

In the Matter of:

WILLIAM L. GEHRS, JR.

v.

THE EMPIRE DISTRICT ELECTRIC COMPANY

VOL. 1 EC-2018-0033

December 19, 2017



www.tigercr.com 573.999.2662

A P P E A R A N C E S

DIANA CARTER, Attorney at Law
Brydon, Swearngen & England, PC
PO Box 456
Jefferson City, Missouri 65102-0456
573.635.7166
FOR: The Empire District Electric Company

MARC ELLINGER, Attorney at Law
STEPHANIE BELL, Attorney at Law
Blitz, Bardgett & Deutsch
308 East High Street, Suite 301
Jefferson City, Missouri 65101
573.634.2500
FOR: Complainant and Intervenor

CASI ASLIN, Assistant Staff Counsel
200 Madison Street, Suite 800
PO Box 360
Jefferson City, Missouri 65102-0360
573.751.8517
FOR: Staff of the Missouri Public Service Commission

Page

P R O C E E D I N G S

(December 19, 2017)

JUDGE JORDAN: Let's go on the record. The Commission is calling the action in File No. EC-2018-0033. That is the complaint of William L. Gehrs, Jr., Complainant v. The Empire District Electric Company, Respondent.

My name is Daniel Jordan. I'm the Regulatory Law Judge assigned to this action. We'll begin with entries of appearance, and please introduce any representatives of your client that are present either here or on the phone. Let's start with the complainant?

MR. ELLINGER: On behalf of W.L. Gehrs, I'm Marc Ellinger and also Stephanie Bell with the law firm of Blitz, Bardgett & Deutsch. Our information is on file with the court reporter. And Mr. Gehrs is on the line also on the dial-in number.

JUDGE JORDAN: Thank you. For The Empire District Electric Company?

MS. CARTER: Diana Carter with Brydon, Swearngen & England, 312 East Capitol Avenue, Jefferson City, Missouri.

JUDGE JORDAN: For the staff of the Missouri Public Service Commission?

MS. ASLIN: Casi Aslin for staff of the Public
Page

1 Service Commission. My information has been provided to
2 the court reporter. With me today is J.R. Perez who
3 prepared the staff memo in this case and Robin
4 Kliethermes.

5 JUDGE JORDAN: Thank you. Anyone from the
6 Office of Public Counsel here this morning? I'm not
7 seeing or hearing anyone.

8 We also have a movant for intervention. And
9 an appearance on behalf of that?

10 MR. ELLINGER: Marc Ellinger and Stephanie
11 Bell of the law firm of Blitz, Bardgett & Deutsch also
12 on behalf of the proposed intervenor.

13 JUDGE JORDAN: Thank you. Here's what we're
14 going to do today. We're going to be on the record as
15 you see with our court reporter making a transcript.
16 We'll discuss procedure. We have a couple of motions
17 pending. We can discuss the substantive matters. We
18 can also discuss the possibilities for settlement of
19 these matters. And after the on-the-record portion is
20 done, we will go off the record and I will adjourn that
21 part of this conference leaving the room available for
22 the parties to discuss settlement and other matters.

23 I want to remind everyone that the Commission
24 does offer mediation services. Almost all our judges
25 have training in civil mediation from the University of
Page

1 Missouri's Center for the Study of Dispute Resolution.
2 So that can help when the parties find themselves at
3 impasse. We have a good success rate with that.

4 I will ask staff to lock up when everyone is
5 done with the room. And one of the outcomes of this
6 conference I hope will be a proposed procedural schedule
7 which I will ask staff to coordinate and file with the
8 Commission.

9 Any questions about what we're doing so far?
10 Okay. Now, we have a couple of motions that are pending
11 right now, and counsel had some electronic
12 communications difficulties I understand.

13 Ms. Carter, would you like to set that forth?

14 MS. CARTER: There seems to have been a
15 security issue on my e-mail end that I did not receive
16 all EFIS notifications. I did have a chance though
17 before we hopped on the record to review the pleadings I
18 had missed. So I am fine with proceeding as you had
19 intended, Judge.

20 JUDGE JORDAN: Okay. Did you want to take
21 some time off the record to discuss this before we
22 discuss it on the record or are you good?

23 MS. CARTER: I'm fine.

24 JUDGE JORDAN: Okay. Well, then let's go to
25 the pending motions. One is to enforce discovery. The
Page

1 movant in that is Mr. Gehrs, and the respondent in that
2 is the utility The Empire District Electric Company.
3 Does The Empire District Electric Company still oppose
4 this discovery?

5 MS. CARTER: In one portion. Certainly there
6 being counsel dramatically changes the situation.

7 JUDGE JORDAN: Okay.

8 MS. CARTER: I believe it would have been
9 unlawful for Empire to provide customer specific
10 information directly to Mr. Gehrs without a Commission
11 order but there being counsel in the case now for that
12 confidential designation. However, the confidential
13 designation under the new rules allows clients to see
14 the material. So I would suggest if the discovery
15 motion is granted that there be a protective order so
16 that the customer specific information of other
17 customers is limited to counsel and outside consultants
18 as would have been the case under the old highly
19 confidential designation of the Commission's rule.

20 JUDGE JORDAN: Okay. How does complainant
21 feel about that?

22 MR. ELLINGER: Judge, we would disagree
23 obviously. You're shocked to hear that.

24 MS. CARTER: I actually am.

25 MR. ELLINGER: I think that we can have
Page

1 Mr. Gehrs enter an agreement pursuant to the rules to
2 not disclose that information to any other person. I
3 think it's necessary for our preparation of the case,
4 because it's a complaint case, for Mr. Gehrs to be able
5 to see that information that is directly responsive to
6 the allegations that are made in the complaint.

7 We agree it shouldn't be disseminated beyond
8 Mr. Gehrs. That's not an issue whatsoever. Mr. Gehrs
9 is willing to enter into the protective order. In fact,
10 if you would prefer, we can have the judge issue as a
11 component a protective order saying he cannot release
12 it.

13 MS. CARTER: I think the Commission's standard
14 nondisclosure agreement would provide that, I believe.

15 MR. ELLINGER: If you'd like that filed in
16 advance, we can file that today. If you would prefer to
17 wait until the discovery order is ruled upon, we can
18 file it upon the issuance of the order, whichever way
19 you all would prefer.

20 MS. CARTER: Judge, whatever you feel
21 comfortable with we'll be fine with. I think absent an
22 order saying Mr. Gehrs can see it from you, Judge, it
23 would be unlawful on Empire's end. So if the judge is
24 comfortable with Mr. Gehrs seeing that directly.

25 JUDGE JORDAN: Does staff have anything to add
Page

1 to that?

2 MS. ASLIN: Staff has no position on this.

3 MS. CARTER: There is another part to that. I
4 don't know if you want to go altogether. I would still
5 argue it's irrelevant what other customers were charged
6 in that Mr. Gehrs would lack standing. I did not read
7 the complaint as being brought as some sort of class
8 action or on behalf of other customers, but it appears
9 based on the reply regarding discovery that Mr. Gehrs is
10 now asserting that his complaint is not about how he was
11 charged but is about how other customers were charged,
12 and I would say Mr. Gehrs lacks standing to raise a
13 complaint on behalf of other customers.

14 JUDGE JORDAN: Empire?

15 MR. ELLINGER: She's Empire.

16 JUDGE JORDAN: I'm sorry. Complainant?

17 MR. ELLINGER: Judge, the complaint clearly
18 says that Empire failed to follow their tariff. The
19 only way to get a tariff enforced and to ensure that a
20 regulated utility complies with their tariff is through
21 a complaint case. We've brought a complaint case. The
22 complaint does specify that they did not comply with
23 their tariff and has a number of factual statements that
24 go to how that was not complied with. We think it's
25 certainly -- When you look at the tariff, the tariff

Page

1 says apartments are supposed to be charged in a certain
2 manner and if they were in existence before 1981 there's
3 a different process. That's the basis of the complaint
4 that Empire has not complied with that complaint, and
5 frankly, Judge, the staff report I believe indicates
6 that they did not comply with the tariff. Whether that
7 was inadvertent or intentional --

8 MS. CARTER: For other customers?

9 MR. ELLINGER: Whether that was inadvertent or
10 intentional, it's clear that they did not comply with
11 the tariff. So I think the basis of the discovery
12 directly goes to what the complaint alleges.

13 JUDGE JORDAN: Okay. Does staff have anything
14 to add to that?

15 MS. ASLIN: No, thank you.

16 JUDGE JORDAN: Okay. All right. That was the
17 relevant example.

18 MS. CARTER: Judge, if I may, just because we
19 were on the record and it says staff's memorandum said
20 Empire failed to comply with the tariff, I would say
21 that is not in any way what staff's memorandum said.
22 Staff's memorandum reached the opposite conclusion
23 regarding failure to comply with the tariff. They did
24 find, however, as Empire admitted from the beginning,
25 Mr. Gehrs raised the issue and because Mr. Gehrs for

Page

1 lack of a better word tattled on some of his friends, we
2 found out, Empire found out that a couple of Mr. Gehrs'
3 friends had not told Empire that they had changed their
4 structure and were now a multi-unit without separate
5 meters. So Empire has discovered that and is now
6 billing Mr. Gehrs' friends just as they have been
7 billing Mr. Gehrs.

8 MR. ELLINGER: Which I think is indicative
9 that they were not compliant with the tariff, Judge,
10 because the tariff doesn't say if they're notified --

11 MS. CARTER: It actually does.

12 MR. ELLINGER: It provides that the company
13 shall comply with the tariff.

14 JUDGE JORDAN: As the facts develop in this
15 action -- As discovery proceeds, the facts will develop.
16 As the facts develop, I think a supplement to the
17 recommendation of staff may be in order. I think that
18 that would be an element to include in a proposed
19 procedural schedule. Things are either metered a
20 certain way or they are not.

21 MS. CARTER: Judge, we would ask for leave to
22 further respond then to Mr. Gehrs' complaint. I in no
23 way read Mr. Gehrs' complaint as attempting to raise the
24 issue as to any customer other than Mr. Gehrs. The
25 complaint reads that Mr. Gehrs says that he was not

1 charged properly pursuant to the tariff and that is how
2 we responded.

3 JUDGE JORDAN: Well, the complaint says that
4 Empire has failed to uniformly assess multiple customer
5 charge fees to multi-unit apartment buildings in the
6 Joplin, Missouri area.

7 MS. CARTER: I read that as for himself, not
8 that he was seeking relief on behalf of other customers.
9 So I would ask leave apparently to respond with regard
10 to if it is a class action or a group complaint. I'm
11 not sure what that would be taken as in this context.

12 JUDGE JORDAN: That can certainly be another
13 component of the proposed procedural schedule in this
14 action, and I think that leads nicely into the next
15 matter which is the motion to intervene. And I will ask
16 The Empire District whether it has any opposition to
17 that motion.

18 MS. CARTER: No opposition.

19 JUDGE JORDAN: Very good. Staff?

20 MS. ASLIN: No opposition.

21 JUDGE JORDAN: Okay. I think that's all I
22 wanted to take up on the record. Is there anything that
23 anyone else would like to take up while we're discussing
24 these matters?

25 MS. CARTER: Related to the intervention, if

1 we could get clarification from the gentleman
2 intervening if he is intervening as another party or as
3 a complainant.

4 MR. ELLINGER: Okay.

5 MS. CARTER: It was unclear. He says he joins
6 in some way, but it's titled as an intervention, not as
7 a complaint.

8 MR. ELLINGER: We're happy -- If the judge
9 would like something clarifying that, we're happy to do
10 so.

11 MS. CARTER: I would appreciate something
12 clarifying that.

13 MR. ELLINGER: In the end we're aligned -- I
14 mean the parties are aligned on the same issue.

15 JUDGE JORDAN: Right. What is it that you
16 need clarification on?

17 MS. CARTER: It would change the relief being
18 sought if he's a complainant. It would also change
19 issues as far as what he's -- if Empire needs to look
20 into what he's being charged if he's a complainant in
21 the case as opposed to a traditional intervenor.

22 JUDGE JORDAN: I think I understand what
23 you're saying. I think I understand what you're saying.
24 You're thinking of intervention as in a rate action --

25 MS. CARTER: Yes.

1 JUDGE JORDAN: -- where an intervenor may want
2 relief as to some but not all issues.

3 MS. CARTER: Correct. Or you could intervene
4 in various positions, but being a complainant is
5 something different in my mind at least. I would want
6 clarification if he is a complainant in the case or not.

7 JUDGE JORDAN: I think a little extra pleading
8 would solve that, would it not?

9 MR. ELLINGER: We're certainly happy to do
10 that.

11 JUDGE JORDAN: That sounds like another
12 ingredient for the proposed procedural schedule. What
13 else can we talk about while I'm in the room and we have
14 our court reporter recording these proceedings?

15 MS. CARTER: Judge, just to save it from
16 having to be an order before the Commission, Empire is
17 fine with producing the discovery now that there is
18 counsel subject to the objection that we believe it is
19 not relevant to the cause, but I could see that it could
20 fit within the standard of legal relevance that
21 something could be found there to somehow get to some
22 issues. So subject to that objection, we'll produce the
23 discovery now that there's counsel.

24 MR. ELLINGER: I presume then you still feel
25 you need the order for Mr. Gehrs to see that from the

1 judge?

2 MS. CARTER: I think if he signs the standard
3 nondisclosure agreement.

4 MR. ELLINGER: You're okay with that?

5 MS. CARTER: The new rule on confidentiality
6 provides that employees I believe sign the Commission's
7 traditional nondisclosure agreement that just says they
8 will comply with the rule, and I would think that would
9 be.

10 MR. ELLINGER: That's good enough for you?

11 MS. CARTER: Yeah, it's one sentence.

12 MR. ELLINGER: It's good enough for us if it's
13 good enough for you.

14 JUDGE JORDAN: So you're talking about a
15 nondisclosure agreement?

16 MS. CARTER: Yes. So then he wouldn't
17 disseminate it.

18 MR. ELLINGER: Correct.

19 JUDGE JORDAN: And then that would be filed
20 with the Commission?

21 MS. CARTER: Yes.

22 JUDGE JORDAN: Okay. It sounds like I may not
23 have to issue -- I may not have to draft anything for
24 the Commission, the Commission would not issue anything
25 in this.

1 I'll summarize to make sure I understand what
2 the parties' understanding is. As to the intervention,
3 no objection? Please speak out loud.

4 MS. CARTER: That is correct.

5 JUDGE JORDAN: With if or once the
6 nondisclosure agreement that we discussed is on file
7 with the Commission?

8 MS. CARTER: For discovery, correct.

9 JUDGE JORDAN: Correct.

10 MR. ELLINGER: That's our understanding, also,
11 Judge.

12 JUDGE JORDAN: Okay. And no opposition to the
13 intervention if there is the extra pleading that we
14 talked about?

15 MS. CARTER: Correct. And actually there's no
16 objection to the intervention period.

17 JUDGE JORDAN: There's no objection to the
18 intervention anyway but we will do extra pleadings.

19 MS. CARTER: And then it would be helpful to
20 know if he's a complainant in the case.

21 MR. ELLINGER: Which we will take up in the
22 procedural schedule.

23 JUDGE JORDAN: Does anyone have anything
24 further to add to this for Mr. Gehrs or the movant for
25 intervention, Mr. Higginbotham? Anything?

1 MR. ELLINGER: Nothing from our side.

2 JUDGE JORDAN: For The Empire District?

3 MS. CARTER: Judge, did you give us a date for
4 the procedural schedule?

5 JUDGE JORDAN: I have not set a date for
6 filing it. I hope that 10 days is a reasonable time.

7 MR. ELLINGER: More than sufficient, Judge.

8 JUDGE JORDAN: Very good. Very good.
9 Anything further from staff?

10 MS. ASLIN: No, thank you.

11 JUDGE JORDAN: Well, I have nothing further,
12 and with that then I will go ahead and conclude the
13 on-the-record portion of this conference, and thank you
14 all very much for coming and for being so extremely
15 reasonable, and with that we will go off the record.

16 MR. ELLINGER: Thank you, Judge.

17 (Off the record.)
18
19
20
21
22
23
24
25

CERTIFICATE OF REPORTER

I, Beverly Jean Bentch, RPR, CCR No. 640,
Certified Court Reporter with the firm of Tiger Court
Reporting, LLC, within the State of Missouri, do hereby
certify that I was personally present at the proceedings
had in the above-entitled cause at the time and place
set forth in the caption sheet thereof; that I then and
there took down in Stenotype the proceedings had; and
that the foregoing is a full, true and correct
transcript of such Stenotype notes so made at such time
and place.

Beverly Jean Bentch

Beverly Jean Bentch, RPR, CCR No. 640

1	argue 8:5	Center 5:1	11:13
10 16:6	Aslin 3:25 8:2 9:15 11:20 16:10	chance 5:16	conclude 16:12
19 3:2	asserting 8:10	change 12:17,18	conclusion 9:22
1981 9:2	assess 11:4	changed 10:3	conference 4:21 5:6 16:13
2	assigned 3:9	charge 11:5	confidential 6:12,19
2017 3:2	attempting 10:23	charged 8:5,11 9:1 11:1 12:20	confidentiality 14:5
3	Avenue 3:21	City 3:22	consultants 6:17
312 3:21	B	civil 4:25	context 11:11
A	Bardgett 3:15 4:11	clarification 12:1,16 13:6	coordinate 5:7
absent 7:21	based 8:9	clarifying 12:9,12	correct 13:3 14:18 15:4,8,9,15
action 3:4,9 8:8 10:15 11:10,14 12:24	basis 9:3,11	class 8:7 11:10	counsel 4:6 5:11 6:6, 11,17 13:18,23
add 7:25 9:14 15:24	begin 3:9	clear 9:10	couple 4:16 5:10 10:2
adjourn 4:20	beginning 9:24	client 3:11	court 3:16 4:2,15 13:14
admitted 9:24	behalf 3:13 4:9,12 8:8,13 11:8	clients 6:13	court 3:16 4:2,15 13:14
advance 7:16	Bell 3:14 4:11	comfortable 7:21,24	customer 6:9,16 10:24 11:4
agree 7:7	billing 10:6,7	Commission 3:4,24 4:1,23 5:8 6:10 13:16 14:20,24 15:7	customers 6:17 8:5, 8,11,13 9:8 11:8
agreement 7:1,14 14:3,7,15 15:6	Blitz 3:15 4:11	Commission's 6:19 7:13 14:6	D
ahead 16:12	brought 8:7,21	communications 5:12	Daniel 3:8
aligned 12:13,14	Brydon 3:20	company 3:7,19 6:2, 3 10:12	date 16:3,5
allegations 7:6	buildings 11:5	complainant 3:6,12 6:20 8:16 12:3,18,20 13:4,6 15:20	days 16:6
alleges 9:12	C	complaint 3:5 7:4,6 8:7,10,13,17,21,22 9:3,4,12 10:22,23,25 11:3,10 12:7	december 3:2
altogether 8:4	calling 3:4	compliant 10:9	designation 6:12,13, 19
apartment 11:5	Capitol 3:21	complied 8:24 9:4	Deutsch 3:15 4:11
apartments 9:1	Carter 3:20 5:13,14, 23 6:5,8,24 7:13,20 8:3 9:8,18 10:11,21 11:7,18,25 12:5,11,17, 25 13:3,15 14:2,5,11, 16,21 15:4,8,15,19 16:3	complies 8:20	develop 10:14,15,16
apparently 11:9	case 4:3 6:11,18 7:3,4 8:21 12:21 13:6 15:20	comply 8:22 9:6,10, 20,23 10:13 14:8	dial-in 3:17
appearance 3:10 4:9	Casi 3:25	component 7:11	Diana 3:20
appears 8:8			difficulties 5:12
area 11:6			directly 6:10 7:5,24 9:12
			disagree 6:22

disclose 7:2 discovered 10:5 discovery 5:25 6:4, 14 7:17 8:9 9:11 10:15 13:17,23 15:8 discuss 4:16,17,18, 22 5:21,22 discussed 15:6 discussing 11:23 Dispute 5:1 disseminate 14:17 disseminated 7:7 District 3:6,19 6:2,3 11:16 16:2 draft 14:23 dramatically 6:6	enforced 8:19 England 3:21 ensure 8:19 enter 7:1,9 entries 3:10 existence 9:2 extra 13:7 15:13,18 extremely 16:14	Gehrs' 10:2,6,22,23 gentleman 12:1 give 16:3 good 5:3,22 11:19 14:10,12,13 16:8 granted 6:15 group 11:10	irrelevant 8:5 issuance 7:18 issue 5:15 7:8,10 9:25 10:24 12:14 14:23,24 issues 12:19 13:2,22
<hr/> E <hr/> e-mail 5:15 East 3:21 EC-2018-0033 3:5 EFIS 5:16 Electric 3:6,19 6:2,3 electronic 5:11 element 10:18 Ellinger 3:13,14 4:10 6:22,25 7:15 8:15,17 9:9 10:8,12 12:4,8,13 13:9,24 14:4,10,12,18 15:10,21 16:1,7,16 Empire 3:6,18 6:2,3,9 8:14,15,18 9:4,20,24 10:2,3,5 11:4,16 12:19 13:16 16:2 Empire's 7:23 employees 14:6 end 5:15 7:23 12:13 enforce 5:25	<hr/> F <hr/> fact 7:9 facts 10:14,15,16 factual 8:23 failed 8:18 9:20 11:4 failure 9:23 feel 6:21 7:20 13:24 fees 11:5 file 3:4,16 5:7 7:16,18 15:6 filed 7:15 14:19 filing 16:6 find 5:2 9:24 fine 5:18,23 7:21 13:17 firm 3:14 4:11 fit 13:20 follow 8:18 found 10:2 13:21 frankly 9:5 friends 10:1,3,6	<hr/> H <hr/> happy 12:8,9 13:9 hear 6:23 hearing 4:7 helpful 15:19 Higginbotham 15:25 highly 6:18 hope 5:6 16:6 hopped 5:17	<hr/> J <hr/> J.R. 4:2 Jefferson 3:21 joins 12:5 Joplin 11:6 Jordan 3:3,8,18,23 4:5,13 5:20,24 6:7,20 7:25 8:14,16 9:13,16 10:14 11:3,12,19,21 12:15,22 13:1,7,11 14:14,19,22 15:5,9,12, 17,23 16:2,5,8,11 Jr 3:6 judge 3:3,9,18,23 4:5, 13 5:19,20,24 6:7,20, 22 7:10,20,22,23,25 8:14,16,17 9:5,13,16, 18 10:9,14,21 11:3,12, 19,21 12:8,15,22 13:1, 7,11,15 14:1,14,19,22 15:5,9,11,12,17,23 16:2,3,5,7,8,11,16 judges 4:24
	<hr/> G <hr/> Gehrs 3:6,13,16 6:1, 10 7:1,4,8,22,24 8:6,9, 12 9:25 10:7,24,25 13:25 15:24	<hr/> I <hr/> impasse 5:3 inadvertent 9:7,9 include 10:18 indicative 10:8 information 3:15 4:1 6:10,16 7:2,5 ingredient 13:12 intended 5:19 intentional 9:7,10 intervene 11:15 13:3 intervening 12:2 intervenor 4:12 12:21 13:1 intervention 4:8 11:25 12:6,24 15:2,13, 16,18,25 introduce 3:10	<hr/> K <hr/> Kliethermes 4:4
			<hr/> L <hr/> lack 8:6 10:1 lacks 8:12 law 3:9,14 4:11 leads 11:14 leave 10:21 11:9

leaving 4:21 legal 13:20 limited 6:17 lock 5:4 loud 15:3 <hr/> M <hr/> made 7:6 make 15:1 making 4:15 manner 9:2 Marc 3:14 4:10 material 6:14 matter 11:15 matters 4:17,19,22 11:24 mediation 4:24,25 memo 4:3 memorandum 9:19, 21,22 metered 10:19 meters 10:5 mind 13:5 missed 5:18 Missouri 3:22,23 11:6 Missouri's 5:1 morning 4:6 motion 6:15 11:15,17 motions 4:16 5:10,25 movant 4:8 6:1 15:24 multi-unit 10:4 11:5 multiple 11:4	<hr/> N <hr/> nicely 11:14 nondisclosure 7:14 14:3,7,15 15:6 notifications 5:16 notified 10:10 number 3:17 8:23 <hr/> O <hr/> objection 13:18,22 15:3,16,17 offer 4:24 Office 4:6 on-the-record 4:19 16:13 oppose 6:3 opposed 12:21 opposite 9:22 opposition 11:16,18, 20 15:12 order 6:11,15 7:9,11, 17,18,22 10:17 13:16, 25 outcomes 5:5 <hr/> P <hr/> part 4:21 8:3 parties 4:22 5:2 12:14 parties' 15:2 party 12:2 pending 4:17 5:10,25 Perez 4:2 period 15:16 person 7:2 phone 3:12	pleading 13:7 15:13 pleadings 5:17 15:18 portion 4:19 6:5 16:13 position 8:2 positions 13:4 possibilities 4:18 prefer 7:10,16,19 preparation 7:3 prepared 4:3 present 3:11 presume 13:24 procedural 5:6 10:19 11:13 13:12 15:22 16:4 procedure 4:16 proceeding 5:18 proceedings 13:14 proceeds 10:15 process 9:3 produce 13:22 producing 13:17 properly 11:1 proposed 4:12 5:6 10:18 11:13 13:12 protective 6:15 7:9, 11 provide 6:9 7:14 provided 4:1 Public 3:24,25 4:6 pursuant 7:1 11:1 <hr/> Q <hr/> questions 5:9	<hr/> R <hr/> raise 8:12 10:23 raised 9:25 rate 5:3 12:24 reached 9:22 read 8:6 10:23 11:7 reads 10:25 reasonable 16:6,15 receive 5:15 recommendation 10:17 record 3:3 4:14,20 5:17,21,22 9:19 11:22 16:15,17 recording 13:14 regard 11:9 regulated 8:20 Regulatory 3:8 Related 11:25 release 7:11 relevance 13:20 relevant 9:17 13:19 relief 11:8 12:17 13:2 remind 4:23 reply 8:9 report 9:5 reporter 3:16 4:2,15 13:14 representatives 3:11 Resolution 5:1 respond 10:22 11:9 responded 11:2 respondent 3:7 6:1 responsive 7:5
---	--	--	--

review 5:17 Robin 4:3 room 4:21 5:5 13:13 rule 6:19 14:5,8 ruled 7:17 rules 6:13 7:1 <hr/> <p style="text-align: center;">S</p> <hr/> save 13:15 schedule 5:6 10:19 11:13 13:12 15:22 16:4 security 5:15 seeking 11:8 sentence 14:11 separate 10:4 Service 3:24 4:1 services 4:24 set 5:13 16:5 settlement 4:18,22 shocked 6:23 side 16:1 sign 14:6 signs 14:2 situation 6:6 solve 13:8 sort 8:7 sought 12:18 sounds 13:11 14:22 speak 15:3 specific 6:9,16 staff 3:23,25 4:3 5:4,7 7:25 8:2 9:5,13 10:17 11:19 16:9 staff's 9:19,21,22 standard 7:13 13:20	14:2 standing 8:6,12 start 3:12 statements 8:23 Stephanie 3:14 4:10 structure 10:4 Study 5:1 subject 13:18,22 substantive 4:17 success 5:3 sufficient 16:7 suggest 6:14 summarize 15:1 supplement 10:16 supposed 9:1 Swearengen 3:21 <hr/> <p style="text-align: center;">T</p> <hr/> talk 13:13 talked 15:14 talking 14:14 tariff 8:18,19,20,23,25 9:6,11,20,23 10:9,10, 13 11:1 tattled 10:1 Things 10:19 thinking 12:24 time 5:21 16:6 titled 12:6 today 4:2,14 7:16 told 10:3 traditional 12:21 14:7 training 4:25 transcript 4:15	<hr/> <p style="text-align: center;">U</p> <hr/> unclear 12:5 understand 5:12 12:22,23 15:1 understanding 15:2, 10 uniformly 11:4 University 4:25 unlawful 6:9 7:23 utility 6:2 8:20 <hr/> <p style="text-align: center;">W</p> <hr/> W.L. 3:13 wait 7:17 wanted 11:22 whatsoever 7:8 whichever 7:18 William 3:5 word 10:1	
---	---	---	--