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**TRANSCRIPT DUE FEBRUARY 23 UNLESS OTHERWISE SPECIFIED BY
PRESIDING JUDGE**

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

TRANSCRIPT OF PROCEEDINGS

Local Public Hearing
February 9, 2016
St. Louis, Missouri
Volume 13

In The Matter Of Missouri-American Water)
Company's Request For Authority To) File Nos. WR-2015-0301
Implement A General Rate Increase For)
Water And Sewer Service Provided In)
Missouri Service Areas)

KENNARD L. JONES, Presiding
SENIOR REGULATORY LAW JUDGE

DANIEL Y. HALL, Chairman,
STEPHEN M. STOLL,
WILLIAM P. KENNEY,
SCOTT T. RUPP,
MAIDA J. COLEMAN,
COMMISSIONERS

REPORTED BY: Reported by Debra L. Burris, CSR, CCR
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1 JUDGE JONES: Okay, we're going
2 to go ahead and get started. It's a little
3 after 6:00. This is case number
4 WR-2015-0301, Missouri American Water
5 Company's request for a general rate
6 increase for water and sewer services. My
7 name is Kennard Jones. I'm the judge
8 assigned to this case and presiding over
9 this local public hearing. Can you all hear
10 me in the back?

11 AUDIENCE: Yes.

12 JUDGE JONES: The Commission has
13 held a number of local public hearings
14 around the state. This hearing is the last
15 of about 12. And in resolving the matter
16 before the Commission to balance the
17 interests of various parties in the case,
18 those parties include the staff of the
19 Commission, which I assume you all met this
20 evening; they're neutral, the company, and
21 the Office of the Public Counsel, which
22 represents the interests of the general
23 public. Besides those there are 11 other
24 parties in this case.

25 There is a scheduled evidentiary

1 hearing to be held February 29th and March
2 11th of this year in Jeff City. You may
3 view this hearing live through the
4 Commission's website.

5 This meeting includes a question
6 and answer session, which just ended,
7 followed by this on-the-record portion,
8 where you the public may make statements on
9 the record to be included in the docket in
10 this case. There's a court reporter present
11 who will transcribe your statements.

12 I'll remind you if you haven't
13 been told, the Commissioners and I are
14 unable to answer any questions about the
15 case, because any response may appear as
16 showing a bias in the decision-making
17 process. However, if you were unable to get
18 all your questions answered, there are
19 people here to help you during and after the
20 hearing.

21 At this time I'll introduce the
22 Commissioners. Commissioner Stoll is to my
23 right. Would you like to say something?

24 COMMISSIONER STOLL: Yes. Just
25 to -- just wanted to say welcome and thanks

1 for coming out this evening. We appreciate
2 your attendance at the local public hearing.
3 They are important -- it's important for us
4 to hear from you and for your comments, you
5 know, to be made here, or if you prefer you
6 can even make those on our website.

7 And the comments that you make
8 are taken into consideration as we work
9 through this case, and they are important to
10 the decision process. So thanks for coming
11 out, and we're looking forward to hearing
12 your comments this evening.

13 JUDGE JONES: And Commissioner
14 Rupp to my far left.

15 COMMISSIONER RUPP: Yes, welcome.
16 Thank you for being here. When you come up
17 to testify, we'd like to hear your thoughts
18 on the pending rate case. Also we'd like to
19 hear anything customer service, how you
20 interacted with the company in the past, are
21 they providing good customer service, are
22 there any issues that we need to be aware
23 of. So we'd like to hear about those issues
24 along with your thoughts on the pending rate
25 increase.

1 JUDGE JONES: And Commissioner
2 Coleman is to my immediate left.

3 COMMISSIONER COLEMAN: Good
4 evening, and thank you for coming out to
5 voice your concerns and opinions. We look
6 forward to receiving this information so
7 that we can make sure we hear from all sides
8 to be able to give serious and complete
9 consideration to all sides as we make
10 determination on this rate request. Thank
11 you.

12 JUDGE JONES: Okay. I have a
13 list of those who have signed up to give
14 statements. I'll call you up to this table
15 and will ask you to raise your right hand to
16 be sworn in. I'll then ask you to spell
17 your name for the court reporter, and then
18 prompt you to give testimony. After making
19 your statement I ask that you remain seated
20 for any questions from myself or the
21 Commissioners or any of the parties who are
22 present.

23 After I've through this list,
24 anyone else in the audience who wishes to
25 make a statement will have an opportunity to

1 do so. Let's take entries of appearances
2 from the parties who are present beginning
3 with Missouri American Water.

4 TIM LUFT: Thank you, Judge. Tim
5 Luft, Missouri American.

6 JUDGE JONES: And the Office of
7 Public Counsel?

8 JUSTIN ALLISON: Justin Allison,
9 Office of the Public Counsel.

10 JUDGE JONES: And staff of the
11 Commission?

12 WHITNEY PAYNE: Whitney Payne,
13 staff counsel.

14 JUDGE JONES: And is there any
15 other party present who wants to make an
16 entry of appearance? I don't see anyone, so
17 let's go ahead and get started. The first
18 name is Phil, I believe it's Roemmech. Will
19 you raise your right hand? Do you solemnly
20 affirm that the testimony your are about to
21 give is the truth?

22 PHIL ROEMMICH: Yes.

23 JUDGE JONES: Thank you, sir.
24 Can you spell your name for the court
25 reporter?

1 PHIL ROEMMICH: Phil, P-h-i-l,
2 Roemmich, R-o-e-m-m-i-c-h.

3 JUDGE JONES: Thank you, sir.

4 PHIL ROEMMICH: Basically I think
5 that they're too big. The way they make
6 their profit is by wasting, and we keep on
7 -- I don't see them improving on the
8 infrastructure. I see them doing repairs.
9 When I do see them do repairs, sometimes
10 these leaks go on for weeks. But when they
11 do come out to do a fix, they have to flush
12 the lines. Thousands of gallons of water
13 gets flushed into the creeks in the back of
14 my property.

15 So what I see is a lot of waste.
16 Now those gallons are being counted
17 somewhere. It's in their rates. It's easy
18 to waste water and have a big rate that you
19 need to cover with a 9 percent or whatever
20 it is. My opinion is that they've been
21 allowed to grow too much. They're too big.
22 They should be broken up. They shouldn't be
23 allowed to do what they do.

24 The only thing we have is this
25 Commission that kind of helps fight their

1 greed. I see it as greed. No other way.
2 They get new vehicles, get big paychecks,
3 they got new buildings. Infrastructure's
4 not getting replaced until it breaks and
5 fails. You're too big. You can't worry
6 about all of us. You've got too much space,
7 and you've got big, big fees.

8 So this is just a way to increase
9 their bottom line. I don't -- I think
10 something should be done in how they need to
11 be controlled or they're going to get away
12 with it. I'm on a fixed income. I'm sure a
13 lot of these people are on a fixed income.
14 It's getting harder and harder to put food
15 on my table. It's just plain and simple.

16 JUDGE JONES: All right. Thank
17 you, Mr. Roemmich.

18 COMMISSIONER STOLL: Thank you
19 for your testimony.

20 COMMISSIONER COLEMAN: Thank you,
21 sir.

22 JUDGE JONES: Thank you. Next is
23 Linda Rezmer. Raise your right hand. Do
24 you solemnly affirm that the testimony you
25 are about to give is the truth?

1 LINDA REZMER: Yes, sir.

2 JUDGE JONES: Thank you. Can you
3 spell your last name for the court reporter?

4 LINDA REZMER: R-e-z, like zebra,
5 m-e-r.

6 JUDGE JONES: Thank you. You may
7 proceed.

8 LINDA REZMER: Okay. I spoke and
9 asked some questions at the question
10 section, and I'm referring to the last two
11 paragraphs on this page. This is the water
12 rate change in St. Louis County proposal.
13 And I'm referring to regulatory proposal,
14 the last two. And from the explanation that
15 I had from the water company, it would allow
16 a rate adjustment to keep their revenue the
17 same, but change the rates.

18 And they're mentioning wet and
19 dry years. I did not ask them if there
20 would be any other factors that would cause
21 them to raise and lower their rates. In
22 some ways that might seem to be reasonable.
23 And I am happy to see that the Missouri
24 Public Service Commission review would be
25 part of the process, but I'm also concerned

1 that when you're allowed to keep your
2 revenue the same and/or keep your profits
3 the same, you may not worry so much about
4 cost overruns.

5 Similarly for the third
6 paragraph, the environmental adjustment cost
7 overruns would be an even bigger thing here.
8 And so I would -- I know that the rest of
9 the people sitting behind me also heard the
10 same explanation that I did, and I would
11 like to ask if by a show of hands who would
12 support the adjustments to be made in the
13 second paragraph, and who would oppose --
14 who would support and/or oppose the
15 adjustments in the third paragraph. May I
16 do that, please?

17 JUDGE JONES: Sure.

18 LINDA REZMER: All right. So
19 can I turn around?

20 JUDGE JONES: Of course.

21 LINDA REZMER: Okay. And there's
22 a lady over here who has volunteered to make
23 a count, and then --

24 JUDGE JONES: Take the microphone
25 from off the stand.

1 LINDA REZMER: Okay. There's a
2 lady over here who has volunteered to count.
3 Okay. So if you understand what I'm saying,
4 if you believe that the water company should
5 be allowed to raise their rates up and down
6 so that they get the same amount of revenue
7 but they get to change their rates during,
8 or, for example, wet and dry years, if you
9 think they should be allowed to do that then
10 could you raise your hand?

11 Okay. And I see that nobody
12 raised their hand. Do you object to their
13 doing that; could you raise your hand?
14 Okay. And she is counting hands. And she's
15 still counting hands. Okay. Turn back
16 because you've got two more there. Okay.
17 Okay. So those were the objections, and
18 there were some undecided, one undecided and
19 some other people who don't claim to be
20 undecided, but didn't vote.

21 All right. So for the third
22 paragraph, should they be allowed to for
23 environmental costs -- that is if the
24 federal, state or local environmental
25 mandates make them want to charge more,

1 should they be allowed to do this, allowed
2 to recover revenues associated with
3 investments and costs required to comply
4 with the environmental mandates and
5 surcharges reviewed by the Missouri Public
6 Service Commission?

7 Okay. Those who think they
8 should be allowed to do that raise their
9 hand. And I don't see any hands. And those
10 who object and think that they shouldn't do
11 that, could you raise your hands? And keep
12 it up while the lady counts. Okay. And
13 those who are undecided or don't care to
14 offer an opinion. Okay. Okay. And then
15 could -- could you read those for the court
16 reporter? Thank you.

17 JUDGE JONES: Why don't -- why
18 don't you give paper to her and you read it
19 for her.

20 LINDA REZMER: Okay.

21 JUDGE JONES: Because she's not
22 sworn in.

23 LINDA REZMER: Okay. So for the
24 second paragraph, the first question: 0
25 for, 25 against, 1 undecided. For the third

1 paragraph, the environmental: 0 for, 20
2 against, and 3 undecided. Thank you very
3 much.

4 JUDGE JONES: You're welcome.

5 COMMISSIONER STOLL: Thank you
6 for your testimony.

7 JUDGE JONES: There's a question
8 here.

9 TIM LUFT: Would you be in favor
10 of lower rates in extremely hot years like
11 2012, when there was severe drought and
12 record water usage across Missouri?

13 LINDA REZMER: I brought up the
14 question, I'm -- I'm not putting out an
15 opinion right now. Okay.

16 TIM LUFT: That's fair.

17 JUDGE JONES: Any other questions
18 from the parties present? Thank you, Ms.
19 Rezmer. Hector Alphonse McCoy, Jr.

20 ALPHONSE MCCOY: Yes.

21 JUDGE JONES: Before you start --
22 just before you start, let me swear you in.

23 ALPHONSE MCCOY: Okay.

24 JUDGE JONES: Do you solemnly
25 affirm -- do you solemnly affirm that the

1 testimony you are about to give is the
2 truth?

3 ALPHONSE MCCOY: Yes.

4 JUDGE JONES: Thank you, sir.

5 ALPHONSE MCCOY: I was going to
6 waive my time because of the fact that I had
7 spoken, but I did want to ask one question
8 regarding the usage of the, for the usage of
9 the water like, that determines the rate
10 percentage per dollar. The first thing I
11 was concerned about, what effort is made to
12 control unnecessary usage of water?

13 Now like -- a good example is, in
14 the City, I visit my parents occasionally,
15 and what I've found coming through there,
16 especially during the summertime, hydrants
17 running all over the place -- water. And I
18 can go home and say about five, six hours,
19 seven hours, come back they're still on.
20 I'm concerned about that as far usage of
21 the, what, how much does that determine the
22 factor of the way they determine their
23 rates?

24 JUDGE JONES: Okay.

25 COMMISSIONER COLEMAN: May I

1 respond?

2 JUDGE JONES: Yes.

3 COMMISSIONER COLEMAN: I have --
4 I want to make a clarification. You live
5 here in the County?

6 ALPHONSE MCCOY: Yes. My parents
7 live in the city.

8 COMMISSIONER COLEMAN: Your
9 parents live in the City?

10 ALPHONSE MCCOY: Yes.

11 COMMISSIONER COLEMAN: Are you
12 aware that Missouri American Water does not
13 cover the City of St. Louis?

14 ALPHONSE MCCOY: Okay, they
15 don't. Okay. That's only in the County; is
16 that right?

17 COMMISSIONER COLEMAN: Right.
18 Missouri American Water --

19 ALPHONSE MCCOY: So it doesn't
20 come under the same heading?

21 COMMISSIONER COLEMAN: No. You
22 can -- we have staff here that you can talk
23 to that can give you more specifics and
24 answer questions about where the, how come
25 there are differences in your rates --

1 ALPHONSE MCCOY: Right. Because
2 I --
3 COMMISSIONER COLEMAN: -- but I
4 did want to just clarify for people that
5 it's two different companies.
6 ALPHONSE MCCOY: I'm sorry.
7 COMMISSIONER COLEMAN: It's no
8 problem. You just needed clarification.
9 ALPHONSE MCCOY: Yes. Okay.
10 COMMISSIONER COLEMAN: I was 80
11 until -- it took me until 80 years old to
12 find that out.
13 ALPHONSE MCCOY: Okay. Now is
14 that based on the population as far as the
15 difference in the rating, usage of the
16 water, is that based on population? Because
17 I see like let's say for Spring Valley or
18 either St. Joseph's, there's a lot of
19 obvious difference in the usage. Is that
20 based on population or as far as -- even
21 though that be all American Water, but do
22 they all break that down in each county?
23 COMMISSIONER STOLL: I'll tell
24 you, the best place to get that answer --
25 we're not to answer questions during the

1 local public hearings. We're neutral
2 parties who are going to be listening to the
3 case. But we do have staff here, and that's
4 why they're here, to answer questions like
5 that as to why there are different rates in
6 different parts of the State. And they can
7 -- we've got Jim Bush, a gentleman back
8 here. Okay. So there are a couple folks
9 who could answer those questions for you,
10 and they could give you a thorough answer.
11 Okay. Thank you for your testimony.

12 COMMISSIONER COLEMAN: Thank you.

13 ALPHONSE MCCOY: Thank you.

14 COURT REPORTER: Sir, could you
15 please spell your name for me?

16 ALPHONSE MCCOY: A-l-p-h-o-n-s-e
17 M-c-C-o-y, Jr.

18 COURT REPORTER: Thank you.

19 JUDGE JONES: Next on the list is
20 Glen Wildermuth. Do you solemnly affirm
21 that the testimony you're about to give is
22 the truth?

23 GLEN WILDERMUTH: Yes.

24 JUDGE JONES: Thank you, sir.

25 Could you please spell your last name for

1 the court reporter?

2 GLEN WILDERMUTH:

3 W-i-l-d-e-r-m-u-t-h. I don't have a lot of
4 what you would call testimony, I'm just here
5 trying to learn a little bit more about what
6 the rate increase is about, or proposed rate
7 increase is about. I do want to say that
8 I've lived in St. Louis County all my life,
9 and the water tastes good. It's never made
10 me sick. I'm very pleased about that.

11 Anytime that the -- I'm an
12 engineer by degree, and so anytime that I
13 see increases in costs going up way beyond
14 the rate of inflation, I just kind of wonder
15 what's happening myself. So I'm trying to,
16 trying to understand a little better and
17 understand probably what the Public Service
18 Commission is attempting to do, to figure
19 out what, what that's about and how to make
20 that, you know, bring that in line with
21 reality and so forth. That's all I have to
22 say.

23 JUDGE JONES: Okay.

24 COMMISSIONER STOLL: I'll just
25 mention, you are correct, and the process is

1 just starting. These are -- we've had --
2 this is the 12th local public hearing we've
3 had around the State, and we will eventually
4 be having evidentiary hearings, two weeks of
5 those in Jefferson City, and it is at that
6 time that we look at all the facts and make
7 the determination.

8 GLEN WILDERMUTH: Thank you.

9 COMMISSIONER STOLL: You're
10 welcome.

11 COMMISSIONER COLEMAN: That you,
12 sir.

13 JUDGE JONES: Next on the list is
14 Floyd Blackwell. Do you solemnly affirm
15 that the testimony you're about to give is
16 the truth?

17 FLOYD BLACKWELL: Yes.

18 JUDGE JONES: Thank you. Can you
19 spell your name for the court reporter?

20 FLOYD BLACKWELL: F-l-o-y-d
21 B-l-a-c-k-w-e-l-l.

22 JUDGE JONES: Thank you, sir.
23 You may proceed.

24 FLOYD BLACKWELL: Thank you. I
25 got -- I got a couple questions. First,

1 this Missouri Public Service Commission, you
2 guys are kind of like a check and a balance,
3 you guys work for us, right?

4 JUDGE JONES: No.

5 FLOYD BLACKWELL: The consumers?

6 JUDGE JONES: We don't?

7 FLOYD BLACKWELL: You don't. I
8 kind of thought you were. I thought you
9 guys were like a kind of check and balance,
10 you know, making sure every little thing
11 doesn't go too far out of whack?

12 JUSTIN ALLISON: I work for you.

13 FLOYD BLACKWELL: You work for
14 us?

15 JUSTIN ALLISON: For the record,
16 I'm Justin Allison. I'm from the Office of
17 the Public Counsel, so I represent the
18 public before the Public Service Commission.

19 FLOYD BLACKWELL: I didn't know
20 that.

21 JUSTIN ALLISON: They're a state
22 agency, right, they work for the government,
23 but it's my job to represent your interests
24 before them. Does that make sense?

25 FLOYD BLACKWELL: Before them?

1 JUSTIN ALLISON: Yes.

2 FLOYD BLACKWELL: Okay. And
3 they're more neutral or what?

4 JUSTIN ALLISON: Yes.

5 FLOYD BLACKWELL: Okay. All
6 right. And the reason I ask that question
7 is, was it 16 years ago we started the
8 Missouri -- what do you call it -- what do
9 you call this, Missouri American --

10 COMMISSIONER STOLL: American
11 Water.

12 FLOYD BLACKWELL: American Water.
13 Wasn't it about 16 years ago they started
14 this?

15 COMMISSIONER STOLL: Yes.

16 FLOYD BLACKWELL: Well, they --
17 in that 16 years how many rate increases
18 have we had? You would know that. You guys
19 would know that, approximately, four, five,
20 six, eight, ten? How many over the last 16
21 years?

22 JUSTIN ALLISON: Just to help
23 you, again, this isn't a question and answer
24 process, this is an opportunity for you to
25 provide testimony.

1 FLOYD BLACKWELL: I'm -- I'm kind
2 of getting to some testimony, because I want
3 ask a question. How many times --

4 JUSTIN ALLISON: And I love where
5 you're going with this. I really do. I
6 know where you're going with it, and I
7 appreciate it, but we don't -- they're not
8 going to answer your questions, so you
9 probably just want to say what you want to
10 say.

11 FLOYD BLACKWELL: So let's say
12 we've had at least a half a dozen rate
13 increases in the last 16 years maybe. And
14 for the consumers what are just like me, we
15 don't own nothing. All we do, we use the
16 water, okay. We're not -- a lot of us are
17 not stakeholders or shareholders, we just,
18 we use water, okay.

19 And what -- what I'm trying to
20 say is this, I see that they're asking for a
21 rate increase because of capital
22 improvements expenditures. I get that too.
23 You know, hey, you got to -- you know, you
24 got to -- but they're also going to give a
25 good portion of that profit to your

1 shareholders. I'm not a shareholder, I'm a
2 consumer. I use water. I use sewer. You
3 know, I buy groceries, I buy gas, I don't
4 produce, I don't wholesale, I don't own
5 nothing. I am a consumer. And I'm being
6 ripped off when I turn my back. A nickel
7 here, a nickel there, a couple of pennies
8 here for a gallon here, couple pennies for a
9 gallon there, and it makes me sick, okay.

10 Now, if I'm not mistaken, these
11 guys are doing well off. I mean, they're
12 doing quite well. They're making good
13 money. They're paying their shareholders.
14 They're doing well. And sometimes when you
15 invest in your business, it's the cost of
16 doing business. That's the cost of doing
17 business. That's your business. It's not
18 my business. I'm a consumer. You charge
19 me, I pay. If it costs you a little bit
20 more, it's a cost of doing business.

21 So I guess the point I'm saying
22 is, you know, in major corporations when
23 they're negotiating with one another and
24 they come to an impasse, sometimes they go
25 behind closed doors and they call a spade a

1 spade. They just say, look, they're just a
2 bunch of greedy bastards. I'm sorry.
3 They're just greedy. They're just greedy.
4 It's got nothing to do with us. We're just
5 consumers, and we pay, and pay, and pay, and
6 that's it. Thank you.

7 JUDGE JONES: Thank you, Mr.
8 Blackwell.

9 COMMISSIONER STOLL: Thank you
10 for your testimony.

11 JUDGE JONES: Thank you, Mr.
12 Blackwell.

13 COMMISSIONER RUPP: I just want
14 to make a -- you can go ahead and sit down.
15 Thank you, sir. I just want to make things
16 really, real clear on what our role here is.
17 Think of us in a trial and we're the jury.
18 So you can't ask us questions, and we can't
19 respond. And so just like a jury has to
20 take all the information in and process it,
21 so as Commissioner Stoll said, in several
22 weeks there will be a trial in Jefferson
23 City. There will be attorneys putting on
24 evidence and cross examining witnesses, and
25 we sit up there and we listen to everything.

1 That is why we cannot answer any of your
2 questions.

3 It's not -- it does not mean to
4 be disrespectful. Sometimes it comes across
5 that way. It's just we are legally not
6 allowed to answer any questions because
7 someone could say well, Commissioner Rupp
8 said this in the local public hearing, and
9 that means he's already made up his mind.
10 And then they try to say that we're not
11 being partial. So that is really what our
12 role is, and I hope that helps you
13 understand a little bit better on why we're
14 a little more stoic faced, quiet, and are
15 here just to listen.

16 JUDGE JONES: Peggy Nelson. Do
17 you solemnly affirm that the testimony
18 you're about to give is the truth?

19 PEGGY NELSON: Yes, I do. Okay.
20 The thing that I, where I live, is MSD has
21 been in there making repairs. And our
22 streets have been torn up for over a year
23 now. It has been so bad that we had
24 potholes that needed to be repaired. And I
25 want to know if you're going to be tearing

1 up the streets also, and how long it will be
2 before you repair the streets. Okay.

3 The water is tasting good. We're
4 just going to have to pay whatever it costs
5 to keep it safe and not harmful to anyone
6 and enough of it. Let's see, another
7 problem I've had is when I call the water
8 company and tell them that there's a main
9 break somewhere, they're always expecting to
10 have an address. One of the places I
11 reported was at Dale and Hanley. There's no
12 address there. That's an intersection. And
13 I kept -- we just went round and round and
14 round. I finally got kind of rude about the
15 way they treated me on the phone.

16 I keep telling them, every time I
17 try to give you some information you expect
18 me to have an address number along with the
19 street. Sometimes I can't tell exactly
20 where it's coming from. And that -- I think
21 they should be more courteous towards their
22 customers. Because when I call in, I can
23 give them a good idea on where it's coming
24 from. And I keep seeing water being wasted
25 for a week at a time, and it's still a mess.

1 So that was my complaints.

2 JUDGE JONES: Okay. Just a
3 moment. American Water I think has a
4 question.

5 TIM LUFT: What street do you
6 live on?

7 PEGGY NELSON: Dunkirk Drive,
8 D-u-n-k-i-r-k, Drive. Rock Hill, Missouri
9 63119.

10 TIM LUFT: Thank you.

11 COMMISSIONER STOLL: Thank you
12 for your testimony.

13 PEGGY NELSON: Okay.

14 JUDGE JONES: Okay. We've gone
15 through the list of those who have signed up
16 to make a statement. Is there anyone else
17 present? Yes, sir. You know what, you
18 testified earlier, right?

19 AL RATERMANN: Last night, but I
20 checked with the staff --

21 JUDGE JONES: It's fine. You
22 can. If your testimony, however, is going
23 to be similar, I'd rather take someone else
24 first.

25 AL RATERMANN: I'll be glad to

1 wait.

2 JUDGE JONES: In the back, can
3 you come forward, please? Can you raise
4 your right hand? Do you solemnly affirm
5 that the testimony you're about to give is
6 the truth?

7 STEPHANIE WALKER: Yes.

8 JUDGE JONES: Thank you. Can you
9 state and spell your name for the court
10 reporter, please?

11 STEPHANIE WALKER: Stephanie,
12 S-t-e-p-h-a-n-i-e, Walker, W-a-l-k-e-r.

13 JUDGE JONES: Thank you, Ms.
14 Walker. You may proceed.

15 STEPHANIE WALKER: Yes. I would
16 like to comment on the customer service.
17 It's really horrible when you call in. The
18 customer service agents don't have any
19 courtesy. It's just not good. I think a
20 lot of them need to go back to training.
21 And number two, the bill is extremely high.
22 It's too high, and I'd like for you guys to
23 try to find another strategy where you can
24 seek an increase of covering this, these
25 meetings of ours, instead of out of our

1 pockets. I mean, times are hard. I'm a
2 single parent, two college students. And
3 the utility -- the utility bills combined is
4 as high as my rent. And it is a struggle.

5 And if we can either vote, or
6 take a survey, or something to see what
7 other ideas we can come up with to see if we
8 can seek the money from somewhere else other
9 than directly out of our pockets. So I'm
10 struggling. I'm partially unemployed, and
11 it's a -- it's a big struggle. So please
12 take that into consideration.

13 JUDGE JONES: Thank you.

14 COMMISSIONER STOLL: Thank you
15 for your testimony.

16 COMMISSIONER COLEMAN: Thank you.

17 JUDGE JONES: Other gentleman.
18 Raise your right hand. Do you solemnly
19 affirm that the testimony you're about to
20 give is the truth?

21 DAVID BEHRENS: Yes.

22 JUDGE JONES: Thank you, sir.
23 You may proceed. And say and spell your
24 name for the court reporter.

25 DAVID BEHRENS: My name is David

1 Behrens. Last name is spelled
2 B-e-h-r-e-n-s. I live in Glendale,
3 Missouri, which is in St. Louis County.

4 JUDGE JONES: You may need to
5 speak a little louder. Pull the microphone
6 closer to you.

7 DAVID BEHRENS: I -- I just had
8 -- it's kind of overwhelming with the
9 information, that I haven't had a chance to
10 study completely because I didn't get it
11 until I walked in the door. I've been
12 standing in the back asking a bunch of
13 questions about how this process works. But
14 I just wanted to say that as a rate payer,
15 that I definitely support the position that
16 I don't think that the, it should be passed
17 onto the rate payers the risk for this
18 revenue stabilization mechanism and also for
19 this environmental cost adjustment
20 mechanism. I think they're both just
21 devices to pass onto the rate payers. It's
22 the cost of doing business. And I don't
23 think they should be allowed to be
24 established.

25 And I'd like more information

1 about what these mechanisms are. I haven't
2 -- I haven't seen anything about that. It
3 seems like it's -- what is it?

4 JUDGE JONES: There -- there are
5 people here from our staff that can help you
6 understand that. If you'll turn around,
7 they'll raise their hands for you back
8 there.

9 DAVID BEHRENS: All right.

10 JUDGE JONES: You can probably go
11 right to him and talk to him.

12 DAVID BEHRENS: Okay. So that's
13 all I had.

14 JUDGE JONES: Thank you, Mr.
15 Behrens.

16 COMMISSIONER STOLL: Thank you
17 for your testimony.

18 JUDGE JONES: Okay, come up. Do
19 you solemnly affirm that the testimony
20 you're about to give is the truth?

21 AL RATERMANN: I do.

22 JUDGE JONES: Thank you. Would
23 you please state and spell your name for the
24 court reporter?

25 AL RATERMANN: So, Al Ratermann,

1 R-a-t-e-r-m-a-n-n. Good evening again,
2 Commissioners. Commissioner Coleman, you
3 look pretty good for 80 I must say. I am
4 speaking tonight as a lifelong resident of
5 St. Louis County and a customer of the
6 company, St. Louis County Water, predecessor
7 to Missouri American Water. They purchased
8 County Water in 1999. So, therefore, I'm
9 personally speaking as a customer of the
10 company this evening.

11 In reviewing the document from
12 the Office of Public Counsel, the handout, I
13 would like to review some points that I
14 agree with the Office of Public Counsel
15 Commissioners, as I held a position on.

16 I agree with bullet point number
17 two about the environmental cost adjustment.
18 I agree with bullet point number four about
19 Missouri American Water seeks to consolidate
20 its eight water districts currently into
21 three water rate zones. I agree with the
22 assessment of the Office of Public Counsel
23 on this issue.

24 As long as I've been a customer
25 of the company I believe that it's always,

1 their rate structure has always been what's
2 referred to as district-specific pricing or
3 rate making. That's been a long held
4 standard for a long time, and so I don't see
5 any problem with changing that structure. I
6 think that has worked adequately for the
7 company for a very long time.

8 I'm over 60 years old, so I've
9 been around for a while. I know that
10 they've always done very well, the
11 predecessor company, County Water and
12 Missouri American Water.

13 Kind of to speak off the cuff to
14 the gentleman behind me that had some
15 concerns about the profit -- and I don't
16 mean to be repetitive because you may hear
17 some numbers that I said last night, but he
18 wasn't here, so maybe he needs to here that
19 in their annual report Missouri American
20 Water is required to file with the Public
21 Service Commission every year. Missouri
22 American Water's net income in 2014 was
23 \$42.8 million net income. Their parent
24 corporation, American Water based in
25 Voorhees, New Jersey, their net income in

1 2014 was \$243 million.

2 As I stated last night, Missouri
3 American Water's a very profitable company,
4 financially sound. It's always done very
5 well. Also to address this gentleman's
6 concerns, he asked about rate cases and the
7 cost going up. Some documentation that I
8 have is that in June of 2010 the PSC
9 authorized water bills to rise 15 percent in
10 St. Louis County. That was June of 2010.

11 The last rate case that the water
12 company, Missouri American, filed was in
13 2012. I'm going to read from a Post
14 Dispatch, article in the Post Dispatch. On
15 March 8th of 2012 Missouri American Water
16 was granted a \$24 million rate increase. It
17 also states in this article that the company
18 stated that its fuel and power costs have
19 increased.

20 It's my belief, I could be wrong,
21 but I believe the company has the ability
22 through the ratemaking case to request
23 through the process to get recouped costs
24 for these kinds of issues, which are fuel
25 and power costs. I think they already have

1 that ability. I could be wrong, but I
2 believe that.

3 Again, as a customer of the
4 company, even though it's not addressed in
5 the -- unless I'm overlooking it -- the
6 revenue stabilization mechanism, I as a
7 consumer am opposed to. I have some
8 documentation on that.

9 One thing I find odd is that in
10 this request industrial customers of the
11 company will not be considered as an
12 applicable customer rate as far as this RSM,
13 the acronym that they're proposing.
14 Obviously as a customer I don't think that's
15 fair, that the residential customers should
16 have to absorb the cost, and obviously
17 industrial users are mainly corporations --
18 and I know they're interveners in this
19 case -- but I think if we're going to play
20 fair across the board, I think they should
21 have to pay their fair share. And for some
22 reason from what I'm reading they will not
23 be a part of this.

24 Mr. Don Kevin Donley who spoke
25 earlier in the Q & A session stated that

1 since the last rate case, which was 2012,
2 the company has invested 380 million.

3 I'm not exactly sure, he didn't
4 say in what area. I'm assuming it's
5 infrastructure replacement. I can only
6 assume that since he didn't state it. But
7 an article in the Post Dispatch in December
8 of 2014 that deals with the infrastructure
9 system replacement surcharge, which the
10 company can file for every six months in
11 between rate cases, it states that the
12 Missouri American Water increase in 2014
13 represents \$9 million more annually. In all
14 its infrastructure surcharge collects about
15 \$25.6 million annually.

16 So if you do the math, the way
17 I'm interpreting what I'm reading is that if
18 you take 25.6 million annually and you
19 multiply that times four -- it's been four
20 years since the last rate case -- then I
21 believe you come up with the amount that
22 they've been able to recoup.

23 In the question and answer
24 session last evening, the staff -- and I
25 reconfirmed this tonight before the meeting

1 -- it was stated that \$25.9 million of ISRS
2 surcharge is being rolled into this rate
3 case. So I'll have to have further
4 questions with the staff exactly.

5 My question out loud, and I'll
6 seek this out with them, I just want to pose
7 the question to the Commissioners, is that
8 25.9 million is rolled into this rate case,
9 is that over and above the rate request or
10 is that included in? And I'll seek that
11 answer on my own. Thank you.

12 Also, for anyone in the audience
13 that's interested, if you go to the website
14 Sourcewatch, that's S-o-u-r-c-e-w-a-t-c-h --
15 that's one word, dot com, and you punch in
16 American Water Works, and you will be able
17 to review the salaries of the corporate
18 officers for American Water, the parent
19 corporation of Missouri American Water. I
20 think you -- thank you, Commissioners, for
21 listening to me. I appreciate your time.
22 Thank you.

23 JUDGE JONES: Thank you, Mr.
24 Ratermann.

25 COMMISSIONER STOLL: Thank you

1 for your testimony.

2 JUDGE JONES: Is there anyone
3 else in the audience that would like to make
4 a statement? Yes, sir. Please step
5 forward. Raise your right hand, please. Do
6 you solemnly affirm that the testimony you
7 are about to give is the truth?

8 CHARLES MEADOR: Yes, sir, I do.

9 JUDGE JONES: Thank you. Please
10 state and spell your name for the court
11 reporter.

12 CHARLES MEADOR. My name is
13 Charles Meador, spelled M-e-a-d-o-r. I did
14 give testimony last night at the previous
15 meeting, but I've since added some things to
16 it. I would like to introduce into the
17 record that the seven chapters of the AARP
18 that I'm representing, as well as myself who
19 are from St. Louis City, Webster Groves,
20 River Roads, Sunset Hills, St. Louis Hills,
21 Indian Hills, and University City, our
22 members from this roundtable come from as
23 far away as Hannibal, Missouri. And these
24 chapters are in and around St. Louis,
25 Missouri. I would like to ask some

1 questions, or put some questions before you,
2 not expecting answers; questions for you to
3 consider, if you will, when you're making
4 your decisions.

5 What do the executives and others
6 below them deserve, do to deserve their
7 salaries in this corporation? What do they
8 do to deserve their bonuses? What do they
9 do to deserve their raises? What do they do
10 to get water to us that deserve these
11 monies?

12 I do fully expect the PSC to
13 grant at least part of the rate proposal.
14 It's a fact that I've seen in the years that
15 I've lived here in Missouri for all the
16 utilities, all the utilities get at least
17 part of what they ask for. They never get
18 nothing. I would hope that you would make
19 this the bare minimum that the water company
20 will get. In

21 The letter they sent out
22 regarding the proposed rate increases in
23 notice of public hearings, if you allow them
24 to rollover the surcharge into permanent
25 rates, they'll get a 9.9 percent increase

1 permanently forever. That's about \$31
2 million today. Then this is -- I've heard
3 figures, somebody wants to get 9 percent,
4 but that's in addition to this I believe is
5 what they're saying. Because they want 9.73
6 percent above that.

7 A couple more things here. I
8 believe that stockholders should not be
9 guaranteed a profit no matter what company
10 they invest in. They should not be
11 guaranteed a profit. Yet apparently many
12 companies do that, they guarantee a profit.
13 I believe they should use the profits that
14 they earn, the water company and others, but
15 especially the water company in this issue,
16 that the water company should use their
17 profits to make up the monies they need,
18 they say they need, for these revenue
19 stabilization methods. Cost adjustments
20 should come from the profits.

21 Remember, you folks have a
22 monopoly. The water company has a monopoly
23 in this area. And they -- and the PSC is a
24 body that controls them in part. And you
25 hold them back from really robbing us blind.

1 I don't believe that they are concerned with
2 anyone who's on a fixed income. They're not
3 concerned with anyone who does not have the
4 money to pay the bills. They're not
5 concerned with anyone who has to scrimp and
6 save to get money for medicine and for food
7 and for utilities. I think I'm finished.

8 COMMISSIONER STOLL: Thank you
9 Mr. Meador. No question. Thank you, sir,
10 for your testimony.

11 JUDGE JONES: Is there anyone
12 else who would like to make a statement on
13 the record? Yes, Ms. Rezmer.

14 LINDA REZMER: Linda Rezmer,
15 R-e-z-m-e-r. And I was already sworn in. I
16 just want to point out to everyone in the
17 audience that they have gotten a lot of
18 information today. They came with an
19 opinion. They may have different opinions
20 or more opinions now. If they do not stand
21 up and tell this body what they think, the
22 body is not a mind-reader, they don't know
23 why you're here. Nobody likes to pay more,
24 but if you have anything more to say, you
25 need to say it. And if you would want to

1 look at more information or don't like to
2 speak in public, they gave you a piece of
3 paper that you need to fill out and get into
4 them in a timely manner so that they know
5 what you're thinking, because they are not
6 mind readers, and you might have some
7 information they'd like to see. Thank you.

8 JUDGE JONES: Thank you.

9 COMMISSIONER STOLL: I might --
10 Judge, I might point out at this time that,
11 relating to your statement, there are forms
12 back there, Missouri Public Service
13 Commission public comment form, which you
14 can fill out. You can get one of these and
15 fill them out and send them in if you'd like
16 to to state your opinion on any issue, but
17 this one in particular. Thank you.

18 JUDGE JONES: Okay. With that is
19 there anyone else who'd like to come up and
20 make a statement?

21 PEGGY NELSON: Can I say
22 something else, Judge?

23 JUDGE JONES: Sure.

24 PEGGY NELSON: My name is Peggy
25 Nelson. Another problem I had with MSD

1 tearing up the street -- which I'm expecting
2 Missouri American Water to be tearing up the
3 street also -- is that they use drills, and
4 the streets were creating a powder that went
5 all over everything. And it went on our
6 houses and on our cars. You could not just
7 rinse it off with a hose, you needed to
8 scrub it off. I had to take my car to the
9 car wash and put it through a second time to
10 get it to all come off.

11 Another thing I had to do is go
12 to the doctor because that powder got into
13 my eyes, and I had to get these drops to
14 make the powder come out. So the streets,
15 that was something else that I was real
16 concerned about. So I would like to have
17 some information about that, what they'll be
18 doing with that. Okay, thank you.

19 JUDGE JONES: Thank you, Ms.
20 Nelson. Yes, sir, please come forward. Do
21 you solemnly affirm that the testimony
22 you're about to give is the truth?

23 JAMES DENT: Absolutely.

24 JUDGE JONES: Thank you. Please
25 state and spell your name for the court

1 reporter.

2 JAMES DENT: James Dent, D-e-n-t.
3 Just one or two things I want to put out
4 with this rate increase. First, I live in
5 the City of Kirkwood, so I'm not affected by
6 the rate increase. But American Water does
7 sell bulk water to Kirkwood. So they
8 actually sell enough water to service
9 everybody in Kirkwood. And these people are
10 willing to get charged for it. So you've
11 got to think about that.

12 And another thing is, with this
13 rate case tariff, you know, the single
14 tariff deal they've got going on, revenue
15 stabilization thing, the issue with that is
16 they don't have a low income bracket. They
17 don't even have a program like the dollar
18 program that the gas company has. And they
19 should, you guys should actually look into
20 seeing if they offer that. That's just --
21 if that's available. And I've just never
22 seen it. That's it.

23 COMMISSIONER STOLL: Thank you
24 for your testimony.

25 COMMISSIONER COLEMAN: Thank you.

1 JUDGE JONES: Is there anyone
2 else who'd like to make a statement on the
3 record? Yes, ma'am, please come forward.
4 Do you solemnly affirm that the testimony
5 you're about to give is the truth?

6 DEBORAH JONES: Yes, sir.

7 JUDGE JONES: Thank you. Will
8 you please state and spell your name for the
9 court reporter?

10 DEBORAH JONES: Thank you. My
11 name is Deborah, D-e-b-o-r-a-h, Jones,
12 J-o-n-e-s. I just really want to make a
13 statement and remind everybody that we know
14 that we get water. Water now will become
15 the new oil in terms of pricing in some
16 ways. But we have to remember that they do
17 provide a service, but at the same time they
18 are a publicly-owned company.

19 Publicly-owned companies have a
20 commitment to their shareholders. Stock is
21 currently being traded at \$46, and in fact
22 had an increase over a certain period of
23 time. And so in dealing with companies that
24 are publicly-owned, there's a certain
25 corporate mindset that I think a lot of

1 people forget about. And their -- their
2 number one priority is, yes, to provide a
3 service, but it's also to the shareholders.
4 I need everybody to remember that in going
5 forward with dealing with this particular
6 company, because it is a company.

7 My concern is what part of the
8 company shows the care and interest for the
9 people who support the company? You have
10 large companies like Apple, other companies
11 that are forward thinking that come out with
12 new products, new services, new ideas, all
13 kinds of new gimmicks to get peoples'
14 interest in the products that they're
15 selling.

16 We need water, so I'm sure that
17 there's interest in us having good, clean,
18 safe water. That's a given. But we also
19 understand that there has to be improvements
20 in the infrastructure in order for us to be
21 able to receive clean, good water. But in
22 today's society and the way our youth are
23 thinking, there has to be an exchange of
24 sorts. Not just say, oh, we're going to
25 provide you water, but there has to be

1 something more than that.

2 And if that means having
3 programs, incentives, community-based
4 programs that, where again, the gentleman
5 from AARP said maybe the seniors could get a
6 discount, or maybe there can be some
7 incentive; part of their marketing in terms
8 of the American Water Company can't just be
9 American Water Company. They have to show
10 that they have public interest, they are
11 interested in serving the public, not just
12 by having clean water, but serving in so
13 many other ways. And I think perhaps maybe
14 they've failed -- failed in some of those
15 ways.

16 So again remember, we're dealing
17 with a publicly-owned company. They're --
18 they have to -- or they -- they're
19 interested in making a profit. I actually
20 am going to go buy some stock. So thank
21 you. That's all I have to say.

22 JUDGE JONES: Thank you.

23 COMMISSIONER STOLL: Thank you
24 for your testimony.

25 COMMISSIONER COLEMAN: Thank you.

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JUDGE JONES: Is there anyone
else who'd like to make a statement on the
record? Okay. I don't see a show of hands,
so with that we will go off the record.
That completes this local public hearing.
Thank you all very much for coming out.

COMMISSIONER STOLL: Thank you.

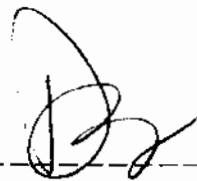
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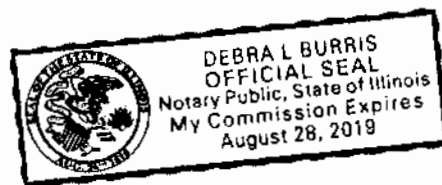
REPORTER'S CERTIFICATE

I, DEBRA L. BURRIS, a Certified Court Reporter in and for the States of Missouri and Illinois, do hereby certify that, pursuant to agreement, the witnesses named above came before Judge Jones and were sworn to testify to the truth and nothing but the truth; that the said examination was thereafter caused to be transcribed into typewriting; that this is a true and accurate transcription of the testimony given by the witnesses as aforesaid.

BY THE AUTHORITY BESTOWED UPON ME, I have hereunto set my hand on this 16th DAY OF February, 2016.



DEBRA L. BURRIS, MO CCR #789,
IL CSR #084.004545



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