

Exhibit No.:  
Issue(s): Formal Complaint  
Witness: Contessa King  
Sponsoring Party: MoPSC Staff  
Type of Exhibit: Testimony  
Case No.: EC-2019-0168  
Date Testimony Prepared: April 9, 2019

MISSOURI PUBLIC SERVICE COMMISSION  
COMMISSION STAFF DIVISION  
CUSTOMER EXPERIENCE

TESTIMONY  
OF  
CONTESSA KING

JILL COVINGTON BEATTY  
V.  
UNION ELECTRIC COMPANY  
D/B/A AMEREN MISSOURI

CASE NO. EC-2019-0168

Jefferson City, Missouri  
April 2019

Staff Exhibit No. 1  
Date 4-23-17 Reporter SAN  
File No. EC-2019-0168

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Testimony of  
Contessa King

1 The Report included copies of Staff Reports filed in two of Ms. Beatty's previous complaints, Case  
2 Nos. EC-2017-0198 and EC-2010-0142.

3 Q. After Staff filed its Report on January 18, 2019, did Staff obtain information that  
4 would amend the Staff Report?

5 A. No. Staff's findings and conclusions remain the same. However, Staff would like  
6 to correct the third heading referenced on page two of the Staff Report. The Case No. should read  
7 EC-2017-0198 instead of EC-2017-0142.

8 Q. Given there are no substantive changes to the Staff Report filed on January 18,  
9 2019, does Staff support the Report as part of its pre-filed testimony?

10 A. Yes. This testimony supports the Staff Report filed on January 18, 2019. Staff  
11 conducted an investigation and reported its findings in accordance with 4 CSR 240-2.070(11),  
12 therefore Staff is recommending that the Commission accept Staff's Report in this case as its  
13 testimony. A copy of the Report is attached as Schedule CK-c2 to this testimony.

14 Q. Does this conclude your testimony?

15 A. Yes it does.

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

Jill Covington Beatty,

Complainant

v.

Union Electric Company d/b/a  
Ameren Missouri,

Respondent

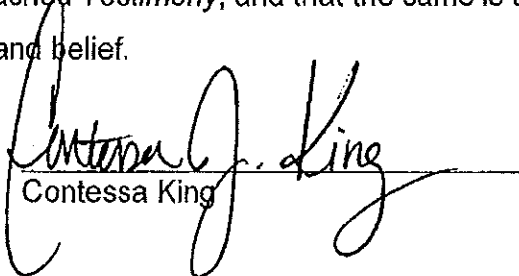
Case No. EC-2019-0168

**AFFIDAVIT OF CONTESSA KING**

State of Missouri     )  
                              ) ss.  
County of Cole        )

**COMES NOW** Contessa King, and on her oath declares that she is of sound mind and lawful age; that she contributed to the attached *Testimony*; and that the same is true and correct according to her best knowledge and belief.

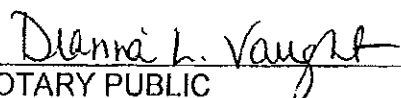
Further the Affiant sayeth not.

  
\_\_\_\_\_  
Contessa King

**JURAT**

Subscribed and sworn before me, a duly constituted and authorized Notary Public, in and for the County of Cole, State of Missouri, at my office in Jefferson City, on this 8<sup>th</sup> day of April, 2019.

DIANNA L. VAUGHT  
Notary Public - Notary Seal  
State of Missouri  
Commissioned for Cole County  
My Commission Expires: June 28, 2019  
Commission Number: 15207377

  
\_\_\_\_\_  
NOTARY PUBLIC

**Contessa J. King**  
**Customer Experience Department**  
**Commission Staff Division**

**Professional Experience:**

*Utility Regulatory Manager, Staff Division (November 2017-current)*

*Outreach and Diversity Officer, Administration (2015-2017)*

*Consumer Outreach Coordinator, Administration (2013-2015)*

*Utility Policy Analyst I, Operations (2012-2013)*

*Consumer Services Coordinator-Assistant Manager, Administration & Staff Counsel (2007-2012)*

*Consumer Services Specialist II, Administration (2005-2007)*

*Senior Office Support Assistant, Adjudication (2002-2005)*

*Secretary of State's Office, Corporations Unit (2000-2002)*

*KMIZ TV-FOX 11, Benedek Broadcasting Company (1994-2000)*

I graduated from the University of Missouri-Columbia with a Bachelor of General Studies (a multidisciplinary degree) areas of study: Communications, Mass Communications and Humanities. In October 2011, I attended the Center for Public Utilities regulatory training at New Mexico State University.

Participant in the first, second, and fourth partnership exchange between the Missouri Public Service Commission ("Commission") and the National Energy Regulatory Agency of Moldova ("ANRE"), traveled to Chisinau, Moldova June 2010. Contributions include a two-part presentation on consumer affairs, trained ANRE delegates, assisted with the re-engineering of the Commission's Electronic Filing Information System (EFIS) capability, developed a new workflow procedure for ANRE's petitions/complaints process and assisted with partnership coordination efforts. Partnership supported by National Association of Regulatory Utility Commissioners ("NARUC") and the United States Agency for International Development (USAID).

Selected to participate in a partnership exchange between NARUC and the Nigerian Electric Regulatory Commission (NERC); traveled to Abuja, Nigeria October 2012 (partnership exchange supported by USAID). Invited to participate in a partnership exchange between NARUC and the Kenya Energy Regulatory Commission ("ERC"); traveled to Nairobi, Kenya May 2016 (partnership exchange supported by USAID and Power Africa).

**Schedule CK-c1**

**Case Participation:**

The following is a listing of cases before the Commission in which I provided testimony, Staff recommendation or significant analysis:

<b>Date Filed in EFIS</b>	<b>Case Number</b>	<b>Company Name – Type of Case</b>	<b>Contribution</b>
6/14/2017	AW-2017-0336	General Review of Commission Rules	Analysis
6/27/2018	AW-2018-0393	Working Case for the Writing of a New Rule on the Treatment of Customer Information by Regulated Utilities and Their Affiliates and Nonaffiliates	Analysis
2/9/2011	AW-2011-0252	Working File to Consider Changes to Chapter 13 Service and Billing Practice Rules	Analysis
11/9/2018	AX-2018-0395	Proposed Revisions to Improve the Commission's Rules (Chapter 13 Rules)	Analysis
8/29/2012	AX-2013-0091	Proposed Rulemaking to Amend 4 CSR 240-13 Service and Billing Practices for Residential Customers	Analysis
8/20/2009	AX-2010-0061	Public Counsel's Petition for Promulgation of Rules Relating to Billing and Payment Standards for Residential Customers	Analysis
11/12/2012	CA-2013-0271	New Horizons Communications Corp. - Application for Certificate	Staff Recommendation
5/9/2013	CA-2013-0492	Giant Communications, Inc. - Application for Certificate	Staff Recommendation
6/28/2013	CA-2013-0548	FidelityLink, LLC - Application for Certificate	Staff Recommendation
7/30/2013	CO-2014-0025	Metropolitan Telecommunications of Missouri, Inc. – Application to Expand Certificate of Basic Local Service Authority	Staff Recommendation
1/18/2019	EC-2019-0168	Jill Covington Beatty v. Ameren Missouri - Complaint Case	Staff Report and Testimony
10/31/2017	EC-2018-0113	Anthony R. Granillo v. Ameren Missouri - Complaint Case	Analysis
11/6/2018	EO-2019-0132 EO-2019-0133	Kansas City Power & Light Company's Notice of Intent to File an Application for Authority to Establish a Demand-Side Programs Investment Mechanism	Analysis
8/25/2014	EO-2015-0055	Ameren Missouri's 2nd Filing to Implement Regulatory Changes in Furtherance of Energy Efficiency as Allowed by MEEIA - Flex Pay Application Filed 11/30/2017	Analysis
6/18/2018	ER-2018-0145	Kansas City Power & Light Company - General Rate Case	Direct – Cost of Service Staff Report

Date Filed in EFIS	Case Number	Company Name – Type of Case	Contribution
6/18/2018	ER-2018-0146	KCP&L Greater Missouri Operations Company - General Rate Case	Direct – Cost of Service Staff Report
12/1/2011	ER-2012-0174	Kansas City Power & Light Company - General Rate Case	Direct, Rebuttal, Surrebuttal
12/1/2011	ER-2012-0175	KCP&L Greater Missouri Operations Company - General Rate Case	Direct, Rebuttal, Surrebuttal
8/6/2012	EW-2013-0045 GW-2013-0046 WW-2013-0047	Working Case (Consolidated) to Consider the Establishment of a Low-Income Customer Class or Other Means to Help Make Utility Services Affordable	Analysis
6/15/2018	GC-2018-0377	Imri Meiron v. Spire - Complaint Case	Analysis
12/6/2017	GC-2018-0159	Lisa Lambert v. Spire - Complaint Case	Analysis
1/22/2013	GC-2013-0361	William Wehrle v. Laclede Gas Company – Complaint Case	Analysis
2/2/2006	GC-2006-0318	Staff v. Laclede Gas Company - Complaint Case	Analysis
3/16/2018	GO-2018-0251	Investigation of Customer Service Issues at Spire Missouri, Inc.	Staff Report
1/17/2018	GO-2018-0195	Investigation into the Interruption Of Summit's Gas Deliveries in the Lebanon, Missouri Region	Analysis
4/13/2018	GR-2018-0013	Liberty Utilities (Misstates Natural Gas) Corp. d/b/a Liberty Utilities – General Rate Case	Analysis
1/24/2013	TA-2013-0363	Matrix Telecom, Inc. d/b/a VarTec Telecom – Application for Certificate	Staff Recommendation
1/24/2013	TA-2013-0364	Matrix Telecom, Inc. d/b/a Excel Telecommunications – Application for Certificate	Staff Recommendation
4/23/2013	TA-2013-0464	TNCI Operating Company LLC – Application for Certificate	Staff Recommendation
9/24/2013	TA-2014-0083	Angel Americas, LLC – Application for Certificate	Staff Recommendation
11/15/2012	TD-2013-0275	360networks (USA), Inc. - Cancellation of Certificate of Service Authority	Staff Recommendation
11/15/2012	TD-2013-0276	AboveNet Communications, Inc. - Cancellation of Certificate of Service Authority	Staff Recommendation
3/3/2006	WC-2006-0345	Dione C. Joyner v. Missouri-American Water Company - Complaint Case	Staff Recommendation
12/15/2017	WR-2018-0170 SR-2018-0171	Liberty Utilities (Missouri Water) - Small Utility Rate Case	Analysis

**SCHEDULE CK-c2**

**HAS BEEN DEEMED**

**CONFIDENTIAL**

**IN ITS ENTIRETY**