

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

BETTY BONACCI,)	
)	
Complainant,)	
)	
vs.)	File No. EC-2023-0433
)	
EVERGY MISSOURI WEST, INC.)	
d/b/a EVERGY MISSOURI WEST,)	
)	
Respondent.)	

PROCEDURAL CONFERENCE

OCTOBER 10th, 2023

Volume 1

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

APPEARANCES

Regulatory Law Judge:

MR. KENNETH SEYER
PUBLIC SERVICE COMMISSION
200 Madison Street
Governor Office Building
Jefferson City, MO 65101
(573) 751-3234

For the Complainant:

MS. BETTY BONACCI
15225 Grand Summit Extension, Apt. 203
Grandview, Missouri 64030

For the Respondent:

MR. ROGER STEINER
EVERGY MISSOURI WEST
1200 Main Street, 16th Floor
P.O. Box 418679
Kansas City, Missouri 64105
roger.steiner@evergy.com

For the Staff of the Missouri Public
Service Commission:

MR. KEVIN THOMPSON
PUBLIC SERVICE COMMISSION
200 Madison Street
P.O. Box 360
Jefferson City, Missouri 65101
kevin.thompson@psc.mo.gov

Also present:

The Court Reporter:

MS. LISA VALENTINE, CCR
Kansas CSR No. 1670
Missouri CCR No. 1336
LEXITAS LEGAL
111 East Broadway
Columbia, MO 65203
(573) 449-0561

1 (The hearing commenced at 2:00 p.m.)

2 MR. SEYER: We are on the record. Today
3 is October 10th, 2023. It's 2:00 p.m. the
4 Commission has set this time for a procedural
5 conference in the case captioned Betty Bonacci,
6 complainant versus Evergy Missouri West,
7 Incorporated, doing business as Evergy Missouri
8 West, Respondent. It's the Public Service
9 Commissions Case No. EC-2023-0433.

10 My name is Ken Seyer, and I'm the
11 regulatory law judge in this matter. And we'll
12 begin by having the attorneys for the parties make
13 their appearances starting with Mr. Steiner.

14 MR. STEINER: Thank you, Judge. Can you
15 hear me?

16 MR. SEYER: Yes.

17 MR. STEINER: Roger W. Steiner appearing
18 for Evergy. My address is 1200 Main Street, Kansas,
19 Missouri 64105.

20 MR. SEYER: Mr. Thompson.

21 Mr. Thompson, I believe you're muted.

22 MR. THOMPSON: Well, that's not going to
23 work.

24 Thank you, Judge. Kevin Thompson for the
25 staff of the Missouri Public Service Commission,

1 Post Office Box 360, Jefferson City Missouri 65102.

2 MR. SEYER: All right. And then
3 Ms. Bonacci.

4 MS. BONACCI: Yes. Betty Bonacci. 15225
5 Grand Summit Extension, Apartment 203, Grandview,
6 Missouri 64030.

7 MR. SEYER: Okay. So I will confess, I am
8 new to this case. I was just assigned this case a
9 few weeks ago. Are there any preliminary matters
10 that the parties would like to take up today?

11 MS. BONACCI: Yes. I have one.

12 MR. SEYER: Go ahead, Ms. Bonacci.

13 MS. BONACCI: I am requesting information
14 in regards to how they have come to the --

15 MR. SEYER: Ms. Bonnaci, could I ask you
16 to pause. I'm not sure why, but I've got
17 interference on my end.

18 Could you start again on what you were
19 saying?

20 MS. BONACCI: I have requested the
21 information for the addresses that they have -- are
22 saying that I owe these bills for that I had
23 utilities in my name. I have yet to receive those.
24 I still do not have a clear understanding in regards
25 to what all addresses are being charged to me and

1 the amounts. I'm not getting a whole lot of
2 cooperation.

3 MR. STEINER: This is Roger Steiner with
4 the company, and I believe you're talking about our
5 settlement discussions, which we'd be happy to
6 continue. We believe we have given you the
7 addresses. And I realize that you have requested
8 additional information, but we haven't been able to
9 quite determine what you're wanting. So we can do
10 that, you know, separate from this call, but that
11 would be something we would not do at this
12 procedural conference.

13 MS. BONACCI: Okay. Well, I just want the
14 record to reflect that I still have yet to clearly
15 understand what I'm being billed for.

16 MR. STEINER: And I understand. And I
17 believe we've given you two separate breakdowns of
18 that, and we will try again to break it down again.

19 But, Judge, we are trying to settle this
20 matter, and that's what -- that's what she's
21 referring to, I believe.

22 MR. SEYER: Okay.

23 MR. THOMPSON: Judge, I understand that
24 Ms. Bonacci has been seeking copies of tape
25 recordings having to do with her account and that

1 she has not received those.

2 MR. STEINER: I do not recall being asked
3 for tape recordings.

4 MR. SEYER: Tape recordings in the nature
5 of customer service calls?

6 MR. THOMPSON: I believe --

7 MS. BONACCI: If you're directing --

8 MR. SEYER: That was directed to
9 Mr. Thompson.

10 MR. THOMPSON: Yes, Judge. I believe
11 that's the nature of it.

12 MR. SEYER: Is that correct, Ms. Bonacci?

13 MS. BONACCI: Yes. That, and the actual
14 recording that they supposedly have of me setting up
15 utilities at an address from seven years also.

16 MR. STEINER: Well -- I'm sorry. If you
17 requested tape recordings, I don't recall that. I
18 just recall you wanted to know if -- what the
19 charges were at the address and how the settlement
20 amount addressed that, and that's what we gave you.
21 If you asked -- I don't -- I'm not sure we have the
22 tape recordings, so I don't believe that's been
23 provided.

24 MS. BONACCI: That is partially the
25 request. I mean, I do not do your billing. I show

1 your billing as very hard to understanding, but --
2 so for layman's terms, I had requested that each
3 individual address that I am being charged for be
4 listed accordingly, how much for that particular
5 address is being charged. I haven't received
6 anything that has stood close to that for me to be
7 able to determine what I'm being charged for, how
8 much for each of those addresses so I have a way to
9 defend against what you're claiming I owe.

10 MR. THOMPSON: That's fine.

11 MR. SEYER: Okay. And I understand that,
12 Ms. Bonacci.

13 So after this conference, hopefully you
14 and the utility can get together and straighten that
15 out.

16 MS. BONACCI: Okay. Thank you.

17 MR. SEYER: Uh-huh.

18 The utility has filed its answer that --
19 the staff has filed a recommendation. Really,
20 there's -- and I do understand that there's
21 settlement negotiations going on, but at this point,
22 I do need to get this scheduled for an evidentiary
23 hearing, and so would it be possible, Mr. Thompson,
24 for you to get with the parties and file a proposed
25 procedural schedule on behalf of all the parties?

1 MR. THOMPSON: Absolutely, Judge. What
2 date would you like that?

3 MR. SEYER: You tell me, Mr. Thompson.
4 You've got a better grasp of how heavy your staff's
5 calendar is.

6 MR. THOMPSON: I'm going to be out of the
7 country for two weeks starting on the 16th, so if I
8 could give it to you at the end of the first week of
9 November, let's say the 3rd, I think that would work
10 out.

11 MR. SEYER: Yeah, that -- that would be
12 fine.

13 MR. THOMPSON: Okay. Thank you, Judge.

14 MR. SEYER: And I would prefer that that
15 procedural schedule include deadlines for prefiled
16 testimony, if that is something that the parties are
17 interested in or if -- or if they would prefer that
18 all the testimony be presented at the hearing,
19 that's something that you can let me know at that
20 time.

21 MR. THOMPSON: Yes, sir.

22 MR. SEYER: And have there -- has there
23 been any discussion as to where the actual hearing
24 would take place?

25 MR. THOMPSON: Not to my knowledge, sir.

1 MR. SEYER: Okay. Well, I know the
2 Commission rule speaks in terms of having the
3 hearing at the location of the complainant or within
4 30 miles of the complainant's residence, so I would
5 assume that would be the Kansas Cit- -- we would use
6 the Kansas City office.

7 MR. THOMPSON: If that's acceptable to
8 staff.

9 MR. SEYER: I think everybody involved
10 except myself and possibly a few staff witnesses
11 would be located in Kansas City, so I would say when
12 you put that procedural schedule -- that proposed
13 procedural schedule together, you might check with
14 availability for space there in the Kansas City
15 office.

16 MR. THOMPSON: Very well.

17 MR. SEYER: All right. Are there -- are
18 there any other issues that the parties want to take
19 up today?

20 MR. STEINER: I don't think so, Judge.

21 MR. SEYER: All right. Hearing none,
22 then --

23 MR. STEINER: Would it be okay after you
24 sign off and the court reporter signs off that I try
25 to understand from -- what the plaintiff's asking

1 for? I was not aware that tape recordings were
2 requested. I'm not actually sure they're available,
3 but could we use this to talk, or does this go away
4 after you sign off?

5 MR. SEYER: No. We -- we will -- we can
6 absolutely keep you both after I drop off and the
7 court reporter drops off. You're perfectly -- and
8 Emily in our office will -- will kind of pay
9 attention, and she has control over how long to --
10 to let the meeting go on, so ...

11 MR. STEINER: Yes.

12 MR. SEYER: If you can either tell her or
13 send her a message that you're through, I would
14 appreciate that.

15 MR. STEINER: I will send an email to
16 Emily after we're done.

17 MR. SEYER: Okay. That sounds good.

18 Well, then if there's nothing further --
19 well, Ms. Bonacci, let me ask you really quickly.
20 Do you have any other questions of a procedural
21 nature?

22 MS. BONACCI: No. Not -- I mean, my
23 biggest concern is to understand what I'm defending
24 myself against.

25 MR. SEYER: I understand.

1 MS. BONACCI: With that being said, I --
2 that's it. Then I would have to address it
3 accordingly.

4 MR. SEYER: All right.

5 Then if there is nothing further, then
6 let's go off the record.

7 We'll adjourn the hearing and go off the
8 record.

9 (The hearing concluded at 2:13 p.m.)

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

C E R T I F I C A T E

I, Lisa Valentine, a Certified Court Reporter for the State of Missouri, do hereby certify that I appeared at the time and place first hereinbefore set forth, that I took down in shorthand the entire proceedings had at said time and place, and that the foregoing constitutes a true, correct, and complete transcript of my said shorthand notes.

Witness my hand and seal this 25th day of October 2023



Lisa D. Valentine
Certified Court Reporter
State of Missouri

<hr/> <p style="text-align: center;">1</p> <hr/> <p>10th 3:3 1200 3:18 15225 4:4 16th 8:7</p> <hr/> <p style="text-align: center;">2</p> <hr/> <p>2023 3:3 203 4:5 2:00 3:1,3 2:13 11:9</p> <hr/> <p style="text-align: center;">3</p> <hr/> <p>30 9:4 360 4:1 3rd 8:9</p> <hr/> <p style="text-align: center;">6</p> <hr/> <p>64030 4:6 64105 3:19 65102 4:1</p> <hr/> <p style="text-align: center;">A</p> <hr/> <p>absolutely 8:1 10:6 acceptable 9:7 account 5:25 actual 6:13 8:23 additional 5:8 address 3:18 6:15, 19 7:3,5 11:2 addressed 6:20 addresses 4:21,25</p>	<p>5:7 7:8 adjourn 11:7 ahead 4:12 amount 6:20 amounts 5:1 Apartment 4:5 appearances 3:13 appearing 3:17 assigned 4:8 assume 9:5 attention 10:9 attorneys 3:12 availability 9:14 aware 10:1</p> <hr/> <p style="text-align: center;">B</p> <hr/> <p>begin 3:12 behalf 7:25 Betty 3:5 4:4 biggest 10:23 billed 5:15 billing 6:25 7:1 bills 4:22 Bonacci 3:5 4:3,4, 11,12,13,20 5:13, 24 6:7,12,13,24 7:12,16 10:19,22 11:1 Bonnaci 4:15 Box 4:1 break 5:18 breakdowns 5:17 business 3:7</p>	<hr/> <p style="text-align: center;">C</p> <hr/> <p>calendar 8:5 call 5:10 calls 6:5 captioned 3:5 case 3:5,9 4:8 charged 4:25 7:3, 5,7 charges 6:19 check 9:13 Cit- 9:5 City 4:1 9:6,11,14 claiming 7:9 clear 4:24 close 7:6 commenced 3:1 Commission 3:4, 25 9:2 Commissions 3:9 company 5:4 complainant 3:6 9:3 complainant's 9:4 concern 10:23 concluded 11:9 conference 3:5 5:12 7:13 confess 4:7 continue 5:6 control 10:9 cooperation 5:2 copies 5:24 correct 6:12</p>	<p>country 8:7 court 9:24 10:7 customer 6:5</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>date 8:2 deadlines 8:15 defend 7:9 defending 10:23 determine 5:9 7:7 directed 6:8 directing 6:7 discussion 8:23 discussions 5:5 drop 10:6 drops 10:7</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>EC-2023-0433 3:9 email 10:15 Emily 10:8,16 end 4:17 8:8 Evergy 3:6,7,18 evidentiary 7:22 Extension 4:5</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>file 7:24 filed 7:18,19 fine 7:10 8:12</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>gave 6:20</p>
---	--	---	---

<p>give 8:8 good 10:17 Grand 4:5 Grandview 4:5 grasp 8:4</p>	<p>Ken 3:10 Kevin 3:24 kind 10:8 knowledge 8:25</p>	<p>office 4:1 9:6,15 10:8 owe 4:22 7:9</p>	<p style="text-align: center;">R</p>
<p style="text-align: center;">H</p> <p>happy 5:5 hard 7:1 hear 3:15 hearing 3:1 7:23 8:18,23 9:3,21 11:7,9 heavy 8:4</p>	<p style="text-align: center;">L</p> <p>law 3:11 layman's 7:2 listed 7:4 located 9:11 location 9:3 long 10:9 lot 5:1</p>	<p style="text-align: center;">P</p> <p>p.m. 3:1,3 11:9 partially 6:24 parties 3:12 4:10 7:24,25 8:16 9:18 pause 4:16 pay 10:8 perfectly 10:7 place 8:24 plaintiff's 9:25 point 7:21 possibly 9:10 Post 4:1 prefer 8:14,17 prefiled 8:15 preliminary 4:9 presented 8:18 procedural 3:4 5:12 7:25 8:15 9:12,13 10:20 proposed 7:24 9:12 provided 6:23 Public 3:8,25 put 9:12</p>	<p>realize 5:7 recall 6:2,17,18 receive 4:23 received 6:1 7:5 recommendation 7:19 record 3:2 5:14 11:6,8 recording 6:14 recordings 5:25 6:3,4,17,22 10:1 referring 5:21 reflect 5:14 regulatory 3:11 reporter 9:24 10:7 request 6:25 requested 4:20 5:7 6:17 7:2 10:2 requesting 4:13 residence 9:4 Respondent 3:8 Roger 3:17 5:3 rule 9:2</p>
<p style="text-align: center;">I</p> <p>include 8:15 Incorporated 3:7 individual 7:3 information 4:13, 21 5:8 interested 8:17 interference 4:17 involved 9:9 issues 9:18</p>	<p style="text-align: center;">M</p> <p>Main 3:18 make 3:12 matter 3:11 5:20 matters 4:9 meeting 10:10 message 10:13 miles 9:4 Missouri 3:6,7,19, 25 4:1,6 muted 3:21</p>	<p style="text-align: center;">Q</p> <p>questions 10:20 quickly 10:19</p>	<p style="text-align: center;">S</p> <p>schedule 7:25 8:15 9:12,13 scheduled 7:22 seeking 5:24 send 10:13,15 separate 5:10,17 service 3:8,25 6:5 set 3:4</p>
<p style="text-align: center;">J</p> <p>Jefferson 4:1 judge 3:11,14,24 5:19,23 6:10 8:1, 13 9:20</p> <p style="text-align: center;">K</p> <p>Kansas 3:18 9:5,6, 11,14</p>	<p style="text-align: center;">N</p> <p>nature 6:4,11 10:21 negotiations 7:21 November 8:9</p> <p style="text-align: center;">O</p> <p>October 3:3</p>		

setting 6:14**settle** 5:19**settlement** 5:5
6:19 7:21**Seyer** 3:2,10,16,20
4:2,7,12,15 5:22
6:4,8,12 7:11,17
8:3,11,14,22 9:1,
9,17,21 10:5,12,
17,25 11:4**show** 6:25**sign** 9:24 10:4**signs** 9:24**sir** 8:21,25**sounds** 10:17**space** 9:14**speaks** 9:2**staff** 3:25 7:19 9:8,
10**staff's** 8:4**start** 4:18**starting** 3:13 8:7**Steiner** 3:13,14,17
5:3,16 6:2,16
9:20,23 10:11,15**stood** 7:6**straighten** 7:14**Street** 3:18**Summit** 4:5**supposedly** 6:14

T

talk 10:3**talking** 5:4**tape** 5:24 6:3,4,17,
22 10:1**terms** 7:2 9:2**testimony** 8:16,18**Thompson** 3:20,
21,22,24 5:23 6:6,
9,10 7:10,23 8:1,
3,6,13,21,25 9:7,
16**time** 3:4 8:20**today** 3:2 4:10
9:19

U

Uh-huh 7:17**understand** 5:15,
16,23 7:11,20
9:25 10:23,25**understanding**
4:24 7:1**utilities** 4:23 6:15**utility** 7:14,18

V

versus 3:6

W

wanted 6:18**wanting** 5:9**week** 8:8**weeks** 4:9 8:7**West** 3:6,8**witnesses** 9:10**work** 3:23 8:9

Y

years 6:15