis City area and suggest that you and
12 your husband --

13 CAROL BUZZETTA: That's not my husband.

14 COMMISSIONER COLEMAN: I'm sorry, but that
15 you're on the right track when you talk about the
16 legislature. As a former legislature, I was always
17 interested in hearing from my constituents. And so I
18 would think that you all should continue to fight
19 there because we can't change the statutes relative
20 to the setup of our offices. But it's people like
21 you that are hard working and dedicated that can.

22 CAROL BUZZETTA: Unfortunately, my
23 representative, Jay Mosley, has not returned two
24 calls that he promised to make, or his staff did. So
25 I'm getting nowhere in that direction unfortunately.

1 You said to keep on pursuing this. I will but in the
2 meantime, time doesn't wait for me, and the
3 legislatures just don't seem to really care right
4 now. I honestly don't know how you get them to care.
5 So other than exposing their names, Jay Mosley, and
6 probably a lot of others who need to get on the band
7 wagon and help their constituents.

8 COMMISSIONER COLEMAN: Thank you very much.

9 JUDGE BURTON: Next we'll hear from Chris
10 Parks.

11 (Witness sworn by Judge Burton.)

12 JUDGE BURTON: Would you please state and
13 spell your name for the record.

14 CHRIS PARKS: Chris Parks, P-a-r-k-s. I
15 guess the biggest issue is I'm assuming
16 Missouri-American Water is the same as American
17 Water. The American Water being a publically traded
18 company, finances are available on line. I have
19 watched them continuously increase their dividend.
20 Over the past eight years it has doubled. Every year
21 their dividend goes up anywhere between five and ten
22 percent. Why are they increasing their dividend but
23 then turning around and asking us for money? To pay
24 these dividend increases I'm assuming. By the same
25 token, their stock prices have doubled between 2013

1 and 2017. So if they say the dividend increase is
2 for more shareholders, for more money, the stock
3 increase should be enough of an incentive for people
4 to buy their stock if that's the issue there. It's
5 not right. They continually have an increase in
6 their revenue. The last numbers that I was able to
7 see was at the end of 2016. Their income was over
8 one billion with a B. That's a big number. The
9 question was asked earlier how much money is enough
10 for these companies to make? Where they reach a
11 point where they can only make so much and then they
12 can't get increases any more? To me with a B, that's
13 enough. We had a 20 percent increase in 2016. We
14 don't need another 49 percent increase in 2018.
15 That's hard to justify, almost a 70 percent increase
16 in two years. Thank you.

17 COMMISSIONER COLEMAN: Thank you,
18 Mr. Parks.

19 JUDGE BURTON: Marsha Mulherin.

20 (Witness sworn by Judge Burton.)

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

23 MARSHA MULHERIN: Marsha Mulherin,
24 M-a-r-s-h-a, Mulherin, M-u-l-h-e-r-i-n.

25 JUDGE BURTON: Thank you.

1 MARSHA MULHERIN: Earlier in the question
2 and answer period I confirmed some things that I
3 wanted to be sure of before I had something to say.
4 The company is a monopoly. We have no choice on
5 where we get our water. I can't say I'm going to go
6 like my phone service, go to AT&T or Verizon. I have
7 no choice. I am committed, not because I want to be
8 but because they have done it that way. They are
9 also a publicly traded company. They have profits.
10 They have shareholders. I have worked for companies
11 in the medical industry. We routinely pass along
12 price increases, that's expected. But to fund your
13 infrastructure totally on the back of your customer,
14 you don't do that. You find other ways to fund that.
15 There are options for them. They can issue bonds,
16 they can issue more stocks, or they can reduce what
17 they pay out to their shareholders. They cannot take
18 it out of my pocket all the time. I know there's
19 need for infrastructure. It's rampant throughout
20 this country. I'm on a fixed income. We have a
21 disabled American veteran here. We have people that
22 are disabled. We have people that do not make a
23 living wage. We cannot afford 45 percent plus
24 increase in rates. I'm very conscious about my
25 utilization. I watch what I use. I try to be a good

1 consumer, and I understand everybody deserves a
2 profit; but this is unconscionable. Not on the backs
3 of the users, the customers. As I said, there's no
4 competition. I don't have a choice. I can't go out
5 and haul water in. There's no way I can do it. So I
6 feel this needs to be taken into consideration, and
7 we need to have someone decide that this is not
8 appropriate for these type of increases. Thank you.

9 COMMISSIONER COLEMAN: Thank you.

10 JUDGE BURTON: Thank you. Dan Hyatt.

11 (Witness sworn by Judge Burton.)

12 JUDGE BURTON: Please state and spell your
13 name for the record.

14 DAN HYATT: My name is Dan Hyatt, D-a-n
15 H-y-a-t-t.

16 JUDGE BURTON: Thank you.

17 DAN HYATT: Commissioner Burton,
18 Commissioner Coleman, as I said, I'm Dan Hyatt and I
19 wanted to -- we need to justify rate increases on
20 real data. I'm from southern California and we would
21 watch -- the utility would come in and say water
22 usage has gone up, we need to raise rates and teach
23 them to conserve. And then water usage would go down
24 and they would say we need to raise rates because
25 water usage just dropped and we lost profits. And we

1 see this every year, they alternate. We don't need
2 to drop into that kind of model. Also,
3 infrastructure should not be put on the back of
4 usage. Usage should not be put on the back of
5 infrastructure. So if they need to repair the
6 infrastructure. They need to put that on a base
7 rate. By moving to a monthly billing rate, what
8 they're doing is they're almost tripling the cost of
9 billing, and they're putting that on the back of the
10 payer. I think that's absolutely incorrect,
11 especially in this time when we're experiencing
12 dramatic jumps in property taxes and such. Many
13 people are on a fixed income; or as somebody
14 mentioned, we can't walk into our boss and tell them
15 hey, we need a 25 percent raise. Friday I was laid
16 off from my position. I don't get to tell them I
17 need more money, give me more money. I have to
18 figure out how to live within my budget. I have no
19 problem paying what needs to be paid. I have a
20 problem with manipulation of money.

21 American Water also, I don't know if this
22 is separate, but they have a serious ethic issue.
23 When I first came to Missouri because of a shift of
24 one digit on a meter, they were charging me \$900 for
25 a three-month usage where we flushed the toilet 20

1 times and took two showers and had ten buckets of
2 water. American Water told me I had a leak. My
3 normal billing was \$50 a quarter. It was \$900 and
4 there was nothing I as an engineer could say to them
5 to convince them that I did not fill up 32 swimming
6 pools with water.

7 Then I had some rental properties. I had a
8 tenant who had a nearly identical situation, only
9 they changed out something in the street. And they
10 were telling this person who scrapes by on \$25,000 a
11 year that she had to come up with almost a thousand
12 dollars for one quarter because she had a leak. I
13 could have cut off her three-quarter inch line to her
14 house and she could not have used that much water in
15 that three-month period, even close. And I knew
16 there were no leaks because I was in that basement
17 numerous times. So we have some ethical issues with
18 American Water. One of those came all the way to
19 your board.

20 And finally, American Water, I think the
21 statement was it's going to cost them more in
22 attorney's fees than it will cost them in water, and
23 that's why they backed out. It was clearly, clearly
24 a billing error. So I talked about the three-month
25 -- billing us on a three-month period. What are they

1 doing with the flow? Also, one of the business
2 things is if you collect the money monthly instead of
3 quarterly, you collect flow. You have the capital.
4 You get to spend that money sooner as much as two
5 months, three months sooner. And so they're not
6 compensating for that in the rate increase. I don't
7 think that's being called out, and it's important to
8 call that out because they're definitely getting a
9 big boost in income by moving up payments because
10 most companies are charging ten percent cost to
11 capital. While you stretch that, the flow comes up
12 to a dramatic amount of money. And with that, I want
13 to thank you for your time and I want to thank you
14 for coming out and listening to us.

15 JUDGE BURTON: Thank you, Mr. Hyatt.

16 COMMISSIONER COLEMAN: Thank you, sir.

17 MR. LUFT: Mr. Hyatt, you testified your
18 normal quarterly bill is \$50?

19 DAN HYATT: Something like that.

20 MR. LUFT: You then had a bill that was
21 \$900 for one of the quarters?

22 DAN HYATT: Yes, my first bill.

23 MR. LUFT: Did you work with the company
24 and did they give you credit?

25 DAN HYATT: The company lied to me and lied

1 to me and lied to me repeatedly. And then I went
2 through that with my tenant, and they lied to us and
3 they lied to us and they lied to us. They even lied
4 to us going all the way to the board.

5 MR. LUFT: What's the address of your
6 residence?

7 DAN HYATT: The first one was -- it was on
8 (Redacted information per Judge Burton) in Overland,
9 and the other one was (Redacted information per Judge
10 Burton) in St. John.

11 MR. LUFT: Thank you.

12 JUDGE BURTON: The commission will next
13 hear from Carol Teicher.

14 (Witness sworn by Judge Burton.)

15 JUDGE BURTON: State and spell your name
16 for the record.

17 CAROL TEICHER: Carol, C-a-r-o-l, Teicher,
18 T-e-i-c-h-e-r. I wanted to ask a question before,
19 and so now it will be a statement. If you could have
20 the average rate of the last 30 years, of the average
21 rate hikes of the last 30 years of the water company
22 and average those out, I would think that might be a
23 good guideline for the maximum to be allowed in any
24 rate hike going forward. These rate hikes are not
25 average and they're way out of line. I have been

1 asked by some apartment dwellers to say something
2 about the fact that their rent will have to go up and
3 they won't have any say about it because their water
4 bills are in their rent already, and so they feel
5 like they have no voice. I would also like to talk
6 about the fact that the costs going up will increase
7 and hurt everyone on fixed income from seniors to
8 single moms of four or five children to veterans and
9 disabled folks and anyone who just hasn't really
10 gotten on their feet correctly. And, of course, I
11 think that's not to be something that we should be
12 proud of. We need to fix that.

13 And I just have to state that I haven't
14 heard anyone say that having clean water should be a
15 right of everyone and it should be not for profit. I
16 don't get that the dividends can go up and up for
17 stockholders of a utility and that we should really
18 be striving for not-for-profit water for everyone who
19 needs it. And obviously, you know, you have to watch
20 your usage and there have to be some differences
21 based on that. If people aren't being conscientious,
22 then obviously they should be paying more than
23 others. And those were the main points that I wanted
24 to make. Thank you.

25 COMMISSIONER COLEMAN: Thank you.

1 JUDGE BURTON: Thank you. The Commission
2 will next hear from Janet Noble.

3 (Witness sworn by Judge Burton.)

4 JANET NOBLE: As far as I know, there will
5 be no fake news from me today.

6 JUDGE BURTON: Would you state and spell
7 your name for the record.

8 JANET NOBLE: Janet Noble. Please,
9 everybody get up here even if you don't have anything
10 to say or we have all said it before. Please,
11 please, please, they have to take this list to
12 somebody. So there is power in numbers, please get
13 up here. This is our chance. Number one, I'm
14 against the rate hikes for 45; even, you know,
15 30 percent. It's just outrageous. One or two
16 percent maybe a year is what I would agree to.

17 Also too, when I got this hearing list,
18 which I guess everybody else got, there's two for the
19 St. Louis area that I could go to. We need more
20 hearings, more spots. I don't know how you all pick
21 that, if the cities give you a free room every six
22 months or whatever it is, but we need more of those.
23 We need to have them be in different areas. And, you
24 know, for a lot of people, 12:00 to 12:30 is not
25 enough time, that's their lunch hour, for them to get

1 off and come from wherever they're working to get
2 here and get back. So that's one of the things that
3 I would like to see an improvement on.

4 It seems like a monopoly, a utility,
5 there's public risks, but then they privatize the
6 profits. So that's what I think is an issue that a
7 lot of people talked about. It seems like we don't
8 have any say so in the degree of profits that a
9 utility can charge. And I talked about -- or they
10 talked about the pipes that are corrosive and that
11 they are outdated and we all understand that. But
12 how do I know that we're not going to get a discount
13 once these new pipes are put in, that it needs to be
14 transparent how they're doing their business; and I
15 don't think that's good.

16 Also, this gentleman in the red sweat
17 shirt, I'm going to have to get with him because a
18 year or so ago the same thing happened to me, not to
19 the degree that he's talking about. But then when
20 you call the water company, it's like you get
21 somebody and they give you a pad answer for whatever
22 it is which I find to be ridiculous. I had them come
23 out to my house and it did no good. So I don't think
24 they're telling the truth and I didn't know what else
25 to do about it because I'm not in the water business.

1 So maybe there needs to be somebody who actually
2 helps people with their individual problems. I guess
3 that's all I have to say. Please, please, please
4 sign up and get up here.

5 COMMISSIONER COLEMAN: Ms. Noble, hi, thank
6 you for your information. Tell me what transpired
7 with the problem that you were having.

8 JANET NOBLE: My rates went up and it was
9 in the winter time. So I called the company and they
10 said, well, we set the rates in the winter time for
11 the rest of the year. And I said, well, this doesn't
12 make sense because I use more water -- I'm a big
13 gardener and I use more water in the spring, summer
14 and fall months. They said, well, that is how we set
15 our rates, blah, blah, blah. I said, well, this
16 doesn't make sense to me. I will have to get the
17 records out that I have because this was a couple
18 years ago. It has been resolved.

19 COMMISSIONER COLEMAN: Resolved, and what
20 was that, a credit to your bill or a discovery that
21 you were being overcharged or a misinformation with
22 the meter?

23 JANET NOBLE: Well, the next year I got the
24 bill. You know how they give you that chart and it
25 goes up and down?

1 COMMISSIONER COLEMAN: To show you your
2 usage?

3 JANET NOBLE: Right, right, so they kind of
4 marginalized. But still, there's not many people in
5 my house, so there was no reason for it to go up one
6 year and down the next. And I didn't have any leaks
7 in the plumbing, blah, blah, blah; so that's what I
8 mean, I didn't understand that.

9 COMMISSIONER COLEMAN: And you continue to
10 take a shower every day?

11 JANET NOBLE: Yes.

12 COMMISSIONER COLEMAN: I see your point.
13 Thank you so much.

14 JANET NOBLE: Okay. Also, too, I have
15 heard on the news and I know some of the neighbors
16 experience this; when there is a water main break in
17 the pipes, it takes forever for some of them to get
18 back to you have. This one person I believe out in
19 Maryland Heights or somewhere out here, Creve Coeur,
20 they had to go to somebody else's house to take a
21 shower or to bath every night or to bathe every
22 night, and the water company never got back with
23 them. They were overloaded with phone calls. So
24 something else needs to be done about this if this is
25 the way they are going to do their business. I mean

1 if we have to pay these high prices, I expect gold
2 service for this. I don't expect to have to go to
3 somebody else's house to take a shower or go to a
4 hotel or whatever.

5 JUDGE BURTON: When did this occur with the
6 problems with your billing in the winter?

7 JANET NOBLE: About three or four years
8 ago.

9 JUDGE BURTON: Any questions?

10 MR. LUFT: Ms. Noble, there are people
11 here, and if you want to, we can pull up your bills
12 and see if there's an issue. Also, where did the
13 main break occur that you heard about from the
14 neighbor? Was it last month?

15 JANET NOBLE: Yeah, just recently. I think
16 it was in Creve Coeur. It was one of the news
17 stations that brought this up, and I thought this is
18 the same way it would be for me if one of my pipes
19 broke.

20 MR. LUFT: Thank you.

21 MS. PAYNE: Ms. Noble, did you work for the
22 Public Service Commission at all in regard to the
23 occurrence three or four years ago? Were you having
24 issues --

25 JANET NOBLE: No, I'm not aware of the

1 Public Service Commission, no.

2 MS. PAYNE: Okay.

3 JANET NOBLE: Please everybody get up here.

4 JUDGE BURTON: They will have an
5 opportunity to testify.

6 COMMISSIONER COLEMAN: Thank you,
7 Ms. Noble.

8 JUDGE BURTON: Dave Meyer or Doug Meyer.

9 (Witness sworn by Judge Burton.)

10 JUDGE BURTON: Please state and spell your
11 name for the record.

12 DOUGLAS MEYER: Douglas Meyer. You need
13 the last name spelled?

14 JUDGE BURTON: Yes, sir.

15 DOUGLAS MEYER: M-e-y-e-r.

16 JUDGE BURTON: Thank you.

17 DOUGLAS MEYER: First of all, I would like
18 to say I'm pretty terrible at public speaking, so --
19 but a lot of the stuff I'm probably going to say has
20 probably already been stated. But in the question
21 and answer period, which I don't know went on the
22 record, there is that new corporate tax coming for
23 them. So I don't think that the -- that should be
24 taking in effect not to get high enough raised. Last
25 year I made a statement to the -- when Ameren wanted

1 to raise their rates and their CEO got like a six
2 figure raise. So my question is I'm a blue collar
3 worker and I might get like a 25-cent raise. When do
4 these utility companies come back and where do they
5 have to start giving up stuff where they don't get
6 the raises? I recently had to change something. If
7 you're trying to please the shareholder, a lot of
8 companies are getting off the stock market and they
9 need to live with some of these people that are
10 getting by on their income for a month. And let's
11 see here. They need -- these people that are getting
12 these big raises need to know that there's people out
13 there that are just getting by. That's all I have to
14 say.

15 JUDGE BURTON: Thank you, Mr. Meyer.

16 COMMISSIONER COLEMAN: Thank you,
17 Mr. Meyer.

18 JUDGE BURTON: I would ask everyone to
19 please keep your talking to a minimum. It's making
20 it difficult for us to hear everyone. We still have
21 a few more names on the list and then I will give an
22 opportunity for everyone else who would like to
23 testify. Cara Spencer.

24 (Witness sworn by Judge Burton.)

25 JUDGE BURTON: Would you state and spell

1 your name for the record, please.

2 CARA SPENCER: Yes. My name is Cara
3 Spencer, C-a-r-a S-p-e-n-c-e-r. I want to first
4 thank you both Judge Burton and Commissioner Coleman.
5 The roles that you play here in regulating our
6 utilities is so important. As we all know, these are
7 investor-owned utilities. They do enjoy significant
8 profits, and regulating them is a very important and
9 crucial role, a part of making sure that consumers
10 pay a fair price when paying for utilities.

11 I represent the Consumers Counsel of
12 Missouri. We are an advocacy nonprofit organization
13 that works on behalf of residential consumers across
14 the state of Missouri. But I'm hear today
15 representing friends and family of residents of St.
16 Louis County and other parts of Missouri that are
17 going to experience a significant increase in their
18 water bills if the proposed rate increase goes
19 through. We do have concerns about the proposed rate
20 increases, but while they are several, I would like
21 to point out three major concerns that we do have;
22 the first of which is that the proposed rate increase
23 is based on future estimated expenses rather than
24 audited data. That really introduces a margin of
25 error in that process. And to be most reflective of

1 the cost, we really think that it should be based on
2 audited data rather than estimates. Secondly, the
3 proposed rate increase includes a charge that would
4 essentially go up when usage goes down. This would
5 essentially disincentivize conservation and shift the
6 burden of risk from the investor on utility to the
7 residential consumer, a risk that we really feel
8 should be built into the profit mechanism that the
9 utility bears. And third and most importantly I
10 think for the audience here today is the spreading of
11 costs. Equalizing it across the state of Missouri
12 will result in very, very significant massive
13 increases in areas like St. Louis. The 45 percent
14 rate increase would really -- while there are
15 decreases in areas across the state, we understand
16 that the cost of producing safe and clean water
17 varies significantly based on the location of the
18 consumer. And in St. Louis it's a lot less expensive
19 to produce clean and produce safe water for
20 consumers, and we want to see that cost reflective of
21 the cost of producing and delivering the water to the
22 consumer.

23 While a lot of folks are here obviously
24 very upset, we do want to also commend
25 Missouri-American Water. We do enjoy a very safe and

1 clean water here across the state of Missouri. They
2 do an excellent job in that regard. We would also
3 like to commend their pilot program in Joplin,
4 Missouri, serving low income residents and making
5 sure that some low income residents have access to
6 lower rates. These are good things, but again, we
7 are here today to express very grave concerns about
8 the particulars of the proposed rate increases. And
9 we're grateful for the opportunity for the public,
10 for ourselves and others to come and weigh in. Thank
11 you for hearing us.

12 COMMISSIONER COLEMAN: Thank you very much.

13 JUDGE BURTON: Thank you, Ms. Spencer. I
14 apologize, I can't see the last name on this list.
15 Is it Jeremy Ducco? There's an individual who signed
16 up on the sign-up sheet outside already. Still here?
17 Sir, would you like to come down and testify?

18 (Witness sworn by Judge Burton.)

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

21 MINOO MEHTA: My name is Minoo Mehta. I'll
22 spell that for you. It's M-i-n-o-o. The last name
23 is Mehta, M-e-h-t-a. I'm a resident of Creve Coeur
24 for the record. I would like to break down some of
25 this increase that we're talking about. Effective

1 July, 2014, the fixed rate that's on the record right
2 now is \$21.13. Effective July, 2016, it was \$22.35
3 which represents an increase of 5.8 percent. The
4 proposed one for 2018 is \$30. That is a significant
5 increase and that's a 34 percent increase. On the
6 volumetric side it's a little bit more confusing.
7 Effective July, 2014, this is per thousand gallons by
8 the way. 3.447 was the rate plus something called
9 ISRS, which I found out was infrastructure
10 replacement surcharge, and that was 76 cents. All
11 told, that came to \$4.21 for a thousand gallons.
12 Effective July, 2016, the ISRS was dropped, or I
13 should say absorbed maybe is a proper terminology, in
14 the volume charge which became 4.14 per thousand
15 gallons. Now, the increase on the volumetric side
16 without the ISRS at that point was 20 percent, but
17 including the ISRS, which I assume is the correct
18 comparison, it was actually a decrease of
19 1.6 percent. The proposed 2018 rate is now \$6.29
20 rounded to \$6.30 which is a 52 percent increase. So
21 earlier during the Q and A it was said we're trying
22 to hold down the fixed costs. Holding down the fixed
23 costs of a 34 percent increase in my view is not
24 really holding it down, on top of that we have a
25 volumetric increase of 52 percent. I wonder aloud

1 how this kind of rate increase can be justified.

2 And further, I would like to add that when
3 this proposal was submitted, we did not have the new
4 tax laws in effect. The new tax laws are much more
5 lenient for corporations. They allow a much lower
6 tax rate. Secondly, there's a much more accelerated
7 depreciation allowed for capital expenditures. I
8 have brought this up during the Q and A session as
9 well. But for the record, I would like it to be
10 incorporated in the notes here. So that is my
11 comment and I think the Public Service Commission
12 should take a tax angle very much into consideration
13 when establishing the new rate. Any questions from
14 you?

15 COMMISSIONER COLEMAN: I'm good, sir.
16 Thank you.

17 MINOO MEHTA: Thank you so much.

18 MR. LUFT: Mr. Mehta, were you here when
19 the president of Missouri-American said that they
20 would decrease the request by 20 million dollars
21 representing the tax --

22 MINOO MEHTA: I do not know that the 20
23 million is the appropriate number. That's a number
24 that comes off the top of somebody's head and I have
25 no way of validating that. That has to be presented

1 to the Public Service Commission. Thank you.

2 JUDGE BURTON: Thank you, sir. Sir, did
3 you want to testify?

4 (Witness sworn by Judge Burton.)

5 JUDGE BURTON: Would you state and spell
6 your name for the record, please?

7 JOEL PITTENGER: I'm Joel Pittenger,
8 J-o-e-l P-i-t-t-e-n-g-e-r, Chesterfield, Missouri. I
9 also have a home in unincorporated St. Louis County.
10 In reviewing these numbers -- and Mr. Mehta covered
11 it very well. I agree with him completely as a
12 number analysis there. What I don't understand is
13 unless there's been some presentation by the company
14 here, we have seen no detail whatsoever that backs up
15 these numbers they are utilizing here. They talk
16 about shifting funds from that which is volumetric to
17 that which is fixed. There's no breakdown of any
18 type that I have seen of any kind of detail that
19 shows what these numbers are, what they represent.
20 How are we supposed to make any assessment of what
21 these increases are without some level of detail
22 being presented, and I have seen nothing; have you?

23 JUDGE BURTON: We're not allowed to answer.

24 JOEL PITTENGER: I think the company should
25 be up here making some presentation in detail so we

1 can understand what's going on, or there's something
2 basically flawed with the process.

3 JUDGE BURTON: Sir, I want to point out
4 right now to kind of clarify because this might help
5 also and for everyone else to know, that there are
6 going to be representatives for the staff, for the
7 company, and for the public counsel available after
8 we go off the record if you have any questions and
9 you want to ask them about any issues about the rate
10 case, the way it works, or also about any complaints
11 that you might have in particular about your service.

12 And also, the commission will be having an
13 evidentiary hearing on February 26th, a two-week
14 hearing, and that's where all this evidence will be
15 presented. That will occur in Jefferson City,
16 Missouri. And individuals -- if you would like to
17 observe on line, you can do that through the Public
18 Service Commission website to link to the hearing,
19 and that's going to be WWW.PSC.MO.GOV.

20 JOEL PITTENGER: Thank you very much,
21 that's very helpful.

22 COMMISSIONER COLEMAN: Thank you, sir.

23 JUDGE BURTON: Thank you. Sir, would you
24 like to come up and testify?

25 (Witness sworn by Judge Burton.)

1 JUDGE BURTON: Would you state and spell
2 your name for the record, please.

3 CLIFF WEEKS: Cliff, C-l-i-f-f, Weeks,
4 W-e-e-k-s.

5 JUDGE BURTON: Thank you, sir.

6 CLIFF WEEKS: I'm actually still upset over
7 my water bill for the summer. I attended a meeting
8 at Fox High School where the water company tried to
9 explain to me that because it was a hotter summer or
10 you must have a leak, your bill is what it is. I do
11 have an extensive water sprinkler system for my lawn,
12 but this one, the bill for this past summer so far
13 exceeded previous bills. I don't see how in the
14 world it could explain the size of my water bills
15 over the summer.

16 I happen to belong to an on-line social
17 network kind of thing called Next Door, and there
18 were numerous residents in the area where I live that
19 had basically the same problem I had. So the fact
20 that my bills were as high as they were this past
21 summer, coupled with a rate increase that is being
22 asked for, is to my mind way out of line. I can't
23 believe it. That's all I have to say.

24 COMMISSIONER COLEMAN: Mr. Weeks, I have a
25 question for you. So you have not been able -- I

1 guess the issue was resolved but not to your liking.

2 CLIFF WEEKS: Nothing changed.

3 COMMISSIONER COLEMAN: So the bill stood
4 and you had to pay the bill?

5 CLIFF WEEKS: And I paid it.

6 COMMISSIONER COLEMAN: Has there been any
7 attempt on either your part or the Company's part to
8 try to figure out what the problem is, and there's
9 been no determination of a leak?

10 CLIFF WEEKS: No. I know I did not have a
11 leak. I was given an excel spread sheet I guess it
12 probably was. It was a spread sheet that showed me
13 my water usage for last summer, but I still wasn't
14 satisfied with the answers I got.

15 COMMISSIONER COLEMAN: What community are
16 you in?

17 CLIFF WEEKS: Actually I'm in Clarkson
18 Valley to be specific.

19 COMMISSIONER COLEMAN: Okay. All right.
20 Thank you, Mr. Weeks.

21 JUDGE BURTON: Ma'am, would you like to
22 testify?

23 (Witness sworn by Judge Burton.)

24 JUDGE BURTON: Please state and spell your
25 name for the record.

1 DIANE BROST: My name is Diane Brost,
2 D-i-a-n-e, Brost, B as in baby r-o-s-t. I live in
3 St. Louis County, and I'm a retired accountant CPA
4 and I worked for several corporations during my
5 career. And when I received my mail on this increase
6 and seen the 45 percent, I felt like it was very,
7 very unreasonable. And in the past I worked so much
8 that I didn't have to time to come to these hearings.
9 I mean even the 6:00 hearings were too early for me
10 to come, so I am glad that I could come today. In my
11 job we did a lot of financial analysis, looking at
12 numbers and making sure that costs were kept down.
13 One of my concerns are that this is a monopoly we're
14 talking about. Also, I question how costs are kept
15 down for this entity. Is there any incentive? Since
16 they're a monopoly and they know any costs can be
17 passed along to the user, then they can just keep
18 increasing their costs and with no consequences.
19 Again, I could reiterate a lot of the other things.
20 You know, I'm retired now and on a fixed income and
21 we expect reasonable increases, but to see the
22 45 percent, I was looking for the dot, 4.5, and it
23 wasn't there. I think everyone could be outraged
24 about this, and unfortunately a lot of people can't
25 come to these hearings and express their outrage.

1 The other thing too is, as somebody pointed
2 out already, is the numbers. What are they based on?
3 Being an accountant, the old funny joke was what are
4 the numbers and the answer was what do you want them
5 to be. And so obviously how these numbers are
6 estimated, is there any accountability on their costs
7 I think is very important, and is there any
8 depreciation factors in this so that they're not
9 passing on the whole capital cost of the
10 infrastructures on to us in one fell swoop. These
11 are just some random thoughts that I have, and I hope
12 you consider that. Thanks for listening.

13 COMMISSIONER COLEMAN: Thank you.

14 JUDGE BURTON: Thank you. Ma'am, would you
15 like to come forward?

16 (Witness sworn by Judge Burton.)

17 JUDGE BURTON: Would you state and spell
18 your name for the record, please.

19 MARY BRAUNINGER: Mary, M-a-r-y,
20 Brauning-er, B-r-a-u-n-i-n-g-e-r.

21 JUDGE BURTON: Thank you.

22 MARY BRAUNINGER: At the urging to come up
23 and add my voice, I'm here.

24 COMMISSIONER COLEMAN: Please use your
25 microphone.

1 MARY BRAUNINGER: I'm sorry. Yes, I'm
2 here. First, I would like to express appreciation
3 for having good water when I want it and then
4 appreciation for you all being here listening to us.
5 And then water is so important and it will become
6 more so. When I compare my situation to some other
7 people in the world, I'm in a very good position.
8 And likewise, if I compare it to somebody else, maybe
9 not so good; and that's true of other people out in
10 the community. I think it's imperative that we
11 maintain water as a right for every human being. I
12 don't know how we're ever going to get there, but
13 it's hard enough just to do it right here in our
14 environment, our situation. I think that we need to
15 really try to put ourselves in other people's
16 situations and see what we can do at that point. I
17 had a bad experience last summer. It wasn't as bad
18 as some of what I have heard today, but it was in
19 excess of \$300 going up to a \$400 bill that I wasn't
20 used to for one bill. And I was told also that I
21 must have a leak. And someone came and someone
22 looked, and someone gave me little pills to use in
23 different places to see if there was a leak; and it
24 came out that there could not be a leak, that's what
25 was said. On the other hand, when I think back and

1 when I hear these other stories, I wonder how did
2 that happen.

3 Another question I have, I'm great at
4 questions, is how did this happen that water becomes
5 a privately owned company with rates that go up if
6 you use less? I think that's what I heard. It
7 didn't make any sense to me. But I would like to
8 hear -- and maybe there's someplace I should go to do
9 a little research, and there probably is on the
10 internet; but it's really a question I would like to
11 get some information on. Why of all the utilities,
12 and I think water in my mind comes forth as a
13 utility, why is it privately owned? Anyway, there's
14 a lot of questions and this exorbitant rate increase
15 is probably the biggest question on most people here
16 today's mind. So that's all I have to add to the
17 very well stated concerns that people have shared
18 here today. Thank you.

19 JUDGE BURTON: Could you please state your
20 address or area you live in.

21 MARY BRAUNINGER: (Redacted information per
22 Judge Burton), Creve Coeur, 63141.

23 JUDGE BURTON: And when was it that you had
24 the issue with the \$300 to \$400 bill?

25 MARY BRAUNINGER: I guess -- I would have

1 to look back, but I think it was July, August.

2 JUDGE BURTON: And have you had any
3 additional issues since then?

4 MARY BRAUNINGER: Not really, although I
5 have not -- well, there's been some issues that I
6 have been dealing with, so I'm not as closely attuned
7 to what those current bills right now are.

8 JUDGE BURTON: Thank you.

9 COMMISSIONER COLEMAN: Thank you.

10 JUDGE BURTON: Is there anyone else? Sir?

11 (Witness sworn by Judge Burton.)

12 JUDGE BURTON: Will you state and spell
13 your name for the record, please.

14 RAY REHDER: Ray Rehder, R-e-h-d-e-r.

15 JUDGE BURTON: Thank you, sir.

16 RAY REHDER: Going over -- beginning with
17 the water company as far as the basis for the rate
18 increase, one of the items was replacing
19 infrastructure. Now, if I remember correctly from
20 the previous one of these meetings that I went to on
21 a different utility, we had passed legislation that
22 says that we cannot be billed for construction work
23 that is not completed. And that's why I don't know
24 if all the infrastructure, are they including stuff
25 that's not done or stuff they intend to do and they

1 have not started as part of their basis for the rate
2 increase? I'm sorry, I don't remember the number or
3 anything of that legislation that went through on the
4 billing and construction. I'm sure you probably have
5 it somewhere in your records. Basically that was the
6 main question that never seemed to get answered is is
7 all of this work that's already done or work that's
8 in the works or work that's in the planning stages;
9 and is that all part of that increase?

10 JUDGE BURTON: We aren't allowed to answer
11 questions that have to do with factual issues in this
12 case, but I will state if you are interested in
13 sticking around afterwards, there are representatives
14 here. Ms. Shemwell will answer questions for you and
15 provide some guidance on what it is.

16 RAY REHDER: The thing that brought it to
17 my mind was a note I had seen from a previous meeting
18 they had about being billed for construction work
19 that's not completed, and I just wanted to find out
20 for sure what we're dealing with. That's it.

21 JUDGE BURTON: Thank you, sir.

22 COMMISSIONER COLEMAN: Thank you.

23 JUDGE BURTON: I believe there was a
24 gentleman in the back who wanted to testify.

25 (Witness sworn by Judge Burton.)

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

3 MICHAEL BROZYNA: Michael, M-i-c-h-a-e-l,
4 Brozyna, B-r-o-z-y-n-a. I'm just concerned about the
5 46 percent increase or whatever it happens to be, and
6 it seems to me like you're kind of funding an
7 aberration that's to assume that it's going to be
8 consistent forever in perpetuity. We have had some
9 -- you know, if it's too hot, we have water main
10 breaks. If it's too cold, we have water main breaks.
11 Water main breaks are a fact of life. I find it
12 extremely difficult to believe, and I haven't been
13 counting I will confess, that the number of water
14 main breaks is substantial and expected to be
15 continued, you know, for the rest of our lifetime.
16 These rate increases will form a baseline, and I
17 don't think there's mechanisms in place to say enough
18 is enough, we have done as much as we need to, and to
19 stop this madness. When Missouri-American came on
20 board, they knew how old the infrastructure was, and
21 they either did nothing to improve it or just figured
22 we'll fix it later on at the PSC. And, you know, we
23 have no visibility other than getting whacked all at
24 once with this huge increase. And I find that, you
25 know, the tax relief that we're seeing, does that

1 only apply to just the 70 percent rate increase or,
2 you know, the 70 million dollar rate increase? Are
3 they applying it to looking back at all the
4 operations and saying, you know, we're really not
5 benefiting that much from the tax increase? If you
6 look at what we're getting now, we'll assume that
7 it's -- we have 150 million dollars right now annual
8 expense, whatever the number is, and we're going to
9 tack on another 70. So is the tax increase only
10 against, you know, the 150 plus the 70, or how have
11 they computed any of this? There's zero transparency
12 here, no information that anybody can take a second
13 look at. I have heard several people speak. They
14 have done very thoughtful analysis into this whole
15 thing, far more than I have. I just got angry when I
16 saw the bill and figured I would show up. And I
17 think you really need to take a hard line at this
18 because they're going to get all this infrastructure
19 paid for by us, and then they turn around and sell
20 the company to mid Illinois water company. They will
21 sell it at a higher price because they have all this
22 infrastructure that I paid for. So I feel like I'm
23 kind of getting screwed on both ends here, and the
24 company is going to prosper both ways. Thank you.

25 JUDGE BURTON: Thank you, sir.

1 COMMISSIONER COLEMAN: Would you mention
2 what community you live in?

3 RAY REHDER: I live in west county.

4 COMMISSIONER COLEMAN: When I ask that, I'm
5 trying to get an idea of whether or not we're getting
6 appropriate representation from around the
7 metropolitan area.

8 RAY REHDER: I will say we had a water main
9 break just a couple houses away and Missouri-American
10 was there, you know, promptly to repair it; kudos to
11 them.

12 COMMISSIONER COLEMAN: Thank you.

13 JUDGE BURTON: Thank you, sir.

14 RAY REHDER: Although the landscaping is
15 still really torqued up.

16 COMMISSIONER COLEMAN: That's what's really
17 important. Thank you. By the way, I am interested
18 in trying to get an idea what part of the St. Louis
19 metropolitan area that customers are coming from
20 because we do want to make sure that we are holding
21 these hearings in locations that people from around
22 those service areas can get to. So anybody here from
23 west county, anybody else west county? Okay. So I
24 believe -- and then north county, of course, what do
25 we have? And I know the company also goes south, so

1 what do we have south? Okay. Any other areas that I
2 might be missing?

3 MINOO MEHTA: Do you include St. Charles in
4 the metro St. Louis? The definition of metro
5 St. Louis is not totally clear to me.

6 COMMISSIONER COLEMAN: Well, it is
7 considered, and I do believe you mentioned you were
8 from Creve Coeur.

9 MINOO MEHTA: Yes, I'm from Creve Coeur.

10 COMMISSIONER COLEMAN: Those who mentioned
11 where they were from I wrote it down. But, yes, is
12 there anyone here from St. Charles County? Are there
13 any other areas that I missed?

14 MINOO MEHTA: I have a friend who lives in
15 St. Charles and I thought I would ask that question
16 here.

17 COMMISSIONER COLEMAN: Thank you very much
18 and thank you all for being here.

19 JUDGE BURTON: Let the record reflect that
20 was Mr. Mehta who responded. Are there any other
21 people that would like to offer statements for the
22 record? Okay, sir.

23 (Witness sworn by Judge Burton.)

24 JUDGE BURTON: Will you state and spell
25 your name for the record.

1 TIM MCELLIGOTT: My name is Tim, T-i-m.
2 Last name is McElligott spelled M-c-E-l-l-i-g-o-t-t.
3 And I'm from unincorporated St. Louis County, Fenton
4 mailing zone.

5 JUDGE BURTON: Thank you.

6 TIM MCELLIGOTT: You're welcome. First I
7 want to thank Missouri-American Water for offering
8 quality water in my home on a reliable basis. I
9 understand we all have need for water and we also
10 recognize the demands for that. Our place on
11 operational costs dealing with issues that we suffer
12 here, not suffer, but experience here in St. Louis
13 dealing with environment, environmental concerns like
14 heat and cold and the impact that that makes on the
15 systems, the concern that I have is I'm hoping that
16 the commission is looking at identifying the costs of
17 delivering that type of water to the community as a
18 whole and the costs of running a business as American
19 Water runs on a national basis in several operating
20 states. The cost that I'm concerned and I would like
21 the commission to look at are legacy costs dealing
22 with pensions and also costs in administrative costs,
23 in bonus pay-outs, and how those costs are being
24 brought back into St. Louis County and our water
25 supply system. Okay, that's all I have to say.

1 Thank you.

2 COMMISSIONER COLEMAN: Thank you, sir.

3 JUDGE BURTON: Thank you, sir. Sir?

4 DAVID BLACKWELL: I would be David
5 Blackwell.

6 JUDGE BURTON: Wait.

7 (Witness sworn by Judge Burton.)

8 JUDGE BURTON: State and spell your name
9 for the record, Mr. Blackwell.

10 DAVID BLACKWELL: David Blackwell,
11 B-l-a-c-k-w-e-l-l. I live in Bridgeton. I am
12 retired now. I spent approximately 20 years doing
13 underground and overhead piping, sprinkler fitter,
14 and I have seen a lot of the piping in the area; and
15 as far as underground goes, the condition that it's
16 in and lack of condition that it's in. A lot of this
17 piping is going to have to be replaced over the next
18 10, 20 years. So I was just wondering if the utility
19 company should be giving you, all these utility
20 companies should be giving you folks some kind of
21 forecast as to what they think they might be running
22 into over the next 10 or 20 years so you have some
23 idea of what kind of calls might be looking at you
24 because they are going to be in front of you every
25 couple of years it looks like; at least that's what I

1 have noticed over the last decade. But the piping
2 needs to be changed out, so you're going to end up --
3 they can find out how old and bad the piping is by
4 checking with municipalities, checking with the
5 plumbing companies, sprinkler companies, anybody that
6 does permits to cut into the old main, and they can
7 find out what kind of condition that main was in and
8 when it was installed so this kind of stuff over here
9 doesn't continue to happen. So that way they can
10 forecast what it's going to take to replace it
11 basically. I know stuff downtown is really old, but
12 that for them on TV is an advertisement that the
13 piping still has to be changed. So water main breaks
14 aren't a bad thing for them. They'll get to it when
15 they get to it. It looks good on the media. I just
16 wanted to let you know that hoping they can get you
17 some kind of information as to what their long range
18 plan is. They're going to be out there in front of
19 you constantly asking for money. I'm sure you all
20 have been with them long enough to see a lot of that.
21 So that's basically all I was really wanting to
22 promote. So thank you.

23 JUDGE BURTON: Thank you, Mr. Blackwell.

24 COMMISSIONER COLEMAN: Mr. Blackwell, two
25 things; one, thanks for coming back. You were the

1 first called on. Thank you so much for coming back.
2 Secondly, I just wondered, did you say you're
3 retired?

4 DAVID BLACKWELL: I'm retired now.

5 COMMISSIONER COLEMAN: Okay. I just wanted
6 to --

7 DAVID BLACKWELL: These rate increases do
8 affect -- no matter what kind of retirement you have,
9 they do play a big role with it.

10 COMMISSIONER COLEMAN: I just wondered if
11 you have given any thought of going into the
12 consulting business?

13 DAVID BLACKWELL: Actually, I'm thinking
14 about moving off the grid and going solar. No, I
15 haven't really.

16 COMMISSIONER COLEMAN: Thank you for being
17 here.

18 DAVID BLACKWELL: Sure.

19 JUDGE BURTON: Is there any other person
20 that would like to testify? Ma'am, would you like to
21 come forward?

22 (Witness sworn by Judge Burton.)

23 JUDGE BURTON: Will you please state and
24 spell your name.

25 NONETTA SODE: Nonetta Sode, S-o-d-e, and

1 we are in St. Louis County unincorporated. We're
2 surrounded by Creve Coeur and Maryland Heights.

3 COMMISSIONER COLEMAN: Would you spell your
4 first name also, please.

5 NONETTA SODE: Nonetta, N-o-n-e-t-t-a.

6 COMMISSIONER COLEMAN: Thank you.

7 NONETTA SODE: I just want to add as a
8 consumer for our neighborhood, it's just the shock of
9 seeing the 45 percent, that high of a percentage.
10 And we have a neighbor that's 90 years old. She
11 turned 90 last year and she doesn't miss anything,
12 especially on rate hikes. And a lot of your seniors,
13 even in this area, are just trying to stay in their
14 homes. So that is a shock for a senior person and
15 really for all of us. Another issue that we had in
16 our home is with the new meter reading that Ameren
17 {sic} has, Ameren {sic} water company has. We got a
18 new meter last year and it was installed in our
19 basement. And our usage, our bill went up, and it
20 was explained to us that because the new meter was
21 more efficient, more accurate, but we didn't really
22 buy that our usage was --

23 JUDGE BURTON: Would you clarify, did you
24 mean Ameren or Missouri Water?

25 NONETTA SODE: I'm sorry, the water

1 company.

2 JUDGE BURTON: Missouri-American Water
3 company?

4 NONETTA SODE: Yes. Our usage, the bill
5 went up and the explanation was due to our usage went
6 up because the meter was more efficient and more
7 accurate and new technology. And I just want to say
8 we really didn't buy that, but I will say for the
9 water company, American Water, everybody was
10 courteous from the person on the phone to the
11 technician to the supervisor that came out, everybody
12 was very courteous. It was just a shock for them to
13 say that we did start using more water once we got a
14 new meter in. We did get a call last week from the
15 water company that they want to come out and do
16 something with the other meter and I'm afraid to call
17 them back. Thank you.

18 COMMISSIONER COLEMAN: You know what, you
19 don't have to call them back, they're here and
20 they're not going to let you get out of the room
21 without asking your address. You can already see the
22 attorney --

23 MR. LUFT: Ms. Sode, what's your address?

24 NONETTA SODE: (Redacted information per
25 Judge Burton).

1 MR. LUFT: Would you please stick around
2 just for a little bit afterward? Thank you.

3 NONETTA SODE: Yes.

4 MS. SHEMWELL: I'm always concerned with
5 addresses going on --

6 THE REPORTER: I'm sorry, I couldn't hear
7 that.

8 JUDGE BURTON: Ms. Shemwell indicated she
9 has concern about individuals' specific addresses
10 going in the public record, and we can redact those
11 specific addresses and we'll mark those as HC.

12 MS. SHEMWELL: Thank you.

13 JUDGE BURTON: Are there any other
14 individuals that would like to testify? Ma'am?

15 (Witness sworn by Judge Burton.)

16 JUDGE BURTON: Will you state and spell
17 your name for the record.

18 LORETTA WILSON: Loretta Wilson,
19 L-o-r-e-t-t-a W-i-l-s-o-n. I own a house at
20 (Redacted information per Judge Burton). And several
21 times we have had trouble with the bill just saying
22 that we use a whole lot of water, and there's only
23 like two people and it's a one-bedroom house. And
24 the last -- the month before, I mean the bill before
25 last was \$89.46. This last bill which is getting

1 ready to be paid was \$109.20. And my son died in
2 August and his son is the only one living in that
3 house. And all of a sudden it goes way up, up to
4 190 gallons I guess is what that is. And the month
5 before it was way down, probably about 35 gallons,
6 100 gallons or whatever, however this works. But
7 anyway, it's just ridiculous. And then we have
8 called them before and they come out and they say
9 well, the meter needs to be changed. It's in the
10 ground right in the middle of the driveway. And, of
11 course, cars drive over it and I don't know why they
12 don't change it themselves. It's for their benefit.
13 But anyway, I don't know what to do about it because
14 it happens every so often that all of a sudden we get
15 a real big bill.

16 JUDGE BURTON: Thank you.

17 COMMISSIONER COLEMAN: Ms. Wilson, thank
18 you very much. I'm just wondering if since you are
19 concerned about how to deal with the issue, please do
20 stay around and have conversation with our
21 representatives and the three representatives at that
22 table. Maybe somebody can give you some appropriate
23 direction, okay?

24 LORETTA WILSON: All right.

25 COMMISSIONER COLEMAN: And we're sorry for

1 the loss of your son. Thank you very much for being
2 here.

3 LORETTA WILSON: Thank you.

4 JUDGE BURTON: Thank you. Would anyone
5 else like to offer testimony for the commission's
6 consideration? I want to point out there's been some
7 questions here today and they have been great
8 questions about what type of evidence has been
9 presented or what basis there is for the different
10 numbers. And I don't know if you're interested and
11 if you have a pen; otherwise, the parties can tell
12 you this after, representatives of the staff outside.
13 If you go to the commission's website, you can track
14 in the commission's electronic filing information
15 system through the public filing for this case and
16 look at the testimony that has been filed. And a lot
17 of the testimony that has been filed will give you
18 information about what the different parties are
19 stating; not just the company but also from staff,
20 from public counsel and other representatives that
21 are participating in this case. And, again, that is
22 file number WR-2017-0285. It is on the information
23 sheet. I don't know if they have it out there, but
24 if you look at the top, it should be file number
25 WR-2017-0285. And you can contact the commission's

1 customer service number if you want to have
2 information about how to just review those documents
3 on line. And some of it might be marked as
4 confidential, which is only accessed or authorized or
5 accessed by parties in the case. But a lot of it is
6 public if you want to see what the parties are
7 stating and what the issues are that are going to be
8 presented, because the commission does have the
9 evidentiary hearing scheduled for February 26, and,
10 again, it is scheduled for two weeks of hearing.

11 The way things work for the commission's
12 evidentiary hearing, because there are a lot of
13 parties and there are a lot of witnesses, when we
14 actually get to the evidentiary hearing, the
15 commission will be listening to essentially the cross
16 examination of the parties because they have already
17 previously filed their direct testimony. And that's
18 what you can see if you go to the commission's EFIS
19 system, EFIS, Electronic Filing Information System,
20 and look through this case. The commissioners will
21 be reviewing this. Commissioner Coleman probably
22 already has and I know I have, and more is being
23 filed as well. So it's there for your access.

24 And I hear a lot of questions, and they are
25 great questions about where are these numbers coming

1 from, how are they supporting this, and construction
2 work in progress versus an infrastructure system
3 replacement. That information, a lot of it is on the
4 website, your testimony that's already been filed.
5 So if you have any questions, you can access it
6 through there.

7 And also, if you would like to have an
8 opportunity to participate, the commission does have
9 additional local public hearings. We will be in
10 Ferguson tonight. We will be in Arnold tomorrow
11 afternoon, and we will be at UMSL tomorrow night. If
12 you know other individuals who might like to go and
13 testify or bring up their issues, please invite them
14 to come. And we have access to representatives from
15 all the parties there as well. If any individual is
16 not able to make it, they can go through, again, the
17 commission's website and submit written statements
18 about this case as well, any of their concerns there.
19 So I want to say thank you to everyone for coming out
20 and participating. And, again, there are
21 representatives here from Public Counsel who
22 represents the public, representatives from staff,
23 and representatives from the company that will be
24 here after we go off the record if you have any
25 questions about the case in particular or about your

1 status or your issues with your service or any
2 particular complaints that you might have.
3 Unfortunately Commissioner Coleman and I can't
4 actually address you for these issues that you might
5 have and talk to you about these issues because this
6 case is pending before the commission. And, again,
7 if you would want to watch, you're welcome to come to
8 Jefferson City at the end of February. It's a lovely
9 town if you haven't visited. The hearing is going to
10 be in Room 310 in the Governor's office building.
11 And it will also last through March 5th to 9th
12 through the second week. Again, if you would like to
13 watch live, it's probably not as exciting as Real
14 Housewives, but you'll get an opportunity to see what
15 the commission actually does and what kind of
16 evidence is being presented. That, again, will be
17 available through the commission's website. Thank
18 you everyone and we will now go off the record.

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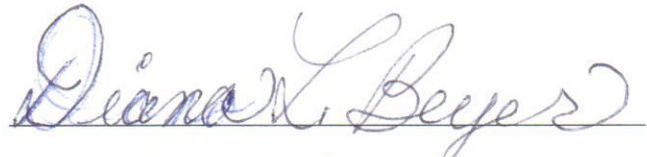
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NOTARIAL CERTIFICATE

STATE OF MISSOURI)
) SS
COUNTY OF ST. LOUIS)

I, DIANA BEYER, a Certified Shorthand Reporter and a Notary Public, do hereby certify that the aforementioned proceedings were held on January 29, 2018, at the City of Maryland Heights Municipal Court, 1191 Dorsett Road, Maryland Heights, MO 63043, that said proceedings were written in shorthand by me and afterwards transcribed by computer-aided transcription.

IN WITNESS WHEREOF, I have hereunto set my hand and seal this 5th day of February, A.D., 2018.



Diana Beyer, CSR, CCR
Notary Public
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