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BEFORE THE PUBLIC SERVICE COMMISSION

STATE OF MISSOURI

TRANSCRIPT OF PROCEEDINGS

LOCAL PUBLIC HEARING

In the Matter of)
Missouri-American Water) File No. WR-2024-0320
Company's Request for)
Authority to Implement a)
General Rate Increase for)
Water and Sewer Service in)
Missouri Service Areas)

WEDNESDAY, NOVEMBER 13, 2024
6:00 p.m.

Governor Office Building
200 Madison Street, Room 310
Jefferson City, MO 65101
and WebEx

VOLUME VII

KENNETH J. SEYER, Presiding
REGULATORY LAW JUDGE

KAYLA HAHN, Chair,
MAIDA J. COLEMAN,
JASON R. HOLSMAN,
GLEN KOLKMEYER,
JOHN MITCHELL,
COMMISSIONERS

REPORTED BY:
Tracy Taylor, CCR No. 939

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25

1 JUDGE SEYER: Today is November 13th,
2 2024. The time is 7:05 p.m. My name is Ken Seyer. I
3 am a Regulatory Law Judge with the Missouri Public
4 Service Commission and I will preside over this
5 portion of the proceedings this evening.

6 The Commission has set this time for a
7 local public hearing to give members of the public the
8 chance to comment about Missouri-American Water
9 Company's application for a general rate increase for
10 water and sewer service, which is Commission File
11 Number WR-2024-0320.

12 The Commission regulates the rates
13 charged by public utility companies in Missouri to
14 ensure that those rates are just and reasonable. The
15 Commission also regulates the quality of service and
16 safety of the operations of public utilities.

17 The Commission has five Commissioners.
18 They are appointed by the Governor and confirmed by
19 the Senate. The Commission employs a staff of
20 engineers, accountants, attorneys, financial analysts
21 and other specialists in the field of utility
22 regulation.

23 With me this evening is the Chair of the
24 Commission, Kayla Hahn. And joining us online are
25 Commissioners Jason Holsman, Glen Kolkmeyer and John

1 Mitchell.

2 The Commissioners have not made any
3 decisions in this -- in this case and cannot answer
4 any questions today because they have to remain
5 impartial until all of the evidence is presented at
6 the evidentiary hearing in this matter, which is
7 scheduled to begin February 27thth.

8 Chair Hahn, at this time would you like
9 to make opening remarks?

10 CHAIR HAHN: Thank you, Judge.
11 Appreciate it. I think I may have also saw
12 Commissioner Coleman online, so all the Commission is
13 present this evening.

14 I want to welcome you to Jefferson City.
15 We look forward to hearing -- on behalf of the entire
16 Commission, we look forward to hearing your comments
17 this evening and we know that we will undoubtedly make
18 a better, more informed decision as a result of those
19 comments. So thank you again. Look forward to
20 hearing from you.

21 JUDGE SEYER: Thank you.

22 There are attorneys here today
23 representing the parties in -- in this matter. So for
24 the record, would each of you identify yourselves and
25 state which party you're representing, beginning with

1 Missouri-American Water Company?

2 MR. COOPER: Thank you, Judge. Dean
3 Cooper from the law firm of Brydon, Swearingen and
4 England, PC, PO Box 456, Jefferson City, Missouri
5 65102, appearing on behalf of Missouri-American Water
6 Company.

7 JUDGE SEYER: All right. Thank you.
8 On -- on behalf of the Staff of the Commission.

9 MS. ASLIN: Casi Aslin for Commission
10 Staff.

11 JUDGE SEYER: And the Office of the
12 Public Counsel.

13 MR. CLIZER: John Clizer.

14 JUDGE SEYER: I'm not seeing any other
15 attorneys for parties. If there are any online, speak
16 now or forever hold your peace.

17 All right. The way we'll proceed with
18 this portion of the hearing tonight will be to call
19 the names listed on the sign-up sheet in the order
20 that you signed up. When I call your name, please
21 step up to the podium. I will place you under oath
22 and ask you to state and spell your name and then you
23 can offer your comments to the Commission.

24 We will try to limit comments tonight to
25 five minutes per person, but once you're finished with

1 your comments, please remain at the podium in case
2 there are any questions from the Commissioners or the
3 attorneys for the parties.

4 First name on the list is Roberta Anson.
5 Ms. Anson, would you raise your right hand, please.
6 Thank you.

7 (Roberta Anson was sworn in.)

8 JUDGE SEYER: All right. Then if you
9 would, state and spell your name.

10 MS. ANSON: Roberta Anson.

11 JUDGE SEYER: And how -- and do you spell
12 your name, please?

13 MS. ANSON: R-o-b-e-r-t-a, last name
14 A-n-s-o-n.

15 JUDGE SEYER: All right. Thank you. Go
16 ahead with your comments.

17 MS. ANSON: Okay. I had several
18 different areas where I was concerned. I focused my
19 comments on the fees and proposal for the service
20 areas for metered monthly customers for water only,
21 not for sewer. Fortunately, I reside in Warrensburg
22 and they had -- handle their own wastewater so don't
23 have to get into the wastewater point of it.

24 But just looking at this and the expenses
25 that were anticipated -- I understand they've been

1 knocked down a little bit from the 1.5 billion that
2 was originally requested. But my concern is in the --
3 trying to recoup that kind of an investment in a short
4 period of time by the rates that are proposed.

5 Two hundred and fifty miles of pipeline
6 would have a depreciation of at least 50 years or
7 more. So my concern is if we are going to try to
8 recover 1.1 billion dollars over 20 years as opposed
9 to over 50, then that's going to be a lot of extra
10 money that's going to be coming in after those assets
11 are paid for.

12 My anticipation is once that this rate
13 proposal is put in play if this proposal is accepted,
14 those rates are not going to go down again. That's
15 just what they're going to be and then they're going
16 to continue to ratchet up over time as more things are
17 taken care of as far as maintenance items and other
18 things that need to be replaced.

19 Also, I'm concerned for how many of these
20 in their proposal are actually going to be serving new
21 customers and is the anticipation of the new customers
22 coming in line and their fees that they're paying also
23 being taken into account.

24 I also am concerned for the rate
25 structure itself, being a fixed income person on

1 Social Security retired at this time, that the rate
2 structure seems to be disproportionately more
3 expensive per thousand gallons for the lower usage
4 customer.

5 This seems to me to come really -- fly in
6 the face of water conservation as well. The rate
7 structure for a thousand gallons for a person who only
8 uses 2,000 gallons a month currently would be \$28.13.
9 Under their rate structure, would go to 41.85, which
10 would be a 48.8 percent increase. Cost per gallon
11 would be \$20.95.

12 Another person in the same town in the
13 same -- for the same American Water, if they were
14 using 6,000 gallons, they would be paying \$13.82 a
15 gallon -- per thousand gallons compared to \$20.95 for
16 a lower user.

17 So I think the rate structure itself
18 needs to be looked at to help encourage water
19 conservation and to be fair for people who are using a
20 lesser amount of water. Those of us that are turning
21 off the faucets when we brush our teeth, those of us
22 who are not watering every other day, but are actually
23 trying to conserve this natural resource, we should
24 not have to pay the highest price per thousand gallons
25 just because we are using it judiciously.

1 The last question I had was on the WSIRA
2 as to whether the funds there were exhausted at this
3 point. And my understanding is any funds that -- that
4 those funds are beyond exhausted. And so part of the
5 reason for the increase is to bring things up to date
6 and to kind of start at a new starting place. So
7 thanks for clarifying that.

8 I do think it is something that is
9 very -- not very well understood by the customers,
10 that this is something that is going to be expected to
11 come back on and be increased about every six months
12 for additional maintenance that's being done for
13 Missouri-American Water.

14 Here again, another complaint for why we
15 are looking at such a large amount of expenditure at
16 this point. Is it really something that we need to
17 pay for in such a short period of time? Because that
18 \$1.1 billion would likely be paid for after 20 years,
19 including the debt service after 20 years of -- of
20 increased rates.

21 So that was all I had. Thank you for
22 your time.

23 JUDGE SEYER: Okay. Ms. Anson, if you
24 could just pause there for a second. Are there any
25 questions from the Commissioners? Any questions from

1 the attorneys for the parties? All right. Thank you.

2 Next on the list Elizabeth Weber-Haynes.
3 All right. Ms. Weber-Haynes, would you rise -- raise
4 your right hand, please.

5 (Elizabeth Weber-Haynes was sworn in.)

6 JUDGE SEYER: All right. Thank you. And
7 could you go ahead and state and spell your name for
8 the record?

9 MS. WEBER-HAYNES: Elizabeth
10 Weber-Haynes. First name E-l-i-z-a-b-e-t-h, last name
11 W-e-b-e-r, hyphen, H-a-y-n-e-s. Sorry about that.

12 So my testimony centers on concerns of
13 replacement over repair. My understanding is part of
14 the rate increase is to replace outdated lines,
15 equipment, systems, building new filtration systems.
16 But it seems to me, especially in my area the -- the
17 plan has been to repair, repair, repair.

18 I have spoken with staff this evening
19 from Missouri-American Water Company about where at
20 least my location is on the list for replacement
21 rather than repair, which is all fine and good, but I
22 know my neighborhood isn't the only one dealing with
23 those concerns.

24 JUDGE SEYER: And excuse me. You're --
25 you live where?

1 MS. WEBER-HAYNES: I beg your pardon . I
2 live at 1901 Tower Drive here in Jefferson City.

3 JUDGE SEYER: Okay. Here in Jeff City.
4 Thank you.

5 MS. WEBER-HAYNES: My other concern is we
6 had a leak that was happening across the street from
7 our property at the corner of Tower and Windsor.
8 Nobody seems to know how this leak happens. Nobody
9 knows how to seem to fix it.

10 What has occurred so far is there has
11 been a patch placed over where the leak continues to
12 bubble up. We have not been notified if that has
13 actually been fixed, repaired. Is it still leaking
14 under the street?

15 This seems to also be repaired quite a
16 bit with no clear resolution and I'm not really sure
17 who's paying for that at this point. That is another
18 concern that I have as well, as far as a rate
19 increase. Where are we fixing things?

20 My final concern is a little bit more
21 specific as far as the rate in- -- as far as the rate
22 case process. It is well known in the Capitol
23 building that the utilities have been backing changes
24 to alter how the rate-making process works to shorten
25 the timeline.

1 So I do have a fear that if this rate
2 increase goes through now and legislation is coupled
3 on top of that over in the legislative Capitol here in
4 Jefferson City, that we'll start seeing these
5 increases going faster and faster and faster and we'll
6 see rates compiling and compiling and compiling.

7 That is a very specific concern to me
8 considering what I do for a living. I don't want to
9 see the average consumer get blindsided by that
10 because not everybody understands the rate case
11 process. They don't understand how they can get in
12 contact with people.

13 I would suggest that possibly beyond
14 having public hearings, that the utilities, OPC and
15 even the PSC itself, maybe make a better effort to
16 reach out to the general public so they can probably
17 understand the process a little bit better. And that
18 is where my testimony concludes.

19 JUDGE SEYER: All right. Thank you.
20 Mr. Clizer, do you have a question?

21 MR. CLIZER: The leak that you mentioned,
22 approximately when did that start?

23 MS. WEBER-HAYNES: About a year ago.

24 MR. CLIZER: And it is continuing to this
25 day, to your knowledge?

1 MS. WEBER-HAYNES: To my knowledge. Now,
2 like I said, there is a patch over top of it so I'm
3 not sure if it's actually properly been repaired or if
4 it still -- it just seems -- there's a patch and then
5 there's a leak again and then there's a patch and then
6 there's a leak again, so.

7 MR. CLIZER: All right. Thank you. That
8 was my question.

9 JUDGE SEYER: All right. Any other
10 questions? All right. Thank you for your testimony.

11 MS. WEBER-HAYNES: Thank you.

12 JUDGE SEYER: Next on the list is
13 Penelope Camp.

14 MS. CAMP: Thank you.

15 JUDGE SEYER: Ms. Camp, would you raise
16 your right hand, please.

17 (Penelope Camp was sworn in.)

18 JUDGE SEYER: All right. Thank you.
19 Could you go ahead and spell -- or state and spell
20 your name for the record?

21 MS. CAMP: Penelope, P-e-n-e-l-o-p-e.
22 Last name is Camp with a C, like campground, C-a-m-p.

23 JUDGE SEYER: All right. Thank you. Go
24 ahead.

25 MS. CAMP: I have wastewater with

1 American -- Missouri-American Water and they charge a
2 flat rate. And right now I'm paying \$67.55 a month --
3 no, actually it's every 28 days. They're not even
4 doing it like by a month because if you -- it's
5 28 days, 28 days, 28 days. So it's actually a little
6 higher than that.

7 And in the letter that we received, they
8 said that the -- for wastewater customers will vary
9 depending on the service area. Well, we don't have
10 any idea. Some will see a one dollar decrease and
11 others will see up to a \$27 increase.

12 That would take my bill up to almost \$95
13 a month and that's outrageous. I think that the 67.55
14 is plenty high. It's a flat rate. There's only two
15 people in my house. It's just outrageously high.

16 JUDGE SEYER: And can I --

17 MS. CAMP: And they won't tell you how
18 much it's going to go up.

19 JUDGE SEYER: Excuse me. Can I ask you
20 what town or city you live in?

21 MS. CAMP: Yeah. I'm just outside of the
22 city limits. I'm in Southwood Hills, 809 South Tree
23 Drive.

24 JUDGE SEYER: South of Jefferson City?

25 MS. CAMP: Yeah. Just outside the city

1 limits.

2 JUDGE SEYER: Okay. Thank you.

3 MS. CAMP: So they -- they're not telling
4 us what the increase is going to be.

5 JUDGE SEYER: Okay. Do you have further
6 comments?

7 MS. CAMP: No.

8 JUDGE SEYER: All right. Are there any
9 questions? All right. Thank you.

10 MS. CAMP: Thank you.

11 JUDGE SEYER: The next name on the list
12 is Tom Lindenbush.

13 All right. Next on the list is Sonya
14 Cahalan. How did I do on your name?

15 MS. CAHALAN: Pretty close. Nobody ever
16 gets it right. It's fine.

17 JUDGE SEYER: All right. Would you raise
18 your right hand, please? Thank you.

19 (Sonya Cahalan was sworn in.)

20 JUDGE SEYER: All right. Thank you. If
21 you would, go ahead and state and spell your name.

22 MS. CAHALAN: My name is Sonya Cahalan.
23 You were close. S-o-n-y-a C-a-h-a-l-a-n.

24 JUDGE SEYER: All right. Go ahead with
25 your testimony.

1 MS. CAHALAN: Okay. Just some thoughts
2 as an opinion only, because I'm just learning how all
3 of the water system thing works here. It seems like a
4 very large increase all at once, especially if it is
5 going to stay on the bill forever and ever hereafter.

6 And especially since I just learned that
7 the WSIRA or whatever it's called is possibly able to
8 be added on very quickly thereafter. That's another
9 added increase. And that we do not know exactly how
10 much our sewer usage rates might increase yet,
11 although we were given notice that there's some charts
12 that we can look at so we can determine that.

13 But I have a feeling none of us are going
14 to be in agreement with it anyways, no matter what it
15 is. The minus a dollar, yeah, we might go for that,
16 but.

17 So what I'm thinking is based on the work
18 that was provided in this piece of paper that was
19 mailed -- that I'm betting 90 percent of the people
20 that received it threw it away because it just looks
21 like junk mail, so that could be improved on to help
22 everybody -- the different projects that are going on,
23 if there could be a way to not do them all at once so
24 we could have a lesser increase at this point in time
25 if we have to have one, or if it can maybe be -- the

1 increase be based more on a population of area.

2 So like the Jefferson City area and all
3 the small townships around versus St. Louis or Kansas
4 City or some of the bigger cities around that probably
5 have more infrastructure needs and replacement needs,
6 then maybe it could be divided up a little bit
7 differently. Consideration.

8 Or maybe not do all of this all at -- I
9 think I already said that. Sorry.

10 Just as a point of view, I moved here
11 from San Antonio, Texas almost a year ago. Lived in
12 El Paso, Texas prior to that. I'm glad to be back to
13 the Midwest.

14 I was surprised as all get out when we
15 got our first water bill here. I lived in the desert
16 for almost 30 years and I thought our water bill was
17 going to go down once we got here and now it's more
18 than what we were paying in the desert and now they're
19 wanting to raise it even more. That's insane to me.
20 Just my opinion.

21 JUDGE SEYER: All right. Thank you for
22 your testimony. And are you a Jefferson City
23 customer?

24 MS. CAHALAN: They call it Eugene, but
25 we're not really. It's down -- Lake Carmel Estates.

1 JUDGE SEYER: Right. So -- so roughly
2 15 miles --

3 MS. CAHALAN: Yes.

4 JUDGE SEYER: -- southwest of Jefferson
5 City?

6 MS. CAHALAN: Yes.

7 JUDGE SEYER: All right. Are there any
8 questions?

9 All right. Thank you for your testimony.

10 MS. CAHALAN: Thank you.

11 JUDGE SEYER: Next on the list is Richard
12 Allen.

13 MR. ALLEN: Thank you.

14 JUDGE SEYER: All right. Mr. Allen,
15 would you raise your right hand, please?

16 MR. ALLEN: Yes I will.

17 (Richard Allen was sworn in.)

18 JUDGE SEYER: All right. Thank you. Go
19 ahead, if you would, state and spell your name.

20 MR. ALLEN: Okay. It is Richard,
21 R-i-c-h-a-r-d, Allen, A-l-l-e-n.

22 JUDGE SEYER: All right. Go ahead.

23 MR. ALLEN: All right. All of my
24 comments pertain to the wastewater side of this rate
25 increase proposal. And I did get a look at the table

1 that the fine folks at Missouri-American Water, the
2 nice people outside on the information table,
3 provided.

4 And I do have -- I do know what the rate
5 increase will be for wastewater now. For Cole County,
6 rates would go up to 82 something -- I just glanced at
7 that -- which is a 24 percent increase over the
8 current rate, which is quite a bit. I was hoping for
9 that dollar decrease, but it didn't materialize.

10 Now, there was a low-usage rate option
11 and that was actually a dollar less. It is like
12 66-something. And by usage I would qualify for that.
13 But because I'm not an American Water customer for the
14 water side, instead I have Public Water District
15 Number 2, right now I wouldn't qualify.

16 Even though I have all of the records for
17 several years showing my usage every month, I can
18 document that I have low usage. Generally it's around
19 900 day -- 900 gallons a month, which is really low
20 because I conserve it quite a bit. There's only one
21 person in my house, me.

22 So I think it's really unfair for me to
23 be paying the same flat rate as somebody who might be
24 using 6,000, 10,000, 15,000 gallons a month. And
25 there ought to be a way for me to be able to access

1 that low rate usage. I don't want -- I don't feel
2 like I should be penalized just because I'm provided
3 by a water district over American Water. I have
4 documentation.

5 So anyway, that -- that answered part of
6 my question. I just wish that table had been made
7 available before this meeting, because I had no idea.
8 I guess if I could have looked somehow in -- in the
9 deep recesses of the website I might have found it,
10 but it wasn't on the -- the mailing at all, so I
11 wasn't -- I had big questions about that.

12 The WSIRA, that surcharge that's on our
13 bill every month, like \$2.19 currently, I would have
14 thought that that would have recovered much of the --
15 the costs that they incurred between these rate
16 increases. And so I didn't think the rate increase --
17 I never dreamed it would be 24 percent.

18 You know, I thought, well, yeah, they may
19 need to recover some costs that they didn't. Of
20 course, I was looking at maybe 10 percent. Not
21 24 percent.

22 Anyway, my final idea -- and this is
23 thinking outside the box. In our subdivision, we are
24 required to have a septic tank that precedes the line
25 going off our property. It's to lessen the load on

1 the -- the treatment plant. Now, if we have to pump
2 the septic tank, that's an additional cost, but
3 pumping the septic tank lessens the load on the
4 treatment plant.

5 So I would think it would be in
6 Missouri-American's best interest to make sure that
7 the septic tanks are pumped and to either give us a
8 credit or even pay for it. I feel that the rate of
9 82 bucks a month, I shouldn't have to pay to pump my
10 septic tank as well.

11 I'm doing them a favor by lessening the
12 load on the treatment plant and I think I should get
13 some kind of compensation for that. And that is my
14 testimony.

15 JUDGE SEYER: All right. And just so I
16 understand, you live in Cole County?

17 MR. ALLEN: Yes, I do.

18 JUDGE SEYER: Mr. Clizer?

19 MR. CLIZER: Sir, when you say that you
20 are required to pump your septic tank, is that a
21 requirement imposed on you by Missouri-American Water
22 Company or by some other entity like a homeowners
23 association?

24 MR. ALLEN: It's just a common practice.
25 I -- maybe I shouldn't have said required. I just --

1 it's -- it's a good idea.

2 MR. CLIZER: Thank you for your
3 clarification. I have no further questions.

4 JUDGE SEYER: And not to get too graphic,
5 but when it gets full, you've got to pump it out.

6 MR. ALLEN: What's that?

7 JUDGE SEYER: I said not to be too
8 graphic, but when it -- when the septic tank fills,
9 you have no choice but to --

10 MR. ALLEN: Right. When it's full, yeah,
11 you got to do it.

12 JUDGE SEYER: And -- and just -- just to
13 make sure I'm -- I'm clear on what your early
14 testimony was, you're saying that this low usage flat
15 rate is not available if you're not also a
16 Missouri-American Water customer?

17 MR. ALLEN: That's correct.

18 JUDGE SEYER: Okay. Are there any other
19 questions? Okay. Thank you, Mr. Allen.

20 MR. ALLEN: Thank you.

21 JUDGE SEYER: Next on the list is William
22 Stuart Zeaman. All right. Mr. Zeaman, would you
23 raise your right hand, please.

24 (William Stuart Zeaman was sworn in.)

25 JUDGE SEYER: Thank you. Could you go

1 ahead and state and spell your name for the record?

2 MR. ZEAMAN: William is the common
3 spelling, W-i-l-l-i-a-m, Stuart, S-t-u-a-r-t, Zeaman,
4 Z-e-a-m-a-n.

5 JUDGE SEYER: All right. Go ahead.

6 MR. ZEAMAN: Thank you. I live in Golden
7 Pond Homeowners Association. I live at 2002 Teal
8 Lane, Holts Summit, Missouri. I also do not receive
9 my water from Missouri-American Water. I receive it
10 from Callaway County Water District Number One.

11 And I have a record of -- going back to
12 2001 and I can also go to my water -- water company
13 and say: Can I get a record of my usage? And we just
14 learned today -- and I support what Mr. Allen just
15 testified about -- is that there's a low water usage
16 availability to people who use Missouri-American
17 Water.

18 And I think that that should also be
19 extended to people who do not use Missouri-American
20 Water or receive Missouri-American Water. I've got a
21 stack of stubs from 2001. I'm not going to bore you
22 by all of them, but I can show you one, one, one, one,
23 one, one, one. That's 1,000 gallons a day -- or 1,000
24 gallons a month.

25 And I think that that should be extended

1 to other people and not just for Missouri-American
2 Water customers who receive water from
3 Missouri-American Water.

4 Next, I'm a little concerned about the
5 hacking that occurred to their information. And I
6 just want Missouri-American Water to try to do their
7 best they possibly can to protect our data. Thank
8 you.

9 JUDGE SEYER: All right. Are there any
10 questions for Mr. Zeaman?

11 COMMISSIONER KOLKMEYER: Yes, Judge.
12 This is Commissioner Kolkmeyer.

13 JUDGE SEYER: All right. Go ahead,
14 Commissioner.

15 COMMISSIONER KOLKMEYER: I -- I'm
16 somewhat confused on whether the gentleman testifying
17 is or isn't a customer -- a water customer of
18 Missouri-American Water?

19 MR. ZEAMAN: May I respond, please?

20 JUDGE SEYER: Yes.

21 MR. ZEAMAN: I tried to make it clear
22 that I receive my water from Callaway County Water
23 District Number One and I do not receive incoming
24 water from Missouri-American Water. Rather, it's a
25 sewage -- it's a sewage usage.

1 JUDGE SEYER: Right.

2 COMMISSIONER KOLKMEYER: Okay. Okay.

3 Okay. Yes. So it's the sewage bill. Okay. I
4 understand now.

5 JUDGE SEYER: Okay.

6 MR. ZEAMAN: I would like -- may I add
7 one thing?

8 JUDGE SEYER: Sure.

9 MR. ZEAMAN: I have been testifying up
10 here for about 20 years and I would like my previous
11 testimony and all the records that I've provided to be
12 incorporated into this hearing.

13 JUDGE SEYER: That -- well, I'll note
14 your request, but I'm not sure about the logistics
15 behind that.

16 MR. ZEAMAN: Thank you for your
17 consideration.

18 JUDGE SEYER: Sure. And if there's
19 nothing further, thank you for your testimony.

20 MR. ZEAMAN: You're welcome.

21 JUDGE SEYER: All right. Mr. Zeaman's
22 name is the last name on the list. Is there anyone
23 else here who did not sign up who would like to
24 testify? It looks like we have a -- we have a
25 volunteer. Go ahead.

1 MS. STAUDE: Marybeth Staude.

2 JUDGE SEYER: Okay. Could you go ahead
3 and state and spell your name for the record.

4 MS. STAUDE: M-a-r-y-b-e-t-h S-t-a-u-d-e.

5 JUDGE SEYER: S-t-o-u-d?

6 MS. STAUDE: A-u-d-e.

7 JUDGE SEYER: A-u-d-e. Thank you. Would
8 you raise your right hand, please?

9 (Marybeth Staude was sworn in.)

10 JUDGE SEYER: Thank you. Go ahead.

11 MS. STAUDE: Okay. I just want to say
12 that I think the rates are not just and reasonable. I
13 want to say that the proposed rate increase is
14 outrageous. And what's preventing another rate
15 increase if you don't earn a reasonable return?

16 And I agree with Ms. Anson about trying
17 to recoup your investment in a short amount of time.
18 I think that's wrong. And what other people have said
19 about charging more for low usage customers. That's
20 all I have.

21 JUDGE SEYER: All right. Are there any
22 questions for Ms. Staude?

23 All right. Thank you for your testimony.
24 All right. For those people in attendance and those
25 who may be watching online, if you have further

1 comments or -- or if you were not here tonight and
2 would like to submit comments, you can go to the
3 Public Service Commission's website at PS --
4 PSC.MO.GOV and then there's a link on the right side
5 of the page that is entitled Submit Comments.

6 Click on that link, submit your comments,
7 but make sure in those comments it refers to this case
8 number, which again is WR-2024-0320.

9 And Chair Hahn, would you like to make
10 closing remarks?

11 CHAIR HAHN: Happy to. Thank you, Judge.

12 I appreciate everyone taking time out of
13 their Wednesday evening to be here with us. I know
14 you could choose to do many other things with your
15 time, but we really appreciate your input. We will
16 take the suggestions and comments you've made under
17 consideration before we make any final decision in
18 this case.

19 And so on behalf of the Commission,
20 really appreciate you being here and appreciate all
21 the efforts of the parties and our Staff to help with
22 the hearing this evening. Thank you so much.
23 Appreciate it.

24 JUDGE SEYER: All right. This hearing is
25 now adjourned and we'll go off the record.

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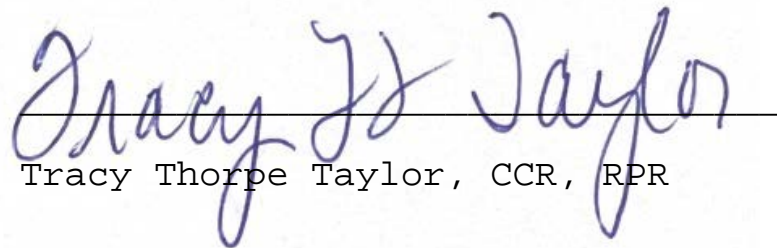
(Hearing concluded.)
(Whereupon, the proceedings concluded at

7:38 p.m.)

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E OF REPORTER

I, Tracy Thorpe Taylor, CCR No. 939, within the State of Missouri, do hereby certify that the testimony appearing in the foregoing matter was duly sworn by me; that the testimony of said witnesses was taken by me to the best of my ability and thereafter reduced to typewriting under my direction; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this matter was taken, and further, that I am not a relative or employee of any attorney or counsel employed by the parties thereto, nor financially or otherwise interested in the outcome of the action.


Tracy Thorpe Taylor, CCR, RPR

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