

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  
STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

LOCAL PUBLIC HEARING

In the Matter of )  
Every Missouri West, Inc., ) File No. ER-2024-0189  
d/b/a Every Missouri West's )  
Request for Authority to )  
Implement a General Rate )  
Increase for Electric Service )

AUGUST 1, 2024  
6:00 P.M.

Jefferson City, MO 65101  
Via WebEx

VOLUME 7

RON PRIDGIN, Presiding  
DEPUTY CHIEF REGULATORY LAW JUDGE

KAYLA HAHN, Chair  
JASON R. HOLSMAN,  
JOHN MITCHELL,  
COMMISSIONERS

Reported by:  
Georgia B. Northway  
RPR, CSR-IL, CCR-MO

\* \* \* \* \*

1

2

JUDGE PRIDGIN: Let's go on the record then.

3

Good evening. Welcome to this evening's virtual local public hearing in the Evergy rate case.

4

5

This is in File Number ER-2024-0189. The Commission regulates the rates charged by public utility companies in Missouri to ensure that those rates are just and reasonable.

6

7

The Commission also regulates the quality of

8

service and safety of the operations of public

9

utilities.

10

There are five Commissioners, and they are appointed by the governor and confirmed by the Senate.

11

The Commissioners employ a staff of engineers, accountants, attorneys, financial analysts, and other specialists in the field of utility regulation.

12

13

I'm Ron Pridgin; I'm the Regulatory Law Judge assigned to preside over this hearing.

14

15

The Commissioners have not made any decisions in this case, and they cannot answer your questions this evening.

16

17

Let me see if I have any entries of appearance from any counsel. Do I have an entry from Evergy Missouri West?

18

19

MR. STEINER: Yes. Thanks, your Honor. Roger

1 Steiner, attorney for Evergy Missouri West.

2 My address is 1200 Main Street, Kansas City,  
3 Missouri. Thank you.

4 JUDGE PRIDGIN: Mr. Steiner, thank you. Any  
5 entry on behalf of the Staff of the Commission?

6 MR. PRINGLE: Thank you, Judge. This is Travis  
7 Pringle, appearing on behalf Staff.

8 My address is P.O. Box 360, Jefferson City,  
9 Missouri 65102.

10 JUDGE PRIDGIN: Mr. Pringle, thank you. Any  
11 entry on behalf of the Office of the Public Counsel?

12 MR. POSTON: Yes, Judge. Thank you. Marc  
13 Poston, appearing on behalf of the Office of Public  
14 Counsel.

15 JUDGE PRIDGIN: Mr. Poston, thank you. Any  
16 entries on behalf any intervenors?

17 All right. Hearing none, are there any  
18 Commissioners who would like to make any opening  
19 statements before we proceed to testimony?

20 MR. HOLSMAN: Judge, this is Commissioner  
21 Holsman.

22 JUDGE PRIDGIN: Yes, sir. When you're ready.

23 MR. HOLSMAN: I just want to thank everybody for  
24 showing up tonight.

25 This is our fifth and final local public hearing

1 on this issue, and we do appreciate anyone taking the  
2 time to share their thoughts.

3 It does matter, and we do appreciate it. So I  
4 just wanted to say thank you.

5 JUDGE PRIDGIN: Commissioner Holsman, thank you.  
6 Any other opening remarks from Commissioners?

7 MR. MITCHELL: Yes, Judge. Commissioner Mitchell  
8 speaking. Likewise, I would like to thank everyone for  
9 attending.

10 This is an important part of our process of  
11 gathering information and deliberations. So I just want  
12 to say thank you for being here and sharing your  
13 thoughts.

14 JUDGE PRIDGIN: Mr. Mitchell, thank you. Any  
15 further opening remarks from Commissioners?

16 All right. Hearing none, we will proceed then to  
17 testimony. And I don't believe I have any sort of  
18 witness list.

19 So I'll simply ask for volunteers. Does anyone  
20 wish to testify before the Commission this evening?

21 I have waited a few seconds, and let me give at  
22 least one more opportunity. Is there anyone who would  
23 like to testify before the Commission this evening?

24 MR. LAMONS: Press star six to unmute, if you're  
25 on the phone.

1 JUDGE PRIDGIN: Yes. Thank you.

2 MS. FURGESON: I guess I would, if there's no one  
3 else.

4 JUDGE PRIDGIN: Very good. If you would please  
5 raise your right hand to be sworn marine.

6 (Witness sworn)

7 JUDGE PRIDGIN: Very good. Thank you, ma'am. If  
8 you will, please state your name and spell your name for  
9 the court reporter.

10 MS. FERGUSON: My name is Britney Furgeson,  
11 B-R-I-T-N-E-Y. And Furgeson is F-U-R-G-E-S-O-N.

12 JUDGE PRIDGIN: All right. Ms. Furgeson, thank  
13 you. What is your testimony this evening?

14 MS. FERGUSON: I guess I'm mainly joining in to  
15 see what the Missouri Public Service Commission's plan  
16 is from here on out.

17 I think you've heard from many people that these  
18 plans are not working already, these time-based rates.  
19 I think that there desperately needs to be an option to  
20 opt out of that.

21 If that is working for anybody -- which I don't  
22 know anyone that it is working for -- then they should  
23 be able to stay on it. If you want to opt out, you  
24 should be able to do that.

25 So how are you going to work with Evergy going

1 forward on this?

2 JUDGE PRIDGIN: Ms. Furgeson, thank you. Does  
3 that conclude your testimony?

4 MS. FERGUSON: It does.

5 JUDGE PRIDGIN: Thank you very much. Are there  
6 any Commissioner questions for this witness? I don't  
7 hear any questions.

8 Ms. Furgeson, thank you for your testimony this  
9 evening. Does anyone else wish to testify?

10 MR. ALLEGRI: Tim Allegri.

11 JUDGE PRIDGIN: Mr. Allegri, if you would raise  
12 your right hand to be sworn, please.

13 (Witness sworn)

14 JUDGE PRIDGIN: All right. Thank you. Whenever  
15 you're ready.

16 MR. ALLEGRI: Okay. Yeah. I attended the  
17 session last night and today. So if that's wrong, I  
18 need to bow out. So Judge Pridgin, is this okay?

19 JUDGE PRIDGIN: You have five minutes, if you  
20 would like, Mr. Allegri.

21 MR. ALLEGRI: All right. Very good. Thank you.  
22 One of the concerns that came up last night was Ms.  
23 Boggess, mayor pro tem for Sedalia, speaking of people  
24 being notified of the sessions, of these hearings.

25 And one of the things that -- you know, receipt

1 of it, nonreceipt is one thing, but the marketing aspect  
2 of it.

3 So if you're going to have people buy your  
4 hamburgers at McDonald's, you're going to offer a deal.  
5 Whereas -- so \$17.52, from a marketing perspective, if  
6 you want to have people not participate, particularly  
7 middle or higher-income people, you might toss them  
8 \$17.52.

9 Not that that's -- not to accuse that of being a  
10 nothing for middle-class income, but the interest is  
11 low, based upon on the assumption that these numbers are  
12 accurate.

13 And they're clearly not, because the average -- I  
14 don't know, rather, if the average bill is a hundred  
15 dollars, as it implies with the 17 percent turning into  
16 the 17.52.

17 But it implies that the average bill is a  
18 hundred, where we've since learned that it could be 126.  
19 In the question-and-answer session, we asked the Office  
20 of Public Counsel to explore those stats.

21 I, of course, could ask for those myself through  
22 a data request through Brad Lutz from Evergy, but I'm  
23 not going to. I got a life to live.

24 You guys have already given me a pacemaker, so  
25 thanks for that. You guys mean so much to me, Evergy,

1 that you've affected my life. But hey, it's working  
2 better now.

3 But back to this. So the notification to people  
4 of this rate change, the rate proposal, it needs to be  
5 drawn back and reissued again.

6 It needs to -- the correct information needs to  
7 be provided to people, and accurate information. Don't  
8 sugarcoat it, saying it's 17.52.

9 Perhaps like the rate change and the time of use  
10 plan, it shows a table of when's the best time to use  
11 it, and when's the best time not to use it.

12 Whereas an example, if your monthly bill -- if  
13 you believe your monthly bill is an average of \$200,  
14 this will how much it will impact 400, 600.

15 So people who have an actual \$500 utility bill  
16 can see the impact and multiply times 12 to see the  
17 yearly impact to their life. So it's just  
18 misinformation.

19 And I wouldn't assume that it was done  
20 intentionally. And it's a nice way to toss a number out  
21 there -- a hundred; that's the best way to get to 17  
22 percent, or 16 or 15, or any other odd number when  
23 you're starting with a hundred. So that's nice.

24 But an unintentional misinformation has occurred,  
25 is what I'm testifying to. And the notification process



1 has been ineffective.

2 The gap for notifying people, I will allege,  
3 without knowing, that if you're paper-based -- if you're  
4 a paperless, rather, customer, and you're on autopay, I  
5 would be willing to bet that those people were not  
6 notified via paper at all.

7 And Everygy would act on this option; that  
8 everybody would logon to their account and see their  
9 bill, and then for a cycle of July 1st, the three  
10 attachments.

11 But the people that go paperless and they do  
12 autopay is so they don't have to look at that stuff. I  
13 used to work for the IRS. Nobody wants mail from the  
14 IRS. Nobody really cares about the stuff from Everygy.

15 MR. GOSSET: One minute, sir.

16 MR. ALLEGRI: Got it. So otherwise, all I'm  
17 saying is this needs to be paused, give the customers an  
18 opportunity to be properly and fairly informed, and give  
19 accurate stats if, in fact, those need to be corrected.

20 Please, please do so, Office of Public Counsel.  
21 Thank you.

22 JUDGE PRIDGIN: Mr. Allegri, thank you for your  
23 testimony. Any bench questions?

24 Hearing none, is there anyone else who would like  
25 to testify before the Commission?

1 MS. DELLAGUARDIA: I have --

2 JUDGE PRIDGIN: All right. If you will raise  
3 your right hand and be sworn, please.

4 MS. DELLAGUARDIA: Okay.

5 (Witness sworn)

6 JUDGE PRIDGIN: Thank you very much. If you  
7 will, please state and spell your name for the court  
8 reporter.

9 MS. DELLAGUARDIA: Robin, R-O-B-I-N.  
10 Dellaguardia, D-E-L-L-A-G-U-A-R-D-I-A.

11 JUDGE PRIDGIN: Ms. Dellaguardia, thank you very  
12 much. What is your testimony?

13 MS. DELLAGUARDIA: I am curious as to what the  
14 Commission will do if there are enough customers not  
15 wanting this rate increase.

16 There's been a lot of talk about this new rate,  
17 where it seems to be where if you don't use this much  
18 electricity between 4:00 and 8:00, that's supposed to be  
19 the best for everybody. And with people with families,  
20 obviously, it's not the best.

21 So I'm just curious if the Commission is just  
22 going to go ahead and go with this rate increase, even  
23 though people aren't wanting it, and we just have to  
24 accept it because we have no other option, as far as who  
25 we can have for our electricity company.

1           That's my question; I just want to know if the  
2 Commission is just going to go ahead and do this,  
3 regardless of how the customers feel.

4           JUDGE PRIDGIN: I'm sorry. The Commission -- as  
5 I said earlier, the Commission won't be answering any  
6 questions.

7           Does that end your testimony, or did you have  
8 anything else?

9           MS. DELLAGUARDIA: No. That ends it.

10          JUDGE PRIDGIN: All right. Thank you so much.  
11 Are there any bench questions for this witness?

12          All right. Ms. Dellaguardia, thank you very much  
13 for your testimony.

14          Does anyone else wish to testify before the  
15 Commission?

16          MR. GOSSET: Judge we did have Shenice Brown  
17 preregistered. I don't see her online.

18          JUDGE PRIDGIN: Is Shenice Brown on this WebEx?  
19 I don't hear any response. Mr. Gosset, thank you.

20          Does anybody else wish to testify before the  
21 Commission? I'll give just a few more seconds in case  
22 people are having a hard time unmuting, or if they're  
23 still deciding.

24          Does anyone else wish to testify before the  
25 Commission this evening?

1 All right. Hearing no response, does the  
2 Commission have any closing remarks before we go off the  
3 record?

4 CHAIRPERSON HAHN: Judge, Chair Hahn.

5 JUDGE PRIDGIN: Yes, ma'am. When you're ready,  
6 Chair Hahn.

7 CHAIRPERSON HAHN: I just want to thank those who  
8 participated in the hearing tonight to let us know their  
9 comments.

10 We know you could choose to do any number of  
11 things with your time in the evenings -- spend it with  
12 your family, or work, or whatever you enjoy.

13 And instead, you chose to offer comments to us to  
14 help inform our decision. I just want to say how  
15 appreciative and thankful that we are, because that's  
16 the only way we get to know your thoughts about the  
17 requests before us.

18 So I just want to say thank you, and we  
19 appreciate your time.

20 JUDGE PRIDGIN: Chair Hahn, thank you. Any other  
21 Commissioners with closing remarks?

22 MR. HOLSMAN: Judge, I just want to echo the  
23 Chair. We appreciate everybody, and thank you for  
24 running the meeting.

25 JUDGE PRIDGIN: My pleasure. Thank you,

1 Commissioner Holsman.

2 If there's nothing further from the bench, or  
3 from counsel? All right.

4 Hearing nothing, that will conclude this  
5 evening's local public hearing in file number  
6 ER-2024-0189.

7 Thank you very much. We're off the record.

8

9

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

CERTIFICATE OF REPORTER

STATE OF MISSOURI        )  
                                  ) ss.  
CITY OF ST. LOUIS        )

I, Georgia B. Northway, Registered Professional  
Reporter, a Certified Court Reporter (MO), do hereby  
certify that the meeting aforementioned was held on the  
time and in the place previously described.

IN WITNESS WHEREOF, I have hereunto set my hand and  
seal.

Georgia B Northway

<hr/> <b>\$</b> <hr/>	<b>accountants</b> 2:15	<b>back</b> 8:3,5	5:15
<b>\$17.52</b> 7:5,8	<b>accurate</b> 7:12 8:7 9:19	<b>based</b> 7:11	<b>Commissioner</b> 3:20 4:5,7 6:6 13:1
<b>\$200</b> 8:13	<b>accuse</b> 7:9	<b>behalf</b> 3:5,7,11,13, 16	<b>Commissioners</b> 2:12,14,19 3:18 4:6,15 12:21
<b>\$500</b> 8:15	<b>act</b> 9:7	<b>bench</b> 9:23 11:11 13:2	<b>companies</b> 2:7
<hr/> <b>1</b> <hr/>	<b>actual</b> 8:15	<b>bet</b> 9:5	<b>company</b> 10:25
<b>12</b> 8:16	<b>address</b> 3:2,8	<b>bill</b> 7:14,17 8:12, 13,15 9:9	<b>concerns</b> 6:22
<b>1200</b> 3:2	<b>affected</b> 8:1	<b>Boggess</b> 6:23	<b>conclude</b> 6:3 13:4
<b>126</b> 7:18	<b>ahead</b> 10:22 11:2	<b>bow</b> 6:18	<b>confirmed</b> 2:13
<b>15</b> 8:22	<b>allege</b> 9:2	<b>Box</b> 3:8	<b>correct</b> 8:6
<b>16</b> 8:22	<b>Allegri</b> 6:10,11,16, 20,21 9:16,22	<b>Brad</b> 7:22	<b>corrected</b> 9:19
<b>17</b> 7:15 8:21	<b>analysts</b> 2:15	<b>Britney</b> 5:10	<b>counsel</b> 2:23 3:11, 14 7:20 9:20 13:3
<b>17.52</b> 7:16 8:8	<b>answering</b> 11:5	<b>Brown</b> 11:16,18	<b>court</b> 5:9 10:7
<b>1st</b> 9:9	<b>appearance</b> 2:22	<b>buy</b> 7:3	<b>curious</b> 10:13,21
<hr/> <b>3</b> <hr/>	<b>appearing</b> 3:7,13	<hr/> <b>C</b> <hr/>	<b>customer</b> 9:4
<b>360</b> 3:8	<b>appointed</b> 2:13	<b>cares</b> 9:14	<b>customers</b> 9:17 10:14 11:3
<hr/> <b>4</b> <hr/>	<b>appreciative</b> 12:15	<b>case</b> 2:4,20 11:21	<b>cycle</b> 9:9
<b>400</b> 8:14	<b>aspect</b> 7:1	<b>Chair</b> 12:4,6,20,23	<hr/> <b>D</b> <hr/>
<b>4:00</b> 10:18	<b>assigned</b> 2:18	<b>CHAIRPERSON</b> 12:4,7	<b>D-E-L-L-A-G-U-A- R-D-I-A</b> 10:10
<hr/> <b>6</b> <hr/>	<b>assume</b> 8:19	<b>change</b> 8:4,9	<b>data</b> 7:22
<b>600</b> 8:14	<b>assumption</b> 7:11	<b>charged</b> 2:6	<b>deal</b> 7:4
<b>65102</b> 3:9	<b>attachments</b> 9:10	<b>choose</b> 12:10	<b>deciding</b> 11:23
<hr/> <b>8</b> <hr/>	<b>attended</b> 6:16	<b>chose</b> 12:13	<b>decision</b> 12:14
<b>8:00</b> 10:18	<b>attending</b> 4:9	<b>City</b> 3:2,8	<b>decisions</b> 2:19
<hr/> <b>A</b> <hr/>	<b>attorney</b> 3:1	<b>closing</b> 12:2,21	<b>deliberations</b> 4:11
<b>accept</b> 10:24	<b>attorneys</b> 2:15	<b>comments</b> 12:9, 13	<b>Dellaguardia</b> 10:1, 4,9,10,11,13 11:9, 12
<b>account</b> 9:8	<b>autopay</b> 9:4,12	<b>Commission</b> 2:6,9 3:5 4:20,23 9:25 10:14,21 11:2,4,5, 15,21,25 12:2	<b>desperately</b> 5:19
	<b>average</b> 7:13,14, 17 8:13	<b>Commission's</b>	
	<hr/> <b>B</b> <hr/>		
	<b>B-R-I-T-N-E-Y</b> 5:11		

<b>dollars</b> 7:15	<b>feel</b> 11:3	<b>hey</b> 8:1	
<b>drawn</b> 8:5	<b>FERGUSON</b> 5:10, 14 6:4	<b>higher-income</b> 7:7	<b>K</b>
<hr/> <b>E</b> <hr/>	<b>field</b> 2:16	<b>Holsman</b> 3:20,21, 23 4:5 12:22 13:1	<b>Kansas</b> 3:2
<b>earlier</b> 11:5	<b>file</b> 2:5 13:5	<b>Honor</b> 2:25	<b>knowing</b> 9:3
<b>echo</b> 12:22	<b>final</b> 3:25	<b>hundred</b> 7:14,18 8:21,23	<hr/> <b>L</b> <hr/>
<b>electricity</b> 10:18, 25	<b>financial</b> 2:15	<hr/> <b>I</b> <hr/>	<b>LAMONS</b> 4:24
<b>employ</b> 2:14	<b>forward</b> 6:1	<b>impact</b> 8:14,16,17	<b>Law</b> 2:17
<b>end</b> 11:7	<b>Furgeson</b> 5:2,10, 11,12 6:2,8	<b>implies</b> 7:15,17	<b>learned</b> 7:18
<b>ends</b> 11:9	<hr/> <b>G</b> <hr/>	<b>important</b> 4:10	<b>life</b> 7:23 8:1,17
<b>engineers</b> 2:14	<b>gap</b> 9:2	<b>income</b> 7:10	<b>Likewise</b> 4:8
<b>enjoy</b> 12:12	<b>gathering</b> 4:11	<b>increase</b> 10:15,22	<b>list</b> 4:18
<b>ensure</b> 2:7	<b>give</b> 4:21 9:17,18 11:21	<b>ineffective</b> 9:1	<b>live</b> 7:23
<b>entries</b> 2:22 3:16	<b>good</b> 2:3 5:4,7 6:21	<b>inform</b> 12:14	<b>local</b> 2:3 3:25 13:5
<b>entry</b> 2:23 3:5,11	<b>Gosset</b> 9:15 11:16,19	<b>information</b> 4:11 8:6,7	<b>logon</b> 9:8
<b>ER-2024-0189</b> 2:5 13:6	<b>governor</b> 2:13	<b>informed</b> 9:18	<b>lot</b> 10:16
<b>evening</b> 2:3,21 4:20,23 5:13 6:9 11:25	<b>guess</b> 5:2,14	<b>intentionally</b> 8:20	<b>low</b> 7:11
<b>evening's</b> 2:3 13:5	<b>guys</b> 7:24,25	<b>interest</b> 7:10	<b>Lutz</b> 7:22
<b>evenings</b> 12:11	<hr/> <b>H</b> <hr/>	<b>intervenors</b> 3:16	<hr/> <b>M</b> <hr/>
<b>Everygy</b> 2:4,23 3:1 5:25 7:22,25 9:7, 14	<b>Hahn</b> 12:4,6,7,20	<b>IRS</b> 9:13,14	<b>made</b> 2:19
<b>explore</b> 7:20	<b>hamburgers</b> 7:4	<b>issue</b> 4:1	<b>mail</b> 9:13
<hr/> <b>F</b> <hr/>	<b>hand</b> 5:5 6:12 10:3	<hr/> <b>J</b> <hr/>	<b>Main</b> 3:2
<b>F-U-R-G-E-S-O-N</b> 5:11	<b>hard</b> 11:22	<b>Jefferson</b> 3:8	<b>make</b> 3:18
<b>fact</b> 9:19	<b>hear</b> 6:7 11:19	<b>joining</b> 5:14	<b>Marc</b> 3:12
<b>fairly</b> 9:18	<b>heard</b> 5:17	<b>Judge</b> 2:2,17 3:4, 6,10,12,15,20,22 4:5,7,14 5:1,4,7, 12 6:2,5,11,14,18, 19 9:22 10:2,6,11 11:4,10,16,18 12:4,5,20,22,25	<b>marine</b> 5:5
<b>families</b> 10:19	<b>hearing</b> 2:4,18 3:17,25 4:16 9:24 12:1,8 13:4,5	<b>July</b> 9:9	<b>marketing</b> 7:1,5
<b>family</b> 12:12	<b>hearings</b> 6:24		<b>matter</b> 4:3
			<b>mayor</b> 6:23
			<b>Mcdonald's</b> 7:4
			<b>meeting</b> 12:24
			<b>middle</b> 7:7
			<b>middle-class</b> 7:10



<b>minute</b> 9:15	10:24	<b>process</b> 4:10 8:25	<b>request</b> 7:22
<b>minutes</b> 6:19		<b>properly</b> 9:18	<b>requests</b> 12:17
<b>misinformation</b> 8:18,24	<b>P</b>	<b>proposal</b> 8:4	<b>response</b> 11:19 12:1
<b>Missouri</b> 2:7,24 3:1,3,9 5:15	<b>P.O.</b> 3:8	<b>provided</b> 8:7	<b>Robin</b> 10:9
<b>Mitchell</b> 4:7,14	<b>pacemaker</b> 7:24	<b>public</b> 2:4,6,10 3:11,13,25 5:15 7:20 9:20 13:5	<b>Roger</b> 2:25
<b>monthly</b> 8:12,13	<b>paper</b> 9:6	<b>Q</b>	<b>Ron</b> 2:17
<b>multiply</b> 8:16	<b>paper-based</b> 9:3		<b>running</b> 12:24
<b>N</b>	<b>paperless</b> 9:4,11		<b>S</b>
	<b>part</b> 4:10	<b>quality</b> 2:9	<b>safety</b> 2:10
<b>nice</b> 8:20,23	<b>participate</b> 7:6	<b>question</b> 11:1	<b>seconds</b> 4:21 11:21
<b>night</b> 6:17,22	<b>participated</b> 12:8	<b>question-and- answer</b> 7:19	<b>Sedalia</b> 6:23
<b>nonreceipt</b> 7:1	<b>paused</b> 9:17	<b>questions</b> 2:20 6:6,7 9:23 11:6,11	<b>Senate</b> 2:13
<b>notification</b> 8:3,25	<b>people</b> 5:17 6:23 7:3,6,7 8:3,7,15 9:2,5,11 10:19,23 11:22	<b>R</b>	<b>service</b> 2:10 5:15
<b>notified</b> 6:24 9:6	<b>percent</b> 7:15 8:22		<b>session</b> 6:17 7:19
<b>notifying</b> 9:2	<b>perspective</b> 7:5	<b>R-O-B-I-N</b> 10:9	<b>sessions</b> 6:24
<b>number</b> 2:5 8:20, 22 12:10 13:5	<b>phone</b> 4:25	<b>raise</b> 5:5 6:11 10:2	<b>share</b> 4:2
<b>numbers</b> 7:11	<b>plan</b> 5:15 8:10	<b>rate</b> 2:4 8:4,9 10:15,16,22	<b>sharing</b> 4:12
<b>O</b>	<b>plans</b> 5:18	<b>rates</b> 2:6,7 5:18	<b>Shenice</b> 11:16,18
	<b>pleasure</b> 12:25	<b>ready</b> 3:22 6:15 12:5	<b>showing</b> 3:24
<b>occurred</b> 8:24	<b>Poston</b> 3:12,13,15	<b>reasonable</b> 2:8	<b>shows</b> 8:10
<b>odd</b> 8:22	<b>preregistered</b> 11:17	<b>receipt</b> 6:25	<b>simply</b> 4:19
<b>offer</b> 7:4 12:13	<b>preside</b> 2:18	<b>record</b> 2:2 12:3 13:7	<b>sir</b> 3:22 9:15
<b>Office</b> 3:11,13 7:19 9:20	<b>Press</b> 4:24	<b>regulates</b> 2:6,9	<b>sort</b> 4:17
<b>online</b> 11:17	<b>Pridgin</b> 2:2,17 3:4, 10,15,22 4:5,14 5:1,4,7,12 6:2,5, 11,14,18,19 9:22 10:2,6,11 11:4,10, 18 12:5,20,25	<b>regulation</b> 2:16	<b>speaking</b> 4:8 6:23
<b>opening</b> 3:18 4:6, 15	<b>Pringle</b> 3:6,7,10	<b>Regulatory</b> 2:17	<b>specialists</b> 2:16
<b>operations</b> 2:10	<b>pro</b> 6:23	<b>reissued</b> 8:5	<b>spell</b> 5:8 10:7
<b>opportunity</b> 4:22 9:18	<b>proceed</b> 3:19 4:16	<b>remarks</b> 4:6,15 12:2,21	<b>spend</b> 12:11
<b>opt</b> 5:20,23		<b>reporter</b> 5:9 10:8	<b>staff</b> 2:14 3:5,7
<b>option</b> 5:19 9:7			<b>star</b> 4:24
			<b>starting</b> 8:23
			<b>state</b> 5:8 10:7

**statements** 3:19  
**stats** 7:20 9:19  
**stay** 5:23  
**Steiner** 2:25 3:1,4  
**Street** 3:2  
**stuff** 9:12,14  
**sugarcoat** 8:8  
**supposed** 10:18  
**sworn** 5:5,6 6:12,  
 13 10:3,5

---

**T**

---

**table** 8:10  
**taking** 4:1  
**talk** 10:16  
**tem** 6:23  
**testify** 4:20,23 6:9  
 9:25 11:14,20,24  
**testifying** 8:25  
**testimony** 3:19  
 4:17 5:13 6:3,8  
 9:23 10:12 11:7,  
 13  
**thankful** 12:15  
**thing** 7:1  
**things** 6:25 12:11  
**thoughts** 4:2,13  
 12:16  
**Tim** 6:10  
**time** 4:2 8:9,10,11  
 11:22 12:11,19  
**time-based** 5:18  
**times** 8:16  
**today** 6:17  
**tonight** 3:24 12:8

**toss** 7:7 8:20  
**Travis** 3:6  
**turning** 7:15

---

**U**

---

**unintentional** 8:24  
**unmute** 4:24  
**unmuting** 11:22  
**utilities** 2:11  
**utility** 2:6,16 8:15

---

**V**

---

**virtual** 2:3  
**volunteers** 4:19

---

**W**

---

**waited** 4:21  
**wanted** 4:4  
**wanting** 10:15,23  
**Webex** 11:18  
**West** 2:24 3:1  
**when's** 8:10,11  
**work** 5:25 9:13  
 12:12  
**working** 5:18,21,  
 22 8:1  
**wrong** 6:17

---

**Y**

---

**yearly** 8:17