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STATE OF MISSOURI

PUBLIC SERVICE COMMISSION

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing

October 22, 2015

Raytown, Missouri

In The Matter Of A Request For )  
Increase In Annual Water System ) File No.  
Operating Revenues for Raytown ) WR-2015-0246  
Water Company

MORRIS L. WOODRUFF, Presiding  
CHIEF REGULATORY LAW JUDGE

DANIEL Y. HALL, Chairman

STEPHEN M. STOLL,  
WILLIAM P. KENNEY,  
SCOTT T. RUPP,  
MAIDA J. COLEMAN,  
COMMISSIONERS,

1 (Proceedings began at 6:31 p.m.)

2 JUDGE WOODRUFF: Good evening  
3 everyone. Let's go ahead and get started.

4 I'd like to introduce myself. My name is  
5 Morris Woodruff. I'm the Chief Regulatory Law  
6 Judge for the Public Service Commission, and I'll  
7 be the presiding officer today.

8 To my right is commissioner Bill Kenney.  
9 He's one of the five commissioners on the Public  
10 Service Commission.

11 Mr. Kenney, any opening remarks?

12 MR. KENNEY: First off, I'd just  
13 like to welcome our guests here and customers of  
14 Raytown Water. The process is a lengthy one. We  
15 are here right now to hear from you.

16 I represent the commission. There are  
17 four commissioners. And the big thing is our  
18 court reporter is taking everything down, and  
19 they will be able to read the testimony that you  
20 put forth today.

21 So thank you very much for coming here  
22 tonight.

23 JUDGE WOODRUFF: The procedure  
24 we're going to follow tonight is we have a sign-up  
25 sheet out there, and we've got two witnesses

1 signed up.

2 I'll call you in the order that you signed  
3 up. I'll ask you to come to the podium here.  
4 I'll swear you in to tell the truth. And then  
5 you can make your statement for the commission,  
6 whatever you want to say.

7 But before we do that, we need to  
8 determine which attorneys are here. So I'll take  
9 entries of appearance beginning with the staff.

10 MR. WESTEN: Jacob Westen, staff  
11 counsel for the PCS, P.O. Box 360 in Jefferson  
12 City, Missouri, zip code 65102.

13 JUDGE WOODRUFF: For the record,  
14 the Office of Public Counsel?

15 MS. BAKER: Christina Baker, P.O.  
16 Box 2230, Jefferson City, Missouri, 65102,  
17 appearing on behalf of the Office of Public  
18 Counsel and the customers.

19 JUDGE WOODRUFF: Thank you. And  
20 does the company have an attorney here? I don't  
21 believe so. All right. If you want to introduce  
22 yourself.

23 MR. CLEVINGER: Mel Clevenger,  
24 company manager and president.

25 JUDGE WOODRUFF: I believe that's

1 all the attorneys here, so we'll go ahead and ask  
2 the first witness to come forward.

3 Mr. Crawford, if you please raise your  
4 right hand.

5 SCOTT CRAWFORD,  
6 of lawful age, sworn and examined, testified as  
7 follows:

8 MR. CRAWFORD: I'm kind of  
9 concerned because, you know, I only have so much  
10 money, and I seem to have more bills than I have  
11 money, and it keeps, you know, and so any increase  
12 has to be compensated for by a decrease somewhere  
13 else.

14 I've already cut my food budget from \$93  
15 every four weeks to \$45. I can't afford to cut  
16 it any further than that. In fact, I'm probably  
17 going to have to increase a little bit. I don't  
18 know where that money is going to come from.

19 So any water going up, electric going up,  
20 you know, it's got to come from somewhere, and I  
21 don't have it. So I'm really kind of between a  
22 rock and a hard place if this goes through.

23 I understand they need money, but so do I.  
24 That's all I have.

25 JUDGE WOODRUFF: Just a moment.

1 Mr. Kenney, do you have any questions?

2 COMMISSIONER KENNEY: No. Thank  
3 you, Mr. Crawford.

4 JUDGE WOODRUFF: Any of the  
5 attorneys have any questions for Mr. Crawford?

6 MS. BAKER: No, but thank you for  
7 coming.

8 MR. WESTEN: Thank you for coming.

9 JUDGE WOODRUFF: Any problems with  
10 the service you've been receiving?

11 MR. CRAWFORD: No. I receive good  
12 service. Bills seem to be, you know, awfully  
13 close to when I receive them, but from what  
14 they've said, you know, 21 days in advance of when  
15 they're due, so it's just that I do wish that they  
16 would allow electronic funds transfer. That would  
17 help quite a bit in paying them.

18 JUDGE WOODRUFF: So you don't have  
19 to write a check you mean?

20 MR. CRAWFORD: The thing of it is  
21 I go to my bank's online bill payment system, and  
22 electronic transfer is possible. In fact, it so  
23 happens that I bank at the same bank that the  
24 water company banks at.

25 JUDGE WOODRUFF: Okay.

1 MR. CRAWFORD: So it wouldn't even  
2 require much just to electronic transfer in their  
3 computer. Instead, it has to be a paper check,  
4 which really slows things down.

5 JUDGE WOODRUFF: Okay.

6 MR. CRAWFORD: It would be nice to  
7 be able to pay the -- have the bank pay them  
8 electronically. That would help a lot.

9 JUDGE WOODRUFF: Anything else you  
10 want to tell us?

11 MR. CRAWFORD: That's all I can  
12 think of.

13 JUDGE WOODRUFF: Thank you very  
14 much for coming tonight. Next name on the list is  
15 Don Belk.

16 DON BELK,  
17 of lawful age, sworn and examined, testified as  
18 follows:

19 JUDGE WOODRUFF: What would like  
20 to tell us?

21 MR. BELK: I just want to say to  
22 begin with I'm not upset with the Raytown Water  
23 Company, the quality of water. I think we're  
24 lucky that we have the quality that we do. I go  
25 up through Liberty, Missouri. I'm not able to

1 drink the water or make a cup of tea, it's so  
2 horrible. So I have no concern about that or the  
3 times down service that we have when we're out of  
4 water. There has to be a break someplace or some  
5 kind of major catastrophes.

6 Now, the last time we had a meeting here,  
7 it was how long ago? Could somebody help me out?  
8 I go through these senile moments.

9 JUDGE WOODRUFF: We were talking  
10 about that earlier. I believe it was 2012.

11 MR. BELK: Okay, 2012. And when  
12 they talked about the return on investment for the  
13 water company, it was 12 and-a-half percent. I  
14 don't know what the heck it is now. But I  
15 personally think that's a little excessive because  
16 my return on investment is .0003, so I think  
17 there's a discrepancy there.

18 And the other thing that bothers me is the  
19 wastewater that I see. You know, I live over off  
20 of 51st Street, and I've called the Public  
21 Service Commission. We have the water tower is  
22 at the top of the hill. They have a line that  
23 comes down to a hydrant.

24 I cannot get any municipality to tell me  
25 who owns that, who has responsibility for that

1 fire hydrant. I don't even know if the son of a  
2 gun, you know, if it works. So if my house  
3 catches on fire, you know, I'm not going to sue  
4 the insurance company; I'm going to sue whoever  
5 owns that hydrant, because I don't even know if  
6 there's any water in it.

7 But there's been a leak there for years  
8 and years and years. And again, I might be, you  
9 know, feeling bad towards the Raytown Water  
10 Company because it might not even be their  
11 hydrant, but Independence doesn't claim it. They  
12 say it doesn't belong to Raytown Water. Now  
13 they're telling me it belongs to Kansas City.

14 And when I talked to your people down in  
15 Jeff City, they said that they would refer the  
16 information to Kansas City, but they said don't  
17 expect any help or don't expect, you know,  
18 anybody to get back with you quickly.

19 And I guess the older I get, the more  
20 times I say I don't understand things because  
21 there ought to be a grid map someplace they could  
22 go in and find every electrical wire buried,  
23 every sewer system, every waterline and  
24 everything else and in two seconds tell you who  
25 owns that.



1 I checked this morning. They don't even  
2 have -- the cap hasn't been on it for years. The  
3 cap wasn't on it this morning, but it's not  
4 leaking. So I don't know. That might tell me  
5 that they got the line shut off. And these  
6 things bother me.

7 And during when they have a break, and  
8 again, I don't know where the water leak comes  
9 from, but if we have so much water coming down  
10 51st Street and during the winter months you  
11 can't even get up and down that hill. And when I  
12 talked to Independence, they're the ones that's  
13 supposed to do the salting and things like that.  
14 They say they don't have any trouble.

15 But in the years that we've lived there,  
16 I've had at least five trucks or five vehicles  
17 come down, cannot stop, run through the stop --  
18 when I say run through the stop sign, I'm saying  
19 run over the stop sign and end up in the ditch.

20 But the water's coming from someplace, and  
21 it's, to me it's being wasted. Now, if they're  
22 flushing out, I can understand it if they're  
23 flushing out their line. That makes sense. They  
24 do that. But for just running down the hill,  
25 running across the street, running in my ditch

1 and heading on down the highway, I do not  
2 understand this. Okay?

3 And again, here I'm back to my old senile  
4 ways. I just don't understand things the older I  
5 get. But that's my complaint. I'd like to know,  
6 or not complaint, concern, yes. But, you know,  
7 the return on investment.

8 You know, it's almost like kids up there  
9 that are, you know, making trouble on Wall  
10 Street. You know, the ones at the top and the  
11 ones at the bottom.

12 Now, I can pay this increase, but there's  
13 a lot of people in Raytown or even in  
14 Independence, you know, that has this water.  
15 They might have to determine if they're going to  
16 eat or pay their water bill. And I think we need  
17 to, you know, take a look at them, too.

18 But that's my two complaints, so waste of  
19 the water, and I still would like to know who  
20 owns that waterline that comes from the top of  
21 51st Street and goes down past Fuller. And  
22 nobody seems to know.

23 And, you know, you call the city halls,  
24 and it's like talking to an empty suit, you know.  
25 Here's what you can do. And I'm saying, hey,

1 you're my representative. You know, you're  
2 supposed to take care of me if I come to you and  
3 ask a question and, you know, it's a waste, a  
4 waste of -- I don't know if it's a waste of time,  
5 but it gives you a chance to get upset again.

6 But, I mean, nothing ever gets done. So  
7 I'd like -- I'd like to know who owns that and  
8 what they're going to do, who in the heck I can  
9 call the next time, you know, that street during  
10 the winter months, you know, I have to put on my  
11 ice skates and my chains just to get up to Blue  
12 Ridge Boulevard.

13 JUDGE WOODRUFF: All right.

14 MR. KENNEY: Sir, I will tell you  
15 this. If you decide that you want to have a poor  
16 day, call the Kansas City Water Department.

17 MR. BELK: You might have been the  
18 guy I talked to down in Jeff City, because that's  
19 the same thing he told me.

20 COMMISSIONER KENNEY: I have  
21 Kansas City water service. It's an interesting  
22 story, I'll tell you.

23 MR. BELK: I've never complained  
24 about our water service. Sometimes you lose a  
25 little pressure, but if you wait around, it has to

1 do with a break someplace or something like that.

2 Now, if it goes on for two or three days, then you  
3 got a problem.

4 COMMISSIONER KENNEY: The Public  
5 Service Commission does not regulate the City of  
6 Kansas City water, so that's not under our  
7 jurisdiction.

8 MR. BELK: I understand that, but  
9 the comment was made. He said you call them, you  
10 know, you're just about wasting your time.

11 I'm not arguing with you. I don't care  
12 who -- excuse me. I don't care who's regulating  
13 it. You know, that wasn't the question. It was  
14 just you're saying the same thing as the guy down  
15 in Jeff City. And I don't remember who. I don't  
16 have my notes with me, so I'm not sure who I  
17 talked to.

18 COMMISSIONER KENNEY: Thank you.

19 JUDGE WOODRUFF: Any parties have  
20 any questions?

21 MS. BAKER: No. Thank you for  
22 coming tonight.

23 JUDGE WOODRUFF: Those are the  
24 only two names on the list, and I don't see anyone  
25 else in the room. But if there is anyone else

1 that wishes to testify, let me know.

2 All right. At this point, then, we are  
3 adjourned. Thank you for coming.

4 (Proceedings ended at 6:44 p.m.)

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1	I N D E X	
2	Testimony	Page
3		
4	Scott Crawford	4
5		
6	Don Belk	6
7		
8		
9		
10		
11		
12		
13		
14		
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16		
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CERTIFICATE OF REPORTER

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

\_\_\_\_\_  
Notary Public within and for  
the State of Missouri

My commission expires .

My commission expires

<p style="text-align: center;"><b>A</b></p> <p><b>ability</b> 15:8  <b>able</b> 2:19 6:7,25  <b>action</b> 15:12,15  <b>adjourned</b> 13:3  <b>advance</b> 5:14  <b>afford</b> 4:15  <b>age</b> 4:6 6:17  <b>ago</b> 7:7  <b>ahead</b> 2:3 4:1  <b>allow</b> 5:16  <b>and-a-half</b> 7:13  <b>Annual</b> 1:15  <b>anybody</b> 8:18  <b>appearance</b> 3:9  <b>appearing</b> 3:17  <b>appears</b> 15:6  <b>arguing</b> 12:11  <b>attorney</b> 3:20              15:14  <b>attorneys</b> 3:8 4:1              5:5  <b>awfully</b> 5:12</p> <hr/> <p style="text-align: center;"><b>B</b></p> <p><b>back</b> 8:18 10:3  <b>bad</b> 8:9  <b>Baker</b> 3:15,15              5:6 12:21  <b>bank</b> 5:23,23 6:7  <b>bank's</b> 5:21  <b>banks</b> 5:24  <b>began</b> 2:1  <b>beginning</b> 3:9  <b>behalf</b> 3:17  <b>believe</b> 3:21,25              7:10  <b>Belk</b> 6:15,16,21              7:11 11:17,23              12:8 14:6  <b>belong</b> 8:12  <b>belongs</b> 8:13  <b>best</b> 15:8  <b>big</b> 2:17  <b>bill</b> 2:8 5:21              10:16  <b>bills</b> 4:10 5:12</p>	<p><b>bit</b> 4:17 5:17  <b>Blue</b> 11:11  <b>bother</b> 9:6  <b>bothers</b> 7:18  <b>bottom</b> 10:11  <b>Boulevard</b> 11:12  <b>Box</b> 3:11,16  <b>break</b> 7:4 9:7              12:1  <b>budget</b> 4:14  <b>buried</b> 8:22</p> <hr/> <p style="text-align: center;"><b>C</b></p> <p><b>call</b> 3:2 10:23              11:9,16 12:9  <b>called</b> 7:20  <b>cap</b> 9:2,3  <b>care</b> 11:2 12:11              12:12  <b>catastrophes</b> 7:5  <b>catches</b> 8:3  <b>CERTIFICATE</b>              15:1  <b>Certified</b> 15:3  <b>certify</b> 15:5  <b>chains</b> 11:11  <b>Chairman</b> 1:20  <b>chance</b> 11:5  <b>check</b> 5:19 6:3  <b>checked</b> 9:1  <b>Chief</b> 1:19 2:5  <b>Christina</b> 3:15  <b>city</b> 3:12,16 8:13              8:15,16 10:23              11:16,18,21              12:5,6,15  <b>claim</b> 8:11  <b>Clevenger</b> 3:23              3:23  <b>close</b> 5:13  <b>code</b> 3:12  <b>COLEMAN</b> 1:22  <b>come</b> 3:3 4:2,18              4:20 9:17 11:2  <b>comes</b> 7:23 9:8              10:20  <b>coming</b> 2:21 5:7</p>	<p>5:8 6:14 9:9,20              12:22 13:3  <b>comment</b> 12:9  <b>commission</b> 1:4              2:6,10,16 3:5              7:21 12:5 15:23              15:25  <b>commissioner</b>              2:8 5:2 11:20              12:4,18  <b>commissioners</b>              1:23 2:9,17  <b>company</b> 1:16              3:20,24 5:24              6:23 7:13 8:4              8:10  <b>compensated</b>              4:12  <b>complained</b>              11:23  <b>complaint</b> 10:5,6  <b>complaints</b> 10:18  <b>computer</b> 6:3  <b>concern</b> 7:2 10:6  <b>concerned</b> 4:9  <b>counsel</b> 3:11,14              3:18 15:10,14  <b>court</b> 2:18 15:3  <b>Crawford</b> 4:3,5,8              5:3,5,11,20 6:1              6:6,11 14:4  <b>cup</b> 7:1  <b>customers</b> 2:13              3:18  <b>cut</b> 4:14,15</p> <hr/> <p style="text-align: center;"><b>D</b></p> <p><b>D</b> 14:1  <b>DANIEL</b> 1:20  <b>day</b> 11:16  <b>days</b> 5:14 12:2  <b>decide</b> 11:15  <b>decrease</b> 4:12  <b>Department</b>              11:16  <b>determine</b> 3:8              10:15</p>	<p><b>direction</b> 15:10  <b>discrepancy</b> 7:17  <b>ditch</b> 9:19,25  <b>Don</b> 6:15,16 14:6  <b>drink</b> 7:1  <b>due</b> 5:15  <b>duly</b> 15:7</p> <hr/> <p style="text-align: center;"><b>E</b></p> <p><b>E</b> 14:1  <b>earlier</b> 7:10  <b>eat</b> 10:16  <b>electric</b> 4:19  <b>electrical</b> 8:22  <b>electronic</b> 5:16              5:22 6:2  <b>electronically</b> 6:8  <b>employed</b> 15:11              15:14  <b>employee</b> 15:13  <b>empty</b> 10:24  <b>ended</b> 13:4  <b>entries</b> 3:9  <b>evening</b> 2:2  <b>examined</b> 4:6              6:17  <b>excessive</b> 7:15  <b>excuse</b> 12:12  <b>expect</b> 8:17,17  <b>expires</b> 15:23,25</p> <hr/> <p style="text-align: center;"><b>F</b></p> <p><b>fact</b> 4:16 5:22  <b>feeling</b> 8:9  <b>File</b> 1:15  <b>financially</b> 15:14  <b>find</b> 8:22  <b>fire</b> 8:1,3  <b>first</b> 2:12 4:2  <b>five</b> 2:9 9:16,16  <b>flushing</b> 9:22,23  <b>follow</b> 2:24  <b>follows</b> 4:7 6:18  <b>food</b> 4:14  <b>foregoing</b> 15:6  <b>forth</b> 2:20  <b>forward</b> 4:2</p>	<p><b>four</b> 2:17 4:15  <b>Fuller</b> 10:21  <b>funds</b> 5:16  <b>further</b> 4:16              15:13</p> <hr/> <p style="text-align: center;"><b>G</b></p> <p><b>gives</b> 11:5  <b>go</b> 2:3 4:1 5:21              6:24 7:8 8:22  <b>goes</b> 4:22 10:21              12:2  <b>going</b> 2:24 4:17              4:18,19,19 8:3              8:4 10:15 11:8  <b>good</b> 2:2 5:11  <b>grid</b> 8:21  <b>guess</b> 8:19  <b>guests</b> 2:13  <b>gun</b> 8:2  <b>guy</b> 11:18 12:14</p> <hr/> <p style="text-align: center;"><b>H</b></p> <p><b>HALL</b> 1:20  <b>halls</b> 10:23  <b>hand</b> 4:4  <b>happens</b> 5:23  <b>hard</b> 4:22  <b>heading</b> 10:1  <b>hear</b> 2:15  <b>Hearing</b> 1:9  <b>heck</b> 7:14 11:8  <b>help</b> 5:17 6:8 7:7              8:17  <b>hey</b> 10:25  <b>highway</b> 10:1  <b>hill</b> 7:22 9:11,24  <b>horrible</b> 7:2  <b>house</b> 8:2  <b>hydrant</b> 7:23 8:1              8:5,11</p> <hr/> <p style="text-align: center;"><b>I</b></p> <p><b>ice</b> 11:11  <b>increase</b> 1:15              4:11,17 10:12  <b>Independence</b></p>
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8:11 9:12 10:14 <b>information</b> 8:16 <b>insurance</b> 8:4 <b>interested</b> 15:14 <b>interesting</b> 11:21 <b>introduce</b> 2:4 3:21 <b>investment</b> 7:12 7:16 10:7	<b>lawful</b> 4:6 6:17 <b>leak</b> 8:7 9:8 <b>leaking</b> 9:4 <b>lengthy</b> 2:14 <b>Let's</b> 2:3 <b>Liberty</b> 6:25 <b>line</b> 7:22 9:5,23 <b>list</b> 6:14 12:24 <b>little</b> 4:17 7:15 11:25 <b>live</b> 7:19 <b>lived</b> 9:15 <b>Local</b> 1:9 <b>long</b> 7:7 <b>look</b> 10:17 <b>lose</b> 11:24 <b>lot</b> 6:8 10:13 <b>lucky</b> 6:24	<b>names</b> 12:24 <b>need</b> 3:7 4:23 10:16 <b>neither</b> 15:10 <b>never</b> 11:23 <b>nice</b> 6:6 <b>Notary</b> 15:4,21 <b>notes</b> 12:16	<b>podium</b> 3:3 <b>point</b> 13:2 <b>poor</b> 11:15 <b>possible</b> 5:22 <b>president</b> 3:24 <b>presiding</b> 1:19 2:7 <b>pressure</b> 11:25 <b>probably</b> 4:16 <b>problem</b> 12:3 <b>problems</b> 5:9 <b>procedure</b> 2:23 <b>proceedings</b> 1:8 2:1 13:4 15:12 <b>process</b> 2:14 <b>Public</b> 1:4,9 2:6,9 3:14,17 7:20 12:4 15:4,21 <b>put</b> 2:20 11:10	<b>remarks</b> 2:11 <b>remember</b> 12:15 <b>reporter</b> 2:18 15:1,3 <b>represent</b> 2:16 <b>representative</b> 11:1 <b>Request</b> 1:15 <b>require</b> 6:2 <b>responsibility</b> 7:25 <b>return</b> 7:12,16 10:7 <b>Revenues</b> 1:16 <b>Ridge</b> 11:12 <b>right</b> 2:8,15 3:21 4:4 11:13 13:2 <b>rock</b> 4:22 <b>room</b> 12:25 <b>run</b> 9:17,18,19 <b>running</b> 9:24,25 9:25 <b>RUPP</b> 1:22
<b>J</b>	<b>M</b>	<b>O</b>	<b>Q</b>	<b>S</b>
<b>J</b> 1:22 <b>Jacob</b> 3:10 <b>Jeff</b> 8:15 11:18 12:15 <b>Jefferson</b> 3:11,16 <b>Judge</b> 1:19 2:2,6 2:23 3:13,19,25 4:25 5:4,9,18 5:25 6:5,9,13 6:19 7:9 11:13 12:19,23 <b>jurisdiction</b> 12:7	<b>M</b> 1:21 <b>MAIDA</b> 1:22 <b>major</b> 7:5 <b>making</b> 10:9 <b>manager</b> 3:24 <b>map</b> 8:21 <b>Matter</b> 1:15 <b>mean</b> 5:19 11:6 <b>meeting</b> 7:6 <b>Mel</b> 3:23 <b>Missouri</b> 1:1,11 3:12,16 6:25 15:4,22 <b>moment</b> 4:25 <b>moments</b> 7:8 <b>money</b> 4:10,11 4:18,23 <b>months</b> 9:10 11:10 <b>morning</b> 9:1,3 <b>Morris</b> 1:19 2:5 <b>municipality</b> 7:24	<b>October</b> 1:10 <b>Office</b> 3:14,17 <b>officer</b> 2:7 <b>Okay</b> 5:25 6:5 7:11 10:2 <b>old</b> 10:3 <b>older</b> 8:19 10:4 <b>ones</b> 9:12 10:10 10:11 <b>online</b> 5:21 <b>opening</b> 2:11 <b>Operating</b> 1:16 <b>order</b> 3:2 <b>ought</b> 8:21 <b>outcome</b> 15:15 <b>owns</b> 7:25 8:5,25 10:20 11:7	<b>quality</b> 6:23,24 <b>question</b> 11:3 12:13 <b>questions</b> 5:1,5 12:20 <b>quickly</b> 8:18 <b>quite</b> 5:17	<b>salting</b> 9:13 <b>Sandra</b> 15:3 <b>saying</b> 9:18 10:25 12:14 <b>Scott</b> 1:22 4:5 14:4 <b>seconds</b> 8:24 <b>see</b> 7:19 12:24 <b>senile</b> 7:8 10:3 <b>sense</b> 9:23 <b>service</b> 1:4 2:6,10 5:10,12 7:3,21 11:21,24 12:5 <b>sewer</b> 8:23 <b>sheet</b> 2:25 <b>shut</b> 9:5 <b>sign</b> 9:18,19 <b>sign-up</b> 2:24 <b>signed</b> 3:1,2 <b>Sir</b> 11:14 <b>skates</b> 11:11 <b>slows</b> 6:4
<b>K</b>	<b>N</b>	<b>P</b>	<b>R</b>	
<b>Kansas</b> 8:13,16 11:16,21 12:6 <b>keeps</b> 4:11 <b>Kenney</b> 1:21 2:8 2:11,12 5:1,2 11:14,20 12:4 12:18 <b>kids</b> 10:8 <b>kind</b> 4:8,21 7:5 <b>know</b> 4:9,11,18 4:20 5:12,14 7:14,19 8:1,2,3 8:5,9,17 9:4,8 10:5,6,8,9,10 10:14,17,19,22 10:23,24 11:1,3 11:4,7,9,10 12:10,13 13:1	<b>N</b> 14:1 <b>name</b> 2:4 6:14	<b>P</b> 1:21 <b>p.m</b> 2:1 13:4 <b>P.O</b> 3:11,15 <b>Page</b> 14:2 <b>paper</b> 6:3 <b>parties</b> 12:19 15:11,14 <b>pay</b> 6:7,7 10:12 10:16 <b>paying</b> 5:17 <b>payment</b> 5:21 <b>PCS</b> 3:11 <b>people</b> 8:14 10:13 <b>percent</b> 7:13 <b>personally</b> 7:15 <b>place</b> 4:22 <b>please</b> 4:3	<b>raise</b> 4:3 <b>Raytown</b> 1:11,16 2:14 6:22 8:9 8:12 10:13 <b>read</b> 2:19 <b>really</b> 4:21 6:4 <b>receive</b> 5:11,13 <b>receiving</b> 5:10 <b>record</b> 3:13 <b>reduced</b> 15:9 <b>refer</b> 8:15 <b>regulate</b> 12:5 <b>regulating</b> 12:12 <b>Regulatory</b> 1:19 2:5 <b>related</b> 15:10 <b>relative</b> 15:13	
<b>L</b>				
<b>L</b> 1:19 <b>Law</b> 1:19 2:5				

<p><b>somebody</b> 7:7  <b>someplace</b> 7:4              8:21 9:20 12:1  <b>son</b> 8:1  <b>staff</b> 3:9,10  <b>started</b> 2:3  <b>State</b> 1:1 15:4,22  <b>statement</b> 3:5  <b>STEPHEN</b> 1:21  <b>STOLL</b> 1:21  <b>stop</b> 9:17,17,18              9:19  <b>story</b> 11:22  <b>street</b> 7:20 9:10              9:25 10:10,21              11:9  <b>sue</b> 8:3,4  <b>suit</b> 10:24  <b>supposed</b> 9:13              11:2  <b>sure</b> 12:16  <b>swear</b> 3:4  <b>sworn</b> 4:6 6:17              15:7  <b>system</b> 1:15 5:21              8:23</p> <hr/> <p style="text-align: center;"><b>T</b></p> <hr/> <p><b>T</b> 1:22  <b>take</b> 3:8 10:17              11:2  <b>taken</b> 15:8,12  <b>talked</b> 7:12 8:14              9:12 11:18              12:17  <b>talking</b> 7:9 10:24  <b>tea</b> 7:1  <b>tell</b> 3:4 6:10,20              7:24 8:24 9:4              11:14,22  <b>telling</b> 8:13  <b>testified</b> 4:6 6:17  <b>testify</b> 13:1  <b>testimony</b> 2:19              14:2 15:6,7  <b>thank</b> 2:21 3:19              5:2,6,8 6:13</p>	<p>    12:18,21 13:3  <b>thereto</b> 15:14  <b>thing</b> 2:17 5:20              7:18 11:19              12:14  <b>things</b> 6:4 8:20              9:6,13 10:4  <b>think</b> 6:12,23              7:15,16 10:16  <b>three</b> 12:2  <b>time</b> 7:6 11:4,9              12:10  <b>times</b> 7:3 8:20  <b>Tippins</b> 15:3  <b>today</b> 2:7,20  <b>told</b> 11:19  <b>tonight</b> 2:22,24              6:14 12:22  <b>top</b> 7:22 10:10,20  <b>tower</b> 7:21  <b>transcript</b> 1:8              15:6  <b>transfer</b> 5:16,22              6:2  <b>trouble</b> 9:14 10:9  <b>trucks</b> 9:16  <b>truth</b> 3:4  <b>two</b> 2:25 8:24              10:18 12:2,24  <b>typewriting</b> 15:9</p> <hr/> <p style="text-align: center;"><b>U</b></p> <hr/> <p><b>understand</b> 4:23              8:20 9:22 10:2              10:4 12:8  <b>upset</b> 6:22 11:5</p> <hr/> <p style="text-align: center;"><b>V</b></p> <hr/> <p><b>vehicles</b> 9:16</p> <hr/> <p style="text-align: center;"><b>W</b></p> <hr/> <p><b>wait</b> 11:25  <b>Wall</b> 10:9  <b>want</b> 3:6,21 6:10              6:21 11:15  <b>wasn't</b> 9:3 12:13  <b>waste</b> 10:18 11:3</p>	<p>    11:4,4  <b>wasted</b> 9:21  <b>wastewater</b> 7:19  <b>wasting</b> 12:10  <b>water</b> 1:15,16              2:14 4:19 5:24              6:22,23 7:1,4              7:13,21 8:6,9              8:12 9:8,9              10:14,16,19              11:16,21,24              12:6  <b>water's</b> 9:20  <b>waterline</b> 8:23              10:20  <b>ways</b> 10:4  <b>we'll</b> 4:1  <b>we're</b> 2:24 6:23              7:3  <b>we've</b> 2:25 9:15  <b>weeks</b> 4:15  <b>welcome</b> 2:13  <b>Westen</b> 3:10,10              5:8  <b>WILLIAM</b> 1:21  <b>winter</b> 9:10              11:10  <b>wire</b> 8:22  <b>wish</b> 5:15  <b>wishes</b> 13:1  <b>witness</b> 4:2  <b>witnesses</b> 2:25              15:5,7  <b>Woodruff</b> 1:19              2:2,5,23 3:13              3:19,25 4:25              5:4,9,18,25 6:5              6:9,13,19 7:9              11:13 12:19,23  <b>works</b> 8:2  <b>wouldn't</b> 6:1  <b>WR-2015-0246</b>              1:16  <b>write</b> 5:19</p> <hr/> <p style="text-align: center;"><b>X</b></p> <hr/> <p><b>X</b> 14:1</p>	<hr/> <p style="text-align: center;"><b>Y</b></p> <hr/> <p><b>Y</b> 1:20  <b>years</b> 8:7,8,8 9:2              9:15</p> <hr/> <p style="text-align: center;"><b>Z</b></p> <hr/> <p><b>zip</b> 3:12</p> <hr/> <p style="text-align: center;"><b>0</b></p> <hr/> <p><b>0003</b> 7:16</p> <hr/> <p style="text-align: center;"><b>1</b></p> <hr/> <p><b>12</b> 7:13</p> <hr/> <p style="text-align: center;"><b>2</b></p> <hr/> <p><b>2012</b> 7:10,11  <b>2015</b> 1:10  <b>21</b> 5:14  <b>22</b> 1:10  <b>2230</b> 3:16</p> <hr/> <p style="text-align: center;"><b>3</b></p> <hr/> <p><b>360</b> 3:11</p> <hr/> <p style="text-align: center;"><b>4</b></p> <hr/> <p><b>4</b> 14:4  <b>45</b> 4:15</p> <hr/> <p style="text-align: center;"><b>5</b></p> <hr/> <p><b>51st</b> 7:20 9:10              10:21</p> <hr/> <p style="text-align: center;"><b>6</b></p> <hr/> <p><b>6</b> 14:6  <b>6:31</b> 2:1  <b>6:44</b> 13:4  <b>65102</b> 3:12,16</p> <hr/> <p style="text-align: center;"><b>7</b></p> <hr/> <p style="text-align: center;"><b>8</b></p> <hr/> <p style="text-align: center;"><b>9</b></p> <hr/> <p><b>93</b> 4:14</p>
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