

I N D E X

	TESTIMONY OF	PAGE
1		
2		
3	Reverend Kevin Kosh	8
	Ollie Stewart	10
4	Rubina Patton	11
	Darrick Carter	13
5	Hans Moore	14
	Renee Porter	17
6	Judith Pruitt	18
	Aaron Johnson	20
7	Regina Sanguinette	22
	Helena Smith	24
8	Claire Mueller	27
	Jenn DeRose	30
9	David Clayton	33
	Kathy Friederich	39
10	Kimberly Williams	41
	Dee Ann Poole	43
11	Jacquada Gray	44
	Dr. Shawn Foley	50
12	Dan Kalef	56
	Andrea Dorch	59
13	Grace deMaine	65
	Charles Coleman	67
14	William Davies	70

15

16

17

18

19

20

21

22

23

24

25

A P P E A R A N C E S

Appearing for the Spire Energy, via WebEx:

Mr. Antonio Arias
Ms. Vernita Rogers
SPIRE ENERGY
700 Market Street, 6th Floor
St. Louis, Missouri 63101
antonio.arias@spireenergy.com

Appearing for the Missouri Public Service Commission
Staff, via WebEx:

Ms. Alexandra Klaus
MISSOURI PUBLIC SERVICE COMMISSION
200 Madison Street
Jefferson City, Missouri 65101
573.751.9533
lexi.klaus@psc.mo.gov

Appearing for the Missouri Office of the Public
Counsel, via WebEx:

Mr. John Clizer
MISSOURI OFFICE OF PUBLIC COUNSEL
P.O. Box 2230
Jefferson City, Missouri 65102
573.751.5324
john.klizer@opc.mo.gov

Court Reporter, via WebEx:

Jill A. Bleskey, RPR
Illinois CSR #084-004430
Missouri CCR #1467
Lexitas Legal Midwest
1608 Locust Street
Kansas City, Missouri 64108
816.221.1160
1.800.280.3376

* * * * *

(Starting time of hearing: 1:41 p.m.)

* * * * *

JUDGE FEWELL: It's June 3rd and the current time is 1:41 p.m. The Missouri Public Service Commission has set this time for a local public hearing to give members of the public a chance to comment about the application in File Number GR-2025-0107 which is captioned as In the Matter of Spire Missouri, Incorporated doing business as Spire. Request for authority to implement a general rate increase for natural gas service provided in the company's Missouri service areas.

Missouri Public Service Commission regulates investor owned utility companies in Missouri and ensures that the rates are just and reasonable. The Commission also regulates the quality of service and safety of the operation of investor owned utilities. The Commission is made up of five commissioners however there are currently only four, Chair Kayla Hahn, Commissioners Maida Coleman, Glen Kolkmeyer, and John Mitchell. The commissioners are appointed by the governor to fixed terms and then affirmed by the senate. They employ a staff of engineers, accountants, attorneys, financial

1 analysts and other specialists in the field of
2 utility regulation. With me today on the line are
3 all four commissioners, Chair Hahn, Commissioners
4 Coleman, Kolkmeyer, and Mitchell. Commissioners, if
5 you have any questions at anytime please feel free to
6 interrupt me and ask them.

7 My name is Riley Fewell, I'm the
8 regulatory law judge presiding over this hearing.
9 This is an official hearing of the Missouri Public
10 Service Commission and the statements and testimony
11 of witnesses will be recorded by the trans -- the
12 court reporter and must be given under oath or
13 affirmation. The Commission has not made a decision
14 in this case and neither the commissioners nor myself
15 can answer any questions about the issues of the case
16 today because the Commission must remain impartial
17 until after all the evidence is presented.

18 As we want to provide all attendees an
19 adequate opportunity to speak today we will limit the
20 time for testimony to only three minutes. I would
21 ask that everyone remain muted unless you are
22 directed to speak so that everyone can be heard and
23 understood for the court reporter. If you are on a
24 phone it is Star 6 to mute and unmute yourself.
25 Otherwise there's a mute button if you're online

1 otherwise.

2 If you or someone you know would like to
3 make additional comments there's a comment tab that
4 can be reached via the Commission's website PSC dot
5 Mo dot Gov. On the right side of the home page
6 there's a link titled submit comments. Click on that
7 link to submit your comments and make sure that you
8 are referencing this case number GR-2025-0107. There
9 will also be also other local public hearings.
10 Tonight at six p.m. is another virtual local public
11 hearing. There will also be three other local public
12 hearings in person, the first tomorrow at St. Joseph
13 at noon then Kansas City at six p.m. and one final on
14 Thursday at six p.m. in Joplin.

15 If you or anyone you know would like to
16 attend any of those other local public hearings
17 please let Staff or OPC know before you log out today
18 to get further details. The court reporter is
19 transcribing this hearing so that the Commission may
20 review and read the comments that are provided today.

21 Chair Hahn, would you like to make any
22 opening comments?

23 CHAIR HAHN: Happy to. Thanks Judge
24 Fewell, appreciate it. Thank you all for joining.
25 On behalf of myself and the entire Commission on the

1 call today we want to welcome you to this local
2 public hearing. We really value public input in
3 cases like this and are thankful that you took time
4 out of your day. I know it's the middle of the
5 afternoon and a lot of folks are trying to get things
6 done throughout the day and you're sacrificing your
7 time to help us be better informed in this case. And
8 so just know that we consider all the feedback that's
9 given in the case and that we will make sure that we
10 take that into consideration in any decision that's
11 made in the future.

12 Again, just welcome and thank you for
13 participating.

14 JUDGE FEWELL: Thank you, Chair. If we
15 could have the parties enter their appearances,
16 beginning with Spire.

17 MR. ARIAS: Good afternoon, your Honor.
18 Antonio Arias on behalf of Spire.

19 JUDGE FEWELL: For the Staff of the
20 Commission.

21 MS. KLAUSE: Good afternoon. Alexandra
22 Klaus on behalf of Staff. My information is with the
23 hearing reporter.

24 JUDGE FEWELL: Thank you. For the Office
25 of the Public Counsel.

1 MR. CLIZER: John Clizer on behalf of
2 Office of the Public Counsel. Thank you.

3 JUDGE FEWELL: Thank you. For those who
4 would like to provide comments today I'm going to go
5 through the list provided in the order that they
6 appear. When I call your name please unmute
7 yourself. I will then place you under oath and ask
8 that you state and spell your name for the record and
9 you can offer your comments to the Commission. As I
10 said before, we are limiting comments to three
11 minutes so that everyone has an adequate chance to
12 give their comments and be heard. Please remain
13 available after remarks until you've been excused
14 because the Commission may have some questions to ask
15 you and the attorneys present may as well and they
16 can let me know at that time.

17 If we can begin with Reverend Kevin Kosh.
18 If you're appearing by phone if you can use Star 6 to
19 unmute yourself. Okay. I think you're ready now.
20 Can you raise your right hand.

21 * * * * *

22 REVEREND KEVIN KOSCH,

23 The witness, having been first duly sworn
24 upon his oath, testified as follows:

25 * * * * *

1 JUDGE FEWELL: You may proceed.

2 REVEREND KOSH: Yes. My name is Reverend
3 Kevin Kosh, I'm the pastor of the Beloved Community
4 United Methodist Church in St. Louis, Missouri. I
5 come representing our seniors, our young adults, as
6 well as the church. I come in opposition to the rate
7 increase based upon the fact that Spire has a net
8 increase or a \$118 million profit margin. I also
9 come in opposition because living in the St. Louis
10 metropolitan area I recognize, and I'm sure pray
11 earnestly for all of our citizens that have been
12 victimized and we know many of them through the
13 tornadoes and I'm sure -- and what I do want to say
14 to Aspire is thank you for the work that you have
15 done. But I believe that given the weather pattern
16 changes that Spire needs to have a long range plan
17 over the next 10 to 20 years based upon these
18 patterns as far as the weather is concerned and I
19 think a rate increase at this time is totally
20 inappropriate.

21 I come representing those older people and
22 those young people who are on fixed incomes in our
23 church. Which minimal income is around 42,000 a year
24 who cannot afford another increase. And I believe
25 Spire has those who are lobbyists and operate at

1 political level and I feel within the next five, ten
2 years based upon their lobbying efforts these public
3 hearings will be mute and of no effect simply because
4 they will have used their political arm to basically
5 mute what we say as the public. So again, I oppose
6 the increase at this time.

7 JUDGE FEWELL: Thank you for your
8 comments, sir. Ms. Ollie Stewart.

9 * * * * *

10 OLLIE STEWART,

11 The witness, having been first duly sworn
12 upon her oath, testified as follows:

13 * * * * *

14 JUDGE FEWELL: Can you please state and
15 spell your name for the record.

16 MS. STEWART: Yes. My name is Ollie
17 Stewart, O-L-L-I-E, S-T-E-W-A-R-T.

18 JUDGE FEWELL: You may proceed.

19 MS. STEWART: Well, I'm here to represent
20 the senior citizens. I've been working with seniors
21 since '72 when the income was old age assistance all
22 the way up to SSI. And you know many of the 1,900
23 seniors do not have high income so the way that you
24 are -- most of them are on SSI -- social security and
25 SSI so they will not be able to pay the high costs

1 and then the next generation going to be the baby
2 boomers. I want to know what provisions you are
3 making for the generation -- for our generation of
4 elderly. Number one, they not going to get a \$14
5 raise on their check, not for the whole year -- not
6 only month but for the whole year. And they -- every
7 senior is going to the doctor, have medication, other
8 bills to pay. So I'm just wondering what
9 consideration are you taking for the 1,900 seniors
10 who we are serving now that have low paying jobs and
11 very limited income.

12 JUDGE FEWELL: Thank you for your
13 comments, ma'am.

14 MS. STEWART: Thank you.

15 JUDGE FEWELL: Rubina Patton.

16 MS. PATTON: Yes.

17 JUDGE FEWELL: I apologize if I
18 mispronounce your name.

19 * * * * *

20 RUBINA PATTON,

21 The witness, having been first duly sworn
22 upon her oath, testified as follows:

23 * * * * *

24 JUDGE FEWELL: Can you please state and
25 spell your name for the record?

1 MS. PATTON: Rubina, R-U-B-I-N-A, Patton,
2 P-A-T-T-O-N.

3 JUDGE FEWELL: What would you like to tell
4 the Commission?

5 MS. PATTON: What I like to tell the
6 Commission is this. I'm 80 some years old, living on
7 a fixed income of somewhere around \$12,000 a year
8 needing help with light, gas, telephone, water, MSD,
9 and all of the above. Having lost my husband that's
10 what left me with the income of the 12,00 a year. I
11 can't make it. My home taxes in itself is 5,000 so
12 that's half of my, give or take, 10 or 12.

13 I'll get to the bottom line. Maybe you
14 people can understand how the richer get richer and
15 the poorer get poorer. Well, some of the richer
16 needs to give more back since all of the poor people
17 are the ones that made them rich in the begin. Do
18 you think it would be possible for the lower class
19 and the poor minorities not having gas period, just
20 cut it out, come into our homes and being no
21 electric. Otherwise you keep running -- you keep
22 raising it. Trump done cut you all's assistance, cut
23 us out already so I don't see how we're going to
24 afford it.

25 So in '25 we're going to freeze this

1 winter. Black people cannot function on 60 degrees,
2 we cannot live in a house on 55, that's why your
3 seniors is killing themselves in the summer with no
4 electric, air condition and in the winter putting
5 stoves and gas and -- we just can't do it. It's just
6 a shame that in 19 -- in 2025 this is as far as we've
7 come as a United States. It's sad. Thank you.

8 JUDGE FEWELL: Thank you for your
9 comments, ma'am. Darrick Carter.

10 * * * * *

11 DARRICK CARTER,

12 The witness, having been first duly sworn
13 upon his oath, testified as follows:

14 * * * * *

15 JUDGE FEWELL: Can you please state and
16 spell your name for the record?

17 MR. CARTER: Yes. My name is Darrick
18 Carter. That's spelled D-A-R-R-I-C-K, last name
19 C-A-R-T-E-R.

20 JUDGE FEWELL: What would you like to tell
21 the Commission?

22 MR. CARTER: Yes. Like most of the
23 elderly that spoke before me and the pastor, you
24 know, I'm in total agreement that an increase right
25 now would highly affect the elderly and those that

1 are dealing with a lot of low income housing, things
2 of that effect. You know, I don't think that it's
3 fair that you have to make a choice of staying warm
4 or buying food, buying clothing, your basic
5 necessities based on you can't stay warm because the
6 price of increased heat. So again, I'm in agreement
7 with not having the increase available like that.

8 JUDGE FEWELL: Thank you for your
9 comments, sir. Renee Porter. I can circle back to
10 her. Hans Moore.

11 * * * * *

12 HANS MOORE,

13 The witness, having been first duly sworn
14 upon his oath, testified as follows:

15 * * * * *

16 JUDGE FEWELL: You can proceed.

17 MR. MOORE: My name is Hans Moore, I am a
18 lifelong St. Louis resident and current Spire
19 customer. I am here today to voice my concern about
20 the proposed rate increase and I appreciate the
21 opportunity to do. Aside from the burden that would
22 be shouldered by already struggling St. Louis
23 residents with this proposed rate increase I would
24 like to say that this increase is unnecessary based
25 on Spire's own reasoning.

1 According to their website Spire wishes to
2 increase rates due to increased inflation. If we
3 look at the financials we should see that this should
4 not be a problem for them. All of the financial
5 figures I'm going to present are from the 2024 proxy
6 statement which was created for the annual Spire
7 shareholders meeting in January of this year.
8 According to this document Spire's net income,
9 adjusted earnings, earnings per shares and earnings
10 earned per common share all increased fiscal year
11 2023 to fiscal year 2024. Specifically their net
12 income increased 15 percent from \$217.5 million to
13 \$250.9 million. As a reminder, net income is
14 calculated by subtracting costs, allowances, and
15 taxes from their initial income and revenue. This
16 number alone shows that Spire has made more money
17 since 2022 in spite of inflation. If we look at the
18 salaries of Spire's executives we see a similar
19 pattern. In 2024 the president and CEO made
20 \$2.9 million in direct compensation which is a 41
21 percent increase since 2023. And I am aware that the
22 president and CEO has since left.

23 The average direct compensation for the
24 top five executive officers in 2024 was
25 \$1.57 million. Three of these officers received

1 increases in their compensation from 2023 to 2024 and
2 the other two are new officer hires. For St. Louis
3 city residents the median household income as of 2023
4 was only \$55,279 according to the United States
5 census. This is a mere five percent increase from
6 the median income of 2022 of \$52,278.

7 Spire's profits have far outpaced St.
8 Louis's residential income and St. Louis residents
9 should not be faced with higher rates. It is obvious
10 to me that Spire has no need to increase the customer
11 cost due to inflation or otherwise.

12 I consider myself lucky. Although I live
13 roughly paycheck to paycheck I have been able to
14 avoid falling behind in paying bills. However this
15 is only due to help I have received from my family.
16 If I did not have the privilege of relatives who are
17 able to help out I would likely be at risk of
18 eviction and facing housing insecurity. A rate
19 increase could potentially topple the delicate
20 financial balance I currently have. Again, I
21 consider myself one of the lucky ones. Not every St.
22 Louis resident has family they can rely on
23 financially like I do and increasing the rate of any
24 utility is inconsiderate of our most vulnerable
25 communities in this city. Do not increase the rates

1 consumers will have to pay. It is unnecessary and
2 irresponsible to the people it will affect. Thank
3 you for your time.

4 JUDGE FEWELL: Thank you for your
5 comments, sir. Renee Porter, I think I saw you stand
6 up. I'm sorry I missed you. You're muted again, the
7 church is. There we go.

8 * * * * *

9 RENEE PORTER,

10 The witness, having been first duly sworn
11 upon her oath, testified as follows:

12 * * * * *

13 MS. PORTER: The whole truth, yes.

14 JUDGE FEWELL: Thank you. Can you please
15 state and spell your name for the record?

16 MS. PORTER: Yes. Renee, R-E-N-E-E. Last
17 name Porter, P-O-R-T-E-R.

18 JUDGE FEWELL: You may proceed.

19 MS. PORTER: Yes. My point today is the
20 times that we going through right now in the city of
21 St. Louis and all around us I feel like a rate hike
22 at this time will be inappropriate for all. I have a
23 mother 93 years old, been in a home for 58 years,
24 she's struggling with medical issues and to raise the
25 gas up at this time on a fixed income for her and

1 everyone else around us would be a bad situation at
2 this time. So we need to think about others instead
3 of thinking about your pockets nowadays. We need to
4 think about the people around us. That's my point.
5 I have not too much to say but this. We need to try
6 to do better. Thank you.

7 JUDGE FEWELL: Thank you for your
8 comments, ma'am. Judith Pruitt.

9 * * * * *

10 JUDITH PRUITT,

11 The witness, having been first duly sworn
12 upon her oath, testified as follows:

13 * * * * *

14 JUDGE FEWELL: Can you please state and
15 spell your name for the record?

16 MS. PRUITT: Judith, J-U-D-I-T-H, Pruitt,
17 P-R-U-I-T-T.

18 JUDGE FEWELL: Thank you. What would you
19 like to tell the Commission?

20 MS. PRUITT: I would like to tell the
21 Commission that this city is in bad shape as far as
22 -- this is my home and I've -- what I've seen is just
23 unbelievable with this tornado and what -- I've been
24 around looking at the neighbors and there's some
25 things that need to be done for the seniors and for

1 everybody and the people in the county that got hit
2 in the other lines. So what you need to do is fix it
3 so that the bills that they owe there should be some
4 compensation where they should not have to pay a bill
5 or they should be spread out. Because I know --
6 first of all, some people are not even getting mail.
7 But in the meantime we need some help with, you know,
8 that. And what I want to know is what -- have you
9 all decided what are you doing to get ahead of this
10 situation?

11 JUDGE FEWELL: Thank you for your
12 comments, ma'am.

13 MS. PRUITT: I'm sorry?

14 JUDGE FEWELL: Did you have any other
15 comments?

16 MS. PRUITT: Yes. Yes, I have one other
17 comment and I'd appreciate -- I'd appreciate it if we
18 could have some numbers, telephone numbers as to how
19 we could reconcile some of the problems that they
20 having with they gas because people can't afford to
21 have a bill that's way out of line and, you know,
22 they don't even know why. So that needs to be
23 reconciled. As far as raising the rates, I think
24 this is a terrible time to even think about that.
25 Thank you.

1 JUDGE FEWELL: Thank you for your
2 comments, ma'am. Aaron Johnson. Please raise your
3 right hand. I believe you.

4 * * * * *

5 AARON JOHNSON,

6 The witness, having been first duly sworn
7 upon his oath, testified as follows:

8 * * * * *

9 JUDGE FEWELL: You may proceed.

10 MR. JOHNSON: I'm on a fixed income and
11 I'm 100 percent disabled. I'm here by the grace of
12 God, still living. But as far as the issues at hand,
13 as far as Spire requesting an increase, I humbly
14 request that be denied. As a lot of other people
15 have said before me and we've discussed previous in
16 the question and answer, there's a lot of questions
17 not being answered because of unpreparation, there's
18 a lot of -- a lot of things that people are very
19 upset about and there comes a point in time where
20 people just can't afford it. And some of those
21 people on the south side have mentioned because of
22 exigent circumstances, like a tornado or something
23 happens that's when the Public Service Commission
24 should sit there and step in and give them a little
25 bump or something like that if there's an emergency

1 or something like that. We can't sit there and say,
2 hey, we're in a state of emergency, can't afford it.
3 What's going to happen, you're going to get a
4 disconnect notice and then you can't even get
5 anything done because you can't switch to a different
6 provider because they're the only provider. So our
7 hands are locked, all we can do is plead, that's it.
8 It's not fair to us.

9 And so I think, and this is just my
10 opinion, that some things should be nonprofit,
11 especially when they're a monopoly, until they get
12 that opportunity to choose and make it a petition.
13 Otherwise we're just sitting there pulling money out
14 of our pockets to sit there and line their pockets
15 when we're suffering ourselves. I can't sit there
16 and ask for more money. Like the one lady said
17 earlier from the church, she only has like \$12,000 a
18 year and her house is 5,000 just in taxes. What's
19 wrong with this world? So asking -- when you have a
20 for profit company, Spire, and you're making all
21 these adjustments. You just asked for an increase
22 three years ago, what happened to all the profits
23 that you put back into the -- you know, since then.
24 I just -- plain and simple, I disagree with giving
25 them an increase. It's not right at the time. And

1 I'm done.

2 JUDGE FEWELL: Thank you for your
3 comments, sir. Susan -- Suzanne Chizum. Star 6 if
4 you're on the phone to unmute. Is there a Suzanne
5 Chizum? Is that -- are you there? Sorry.

6 COMMISSIONER COLEMAN: This is
7 Commissioner Coleman. Just a request that you remind
8 our people who are calling in to Star 6.

9 JUDGE FEWELL: Okay. It's Star 6 to
10 unmute. I can circle -- I'll circle back to Ms.
11 Chizum. Elyse Dianne Schafer. It is Star 6 to
12 unmute your phone if you're by phone or there's a
13 mute button if you're appearing on WebEx. Circle
14 back for her as well. Regina Sanguinette. Star 6 to
15 unmute.

16 MS. SANGUINETTE: Hello, I'm here.

17 JUDGE FEWELL: Okay.

18 MS. SANGUINETTE: Here we go.

19 JUDGE FEWELL: Can you please raise your
20 right hand.

21 * * * * *

22 REGINA SANGUINETTE,

23 The witness, having been first duly sworn
24 upon her oath, testified as follows:

25 * * * * *

1 MS. SANGUINETTE: I do.

2 JUDGE FEWELL: What would you like to tell
3 the Commission?

4 MS. SANGUINETTE: Good afternoon,
5 Commissioners. My name is Regina Sanguinette and I'm
6 here to speak on behalf of the elderly and disabled
7 residents in opposition to Spire's proposed rate
8 increased. Many of our vulnerable neighbors live on
9 fixed incomes, a combination of Social Security
10 disability benefits or modest retirement savings.
11 These are not incomes that grow with inflation or
12 adjust easily to unexpected expenses. A rate
13 increase in natural gas service would hit them
14 especially hard forcing impossible choices between
15 heating their homes, buying medication or putting
16 food on the table.

17 According to Spire's 2024 proxy statement
18 filed with the SEC the 11 non-employee directors
19 received \$2,183,242 in the form of cash retainers,
20 stock awards and deferred compensation earnings but
21 Spire thinks it's okay to expect customers aged 65
22 and over with a median income of \$37,988 or a
23 disabled adult receiving SSI and social security
24 disability with a median annual income of \$23,084 to
25 tighten their belts when the director's base pay

1 starts at about \$220,000 a year.

2 For elderly and disabled individuals
3 access to safe and affordable heating is not a luxury
4 it's a necessity. Increasing rates during times of
5 economic uncertainty it threatens their health,
6 safety, and dignity. I urge the Commission to reject
7 this proposal and protect those who are the least
8 able to absorb these additional costs. Utility
9 services should be dependable and fair not a source
10 of anxiety or hardship for those who need stability
11 the most. Thank you for your time and consideration.

12 JUDGE FEWELL: Thank you for your
13 comments, ma'am. Helena Smith. It's Star 6 to
14 unmute.

15 MS. SMITH: Yes. Good afternoon and thank
16 you all for allowing us to share --

17 JUDGE FEWELL: Ma'am, I'd like to swear
18 you in first.

19 MS. SMITH: -- our concerns. Okay.
20 Sorry.

21 JUDGE FEWELL: Please raise your right
22 hand.

23 * * * * *

24 HELENA SMITH,

25 The witness, having been first duly sworn

1 upon her oath, testified as follows:

2 * * * * *

3 MS. SMITH: Yes.

4 JUDGE FEWELL: Can you please state and
5 spell your name for the record?

6 MS. SMITH: Helena, H-E-L-E-N-A, Smith,
7 S-M-I-T-H.

8 JUDGE FEWELL: What would you like to tell
9 the Commission?

10 MS. SMITH: First I would like to say that
11 Spire is only one of the utilities that are used by
12 customers and from what I understand based on the
13 notice it says in this rate request Spire Missouri
14 proposes recovery of infrastructure investments,
15 inflationary costs since this last case, increased
16 costs of services and weather and conservation
17 impact. So that means that from what I've understood
18 that these are recovery of infrastructure investment.
19 So I'm concerned about what year the actual
20 investments were done and if these are prior years
21 then what do we anticipate for this current year and
22 moving forward.

23 So I would also like to find out who
24 exactly are we paying these investments back to and
25 give us an exact figure as to how much these funds

1 are actually being provided to whomever this
2 investment is going back to. So what is it in this
3 that actually is a benefit and to whom and how much?

4 And it says that the bill will impact --
5 the bill's impact will vary based on the customer's
6 gas usage. So if I hear that that means that that
7 \$14 that's being proposed could just be an average
8 cost of increase per month. And so if it's an
9 average that means that it's not going to be definite
10 \$14 for every customer. So if that's correct then I
11 kind of misread something in here that showed \$14 per
12 month.

13 And finally, in considering our seniors.
14 I know that we have income eligible programs and I
15 know that the 2025 SSA COLA, cost of living
16 adjustment, was 2.5 percent. So if you're looking at
17 somebody that's at 1,500 social security per month
18 that's \$37.50 for 2025 COLA. So if they got \$37.50
19 for an increase in their COLA, in their social
20 security, you're now asking \$14 of that so that
21 leaves them \$23.50. So \$23.50, considering Spire is
22 only one utility, who's coming next, who's going to
23 want a piece of that 23.50 that's left.

24 So I'm totally against this increase and
25 what I would really, really, really like is to be

1 assured today that the seniors that are on SSA, on
2 social security, will not bear this increase.
3 There's enough to go around besides impacting those
4 who have already been adversely impacted from
5 everything else. Thank you.

6 JUDGE FEWELL: Thank you for your
7 comments, ma'am. Claire Mueller.

8 MS. MUELLER: Hi.

9 JUDGE FEWELL: Please raise your right
10 hand.

11 * * * * *

12 CLAIRE MUELLER,

13 The witness, having been first duly sworn
14 upon her oath, testified as follows:

15 * * * * *

16 MS. MUELLER: I do.

17 JUDGE FEWELL: Can you please state and
18 spell your name for the record?

19 MS. MUELLER: Claire Mueller, C-L-A-I-R-E,
20 M-U-E-L-L-E-R.

21 JUDGE FEWELL: You may proceed.

22 MS. MUELLER: Thank you. I'm a private
23 citizen, all views are my own. I just want to recap
24 what we -- a few things from the Q & A as I frankly
25 don't think these meetings are set up extremely

1 accessibly so, you know, there's a training that
2 people have to go through for these processes,
3 they're four hours long which is a privilege to be
4 able to sit through it, they're not necessarily well
5 publicized.

6 So just to recap from that beginning
7 portion we keep referring to -- I'm sorry, Spire
8 keeps referring to natural gas, we're talking about
9 fossil fuels here. I'm an ex-ad person, this is just
10 blatant brainwashing, this is something that is just
11 made to seem like this is a natural source.

12 Also, there was a very big lack of
13 preparation in the Q & A portion, there were many
14 financial questions that were asked that were skirted
15 around namely one of them being had Spire ever been
16 denied an increase and the team said that they had
17 never received a hundred percent of what they had
18 asked for which was not the question. So there have
19 been several comments about the lack of preparation,
20 just wanted to bring that up.

21 And then there was also a note on these
22 hearings. Someone asked what we have to do to
23 present to the PSC that we are unable to afford these
24 changes. We've seen this just happen with the Ameren
25 case. So just kind of wanted to set the stage for

1 this previous information a little bit.

2 But my main comments circulated around is
3 that it is expensive to exist as a low income person
4 in modern society. People are choosing between
5 medications and utilities, groceries and utilities.
6 This is not acceptable. I don't know how people can
7 sleep at night knowing that this is what is
8 happening. Particularly as many prepared people on
9 this call have noted when you look at the numbers
10 this just does not make sense. I don't know anyone
11 who's gotten a 12 percent -- 12 to 15 percent
12 increase on their income within the past -- I don't
13 know, ever, that's just not realistic and actually
14 utility bill payments are up six percent this January
15 from a year earlier which is compared to an
16 approximate 2.5 percent inflation rate. So the math
17 is just not mathing, this is not helpful for anyone.

18 We've just been devastated by a tornado so
19 I'm hoping that in addition to things like this
20 increased utilities, particularly Spire are
21 considering a moratorium on disconnections on people
22 who are already suffering outside of things that have
23 happened like these natural disasters. As many
24 people have previously mentioned we are all, everyone
25 on this call, regardless of income, one, you know,

1 incident away from being in a situation where we are
2 not able to pay our bills. This is not acceptable
3 and I think very clearly by the representation today
4 there's not been much financial preparation which
5 doesn't necessarily beget a good view of how things
6 are going behind the scenes there so maybe that
7 should be looked into.

8 But I think that's the whole of what I'm
9 saying this is just already something that should be
10 being phased out, having fossil fuels as part of or
11 energy so why we're paying more for things that are
12 actively unhealthy and seemingly mismanaged is beyond
13 me. Thank you.

14 JUDGE FEWELL: Thank you for your
15 comments. Jenn DeRose. It is Star 6 to unmute
16 yourself.

17 MS. DeROSE: Hello.

18 JUDGE FEWELL: Hello. Can you please
19 raise your right hand.

20 * * * * *

21 JENN DeROSE,

22 The witness, having been first duly sworn
23 upon her oath, testified as follows:

24 * * * * *

25 MS. DeROSE: I do.

1 JUDGE FEWELL: Can you please state and
2 spell your name for the record?

3 MS. DeROSE: It's Jenn DeRose, J-E-N-N,
4 D-E, capital R-O-S-E.

5 JUDGE FEWELL: What would you like to tell
6 the Commission?

7 MS. DeROSE: Yeah. I want to say first
8 that I agree with and appreciate all the previous
9 speakers who question the real financial need for
10 this company to have yet another rate increase. I
11 also agree with the previous speaker's environmental
12 concerns and concerns about logistics of these
13 hearings. Relatedly, I'd like to once again -- this
14 is not my first time mentioning this but I'd like to
15 suggest that the Q & A portion of these sessions
16 should be moved to the end of the public hearings
17 'cause like working people cannot show up and wait
18 for two hours to be heard by the Commission, it's
19 just inherently, well disrespectful for one and
20 unaccessible for another. So that's my first
21 comment. I know you all work really hard on these so
22 I don't mean to come off as ungrateful or rude, I
23 appreciate having these opportunities but it is
24 really a problem that you have to wait two hours to
25 get on the record. But back to the rate case.

1 I suggest that the Commission use extreme
2 scrutiny as they review this rate increase request
3 and that's because we know that Spire behaves
4 unethically to get what it wants and what it wants is
5 profits. Spire has a really long history of
6 unethical behavior. In 2021 for example this
7 regulatory body the PSC had to instruct Spire to
8 adjust its untruthful and intentionally fear
9 mongering language to its customers which was pretty
10 unprecedented and wild and I really appreciated that
11 move from this Commission. This is just another
12 desperate money grab from a company that profits from
13 catastrophic climate change, causes indoor poor air
14 quality and destroys city streets.

15 Those on a fixed income need this
16 regulatory body to protect them from the onslaught of
17 rate increases like a parade one after one after
18 another. I'm so worried about the future for our
19 seniors, veterans, those on disability and other low
20 income groups who cannot handle another increase.
21 I'm worried about a waive of disconnections,
22 evictions and other life threatening consequences of
23 yet another rate increase. I'm worried about
24 dangerous strategies like skipping medications that
25 people use to pay their bills. Fixed income

1 residents don't deserve to be bled dry and this
2 Commission is very literally their last line of
3 defense.

4 And this is unrelated, I mentioned the
5 city streets but just to like, you know, continue the
6 thread of Spire's a terrible community partner. What
7 they've done to St. Louis city streets is
8 unconscionable and anybody who's driven here will
9 tell you it is wild how poorly this company treats
10 its customers. So that's all I have to say today.

11 JUDGE FEWELL: Thank you for your
12 comments, ma'am. David Clayton. Star 6 if you're by
13 phone.

14 MR. CLAYTON: Yeah.

15 JUDGE FEWELL: Okay. Please raise your
16 right hand.

17 * * * * *

18 DAVID CLAYTON,

19 The witness, having been first duly sworn
20 upon his oath, testified as follows:

21 * * * * *

22 MR. CLAYTON: Yes.

23 JUDGE FEWELL: Can you please state and
24 spell your name for the record?

25 MR. CLAYTON: David Clayton -- excuse me.

1 I just sneezed. Apologies. David Clayton,
2 D-A-V-I-D, C-L-A-Y-T-O-N.

3 JUDGE FEWELL: What would you like to tell
4 the Commission?

5 MR. CLAYTON: Well, first up, I'd like to
6 start by saying that I am also a senior on a fixed
7 income and disabled as well. And this year for
8 social security increase we've got two percent. And
9 that's 2.5 percent on \$1,300 rounded off for the
10 entire year. The rate increase exceeds that
11 2.5 percent.

12 As that -- as the other utilities and
13 other expenses keep going up we don't have the income
14 coming in to match these percentages of these raises
15 that Spire is requesting. I asked earlier in the Q &
16 **A don't they have a responsibility to do the upgrades**
17 **with the profits they make. And that depends --**
18 **that's a good question. I do have to say that my**
19 **opinion of what I have seen and heard in the last**
20 **hearing that I spoke at and today that this looks**
21 **like a dog and pony show for appearances sake because**
22 **what the Commission told me earlier in the Q & A was**
23 **that they had never denied the rate increase, never.**
24 **And then Spire came back and was saying, well, you**
25 **know, they didn't get everything they asked for in**

1 2022, 10 to 12 percent ask they didn't get. Well,
2 you got part of it.

3 So when you're asking for a rate increase,
4 and let's just use round numbers, you ask for
5 20 percent knowing damn good and well you're not
6 going to get the full amount and you've already
7 planned for the amount that you're going to get,
8 let's round it off and say 15 percent just to use
9 round numbers. So you already know, you played the
10 game, you've been doing this for a long time, I mean,
11 you own a big company.

12 I can't get this open to read my other
13 statement. Bear with me a second.

14 Okay. According to TD Ameritrade in the
15 last hearing in 2022 Spire is still paying annual
16 dividend yield of 260, or 3.44 percent. Now, I don't
17 know about anybody else but that's way above what my
18 2.5 percent is. And Spire is asking the Commission
19 to approve their customers to pay an additional
20 approximate amount of \$3.28 percent -- or \$3.28 a
21 month or 5.6 percent per month. And that's just
22 unacceptable on every level.

23 Spire's website said that they haven't had
24 a growing dividend for 18 consecutive years and an
25 attractive yield of 3.6 percent. Home page also said

1 that in the last five years they have quadrupled
2 their enterprise value now at more than six billion.
3 Not many businesses can say that. Also said that
4 Spire had a robust five year Cap X plan with a seven
5 to eight percent annual rate based growth of three
6 billion dollars. If this is accurate then Spire is
7 definitely making a substantial amount of money in
8 profits apparently not used for infrastructure.
9 That's an impressive annual rate and amazing growth
10 while you're asking for this type of rate increase
11 from your customers.

12 I heard something said earlier that that's
13 in consideration this go around in a proposal going
14 forward to the Commission. A little bit too late I
15 would say at this point. But I have to stand
16 strongly against -- sorry. I've got a tornado
17 warning going off.

18 JUDGE FEWELL: Sir, if you can complete
19 your thought we're at the -- we're past the three
20 minute mark.

21 MR. CLAYTON: I'm sorry. Well, the
22 meeting started and said we had three minutes to talk
23 there and a five minutes here. Anyway, I'll wrap up.
24 I can't get to my document because I've got --

25 JUDGE FEWELL: Thank you for your

1 comments, sir.

2 MR. CLAYTON: Yeah. Thank you.

3 JUDGE FEWELL: Kimberly Williams.

4 MR. ARIAS: Judge. Judge, if you may.

5 JUDGE FEWELL: Yes.

6 MR. ARIAS: This is Spire Missouri. We
7 just all received a tornado warning alert. We're
8 evaluating whether or not we need to take shelter.

9 MR. CLAYTON: I have one going off here
10 right now as well in Kansas City.

11 MR. ARIAS: Could you mute us real quick?
12 Judge, we're okay with you continuing, we just might
13 not be as quick to respond. We'll try to stay online
14 as much as we can.

15 JUDGE FEWELL: Thank you, Counsel. Stay
16 safe.

17 MR. CLAYTON: The tornado sirens are going
18 off here in Kansas City, Missouri at Gregory and
19 Holmes.

20 JUDGE FEWELL: Everyone, definitely seek
21 shelter if you can in, I think you said the Kansas
22 City area. I hope that every --

23 MR. CLAYTON: Kansas City, Missouri,
24 Gregory and Holmes.

25 JUDGE FEWELL: Yeah. I'll go ahead and

1 proceed.

2 CHAIR HAHN: Judge Fewell.

3 JUDGE FEWELL: Yes.

4 CHAIR HAHN: Chair Hahn. It may be
5 helpful to mention if folks need to seek shelter now
6 and disconnect from the local public hearing that we
7 do have another virtual WebEx tonight so that could
8 be potentially another option for folks to call.

9 JUDGE FEWELL: Yeah. That's a good point,
10 Chair. We do have another local public hearing at
11 6:00 p.m. tonight that will also be virtual.
12 Especially if you are in the Kansas City area we'll
13 have two tomorrow in person as well, one at noon in
14 St. Joseph and one in Kansas City at six p.m.

15 MS. FRIEDERICH: Hello. Hello.

16 JUDGE FEWELL: Hello.

17 MS. FRIEDERICH: Yes. I stated before
18 that I have a person in the hospital and I need to
19 give my testimony. I can't delay this, okay? Can
20 you please take my testimony?

21 JUDGE FEWELL: Yes. You're --

22 MS. FRIEDERICH: Okay. Thank you. I
23 would really appreciate it. I've been running back
24 and forth to the hospital and I've been, you know,
25 under a lot of strain. I'm sorry.

1 JUDGE FEWELL: You're okay.

2 MS. FRIEDERICH: Yeah. My --

3 JUDGE FEWELL: Hold on one second. Can I
4 swear you in.

5 MR. FRIEDERICH: Okay. Go ahead.

6 * * * * *

7 KATHY FRIEDERICH,

8 The witness, having been first duly sworn
9 upon her oath, testified as follows:

10 * * * * *

11 MS. FRIEDERICH: Yes. My name is Kathy --

12 JUDGE FEWELL: Can you please state and
13 spell your name --

14 MS. FRIEDERICH: My name is Kathy --

15 JUDGE FEWELL: -- for the record?

16 MS. FRIEDERICH: Sure. My name is Kathy
17 Friederich, K-A-T-H-Y, Friederich,
18 F-R-I-E-D-E-R-I-C-H. I would just like to -- Spire
19 mentioned that they have to pay certain costs, one of
20 them is the meter. They make money off of that
21 because when they do the switch over it's going to go
22 from manual to digital and we've been getting that on
23 the other utilities and the cost is going higher
24 because the digital runs faster. It's happening in
25 other cities. They've also had malfunctions due to

1 maybe the subcontractors coming in and I've heard
2 complaints that they don't want -- they don't know
3 what they're doing, okay. This should be up to Spire
4 to do this. But they're making money off of that. I
5 just wanted to bring up that point.

6 Also, I would also like to have a regular
7 audit of Spire beginning with when they took over
8 Laclede Gas. I believe Kara Spencer and Commissioner
9 Kennedy had asked for that. I have not seen numbers
10 on that but I would like to see that from that point
11 to now as to, oh, the profit end of it and what's
12 going on. I don't believe, from listening to people,
13 that Spire needs us at this point. I don't think,
14 you know, it's necessary to be increasing these
15 people, you know, CEO, COOs and giving them the
16 amounts of money that they are getting.

17 A lot of people have tried to get their
18 pensions, they can't get their pensions from the
19 corporations. They put in new rules and regulations
20 and you can't get them and that's part of the reason
21 why they do not have the income that they need. A
22 lot of them aren't alive, many of them are already
23 dead trying to get that. But be that as it may, I
24 would like to see definitely an audit. It was asked
25 for before and I would like to possibly have that

1 sent out to the public so that we would know how much
2 they have made or they made when they did the switch
3 over or took over from Laclede Gas to Spire. And
4 that would come all the way forward to where we are
5 right now. Thank you.

6 JUDGE FEWELL: Thank you for your
7 comments, ma'am.

8 MS. FRIEDERICH: Yes. Uh-huh, thank you.

9 JUDGE FEWELL: Kimberly Williams. Star 6
10 to unmute.

11 MS. WILLIAMS: This is Kimberly Williams.

12 * * * * *

13 KIMBERLY WILLIAMS,

14 The witness, having been first duly sworn
15 upon her oath, testified as follows:

16 * * * * *

17 MS. WILLIAMS: Yes.

18 JUDGE FEWELL: Can you please state and
19 spell your name for the record?

20 MS. WILLIAMS: Kimberly Williams,
21 K-I-M-B-E-R-L-Y, W-I-L-L-I-A-M-S. I'll get straight
22 to the point. There is -- Spire has yet to say a
23 valid reason on why we are increasing. I shouldn't
24 have to tell you I'm poor until I'm blue in the face,
25 I should not have to tell you what the State of

1 Missouri population is, who is below the line, like
2 you shouldn't have to do any of that. Spire has only
3 said the reason why we are doing it is, one, because
4 it is legal, because you guys allow it; and then two,
5 because -- or the other -- the consequence for Spire
6 having to pay the bill is not that they cannot afford
7 it it's that their shareholders won't -- will have to
8 pay for it.

9 And in other business models if someone
10 owns a business and they have to pay for something
11 they usually do, they just do, they don't have to
12 increase -- like do the increase, that is their job,
13 that is their thing. And again, it's not saying, oh,
14 we were in the red, none of that, it is we made the
15 money, we have the money, but because it's legal,
16 because it's allowed we're just going to still ask
17 for money and I don't think that's absolutely
18 acceptable.

19 Again, I should not have to tell you I'm
20 poor. You guys know the statistics, you guys know
21 what is made up of the State of Missouri, you know
22 that there's people who literally live paycheck to
23 paycheck, you guys know that that's why you guys
24 exist and I expect you not to cut a percentage off,
25 no. It's -- they have yet to say anything that is a

1 valid reason on why we should increase our monthly
2 bills. It doesn't matter if I'm struggling -- like I
3 -- while I am not one of the residents who are, it
4 doesn't matter. That is just how a business go. If
5 I can't afford my bill can I come to you guys and
6 have you guys pay the 14 percent difference, if the
7 answer is no then the answer should be no for Spire.
8 That's all I have to say.

9 JUDGE FEWELL: Thank you for your
10 comments, ma'am. Deanne Poole. Star 6 to unmute.

11 MS. POOLE: Yes, I'm on.

12 JUDGE FEWELL: Please raise your right
13 hand.

14 MS. POOLE: It is.

15 * * * * *

16 DEE ANN POOLE,

17 The witness, having been first duly sworn
18 upon her oath, testified as follows:

19 * * * * *

20 MS. POOLE: Yes, I do.

21 JUDGE FEWELL: Can you please state and
22 spell your name for the record?

23 MS. POOLE: Yes. Dee Ann Poole, D-E-E,
24 space, capital A-N-N, P-O-O-L-E. I am testifying in
25 opposition to this increase. I am concerned that

1 Senate Bill 4 will increase all of our rates across
2 the board for all utilities, sewer, water, gas,
3 electricity, and that could be up to \$1,100 a year
4 and I do not believe that we should be giving SB4
5 allows for construction work in progress, interest
6 free loans on the backs of the consumers. And for
7 Spire, sadly having to wait 11 months, or however
8 long it's been for this hearing, and then they'll be
9 able to turn right back around and use SB4 to
10 increase it again, it's a no for me. And I pray that
11 you will deny this request by Spire. Thank you.

12 THE COURT: Thank you for your comments,
13 ma'am. Jacquada Gray.

14 MS. GRAY: Hi. Can you hear me?

15 JUDGE FEWELL: I can. We can.

16 MS. GRAY: Hello. Okay. Sorry. Ignore
17 the siren in the background.

18 JUDGE FEWELL: Just stay safe. Make sure
19 you're sheltered if you're in that area.

20 MS. GRAY: Yes. I am. Thank you.

21 * * * * *

22 JACQUADA GRAY,

23 The witness, having been first duly sworn
24 upon her oath, testified as follows:

25 * * * * *

1 MS. GRAY: Yes, i do.

2 JUDGE FEWELL: Can you please state and
3 spell your name for the record?

4 MS. GRAY: My name is Jacquada Gray,
5 J-A-C-Q-U-A-D-A, last name G-R-A-Y.

6 JUDGE FEWELL: You may proceed.

7 MS. GRAY: All right. So good afternoon.
8 Thank you guys for letting me speak today. I am here
9 -- I'm a Kansas City resident and I am here to
10 strongly oppose Spire's request for a rate increase.
11 So just a little background. I moved back to Kansas
12 City around 2023, restarted Spire service. My house
13 is fully electric except for the heat so except for
14 winter. Even with the heat on the lowest setting
15 every month in the winter I was charged four to \$500
16 a month like which is absolutely ridiculous. I
17 called Spire multiple times trying to figure out why
18 my rate was so high, even tried to have them come out
19 and check the meter, like different things like that
20 just to make sure like am I getting charged the right
21 amount. I really kind of got no responses just a
22 bunch of high bills.

23 So in spring of 2024, so probably about
24 April or May, I decided to call them, tell them to go
25 ahead and shut the service off. So at the time that

1 they shut my service off I owed about \$531. So since
2 then I have not used Spire Gas at all, like at all.
3 My account is completely turned off, there is no gas
4 running through my house yet somehow in one year from
5 June 2024 where my bill says 531 to today my bill has
6 grown to \$2,500, so over \$2,000. So I just want you
7 to let that sink in for a bit. I have not used Spire
8 service in one year, I did not have heat last year.
9 I stuck it out just because I cannot afford Spire.
10 My debt with them anyway grew over \$2,000. And yes,
11 that is late fees but it also is the rates. So they
12 are asking for rate increases when people who just
13 because we live in Kansas City we are spending about
14 over \$2,000 just to have Spire here and even if we're
15 not using Spire Energy.

16 So I really think that Spire asking to
17 raise rates is absolutely ridiculous especially when
18 most of us cannot pay the rates that they already
19 have. So many of us can't afford the rates that they
20 have, we certainly can't afford growing bills so it
21 feels like a punishment while their pockets are
22 getting lined. And Spire can't do -- they don't have
23 bill transparency. I don't know why my bill has
24 raised \$2,000 for a service that I don't use. They
25 can't even be transparent about the bills. And as

1 we've seen from this entire thing they can't be
2 transparent about where the money is going or how
3 much the difference is or any other question anybody
4 has asked so how can they be trusted with more of our
5 money especially those that don't have the money.

6 JUDGE FEWELL: Ms. Gray, I think Mr.
7 Clizer from OPC has a question.

8 MR. CLIZER: Yeah. I'm sorry. I would
9 just like a quick couple of follow ups. I want to
10 make sure I understand that clearly. Did you say
11 that when you terminated service your last bill was
12 \$530 approximately?

13 MS. GRAY: Yes. And I have all of my
14 bills pulled up. Before I got on here I pulled it up
15 just to double check. So my June bill from 2024 was
16 \$531, that was the last bill that I had after I asked
17 them to shut it off. 200 of that was like the actual
18 bill that I didn't pay from the month before and
19 another one was I was like finishing a payment plan.
20 And then, yeah, it was moving up very quickly at
21 first, like one bill was like an extra \$800 but most
22 of them mostly monthly is about an extra between 75
23 to \$150 a month regardless and I do not use Spire at
24 all.

25 MR. CLIZER: Is the bills indicating those

1 as late payments or is there any indicating --

2 MS. GRAY: So \$35 of it is late payments a
3 month. So that's probably still about over a full
4 year I don't know 36 times 12 is but that's still not
5 2,000. The rest of it is literally the rates, it
6 says rates. But I don't have service so I don't know
7 why I'm getting charged rates.

8 MR. CLIZER: Okay. Thank you for
9 providing us clarification. I would strongly suggest
10 that you try to reach out to Spire if available and
11 if you can't get anything please feel free to contact
12 our office, we might be able to work through the
13 specifics of your situation. Thank you for your
14 testimony.

15 MS. GRAY: Thank you so much. And I
16 missed -- what is the name of your office if I need
17 to call? I got your number but I missed the name to
18 the office.

19 MR. CLIZER: Absolutely. We are the
20 Office of the Public Counsel.

21 MS. GRAY: Perfect. Thank you so much.
22 And that is all for my testimony today. Thank you so
23 much.

24 JUDGE FEWELL: Thank you, Ms. Gray.

25 MR. ARIAS: This is Spire and I believe we

1 do have her information and we will be reaching out.

2 JUDGE FEWELL: Thank you. Commissioner
3 Coleman, did you have a comment --

4 COMMISSIONER COLEMAN: Yeah.

5 JUDGE FEWELL: -- or question?

6 COMMISSIONER COLEMAN: I think I did
7 receive an answer to my question. Spire will be
8 reaching out to her. My question to her was going to
9 be has she contacted Spire, has she asked them to
10 explain the statement and what's going on there? And
11 just that there is some follow up to figure out
12 what's going on because as commissioners we are
13 concerned about customer service, we do take it
14 seriously when we hear that a person is dealing with
15 this type of issue and has not been able to get any
16 clarification. So I would encourage Spire and of
17 course the Office of Public Counsel to work
18 diligently on this issue. Thank you, Judge.

19 JUDGE FEWELL: Thank you, Commissioner.
20 Dr. Shawn Foley. It is Star 6 if you are appearing
21 by phone to unmute.

22 DR. FOLEY: Hi. Thanks so much to the
23 Commission.

24 JUDGE FEWELL: Can you please raise your
25 right hand.

1 DR. FOLEY: I do, yeah. Thank you.

2 * * * * *

3 SHAWN FOLEY,

4 The witness, having been first duly sworn
5 upon his oath, testified as follows:

6 * * * * *

7 DR. FOLEY: Yes, sir.

8 JUDGE FEWELL: Can you please state and
9 spell your name for the record?

10 DR. FOLEY: Sure. Shawn, S-H-A-W-N,
11 Foley, F-O-L-E-Y.

12 JUDGE FEWELL: You may proceed.

13 DR. FOLEY: Thanks so much. Yeah. Again,
14 I want to thank the Commission. If we have a judge,
15 your Honor, thank you, and then Spire for
16 participating in this. I think this type of thing is
17 so important to what we are all doing. So rather
18 than go into some of the things we've already heard I
19 think there's on the record a very detailed kind of
20 concern being expressed with regard to profitability.
21 I would urge the Commission to also look at EBITA as
22 a measure. But just the fact that this is a publicly
23 traded company I think calls somewhat into question
24 what's happening here.

25 But this idea that, you know, it's a for

1 profit venture around a public utility just has all
2 kinds of concerns that, you know, we're not going to
3 solve on this call but, you know, it is not a free
4 market situation really it should just be a
5 not-for-profit. I don't have a problem with people
6 having, you know, some type of corporate entity
7 around it, I don't mind the investment, you know,
8 having some type of private investment in this type
9 of stuff.

10 I think that there are certain aspects of
11 capitalism at work here but at the same time the way
12 this is set up currently it's very obvious that I
13 think this Commission should really be breaking down
14 and looking into, if you haven't already, all of the
15 different companies that are owned by Spire, the way
16 that the books are being handled.

17 In 2022 there was a Ph.D. from University
18 of Columbia broke this down so well. I would urge
19 you to go back to the record and look at what that
20 Ph.D. doctoral candidate student did for us, I think
21 just received their doctorate or was working on it,
22 took time to actually investigate this issue and
23 explain exactly how Spire is profiting upon
24 profiting, right.

25 So I'm not saying that Spire doesn't have

1 a point with regard to inflation or the borrowing or
2 the debt that they have to handle it. Or the fact
3 that as a beneficiary of this monopoly that they have
4 to put the capital infrastructure in place first
5 before they ever get any kind of reimbursement from
6 taxpayers in the state, okay, I understand those
7 points. But there have also been plenty of
8 counterpoints here that show that it's not just all
9 about that, it's not just all about the need here,
10 there is some gift I think happening and that is
11 natural in a capitalist situation. Problem here is
12 that not all of things that balance a good capitalist
13 financial economic situation are here because it is a
14 monopoly so no one has --

15 JUDGE FEWELL: Dr. Foley, I think Mr.
16 Clizer has a question for you as well.

17 DR. FOLEY: Yeah, please. Thank you.

18 JUDGE FEWELL: Go ahead, Mr. Clizer.

19 MR. CLIZER: Thank you, Dr. Foley. You
20 mentioned a Ph.D. candidate preparing -- or possibly
21 a Ph.D. recipient preparing a document. Was that a
22 document filed in a Commission rate case?

23 DR. FOLEY: Yeah. It was a Commission
24 rate case in 2022 the last time I was with you all as
25 well. There was a magistrate that oversaw that. It

1 was submitted as part of the public comment period
2 though it was captured on record and it was awesome.
3 Basically breaking down all the different LLC
4 entities. At the time it was coming out of COVID and
5 one of the issues they were talking about was supply
6 chain challenges for their infrastructure and the
7 capital investment they had to make. And the Ph.D.
8 candidate had basically done the research and showed
9 that Spire is -- their corporation was paying all
10 these smaller corporations Spire actually owns on
11 record.

12 MR. CLIZER: Thank you, Dr. Foley. Sorry.
13 I just wanted to double check.

14 DR. FOLEY: Yes, that's correct. Is there
15 another follow up on that or I'm sorry?

16 MR. CLIZER: It was filed as part of the
17 public comment, is that what you're saying?

18 DR. FOLEY: I mean, I don't know the date
19 or -- here, maybe I can take a look here. I did my
20 own documentation. But honestly I think you guys
21 would have to do your own research on that. I
22 apologize. But it was in 2022 as part of that last
23 discussion when there was a public comment period in
24 2022 around the last rate increase. Does that help?
25 And I think you guys -- they were requesting 135

1 million in the increase and I think the Commission
2 approved like 77 billion. Does this ring any bells
3 here?

4 MR. CLIZER: No, no. Yes. That helps.
5 My very last question, if at all possible, would you
6 happen to know the name of the individual? If not
7 then never mind.

8 DR. FOLEY: So, yeah. No, I am so sorry
9 that I do not.

10 MR. CLIZER: That's perfectly fine. Thank
11 you, Dr. Foley. I have no further questions, your
12 Honor.

13 JUDGE FEWELL: Thank you. I apologize for
14 us cutting you off. Do you have any other comments,
15 Dr. Foley?

16 DR. FOLEY: Yeah. I'm sorry. And thank
17 you. This is a quick one. So I think I've made my
18 point. I didn't want to -- I think the -- on the
19 profit bit. So the profit bit is obviously
20 concerning, needs to be looked at a lot closer than I
21 think it's been in past. And hopefully you can find
22 those comments from that wonderful Ph.D. candidate
23 that did the research and hopefully that will help
24 the Commission really kind of look into this a little
25 bit more specifically.

1 I think the other thing that was made with
2 regard to profit is caps on maybe salaries for
3 directors and executives and other upper management.
4 Not caps on front line workers, we're not talking
5 about that. They probably need to be paid more
6 honestly.

7 But the last thing I want to say and I
8 said it last -- in 2022 and I'll say it again, and
9 that's that I urge the Commission to find some way to
10 work with legislature, lawmakers, rule makers, et
11 cetera and with Spire to figure out not just a
12 reprieve or way to, you know, provide assistance for
13 people who are struggling but I'm talking any -- you
14 know, the bottom 90 percent of the state, people that
15 are in the first tax bracket, you know, that the
16 government had, that very first or second maybe even.

17 I think last time I said something like I
18 put a line in the sand around 176,000, so a family of
19 four making under 176,000 would be where I'd start
20 this thing, 24 percent tax bracket, anybody in that
21 bracket should not be paying additional money. Not
22 because they can't figure out a way to afford it,
23 right, but because we're seeing income inequality in
24 the state that absolutely not going to be good
25 overall for our economy. And so the top ten percent,

1 if we absolutely 100 percent can't use the profits
2 that Spire already has to take care of these capital
3 infrastructure investments and the inflation then
4 let's take it from the top 10 percent of this state
5 and leave the rest of the 90 percent out of it
6 period. Not just the poorest of the poor but the
7 rest of the 90 percent, take it from the top 10
8 percent. That probably includes me and my family and
9 I'm happy to volunteer for that. Let's do that, find
10 a way to do that. And thank you.

11 JUDGE FEWELL: Thank you for your
12 comments, Dr. Foley. Dan Kalef. I apologize if I've
13 pronounced anyone's name wrong.

14 MR. KALEF: Yeah. No worries at all. Dan
15 Kalef, yeah.

16 JUDGE FEWELL: Kalef.

17 MR. KALEF: Yes. Spelled --

18 JUDGE FEWELL: Okay. Can you please raise
19 your right hand.

20 MR. KALEF: You got it.

21 * * * * *

22 DAN KALEF,

23 The witness, having been first duly sworn
24 upon his oath, testified as follows:

25 * * * * *

1 JUDGE FEWELL: Can you please and spell
2 your name for the record?

3 MR. KALEF: Absolutely. Dan Kalef, D-A-N,
4 K-A-L-E-F.

5 JUDGE FEWELL: You may proceed.

6 MR. KALEF: I appreciate the opportunity
7 here. I am a Spire customer. Really wanted to point
8 out -- it's going to be along the same lines of the
9 profits that are being earned but I think it really
10 needs to be understood just the volume that we're
11 talking about here. So typically when costs go up
12 for a business the burden is either borne by the
13 customer or the owner or some compromise in between.
14 The way that the rates are set here not only when
15 rates go up when the cost of doing business for Spire
16 goes up not only does the customer bear 100 percent
17 of that burden but as they have proven for 20 some
18 odd years increasing dividends every year the owner
19 is making more because the cost of business is doing
20 -- has increased.

21 If Spire -- if there's no way to limit
22 increasing the profits then the rate increase should
23 not be approved. A for profit company -- understood
24 that the purpose of a for profit company is to
25 transfer money from customers to the owners to the

1 shareholders. I think the rate at which our company
2 is already funneling money upwards is already too
3 high and Spire should not be allowed to increase that
4 rate.

5 Again, every year since 2004 Spire has
6 increased how much it pays in dividends every quarter
7 of every one of those years. In eight short years
8 Spire has funneled close to a billion dollars from
9 its customers to its shareholders only in the form of
10 dividends. This isn't the interest they pay out on
11 bonds, this isn't the high executive packages, this
12 isn't the reinvesting anything, this is just
13 funneling money from customers to shareholders. They
14 paid over 175 million just in the last year.

15 Asking customers to pay more because it
16 costs more to run the business is different than
17 asking customers to pay more so the owners can make
18 more money from us. We're not asking for a rate
19 decrease here just requiring -- or asking that you do
20 more with the dollars you already get. Every one of
21 our households are being asked to make dollars
22 stretch further and sometimes do without. Investors
23 in a for profit monopoly should not be able to
24 continue increasing how much money they take from us.

25 In the last ten years this formula has

1 allowed their profits to triple. Yes, they've done
2 more business, the revenue doubled, but the profits
3 tripled. If there's -- if there is going to be any
4 increase in rates my one ask of the Commission is
5 please consider having some way to match that with --
6 some way to ensure that it doesn't just translate to
7 more money going to owners of the stocks over and
8 over again. Thank you.

9 JUDGE FEWELL: Thank you for your
10 comments, sir. Andrea Dorch.

11 MS. DORCH: I'm here.

12 JUDGE FEWELL: Can you please raise your
13 right hand.

14 MS. DORCH: I have.

15 * * * * *

16 ANDREA DORCH,

17 The witness, having been first duly sworn
18 upon her oath, testified as follows:

19 * * * * *

20 JUDGE FEWELL: Can you please state and
21 spell your name for the record?

22 MS. DORCH: Andrea Dorch. A-N, D as in
23 David, R-E-A. Last name D as in David, O-R-C-H.

24 JUDGE FEWELL: You may proceed.

25 MS. DORCH: Good afternoon, Commissioners

1 and members of the public and my fellow Missouri
2 residents. My name again is Andrea Dorch and I
3 appear today as a concerned Jackson County, Missouri
4 resident and utility customer who strongly opposes
5 Spire Energy's proposed natural gas, or as someone
6 else has said fossil fuel rate increases.

7 Spire has highlighted its recent one
8 billion dollar investment in infrastructure as a key
9 justification for raising rates. While safe and
10 modern energy infrastructure is undoubtedly important
11 this investment alone does not justify burdening
12 families, seniors on fixed incomes, and small
13 businesses with higher monthly utility bills
14 especially in today's challenging economic
15 environment.

16 It is assumed that the majority of these
17 infrastructure improvements were made because they
18 were necessary, specifically in rural areas where
19 farmers scrape by to provide food and other resources
20 to their neighbors and in the urban areas that have
21 been historically neglected and thereby requiring
22 these improvements for the safety of rate payers and
23 residents. It is critical to examine whether these
24 infrastructure projects were pursued with adequate
25 cost controls, transparency and a measurable benefit

1 to ratepayers not only to their shareholders.
2 Missouri families should not be asked to foot the
3 bill for corporate decisions made without a clear,
4 direct and proportional benefit to the public
5 specifically when such rates are to increase profit
6 on the backs of the average Missourian.

7 Let's be clear. Infrastructure
8 maintenance is a basic expectation not a favor. It
9 is part of Spire's obligation as a monopolistic
10 regulated utility not a justification for indefinite
11 and repeated rate hikes.

12 Spire also points to its role in, quote,
13 unquote, economic development to justify its request.
14 But if this economic development translates into
15 higher bills, decrease in living wage jobs and
16 decrease in service reliability for average
17 Missourians then who exactly is benefitting. I think
18 it's been made clear that those particular
19 stakeholders that are benefitting are the investors.
20 True economic development uplifts communities it does
21 not tax them more heavily for it.

22 Lastly, until recently Missouri's
23 regulatory structure existed to protect consumers
24 from monopoly utilities passing along unchecked
25 costs. We urge this commission to reject the

1 lobbyist data magic and exercise its authority to
2 require this claimed one billion dollar investment to
3 result in tangible improvements for customers not
4 just higher profits and in doing so reject this rate
5 case in favor of consumers. As customers we cannot
6 afford to subsidize corporate growth strategies under
7 the banner of modernization or economic development.
8 We need a fair deal not a blank check.

9 For an anecdote, I recently called Spire
10 because of a -- an issue where I was smelling gas
11 around my home. When I called Spire back they told
12 me to go in the house and that a technician would be
13 on the way. This was about at nine o'clock p.m. At
14 about 9:30 I called again to see if a Spire employee
15 was on the way. When I got the representative's name
16 Andre he advised me that the technician was on-site.
17 When I looked out my window there was no one on-site.
18 I was told prior not to go outside due to the
19 dangerous condition.

20 I called back again at ten o'clock, no
21 assistance, no one had been on-site. He told me then
22 to call on Monday 'cause this was on a Saturday. He
23 told me to call on Monday when the office opened. I
24 asked what should I do, is there a danger to me, my
25 family, or my pets. He said simply to call back for

1 a status update once the actual technician put in his
2 notes. That was the length and breadth of what the
3 customer service was to me.

4 I thank you for your time today and your
5 service to the people in Missouri as commissioners.
6 Again, as a concerned and lifelong Missouri resident
7 I urge you to reject this increase in favor of the
8 consumers until Spire takes responsibility, increases
9 its customer service and ensures transparency to the
10 taxpayer. Thank you.

11 JUDGE FEWELL: Thank you, Ms. Dorch. I
12 think Mr. Clizer has a question for you as well.

13 MR. CLIZER: Yes. If I may, just very
14 quickly. Regarding the anecdote that you relayed
15 regarding your personal experiences with the Spire
16 technician. Can you clarify for me. When you
17 contacted Spire you informed them that you smelled
18 gas at that time?

19 MS. DORCH: Correct.

20 MR. CLIZER: And that you -- was the odor
21 coming from inside or outside your house?

22 MS. DORCH: Outside my home.

23 MR. CLIZER: And then they informed you to
24 go back in your home?

25 MS. DORCH: Correct. And that they would

1 send a technician to the house.

2 MR. CLIZER: Okay. And about what time
3 did you make that initial report again?

4 MS. DORCH: About nine p.m.

5 MR. CLIZER: All right. Thank you very
6 much. No further questions. Thank you, your Honor.

7 JUDGE FEWELL: Thank you, Mr. Clizer.

8 MR. ARIAS: Your Honor, just on Spire's
9 side. Vernita Rogers would just like to ask a quick
10 question.

11 MS. ROGERS: Yeah. Hi, Ms. Dorch. I
12 appreciate you sharing your experience with us.
13 Would you be willing to send a text to the number
14 that we have so we can take a look into that for you
15 if I give you that number again?

16 MS. DORCH: Yes, ma'am.

17 MS. ROGERS: Okay. It's 314-735-3013. If
18 you could text that number just with your address and
19 a good contact number for you. I would like to take
20 a look at it and have one of our team members see
21 what happened and reach back out to you.

22 MS. DORCH: Yes, ma'am. And I have the
23 number 314-735-3013?

24 MS. ROGERS: Yes, ma'am. Thank you.

25 MS. DORCH: You're welcome. Thank you.

1 JUDGE FEWELL: Grace duMaine.

2 UNIDENTIFIED SPEAKER: We're still in the
3 hearings.

4 MS. duMAINE: Yes. Can you hear me?

5 JUDGE FEWELL: Raise your right hand.

6 * * * * *

7 GRACE duMAINE,

8 The witness, having been first duly sworn
9 upon her oath, testified as follows:

10 * * * * *

11 JUDGE FEWELL: Can you please state and
12 spell your name for the record?

13 MS. DuMAINE: Yes. G-R-A-C-E. Last name
14 is duMaine. That's lower case D-U, capital
15 M-A-I-N-E.

16 JUDGE FEWELL: You may proceed with your
17 comments.

18 MS. DuMAINE: Yes. I'm going to make this
19 short and sweet. I definitely do not want a rate
20 increase. With the 14 percent increase for gas that
21 is about 14 bucks a month and a 15 percent increase
22 at the electric company that's like \$14.75 and the
23 water company wanting nine dollars a month and sewer
24 bills keep going up and up and up and people who are
25 working their raises are only about three percent at

1 the maximum. Retired people are on fixed income and
2 that is me.

3 There is no way I and others can afford
4 this without keeping my thermostat at 58 degrees and
5 keep my fingers cross that my pipes do not bust. And
6 I hope you know groceries are going up and they want
7 to cut social security by 25 percent. I hope when I
8 hear this -- when I heard that being spoken that
9 that's not the truth but in a way I think it's going
10 to be the truth the way that things are going. And
11 with prices going up I use less and less but yet my
12 bills keep getting higher and that's not fair for the
13 consumer. And it's not like we had a choice for gas
14 or electric or water or sewer.

15 So what will Spire do or better yet what
16 plans does Spire have that this situation does not
17 happen again because if I ran my budget like Spires
18 does or borrowed and expect others to pay, i.e. the
19 customer, you would not be happy either. Thank you
20 so much for listening.

21 JUDGE FEWELL: Thank you for your
22 comments, ma'am. I'm going to circle back. There
23 were two names that I did not get a response to
24 earlier and one other that I may check in on, it
25 looked like he left in the chat. Suzanne Chizum. It

1 is Star 6 to unmute yourself. Is there a Suzanne
2 Chizum? Elyse Dianne Schaeffer. Again, it is Star 6
3 to mute yourself if you're a caller. Elyse Dianne
4 Schaeffer. And Joseph Louden. Okay. I believe that
5 was everyone that we had listed. Is there anyone
6 else who would like to make comments tonight?
7 Charles Coleman, okay. It is Star 6 -- okay. There
8 you go. Raise your right hand.

9 * * * * *

10 CHARLES COLEMAN,

11 The witness, having been first duly sworn
12 upon her oath, testified as follows:

13 * * * * *

14 JUDGE FEWELL: Can you please state and
15 spell your name for the record?

16 MR. COLEMAN: Charles Coleman.

17 C-H-A-R-L-E-S, C-O-L-E-M-A-N.

18 JUDGE FEWELL: Okay. What would you like
19 to tell the Commission?

20 MR. COLEMAN: First, thank you your Honor,
21 thank you Commissioners, thank you Spire, and most of
22 all thank you my fellow Missourians. It's an honor
23 to be able to speak with you guys and comment with
24 you guys on this topic, you guys give me hope in our
25 Democratic process.

1 First of all, I will say that I tried to
2 get details of financials from Spire when I first
3 heard about this and I'll have to defer to the much
4 more superior research that my fellow commenter's
5 have already provided. I urge the Commission to go
6 back and look at those very carefully and review
7 those. The amount that I did find showed that Spire
8 Energy is certainly in the black, they're doing well,
9 cash flow is not a problem, profits are up, as you
10 already heard and so forth.

11 And so, you know, I was trying to
12 understand this and I've heard some other disturbing
13 facts about how they do their expenses and must spend
14 money before they can recoup money, very strange. It
15 seems like it's a very complicated situation about
16 the rates and the way this whole situation works here
17 which is also very disturbing to I would say your
18 average citizen. It seems like we might have our own
19 local version of USA ID which is, as you know, a
20 terrible scandal. So we really need to get these
21 things settled and make it clear and make things more
22 simple and direct so that the citizens need to be
23 involved in this can make comment.

24 Now, from 2020 to 2024 this nation saw the
25 most bizarre changes to our energy production and

1 regulations. Thankfully that's being slowly
2 dismantled and undone so now we're going to have some
3 sanity brought back to that which should mean that
4 costs to Spire Energy should be going down and things
5 should be more competitive. And speaking of
6 competition in the United States that is really what
7 benefits the consumer the most is competition. Now,
8 of course as has already testified, Spire is a
9 designated monopoly. And there's reasons for that,
10 clearly there's reasons for that so that's not
11 debatable. But in lack of actual competition, the
12 recourse that we have is a governing regulating body.

13 So the Commissioners, you guys, are our
14 answer to the lack of competition. Competition
15 normally drives pressure on to a company to make
16 innovation and to increase the efficiency of the
17 operations. And without that competition they don't,
18 it's just natural. And again, I don't blame Spire,
19 they're a corporation, they're a for profit
20 corporation, they're going to try to do that. But
21 the pressure needs to be applied. And with this rate
22 increase that's happening right now this is a good
23 time to apply that pressure, tell them no, you do not
24 get more, no you do not just get to have a blanket
25 rate increase, you get nothing and maybe that will

1 drive innovation and creativity and efficiency in
2 their operations. Not to mention that probably in a
3 few months the costs coming to them, or the fuel you
4 have to buy, et cetera will be going down. So they
5 still have that opportunity to make their profit
6 margin under the current rate structure.

7 So again, I would like to end with just
8 saying I strongly urge respectfully that the
9 Commissioners deny this rate request from Spire
10 Energy. Thank you.

11 JUDGE FEWELL: Thank you, Mr. Coleman. Is
12 there anyone else who would like to make a comment?
13 Billy Davies, I see your hand is raised. Can you
14 raise your right hand.

15 * * * * *

16 WILLIAM DAVIES,

17 The witness, having been first duly sworn
18 upon his oath, testified as follows:

19 * * * * *

20 JUDGE FEWELL: Can you please state and
21 spell your name for the record?

22 MR. DAVIES: Yes. My full name is William
23 Davies, W-I-L-L-I-A-M, D as in David, A, V as in
24 Victor, I-E-S. I'm a resident of Kansas City.

25 JUDGE FEWELL: All right. You may proceed

1 with your comments.

2 MR. DAVIES: Thank you very much. I'd
3 like to reserve most of my comments for the in person
4 hearing coming up in Kansas City, I really do
5 appreciate the Chair, the members of the Commission,
6 your Honor yourself, Spire's and everybody's time.
7 Just as we prepare for more public hearings there
8 have been a lot of great questions that unfortunately
9 were not on the record, not reported but like are
10 very important for folks to give their testimony and
11 have shared the disappointment and frustration with
12 folks that have shared as much with the lack of
13 responses like what is going to be the effect of not
14 having a rate increase, what's going on with the past
15 rate increase and why has that not led to a rate
16 decrease or just better service.

17 I am not seeing -- I am a Spire customer
18 in Kansas City. I am not seeing an overall like
19 noticeable improvement in services, we're still
20 facing issues in Kansas City even after last rate
21 increase. I think as we're approaching another
22 hearing tonight and two hearings tomorrow and one on
23 Thursday, it would be of benefit to the public and to
24 the Commission and to Spire if we could have answers
25 to the questions that were raised in the Q & A today.

1 But thank you so much for your time and I
2 know I've gone off a little bit there. But I
3 appreciate you hearing my comments and all of you for
4 your time. Please stay safe.

5 JUDGE FEWELL: Thank you for your
6 comments. Was there anyone who would like to make
7 comments today? It's Star 6 to unmute yourself if
8 you're appearing by phone. Okay.

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

11 CHAIR HAHN: Yes. Thank you, Judge
12 Fewell, appreciate it. Thank you all for taking the
13 time today. I know that it was a long afternoon, I
14 know that this started at noon, it's over -- it's
15 after three o'clock now. I know that you can do
16 other things with your time but we really value your
17 input. I know that some folks mentioned, you know,
18 accessibility challenges with coming to the meetings.
19 The Commission has tried to learn from public
20 hearings and how to make it more accessible for
21 folks. So we have tried to offer WebEx and then just
22 the telephone number to call in and then a variety of
23 either the virtual option or the in person option
24 with different times. So we are listening, we're
25 trying to do better. So just keep the feedback

1 coming and we'll try to make sure that we do our part
2 so that we can hear all the comments that are out
3 there.

4 Again, on behalf of the entire Commission,
5 thank you for your time, we really appreciate it.
6 Have a good day everyone.

7 JUDGE FEWELL: I'd like to also thank
8 everyone for their participation today. I hope
9 everyone stays safe, particularly those on the west
10 side of the state that are facing a tornado it
11 sounded like. If you have any additional comments or
12 know of anyone who was not able to comment today we
13 will have another hearing at six p.m., also virtual,
14 and then we will have two local public hearings
15 tomorrow. The first in St. Joseph, Missouri at noon
16 and then the other at six p.m. in Kansas City and one
17 other at six p.m. in Joplin on Thursday.

18 There's also -- you can make comments
19 online if you have additional comments that you would
20 like to make in the consumer comments tab that can be
21 reached on the website at PC dot MO dot Gov. You
22 would just reference this case number GR-2025-0107.
23 Everyone have a good afternoon and evening and stay
24 safe. And this hearing's adjourned. Thank you.

25 (Hearing was concluded at 3:13 p.m.)

CERTIFICATE OF REPORTER

STATE OF MISSOURI)
) ss.
CITY OF KANSAS CITY)

I, JILL A. BLESKEY, a Registered Professional Reporter, Certified Shorthand Reporter (IL), and Certified Court Reporter (MO), do hereby certify that the witness whose testimony appears in the foregoing deposition was duly sworn by me; that the testimony of said witness 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 deposition 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 this action.



Jill A. Bleskey, RPR, CSR, CCR

\$	1	2024 15:5,11,19, 24 16:1 23:17 45:23 46:5 47:15 68:24	2,7 72:7
\$1,100 44:3	1,500 26:17		60 13:1
\$1,300 34:9	1,900 10:22 11:9	2025 13:6 26:15, 18	65 23:21
\$1.57 15:25	10 9:17 12:12 35:1 56:4,7	23.50 26:23	6:00 38:11
\$118 9:8	100 20:11 56:1 57:16	24 55:20	7
\$12,000 12:7 21:17	11 23:18 44:7	25 12:25 66:7	72 10:21
\$14 11:4 26:7,10, 11,20	12 12:12 29:11 35:1 48:4	260 35:16	75 47:22
\$14.75 65:22	12,00 12:10	3	77 54:2
\$150 47:23	135 53:25	3.44 35:16	8
\$2,000 46:6,10,14, 24	14 43:6 65:20,21	3.6 35:25	80 12:6
\$2,183,242 23:19	15 15:12 29:11 35:8 65:21	314-735-3013 64:17,23	9
\$2,500 46:6	175 58:14	36 48:4	90 55:14 56:5,7
\$2.9 15:20	176,000 55:18,19	3:13 73:25	93 17:23
\$217.5 15:12	18 35:24	4	9:30 62:14
\$220,000 24:1	19 13:6	4 44:1	A
\$23,084 23:24	2	41 15:20	A-N 59:22
\$23.50 26:21	2,000 48:5	42,000 9:23	A-N-N 43:24
\$250.9 15:13	2.5 26:16 29:16 34:9,11 35:18	5	Aaron 20:2,5
\$3.28 35:20	20 9:17 35:5 57:17	5,000 12:11 21:18	absolutely 42:17 45:16 46:17 48:19 55:24 56:1 57:3
\$35 48:2	200 47:17	5.6 35:21	absorb 24:8
\$37,988 23:22	2004 58:5	531 46:5	acceptable 29:6 30:2 42:18
\$37.50 26:18	2020 68:24	55 13:2	access 24:3
\$500 45:15	2021 32:6	58 17:23 66:4	accessibility 72:18
\$52,278 16:6	2022 15:17 16:6 35:1,15 51:17 52:24 53:22,24 55:8	6	accessible 72:20
\$530 47:12	2023 15:11,21 16:1,3 45:12	6 5:24 8:18 22:3,8, 9,11,14 24:13 30:15 33:12 41:9 43:10 49:20 67:1,	accessibly 28:1
\$531 46:1 47:16			account 46:3
\$55,279 16:4			
\$800 47:21			

accurate 36:6 actively 30:12 actual 25:19 47:17 63:1 69:11 addition 29:19 additional 6:3 24:8 35:19 55:21 73:11,19 address 64:18 adequate 5:19 8:11 60:24 adjourned 73:24 adjust 23:12 32:8 adjusted 15:9 adjustment 26:16 adjustments 21:21 adult 23:23 adults 9:5 adversely 27:4 advised 62:16 affect 13:25 17:2 affirmation 5:13 afford 9:24 12:24 19:20 20:20 21:2 28:23 42:6 43:5 46:9,19,20 55:22 62:6 66:3 affordable 24:3 afternoon 7:5,17, 21 23:4 24:15 45:7 59:25 72:13 73:23 age 10:21 aged 23:21 agree 31:8,11 agreement 13:24	14:6 ahead 19:9 37:25 39:5 45:25 52:18 air 13:4 32:13 alert 37:7 Alexandra 7:21 alive 40:22 all's 12:22 allowances 15:14 allowed 42:16 58:3 59:1 allowing 24:16 amazing 36:9 Ameren 28:24 Ameritrade 35:14 amount 35:6,7,20 36:7 45:21 68:7 amounts 40:16 analysts 5:1 Andre 62:16 Andrea 59:10,16, 22 60:2 anecdote 62:9 63:14 Ann 43:16,23 annual 15:6 23:24 35:15 36:5,9 answers 71:24 anticipate 25:21 Antonio 7:18 anxiety 24:10 anyone's 56:13 anytime 5:5 Apologies 34:1 apologize 11:17 53:22 54:13 56:12	apparently 36:8 appearances 7:15 34:21 appearing 8:18 22:13 49:20 72:8 applied 69:21 apply 69:23 appreciated 32:10 approaching 71:21 approve 35:19 approved 54:2 57:23 approximate 29:16 35:20 approximately 47:12 April 45:24 area 9:10 37:22 38:12 44:19 areas 60:18,20 Arias 7:17,18 37:4,6,11 48:25 64:8 arm 10:4 aspects 51:10 Aspire 9:14 assistance 10:21 12:22 55:12 62:21 assumed 60:16 assured 27:1 attend 6:16 attendees 5:18 attorneys 8:15 attractive 35:25 audit 40:7,24	authority 62:1 average 15:23 26:7,9 61:6,16 68:18 avoid 16:14 awards 23:20 aware 15:21 awesome 53:2 <hr/> B <hr/> baby 11:1 back 12:16 14:9 21:23 22:10,14 25:24 26:2 31:25 34:24 38:23 44:9 45:11 51:19 62:11,20,25 63:24 64:21 66:22 68:6 69:3 background 44:17 45:11 backs 44:6 61:6 bad 18:1,21 balance 16:20 52:12 banner 62:7 base 23:25 based 9:7,17 10:2 14:5,24 25:12 26:5 36:5 basic 14:4 61:8 basically 10:4 53:3,8 bear 27:2 35:13 57:16 beget 30:5 begin 8:17 12:17 beginning 7:16
--	--	---	---

<p>28:6 40:7</p> <p>behalf 6:25 7:18, 22 8:1 23:6 73:4</p> <p>behaves 32:3</p> <p>behavior 32:6</p> <p>bells 54:2</p> <p>Beloved 9:3</p> <p>belts 23:25</p> <p>beneficiary 52:3</p> <p>benefit 26:3 60:25 61:4 71:23</p> <p>benefits 23:10 69:7</p> <p>benefitting 61:17, 19</p> <p>big 28:12 35:11</p> <p>bill 19:4,21 26:4 29:14 42:6 43:5 44:1 46:5,23 47:11,15,16,18,21 61:3</p> <p>bill's 26:5</p> <p>billion 36:2,6 54:2 58:8 60:8 62:2</p> <p>bills 11:8 16:14 19:3 30:2 32:25 43:2 45:22 46:20, 25 47:14,25 60:13 61:15 65:24 66:12</p> <p>Billy 70:13</p> <p>bit 29:1 36:14 46:7 54:19,25 72:2</p> <p>bizarre 68:25</p> <p>black 13:1 68:8</p> <p>blame 69:18</p> <p>blank 62:8</p> <p>blanket 69:24</p>	<p>blatant 28:10</p> <p>bled 33:1</p> <p>blue 41:24</p> <p>board 44:2</p> <p>body 32:7,16 69:12</p> <p>bonds 58:11</p> <p>books 51:16</p> <p>boomers 11:2</p> <p>borne 57:12</p> <p>borrowed 66:18</p> <p>borrowing 52:1</p> <p>bottom 12:13 55:14</p> <p>bracket 55:15,20, 21</p> <p>brainwashing 28:10</p> <p>breadth 63:2</p> <p>breaking 51:13 53:3</p> <p>bring 28:20 40:5</p> <p>broke 51:18</p> <p>brought 69:3</p> <p>bucks 65:21</p> <p>budget 66:17</p> <p>bump 20:25</p> <p>bunch 45:22</p> <p>burden 14:21 57:12,17</p> <p>burdening 60:11</p> <p>business 42:9,10 43:4 57:12,15,19 58:16 59:2</p> <p>businesses 36:3 60:13</p>	<p>bust 66:5</p> <p>button 5:25 22:13</p> <p>buy 70:4</p> <p>buying 14:4 23:15</p> <hr/> <p>C</p> <hr/> <p>C-A-R-T-E-R 13:19</p> <p>C-H-A-R-L-E-S 67:17</p> <p>C-L-A-I-R-E 27:19</p> <p>C-L-A-Y-T-O-N 34:2</p> <p>C-O-L-E-M-A-N 67:17</p> <p>calculated 15:14</p> <p>call 7:1 8:6 29:9, 25 38:8 45:24 48:17 51:3 62:22, 23,25 72:22</p> <p>called 45:17 62:9, 11,14,20</p> <p>caller 67:3</p> <p>calling 22:8</p> <p>calls 50:23</p> <p>candidate 51:20 52:20 53:8 54:22</p> <p>Cap 36:4</p> <p>capital 31:4 43:24 52:4 53:7 56:2 65:14</p> <p>capitalism 51:11</p> <p>capitalist 52:11,12</p> <p>caps 55:2,4</p> <p>captured 53:2</p> <p>care 56:2</p>	<p>carefully 68:6</p> <p>Carter 13:9,11,17, 18,22</p> <p>case 5:14,15 6:8 7:7,9 25:15 28:25 31:25 52:22,24 62:5 65:14 73:22</p> <p>cases 7:3</p> <p>cash 23:19 68:9</p> <p>catastrophic 32:13</p> <p>census 16:5</p> <p>CEO 15:19,22 40:15</p> <p>cetera 55:11 70:4</p> <p>chain 53:6</p> <p>Chair 5:3 6:21,23 7:14 38:2,4,10 71:5 72:9,11</p> <p>challenges 53:6 72:18</p> <p>challenging 60:14</p> <p>chance 8:11</p> <p>change 32:13</p> <p>charged 45:15,20 48:7</p> <p>Charles 67:7,10, 16</p> <p>chat 66:25</p> <p>check 11:5 45:19 47:15 53:13 62:8 66:24</p> <p>Chizum 22:3,5,11 66:25 67:2</p> <p>choice 14:3 66:13</p> <p>choices 23:14</p> <p>choose 21:12</p>
---	--	---	--

choosing 29:4	close 58:8	Commission's 6:4	31:12 51:2
church 9:4,6,23 17:7 21:17	closer 54:20	Commissioner 22:6,7 40:8 49:2, 4,6,19	concluded 73:25
circle 14:9 22:10, 13 66:22	closing 72:9	commissioners 5:3,4,14 23:5 49:12 59:25 63:5 67:21 69:13 70:9	condition 13:4 62:19
circulated 29:2	clothing 14:4	common 15:10	consecutive 35:24
circumstances 20:22	COLA 26:15,18,19	communities 16:25 61:20	consequence 42:5
cities 39:25	Coleman 5:4 22:6, 7 49:3,4,6 67:7, 10,16,20 70:11	community 9:3 33:6	consequences 32:22
citizen 27:23 68:18	Columbia 51:18	companies 51:15	conservation 25:16
citizens 9:11 10:20 68:22	combination 23:9	company 21:20 31:10 32:12 33:9 35:11 50:23 57:23,24 58:1 65:22,23 69:15	consideration 7:10 11:9 24:11 36:13
city 6:13 16:3,25 17:20 18:21 32:14 33:5,7 37:10,18, 22,23 38:12,14 45:9,12 46:13 70:24 71:4,18,20 73:16	comment 6:3 19:17 31:21 49:3 53:1,17,23 67:23 68:23 70:12 73:12	compared 29:15	construction 44:5
claimed 62:2	commenter's 68:4	compensation 15:20,23 16:1 19:4 23:20	consumer 66:13 69:7 73:20
Claire 27:7,12,19	comments 6:3,6, 7,20,22 8:4,9,10, 12 10:8 11:13 13:9 14:9 17:5 18:8 19:12,15 20:2 22:3 24:13 27:7 28:19 29:2 30:15 33:12 37:1 41:7 43:10 44:12 54:14,22 56:12 59:10 65:17 66:22 67:6 71:1,3 72:3, 6,7,10 73:2,11,18, 19,20	competition 69:6, 7,11,14,17	consumers 17:1 44:6 61:23 62:5 63:8
clarification 48:9 49:16	commission 5:10, 13,16 6:19,25 7:20 8:9,14 12:4,6 13:21 18:19,21 20:23 23:3 24:6 25:9 31:6,18 32:1, 11 33:2 34:4,22 35:18 36:14 49:23 50:14,21 51:13 52:22,23 54:1,24 55:9 59:4 61:25 67:19 68:5 71:5, 24 72:19 73:4	competitive 69:5	contact 48:11 64:19
clarify 63:16		complaints 40:2	contacted 49:9 63:17
class 12:18		complete 36:18	continue 33:5 58:24
Clayton 33:12,14, 18,22,25 34:1,5 36:21 37:2,9,17, 23		completely 46:3	continuing 37:12
clear 61:3,7,18 68:21		complicated 68:15	controls 60:25
Click 6:6		compromise 57:13	COOS 40:15
climate 32:13		concern 14:19 50:20	corporate 51:6 61:3 62:6
Clizer 8:1 47:7,8, 25 48:8,19 52:16, 18,19 53:12,16 54:4,10 63:12,13, 20,23 64:2,5,7		concerned 9:18 25:19 43:25 49:13 60:3 63:6	corporation 53:9 69:19,20
		concerns 24:19	corporations 40:19 53:10
			correct 26:10 53:14 63:19,25
			cost 16:11 26:8,15 39:23 57:15,19

60:25	13:18	definite 26:9	disabled 20:11
costs 10:25 15:14	D-A-V-I-D 34:2	degrees 13:1 66:4	23:6,23 24:2 34:7
24:8 25:15,16	D-E 31:4	delay 38:19	disagree 21:24
39:19 57:11 58:16	D-E-E 43:23	delicate 16:19	disappointment
61:25 69:4 70:3	D-U 65:14	Democratic 67:25	71:11
Counsel 7:25 8:2	damn 35:5	denied 20:14	disasters 29:23
37:15 48:20 49:17	Dan 56:12,14,22	28:16 34:23	disconnect 21:4
counterpoints	57:3	deny 44:11 70:9	38:6
52:8	danger 62:24	dependable 24:9	disconnections
county 19:1 60:3	dangerous 32:24	depends 34:17	29:21 32:21
couple 47:9	62:19	Derose 30:15,17,	discussed 20:15
court 5:12,23 6:18	Darrick 13:9,11,17	21,25 31:3,7	discussion 53:23
44:12	data 62:1	deserve 33:1	dismantled 69:2
COVID 53:4	date 53:18	designated 69:9	disrespectful
created 15:6	David 33:12,18,25	desperate 32:12	31:19
creativity 70:1	34:1 59:23 70:23	destroys 32:14	disturbing 68:12,
critical 60:23	Davies 70:13,16,	detailed 50:19	17
cross 66:5	22,23 71:2	details 6:18 68:2	dividend 35:16,24
current 14:18	day 7:4,6 73:6	devastated 29:18	dividends 57:18
25:21 70:6	dead 40:23	development	58:6,10
customer 14:19	deal 62:8	61:13,14,20 62:7	doctor 11:7
16:10 26:10 49:13	dealing 14:1 49:14	Dianne 22:11	doctoral 51:20
57:7,13,16 60:4	Deanne 43:10	67:2,3	doctorate 51:21
63:3,9 66:19	debatable 69:11	difference 43:6	document 15:8
71:17	debt 46:10 52:2	47:3	36:24 52:21,22
customer's 26:5	decided 19:9	digital 39:22,24	documentation
customers 23:21	45:24	dignity 24:6	53:20
25:12 32:9 33:10	decision 5:13 7:10	diligently 49:18	dog 34:21
35:19 36:11 57:25	decisions 61:3	direct 15:20,23	dollar 60:8 62:2
58:9,13,15,17	decrease 58:19	61:4 68:22	dollars 36:6 58:8,
62:3,5	61:15,16 71:16	directed 5:22	20,21 65:23
cut 12:20,22 42:24	Dee 43:16,23	director's 23:25	Dorch 59:10,11,
66:7	defense 33:3	directors 23:18	14,16,22,25 60:2
cutting 54:14	defer 68:3	55:3	63:11,19,22,25
	deferred 23:20	disability 23:10,24	64:4,11,16,22,25
		32:19	dot 6:4,5 73:21
			double 47:15
			53:13

doubled 59:2	25 23:6 24:2	examine 60:23	fact 9:7 50:22 52:2
drive 70:1	electric 12:21 13:4 45:13 65:22 66:14	exceeds 34:10	facts 68:13
driven 33:8	electricity 44:3	excuse 33:25	fair 14:3 21:8 24:9 62:8 66:12
drives 69:15	eligible 26:14	excused 8:13	falling 16:14
dry 33:1	Elyse 22:11 67:2,3	executive 15:24 58:11	families 60:12 61:2
due 15:2 16:11,15 39:25 62:18	emergency 20:25 21:2	executives 15:18 55:3	family 16:15,22 55:18 56:8 62:25
duly 8:23 10:11 11:21 13:12 14:13 17:10 18:11 20:6 22:23 24:25 27:13 30:22 33:19 39:8 41:14 43:17 44:23 50:4 56:23 59:17 65:8 67:11 70:17	employee 62:14	exercise 62:1	farmers 60:19
dumaine 65:1,4,7, 13,14,18	encourage 49:16	exigent 20:22	faster 39:24
	end 31:16 40:11 70:7	exist 29:3 42:24	favor 61:8 62:5 63:7
	energy 30:11 46:15 60:10 68:8, 25 69:4 70:10	existed 61:23	fear 32:8
	Energy's 60:5	expect 23:21 42:24 66:18	feedback 7:8 72:25
E	ensure 59:6	expectation 61:8	feel 5:5 10:1 17:21 48:11
	ensures 63:9	expenses 23:12 34:13 68:13	feels 46:21
earlier 21:17 29:15 34:15,22 36:12 66:24	enter 7:15	expensive 29:3	fees 46:11
earned 15:10 57:9	enterprise 36:2	experience 64:12	fellow 60:1 67:22 68:4
earnestly 9:11	entire 6:25 34:10 47:1 73:4	experiences 63:15	Fewell 5:7 6:24 7:14,19,24 8:3 9:1 10:7,14,18 11:12, 15,17,24 12:3 13:8,15,20 14:8, 16 17:4,14,18 18:7,14,18 19:11, 14 20:1,9 22:2,9, 17,19 23:2 24:12, 17,21 25:4,8 27:6, 9,17,21 30:14,18 31:1,5 33:11,15, 23 34:3 36:18,25 37:3,5,15,20,25 38:2,3,9,16,21 39:1,3,12,15 41:6, 9,18 43:9,12,21 44:15,18 45:2,6 47:6 48:24 49:2,5,
earnings 15:9 23:20	entities 53:4	explain 49:10 51:23	
easily 23:12	entity 51:6	expressed 50:20	
EBITA 50:21	environment 60:15	extra 47:21,22	
economic 24:5 52:13 60:14 61:13,14,20 62:7	environmental 31:11	extreme 32:1	
economy 55:25	evaluating 37:8	extremely 27:25	
effect 10:3 14:2 71:13	evening 73:23	F	
efficiency 69:16 70:1	everybody's 71:6	F-O-L-E-Y 50:11	
efforts 10:2	eviction 16:18	F-R-I-E-D-E-R-I-C- H 39:18	
elderly 11:4 13:23,	evictions 32:22	face 41:24	
	evidence 5:17	faced 16:9	
	ex-ad 28:9	facing 16:18 71:20 73:10	
	exact 25:25		

19,24 50:8,12 52:15,18 54:13 56:11,16,18 57:1, 5 59:9,12,20,24 63:11 64:7 65:1,5, 11,16 66:21 67:14,18 70:11, 20,25 72:5,12 73:7 field 5:1 figure 25:25 45:17 49:11 55:11,22 figures 15:5 filed 23:18 52:22 53:16 final 6:13 finally 26:13 financial 15:4 16:20 28:14 30:4 31:9 52:13 financially 16:23 financials 15:3 68:2 find 25:23 54:21 55:9 56:9 68:7 fine 54:10 fingers 66:5 finishing 47:19 fiscal 15:10,11 fix 19:2 fixed 9:22 12:7 17:25 20:10 23:9 32:15,25 34:6 60:12 66:1 flow 68:9 Foley 49:20,22 50:1,3,7,10,11,13 52:15,17,19,23 53:12,14,18 54:8, 11,15,16 56:12	folks 7:5 38:5,8 71:10,12 72:17,21 follow 47:9 49:11 53:15 food 14:4 23:16 60:19 foot 61:2 forcing 23:14 form 23:19 58:9 formula 58:25 forward 25:22 36:14 41:4 fossil 28:9 30:10 60:6 frankly 27:24 free 5:5 44:6 48:11 51:3 freeze 12:25 Friederich 38:15, 17,22 39:2,5,7,11, 14,16,17 41:8 front 55:4 frustration 71:11 fuel 60:6 70:3 fuels 28:9 30:10 full 35:6 48:3 70:22 fully 45:13 function 13:1 funds 25:25 funneled 58:8 funneling 58:2,13 future 7:11 32:18 <hr/> G <hr/> G-R-A-C-E 65:13	G-R-A-Y 45:5 game 35:10 gas 12:8,19 13:5 17:25 19:20 23:13 26:6 28:8 40:8 41:3 44:2 46:2,3 60:5 62:10 63:18 65:20 66:13 generation 11:1,3 give 8:12 12:12,16 20:24 25:25 38:19 64:15 67:24 71:10 giving 21:24 40:15 44:4 God 20:12 good 7:17,21 23:4 24:15 30:5 34:18 35:5 38:9 45:7 52:12 55:24 59:25 64:19 69:22 73:6, 23 Gov 6:5 73:21 governing 69:12 government 55:16 GR-2025-0107 6:8 73:22 grab 32:12 grace 20:11 65:1,7 Gray 44:13,14,16, 20,22 45:1,4,7 47:6,13 48:2,15, 21,24 great 71:8 Gregory 37:18,24 grew 46:10 grift 52:10 groceries 29:5 66:6	groups 32:20 grow 23:11 growing 35:24 46:20 grown 46:6 growth 36:5,9 62:6 guys 42:4,20,23 43:5,6 45:8 53:20, 25 67:23,24 69:13 <hr/> H <hr/> H-E-L-E-N-A 25:6 Hahn 5:3 6:21,23 38:2,4 72:9,11 half 12:12 hand 8:20 20:3,12 22:20 24:22 27:10 30:19 33:16 43:13 49:25 56:19 59:13 65:5 67:8 70:13, 14 handle 32:20 52:2 handled 51:16 hands 21:7 Hans 14:10,12,17 happen 21:3 28:24 54:6 66:17 happened 21:22 29:23 64:21 happening 29:8 39:24 50:24 52:10 69:22 happy 6:23 56:9 66:19 hard 23:14 31:21 hardship 24:10 health 24:5
---	---	---	---

hear 26:6 44:14 49:14 65:4 66:8 73:2 heard 5:22 8:12 31:18 34:19 36:12 40:1 50:18 66:8 68:3,10,12 hearing 5:8,9 6:11,19 7:2,23 34:20 35:15 38:6, 10 44:8 71:4,22 72:3 73:13,25 hearing's 73:24 hearings 6:9,12, 16 10:3 28:22 31:13,16 65:3 71:7,22 72:20 73:14 heat 14:6 45:13,14 46:8 heating 23:15 24:3 heavily 61:21 Helena 24:13,24 25:6 helpful 29:17 38:5 helps 54:4 hey 21:2 high 10:23,25 45:18,22 58:3,11 higher 16:9 39:23 60:13 61:15 62:4 66:12 highlighted 60:7 highly 13:25 hike 17:21 hikes 61:11 hires 16:2 historically 60:21	history 32:5 hit 19:1 23:13 Hold 39:3 Holmes 37:19,24 home 6:5 12:11 17:23 18:22 35:25 62:11 63:22,24 homes 12:20 23:15 honestly 53:20 55:6 honor 7:17 50:15 54:12 64:6,8 67:20,22 71:6 hope 37:22 66:6,7 67:24 73:8 hoping 29:19 hospital 38:18,24 hours 28:3 31:18, 24 house 13:2 21:18 45:12 46:4 62:12 63:21 64:1 household 16:3 households 58:21 housing 14:1 16:18 humbly 20:13 hundred 28:17 husband 12:9 <hr/> I <hr/> I-E-S 70:24 i.e. 66:18 ID 68:19 idea 50:25	Ignore 44:16 impact 25:17 26:4, 5 impacted 27:4 impacting 27:3 impartial 5:16 important 50:17 60:10 71:10 impossible 23:14 impressive 36:9 improvement 71:19 improvements 60:17,22 62:3 inappropriate 9:20 17:22 incident 30:1 includes 56:8 income 9:23 10:21,23 11:11 12:7,10 14:1 15:8, 12,13,15 16:3,6,8 17:25 20:10 23:22,24 26:14 29:3,12,25 32:15, 20,25 34:7,13 40:21 55:23 66:1 incomes 9:22 23:9,11 60:12 inconsiderate 16:24 increase 9:7,8,19, 24 10:6 13:24 14:7,20,23,24 15:2,21 16:5,10, 19,25 20:13 21:21,25 23:13 26:8,19,24 27:2 28:16 29:12 31:10 32:2,20,23 34:8, 10,23 35:3 36:10	42:12 43:1,25 44:1,10 45:10 53:24 54:1 57:22 58:3 59:4 61:5 63:7 65:20,21 69:16,22,25 71:14,15,21 increased 14:6 15:2,10,12 23:8 25:15 29:20 57:20 58:6 increases 16:1 32:17 46:12 60:6 63:8 increasing 16:23 24:4 40:14 41:23 57:18,22 58:24 indefinite 61:10 indicating 47:25 48:1 individual 54:6 individuals 24:2 indoor 32:13 inequality 55:23 inflation 15:2,17 16:11 23:11 29:16 52:1 56:3 inflationary 25:15 information 7:22 29:1 49:1 informed 7:7 63:17,23 infrastructure 25:14,18 36:8 52:4 53:6 56:3 60:8,10,17,24 61:7 inherently 31:19 initial 15:15 64:3 innovation 69:16
--	---	---	---

live 13:2 16:12 23:8 42:22 46:13	M	mathing 29:17	minorities 12:19
living 9:9 12:6 20:12 26:15 61:15	M-A-I-N-E 65:15	matter 43:2,4	minute 36:20
LLC 53:3	M-U-E-L-L-E-R 27:20	maximum 66:1	minutes 5:20 8:11 36:22,23
loans 44:6	made 5:13 7:11 12:17 15:16,19 28:11 41:2 42:14, 21 54:17 55:1 60:17 61:3,18	means 25:17 26:6, 9	mismanaged 30:12
lobbying 10:2	magic 62:1	meantime 19:7	mispronounce 11:18
lobbyist 62:1	magistrate 52:25	measurable 60:25	misread 26:11
lobbyists 9:25	mail 19:6	measure 50:22	missed 17:6 48:16,17
local 6:9,10,11,16 7:1 38:6,10 68:19 73:14	main 29:2	median 16:3,6 23:22,24	Missouri 5:9 9:4 25:13 37:6,18,23 42:1,21 60:1,3 61:2 63:5,6 73:15
locked 21:7	maintenance 61:8	medical 17:24	Missouri's 61:22
log 6:17	majority 60:16	medication 11:7 23:15	Missourian 61:6
logistics 31:12	make 6:3,7,21 7:9 12:11 14:3 21:12 29:10 34:17 39:20 44:18 45:20 47:10 53:7 58:17,21 64:3 65:18 67:6 68:21,23 69:15 70:5,12 72:6,9,20 73:1,18,20	medications 29:5 32:24	Missourians 61:17 67:22
long 9:16 28:3 32:5 35:10 44:8 72:13	makers 55:10	meeting 15:7 36:22	Mitchell 5:4
looked 30:7 54:20 62:17 66:25	making 11:3 21:20 36:7 40:4 55:19 57:19	meetings 27:25 72:18	Mo 6:5 73:21
lost 12:9	malfunxions 39:25	members 60:1 64:20 71:5	models 42:9
lot 7:5 14:1 20:14, 16,18 38:25 40:17,22 54:20 71:8	management 55:3	mention 38:5 70:2	modern 29:4 60:10
Louden 67:4	manual 39:22	mentioned 20:21 29:24 33:4 39:19 52:20 72:17	modernization 62:7
Louis 9:4,9 14:18, 22 16:2,8,22 17:21 33:7	margin 9:8 70:6	mentioning 31:14	modest 23:10
Louis's 16:8	mark 36:20	mere 16:5	Monday 62:22,23
low 11:10 14:1 29:3 32:19	market 51:4	meter 39:20 45:19	money 15:16 21:13,16 32:12 36:7 39:20 40:4, 16 42:15,17 47:2, 5 55:21 57:25 58:2,13,18,24 59:7 68:14
lower 12:18 65:14	match 34:14 59:5	Methodist 9:4	mongering 32:9
lowest 45:14	math 29:16	metropolitan 9:10	monopolistic 61:9
lucky 16:12,21		middle 7:4	monopoly 21:11 52:3,14 58:23
luxury 24:3		million 9:8 15:12, 13,20,25 54:1 58:14	
		mind 51:7 54:7	
		minimal 9:23	

61:24 69:9 month 11:6 26:8, 12,17 35:21 45:15,16 47:18,23 48:3 65:21,23 monthly 43:1 47:22 60:13 months 44:7 70:3 Moore 14:10,12,17 moratorium 29:21 mother 17:23 move 32:11 moved 31:16 45:11 moving 25:22 47:20 MSD 12:8 Mueller 27:7,8,12, 16,19,22 multiple 45:17 mute 5:24,25 10:3, 5 22:13 37:11 67:3 muted 5:21 17:6	neighbors 18:24 23:8 60:20 net 9:7 15:8,11,13 night 29:7 non-employee 23:18 nonprofit 21:10 noon 6:13 38:13 72:14 73:15 not-for-profit 51:5 note 28:21 noted 29:9 notes 63:2 notice 21:4 25:13 noticeable 71:19 nowadays 18:3 number 6:8 11:4 15:16 48:17 64:13,15,18,19,23 72:22 73:22 numbers 19:18 29:9 35:4,9 40:9	odd 57:18 odor 63:20 offer 8:9 72:21 office 7:24 8:2 48:12,16,18,20 49:17 62:23 officer 16:2 officers 15:24,25 official 5:9 older 9:21 Ollie 10:8,10,16 on-site 62:16,17, 21 online 5:25 37:13 73:19 onslaught 32:16 OPC 6:17 47:7 open 35:12 opened 62:23 opening 6:22 operate 9:25 operations 69:17 70:2 opinion 21:10 34:19 opportunities 31:23 opportunity 5:19 14:21 21:12 57:6 70:5 oppose 10:5 45:10 opposes 60:4 opposition 9:6,9 23:7 43:25 option 38:8 72:23 order 8:5	outpaced 16:7 oversaw 52:25 owe 19:3 owed 46:1 owned 51:15 owner 57:13,18 owners 57:25 58:17 59:7 owns 42:10 53:10
N	O		P
names 66:23 nation 68:24 natural 23:13 28:8,11 29:23 52:11 60:5 69:18 necessarily 28:4 30:5 necessities 14:5 necessity 24:4 needing 12:8 neglected 60:21	O-L-L-I-E 10:17 O-R-C-H 59:23 oath 5:12 8:7,24 10:12 11:22 13:13 14:14 17:11 18:12 20:7 22:24 25:1 27:14 30:23 33:20 39:9 41:15 43:18 44:24 50:5 56:24 59:18 65:9 67:12 70:18 obligation 61:9 obvious 16:9 51:12		P-A-T-T-O-N 12:2 P-O-O-L-E 43:24 P-O-R-T-E-R 17:17 P-R-U-I-T-T 18:17 p.m. 6:10,13,14 38:11,14 62:13 64:4 73:13,16,17, 25 packages 58:11 paid 55:5 58:14 parade 32:17 part 30:10 35:2 40:20 53:1,16,22 61:9 73:1 participating 7:13 50:16 participation 73:8 parties 7:15 partner 33:6 passing 61:24 past 29:12 36:19 54:21 71:14 pastor 9:3 13:23 pattern 9:15 15:19

<p>patterns 9:18</p> <p>Patton 11:15,16, 20 12:1,5</p> <p>pay 10:25 11:8 17:1 19:4 23:25 30:2 32:25 35:19 39:19 42:6,8,10 43:6 46:18 47:18 58:10,15,17 66:18</p> <p>paycheck 16:13 42:22,23</p> <p>payers 60:22</p> <p>paying 11:10 16:14 25:24 30:11 35:15 53:9 55:21</p> <p>payment 47:19</p> <p>payments 29:14 48:1,2</p> <p>pays 58:6</p> <p>PC 73:21</p> <p>pensions 40:18</p> <p>people 9:21,22 12:14,16 13:1 17:2 18:4 19:1,6, 20 20:14,18,20,21 22:8 28:2 29:4,6, 8,21,24 31:17 32:25 40:12,15,17 42:22 46:12 51:5 55:13,14 63:5 65:24 66:1</p> <p>percent 15:12,21 16:5 20:11 26:16 28:17 29:11,14,16 34:8,9,11 35:1,5, 8,16,18,20,21,25 36:5 43:6 55:14, 20,25 56:1,4,5,7,8 57:16 65:20,21,25 66:7</p> <p>percentage 42:24</p>	<p>percentages 34:14</p> <p>Perfect 48:21</p> <p>perfectly 54:10</p> <p>period 12:19 53:1, 23 56:6</p> <p>person 6:12 28:9 29:3 38:13,18 49:14 71:3 72:23</p> <p>personal 63:15</p> <p>petition 21:12</p> <p>pets 62:25</p> <p>Ph.d. 51:17,20 52:20,21 53:7 54:22</p> <p>phased 30:10</p> <p>phone 5:24 8:18 22:4,12 33:13 49:21 72:8</p> <p>piece 26:23</p> <p>pipes 66:5</p> <p>place 8:7 52:4</p> <p>plain 21:24</p> <p>plan 9:16 36:4 47:19</p> <p>planned 35:7</p> <p>plans 66:16</p> <p>played 35:9</p> <p>plead 21:7</p> <p>plenty 52:7</p> <p>pockets 18:3 21:14 46:21</p> <p>point 17:19 18:4 20:19 36:15 38:9 40:5,10,13 41:22 52:1 54:18 57:7</p> <p>points 52:7 61:12</p>	<p>political 10:1,4</p> <p>pony 34:21</p> <p>Poole 43:10,11,14, 16,20,23</p> <p>poor 12:16,19 32:13 41:24 42:20 56:6</p> <p>poorer 12:15</p> <p>poorest 56:6</p> <p>poorly 33:9</p> <p>population 42:1</p> <p>Porter 14:9 17:5,9, 13,16,17,19</p> <p>portion 28:7,13 31:15</p> <p>possibly 40:25 52:20</p> <p>potentially 16:19 38:8</p> <p>pray 9:10 44:10</p> <p>preparation 28:13, 19 30:4</p> <p>prepare 71:7</p> <p>prepared 29:8</p> <p>preparing 52:20, 21</p> <p>present 8:15 15:5 28:23</p> <p>presented 5:17</p> <p>president 15:19, 22</p> <p>presiding 5:8</p> <p>pressure 69:15, 21,23</p> <p>pretty 32:9</p> <p>previous 20:15 29:1 31:8,11</p>	<p>previously 29:24</p> <p>price 14:6</p> <p>prices 66:11</p> <p>prior 25:20 62:18</p> <p>private 27:22 51:8</p> <p>privilege 16:16 28:3</p> <p>problem 15:4 31:24 51:5 52:11 68:9</p> <p>problems 19:19</p> <p>proceed 9:1 10:18 14:16 17:18 20:9 27:21 38:1 45:6 50:12 57:5 59:24 65:16 70:25</p> <p>process 67:25</p> <p>processes 28:2</p> <p>production 68:25</p> <p>profit 9:8 21:20 40:11 51:1 54:19 55:2 57:23,24 58:23 61:5 69:19 70:5</p> <p>profitability 50:20</p> <p>profiting 51:23,24</p> <p>profits 16:7 21:22 32:5,12 34:17 36:8 56:1 57:9,22 59:1,2 62:4 68:9</p> <p>programs 26:14</p> <p>progress 44:5</p> <p>projects 60:24</p> <p>pronounced 56:13</p> <p>proportional 61:4</p> <p>proposal 24:7 36:13</p> <p>proposed 14:20,</p>
--	---	---	--

23 23:7 26:7 60:5 proposes 25:14 protect 24:7 32:16 61:23 proven 57:17 provide 5:18 8:4 55:12 60:19 provided 6:20 8:5 26:1 68:5 provider 21:6 providing 48:9 provisions 11:2 proxy 15:5 23:17 Pruitt 18:8,10,16, 20 19:13,16 PSC 6:4 28:23 32:7 public 5:9 6:9,10, 11,16 7:2,25 8:2 10:2,5 20:23 31:16 38:6,10 41:1 48:20 49:17 51:1 53:1,17,23 60:1 61:4 71:7,23 72:19 73:14 publicized 28:5 publicly 50:22 pulled 47:14 pulling 21:13 punishment 46:21 purpose 57:24 pursued 60:24 put 21:23 40:19 52:4 55:18 63:1 putting 13:4 23:15	<hr/> Q <hr/> quadrupled 36:1 quality 32:14 quarter 58:6 question 20:16 28:18 31:9 34:18 47:3,7 49:5,7,8 50:23 52:16 54:5 63:12 64:10 questions 5:5,15 8:14 20:16 28:14 54:11 64:6 71:8, 25 quick 37:11,13 47:9 54:17 64:9 quickly 47:20 63:14 quote 61:12 <hr/> R <hr/> R-E-A 59:23 R-E-N-E-E 17:16 R-O-S-E 31:4 R-U-B-I-N-A 12:1 raise 8:20 11:5 17:24 20:2 22:19 24:21 27:9 30:19 33:15 43:12 46:17 49:24 56:18 59:12 65:5 67:8 70:14 raised 46:24 70:13 71:25 raises 34:14 65:25 raising 12:22 19:23 60:9 ran 66:17 range 9:16	rate 9:6,19 14:20, 23 16:18,23 17:21 23:7,12 25:13 29:16 31:10,25 32:2,17,23 34:10, 23 35:3 36:5,9,10 45:10,18 46:12 52:22,24 53:24 57:22 58:1,4,18 60:6,22 61:11 62:4 65:19 69:21, 25 70:6,9 71:14, 15,20 ratepayers 61:1 rates 15:2 16:9,25 19:23 24:4 44:1 46:11,17,18,19 48:5,6,7 57:14,15 59:4 60:9 61:5 68:16 reach 48:10 64:21 reached 6:4 73:21 reaching 49:1,8 read 6:20 35:12 ready 8:19 real 31:9 37:11 realistic 29:13 reason 40:20 41:23 42:3 43:1 reasoning 14:25 reasons 69:9,10 recap 27:23 28:6 receive 49:7 received 15:25 16:15 23:19 28:17 37:7 51:21 receiving 23:23 recent 60:7 recently 61:22 62:9	recipient 52:21 recognize 9:10 reconcile 19:19 reconciled 19:23 record 8:8 10:15 11:25 13:16 17:15 18:15 25:5 27:18 31:2,25 33:24 39:15 41:19 43:22 45:3 50:9,19 51:19 53:2,11 57:2 59:21 65:12 67:15 70:21 71:9 recorded 5:11 recoup 68:14 recourse 69:12 recovery 25:14,18 red 42:14 reference 73:22 referencing 6:8 referring 28:7,8 regard 50:20 52:1 55:2 Regina 22:14,22 23:5 regular 40:6 regulated 61:10 regulating 69:12 regulation 5:2 regulations 40:19 69:1 regulatory 5:8 32:7,16 61:23 reimbursement 52:5 reinvesting 58:12 reject 24:6 61:25 62:4 63:7
--	---	---	--

Relatedly 31:13 relatives 16:16 relayed 63:14 reliability 61:16 rely 16:22 remain 5:16,21 8:12 remarks 8:13 remind 22:7 reminder 15:13 Renee 14:9 17:5,9, 16 repeated 61:11 report 64:3 reported 71:9 reporter 5:12,23 6:18 7:23 represent 10:19 representation 30:3 representative's 62:15 representing 9:5, 21 reprieve 55:12 request 20:14 22:7 25:13 32:2 44:11 45:10 61:13 70:9 requesting 20:13 34:15 53:25 require 62:2 requiring 58:19 60:21 research 53:8,21 54:23 68:4 reserve 71:3	resident 14:18 16:22 45:9 60:4 63:6 70:24 residential 16:8 residents 14:23 16:3,8 23:7 33:1 43:3 60:2,23 resources 60:19 respectfully 70:8 respond 37:13 response 66:23 responses 45:21 71:13 responsibility 34:16 63:8 rest 48:5 56:5,7 restarted 45:12 result 62:3 retainers 23:19 Retired 66:1 retirement 23:10 revenue 15:15 59:2 Reverend 8:17,22 9:2 review 6:20 32:2 68:6 rich 12:17 richer 12:14,15 ridiculous 45:16 46:17 Riley 5:7 ring 54:2 risk 16:17 robust 36:4 Rogers 64:9,11, 17,24	role 61:12 roughly 16:13 round 35:4,8,9 rounded 34:9 Rubina 11:15,20 12:1 rude 31:22 rule 55:10 rules 40:19 run 58:16 running 12:21 38:23 46:4 runs 39:24 rural 60:18 <hr/> S <hr/> S-H-A-W-N 50:10 S-M-I-T-H 25:7 S-T-E-W-A-R-T 10:17 sacrificing 7:6 sad 13:7 sadly 44:7 safe 24:3 37:16 44:18 60:9 72:4 73:9,24 safety 24:6 60:22 sake 34:21 salaries 15:18 55:2 sand 55:18 Sanguinette 22:14,16,18,22 23:1,4,5 sanity 69:3 Saturday 62:22	savings 23:10 SB4 44:4,9 scandal 68:20 scenes 30:6 Schaeffer 67:2,4 Schafer 22:11 scrape 60:19 scrutiny 32:2 SEC 23:18 security 10:24 23:9,23 26:17,20 27:2 34:8 66:7 seek 37:20 38:5 seemingly 30:12 Senate 44:1 send 64:1,13 senior 10:20 11:7 34:6 seniors 9:5 10:20, 23 11:9 13:3 18:25 26:13 27:1 32:19 60:12 sense 29:10 service 5:10 20:23 23:13 45:12,25 46:1,8,24 47:11 48:6 49:13 61:16 63:3,5,9 71:16 services 24:9 25:16 71:19 serving 11:10 sessions 31:15 set 27:25 28:25 51:12 57:14 setting 45:14 settled 68:21 sewer 44:2 65:23
--	---	--	---

66:14 shame 13:6 shape 18:21 share 15:10 24:16 shared 71:11,12 shareholders 15:7 42:7 58:1,9,13 61:1 shares 15:9 sharing 64:12 Shawn 49:20 50:3, 10 shelter 37:8,21 38:5 sheltered 44:19 short 58:7 65:19 shouldered 14:22 show 31:17 34:21 52:8 showed 26:11 53:8 68:7 shows 15:16 shut 45:25 46:1 47:17 side 6:5 20:21 64:9 73:10 similar 15:18 simple 21:24 68:22 simply 10:3 62:25 sink 46:7 sir 10:8 14:9 17:5 22:3 36:18 37:1 50:7 59:10 siren 44:17 sirens 37:17	sit 20:24 21:1,14, 15 28:4 sitting 21:13 situation 18:1 19:10 30:1 48:13 51:4 52:11,13 66:16 68:15,16 skipping 32:24 skirted 28:14 sleep 29:7 slowly 69:1 small 60:12 smaller 53:10 smelled 63:17 smelling 62:10 Smith 24:13,15, 19,24 25:3,6,10 sneezed 34:1 social 10:24 23:9, 23 26:17,19 27:2 34:8 66:7 society 29:4 solve 51:3 sounded 73:11 source 24:9 28:11 south 20:21 space 43:24 speak 5:19,22 23:6 45:8 67:23 SPEAKER 65:2 speaker's 31:11 speakers 31:9 speaking 69:5 specialists 5:1 specifically 15:11 54:25 60:18 61:5	specifics 48:13 spell 8:8 10:15 11:25 13:16 17:15 18:15 25:5 27:18 31:2 33:24 39:13 41:19 43:22 45:3 50:9 57:1 59:21 65:12 67:15 70:21 spelled 13:18 56:17 Spencer 40:8 spend 68:13 spending 46:13 Spire 7:16,18 9:7, 16,25 14:18 15:1, 6,16 16:10 20:13 21:20 23:21 25:11,13 26:21 28:7,15 29:20 32:3,5,7 34:15,24 35:15,18 36:4,6 37:6 39:18 40:3,7, 13 41:3,22 42:2,5 43:7 44:7,11 45:12,17 46:2,7,9, 14,15,16,22 47:23 48:10,25 49:7,9, 16 50:15 51:15, 23,25 53:9,10 55:11 56:2 57:7, 15,21 58:3,5,8 60:5,7 61:12 62:9, 11,14 63:8,15,17 66:15,16 67:21 68:2,7 69:4,8,18 70:9 71:17,24 Spire's 14:25 15:8,18 16:7 23:7, 17 33:6 35:23 45:10 61:9 64:8 71:6 Spires 66:17 spite 15:17	spoke 13:23 34:20 spoken 66:8 spread 19:5 spring 45:23 SSA 26:15 27:1 SSI 10:22,24,25 23:23 St 6:12 9:4,9 14:18,22 16:2,7,8, 21 17:21 33:7 38:14 73:15 stability 24:10 Staff 6:17 7:19,22 stage 28:25 stakeholders 61:19 stand 17:5 36:15 Star 5:24 8:18 22:3,8,9,11,14 24:13 30:15 33:12 41:9 43:10 49:20 67:1,2,7 72:7 start 34:6 55:19 started 36:22 72:14 starts 24:1 state 8:8 10:14 11:24 13:15 17:15 18:14 21:2 25:4 27:17 31:1 33:23 39:12 41:18,25 42:21 43:21 45:2 50:8 52:6 55:14, 24 56:4 59:20 65:11 67:14 70:20 73:10 stated 38:17 statement 15:6 23:17 35:13 49:10
--	--	--	--

statements 5:10	submitted 53:1	taxes 12:11 15:15 21:18	thinking 18:3
States 13:7 16:4 69:6	subsidize 62:6	taxpayer 63:10	thinks 23:21
statistics 42:20	substantial 36:7	taxpayers 52:6	thought 36:19
status 63:1	subtracting 15:14	TD 35:14	thread 33:6
stay 14:5 37:13,15 44:18 72:4 73:23	suffering 21:15 29:22	team 28:16 64:20	threatening 32:22
staying 14:3	suggest 31:15 32:1 48:9	technician 62:12, 16 63:1,16 64:1	threatens 24:5
stays 73:9	summer 13:3	telephone 12:8 19:18 72:22	Thursday 6:14 71:23 73:17
step 20:24	superior 68:4	ten 10:1 55:25 58:25 62:20	tighten 23:25
Stewart 10:8,10, 16,17,19 11:14	supply 53:5	terminated 47:11	time 5:20 7:3,7 8:16 9:19 10:6 17:3,22,25 18:2 19:24 20:19 21:25 24:11 31:14 35:10 45:25 51:11,22 52:24 53:4 55:17 63:4,18 64:2 69:23 71:6 72:1,4, 13,16 73:5
stock 23:20	Susan 22:3	terrible 19:24 33:6 68:20	times 17:20 24:4 45:17 48:4 72:24
stocks 59:7	Suzanne 22:3,4 66:25 67:1	testified 8:24 10:12 11:22 13:13 14:14 17:11 18:12 20:7 22:24 25:1 27:14 30:23 33:20 39:9 41:15 43:18 44:24 50:5 56:24 59:18 65:9 67:12 69:8 70:18	titled 6:6
stoves 13:5	swear 24:17 39:4	testifying 43:24	today 5:2,16,19 6:17,20 7:1 8:4 14:19 17:19 27:1 30:3 33:10 34:20 45:8 46:5 48:22 60:3 63:4 71:25 72:7,13 73:8,12
straight 41:21	sweet 65:19	testimony 5:10,20 38:19,20 48:14,22 71:10	today's 60:14
strain 38:25	switch 21:5 39:21 41:2	text 64:13,18	told 34:22 62:11, 18,21,23
strange 68:14	sworn 8:23 10:11 11:21 13:12 14:13 17:10 18:11 20:6 22:23 24:25 27:13 30:22 33:19 39:8 41:14 43:17 44:23 50:4 56:23 59:17 65:8 67:11 70:17	thankful 7:3	tomorrow 6:12 38:13 71:22 73:15
strategies 32:24 62:6	<hr/> T <hr/>	Thankfully 69:1	tonight 6:10 38:7, 11 67:6 71:22
streets 32:14 33:5, 7	tab 6:3 73:20	thermostat 66:4	top 15:24 55:25 56:4,7
stretch 58:22	table 23:16	thing 42:13 47:1 50:16 55:1,7,20	topic 67:24
strongly 36:16 45:10 48:9 60:4 70:8	takes 63:8	things 7:5 14:1 18:25 20:18 21:10 27:24 29:19,22 30:5,11 45:19 50:18 52:12 66:10 68:21 69:4 72:16	
structure 61:23 70:6	taking 11:9 72:12		
struggling 14:22 17:24 43:2 55:13	talk 36:22		
stuck 46:9	talking 28:8 53:5 55:4,13 57:11		
student 51:20	tangible 62:3		
stuff 51:9	tax 55:15,20 61:21		
subcontractors 40:1			
submit 6:6,7			

topple 16:19 tornado 18:23 20:22 29:18 36:16 37:7,17 73:10 tornadoes 9:13 total 13:24 totally 9:19 26:24 traded 50:23 training 28:1 trans 5:11 transcribing 6:19 transfer 57:25 translate 59:6 translates 61:14 transparency 46:23 60:25 63:9 transparent 46:25 47:2 treats 33:9 triple 59:1 tripled 59:3 True 61:20 Trump 12:22 trusted 47:4 truth 17:13 66:9, 10 turn 44:9 turned 46:3 type 36:10 49:15 50:16 51:6,8 typically 57:11	unacceptable 35:22 unaccessible 31:20 unbelievable 18:23 uncertainty 24:5 unchecked 61:24 unconscionable 33:8 understand 12:14 25:12 47:10 52:6 68:12 understood 5:23 25:17 57:10,23 undone 69:2 undoubtedly 60:10 unethical 32:6 unethically 32:4 unexpected 23:12 ungrateful 31:22 unhealthy 30:12 UNIDENTIFIED 65:2 United 9:4 13:7 16:4 69:6 University 51:17 unmute 5:24 8:6, 19 22:4,10,12,15 24:14 30:15 41:10 43:10 49:21 67:1 72:7 unnecessary 14:24 17:1 unprecedented 32:10 unpreparation 20:17	unquote 61:13 unrelated 33:4 untruthful 32:8 update 63:1 upgrades 34:16 uplifts 61:20 upper 55:3 ups 47:9 upset 20:19 upwards 58:2 urban 60:20 urge 24:6 50:21 51:18 55:9 61:25 63:7 68:5 70:8 USA 68:19 usage 26:6 utilities 25:11 29:5,20 34:12 39:23 44:2 61:24 utility 5:2 16:24 24:8 26:22 29:14 51:1 60:4,13 61:10	views 27:23 virtual 6:10 38:7, 11 72:23 73:13 voice 14:19 volume 57:10 volunteer 56:9 vulnerable 16:24 23:8
U			
Uh-huh 41:8 unable 28:23			
		V	
		valid 41:23 43:1 variety 72:22 vary 26:5 venture 51:1 Vernita 64:9 version 68:19 veterans 32:19 victimized 9:12 Victor 70:24 view 30:5	W
			W-I-L-L-I-A-M 70:23 W-I-L-L-I-A-M-S 41:21 wage 61:15 wait 31:17,24 44:7 waive 32:21 wanted 28:20,25 40:5 53:13 57:7 wanting 65:23 warm 14:3,5 warning 36:17 37:7 water 12:8 44:2 65:23 66:14 weather 9:15,18 25:16 Webex 22:13 38:7 72:21 website 6:4 15:1 35:23 73:21 west 73:9 whomever 26:1 wild 32:10 33:9 William 70:16,22 Williams 37:3 41:9,11,13,17,20

window 62:17
winter 13:1,4
45:14,15
wishes 15:1
witnesses 5:11
wonderful 54:22
wondering 11:8
work 9:14 31:21
44:5 48:12 49:17
51:11 55:10
workers 55:4
working 10:20
31:17 51:21 65:25
works 68:16
world 21:19
worried 32:18,21,
23
worries 56:14
wrap 36:23
wrong 21:19 56:13

Y

year 9:23 11:5,6
12:7,10 15:7,10,
11 21:18 24:1
25:19,21 29:15
34:7,10 36:4 44:3
46:4,8 48:4 57:18
58:5,14
years 9:17 10:2
12:6 17:23 21:22
25:20 35:24 36:1
57:18 58:7,25
yield 35:16,25
young 9:5,22