

Staff Ex 3

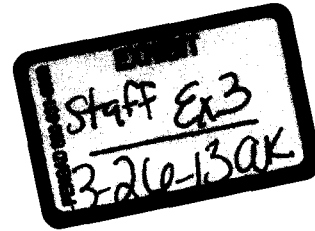
FILED  
April 17, 2013  
Data Center  
Missouri Public  
Service Commission

**Lisa A. Kremer**

**Education**

Master's Degree in Business Administration  
Lincoln University, Jefferson City, MO – May 1989

Bachelor of Science Degree in Public Administration  
Lincoln University, Jefferson City, MO – July 1983



**Professional Certifications**

Certified Internal Auditor (CIA) February 1997

**Professional Experience**

**Missouri Public Service Commission**, Jefferson City, MO  
February 1998 – Present  
November 1986 – October 1997  
Manager, Engineering and Management Services Unit, February 2000  
Prior to 2000, Utility Management Analyst III, II, and I

**Missouri Highway Department**, Jefferson City, MO  
October 1997 – January 1998  
Audit Manager

**Lincoln University**, Jefferson City, MO  
April 1983- October 1986  
Institutional Researcher

**Columbia College**, Jefferson City, MO  
Fall 1990  
Instructor – Management Principles

Staff Exhibit No. 3  
Date 3-26-13 Reporter AK  
File No. WC-2013-0010

## CASE PROCEEDING PARTICIPATION

LISA A. KREMER

PARTICIPATION		TESTIMONY
COMPANY	CASE NO.	ISSUES
Kansas City Power & Light Company	ER-2010-0355	Rebuttal – Quality of Service
Kansas City Power & Light Company	ER-2009-0089	Surrebuttal - Quality of Service
Greater Missouri Operations Company GMO-MPs and GMO-L&P Electric	ER-2009-0090	Surrebuttal – Quality of Service
Laclede Gas Company	GT-2009-0026	Rebuttal – Quality of Service
Atmos Energy Company	GR-2006-0387	Direct – Quality of Service Report – Staff Response to Commission Order
Aquila, Inc.	GR-2004-0072	Direct - Quality of Service
Aquila, Inc.	ER-2004-0034 & HR-2004-0024	Direct - Quality of Service Rebuttal – Quality of Service
Laclede Gas Company	GR-2002-356	Rebuttal – Expense Decommissioning
Missouri Gas Energy	GR-2001-292	Rebuttal – Customer Service
UtiliCorp United Inc. / Empire District Electric Company	EM-2000-369	Rebuttal – Customer Service
Atmos Energy Company / Associated Natural Gas Company	GM-2000-312	Rebuttal – Customer Service
Raytown Water Company	WR-94-211	Rebuttal - Management Audit